

**RESOURCES & PERFORMANCE SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
June 2023**

Annex B

The actions and recommendations tracker allows Committee 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 green to indicate that it will be removed from the tracker at the next meeting.

<b>KEY</b>			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
7 Oct 2022	<b>People and Change Workforce Update</b>	<p>The Select Committee:</p> <p><b>RPSC17/22:</b> Requests that efforts gather pace to deliver positive aspirations listed in the report, particularly in areas such as staff turnover, why stay/in job interviews; internal career progression opportunities for staff, consistent organisation-wide data about exit interviews.</p> <p><b>RPSC18/22:</b> Suggests that any internal progression/ job opportunities be publicised more widely to staff throughout the organisation.</p>	<p>Tim Oliver, Leader of the Council</p> <p>Shella-Marie Smith, Director for People &amp; Change</p>	October 2023	N/A	An update report will be presented at the June 2023 meeting of the Resources and Performance Select Committee.

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9 Dec 2022	<b>Scrutiny of 2023/23 Draft Budget and Medium-Term Financial Strategy</b>	<p>In appreciating the work undertaken to prepare the Draft Budget 2023/24 and MTFs to 2027/28, the Resources and Performance Select Committee:</p> <ol style="list-style-type: none"> <li>1. Requests Cabinet to include clearer timescales for achieving proposed efficiencies – with income, costs and expenditure assumptions where relevant (e.g. Enterprise Resource Planning/SAP; Land and Property; Transformation, Twin Track programme etc.) – is provided in the Final Budget 2023-24.</li> <li>2. Asks that the work on benchmarking data on corporate costs be prioritised by Cabinet and presented to the Budget Task Group by September 2023 and to this Select Committee with the next year's Draft Budget.</li> <li>3. Expresses concern about increasing the cost of providing Free School Meals; asks Cabinet to consider the impact on schools</li> </ol>	<p>David Lewis, Cabinet Member for Finance and Resources</p> <p>Leigh Whitehouse, Deputy Chief Executive and Executive Director of Resources</p>	TBC	January 2023	<p>The recommendations were formally responded to as part of the Cabinet Meeting on 31 January 2023: <a href="https://members.surreycc.gov.uk/documents/s90394/Cabinet%20response%20to%20SC%20Budget%20Report.pdf">https://members.surreycc.gov.uk/documents/s90394/Cabinet%20response%20to%20SC%20Budget%20Report.pdf</a></p> <p>The recommendations were submitted and discussed as part of the Budget setting in January and February 2023. The 2023/24 Budget was agreed at Council 7 February 2023.</p> <p>The 2023/24 budget (revenue and capital) will continue to be monitored closely throughout the year.</p>
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Page 55		<p>budget and continue to lobby the Government to compensate schools.</p> <p>4. Invites Cabinet to continue to ensure that the impact of inflation in service provision and contracts – including the cost of borrowing and any increase in interest rates – is reflected in the Final Budget 2023-24.</p> <p>5. Asks Cabinet to review the Capital budget in light of the provisional Local Government Funding Settlement and significant inflationary pressure, which seems likely to continue for some time, and carefully consider whether the Capital budget needs an inflationary uplift to reflect predicted costs and the potential for value engineering or revise the list of projects in the Capital programme to fit the budget.</p> <p>6. Asks Cabinet and Section 151 Officer that detailed budget impact</p>				
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Page 56		<p>assessments, including Equality Impact Assessments (EIAs), are presented in the Final Budget 2023-24 papers. For the next year's budget setting process, the Select Committee reiterates that this process needs to take place earlier and EIAs of the next year's Draft Budget 2024-25 are provided to the Budget Task Group in November 2023 and to the Select Committees in December 2023 with the Draft Budget papers; making sure resources, guidance and processes associated with EIAs are refreshed by September 2023 and promptly reflected into a) the Council's budget setting process next year; and b) the Council's developing Equality Diversity and Inclusion Strategy – a final version of which needs to come back to this Select Committee for feedback and scrutiny before it is presented to Cabinet for approval.</p>				
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		7. Requests, following the details of the Local Government Finance Settlement, the Section 151 Officer provides a written briefing note (by email) to all Members with details of any impact on the Council finances and Draft Budget 2023-24.				
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24 April 2023	Digital Inclusion [Item 5]	<p>The Resources and Performance Select Committee recommends:</p> <p><b>RPSC 15/23:</b> That the Cabinet commits to ensuring an alternative form of contact to online is made available while action is undertaken to support digital inclusion in the county, so that Council services remain accessible for people who are digitally excluded. Also, that care is taken to ensure alternative methods of contact are fit for purpose and do not unintentionally exclude people, for example, not requiring an email address to make a payment by telephone.</p> <p><b>RPSC 16/23:</b> That the Resources Directorate and Member Services provide and publicise face-to-face digital skills training to Members at all levels, including Cabinet.</p> <p><b>RPSC 17/23:</b> That the Select Committee nominates representatives to participate as key stakeholders in the work being undertaken by Citizens</p>	<p>David Lewis, Cabinet Member for Finance and Resources</p> <p>Leigh Whitehouse, Deputy Chief Executive and Executive Director of Resources</p> <p>Marie Snelling, Executive Director of Customer and Communities</p>	N/A	June 2023	The recommendations have been sent to the Executive Director of Customer and Communities.
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Page 59		<p>Online and to engage with this work on an ongoing basis as it develops.</p> <p><b>RPSC 18/23:</b> That the Service ensures that Citizens Online involves the voluntary sector, health partners and borough and district councils in its research work in Surrey and in the development of an action plan.</p> <p><b>RPSC 19/23:</b> That the Service ensures that Citizens Online shares the findings from its online survey once complete and the Cabinet Member for Finance &amp; Resources brings their final report with recommendations to a meeting of the Resources and Performance Select Committee.</p> <p><b>RPSC 20/23:</b> That the Committee considers the formation of a Task Group on digital inclusion at the beginning of the municipal year.</p>				
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7 Oct 2022	<b>People and Change Workforce Update</b>	<p>The Select Committee:</p> <p>RPSC19/22: Asks for an update report no later than December 2023 covering the following areas:</p> <ul style="list-style-type: none"> <li>a. Recruitment time to hire</li> <li>b. Collaboration with schools and colleges</li> <li>c. Data on exit interviews/ surveys and in job interviews with a view to retain staff/ gauge job satisfaction</li> <li>d. Career development offer and internal job promotion opportunities for staff</li> <li>e. Management and leadership prospects for those who are underrepresented</li> <li>f. Hybrid working (including more annual leave, flexible approach</li> </ul>	<p>Tim Oliver, Leader of the Council</p> <p>Shella-Marie Smith, Director for People &amp; Change</p>	October 2023	November 2022	An update report will be presented at the June 2023 meeting of the Resources and Performance Select Committee.



