

## SURREY COUNTY COUNCIL

## SURREY PENSION FUND COMMITTEE



DATE: 8 SEPTEMBER 2023

LEAD OFFICER: ANNA D'ALESSANDRO, DIRECTOR OF FINANCE,  
CORPORATE AND COMMERCIAL

SUBJECT: CHANGE PROGRAMME UPDATE – QUARTER 2

**SUMMARY OF ISSUE:**

This paper details the Change Team Quarterly Report of activity for the period April – June 2023.

**RECOMMENDATIONS:**

It is recommended that the Surrey Pension Fund Committee:

1. Notes the content of this report.

**REASON FOR RECOMMENDATIONS**

To provide an update to the Surrey Pension Fund Committee (Committee) and stakeholders on the status of various projects listed below. This report provides a high-level visibility, in a single page, of key performance indicators (KPI's) for Service Delivery, Accounting & Governance, Investment & Stewardship, Change Management.

**DETAILS:**

1.
  - a) This report details the following areas of interest.

Item	Number	Details
i)	<b>New:</b> One Pensions Team Dashboard	We have launched a dashboard that provides high level visibility, in a single page, of <u>key</u> performance indicators (KPI's) for Service Delivery, Accounting & Governance, Investment & Stewardship, Change Management as well as providing an insight into our workforce. Note that some of the metrics are still in draft as we only have baseline data. The frequency of reporting is 3-6 months for some KPI's. Your feedback is most welcome. Please see <a href="#">ANNEXE CM 1</a> for details of the new dashboard and a "glossary" to give context to the metrics in the dashboard.

ii) Communications	Communication is an imperative in our Surrey Pension Team Strategic Plan. Since the last Committee meeting we are excited to announce that the Communications team have developed a plan to “Amplify our Presence” with our key customers groups – Internal, External, Board & Committee, Members and Employers. The plan is scheduled to be ratified by the Leadership Team within a month and we look forward to implementation.
iii Learning & Development	Since last reported we have launched 3 new technical training courses. The team have also focused efforts in development and launched a career pathway tool to aid in development and retention of our team. Personalised training plans for the Board and Committee members have been issued.
iv Project Management	The Project Management team have supported 13 continuous improvement projects which range in nature from adhering to legislated requirements eg McCloud to improving internal document management. A Project Review Board which meets every 6 weeks has been introduced to ensure there is governance and oversight of our continuous improvement programme.
v Transformation	With the appointment of a permanent Head of Change Management in February this year a number of initiatives have been implemented. These include a workshop refreshing the principles of unity for partner funds in Border to Coast, the implementation of a Surrey Pensions Team specific survey to understand the health of our organisation as viewed by our employees and a post Phase 2 Transformation review.

#### **CONSULTATION:**

2. The Chair of the Committee has been consulted on this report.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

3. There are no risk management implications.

#### **FINANCIAL AND VALUE FOR MONEY IMPLICATIONS**

4. There are no financial implications.

## **DIRECTOR OF FINANCE, CORPORATE AND COMMERCIAL COMMENTARY**

5. The Director Finance, Corporate and Commercial is satisfied that all material, financial and business issues, and possibility of risks have been considered and addressed.

## **LEGAL IMPLICATIONS – MONITORING OFFICER**

6. . There are no legal implications.

## **EQUALITIES AND DIVERSITY**

7. There are no equality or diversity issues.

## **OTHER IMPLICATIONS**

8. There are no potential implications for council priorities and policy areas.

## **WHAT HAPPENS NEXT**

9. In the next quarter will across Change Management we will be working on a number of areas including the following highlights:
- a) Launching a series of Wellbeing & Development Lunch & Learn sessions.
  - b) Launching a Talking Talent development forum
  - c) Hosting a best industry practice session with likeminded funds to explore topics of mutual interest.
  - d) Launching a programme of Benchmarking to highlight best practice and look at our performance relative to the industry.

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**Contact Officer:**  
**Nicole Russell, Head of Change Management**

**Consulted:**  
Chair of the Committee

**Annexes:**

1. One Pensions Team Dashboard – Annexe CM 1

**Sources/background papers:**

None

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