

**to COUNCIL OVERVIEW & SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED November 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
2 April 2014 COSC 30	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	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.	Leader of the Council	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 was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015
2 July 2014 COSC 51	CABINET MEMBER OBJECTIVES 2014/2015 [ITEM 8]	The Cabinet Member objectives to be amended to address the points agreed by COSC, and a more detailed version to be circulated to the Committee for information.	Cabinet Member for Business Services and New Models of Delivery	The updated objectives were amended and circulated to Members on 31 July 2014. The Cabinet Member will be invited to COSC to provide an update in early 2015	January 2015

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2 October 2014	BUDGET MONITORING	That the full risk contingency budget of £5m contained within the Central Income & Expenditure budget be carried forward to 2015/16	Cabinet		

Select Committee and Officer Actions

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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	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015

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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 Overview and Scrutiny Committee as part of the update report in September 2014.	Welfare Reform Co-ordination Group	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015
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	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015
2 April 2014 COSC 21	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM	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	Welfare Reform Co-ordination Group/ Head of Family Services	An update was provided as part of the agenda papers for October 2014. A further written update	March 2015

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	IN SURREY [ITEM 6]	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.		is planned for March 2015.	
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	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015
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 received a report on getWIS£ on 26 June 2014. The outcome was fed in to the work of the Welfare Reform Task Group when it reconvened in July 2014.	March 2015
2 April 2014 COSC 26	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM	Surrey County Council's Adult Social Care Commissioners to work with Surrey's Welfare Reform Co-ordination Group, Public Health and getWIS£ to:	Adult Social Care Commissioners/ Welfare Reform Co-ordination Group/Public Health	An update was provided as part of the agenda papers for October 2014. A further written update	March 2015

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	IN SURREY [ITEM 6]	<p>(a) promote the getWiSE advice and support service to all Surrey GPs through Surrey's 6 Clinical Commissioning Groups; and</p> <p>(b) continue to raise awareness of this service among key partners including District and Borough Housing and Benefits Officers and social housing providers;</p> <p>to ensure Surrey residents receive early help in dealing with the welfare reforms.</p>		is planned for March 2015.	
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	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015
2 April 2014 COSC 28	REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]	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	Welfare Reform Co-ordination Group	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	March 2015

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		<p>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> <ul style="list-style-type: none"> (a) researching and understanding the need for digital access and support across Surrey; (b) the County Council better understanding the potential demand on IT resources as a result of the introduction of Universal Credit to enable Surrey to properly prepare for this, including reviewing budget provision; (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 (d) lobbying central government to 			

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30 April 2014 COSC 36	INTERNAL AUDIT: REVIEW OF APPRAISALS 2013/14 [ITEM 6]	<p>ensure that support to access Universal Credit is adequately funded.</p> <p>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.</p>	Head of HR	<p>An update was provided to the Committee in November.</p> <p>This was outlined in the report to Committee dated 6 November 2014.</p>	November 2014
4 June 2014 COSC 43	YEAR-END FINANCIAL BUDGET OUT-TURN 2013/14	<p>That the following process be adopted for scrutiny of year-end performance results:</p> <ul style="list-style-type: none"> • Each Select Committee to scrutinise year-end performance information for the priorities within their remit annually at their May/June meeting, with services providing written explanation of the reasons for any priority rated as red. • That the outcomes of the scrutiny be reported to the Council Overview & Scrutiny Committee annually at its 	Democratic Services	<p>Arrangements have been made for this process to be adopted from May 2015.</p>	June 2015

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4 June 2014 COSC 47	REWARD STRATEGY REVIEW 2014-18	meeting in July. Historic data about trends in staff costs and benchmarking data for staff above level S8 to be circulated to Members of the Committee.	Head of HR and Organisational Development	At the Performance & Finance Sub Group meeting in September 2014, the HR Relationship Manager (Adults) advised that the Council were currently looking to appoint a partner to undertake benchmarking. At present, benchmarking was completed on an ad-hoc basis, but there were no systematic checks. It was agreed that data would be shared as and when it became available and that the decision regarding the partner chosen for benchmarking would be announced to the	January 2014

