

Notice of Meeting

Resources and Performance Select Committee



Date & time	Place	Contact	Interim Chief Executive
Wednesday, 15 May 2024 at 10.00 am	Council Chamber, Woodhatch Place, Reigate, Surrey, RH2 8EF	Julie Armstrong, Scrutiny Officer Tel 07816 091463 julie.armstrong@surreycc.gov.uk	Leigh Whitehouse We're on Twitter: @SCCdemocracy 

If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, or email julie.armstrong@surreycc.gov.uk.

This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Julie Armstrong, Scrutiny Officer.

Elected Members

Nick Darby (The Dittons), Will Forster (Woking South), Tim Hall (Leatherhead & Fetcham East), David Harmer (Waverley Western Villages), Edward Hawkins (Heatherside & Parkside), Bob Hughes (Shere) (Chairman), Robert King (Egham), Steven McCormick (Epsom Town & Downs) (Vice-Chairman), John O'Reilly (Hersham), Becky Rush (Warlingham), Lance Spencer (Goldsworth East & Horsell Village), Lesley Steeds (Lingfield) (Vice-Chairman), Hazel Watson (Dorking Hills)

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: 12 MARCH 2024

(Pages 5
- 18)

Purpose of the item: To agree the minutes of the Resources and Performance Select Committee held on 12 March 2024 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 (9 May 2024).
2. The deadline for public questions is seven days before the meeting (8 May 2024).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 CORPORATE HEALTH AND SAFETY

(Pages
19 - 30)

Purpose of the item: To provide an update on the progress made implementing the actions from the Orbis internal audit report

published in October 2023 on Health and Safety Governance Arrangements.

To provide an update on the improvements made to comply with the Health and Safety Executive (HSE) Improvement Notice dated 11 April 2023. In addition, the report includes a review of health and safety performance across schools and care homes.

6 PROGRESS UPDATE- DIGITAL BUSINESS AND INSIGHTS (DB&I) TASK GROUP (Pages 31 - 34)

Purpose of the item: To provide the committee with an update on the work of the Digital Business and Insights (DB&I) Task Group and to outline next steps.

7 PERFORMANCE MONITORING SESSION NOTES 18 MARCH 2024 (Pages 35 - 40)

Purpose of the item: To publish the notes of the Performance Monitoring Session conducted informally on 18 March 2024.

8 FORWARD WORK PROGRAMME AND RECOMMENDATION TRACKER (Pages 41 - 66)

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.

9 DATE OF THE NEXT MEETING

The next meeting of the Resources and Performance Select Committee will be held on 18 July 2024 at 10:00am.

Leigh Whitehouse
Interim Chief Executive
Published: Tuesday, 7 May 2024

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting.

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.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to

no interruptions, distractions or interference, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions.

Thank you for your co-operation

MINUTES of the meeting of the **RESOURCES AND PERFORMANCE SELECT COMMITTEE** held at 10.00 am on 12 March 2024 at Council Chamber, Woodhatch Place, Reigate, Surrey, RH2 8EF.

These minutes are subject to confirmation by the Committee at its meeting on Wednesday, 15 May 2024.

Elected Members:

*Nick Darby
Will Forster
*Tim Hall
*David Harmer
*Edward Hawkins
*Robert Hughes (Chairman)
*Robert King
*Steven McCormick (Vice-Chairman)
*John O'Reilly
Becky Rush
rLance Spencer
*Lesley Steeds (Vice-Chairman)
*Hazel Watson

*present at the meeting

r=remote attendance

1/24 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Will Forster. Lance Spencer attended remotely.

2/24 MINUTES OF THE PREVIOUS MEETINGS: 8 DECEMBER 2023 [Item 2]

The minutes of the Resources and Performance Select Committee held on 8 December 2023 were formally agreed as a true and accurate record of the meeting.

3/24 DECLARATIONS OF INTEREST [Item 3]

Hazel Watson declared a non-pecuniary interest as a governor of Ashcombe School, a Multi-Academy Trust.

Tim Hall declared he was the resources chairman for one of the Council's maintained primary schools, and a governor for another maintained school.

4/24 QUESTIONS AND PETITIONS [Item 4]

No questions or petitions received.

5/24 REMOVAL OF PAYROLL SERVICE FROM MATS AND ACADEMIES [Item 5]

Witnesses:

David Lewis, Cabinet Member for Finance and Resources

Anna D'Alessandro, Director of Finance Corporate and Commercial (Interim s151)

Tom Holmwood, Head of HR Operations

Key points raised during the discussion:

1. A Member asked what background information and analysis the Cabinet decision to stop providing the payroll service to Multi-Academy Trusts (MATs) and academies was based on. The Cabinet Member for Finance and Resources explained that the Council was in the process of transitioning from SAP to Unit4 and there was awareness of the challenges. The Enterprise Resource Planning (ERP) systems were based on a set of standard processes which were rolled out to all users including MATs. A gradual move away from the payroll service by the MATs had already started over the previous 18 months. MATs were independent businesses that had no obligation to use the Council's payroll service. An Accent survey, carried out in 2022 to understand MATs' views of SCC's payroll service, contributed to the decision. Three different options were prepared to determine how the Council would proceed; continue to deliver a payroll service with investment; continue the payroll service only for maintained schools; deliver corporate service only. It was decided to continue the payroll service only for maintained schools and MATs were given more than the statutory notice of termination of the service. The Cabinet Member believed that transition of MATs from the Council's payroll service to independent services went well, and the necessary support was provided.
2. The Director of Finance Corporate and Commercial (Interim s151) reiterated that the transition went smoothly. The 2022 survey portrayed a deterioration in the payroll service provided to MATs and set off a chain of events. By the time the Cabinet report was delivered, there was already a significant reduction in the income from MATs and Academies and the assumption was that this would continue. Financial implications were mapped

against a set of strategic criteria such as reputational impact and customer service.

3. The Member asked specifically what budget implications were considered. The Director of Finance Corporate and Commercial (Interim s151) explained that an options appraisal went to Cabinet, with around eight options reduced to three viable options. To continue providing the payroll service to MATs required a £600,000 investment of one-off project costs and ongoing costs to set up and maintain the MATs. To get the service fit for purpose, there was a request for another two full-time equivalent administrator posts, costing £80,000 on an ongoing basis. The budget was also in an overspend position. The income budgeted from the MATs was £1.2 million, on a declining trajectory. When the options were taken to Cabinet, the Council had already received notice of £400,000 loss of income, and an assumption of another £400,000 loss was made, forecasting an ongoing deficit at the end of 2024/25.
4. A Member asked why only 30% of Academies and MATs were satisfied with the service. The Director of Finance Corporate and Commercial (Interim s151) explained it was due to several reasons such as a lack of effective management and oversight; lack of good processes; lack of resource planning; and lack of effective use of technology, such as a macro being used that was not fit for purpose. The maintained schools followed the Council's terms and conditions and had the same pay dates, whereas the MATs had different pay dates, different terms and conditions and other requirements. These operational issues caused many problems.
5. The Cabinet Member for Finance and Resources noted the principle of whether local authorities should run a payroll service for MATs, that were independent organisations with separate requirements. There were other specialist payroll providers available in the market that could meet MATs requirements.
6. The Member asked if the operational issues highlighted should have been fixed long ago and suggested if it had been, income could have been generated. The Director of Finance Corporate and Commercial (Interim s151) agreed. By the time the issues were brought to her attention, the income was on a declining trajectory. The Council was not in the business of providing a payroll service. Maintaining MATs would have required a lot of change and investment to deliver a good service.

7. A Member asked if learning had been taken from other local authorities who dealt with the same situation and successfully kept MATs on the payroll service. The Director of Finance Corporate and Commercial (Interim s151) could not provide a definitive answer, but there was no known recent learning. The Council was now ensuring it looked at other organisations and how payroll was dealt with. It had become apparent that a lot of local authorities were withdrawing from providing a payroll service to MATs due to its complexity, and in consideration that it was not a usual service for local authorities to provide.
8. A Member asked for an elaboration on what market research was carried out in spring 2022 and if it could be shared with the Committee. The Director of Finance Corporate and Commercial (Interim s151) agreed to share the Accent report with the Committee.
9. A Member asked why there was there a time lag between when the market research was completed, in spring 2022, and when it was taken to Cabinet, in May 2023. The Director of Finance Corporate and Commercial (Interim s151) explained that after the market research, the resources team and Head of HR Operations wanted to improve the payroll service. Within six months of this, it was clear that the payroll service provided to MATs could not be improved. Another issue had occurred with statutory maternity pay which caused some anxiety with the schools. It also became clear that the confidence of a lot of the MATs was irrecoverable. There was also several months to complete a detailed options appraisal to go to Cabinet.
10. A Member asked if the decision to stop providing the payroll service to bureaus could had been taken sooner than May 2023. The Director of Finance Corporate and Commercial (Interim s151), explained that a quicker decision could had been made if the Accent Survey was commissioned sooner and six months had not been taken to try and improve the service. The statutory maternity pay issue also did not arise until December 2022. It would have been better to take the decision to Cabinet before the start of 2023.
11. A Member asked if any consultation with the MATs took place prior to the Cabinet decision. The Director of Finance Corporate and Commercial (Interim s151) confirmed there had been no consultation beforehand.
12. The Member asked if all the MATs were contacted. The Cabinet Member for Finance and Resource explained that 105 education

settings were interviewed as part of the accent survey but did not know what proportion this was.

