

**RESOURCES AND PERFORMANCE SELECT  
COMMITTEE  
18 OCTOBER 2019**



**CABINET MEMBER FOR CORPORATE  
SUPPORT UPDATE**

**Purpose of report:**

To share details of the Cabinet Member's priority areas of work including strategy and policy developments and provide an overview of the budget position and performance of services within his/her portfolio.

**Introduction:**

**IT & Digital Strategy**

1. Rainmaker Solutions Ltd are working with the council to identify opportunities to redesign the service experience of our residents. This work will identify and test where digital technology can deliver improved outcomes for both residents and the council. Following on, a Digital Strategy will identify priorities aligned to the Surrey 2030 Vision. It is anticipated the Digital Strategy will be developed in a series of design phases between October and December 2019. Each phase will last 2 to 3 weeks and be informed by feedback from residents, partner organisations and services, to build a consensus on the changes required. The strategy will define the action and approach required and the measures of success.

**Digital Business and Insights Programme**

2. The Cabinet report recommends that a procurement process is progressed to upgrade or replace the council's existing Enterprise Resource Planning system, based on an outline or indicative business case. This is the technology platform for the management of the council's business critical Finance, HR, Payroll and Procurement processes. The aim is to implement a modern solution that will address urgent technical drivers for change and also to help enable the council to achieve its transformational ambitions. Following procurement evaluation and identification of a preferred bidder, the business case will be updated to include firm costs and be brought back to Cabinet for approval to award a contract and start implementation.

**Orbis – Business Operations – Pensions Service**

3. Work on the backlog clearance is progressing using a specialist third party provider and data quality has increased. Automation technology has increased efficiency and the establishment of a new leadership team and organisational change has improved productivity. Key Regulatory events have been delivered on time. Much work remains to be done; it will include a detailed plan to ensure backlog clearance proceeds at optimal pace as well as establishing a service model which is scalable, resilient and customer-focussed.

**Recommendations:**

1. The Committee reviews the information contained in this update and offers feedback to the Cabinet Member.
2. The Select Committee considers where it may add value to the Cabinet Member’s work through scrutiny and scopes topics as required.

**Next steps:**

The Cabinet Member(s) to return with a further update at the next formal meeting of the Committee.

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**Report contact:** Dr Zully Grant-Duff, Cabinet Member for Corporate Support

**Sources/background papers:**

**Appendix 1:** Cabinet Member Update to Full Council 8 October 2019