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		to working and sabbatical opportunities) g. Summary of key performance indicators				
2 Feb 2023 Page 61	Surrey Council Data Strategy Transformation Programme Update [Item 6]	The Resources and Performance Select Committee: <b>RPSC 1/23: Member engagement and training:</b> Asks the service to arrange a programme of well publicised Member seminars; training (with real world examples); and oversight (cabinet to consider the best way to involve members) to impart detailed understanding of the Data Strategy Transformation Programme.	Rebecca Paul, Deputy Cabinet Member for Levelling Up  Rachel Crossley, Joint Executive Director, Public Service Reform  Angela Lawrence, Head of Data		N/A	<b>RPSC 1/23:</b> Options for Member engagement and training are currently being explored so that a proposal can be presented to the Member Development Steering Group in June 2023 Once the steering group has provided direction on this, a detailed plan for Member training will be produced and the engagement and training programme will commence in Autumn 2023. If anyone would like to be involved in shaping the proposal, we would welcome a conversation. <b>RPSC 2/23:</b> The Data Strategy Programme presented details of the programme and the plan for the coming year to Cabinet this month.

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		<p><b>RPSC 2/23: Cabinet’s role and update to full Council:</b> Invites Cabinet to play a leading role in raising awareness on this topic (beyond cabinet) and requests the Cabinet Lead on Data to include an update on this topic in their report to full Council.</p> <p><b>RPSC 3/23: Resources, project management and KPIs:</b> Acknowledges the ambitious nature of the transformation programme and therefore requests that a business plan – with a fully resourced project management plan; key performance indicators; summary of a risk and issues log; relevant costings and details – be developed by the service and shared with the Select Committee.</p>				<p>An update on the Programme was included in Councillor Paul’s update to full council in March 2023. Updates will continue to be included moving forward.</p> <p><b>RPSC 3/23:</b> Data Board agreed the Programme Plan for 2023/4 at its last meeting (28 March). Further details on this, as requested, have been included in the attachment below titled: Data Strategy Programme. It includes:</p> <ul style="list-style-type: none"> <li>• Reminder of the overall programme plan and what we aim to deliver (slides 3-5)</li> <li>• A 2023/24 programme plan (slide 8)</li> <li>• Key performance indicators (slide 9)</li> </ul>

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		<p><b>RPSC 4/23: Strategic alignment and value for money:</b> Seeks reassurance that the Transformation Programme fully aligns with Council's Data Strategy and provides value for money.</p>				<ul style="list-style-type: none"> <li>Costings and FTE resource breakdown (slide 10)</li> <li>Summary risk log (slide 12), noting no material issues are currently logged at programme level</li> </ul> <p><a href="F:\Data-Strategy-Programme_RPSelComm_20230427.pdf">F:\Data-Strategy-Programme_RPSelComm_20230427.pdf</a></p> <p><b>RPSC 4/23:</b> The attached Data Strategy programme document demonstrates the alignment between the activities proposed in the Data Strategy and the Programme itself (slide 6). It also sets out the key performance indicators that will demonstrate the impact of the programme as well as how the programme is developing a broader value case to demonstrate the benefits of approaching data in this way (slide 11).</p>

