

**Council Overview Board**  
**ACTIONS AND RECOMMENDATIONS TRACKER – UPDATE 27 August 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**

Date of meeting and reference	Item	Recommendations	To	Response	Progress Check On
17 AUGUST 2015	CHIEF EXECUTIVE'S 6 MONTH REPORT	That the Chief Executive's 6 month report be presented to Full Council	Leader of the Council	The Leader supported the request for the report to be presented to Council in future years	February 2016

Page 15

**Scrutiny Board and Officer Actions**

Date of meeting and reference	Item	Recommendations/ Actions	To	Response	Progress Check On
4 June 2014	<b>YEAR-END FINANCIAL BUDGET OUT-TURN 2013/14</b>	That the following process be adopted for scrutiny of year-end performance results: <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</li> </ul>	Democratic Services	A new system has been implemented for Performance reporting. The Council Overview & Scrutiny Committee's performance and finance sub group received a briefing on this in early 2015.  Scrutiny Officers have now been trained to use the system and will	November 2015

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		<p>providing written explanation of the reasons for any priority rated as red.</p> <ul style="list-style-type: none"> <li>• That the outcomes of the scrutiny be reported to the Council Overview &amp; Scrutiny Committee annually at its meeting in July.</li> </ul>		demonstrate it to Member's through the individual scrutiny boards performance & finance sub group.	
4 June 2014	<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	<p>At the Performance &amp; 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 &amp; Reward updates scheduled.</p> <p>The next scheduled update is in November 2015.</p>	November 2015.

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2 July 2014	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	It has been agreed that this item will remain on the tracker until the Council Overview Board is completely satisfied that requests to officers are prioritised.	September 2015
3 October 2014	INTERNAL AUDIT REPORTS	The process for awarding the future agency staff contract to be shared with the Committee	Director of People and Development	<p>A review of options has been completed and it has been agreed to retender under improved public procurement frameworks. There was consideration given to developing our own 'in-house' agency and it has been decided not to progress this approach given the level of investment, competitive market and changing demand patterns.</p> <p>SCC is now working with East Sussex as part of the Orbis partnership to jointly procure a new form of contract which allows the Councils to access cost effective mark-up rates, a wide talent pool of specialist and generalist agencies, to develop direct and productive relationships with key suppliers, whilst retaining the benefits of central control of costs and invoicing.</p>	September 2015.

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6 November 2014	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	<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.  The next scheduled review of this policy is in October 2015.	October 2015
29 January 2015	<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	The Transformation Sub Group will be reviewing this item in September 2015.	October 2015
23 April 2015	<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	<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	Andy Tink	This has been circulated.	June 2015.

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		Experience			
3 June 2015	<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	The Leader has endorsed the Recommendations of the Welfare Reform Task Group.  Further updates on individual actions will be reported via the Welfare Reform Co-ordination Group	October 2015
3 June 2015	<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	See above	October 2015
3 June 2015	<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/Resident Experience Board	The Resident Experience Scrutiny Board have nominated a Member to sit on the Welfare Reform Task Group.  The Coordination Group, Task Group and Services will work together to ensure that the full consideration is given to the role of Libraries when considering the impact of the reforms.	October 2015
3 June 2015	<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	An update is being provided to Members via the Local Committee Chairmen's Group, the Elmbridge Local Committee and a wider event around the introduction of Universal Credit in	October 2015

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				autumn 2015.  Margaret Hicks has been identified as a champion to represent the Task Group	
3 June 2015	<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	See above	October 2015
3 June 2015	<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	A new training module has now been introduced and take-up figures will be reported via the task group.	October 2015
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 information about how the assessment process has improved since moving to the Maximus contract.	Welfare Reform Co-ordination Group	Maximus have been contacted to present evidence at a witness session	October 2015
3 June 2015	<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	This matter will be raised with the Housing Associations through the Welfare Reform Coordination Group.	October 2015

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3 June 2015	<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	An event focusing on Universal Credit is being organised for Autumn 2015.	October 2015
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	<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	Meetings have been diarised for the next year and Barbara Thompson has been appointed to represent the Resident Experience Board.	September 2015.
3 June 2015	<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	This will be considered by officers on the Welfare Reform Coordination Group	October 2015.

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3 June 2015	<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	<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	A response has been received from the Leader and has been included in the papers for Council Overview Board on 10 September 2015	September 2015
3 June 2015	<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	This action has been completed.	September 2015
1 July 2015	<b>BUDGET MONITORING</b>	The Board recommends that Scrutiny Board Chairmen ensure that individual Scrutiny Boards scrutinise plans to replace one-off savings/test sustainability.	Scrutiny Chairmen.	Each individual Scrutiny Board has been notified and will include this question in their scrutiny of the draft budget.	November 2015.