

# Council Overview & Scrutiny Committee – Forward Work Programme 2013/14

5 March 2014

- New Models of Delivery Programme
- Budget Monitoring
- Staff Morale and Wellbeing – informal workshop discussions with staff

2 April 2014

- Welfare Reform Task Group - Final Report
- Communications
- Budget Monitoring

4 June 2014

- Digital Strategy Update
- Budget Out-turn/Monitoring
- Staff Morale and Wellbeing – informal workshop discussions with staff

2 July 2014

- Family, Friends & Community Support
- Budget Monitoring

## Scrutiny Topics

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**Work commenced September 2013: Welfare Reform:** Welfare reform will result in pressure on many Council services as the government changes take effect. What will be the impact on Surrey residents? What could the Council be doing now to minimise the impact?

To be linked to consideration of Surrey's present Medium Term Financial Plan (MTFP)

This work is being undertaken by a Member Task Group throughout autumn 2013. There was an interim report back to Committee in January 2014, with a final report coming in April 2014.

The Committee is due to receive a further update, following appointment of the Chief Digital Design Officer, in June 2014.

**Work commenced October 2013: Digital by Default:** Like many Councils, Surrey is exploring the benefits and limitations of bringing or delivering services online. How do Surrey residents want to engage with the Council? To what extent should this be reflected in the Council's Digital Strategy? What can we learn from other organisations approach to digital by default?

The Committee used their November meeting to discuss how the Council supports its staff with respect to wellbeing and morale. There is a further informal workshop following today's public meeting.

**Work Commenced November 2013 - Staff:** Given ongoing austerity, what do employees really feel about working for Surrey? Do employees have the appropriate tools and resources to do their job? What is the impact of employee satisfaction and morale on service delivery? How can Surrey best support and value their employees?

**Work commencing December 2013: Budget Savings:** Surrey is having to think differently about how it delivers services in light of public sector spending cuts. What is the impact of these cuts and changes on the everyday life of people in Surrey?

The Committee reviewed the changes proposed to the Medium Term Financial Plan 2014-19, prior to agreement by Cabinet. Matters arising from recent select committee budget workshops have been collated and reviewed by the Performance and Finance Sub Group, and the details will be shared at today's meeting.

Adult Social Care Committee looked at this topic in autumn 2013. Following this, Council Overview & Scrutiny Committee considered the topic in December 2013 and agreed to review progress in July 2014.

**Work Commenced December 2013: Social Capital:** When resources are scarce, will residents acting collectively to tackle issues within the community plug the gap?

**Communication (Internal & External):** As a Council, are we communicating the right things, in the right way, to the right people?

The Cabinet agreed a Communications and Engagement Strategy at its meeting on 25 June 2013. The Committee will review its progress in 2014.

**Trading & Investment:** What trading and investment models is Surrey currently utilising and what are the future options for the Council (looking at experiences outside of the County)? What will the governance arrangements be?

The Committee had an update regarding Trading and Investment at its meeting on 12 September 2013. An update on the New Models of Delivery Programme and Local Authority Trading Company will be given at today's meeting. A future item concerning the Council's approach to investment is being explored.

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