

Resources and Performance Select Committee

16 December 2019



CABINET MEMBER 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:

A. Customer Services - Single Front Door

In line with the design principles of the Council's Target Operating Model to route customer contacts and enquiries online or via a single contact point, there is ongoing work to expand the single front door to bring in new services, as well as re-designing digital access to services.

Highlights include: non-urgent emergency service referrals to be routed through the Adults Team within the Contact Centre; design of a new front door for SEND enquiries to provide a consistent first contact experience and a gateway focussed on early intervention; actively gathering customer feedback to improve highways defects online reporting, re-designing according to the needs and preferences of customers.

B. The 2020-21 Annual Procurement Forward Plan

The revised Procurement and Contract Standing Orders agreed by the Council in May 2019 require the preparation of an Annual Procurement Forward Plan (APFP) during the business planning cycle. The APFP provides early visibility of procurement activities over the current £181,302 OJEU (Official Journal of the European Union) threshold. The 2020/21 APFP will be presented to Cabinet for approval on 17 December 2019.

C. Coroner's Service

The Coroners and Justice Act 2009 transferred responsibility for provision of support to Coroners from the Police to upper tier local authorities. In Surrey, this took effect from April 2018. The Council

supports the service through the employment of a staff team, the Coroner's Office, and also funds accommodation, contracts, tendering, IT and office systems. There are also paid and volunteer Court Ushers. The Senior Coroner in Surrey is responsible for running the Coroner's Office under the national jurisdiction of the Lord Chancellor. The service is currently located in offices and three courtrooms in Woking. Valuable management and customer services support has been provided in recent months by senior Customer Services staff. The service is to be the subject of an LGA Peer Challenge at the end of November, which will focus on its operational efficiency and cost effectiveness.

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.

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