13. The Director of Finance Corporate and Commercial (Interim s151), confirmed that the Council had stopped using the SAP system for payroll as of December 2023 and the transition to Unit4 was successful. A Member asked if the Council was currently providing payroll services to any external organisations and was informed that only maintained schools and corporate employees were currently supported by the Council's payroll service.
14. The Member requested insight into the level of payroll queries the Council was receiving, compared with 2023, and if there was a clear methodology for a customer to report an issue with the payroll service. The Head of HR Operations said the number of payroll queries had doubled since last year's but was now on a downward trajectory. The way the Council received payroll queries had been redesigned to ensure that all queries, from whichever direction, went through the helpdesk. This provided better statistics and allowed visibility of root cause of problems. The Cabinet Member for Finance and Resources noted the school clinics being run for schools, were ensuring a better level of engagement and support for schools. The Director of Finance Corporate and Commercial (Interim s151) added it was recognised that communication with schools could have been better. There was now a forum in place to communicate with schools since Unit4 went live. There were now subgroups from the Head of HR Operations' team that meet separately with headteachers to discuss any issues and resolutions.

Actions:

1. The Director of Finance Corporate and Commercial (Interim s151) to share the 2022 Accent report on payroll customer satisfaction.
2. Accent surveyed 105 education settings; The Director of Finance Corporate and Commercial (Interim s151) to provide what proportion of SCC's academy customers participated in the survey.
3. The Head of HR Operations to provide how many payroll queries the Council is receiving per month since Unit4 went live and how this compares with the same period last year.

Resolved:

The Resources & Performance Select Committee welcomes the improved communication with payroll customers and recommends that:

1. Customers of the payroll service continue to be promptly notified of any problems occurring and the resolutions.
2. Stakeholders affected by a Cabinet decision should, where appropriate, be consulted and consultation feedback supplied to Cabinet Members before the decision is made.
3. Cabinet decisions directly affecting stakeholders should be shared with them all (a) at the earliest opportunity and (b) at the same time as each other.

6/24 EQUALITY, DIVERSITY AND INCLUSION UPDATE [Item 6]

Witnesses:

Mark Nuti, Cabinet Member for Health and Wellbeing, and Public Health (EDI Lead Member)

Natalie Bramhall, Cabinet Member for Land and Property

Michael Smith, Chief of Staff to Chief Executive, and EDI Lead

Nikki Parkhill, Head of Equality, Diversity and Inclusion

Shella Smith, Director for People and Change

Sarah Richardson, Assistant Director - People Strategy & Organisational Development

Simon Crowther, Director for Land and Property

Glenn Woodhead, Assistant Director for Workplace & Facilities

Clare Burgess, Sight for Surrey Chief Executive

Key points raised during the discussion:

1. The Chairman asked how exactly they would work with partner organisations, residents, and the Council workforce to establish a framework for Equality, Diversity, and Inclusion (EDI). The Head of EDI explained that it was related to the 2030 vision of ensuring that no one was left behind. The EDI team was currently developing an evidence base to understand which residents, and who in the Council's workforce was being left behind and why. There was a good understanding of geographical communities and priority places, but a lack of understanding around areas such as identity, disability, gender, and sexual orientation. The evidence base would provide a starting point to understanding these areas. It was known that partner organisations, such as voluntary and statutory sector organisations, were interested in this piece of work, and the EDI team would be working with them to develop a

framework/strategy in how to work together to ensure there was that right support with the right timeliness. Things already in place would be identified in order to ensure that resources would be prioritised to the right place.

2. The Chairman asked what external organisations were represented in the accessibility forum. The Head of EDI explained this was an internal forum that brought together trade union representatives and representatives from the Council's staff network. The Head of EDI highlighted the Disability Partnership Group which had a range of stakeholders such as Sight for Surrey, the Coalition of Disabled People and Healthwatch.
3. In reference to the Committee's June 2023 recommendation on using the voluntary, community and faith sector to get people with disabilities work-ready, the Chairman noted it was not clear who was being worked with to fulfil this. The Head of EDI explained there was a list of organisations that were delivering work-readiness training, funded by the Council, which could be shared with the Committee. A Department of Work and Pensions' 2-year funded programme for community-based organisations provided employment support for those with health conditions and disabilities. Part of the EDI work would look at the opportunities available at the Council. There had been early conversations to try to identify work experience, supported internships and other paid roles across the organisation, where new approaches could be tried to give people the opportunity to see what it was like to work at the Council, and looking at the support alongside this with the skills development piece. The Cabinet Member for Health, Wellbeing and Public Health added that the Council had recently secured funding as one of 12 national sites under the individual placement supporting primary care model, which would help provide employment support to adults with long term disabilities to help them access and maintain work.
4. The Director of People and Change drew attention to the workplace adjustments that were in place to enable disabled colleagues to continue to work or take jobs within the Council. A focus had been on making the Council's recruitment practices as inclusive as possible, by reviewing it, such as how jobs were being advertised, where jobs were being advertised and what job adverts said. There would be inclusive leadership training provided to all managers at the Council later this year.

5. A Member referred to the LGA peer review's recommendation that the Council should celebrate successes and asked if a list of achievements of things delivered by the Council in the 2023/24 financial year could be shared. The Head of EDI explained that this would be available in the final report of the 2023/24 EDI action plan in May 2024. The Cabinet Member for Health, Wellbeing and Public Health noted the Sunnybank Trust in Epsom who did a lot of work for people with learning disabilities and helping getting people into employment.
6. The Chief Executive of Sight for Surrey explained that only 25% of working age adults with sight loss were in paid employment, and only 37% of working aged people who were deaf and used British sign language as a first language were in employment. A big barrier was the language used in job adverts, such as saying someone must be a driver for a role that did not necessarily require this. The Director of People and Change explained that some work had been done within the Council to improve on this, but it was challenging to do for all roles for an organisation of the Council's size. Council job adverts would be looked at across the board to improve on this further.
7. The Chairman asked the Chief Executive of Sight for Surrey what the issues were with getting people with disabilities work-ready, what training Sight for Surrey offered and if Sight for Surrey received any funding or other assistance from the Council for this. The Chief Executive explained that a pilot employment programme had been run in the past. A range of services was currently offered to help people in their recovery and to get people back into the community. There was success with a 2-year paid internship in collaboration with the Thomas Pocklington Trust, which was restricted to people who were blind, partially sighted, or deaf and blind. An employability service was not currently offered due to lack of funding, but it was in Sight for Surrey's strategy. No assistance was received from the Council for work-readiness and employment training.
8. A Member asked who was providing the training opportunities for under-represented groups in the green skills sector. The Head of EDI explained that the green skills were all related to sustainability and was important given the expected 8% growth in job opportunities for the next seven years. Currently, the providers delivering in this area were East Surrey College, Nescot College and MIT skills. A support package would be going live in April 2024, specifically designed to support underrepresented groups in the 'green skills' sector, such as

women, minority ethnic groups, disabled people and care leavers. There would be around £350,00 of investment in supporting people into work. The three areas of work that the providers would be doing were: making sure people were aware of the training available, through general promotion and targeted work; supporting people to successfully complete training; and supporting people making the step into work, such as with CV development and interview skills.

9. A Member referred to the budget for reasonable adjustments being oversubscribed and asked for assurance that employees would get what they needed. He asked where the funding for reasonable adjustments was coming from and how the funding was being remodelled. The Director for People and Change said there was a statutory responsibility for the Council to provide reasonable adjustments to disabled employees where needed. There was a centralised budget for this within the People and Change Directorate. Work was being done to ensure the budget was the right size, with extra money being taken from elsewhere within People and Change. A workplace adjustments sustainability group had been established, which included representatives from the IT service, Land and Property, Finance and People and Change, to ensure the budget would be correctly sized in future. The Member queried if the reasonable adjustments would stop if the budget was outstripped, or where the extra money would come from. The Director of People and Change clarified that reasonable adjustments would not stop due to statutory responsibilities and extra money would be taken from other areas within the People and Change budget.
10. The Member asked for the size of the budget provided for reasonable adjustments. The Assistant Director of People Strategy & Organisational Development explained that People and Change had budgeted £149,000. As of month 10, the total spend was £314,000.
11. The Chairman asked for confirmation that the Council was using all available Access to Work grants from the Department of Work and Pensions. The Director for People and Change confirmed that employees were encouraged to try to get funding through Access to Work, which the employees would have to apply for themselves. There were some issues with this service, such as waiting times. Often the Council's internal service could react more quickly to any needs an individual had.

