

Notice of Meeting

Resources and Performance Select Committee

**Date & time**

Wednesday, 13 July
2022 at 10.00 am

Place

Council Chamber
Woodhatch Place
11 Cockshot Hill
Reigate
Surrey, RH2 8EF

Contact

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Officer

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Chief Executive

Joanna Killian

We're on Twitter:
[@SCCdemocracy](https://twitter.com/SCCdemocracy)



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 either email kunwar.khan@surreycc.gov.uk or call 07988 522219.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Kunwar Khan, Scrutiny Officer on 07988 522219.

Elected Members

Ayesha Azad (Woking South-West) (Vice-Chairman), Nick Darby (The Dittons) (Chairman), Will Forster (Woking South) (Vice-Chairman), David Harmer (Waverley Western Villages), Edward Hawkins (Heatherside & Parkside), Robert Hughes (Shere), Robert King (Egham), Steven McCormick (Epsom Town and Downs), Tony Samuels (Walton South & Oatlands), Lance Spencer (Goldsworth East & Horsell Village), Lesley Steeds (Lingfield), Hazel Watson (Dorking Hills) and Jeremy Webster (Caterham Hill)

TERMS OF REFERENCE

The Committee is responsible for the following areas:

- Finance
- Orbis Partnership Functions
- HR&OD
- IT and Digital
- Business Ops
- Property
- Procurement
- Equalities and Diversity
- Internal/External Communications
- Legal and Democratic Services
- Customer Services

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Purpose of the item:

To receive any apologies for absence and substitutions.

2 MINUTES OF THE PREVIOUS MEETINGS: 14 APRIL 2022

(Pages 5
- 14)

Purpose of the item:

To agree the minutes of the Resources and Performance Select Committee held on 14 April 2022 as a true and accurate record of proceedings.

3 DECLARATIONS OF INTEREST

Purpose of the item:

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- I. Any disclosable pecuniary interests and/or
- II. Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting.

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner).
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 QUESTIONS AND PETITIONS

Purpose of the item:

To receive any questions or petitions.

NOTES:

1. The deadline for Members' questions is 12:00pm four working days before the meeting (*7 July 2022*).

2. The deadline for public questions is seven days before the meeting (6 July 2022).

3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 CUSTOMER SERVICES UPDATE

(Pages
15 - 24)

Purpose of the item:

To provide an update on the Council's Customer Services operation following recommendations made by the Customer Experience Task Group.

6 UPDATE ON THE ROLL OUT OF DIGITAL INFRASTRUCTURE IN SURREY

(Pages
25 - 34)

Purpose of the item:

To provide an update on the delivery of improvements to digital infrastructure across Surrey, including changes introduced by Central Government to the way in which public subsidy is administered to support digital connectivity. This update report focuses on those interventions which will drive the greatest improvement in connectivity, in what is a complex system for the delivery and operation of broadband, 4G Long Term Evolution (Lte)/5G and other wireless technologies.

7 FORWARD WORK PROGRAMME AND RECOMMENDATION TRACKER

(Pages
35 - 48)

Purpose of the item:

For the Select Committee to review the attached Forward Work Programme and Recommendation Tracker, making suggestions for additions or amendments as appropriate.

8 DATE OF THE NEXT MEETING

The next meeting of the Resources and Performance Select Committee will be held on 7 October at 10:00am.

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

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Anyone is permitted to film, record or take photographs at council meetings with the Chairman's consent. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that the Chairman can grant permission and those attending the meeting can be made aware of any filming taking place.

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Thank you for your co-operation