

County Council Meeting – 17 July 2012

## REPORT OF THE CABINET

The Cabinet met on 29 May and 19 June 2012.

In accordance with the Constitution, Members can ask questions of the appropriate Cabinet Member, seek clarification or make a statement on any of these issues without giving notice.

The minutes containing the individual decisions for 29 May and 19 June 2012 meetings are attached as an Annexe to this report. Cabinet responses to Committee reports are included in or appended to the minutes. If any Member wishes to raise a question or make a statement on any of the matters in the minutes, notice must be given to Democratic Services by 12 noon on the last working day before the County Council meeting (Monday 16 July 2012).

For members of the public all non-confidential reports are available on the web site ([www.surreycc.gov.uk](http://www.surreycc.gov.uk)) or on request from Democratic Services.

### 1. STATEMENTS/UPDATES FROM CABINET MEMBERS

None.

### 2. REPORTS FOR INFORMATION / DISCUSSION

29 May 2012

#### A ONE COUNTY, ONE TEAM: PEOPLE STRATEGY 2012 - 2017

1. Surrey County Council directly employs over 10,202 people plus 17,728 schools-based staff who provide a variety of services to our residents and users, either directly or in work supporting those who do. The aim of the *People Strategy* is to enable everyone to reach their best so they can give of their best for the people of Surrey.
2. The context for the refreshed People Strategy includes:
  - Our drive to embrace innovation to improve public services.
  - Our new approach and challenging the way we operate achieves results.
  - Making us stronger as a Council by growing our competency in change management, ability to work well together and with partners, people skills and practice, getting the balance right between professional and generic skills and health and well-being.
3. Extensive consultation for the new People Strategy showed the same key priorities emerged with great consistency across the organisation and beyond. To ensure the strategy is memorable, clear and simple, these were filtered down to just three:
  - Passion for Public Services
  - Great Leadership
  - One Team

4. To implement our aspirations, the strategy sets out the commitment of what the organisation promises to deliver and, in turn, what everyone in the organisation promises to do, to deliver on the aims of the strategy. The aim is for the whole organisation to deliver on their promise; as follows:

#### **The County Council Promise**

- a) Everyone will have the right equipment and training to enable them to do their job
- b) Everyone will have a development plan linked to their goals and organisational goals
- c) Every manager will undertake the people management development modules
- d) Everyone will be trained to a minimum level of IT competency
- e) Everyone will receive coaching training
- f) We will maximise smarter working
- g) Everyone will have a fair and manageable workload
- h) We will help each other and act early when someone needs extra help and support.
- i) Everyone will have an effective annual appraisal
- j) Everyone will have regular and effective time with their manager focused on their performance
- k) Every team to have regular team meetings/discussions
- l) Everyone will have the equivalent of 36 hours a year training and development.

Each of the above promises will have an agreed time frame for delivery worked up in consultation with the business.

#### **The Employees Promise**

- a) To develop myself and others
- b) To coach others to innovate and take decisions
- c) To take responsibility for quality
- d) To put the residents' needs first in everything I do
- e) To encourage fairness and respect
- f) To implement our Values into my work
- g) To have a good standard of IT competency
- h) To be open to new ways of doing things
- i) To demonstrate leadership
- j) To actively contribute ideas
- k) To support colleagues

#### **5. The Cabinet agreed:**

That the One Council, One Team, People Strategy 2012-17, attached as Annex 1 to the submitted report, be approved.

**B LOCAL GOVERNMENT OMBUDSMAN REPORT WITH A FINDING OF MALADMINISTRATION**

- 1 The Local Government Ombudsman has investigated a complaint made by “Mr Hayden” on behalf of his daughter “Alice” (not their real names) that both Lambeth Council and Surrey County Council failed to ensure the proper provision of physiotherapy and hydrotherapy specified in Alice’s statement of special educational needs (SEN).
- 2 The Ombudsman found that there had been maladministration causing injustice on the part of both Councils and as regards Surrey County Council she decided that this was because it did not ensure that the full requirements of the SEN statement were met. She decided that a payment of £900 should be paid by Surrey County Council to remedy the injustice caused to Alice, which officers in Children’s Services have agreed to. The Council also agreed to send an apology to the complainant and to Alice’s carer. Surrey’s officers regretted that the full provision was not made but insisted that they acted as soon as they were made aware of the gaps in provision.
- 3 The Ombudsman made other findings of maladministration in relation to the actions of Lambeth Council, and in her report made it clear that it was desirable for Councils to work together in situations like this to ensure that their communication was open and transparent.
4. The Cabinet considered the report to ensure that the Ombudsman’s recommendations were considered and addressed, and to ensure that arrangements were in place to report back to the Ombudsman within statutory time limits. The Cabinet also considered the response from the Children, Schools and Families Directorate to the Ombudsman’s report and recommendations. The Ombudsman made various recommendations in relation to this case and future practice which the Council agreed to. Processes have been reviewed and revised in light of this complaint. The Council also paid £900 to the complainant as recommended by the Ombudsman and an apology was given to the family and the foster carer.
- 5. The Cabinet agreed:**
  - (1) The Ombudsman’s report be noted.
  - (2) The response from the Children’s Service, attached as Addendum 1 to the report, be noted and the actions set out below be agreed to address the findings of the Ombudsman’s Report:

- i). that the Cabinet acknowledges with regret that maladministration has occurred in this matter;
- ii). that an award of £900, as agreed with the Ombudsman as payment to the family, be agreed as an appropriate amount as payment to the family; and
- iii). that an apology be sent to the child's father and to the Foster Carer setting out the improvements to processes identified in the service response, to avoid this scenario arising in any future case.

(3) The Strategic Director for Children Schools and Families, in consultation with the Cabinet Member for Children and Learning, be authorised to produce a response to this report and to the Ombudsman's report and ensure that this is sent to all Members and to the Ombudsman.

## **C QUARTERLY REPORT ON DECISIONS TAKEN UNDER SPECIAL URGENCY ARRANGEMENTS – 1 APRIL – 30 JUNE 2012**

1. The Cabinet is required under the Constitution to report to Council on a quarterly basis the details of decisions taken by the Cabinet and Cabinet Members under the special urgency arrangements set out in Article 6.05(f) of the Constitution. This occurs where a decision is required on a matter that is not contained within the Leader's Forward Plan, nor available 5 clear days before the meeting. Where a decision on such matters could not reasonably be delayed, the agreement of the Chairman of the appropriate Select Committee, or in his/her absence the Chairman of the Council, must be sought to enable the decision to be made.

There has been one decision taken under 'special urgency' arrangements in this quarter:

The Refurbishment of Consort House, Redhill, as part of the 'Making a Difference' programme.

(Details of this decision are set out in the Cabinet minutes of 24 April 2012.)

### **Reason for Urgency:**

It was impracticable to delay a decision on this matter as this would cause a delay in the award of the contract which would, in turn, lead to extended delays in a key project to transfer staff into accommodation as part of the 'Making a Difference' initiative. This would require an extension of lease on alternative accommodation at cost to the Council.

**6 July 2012**

**Mr David Hodge  
Leader of the Council**