

**Council Overview Board**  
**ACTIONS AND RECOMMENDATIONS TRACKER – UPDATE 19 June 2015**

The recommendations tracker allows Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. 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. Please note that this tracker includes recommendations from the former Council Overview & Scrutiny Committee.

**Recommendations made to Cabinet or other Scrutiny Boards**

<b>Date of meeting and reference</b>	<b>Item</b>	<b>Recommendations</b>	<b>To</b>	<b>Response</b>	<b>Progress Check On</b>
2 April 2014 COSC 30 Page 9	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
23 April 2015	BUDGET MONITORING	That the Cabinet consider whether the Council could use any of the small improvements	Cabinet	This item will be presented to Cabinet on 26 May 2015	June 2015.

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COSC 75		to the Council's budgetary position that were unanticipated when it set the budget, to mitigate some of the savings in children's centres and youth services.			
23 April 2015 COSC 76	<b>BUDGET MONITORING</b>	That the Wellbeing & Health Scrutiny Board review the take up/completion rates of NHS Health Checks	Wellbeing & Health Scrutiny Board	This item has been referred.	September 2015

#### 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 WELFARE REFORM IN SURREY [ITEM 6]</b>	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	Welfare Reform Co-ordination Group	An update was provided as part of the agenda papers for October 2014. A further written update was provided in June 2015.	June 2015

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		leavers in their updates.			
2 April 2014 COSC 19  Page 1	<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 was provided in 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 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 was provided in March 2015.	June 2015
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	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 was provided in March 2015.	June 2015

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		early help/intervention to some of those families who are most severely impacted by the welfare reforms.			
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 was provided in March 2015.	June 2015
2 April 2014 COSC 25 Page 12	<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
2 April 2014 COSC 26	<b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b>	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	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 was provided in March 2015.	June 2015

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		<p>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>			
<p>2 April 2014</p> <p>COSC 27</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 3</p>	<p><b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b></p>	<p>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.</p>	<p>Public Health</p>	<p>An update was provided as part of the agenda papers for October 2014. A further written update was provided in March 2015.</p>	<p>June 2015</p>
<p>2 April 2014</p> <p>COSC 28</p>	<p><b>REPORT OF THE WELFARE REFORM TASK GROUP: THE IMPACTS OF WELFARE REFORM IN SURREY [ITEM 6]</b></p>	<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>Welfare Reform Co-ordination Group</p>	<p>An update was provided as part of the agenda papers for October 2014. A further written update was provided in March 2015.</p>	<p>June 2015</p>

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Page 14		<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>			
<p>4 June 2014</p> <p>COSC 43</p>	<p><b>YEAR-END FINANCIAL BUDGET OUT-TURN 2013/14</b></p>	<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</li> </ul>	<p>Democratic Services</p>	<p>Arrangements have been made for this process to be adopted from May 2015 and will form part of the Performance &amp; Finance Sub Groups for each of the new Scrutiny Boards.</p>	<p>June 2015</p>

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		Council Overview & Scrutiny Committee annually at its meeting in July.			
4 June 2014  COSC 47  Page 15	<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 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.	June 2015
2 July 2014  COSC 49	<b>FORWARD WORK PROGRAMME AND RECOMMENDATIONS TRACKER</b>	That the Chairman write to the Chief Executive to request his support in ensuring that officers respond in a timely fashion to requests for	Chairman of the Committee	It has been agreed that this item will remain on the tracker until the Council Overview Board	September 2015

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		information by the Committee.		is completely satisfied that requests to officers are prioritised.	
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 developed.	June 2015
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 was received 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	A formal response on how this was considered is sought from the Strategic Director and was shared with the Chairman and Vice Chairman after the meeting in June 2015.	July 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	Agreement to this recommendation was tabled at the meeting on 23 April 2015.	July 2015



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29 January 2015 COSC 73	<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	This will be scheduled in accordance to the Cabinet reporting timetable.	July 2015
23 April 2015 COSC 74	<b>SHAREHOLDER BOARD</b>	That the Committee receive a 6 monthly update combining a report of the Shareholder Board, incorporating a comparison of achievement against the original business case, with information about projects within the New Models of Delivery work stream	Julie Fisher	An update report will be brought to the Board in October.	October 2015
23 April 2015 COSC 77	<b>BUDGET MONITORING</b>	A full break down of the costs associated with the Magna Carta celebrations to be shared with the Board and the Chairman of Resident Experience	Andy Tink	This has been circulated.	June 2015.
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The case for continuing funding for the Local Assistance Scheme in Surrey is reconfirmed as part of the budget and service planning cycle, having due regard to usage, need, benefits and cost of delivery.	Welfare Reform Co-ordination Group		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	That the getWiSE or a similar service, be extended for a further 3 years, with a built-in review of usage and need on an annual basis.	Welfare Reform Co-ordination Group		

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3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	That careful consideration be given to the role of Libraries as a 'gateway to County services' when developing a vision for the future of the Surrey Library Service and that the Resident Experience Board (previously Communities Select Committee) continues to monitor the progress.	Welfare Reform Co-ordination Group		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	A Member representative of the Welfare Reform Task Group be invited to be briefed on the Universal Credit pilot in Elmbridge, and agree a protocol for keeping the Task Group informed.	Welfare Reform Co-ordination Group		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	That a structured project plan for the Universal Credit roll Pilot in Elmbridge be shared with Members of the Task Group.	Scrutiny Manager		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	A robust monitoring scheme needs to be introduced to measure update of staff accessing training but also measuring the numbers starting the programme and the number of staff completing the training.	Welfare Reform Co-ordination Group		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Task Group to explore further the length of time it can take claimants to reach tribunal when they have launched an appeal against a benefits decision and request further	Welfare Reform Co-ordination Group		

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		information about how the assessment process has improved since moving to the Maximus contract.			
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	Surrey's District & Boroughs and Housing Associations ensure that all options are explored for alternative payment arrangements for vulnerable claimants.	District & Borough Councils and Housing Associations		
3 June 2015 Page 19 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Welfare Reform Coordination Group continues to work with partners to ensure that the reforms, including the introduction of Universal Credit, are communicated widely with residents and services across the County.	Welfare Reform Co-ordination Group		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Surrey County Council Contact Centre is adequately trained to deal with, and signpost, callers to the correct services, particularly during the initial period of Universal Credit.	Contact Centre		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Welfare Reform Task Group should continue for a further year, meeting quarterly to monitor the impact of the reforms. The Chairman of the Task Group to engage with the Resident Experience Board to carry out future work.	Welfare Reform Co-ordination Group		

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3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Welfare Reform Task Group to investigate the disparity between hardship fund spending in different districts and boroughs in Surrey.	Welfare Reform Co-ordination Group		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Resident Experience Board will consider how each Information Hub across the County is and can be utilised by the community.	Resident Experience Board		
3 June 2015 COB 85 Page 20	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The Chairman to write to the Leader of the Council highlighting key aspects of the Board's debate and detailing the recommendations from the Task Group.	Council Overview Board Chairman		
3 June 2015 COB 85	<b>REPORT OF THE WELFARE REFORM TASK GROUP</b>	The report of the Welfare Reform Task Group to be shared with the Social Care Board.	Scrutiny Manager		