12. A Member asked what was being done to move some staff away from a view, noted by the Local Government Association (LGA) Peer Challenge, that Equality Impact Assessments (EIAs) were a 'tick-box exercise'. The Chief of Staff explained the Council had strengthened EIAs through a new officer and the roll-out of an employee training programme that would talk about the importance of the EIA process and look to drive accountability and responsibility at the right parts of the organisation. There were now EIA champions trained in the EIA process in every department and service area. Constant learning from the EIA process was now a focus. The Council was entering into the budget planning cycle for 2025/26 and a key part of this was the EIA assessments for all medium-term financial strategies, change programmes and the transformation occurring, to aid decision-making. Plans had already been implemented, but training was being looked at to strengthen and raise accountability and responsibility. This would be attached to all the decisions and change by threading it through the budget process. The lessons and reflection of what happened would help inform how it would be moved forward in the future.
13. The Member asked if all forms of disability, including those invisible, were considered and treated with equal importance. The Head of EDI reassured the Committee that in the staff network there was a specific focus on neurodiversity, including things such as dyslexia and autism. There was a piece of work around the accessibility of reports and how the council was ensuring communication was accessible for staff, Members, and residents. The Accessibility Officer in the EDI team was helping the Council with accessibility, and there were colleagues working in digital accessibility and inclusion.
14. A Member asked if there were any problems anticipated with implementing the EDI Strategy once funding for the fixed term Accessibility Officer and Digital Accessibility Officers roles ended in 2025. The Chief of Staff explained there were currently no anticipated problems with this. The 2023/24 and 2024/25 action plans were being developed as part of the LGA Peer Review. The accessibility roles were critical to moving forward some of the work, both in the digital space and built assets. There was awareness of the financial envelope and challenges ahead, which was why the two officer roles were of a fixed term nature. The amount of work that was occurring and, in the pipeline, would be used to build the longer-term vision, the budget needs and requirements, as part of the budget-setting period. Resource was in place to deliver the EDI strategy and medium-term

ambitions and longer-term ambitions would be built on over the next year.

15. The Member asked what the timeline was for completing EDI's longer-term vision. The Chief of Staff explained it was a work in progress and would be a part of the EDI annual review, looking at what the 2025/26 process would look like. This would be available around summer 2024. The Cabinet Member for Health, Wellbeing and Public Health noted that once EDI's ethos was embedded within the Council's staff and culture, issues would eventually start to disappear.
16. The Chairman raised that the Committee recently had a tour of Woodhatch Place with Surrey Coalition of Disabled People, to demonstrate work that had been carried out according to the Committee's recommendation of June 2023. The Coalition representatives were impressed with the progress made and the further plans for more work.
17. A Member asked what the estimated cost was for the accessibility issues identified in Surrey Coalition's feedback from the corporate hub tours of autumn 2023, and if it could be confirmed if the 2024/25 capital corporate maintenance budget was sufficient to meet everything required to ensure all buildings were accessible. The Cabinet Member for Property, Waste and Infrastructure explained that it was difficult to ascertain the total cost of the items identified because the items were not costed as one project. The smaller items had been delivered through the facilities management's day-to-day works process. Attempts were made to address numerous items within existing projects, already scheduled to take place. There were other projects involving the complete re-development of areas where accessibility issues were dealt with within the design, such as the Dakota contact centre. There were active accessibility works such as the internal and external signage at Woodhatch. So far, £600,000 had been spent. There would be additional work at Dakota House and Victoria Gate. Further items were still being assessed for feasibility, and a solution was being developed before the items were considered for endorsement at the property panel, the main office client board, and the accessibility forum. There was confidence that the budget was sufficient to cover all reasonable items in the accessible lists.
18. The Member raised that there was no signage in the lifts at Woodhatch Place. The Assistant Director for Workplace & Facilities said he would look into this. The Chairman asked if there was a plan in place to resolve the sometimes-

unpredictable performance of the lifts at Woodhatch Place. The Assistant Director for Workplace & Facilities explained that it had not yet been acted upon, but there was software that would be implemented within the next few months which would allow facilities to pre-empt any issues with the lifts.

Actions:

1. The Head of Equality, Diversity, and Inclusion to share a list of achievements of the EDI team in the 2023/24 financial year.
2. The Head of Equality, Diversity, and Inclusion to provide a list detailing what organisations SCC is funding to help people with disabilities be work-ready.
3. In summer 2024, EDI Team to share the longer-term visions within the EDI Strategy.
4. EDI Team to provide a figure for how much money was spent on EDI in the 2023/24 financial year and a breakdown of how it was spent.
5. The Assistant Director for Workplace & Facilities to check the signage in the lifts at Woodhatch to ensure all accessibility signage links together.

Resolved:

The Resources & Performance Select Committee recommends that:

1. The recommendations of the LGA peer challenge and those of the three workplace reviews are incorporated into the 2024/25 Equality, Diversity and Inclusion Action Plan.
2. The Council's EDI and People & Change teams work with voluntary organisations representing people with lived experience of disability to help them prepare people with all forms of disabilities for employment, and report back to the Select Committee within 12 months the numbers engaged in work-ready training and outcomes.

David Harmer left at 12.17pm

7/24 PERFORMANCE MONITORING SESSION NOTES 11 DECEMBER 2023 [Item 7]

The Committee noted the performance monitoring notes.

8/24 FORWARD WORK PROGRAMME AND RECOMMENDATION TRACKER [Item 8]

The Select Committee noted the Forward Work Programme and Recommendation Tracker.

9/24 DATE OF THE NEXT MEETING [Item 9]

The Select Committee noted its next public meeting would be held on Wednesday, 15 May 2024.

Meeting ended at: 12.20 pm

Chairman

Wednesday, 15 May 2024



Corporate Health and Safety

Purpose of report:

To provide an update on the progress made implementing the actions from the Orbis internal audit report published in October 2023 on Health and Safety Governance Arrangements.

To provide an update on the improvements made to comply with the Health and Safety Executive (HSE) Improvement Notice dated 11 April 2023. In addition, the report includes a review of health and safety performance across schools and care homes.

Introduction:

1. The purpose of the internal audit was to provide assurance that effective governance arrangements were in place to embed health and safety within the organisation, with clearly defined roles and responsibilities for officers and elected members. The audit report provided partial assurance, meaning there were weaknesses in the system or levels of non-compliance.
2. During September 2022 and March 2023, the HSE carried out a programme of asbestos inspections across 400 primary and secondary schools in England, Scotland, and Wales. The purpose of the inspections were to assess how schools were managing risks from asbestos.

Following a visit to Oakwood community school in March 2023, an Improvement Notice was issued to Surrey County Council on 11 April 2023. The notice was issued for failure to effectively manage the risks arising from asbestos containing materials present in 104 schools where Surrey County Council is the employer. Since the notice was issued, the number of schools has reduced to 97 due to schools converting to academies.

3. The focus of this report will be to update the Committee on implementing the actions from the audit report, compliance with the Improvement Notice and a general update on health and safety performance across schools and care homes where Surrey County Council is the employer.

Internal Audit Report

4. There were 10 findings; 2 categorised as high risk, meaning there was a major weakness and 8 categorised as medium risk, meaning existing procedures have a negative impact on internal control. Each action has a responsible officer and target implementation date.

High risk actions

- a. Health, safety and wellbeing strategy and action plan. A draft strategy and action plan for the period April 2024 to March 2026 has been developed and will be presented to the Central Joint Health, Safety and Wellbeing Committee on 16 May 2024 for approval and monitoring.
- b. Reporting to Elected Members. A health and safety update will be provided to the May Resources and Performance Select Committee.

Medium risk actions

- c. 7 of the 8 actions have been completed:
 - The 2023 Health, Safety and Welfare policy was signed by The Leader and the Chief Executive. The policy is reviewed annually and has now been replaced with a signed 2024 policy.
 - The Central Joint Health and Safety Committee has been renamed the Central Joint Health, Safety and Wellbeing Committee, with a revised Terms of Reference, membership, and a standing agenda. It is chaired by a member of the Corporate Leadership Team (CLT). CLT will rotate the chair of the committee annually.
 - The agenda for the Central Joint Health, Safety and Wellbeing Committee includes an update on inspections and audits completed, which incorporate risk assessments from high-risk areas.
 - The minutes of the Central Joint Health, Safety and Wellbeing Committee are provided to the Corporate Leadership team and an annual update will be delivered on Health, Safety and Wellbeing performance from May 2024, once the strategy has been approved.
 - New health and safety key performance indicators were included in the March 2024 Organisational Effectiveness report. These will be reported quarterly.

- Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) to the HSE are reported monthly in the Resources Activity and Demand report.
 - Health and safety training for elected members was delivered on 25 March 2024, in a Member Development Session. 26 Members attended, with the session recorded and uploaded onto the Member Portal for the councillors who were unable to attend.
- d. The remaining action is health and safety training for senior management. Health and safety refresher training for executive leaders will be delivered when the new Chief Executive starts.

Health and Safety Executive Improvement Notice

5. The Improvement Notice detailed 9 areas where effective arrangements to manage asbestos in SCC schools were required:
- a. Identification of roles and responsibilities
 - b. Site-specific Asbestos Management Plans (AMPs)
 - c. Training
 - d. Identification of Asbestos Containing Materials (ACMs)
 - e. Asbestos registers
 - f. Asbestos condition monitoring
 - g. Asbestos remedial works
 - h. Work liable to disturb Asbestos Containing Materials
 - i. Monitoring and audit arrangements

Additionally, SCC were unable to provide information to the HSE about the arrangements to manage asbestos in schools where it is the employer, who were not buying asbestos re-inspections through the Council.

6. A letter was sent to the health and safety inspector on 5 June 2023, outlining the Council's response to the 9 points and its progress on addressing these areas:
- a. A review of roles and responsibilities identifying the joint duty holder actions.

- b. A review of the current AMP used by SCC to incorporate the changes the HSE made to their AMP template. These will be provided to all schools where SCC is the employer, including those not buying back re-inspections through the Council.
 - c. The delivery of mandatory duty holder and responsible person training to cover legislation, local policy and management of asbestos.
 - d. Access to SCC's asbestos contractors electronic register that holds both historical and current information on ACMs for each school.
 - e. Each school also has access to its specific asbestos register through the electronic asbestos management system.
 - f. Where schools are in SCC's asbestos re-inspection scheme, surveys are undertaken to monitor the condition of asbestos. Schools where SCC is the employer who were not purchasing re-inspections through the Council were contacted to review their arrangements.
 - g. SCC will receive updated copies of reinspection/monitoring surveys. Where ACMs have been identified for removal SCC will action the removal.
 - h. Where asbestos is clearly identified around an area where work is to be undertaken, it will be specifically highlighted in the project specification.
 - i. The 23 employer schools not in the asbestos reinspection scheme will be inspected by SCC to review their asbestos management arrangements. Targeted inspections of sites will be brought forward with monitoring inspections undertaken over the next two years.
7. The HSE emailed a reply on 5 September 2023, acknowledging SCC's progress towards compliance in all but one area: ensuring effective monitoring and auditing of arrangements at the 23 schools not buying asbestos re-inspections through the Council.

Clarification on the approach to monitoring was sent in a follow up letter to the HSE on 29 September 2023:

- The two-year timescale is to undertake asbestos monitoring inspections in all schools where SCC is the employer.
- Where a school is not buying back inspections through SCC and their management plan identifies Asbestos Containing Materials, they will be monitored annually.

The Council has not received any further correspondence related to this letter.

8. All the actions identified in the response to the inspector have been implemented.
9. On 27 February 2024 the HSE contacted SCC requesting a meeting to follow up on their previous contact. The meeting was held on 25 March 2024. As a result of this meeting, the Health and Safety and Land and Property Workforce and Facilities teams are working on a joint approach to audit and monitoring in schools where SCC is the employer. This will commence in the summer term (15 April to 22 July 2024).

Health and safety performance in schools and care homes

10. Surrey County Council is the employer in 97 schools. It has 12 children's homes, 3 that opened in 2024.
There were 3 adult care homes, 2 for older people and 1 for people with learning disabilities in June 2023. All 3 homes closed at the end of December 2023. As the employer, the Council holds overall accountability for health and safety.
11. Children's homes and schools are regulated by the Office for Standards in Education, Children's Services and Skills (Ofsted) and subject to an inspection framework, which includes a review of the premises and management of risk. Adult care services are regulated by the Care Quality Commission (CQC).
12. In a school the responsibility for the health and safety of staff and pupils is delegated to the head teacher and school management team. They have a key role in making sure risks are effectively managed on site.
13. The Council provides a dedicated health and safety resources hub and competent person(s) to support schools manage health and safety risks.
14. The health and safety team implemented a programme of monitoring visits across its schools and children's homes in October 2023. This is a 2-year rolling programme to check health and safety risks are being managed effectively. It completed 25 visits during the period October 2023 to March 2024.
15. Health and safety for adult care homes prior to their closure was managed by the service delivery team in the Adults, Health and Wellbeing Partnerships Directorate.
16. All workplace health and safety incidents involving employees and service users are recorded on OSHENS, SCC's online accident incident reporting system. Work-related deaths, specified injuries, and dangerous occurrences must be reported to the HSE as prescribed by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

Children's home data June 2023 to March 2024

- Number of health and safety inspections conducted = 10
- Total number of incidents reported on OSHENS = 119
- Incidents by type:
 - Abuse/threat/violence (non-injury): 14
 - Near-miss: 18
 - Injury: 87
- Number of RIDDOR reports = 1

Adult care home data June 2023 to December 2023

- Number of health and safety inspections conducted = 4
- Total number of incidents reported on OSHENS = 20
- Incidents by type:
 - Injury: 12
 - Dangerous occurrence: 8
- Number of RIDDOR reports = 0

Conclusions:

17. Effective governance structures are now in place to further embed health and safety within all areas of the Council.
18. Effective reporting and oversight arrangements through the Council's committee arrangements has been established, ensuring the Council can meet its health and safety duties and manage significant health and safety risks.
19. The health, safety and wellbeing strategy and action plan for 2024 to 2026 sets out the areas of focus and activities that will further improve health and safety performance.
20. The focus on reducing work-related ill health is an important addition to this strategy, and a priority area of focus for the Council and the Health and Safety Executive.

Recommendations:

21. The Committee is asked to note the progress made to implement an effective health and safety governance framework.
22. The Committee is asked to note the progress made to improve health and safety performance and manage the significant health and safety risks to the organisation.

Next steps:

23. The health, safety and wellbeing strategy and action plan for April 2024 to March 2026 will be presented to the Central Joint Health, Safety and Wellbeing Committee on 16 May 2024 for approval and monitoring.

Report contact:

Lesley Graham, Head of Health and Safety People and Change

Sheila Smith, Director of People and Change

Contact details:

Lesley.graham@surreycc.gov.uk

Sheila.smith@surreycc.gov.uk

Sources/background papers

- Internal audit report – Health and Safety Governance Arrangements
- HSE Improvement Notice and Council's letters of response
- OSHENS incident reporting system

Appendices

Appendix 1: Audit report summary to Audit and Governance Committee November 2023 - **Health and Safety Governance Arrangements**

- 1.1 Health and Safety governance arrangements are a fundamental part of an organisation's governance framework. Effective governance relies on both an appropriate culture within the organisation that recognises the importance of the function, together with robust underpinning processes and procedures to facilitate the management of it.
- 1.2 We were asked by management to review arrangements and added this review to our agreed audit plan. The specific scope of our review was to ensure that:
- Effective governance structures were in place to embed health and safety within the organisation, with clearly defined roles and responsibilities;
 - Effective reporting provided senior leaders with the necessary information to scrutinise the organisation's significant health & safety risks and incidents; and
 - The Council's committee arrangements allowed for effective oversight and scrutiny of the function.
- 1.3 Key findings from our audit included:
- Refresher training had not been provided to the Corporate Leadership Team (CLT) or to Members in over twelve months;
 - Procedures for escalating serious health and safety incidents to senior management were inconsistent across directorates;
 - The absence of regularly reported key information could result in decisions being made without full oversight of relevant information;
 - Existing Key Performance Indicators had not been recently reviewed to consider if they remained useful;
 - There was minimal reporting of information on health and safety to elected members (apart from the Cabinet Member) to allow for strategic scrutiny and challenge; and
 - At the time of our audit the refreshed Health & Safety Policy had not been signed and formally ratified as expected.
- 1.4 We concluded that our final opinion was borderline between Reasonable and Partial Assurance. However, taking into account the criticality of effective health and safety management, we determined that an overall opinion of **Partial Assurance** over the controls operating within the area under review was appropriate. We agreed ten actions with management to address identified weaknesses, of which two were of high priority and eight were of medium priority.
- 1.5 We will undertake a follow-up audit in this area in due course to ensure the expected improvements have been implemented.

