

Notice of Meeting

Resources and Performance Select Committee



Date & time	Place	Contact	Interim Head of Paid Service
Thursday, 18 July 2024 at 10.00 am	Council Chamber, Woodhatch Place, Reigate	Jake Chambers, Scrutiny Officer Tel: 07971 663 794 Jake.Chambers@surreycc.gov.uk	Michael Coughlin 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 Jake.Chambers@surreycc.gov.uk.

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

Elected Members

Nick Darby (The Dittons), Tim Hall (Leatherhead and Fetcham East), David Harmer (Waverley Western Villages), Edward Hawkins (Heatherside and Parkside), Robert Hughes (Shere) (Chairman), Riasat Khan (Woking North), Robert King (Egham), Andy Lynch (Horley West, Salfords & Sidlow), Steven McCormick (Epsom Town and Downs) (Vice-Chairman), John O'Reilly (Hersham), Lance Spencer (Goldsworth East and Horsell), Lesley Steeds (Lingfield) (Vice-Chairman) and 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.

Apologies have been received from Cllrs Steeds and Forster-Warner.

2 MINUTES OF THE PREVIOUS MEETINGS: 15 MAY 2024

(Pages 5
- 16)

Purpose of the item: To agree the minutes of the Resources and Performance Select Committee held on 15 May 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 (*Friday 12 July 2024*).
2. The deadline for public questions is seven days before the meeting (*Thursday 11 July 2024*).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 VERBAL UPDATE ON THE WORK OF THE DIGITAL BUSINESS AND INSIGHTS (DB&I) TASK GROUP

Purpose of the item: To give a brief update on the progress of the group's final report and its progress to Cabinet.

6 CUSTOMER TRANSFORMATION PROGRAMME (Pages 17 - 46)

Purpose of the item: The report provides an update on the Customer Transformation Programme, including an overview of the approach and work to date and plans for the next phase of delivery, including investment requirements.

7 DIGITAL INCLUSION (Pages 47 - 96)

Purpose of the item: To share the outcomes of research into digital exclusion in Surrey with Members and the proposed response to the findings of the research. The report seeks the Committee's endorsement of the proposed way forward.

8 PERFORMANCE MONITORING SESSION NOTES 19 JUNE 2024 (Pages 97 - 102)

Purpose of the item: To publish the notes of the Performance Monitoring Session conducted on 19 June 2024.

9 FORWARD WORK PROGRAMME AND RECOMMENDATION TRACKER (Pages 103 - 112)

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.

10 DATE OF THE NEXT MEETING

The next meeting of the Resources and Performance Select Committee will be held on Wednesday 23 October 2024 at 10:00am.

There will be an informal briefing on scrutiny of the budget setting process on Friday 20 September at 1.00pm.

Michael Coughlin
Interim Head of Paid Service
Published: Wednesday, 10 July 2024

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