

**COUNCIL OVERVIEW & SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED June 2014**

The 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 Select Committee. Once an action has been completed, it will be shaded out to indicate that it will be removed from the tracker at the next meeting. The next progress check will highlight to members where actions have not been dealt with.

**Recommendations made to Cabinet**

Date of meeting and reference	Item	Recommendations	To	Response	Progress Check On
3 October 2013 COSC 003	DIGITAL BY DEFAULT [Item 6]	That the Cabinet considers developing a high-level strategy document to help guide its approach to the digital delivery of both back-office and front-line services.	Cabinet	This was considered at the Cabinet meeting on 22 October 2013. A response was included in the Committee papers on 7 November 2013. It was agreed on 4 December 2013 that this matter would be reviewed at today's meeting.	Complete
3 October 2013 COSC 004	DIGITAL BY DEFAULT [Item 6]	That consideration be given to identifying a Cabinet Member to take lead responsibility for the Council's overall approach to the digital delivery of services.	Cabinet	This was considered at the Cabinet meeting on 22 October 2013. A response	Complete

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				was included in the Committee papers on 7 November 2013. It was agreed on 4 December 2013 that this matter would be reviewed at today's meeting.	
7 November 2013 COSC 008	RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [ITEM 5]	The Cabinet Member for Business Services is requested to consider the Committee's recommendation, from its October meeting, regarding the development of a high-level strategy document to help guide its approach to the digital delivery of both back-office and front-line services.	Cabinet Member for Business Services	A Digital Update report was prepared for the Committee. It was agreed on 4 December 2013 that this matter would be reviewed at today's meeting.	Complete
2 April 2014 COSC 22	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Any Local Assistance Scheme (LAS) funding left unallocated at the end of 2013/14 is ring-fenced and rolled over into 2014/15 and continues to be committed to supporting residents in crisis through the LAS.	Cabinet	This recommendation was considered by Cabinet at their meeting on 22 April 2014. A response was considered at the meeting on 30	Complete

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				April 2014.	
2 April 2014 COSC 24	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Surrey County Council to continue lobbying central government to provide funding for emergency crisis support for residents (known as the Local Assistance Scheme in Surrey) beyond 2015.	Leader of the Council	This recommendation was considered by Cabinet at their meeting on 22 April 2014. A response was considered at the meeting on 30 April 2014.	Complete
2 April 2014 COSC 29	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	<p>The Leader of the Council to write to the Secretary of State for Work and Pensions explaining the Task Group's concerns over the Employment and Support Allowance (ESA) process including the following recommendations:</p> <p>(a) That firms carrying out the medical work capability assessments (WCA) for benefit claimants, on behalf of DWP:</p> <p style="padding-left: 40px;">(i) treat benefit claimants like customers; and</p> <p>(ii) ensure appropriately qualified persons carry out these medical</p>	Leader of the Council	This recommendation was considered by Cabinet at their meeting on 22 April 2014. A response was considered at the meeting on 30 April 2014.	Complete

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		<p>assessments.</p> <p>(b) Bureaucracy within the ESA claims and appeals process be reduced. In particular:</p> <p>(i) DWP to provide information on the number of medical certificates posted by claimants but not received by DWP and the reasons for this,</p> <p>(ii) DWP to accept claimant medical certificates for longer periods while claimants await mandatory re-consideration and tribunal decisions. This will save GP and claimant time and expense in having these certificates frequently renewed or re-requested where certificates have been sent by post but not received by DWP.</p> <p>(c) DWP's benefit claim forms and decision letters to signpost claimants to advice and support services to enable claimants to seek early help, preferably locally based organisation, such as local authorities, housing providers and Citizens Advice Bureaus.</p>			

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		<p>(d) DWP to build a closer working relation with partners in the Welfare Reform Co-ordination Group, to bring about pro-active information sharing and signposting particularly where claimants have been sanctioned by DWP decisions and therefore lost their passported benefits, such as housing benefit.</p> <p>(e) DWP to use lessons learned from the ESA process and apply this to the roll-out of the Personal Independence Payments.</p>			
<p>2 April 2014 COSC 30</p>	<p>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</p>	<p>The Leader of the Council to write to the Secretary of State for Work and Pensions on simplifying the Universal Credit application process and exploring options for a common assessment for claimants across welfare benefits and support.</p>	<p>Leader of the Council</p>	<p>This recommendation was considered by Cabinet at their meeting on 22 April 2014. A response was included in the meeting papers on 30 April 2014. An update from the Welfare Reform Co-ordination Group</p>	<p>September 2014</p>