Appendix 2 HSE Improvement Notice



Health and Safety
Executive

Health and Safety at Work etc Act 1974, Sections 21, 23 and 24

Serial Number **IN/SDP/110423/01**

Improvement Notice

Name **Surrey County Council**

Address **Woodhatch Place, 11 Cockshot Hill, Woodhatch, Reigate RH2 8EF.**

Trading as

I, *(Inspector's full name)* **Sally Parkes**

one of His Majesty's Inspectors of Health and Safety, being an Inspector appointed by an instrument in writing made pursuant to section 19 of the said Act and entitled to issue this Notice

of **The Council Offices, Station Road East, Oxted, SURREY, RH8 0BT**

Telephone number **N/A**

hereby give you notice that I am of the opinion that

(Location of premises or place of activity)

you, as **an employer**

are contravening the following statutory provisions :

**Management of Health and Safety at Work Regulations 1999, Regulation 5(1)
Control of Asbestos Regulations 2012, Regulation 4(3)**

The reasons for my said opinion are :

You have failed to implement effective arrangements for the planning, organisation, control, monitoring and review of the preventive and protective measures required to effectively manage the risks arising out of asbestos containing materials present in the community schools under your control.

and I hereby require you to remedy the said contraventions or, as the case may be, the matters occasioning them, by

5 June 2023 *(Date for compliance)*

and I direct that the measures specified in the Schedule which forms part of this Notice shall be taken to remedy the said contraventions or matters

Signature *Spakes* Date **11th April 2023**

An Improvement Notice is also being served on **N/A**

of **N/A**

related to the matters contained in this Notice

This is a relevant notice for the Environment and Safety Information Act 1988

Signature *Spakes* Date **4th April 2023**

NOTES

1. Failure to comply with this Improvement Notice is an offence as provided by section 33(1)(g) of the Health and Safety at Work etc Act 1974. Section 33(2) and Schedule 3A of that Act renders an offender liable, on summary conviction, to imprisonment for a term not exceeding 12 months or to a fine, or both. In England and Wales the fine is not limited. In Scotland any fine imposed summarily may not exceed £20,000. On conviction on indictment, an offender is liable to imprisonment for a term not exceeding 2 years, or an unlimited fine, or both.
2. An Inspector has power to withdraw an Improvement Notice or extend the period specified in the notice, before the end of the period specified in it. If you wish this to be considered you should apply to the Inspector who issued the notice, but you must do so before the end of the period given in it. Such an application is not an appeal against this notice. No extension can be granted where an appeal has been submitted.
3. The issue of this notice does not relieve you of any legal liability for failing to comply with any statutory provision referred to in the notice or to perform any other statutory or common law duty resting on you.
4. You can appeal against this notice to an Employment Tribunal. Details of the method of making an appeal can be found on the GOV.UK website at <https://www.gov.uk/employment-tribunals/make-a-claim>. An appeal can either be submitted online at the above website address, or by downloading form ET1 from that site (or you can use Annex 1 from: [presidential-guidance-statutory-appeals-20210616-003.docx](#)). Completed hard copy forms should be posted to either the Employment Tribunal Central Office (England and Wales), PO Box 10218, Leicester, LE1 8EG; or Employment Tribunal Central Office (Scotland), PO Box 27105, Glasgow, G2 9JR.

If you do not have access to the Internet, contact the person who issued the Notice and ask to be supplied with a hard copy of form ET1 and guidance T420: Making a claim to an Employment Tribunal.

Time limit for appeal

A notice of appeal must be presented to the Employment Tribunal before the end of the period of 21 days beginning with the date of the service of this notice (ie the date of service is day 1). The tribunal has the power to extend this period on its own initiative or on application, including where it was not reasonably practicable for the appeal to have been submitted in time.

The entering of an appeal suspends the Improvement Notice until the appeal has been determined or withdrawn, but does not automatically alter the date given in this notice by which the matters contained in it must be remedied.

The rules for the hearing of an appeal are given in The Employment Tribunals (Constitution and Rules of Procedure) Regulations 2013 (SI 2013 No 1237).

Public availability of information on all enforcement notices

1. The Health and Safety Executive (HSE), for its own purposes, records and monitors trends in the enforcement action it takes, and in the convictions and penalties imposed by the Courts. It is HSE's policy that this information should be brought to the public's attention. HSE also has a statutory obligation under the Environment and Safety Information Act 1988 to maintain a public register of certain notices. Details from this notice will therefore be stored on an electronic database, which is available on HSE's Website (www.hse.gov.uk).
2. Information on a notice will not be entered onto the database until after the right of appeal against the notice has expired. Where a notice is withdrawn or cancelled on appeal no entry will be made. Entries relating to notices served on individuals will be kept on the database for a period of 5 years from the date of issue. Notices served on individuals under the age of 18 will be removed sooner.
3. Personal information is dealt with in accordance with the Data Protection Act 2018.

Schedule

In order to comply with this Notice you should:

1. Put in place effective arrangements to manage asbestos in your schools, to include the following:
 - a) roles and responsibilities for managing the risks arising out of asbestos containing materials (ACMs). This should clearly delineate the actions to be carried out by the local authority and the school leadership teams;
 - b) preparation of site-specific written asbestos management plans which set out the management arrangements identified in this notice;
 - c) how key organisations and individuals with delegated responsibilities to manage ACMs throughout the directorates supporting schools and within each school have sufficient knowledge and training to allow them to carry out their role effectively;
 - d) identification of asbestos containing materials (ACMs), their location and condition, including in those schools which make their own local arrangements;
 - e) preparation of site-specific written asbestos registers which can be updated as required for each school – suitable for use by school employees and visiting contractors;
 - f) periodic monitoring of ACMs to determine the condition and recognise any deterioration, damage or other factors which would impact on the priority risk assessment, and how that is to be recorded;
 - g) how recommendations to remove, repair or encapsulate retained ACMs as identified by the material risk assessment and/or advice of competent person are to be completed. This needs to clearly identify how this work is managed between the local authority and the school leadership teams;
 - h) how work which is liable to disturb ACMs is to be managed, including work on the fabric of the buildings controlled by both schools and the local authority;
 - i) monitoring and audit arrangements to validate the effectiveness of the asbestos management arrangements and ensure that the arrangements are being followed, remain effective and that the risks are being controlled.

OR

2. take any other equally effective measures to remedy the said conventions.

This page is intentionally left blank

Progress update – Digital Business and Insights (DB&I) Task Group

Purpose of report: To provide the committee with an update on the work of the Digital Business and Insights (DB&I) Task Group and to outline next steps.

Introduction:

1. The DB&I Task Group was established in October 2023 to examine the work of the project to replace the SAP ERP with the MySurrey system procured from Unit4. The intention was to conduct a ‘Lessons Learned’ analysis to distil any useful insights that could guide future work, understand the challenging areas of the project and help improve processes to safeguard against any future risk.
2. The group has undertaken a number of interviews with key witnesses, the last of which are due to take place in early May 2024. The task group has focused on interviewing senior representatives across different aspects of the programme who are best placed to provide a strategic view and reflections on lessons learned.

Task Group Aim and Focus

3. The primary aim and focus of the Task Group is to understand what factors contributed to the delay in implementation of the Unit4 product, the additional cost to the Council, and what could have been done differently to improve the outcome, with benefit of hindsight, and to provide additional suggestions that may benefit other similar projects in the council. Several key issues have emerged from witness sessions as priority factors behind the delay and additional costs that the Council incurred.
4. The group is developing its conclusions and recommendations, which are intended to benefit Surrey County Council for future programmes and may be considered by other authorities looking to implement new ERP systems or on programmes of a similar scale and complexity.

Timeline of final reporting

5. A first draft of the report is due to be considered by the group on 13 May 2024, after which it will undergo a process of review and refinement. This will include sense-checking conclusions and recommendations with key stakeholders, including the Chief Executive and lead Cabinet Member prior to finalisation.
6. The aim is for the report to be finalised by the end of May with a final accuracy check completed early in June. The report will then be considered by the Resources and Performance Select Committee at an online session scheduled for Monday 10 June, at which the committee will be invited to note and endorse the group's recommendations. Subject to this, the report is to be submitted to Cabinet for the June meeting (timings below).
 - i. Final report submitted to Cabinet: Wednesday 12 June
 - ii. Final report published with Cabinet agenda: Friday 14 June
 - iii. Cabinet meeting where report is discussed: Tuesday 25 June

Recommendations:

7. That the Resources and Performance Select Committee:
 - i. Notes the timings for finalisation of the group's work and completion of its final report;
 - ii. Endorses the proposal that the report be considered by the Resources and Performance Select Committee at a special online meeting arranged for Monday 10 June 2024; and
 - iii. Notes the proposal for the Cabinet response to the report to be considered at the next public session of the Resources and Performance Select Committee on 18 July 2024.