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Page 64		<b>RPSC 5/23: Progress report to the Select Committee:</b> Asks for a progress report in September 2023 and a 6 monthly update thereafter addressing the aforementioned recommendations along with any relevant matters involving the Council's Data Strategy and the Transformation Programme underpinning it.				<b>RPSC 5/23:</b> A progress report to Select Committee in September 2023 and additional 6-monthly updates have been noted and we look forward to providing further updates.
24 April 2023	IT & Digital Update [Item 7]	<b>RPSC 6/23:</b> The Chairman requested further information and an explanation of the issues around the new renewal of parking permits system to include an overview of the testing that took place. Action - The Chief Digital Information Officer, IT & Digital	David Lewis, Cabinet Member for Finance and Resources  Matt Scott, Chief Digital Information Officer, IT & Digital	31 May 2023		<b>RPSC 6/23:</b> Further information and an explanation was provided by the Chief Digital Information Officer, IT & Digital on 5 June 2023.
	Digital Inclusion [Item 6]	<b>RPSC 7/23:</b> The Managing Director, Citizens Online agreed to circulate the slides presented at the beginning of the discussion.	David Lewis, Cabinet Member for Finance and Resources	31 May 2023		<b>RPSC 7/23:</b> The slides were circulated to the Committee on 5 June 2023.

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		<p><b>RPSC 8/23:</b> The Assistant Director, Registrations, Coroner's Service &amp; Customer Strategy committed to provide the Committee with information regarding the take-up of the Surrey Adult Learning Digital Skills course and the equivalent provision available in East Surrey.</p> <p><b>RPSC 9/23:</b> The Assistant Director, Registrations, Coroner's Service &amp; Customer Strategy committed to investigate feedback from residents that an email address was required to pay for parking permits purchased through the contact centre.</p>	<p>Leigh Whitehouse, Deputy Chief Executive and Executive Director of Resources</p> <p>Marie Snelling, Executive Director of Customer and Communities</p>			<p><b>RPSC8/23:</b> The Surrey Adult Learning Service has confirmed that, according to their records, they had a total of 237 learners enrol in digital skills courses in 2022/23. We are currently awaiting information about equivalent provision available in East Surrey and will provide an update in response to this question shortly.</p> <p><b>RPSC9/23:</b> This concern has been investigated. We have identified that this was an isolated issue connected with the initial change in parking enforcement responsibilities. It related to parking permit enquiries being dealt with directly by NSL (contracted provider of parking enforcement services); not the SCC contact centre. Following feedback that residents were not receiving the required support with permit enquiries if they were not able to use</p>

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						the online service, it was clarified with NSL that there was a requirement to assist callers who did not have access to digital services with their permit enquiries and to mediate the call to make sure the requested service was provided so no one was disadvantaged. This included going through the application process, setting an account up for residents and taking payments over the phone without the need for digital access. While callers will first be asked if they have friends or family to help them use online services (because the online system is available 24/7, whereas NSL office hours are Monday-Friday 9am-5pm only), if residents cannot use the online system, NSL will now mediate the call to deliver the requested service. If the Committee is aware of any further concerns raised by residents, please let us know and we can feed back.

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Page 67		<b>RPSC 10/23:</b> The Portfolio Lead committed to feedback concerns to Council leads regarding the closure of the national analogue telephone system adversely affecting residents already digitally excluded.				<b>RPSC 10/23:</b> The portfolio lead provided feedback.
		<b>RPSC 11/23:</b> The Executive Director of Customer and Communities agreed to pass on Members concerns regarding cost implications and impact to residents as a result of infrastructure works to the Economy and Growth team.				<b>RPSC 11/23:</b> Response received 13 June shared with Members.
		<b>RPSC 12/23:</b> The Executive Director of Customer and Communities agreed to come back to the Committee with further information regarding digital welfare officers and digital buddies.				<b>RPSC 12/23 and 13/23:</b> Reminder sent 13 June 2023.
		<b>RPSC 13/23:</b> The Executive Director of Customer and Communities committed to provide further information regarding				

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		<div style="background-color: #fff9c4; padding: 2px;">the digital welfare and Community Link Officer roles.</div> <p><b>RPSC 14/23:</b> The Managing Director, Citizens Online committed to provide the details and notes of the discussion of the 25 April workshop to the Committee as soon as possible.</p>				<p><b>RPSC 14/23:</b> Slides and notes were shared with the Committee on 31 May.</p>