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				to COSC is scheduled for September.	
30 April 2014 COSC 34	INTERNAL AUDIT: REVIEW OF APPRAISALS 2013/14 [ITEM 6]	That Cabinet note that the Council Overview & Scrutiny Committee's significant concern about the present level of appraisal completion, as highlighted in the internal audit report, and that the Cabinet and Corporate Leadership Team work to ensure that managers are achieving 100% completion of appraisals for eligible staff by May 2015.	Cabinet/Corporate Leadership Team	This item was referred to the Cabinet meeting on 27 May 2014. A response is included in the agenda papers.	June 2014

### Select Committee and Officer Actions

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
7 November 2013 COSC 012	IMPROVING STAFF MORALE AND WELLBEING [Item 8]	The Committee receives a report on Surrey's People Strategy at a future meeting.	Head of Human Resources and Organisational Development	The Committee considered the next steps as part of its scrutiny of this topic on 4 December 2013. It was agreed that further scrutiny	July 2014

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				options would be explored. There is a further staff workshop planned for June 2014.	
4 December 2013 COSC 014	FAMILY, FRIENDS & COMMUNITY SUPPORT - SOCIAL CAPITAL IN SURREY [Item 7]	That the Committee receives an update report regarding the implementation of Family, Friends & Community Support.	Strategic Director for Adult Social Care	The Committee will receive this report in July 2014.	July 2014
5 March 2014 COSC 017	BUDGET MONITORING REPORT & QUARTERLY BUSINESS REPORT [ITEM 6]	That the Committee receive a further report outlining the options explored in relation to meeting the financial pressures created by flood-recovery.	Deputy Chief Finance Officer	The costs of the response and recovery phase of the flooding are still being assessed, so although estimates of the cost will form a part of the February budget monitoring, they are could be more or less than this. In addition, the government are announcing a range of different funding	July 2014

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				<p>streams to help households, businesses and local authorities. These were outlined in the information pack distributed for the full Council meeting on Tuesday 18 March 2014. The level of this funding has not yet been confirmed. The combination of these two unknowns make the net cost to the council difficult to predict with any accuracy.</p> <p>One of the recommendations of the MTFP is that the Cabinet receive a report in July on the impact of the severe weather on service work programmes and revenue and capital budgets.</p>	



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				In the light of this officers have proposed that the COSC consider the report closer to the time of the cabinet meeting, when greater information will be available.	
2 April 2014 COSC 31	BUDGET MONITORING REPORT & QUARTERLY BUSINESS REPORT [ITEM 7]	That the information provided in response to the Section 19 request be brought to the Committee for discussion at the earliest opportunity: following discussion, the Committee to refer detailed issues to the Environment & Transport Select Committee for further consideration if necessary.	Assistant Director, Highways, Environment & Infrastructure	Officers have confirmed that the Environment Agency will publish a report in May 2014, this will inform the report to Cabinet in July 2014. Officers in Democratic Services will continue to monitor the timescales for the flooding information, and will ensure that it is brought to the relevant scrutiny committee as soon	July 2014

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				as it is available.	
2 April 2014 COSC 18	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Adult Social Care, Children Schools and Families, Libraries, Public Health and Finance teams to continue to monitor impacts of the welfare reforms on service users and services, and provide a joint update through the Welfare Reform Co-ordination Group to the Council Overview and Scrutiny Committee meeting in September 2014. Adult Social Care to include a summary of the impact of the welfare reforms on carers and Children Schools and Families to include a summary of the impact of the welfare reforms on care leavers in their updates.	Welfare Reform Co-ordination Group	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014
2 April 2014 COSC 19	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	The Welfare Reform Co-ordination Group be encouraged to continue to collate data on the impact of the reforms on residents and the cumulative impact of the reforms, and to share information and good practice within the group, and to report on progress to the Council	Welfare Reform Co-ordination Group	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014

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		Overview and Scrutiny Committee as part of the update report in September 2014.			
2 April 2014 COSC 20	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Surrey County Council's Organisational Development Team analyse training needs on welfare reform in the Council and explore how such training can be disseminated throughout affected council services and ensure consistency with training being delivered by partner organisations.	Organisational Development Team	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014
2 April 2014 COSC 21	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Surrey's Welfare Reform Co-ordination Group to work with the Head of Family Services to explore the potential for the Supporting Families Programme (which is being extended through the Public Services Transformation Network) to provide early help/intervention to some of those families who are most severely impacted by the welfare reforms.	Welfare Reform Co-ordination Group/ Head of Family Services	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014
2 April 2014 COSC 23	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Shared services to provide an update on improvements to the LAS scheme and take up of the fund, as part of the update report to the Council Overview and Scrutiny Committee in September 2014.	Shared Services	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in	September 2014