Next steps:

Report to be shared and confirmed with stakeholders according to the above timeline.

Report contact

Jake Chambers, Scrutiny Officer

Contact details

Jake.Chambers@surreycc.gov.uk

Sources/background papers

[Digital Business & Insights \(DB&I\) – Status Report And Lessons Learnt Approach](#)

[Minute 32/33 - Digital Business & Insights \(DB&I\) – Status Report And Lessons Learnt Approach](#)

[Audit & Governance Committee – Recommendations Tracker 13 March 2024](#)

This page is intentionally left blank

RESOURCES & PERFORMANCE SELECT COMMITTEE**NOTES OF PERFORMANCE MONITORING SESSION**

18 March 2024 at 2pm (Remote Meeting)

Attendees: Edward Hawkins
Bob Hughes (Chairman)
Steven McCormick (Vice-Chairman)
Nick Darby
Lance Spencer
David Lewis (Cabinet Member for Finance and Resources)

Officers: Julie Armstrong, Scrutiny Officer
Hannah Clark, Democratic Services Assistant
Sarah J Smith, Political Assistant
Anna D'Alessandro, Director for Finance Corporate & Commercial (Interim s151)
Louise Lawson, Strategic Finance Business Partner
David Oates, Head of Performance & Data Management
Richard Supple, Performance Insight Analyst
Bella Smith, Head of Insights, Systems & Governance
Lee Thomas, Senior Project Manager (DB&I)
Adrian Stockbridge, Head of Transformation & Programme Manager
Graham Glenn, Assistant Director for Workplace & Facilities
Grisilda Ponniah, Corporate Information Governance Manager
Paul Evans, Director of Law & Governance

Apologies: Hazel Watson
Tim Hall
Becky Rush
Robert King
John O'Reilly
Lesley Steeds (Vice-Chairman)

Key Points raised during the discussion:**People and Change**

1. The Chairman asked for comments on the off payroll workers as a % of workforce, indicator. The Head of Insights, Systems and Governance explained that it was currently static, and there was not a lot of fluctuation during this time of year. Tends to go down at the beginning of the financial year. It was monitored every month.
2. The Director of Finance Corporate & Commercial (Interim s151) added that as part of the monthly finance report to the Corporate Leadership Team, the off-

payroll workers as a % of workforce indicator would be introduced as a metric again, to ensure the Council was on top of it.

3. The Chairman asked if Voluntary turnover (%) indicator's downward trajectory was going to continue a good trend. The Head of Insights, Systems and Governance explained that minor fluctuations were seen on the Key Performance Indicator (KPI) across the People and Change directorate. It was monitored for each directorate monthly and specifically for Adults, Wellbeing and Health Partnerships and Childrens, Families and Lifelong Learning in the qualified social worker arena. The trends were generally all on the downward trajectory.
4. The Chairman noted that percentage of the workforce who were aged under 30 years old indicator was not in the Council's control. The Head of Insights, Systems & Governance agreed and highlighted that one of the areas that People and Change was monitoring closely was the apprenticeship arena. It was suggested to be a good idea to bring an apprenticeship report to the Resource and Performance Select Committee, because a lot of work had been done on this area. The Chairman noted it would be good to know how much the Council used of the apprenticeship levy and how much had to return to the government each year, as it had been substantial in the past.
5. A Chairman asked how the Sickness absence rate (Full-Time Equivalent (FTE) days per employee) indicator compared to the private sector. The Head of Insights, Systems & Governance said the Council was marginally higher than the private sector, an average of 5.7 days per FTE lost across the board. Would need to confirm the average days per FTE by the private sector.

Action I: PC15- Head of Insights, Systems & Governance to provide figure for how the sickness absence rate compared to the private sector (the average days per fte by private sector)

Finance

6. Regarding the indicator on the variance to budget target within +/-2.5%, the Chairman raised it got more difficult as the year came to an end. The Director of Finance Corporate & Commercial (Interim s151) noted it was monitored monthly. Some things did not materialise until the year-end.

Land and Property

7. Regarding, Estates: To achieve £46 million (m) of Capital Receipts by 2025 indicator, the Assistant Director for Workplace & Facilities noted that the figures presented in the report were slightly outdated. To date, the overall target for £46m by 2025, based on the 2023/24 and 2024/25 financial year, and what had been contracted for the next two years, had exceeded the £4.24m figure. Land and Property was currently at just over £16m and anticipated another £2.5m this year. A big challenge was around the

Coxbridge Farm disposal, which was completed in February and was raising just over £30m.

8. A Member raised a potential regular report on acquisition disposals that could go to the Resources and Performance Select Committee. The Assistant Director for Workplace & Facilities would look into this.

Action II: LP08- Head of Acquisitions & Disposals to share the historic and current schedule of what is being done on capital receipts (potentially a 6-monthly report on acquisition disposals).

Legal and Democratic

9. The Chairman asked why increases in the Number of personal data breaches across Directorates seemed to be seasonal. The Corporate Information Governance Manager explained that it was believed to be related to approaching the end of the financial year, with the accompanying deadlines. Breaches tend to go up around Easter, Summertime, and the Christmas period because there was a higher pressure on people to get work completed before holidays. 96% of the 77 data breaches was related to people sending things to the wrong recipient due to work pressure.
10. A Member asked how many of the January 2024 data breaches (61) were related to Unit 4/MySurrey. The Corporate Information Governance Manager said 4 breaches were related to Unit 4/MySurrey. The Member asked what type of the breaches they were. The Corporate Information Governance Manager explained it was mostly related to glitches in the system and individuals having more access in the system than appropriate. The Senior Project Manager (DB&I) added there were issues around access in schools, where people could see different information. When these issues were received, it was reviewed to see how the access could be restructured.
11. Regarding delays, the Chairman asked what the targets were for processing work in the legal department. The Director of Law & Governance explained that there were pressures the areas of property, procurement and highways and planning matters. There was a mixed provision for these areas with some internal capacity, but a lot of work was externalised because of the increase in the Council's demand. There was an amount of work that waited until internal capacity was available, as the funding was not available to prioritise it straight away.
12. A Member raised that the Council could be doing more with legal service's fee income and charging. The Director of Law and Governance said the legal department gets around £450,000 per year in income from a variety of fees and charges. An issue was recruiting experienced planning, procurement, and property lawyers.

Action III: LD08.1- The Corporate Information Governance Manager to provide additional detail around what the data breaches, related to Unit 4, were.

Resources- Project Indicators

13. The Chairman requested some background information on the progress made to ongoing problems with maintained schools. The Senior Project Manager (DB&I) explained that school clinics had been enforced. Work was being done with schools on access, processing, and knowledge issues. There was a dedicated school engagement team, to solve any challenges schools had. A lot of the challenges had been knowledge-based, so work was being done with schools to ensure the data entry processes were correct.
14. The Senior Project Manager noted that the *delivery of system upgrade from v7.10 to v7.12 (includes Payroll patch)* indicator was rated amber as it was still being tested. The Transition to Business-As-Usual (BAU) indicator was rated amber because the delivery date was for the end of May 2024.
15. A Member asked if the Change and Optimisation Function (Client Engagement & Development Function (CEDF)) indicator was complete. The Senior Project Manager (DB&I) explained that the CEDF roles had been recruited and the team was in place. The evaluation for the Managed Services Provider of Technical Delivery indicator, to put in place a Managed Service solution, was complete and was moving into the next phase, which was on track.

Transformation

16. The Head of Transformation & Programme Manager explained that as of January 2024, £0.6m of efficiencies were expected to be underachieved this year, but the remaining, just under £3m, were anticipated to be achieved. The Project Indigo efficiencies, which was the transformation of the facilities management service, were forecasted to be achieved this year. The latest position was £3.3m of efficiencies expected to be achieved.

Finance Update

17. The Strategic Finance Business Partner explained the month 9 forecast position was a £3.3m overspend, after using the £20m contingency. This was a deterioration of £1.1m from month 8. There was a £6.5m reduction in performance in the Childrens, Families and Lifelong Learning (CFLL) Directorate, relating to home to school travel assistance (H2STA) and some unachievable efficiencies. There was also a £1m reduction in performance in the Adults, Wellbeing and Health Partnerships Directorate, relating to packages. There was a reduction in central income and expenditure of £5.2m, largely relating to business rates, but also reductions in the forecasted redundancy spend and use of the empty property subsidy.

18. A Member asked if there was a plan for the Council to address the H2STA pressures. The Director of Finance Corporate & Commercial (Interim s151) explained the Council was aware of the issue and was having conversation to understand what the financial recovery plan was for H2STA.

19. The Director of Finance Corporate & Commercial (Interim s151) clarified for a Member that 100% of efficiencies are never achieved, and this was not unusual.

