

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

2 July 2014

- Staff Pay & Reward (Private workshop)
- Cabinet Member Priorities 2014/15
- Budget Monitoring

11 September 2014

- Family, Friends & Community Support
- Collated Feedback from Staff Morale & Wellbeing Workshops
- New Models of Delivery Programme
- Financial Impact of the Flooding
- Welfare Reform Co-ordination Group - Update Report

## Scrutiny Topics

**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?

This work is being undertaken by a Member Task Group throughout autumn 2013. There was an interim report back to Committee in January 2014, a final report was considered at the Committee meeting on 2 April 2014. A number of recommendations were made to Cabinet and a follow up report will come to the Committee in September 2014.

The Committee received 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 was a further informal workshop in June 2014. Feedback will be collated and brought to the Committee's meeting in September 2014.

**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 were collated and reviewed by the Performance and Finance Sub Group, and a series of recommendations made to Cabinet.

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 September 2014 through the Performance & Finance Sub-Group.

**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 received a report regarding Communications on 30 April 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 was given at the meeting on 5 March 2014. A further update will be received later in the year, and a future item concerning the Council's approach to investment is being explored.

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