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2 April 2014 COSC 25	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	The Adult Social Care Committee to closely monitor the delivery of this service by getWIS£ and report back to the Council Overview and Scrutiny Committee as appropriate.	Adult Social Care Select Committee	The Adult Social Care Select Committee will be receiving a report on getWIS£ on 26 June 2014.	September 2014
2 April 2014 COSC 26	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	Surrey County Council's Adult Social Care Commissioners, to work with Surrey's Welfare Reform Co-ordination Group, Public Health and getWIS£ to:  (a) promote the getWIS£ advice and support service to all Surrey GPs through Surrey's 6 Clinical Commissioning Groups; and  (b) continue to raise awareness of this service among key partners including District and Borough Housing and Benefits Officers and social housing providers;  to ensure Surrey residents receive early help in dealing with the welfare reforms.	Adult Social Care Commissioners/ Welfare Reform Co-ordination Group/Public Health	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014

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2 April 2014 COSC 27	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	The Public Health team to report to the Council Overview and Scrutiny Committee with findings from their food access needs assessment, to inform the Committee's work around reviewing the impacts of welfare reform in Surrey.	Public Health	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014
2 April 2014 COSC 28	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	<p>Surrey County Council to work closely with the Department for Work and Pensions, District and Borough Councils, housing providers and the Voluntary, community and faith sector to prepare for the introduction of Universal Credit, taking into consideration the concerns and recommendations highlighted in this report, and report back to the Council Overview and Scrutiny Committee on progress. This preparation should include:</p> <p>(a) researching and understanding the need for digital access and support across Surrey;</p> <p>(b) the County Council better understanding the potential demand on IT resources as a</p>	Welfare Reform Co-ordination Group	This recommendation will be addressed through the update report to the Council Overview & Scrutiny Committee in September 2014.	September 2014

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		<p>result of the introduction of Universal Credit to enable Surrey to properly prepare for this, including reviewing budget provision;</p> <p>(c) reviewing the demand for money management advice and assessing existing service provision, in order to make evidence-based recommendations for sourcing the necessary support; and</p> <p>(d) lobbying central government to ensure that support to access Universal Credit is adequately funded.</p>			
30 April 2014 COSC 35	INTERNAL AUDIT: REVIEW OF APPRAISALS 2013/14 [ITEM 6]	That the Chief Executive and Corporate Leadership Team reiterate to staff the importance of the work of the Internal Audit Team, and ensure that all requests for information are responded to in a timely fashion.	Chief Executive/Corporate Leadership Team	An update will be provided to the Committee at the July meeting.	July 2014
30 April 2014 COSC 36	INTERNAL AUDIT: REVIEW OF APPRAISALS 2013/14 [ITEM 6]	That HR investigate options to move towards a digital appraisal process as a means of improving both the quality of appraisals and the completion rates.	Head of HR	An update will be provided to the Committee at the July meeting.	July 2014

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30 April 2014 COSC 37	FLASH OUTTURN REPORT FOR 2013/14 AND PROPOSED CARRY FORWARD REQUESTS TO 2014/15 [ITEM 7]	That the Committee seeks assurance from the Cabinet Member for Assets & Regeneration Programmes and from Property Services that Commercial Services be given sufficient support to enable them to be able to provide free school meals in all infant schools by 1 September 2014.	Cabinet	The Chairman has emailed the relevant Cabinet Members and Head of Property Services for this assurance.	July 2014
30 April 2014 COSC 38	REVIEW OF CENTRAL AND DIRECTORATE COMMUNICATIONS FUNCTIONS [ITEM 8]	That the Head of Communications review the support and information provided to Members in their local role, both individually and through Local Committees, including the provision of a simplified version of the Annual Report (in printed form) for Members to share with constituents.	Head of Communications	The Head of Communications has noted this recommendation and will explore the potential to develop this within the reduced resources available.	October 2014
30 April 2014 COSC 39	REVIEW OF CENTRAL AND DIRECTORATE COMMUNICATIONS FUNCTIONS [ITEM 8]	The Head of Communications to circulate latest staffing figures to the Committee.	Head of Communications	The Head of Communications has noted this recommendation and the figures are to be circulated.	Complete
30 April 2014 COSC 40	RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME	That the scoping document for the Flooding Task Group be updated to reflect the issues identified at the Task Group's first meeting,	Democratic Services	The updated terms of reference have been circulated.	June 2014

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	[ITEM 9]	and then circulated to the Committee for approval.			