Action IV: Finance- to provide details on efficiencies that were not achieved and reasons from services as to why they were not and a comparative between last year's unachieved efficiencies to this year's unachieved efficiencies.

20. The Chairman asked what the £4.3m unachievable efficiencies in the CFLL Directorate was. The Strategic Finance Business Partner explained that a large proportion of it was the social care packages and trying to contain the demand increases.

This page is intentionally left blank



Resources and Performance Select Committee Forward Work Programme 2024

**Resources and Performance Select Committee | Chairman: Cllr Bob Hughes
Scrutiny Officer: Jake Chambers | Democratic Services Assistant: Hannah Clark**

Date of Meeting	Issue for Scrutiny	Purpose	Outcome	Relevant Organisational Priority	Cabinet Member/Lead Officer
16 July 2024	Facilities Management contracts	Post-implementation review. New contracts for hard and soft services being let late 2023.	Be assured of quality and value for money.	Growing a sustainable economy so everyone can benefit	Natalie Bramhall, Cabinet Member for Property and Waste; Glenn Woodhead, Assistant Director for Facilities Management
	Digital Inclusion	Citizens Online to bring their final report with recommendations to Committee.	To ensure nobody is left behind due to IT exclusion.	Tackling health inequality, Growing a sustainable economy so everyone can benefit, Empowering communities.	David Lewis, Cabinet Member for Finance and Resources; Michael Smith, Chief of Staff to Chief Executive; Nikki Parkhill, Head of Equality, Diversity and Inclusion
23 October 2024	Data Strategy Transformation Programme	Progress report on the business plan for the Data Strategy Transformation Programme.	Monitor progress of recommendations made by Committee in February 2023.	Empowering communities	David Lewis, Cabinet Member for Finance and Resources; Emma McGowan, Director - Design & Transformation; Angela Lawrence, Head of Data

	Strategic Investment Board Mid-Year Report	Select Committee to provide monitoring and feedback on the mid-year investment update.	Oversight to ensure transparency and good value for money within the investment portfolio.	Growing a sustainable economy so everyone can benefit	David Lewis, Cabinet Member for Finance and Resources; Natalie Bramhall, Cabinet Member for Property and Waste; Leigh Whitehouse, Deputy Chief Executive and Executive Director for Resources; Anna D'Alessandro, Director, Corporate Finance and Commercial; Neil Jarvey, Strategic Finance Business Partner; Simon Crowther, Director – Land & Property; Charles Maxlow-Tomlinson, Managing Director – Halsey Garton Property
5 December 2024	Draft Budget 2025/26 and Medium-Term Financial Strategy to 2029/30	Scrutinise the draft budget, Medium-Term Financial Strategy and other relevant information before it is finalised in January 2025.	To ensure the 2025/26 budget delivers good value.	Growing a sustainable economy so everyone can benefit	David Lewis, Cabinet Member for Finance and Resources; Leigh Whitehouse, Deputy Chief Executive and Executive Director for Resources; Anna D'Alessandro, Director, Corporate Finance and Commercial; Rachel Wigley, Director - Finance, Insights and Performance; Nicola O'Connor, Strategic Finance Business Partner; Louise Lawson, Strategic Finance Business Partner
	Treasury Management Strategy	Receive information on the Treasury Management Strategy	For the Select Committee to offer any input or	Growing a sustainable economy so	David Lewis, Cabinet Member for Finance and Resources;

		(TMS) as part of the 2024/25 budget process.	recommendations on the TMS.	everyone can benefit	Nicola O'Connor, Strategic Finance Business Partner
Task and Finish Groups					
Timescale	Issue for Scrutiny	Purpose	Outcome	Relevant Organisational Priority	Membership
Report to SC on 10 June 2024, recommendations to Cabinet on 25 June 2024	Unit4/MySurrey	Review lessons learned from implementation delays and overspend	To avoid a repeat of issues	Growing a sustainable economy so everyone can benefit	<u>Membership:</u> <ul style="list-style-type: none"> • Steve McCormick (Chairman) • David Harmer • John O'Reilly • Edward Hawkins • Bob Hughes (ex officio)

Performance Monitoring Sessions: 19 June, 19 September & 16 December.

Standing Items

- **Forward Work Programme (FWP) and Recommendations Tracker:** Review of the Select Committee's forward work programme, and monitoring of the Select Committee recommendations and actions.
- **Notes of Performance Monitoring Session:** A record of the most recent informal Performance Monitoring session (conducted every 2-4 months).

This page is intentionally left blank

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
24 April 2023	Digital Inclusion [Item 6]	RPSC 19/23: That the Service ensures that Citizens Online shares the findings from its online survey once complete and the Cabinet Member for Finance & Resources brings their final report with recommendations to a meeting of the Resources and Performance Select Committee.	David Lewis, Cabinet Member for Finance and Resources Sarah Bogunovic, Assistant Director - Registration, Coroner's Services & Customer Strategy Jo Blount, Portfolio Lead, Digital, Data, Technology & Culture	3 October 2023	Feb 2024	RPSC 19/23: Initial survey findings were circulated on 5 June 2023. Final report is due to come to Committee on 18 July 2024.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

22 June 2023	Equality, Diversity and Inclusion [Item 6]	RPSC 35/23: The ED&I Lead shares the quarterly reporting on the 2023-24 Action Plan with the Select Committee. These reports should include specific responsibilities and timescales.	Mark Nuti, Cabinet Member for Health & Wellbeing and Public Health (EDI portfolio holder); Natalie Bramhall, Cabinet Member for Property and Waste; Michael Smith, Chief of Staff (ED&I Lead); Glenn Woodhead, Assistant Director for Facilities Management; Shella-Marie Smith, Director for People and Change	18 September 2023	29 April 2024	RPSC 35/23: The quarterly reports will be shared on the schedule below: <ul style="list-style-type: none"> • Quarter 1 (April-June): emailed to Members on 21.09.23. • Quarter 2 (July- September) 2023-24: emailed to members on 23.11.2023. • Quarter 3 (October- December): emailed to members on 12.02.2024. • Quarter 4 (January- March 2024): emailed to members 07.05.2024. <p>NB from Quarter 2, reporting for workforce elements of the action plan will be extracted from the People Strategy progress report as we have streamlined our reporting process.</p>
--------------------	--------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------	------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 1/24 Customers of the payroll service continue to be promptly notified of any problems occurring and the resolutions.			6 May Shared with Committee on 7/5/24	12 March- sent to relevant Officers/Cabinet Members <i>We are supportive of this suggestion and as such action is being taken to improve the overall communication for both schools and corporate with regards to Payroll and the HR Operations Service as a whole. This is seen as a key work stream which will improve the effectiveness of the service and is vital to allow us to continue delivering improvements. The following steps have been taken and/or are in process to improve communication:</i> A. Surrey Educational Service Conference (Wednesday 8 th May) – The Head of HR Operations (Tom Holmwood) will be presenting at this event and colleagues from the
---------------------	-------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------	--	--	----------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Page 48						<p>Payroll Team will be attending the market place event which is being held over lunch and will be on hand to talk to schools and education services.</p> <p>B. HR Operations Comms Plan – (Wednesday 22nd May) - Meeting booked with Internal Comms Colleagues to construct a formal communications plan for the service which will include a work stream dedicated to Schools. The output of which will be a strategy and plan for significantly improving both outward going comms as well as reviewing static information available via the Schools Portal and SES Hub.</p>
---------	--	--	--	--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Page 49						<p>C. MyHR Helpdesk – We have appointed a new MyHR Helpdesk Manager (Luke Luthi-Morrison) who has been tasked with reviewing our ticket managing system (Achiever) that customers use to raise issues and queries. Achiever is a legacy system, and we are currently working with colleagues from IT and the Contact Centre to review other available software that would support improved management of issues and queries.</p> <p>D. Backlog of Tickets – We have allocated a Service Manager from HR Operations to oversee these on a daily basis as well as to report on and manage the volume of tickets being received and</p>
---------	--	--	--	--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Page 50						<p>actioned by the teams. The result of this intervention has seen tickets reduce from over 1500 two months ago, to 300 this month. Although there is still work to be done, we predict that these numbers will continue to decline as we continue to manage this more effectively, improving both speed and efficiency of issue resolution coupled with enhanced communication.</p> <p>E. Schools Clinics – We have secured resources to be able to provide Schools Clinics for the next 12 months via a dedicated lead (Service Improvement Manager – Kirsty Wilson). The remit for this role is two-fold and includes delivering the schools clinics and improving</p>
---------	--	--	--	--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Page 51						<p>service delivery whilst being accountable for the Schools Comms Plan Work Stream.</p> <p>We continue to work closely with the Surrey Education Services Team and Internal Comms Colleagues on all of the above and will continue to do so to ensure that our communication continues to improve and evolve.</p>
	12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 2/24 Stakeholders affected by a Cabinet decision should, where appropriate, be consulted and consultation feedback supplied to Cabinet Members, before the decision is made.			<p>6 May</p> <p>Shared with Committee on 7/5/24</p>

