


## Notice of Meeting

# Cabinet- Supplementary Agenda 2



<u>Date and Time</u>	<u>Place</u>	<u>Contact</u>	<u>Web:</u>
Tuesday, 23 July 2024 2.00 pm	Council Chamber, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey, RH2 8EF	Huma Younis or Sarah Quinn huma.younis@surreycc.gov.uk or sarah.quinn@surreycc.gov.uk	<a href="https://www.surreycc.gov.uk/council-and-democracy">Council and democracy Surreycc.gov.uk</a>   @SCCdemocracy

### **Committee:**

Natalie Bramhall, Clare Curran, Kevin Deanus, Matt Furniss, Marisa Heath, David Lewis, Sinead Mooney, Mark Nuti, Tim Oliver, Denise Turner-Stewart, Maureen Attewell, Paul Deach, Steve Bax and Jonathan Hulley

If you would like a copy of this agenda or the attached papers in another format, e.g. large print or braille, or another language, please email Huma Younis or Sarah Quinn on [huma.younis@surreycc.gov.uk](mailto:huma.younis@surreycc.gov.uk) or [sarah.quinn@surreycc.gov.uk](mailto:sarah.quinn@surreycc.gov.uk).

This meeting will be held in public at the venue mentioned above and may be webcast live. Generally the public seating areas are not filmed. However, by entering the meeting room and using the public seating area or attending online, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. If webcast, a recording will be available on the Council's website post-meeting. The live webcast and recording can be accessed via the Council's website:

<https://surreycc.public-i.tv/core/portal/home>

If you would like to attend and you have any special requirements, please email Huma Younis or Sarah Quinn on [huma.younis@surreycc.gov.uk](mailto:huma.younis@surreycc.gov.uk) or [sarah.quinn@surreycc.gov.uk](mailto:sarah.quinn@surreycc.gov.uk). Please note that public seating is limited and will be allocated on a first come first served basis.

## **AGENDA**

### **5 REPORTS FROM SELECT COMMITTEES, TASK GROUPS AND OTHER COMMITTEES OF THE COUNCIL**

(Pages  
1 - 2)

To consider any reports from Select Committees, Task Groups and any other Committees of the Council.

Cabinet to consider the following report:

D. Report Of The Resources And Performance Select Committee-  
Customer Transformation Programme

**Michael Coughlin**  
**Interim Head of Paid Service**  
Published: Thursday 18 July 2024

## **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

Members of the public and the press may use social media or mobile devices in silent mode during meetings. Public Wi-Fi is available; please ask the committee manager for details.

Anyone is permitted to film, record or take photographs at Council meetings. Please liaise with the committee manager prior to the start of the meeting so that the meeting can be made aware of any filming taking place.

The use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to any Council equipment or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

Thank you for your co-operation.

## **QUESTIONS AND PETITIONS**

Cabinet and most committees will consider questions by elected Surrey County Council Members and questions and petitions from members of the public who are electors in the Surrey County Council area.

### **Please note the following regarding questions from the public:**

1. Members of the public can submit one written question to a meeting by the deadline stated in the agenda. Questions should relate to general policy and not to detail. Questions are asked and answered in public and cannot relate to “confidential” or “exempt” matters (for example, personal or financial details of an individual); for further advice please contact the committee manager listed on the front page of an agenda.
2. The number of public questions which can be asked at a meeting may not exceed six. Questions which are received after the first six will be held over to the following meeting or dealt with in writing at the Chairman’s discretion.
3. Questions will be taken in the order in which they are received.
4. Questions will be asked and answered without discussion. The Chairman or Cabinet members may decline to answer a question, provide a written reply or nominate another Member to answer the question.
5. Following the initial reply, one supplementary question may be asked by the questioner. The Chairman or Cabinet members may decline to answer a supplementary question.

This page is intentionally left blank

**REPORT OF THE RESOURCES AND PERFORMANCE SELECT COMMITTEE****Item under consideration:** Customer Transformation Programme**Date considered:** 18 July 2024

The Resources and Performance Select Committee received a report on the **Customer Transformation Programme**. The report was presented by the Interim Executive Director for Customer, Digital and Change. The Committee seeks to provide continuing scrutiny input into the programme, and work to establish a Member Reference Group from the Select Committee is underway.

In considering the Customer Transformation Programme, accompanying Dynamic Customer Operating Model and other appended papers, the Select Committee noted the potential benefits of the programme but were concerned about the potential risks associated with the programme which it considers to be significant and not well enough articulated. Further work should be done to clarify these risks and to provide assurance to the Committee, to Cabinet and Members that these are well understood and can be effectively managed and that any learnings from the recent DB&I experience are being applied.

After detailed discussion and noting the responses to its key lines of enquiry, the Select Committee agreed the following conclusions and recommendations for Cabinet to consider.

1. The Resources and Performance Select Committee notes the progress made to date during the *Discovery* and *Design* phases of the programme.
2. Notes that Cabinet will receive four recommendations in relation to the Customer Transformation Programme as set out in the Cabinet papers, welcomes the progress made in the Programme to date, and further notes the potential benefits of the Customer Transformation Programme.
3. Further notes that if the programme is approved by Cabinet, the programme contains potential risks, and recommends that this select committee continue to receive regular updates, and greater information about risks, on the

Customer Transformation Programme, to ensure that it delivers Best Value for Surrey residents and does not potentially adversely affect Council budgets.

4. Recommends that an updated Business Case is brought back to this Select Committee, including detailed financial, technical and other information on the risks and benefits of the programme.

**Cllr Robert Hughes - Chairman, Resources and Performance Select Committee**

Date: Thursday 18 July 2024

**Cllr Steven McCormick - Chairman, Digital Business and Insights (DB&I) Task Group & Vice-chairman, Resources and Performance Select Committee**

Date: Thursday 18 July 2024

## **Background papers**

[Customer Transformation Programme](#)

[Appendix 1: Customer Design Principles](#)

[Appendix 2: Dynamic Customer Operating Model](#)

[Appendix 3: High level plan](#)

[Appendix 4: Risks, assumptions and constraints](#)

[Appendix 5: Stakeholder engagement plan](#)