

**RESOURCES & PERFORMANCE SELECT COMMITTEE
PERFORMANCE MONITORING SESSION**

14 October 2022 at 10am (Remote Meeting)

Attendees: Steve Bax
Will Forster (Vice Chairman in the chair)
David Harmer
Robert Hughes
Steven McCormick
Lance Spencer
Lesley Steeds
Hazel Watson
Jeremy Webster
Ayesha Azad

Officers: Rachel Bearman, Customer Contact & Systems Manager
Peter Dell'Osa, Head of Business Intelligence
Kunwar Khan, Scrutiny Officer
Laila Laird, Democratic Services Assistant
Louise Lawson, Strategic Finance Business Partner
Bella Smith, Head of Insight, Programmes & Governance
Adrian Stockbridge, Head of Portfolios
Richard Supple, Performance Insights & Data Analyst

Apologies Nick Darby (Chairman)
Edward Hawkins

Covering Report [Item 1]

Peter Dell'Osa provided a refreshed overview of Surrey County Council's performance in the areas within the Select Committee's remit and welcomed suggestions made by Members regarding additional key performance indicators.

Performance overview

Key points raised during the discussion:

1. David Harmer, in reference to paragraph 6 of the report and representation of the workforce under thirty, suggested it would be helpful for information about other age groups to be included. Bella Smith (Head of Insight, Programmes & Governance) confirmed that this information could be provided in future.
2. Peter Dell'Osa explained that the two measures from the resident's survey that were currently included in report were changing and committed to circulate the list of new measures to the Committee. **Action – Peter Dell'Osa**

Summary of committee actions

3. Steve Bax asked for clarification of the term 'high response figures' Rachel Bearman (Customer Contact & Systems Manager) explained that high response figures related to high abandonment rates and although not a positive figure, an improvement had been seen after January and February 2022.
4. David Harmer queried how the pattern and speed of abandoned calls were analysed. Rachel Bearman said that daily, weekly, monthly and annual statistics were used to consider resources around peaks and troughs.
5. Hazel Watson asked if was possible to plan for additional resources to cope with identified peaks. Rachel Bearman said it was not possible to increase staffing during busy periods due to budget constraints, however, funding from other resources and optimising the resources already in place mitigated any pressures as much as possible.
6. Hazel Watson asked what was currently happening in relation to Home to School transport. Rachel Bearman said that the subject continued to be challenging with resources being directed towards it as a priority. Daily calls were taking place to understand the current situation and what could be done to prevent similar difficulties occurring going forward.

Performance Report

7. Robert Hughes said that the transformation report should be central to performance to measure how the Council was delivering on important longer-term issues. Adrian Stockbridge agreed, noting that although some elements were under the remit of the Resources and Performance Select Committee, only a handful of transformation projects were under the Committee. This report aims to track the delivery of each programme against expected milestones.
8. Hazel Watson noted that a progress report on the ERP was no longer included and said that a progress update on the project would be helpful. Adrian Stockbridge said that it was not included as it was a transformation programme receiving funding and being delivered by a separate team. Adrian Stockbridge committed to bring an ERP progress report back to the Committee. **Action – Adrian Stockbridge**
9. Hazel Watson asked for a brief update regarding the Enterprise Resource Platform (ERP) programme and asked for it to be included in future Performance Monitoring reports. Bella Smith said that there had been successes regarding the recent parallel payroll run and the new Programme Director was in the process of replanning some elements with a go live expected in early 2023.
10. Steven McCormick requested an update report on the Systems, Applications and Products (SAP) programme be provided to the Committee. Will Forster suggested that the Chairman, Vice Chairman and Scrutiny Officer discuss the possible addition of an SAP update report to the Resources and Performance

Select Committee Forward Work Programme Committee (An Enterprise Resource Planning progress report mentioned in paragraph 8 is expected to cover this.) **Action - Kunwar Khan/ Peter Dell'Osa/ Adrian Stockbridge**

Finance Update

11. Will Forster asked for a breakdown of the £900,000 Resources overspend. Louise Lawson, Strategic Finance Business Partner explained that the building energy costs related to Resources Directorate were due to energy inflation costs.
12. Will Forster asked why food was in the Resources Directorate. Louise Lawson explained that this was related to the schools catering provider, perhaps due to it being a commercial activity.
13. David Harmer asked which financial year would see the effects of the Care Act on Adults Social Care. Louise Lawson said she understood that it was being built into the next year financial budget and would confirm this back to the Select Committee. Adrian Stockbridge added that assessments under the new legislation would go live from April 2023 with actual implementation from October 2023. **Action – Louise Lawson**

DATE OF NEXT MEETING [Item 3]

14 December 2022 at 10:30am

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