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	<p>RPSC 3/24 Cabinet decisions directly affecting stakeholders should be shared with them all (a) at the earliest opportunity and (b) at the same time as each other.</p>			6 May	12 March- sent to relevant Officers/Cabinet Members.
					Shared with Committee on 7/5/24	We are agreement with this recommendation and will support as required moving forward.
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	<p>RPSC 4/24 The recommendations of the LGA peer challenge and those of the three workplace reviews are incorporated into the 2024/25 Equality, Diversity and Inclusion Action Plan.</p>			6 May	12 March- sent to relevant Officers/Cabinet Members
					Shared with Committee on 7/5/24	The recommendations are woven into the 2024/25 Equality, Diversity and Inclusion Action Plan which will be shared with the Committee along with the review of progress against the 2023/24 Action Plan in due course.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 5/24 The Council's EDI and People & Change teams work with voluntary organisations representing people with lived experience of disability to help them prepare people with all forms of disabilities for employment, and report back to the Select Committee within 12 months the numbers engaged in work-ready training and outcomes.			6 May Shared with Committee on 7/5/24	12 March- sent to relevant Officers/Cabinet Members. There is activity across multiple teams and directorates which focuses on employment for disabled people. Multiple organisations, including voluntary organisations and education settings, are delivering projects and services that are designed to prepare people with all forms of disabilities for employment. Employability is a priority within both the All-Age Autism Strategy 2021 to 2026) and the Adult Social Care Strategy for people with Physical Disability and Sensory Impairment (PDSI) 2022 to 2027 . It is unclear at the moment what the impact of this collective activity is and what the gaps in provision are. Understanding these gaps is a
---------------------	---------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	----------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Page 54						<p>key activity laid out in the delivery plan for the ASC PDSI strategy. This discovery work is being undertaken by the Coalition of Disabled People.</p> <p>Of course, Surrey County Council is a large local employer with a broad range of roles, professional disciplines and employment opportunities. We are striving to be a more inclusive employer and we provide workplace adjustments that are responsive to the requirements of staff when they join the organisation, or as they acquire a long-term condition and/or impairment during their employment. We offer supported internships and work experience, and, of course, disabled staff are represented in different roles and teams across the organisation.</p>
---------	--	--	--	--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Page 55						<p>Colleagues are being asked to monitor and report to various committees and boards on their activity relating to employment for disabled people in a siloed way. Rather than starting an additional piece of work, for which the ED&I Team and People and Change do not have the resources to ensure any activity is sustainable, it is recommended that we bring people together representing different teams from SCC, voluntary sector organisations and educational colleagues with those who have lived experience of disability. The purpose of this will be to understand what it is currently on offer, the gaps (drawing on the work of the Coalition) and to plan together, ensuring that the offer is well-thought through, relevant, embedded and a good use of public funding.</p>
---------	--	--	--	--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

--	--	--	--	--	--	--

ACTIONS


Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 8 December 2023	Draft Budget 2024/25 and MTFS to 2028/29 [Item 5]	RPSC 29/23: Land and Property to share the outcomes of the condition surveys for assets with Reinforced Autoclaved Aerated Concrete once they have been completed over the next five months.	Simon Crowther Director- Land & Property	Spring 2024	May 2024	Biweekly dashboard sent over. In response, please find attached the latest summary report on RAAC which we provide on a two-weekly basis. <ul style="list-style-type: none"> • Going forward the L&P RAAC Reporting will be solely focused on the status of the Corporate Estate. • Since the 19th February, the RAAC Schools Programme, including all inspections and re-inspections (where necessary), has been fully completed. Shawfield Primary School was the only school with RAAC discovered within its structure and will have

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed


Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 57						all RAAC fully removed (fully funded by DfE) once tendering for the works has been completed.  LP RAAC CLT Fortnightly Update 20
	12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 1/24: The Director for Corporate Finance & Commercial to share the 2022 Accent report on payroll customer satisfaction.			Shared with Committee on 12/04/2024 Completed and shared with committee on 12/3/24
	12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 2/24: Accent surveyed 105 education settings; Director for Corporate Finance & Commercial to provide what proportion of SCC's academy customers participated in the survey.			Shared with Committee on 12/04/2024 Response: We have no further information on the work of Accent or the proportion of academies which participated in the survey. Those who commissioned the work have

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						now left the Council as this work was conducted 2 years ago.
12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 3/24: The Head of Business Services to provide how many payroll queries the Council is receiving per month since Unit4 went live and how this compares with the same period last year.				Shared with Committee on 12/04/2024 Response:  Payroll enquiries.xlsx
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 4/24: The Head of Equality, Diversity, and Inclusion to share a list of achievements of the EDI team in the 2023/24 financial year.			May 2024 7 May 2024	Shared with Committee on 12/04/2024 Response: As agreed, the achievement of SCC will be shared in the form of the annual review of the 2023-24 EDI action plan in May 2024. Action Plan shared with members
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 5/24: The Head of Equality, Diversity, and Inclusion to provide a list detailing what organisations SCC is				Shared with Committee on 12/04/2024.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
		funding to help people with disabilities be work-ready.				<p>Response: Surrey County Council funds the following organisations:</p> <ul style="list-style-type: none"> • Surrey Choices – Commissioned to provide IPS employment support for people with disabilities across the County. • Get Set – Commissioned to provide IPS employment support for people with long term health conditions and disabilities in every district and borough as well as in 5 key neighbourhoods. They are also providing employer support to work with the business sector in Surrey to be more able to recruit and retain diverse talent.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						<ul style="list-style-type: none"> Richmond Fellowship – commissioned to provide IPS employment support for people with health conditions and disabilities referred through primary care. Naturally Talented Me – commissioned to provide a talent-based recruitment platform to enable people with disabilities or other reasons for a non-traditional CV to be matched with employers. My Green Future – providing green-sector skills development course for under-represented young people including

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						<p>those with disabilities, mental ill health and from BAME backgrounds.</p> <ul style="list-style-type: none"> • Retrofit Skills – providing support for adults from under-represented populations to train and access employment in the green sector. We are yet to finalise the procurement of an organisation to deliver this. • East Surrey College – we previously grant funded them to provide support to young carers, though this programme ceased in 2022. <p>All of the above programmes are funded by external grants. In</p>

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						<p>addition, we have applied for further grant funding including:</p> <ul style="list-style-type: none"> • Workwell - this would provide £6m in funding from DWP to work with primary care to support people off work with a fitnote in order to support their successful return to employment. We expect to hear the outcome of this in April 2024. • Volunteering for Health – this would provide £370k to support volunteering as a route into work. Whilst not solely focused on people with long term conditions or disabilities, this does include specific activities to

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						<p>increase engagement from these populations.</p> <ul style="list-style-type: none"> • Universal Support – this is a DWP programme that will be rolled out across England from October 2024. This will require local authorities to deliver an employment support programme for people with long term conditions and disabilities. We are still awaiting on the exact requirements or funding for this from the DWP, and I wonder if a member session on this in due course may be helpful given this topic seems to be of particular concern to the committee.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 6/24: In summer 2024, EDI Team to share the longer-term visions within the EDI Strategy.			Late Summer 2024	Shared with Committee on 12/04/2024 Response: This is a longer-term action and will be available following a period of co-design with partners in late summer. We will share this as soon as it is ready.
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 7/24: EDI Team to provide a figure for how much money was spent on EDI in the 2023/24 financial year and a breakdown of how it was spent.				Shared with Committee on 12/04/2024 Response: The figures below capture the forecast revenue spend on ED&I for 2023/24. The actual spend might differ slightly due to end of year figures not being available yet.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 65						<p>The figures are revenue expenditure only and excludes capital expenditure which would be monitored as part of the Capital Investment Programme. It captures the spend on work solely focused on EDI outcomes, not broader spend across the council that contributes to tackling inequality. The forecast spend is £453,076 on staffing, and £446,249 on non-staffing costs. The tables below show the breakdown of spend.</p> <p>- Figures/tables were shared with Committee</p>
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 8/24: The Assistant Director for Facilities Management to check the signage in the lifts at Woodhatch to				Shared with Committee on 12/04/2024

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 2024**

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
		ensure all accessibility signage links together.				<p>Response:</p> <p>Since the Select Committee meeting Macro have been instructed to review the signage and general operations of the lifts within Woodhatch reporting back on accessible improvements that can be implemented. In line with existing governance. ensuring coordination across our accessible projects, recommendations from the report will be considered by both the Accessibility Forum and Major Office Client Board prior to implementation.</p>