

**COUNCIL OVERVIEW & SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER – UPDATED 15 April 2015**

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 June 2015.	June 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 and an update was presented to Members in February 2015. This will now be a standard item on the agenda for COSC every 6 months.	July 2015
29 January 2015 COSC 68	CARBON & ENERGY POLICY [ITEM 7]	That the Cabinet reviews the targets set out in the Carbon & Energy Policy to ensure they	Cabinet	A response is included at Item 5 of the 23 April 2015 COSC agenda.	April 2015

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		are appropriately ambitious			
29 January 2015 COSC 71	<b>BUDGET REVIEW 2015/16</b>	The Committee made 12 recommendations regarding the Budget to Cabinet. These are at Annex 1 to this tracker	Cabinet/The Leader of th Council	A response is included at Item 5 of the 23 April 2015 COSC agenda.	April 2015.
4 March 2015 COSC 72	<b>DIGITAL TRANSFORMATION</b>	That the Cabinet Member for Business Services works with the Leader of the Council and partner organisations to encourage all relevant partners and stakeholders to share data for use within the system.	The Leader of the Council/Cabinet Member for Business Services	A response is included at Item 5 of the 23 April 2015 COSC agenda.	April 2015.

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#### Select Committee and Officer Actions

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2 April 2014 COSC 18	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF</b>	Adult Social Care, Children Schools and Families, Libraries, Public Health and Finance teams to continue to monitor impacts of the welfare	Welfare Reform Co-ordination Group	An update was provided as part of the agenda papers for October 2014. A further written update	June 2015

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	<b>WELFARE REFORM IN SURREY [ITEM 6]</b>	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.		is planned for June 2015.	
2 April 2014 COSC 19	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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 June 2015.	June 2015
2 April 2014 COSC 20	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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	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.	June 2015

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		and ensure consistency with training being delivered by partner organisations.			
2 April 2014 COSC 21	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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	An update was provided as part of the agenda papers for October 2014. A further written update is planned for March 2015.	June 2015
2 April 2014 COSC 23	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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.	June 2015
2 April 2014 COSC 25	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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.	June 2015

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2 April 2014 COSC 26	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	<p>Surrey County Council's Adult Social Care Commissioners to work with Surrey's Welfare Reform Co-ordination Group, Public Health and getWi£E to:</p> <p>(a) promote the getWi£E 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>	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 is planned for March 2015.	June 2015
2 April 2014 COSC 27	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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.	June 2015
2 April 2014 COSC 28	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM</b>	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	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	June 2015

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	<b>IN SURREY [ITEM 6]</b>	<p>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 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>		2015.	

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4 June 2014 COSC 43	<b>YEAR-END FINANCIAL BUDGET OUT-TURN 2013/14</b>	<p>That the following process be adopted for scrutiny of year-end performance results:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• That the outcomes of the scrutiny be reported to the Council Overview &amp; Scrutiny Committee annually at its meeting in July.</li> </ul>	Democratic Services	Arrangements have been made for this process to be adopted from May 2015.	June 2015
4 June 2014 COSC 47	<b>REWARD STRATEGY REVIEW 2014-18</b>	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	June 2015

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				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 Committee as part of their Pay & Reward updates scheduled for the first half of 2015.	
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	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.	April 2015
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	A report on Digital Transformation was presented to the Committee in March 2015.	March 2015
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	See above.	March 2015



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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	Director of People and Development	At the meeting in March 2015, Members raised concern about the reported £900k cost to the Council. The Cabinet Member for Business Services sent the following note to all Members of the Committee in early March: <i>It is not an accurate view for anyone to assume that the council has lost £900,000 due to not signing the new agency agreement at the estimated sign-off time. It was not possible to sign the agreement because Manpower and SCC could not come to an agreement over pricing. There were protracted conversations between SCC and Manpower over appropriate levels of pricing for different types of agency workers, particularly those being sought in specialist roles in Children's Services. These conversations were held against a back drop of a growing practice of off-contract agency worker sourcing which was</i>	January 2015

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				<p><i>occurring in Children's Services for operational reasons. Children's were finding it extremely difficult to find suitable, quality social workers so this was a necessary step at the time. However, it had unavoidable consequences for the contract negotiations and this became a major impediment in reaching agreement on the new contract with Manpower.</i></p> <p><i>In hindsight, we believe that this process may have been expedited by at most three or four months but not 18 months. Contract management and oversight of the Manpower contract has subsequently been strengthened in terms of expertise and the level of senior leadership involvement, as a result of our experiences throughout this extremely difficult period.</i></p>	
3 October 2014  COSC 59	INTERNAL AUDIT REPORTS	The process for awarding the future agency staff contract to be shared with the Committee	Director of People and Development	The Strategic HR Relationship Manager will brief the Chairman and Vice Chairman of this Committee on the process as it is	June 2015

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				developed.	
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 Internal Audit review found the appraisal process to be "effective". A full report on appraisal completion is due in June 2015.	June 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	January 2015
6 November 2014 COSC 65	<b>BUDET MONITORING REPORT</b>	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	A first report on the Shareholder Board and South East Business Services is on the agenda for 23 April 2015.	April 2015
29 January 2015 COSC 69	<b>CARBON AND ENERGY POLICY FOR 2015 TO 2016</b>	The Council carries out a staff awareness campaign to highlight the costs and CO2 emissions associated with current energy use	Trevor Pugh/Julie Fisher	A response is included in Item 5 of this agenda.	June 2015
COSC 70	<b>CABINET MEMBER PRIORITIES</b>	The Committee to scrutinise the detailed business case for South East Business Services ahead of it being presented to Cabinet in July 2015.	Julie Fisher	See response for COSC 65	April 2015

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