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2 July 2014 COSC 49	FORWARD WORK PROGRAMME AND RECOMMENDATIONS TRACKER	That the Chairman write to the Chief Executive to request his support in ensuring that officers respond in a timely fashion to requests for information by the Committee.	Chairman of the Committee	Committee as part of their Pay & Reward update in January 2014. The Vice Chairman provided a response at the meeting in October, which is noted in the minutes of that meeting. The Chairman is due to provide the Committee with an update following his own meeting with the Chief Executive in November 2014.	December 2014
11 September 2014 COSC 51	DIGITAL TRANSFORMATION WITHIN SURREY COUNTY COUNCIL	The principles for the project agreed to date be shared with the Committee.	Chief Digital Officer	This has been requested and will be communicated as soon as available.	October 2014
11 September 2014 COSC 52	DIGITAL TRANSFORMATION WITHIN SURREY COUNTY COUNCIL	That the Committee receive a further progress report on the digital transformation project in six months' time.	Chief Digital Officer	This has been scheduled for March 2015	March 2015

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11 September 2014 COSC 53	STAFF MORALE AND WELLBEING	That the Head of IMT be invited to attend a future meeting of the Committee to provide an update on the Council's IT upgrade programme	Head of IMT	This was dealt with at the November meeting under the 'Better Place to Work' item.	November 2014
11 September 2014 COSC 54	STAFF MORALE AND WELLBEING	That the outcomes from the Council's 'Better Place to Work' consultation and the Committee's own staff workshop discussions be combined in a joint report by HR&OD, to include the actions planned to address the key issues raised by staff	Head of HR&OD	This will be reported to the Committee in November 2014	November 2014
11 September 2014 COSC 55	STAFF MORALE AND WELLBEING	That the Vice-Chairman write to the staff who attended the Committee's staff workshops to update them on the outcomes from the discussion, making specific reference to the concerns raised about the work pressures	Vice Chairman of the Council Overview & Scrutiny Committee	The Vice Chairman of the Council has written to staff who attended the Committee's workshops and given them overview of the work undertaken by the Committee and future agenda items on this topic.	November 2014
11 September 2014 COSC 56	STAFF MORALE AND WELLBEING	That the forthcoming staff survey be used to seek views about the effectiveness of different methods of sharing information with staff	Head of HR&OD	Staff survey has been postponed while feedback from a number of other projects, including the Better Place to	November 2014

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11 September 2014 COSC 57	SCRUTINY ANNUAL REPORT	That a report, subject to the amendments requested by the Committee be distributed to all Members, internal officers (via the S-Net) and stakeholders.	Scrutiny Manager	Work Project, is taken into account. Amendments have been made to the report and it will be communicated in line with the Scrutiny Priority Plan.	November 2014
3 October 2014 COSC 58	INTERNAL AUDIT REPORTS	Officers would report back to the Committee on the cost to the Council of the delay in signing the new contract with Manpower for the supply of agency staff	Head of HR&OD	Officers are proactively working on a response for the Committee and it will be supplied as soon as possible	November 2014
3 October 2014 COSC 59	INTERNAL AUDIT REPORTS	The process for awarding the future agency staff contract to be shared with the Committee	Head of HR & OD	As above	November 2014
3 October 2014 COSC 60	INTERNAL AUDIT REPORTS	Officers to report back to the Committee if any of the actions highlighted in the Agency Staffing audit report are not completed by the agreed deadline.	Director of People and Development	If there are any outstanding items this will be reported at the meeting 3 December.	December 2014
6 November 2014 COSC 61	APPRAISAL COMPLETION UPDATE REPORT 2013/14	Officers give consideration to spot-checking appraisals on grounds of quality	Director of People and Development	An update will be provided to the Committee as part of the 2015 workplan	April 2015

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6 November 2014 COSC 62	BETTER PLACE TO WORK PROJECT	Officers give consideration to continuing the Better Place to Work Project and report the future programme to the Committee	Strategic Director for Business Services	This is scheduled for January	January 2015
6 November 2014 COSC 63	BETTER PLACE TO WORK PROJECT	That the outcomes of the project be communicated to all Surrey County Council staff, including those in remote buildings and without access to the SNet	Strategic Director for Business Services	An update will be provided in January	January 2015
6 November 2014 COSC 64	BUDGET MONITORING REPORT	That information regarding the DMA process be sent to the Strategic Director for Business Services for Consideration	Scrutiny Manager	This action has been completed and the Strategic Director will report back to the Committee in due course through the Performance & Finance Sub Group	January 2015
6 November 2014 COSC 65	BUDET MONITORING REPORT	The Strategic Director for Business Services to share savings identified through the South East Business Services Partnership with the Committee when available.	Strategic Director for Business Services	The Strategic Director has agreed to share this information once it is available	January 2015