

**CABINET MEMBER UPDATE TO FULL COUNCIL**

**NAME: Zully Grant- Duff    PORTFOLIO: Corporate Support**

**The Agile Working** programme initial phase consisting of the roll out of new devices to a range of staff will be complete by January 2020. Feedback on new devices has been positive. The viability of smaller devices for staff working in the community are being investigated and tested. New technology capabilities including 'Gov wifi' and 'Always On' have been implemented and will enhance reliable wifi access from a wider variety of locations. We are currently mid-way through the implementation of a systems upgrade to Windows 10 which will improve access to a broader range of software and enable easier secure sharing of documents and access to collaboration tools. A review of associated terms and conditions of employment supporting agile working has been undertaken by HR and engagement with staff on agile working is ongoing. A leadership development programme aimed at supporting managers to lead their teams to work in a modern, agile environment is being developed.

**Improved online reporting for highways** to report pothole and carriageway defects went live in July. This was followed in September by a re-designed online journey for reporting tree, vegetation and pavement issues. Reporting for drains and manhole covers, flooding and blocked drainage, faded road markings and gritting is scheduled to go live at the end of October. Initial findings show successful online completion rates have increased by approximately 15%, while the number of people abandoning the self-serve digital journey has reduced by approximately 36%.

**Assisted digital journeys** using 'webchat' on over 20 pages of the Council's website have proved effective in enabling successful online self-service. So far, we have received a 95% positive customer satisfaction rate. We are exploring further opportunities for digital assistance through automated responses.

**Children's Request for Support Team** went live in May as part of the new 'front door' arrangements for Children's Services Single Point of Access (C-SPA). Since then, just over 50% of all enquiries received have been referred in an accurate and timely way to the most appropriate team for specialist advice, information or intervention. Plans are underway for non-urgent service referrals to be routed through a single point of contact within the Contact Centre rather than through the **Adults Multi-Agency Safeguarding Hub (MASH)**. This will free up capacity for specialist officers to focus on urgent safeguarding issues.

**A single view of information** has been progressed by establishing the core technology platforms to match data across multiple IT systems with the first 'single view' dataset in development to support the transition from Children's to Adults' social care.

**Business Operations** completed a data cleanse project over the summer which improved the quality of pensions data to 97.4%, an increase of 9% from previous years. Technological improvements and promotional activity are increasing online engagement. Engagement has taken place with a specialist company to increase the pace of the pensions' administration backlog clearance work. Alongside we are developing a detailed improvement plan for the service.

**The 2020/21 pay and reward proposals** are in preparation and will be considered by the People, Performance & Development Committee in November. The Council's terms and conditions have been assessed against the market to ensure we are able to attract and retain people with the skills and capabilities needed to support the Surrey 2030 vision.

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