RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
December 2023

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.

KEY	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented

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| 24 April 2023 | Digital Inclusion [Item 6] | **RPSC 16/23:** That the Resources Directorate and Member Services provide and publicise face-to-face digital skills training to Members at all levels, including Cabinet. | David Lewis, Cabinet Member for Finance and Resources

Matt Scott,

Anna Miller, Member Services Manager

Sarah Bogunovic, Assistant Director - Registration, Coroner's Services & Customer Strategy

Jo Blount, Portfolio Lead, Digital, Data, Technology & Culture | 3 October 2023 | 3 August 2023 | **RPSC 16/23:** IT & Digital currently offer training and development through the Digital Skills Training Team and the Tech Advocates to both officers and members.
The Member Development Steering Group (MDSG) have worked closely with IT&D to develop a clear roadmap for continuous development of members' digital skills.
A digital skills survey has been undertaken to identify skills gaps and requirements for members. The survey is now complete, the results are being analysed, the feedback is being presented to the Members Steering group on 21 November 2023. |
| | | **RPSC 19/23:** That the Service ensures that Citizens Online shares the findings from its online survey once complete and the Cabinet Member for Finance & Resources brings their final report with recommendations to a meeting of the Resources and Performance Select Committee. | | | Feb 2024 | **RPSC 19/23:** Initial survey findings were circulated on 5 June 2023. Final report is due to come to Committee on 15 May 2024. |

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| 22 June 2023 | Equality, Diversity and Inclusion [Item 6] | **RPSC 35/23:** The ED&I Lead shares the quarterly reporting on the 2023-24 Action Plan with the Select Committee. These reports should include specific responsibilities and timescales. | Natalie Bramhall, Cabinet Member for Property and Waste

Sarah Kershaw, Chief of Staff (ED&I Lead)

Glenn Woodhead, Assistant Director for Facilities Management

Shella-Marie Smith, Director for People and Change | 18 September 2023 | 15 Jan 2024 & 29 April 2024 | **RPSC 35/23:** The quarterly reports will be shared on the schedule below:
Quarter 1 (April-June): emailed to Members on 21.09.23 Quarter 2 (July- September) 2023-24: emailed to members on 23.11.2023 Quarter 3 (October-December): week commencing 15.1.24 Quarter 4 (January- March 2024) week commencing 29.4.24 NB from Quarter 2, reporting for workforce elements of the action plan will be extracted from the People Strategy progress report as we have streamlined our reporting process. |
| | | **RPSC 36/23:** The People and Change Directorate and the ED&I Lead use findings from the disabled, minority ethnic and LGBTQ+ workforce reviews to inform plans to enhance recruitment and retention amongst these groups. | | | Jan 2024 | **RPSC 36/23:** Only the review focussing on the experience of disabled colleagues at SCC has been completed - the review of experiences of our ethnically diverse colleagues and LGBTQ+ colleagues are due to be completed in |

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| | | | | | November 2023 and January 2024 respectively.
The employee experience reviews are underway and when the recommendations from all three reviews are available, the insight from these will inform the EDI action plan for 2024/25.
Many of the recommendations from the disability review are already in progress such as addressing the accessibility of the built environment, the need for HR policies that make positive commitments towards supporting disabled colleagues and for the council's management development offer to support consistent application of policies into practice. Among these, themes are emerging specifically relating to training for managers which are informing the design of our workforce development programme. |
| | **RPSC 38/23:** The Cabinet Member for Property and Waste and Assistant Director for Facilities Management share with the Committee the schedule | | | Feb 2024 | **RPSC 38/23:** Update 24 October: We have not had all the feedback from the Surrey Coalition yet but will |

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| | | of reasonable adjustments work currently scheduled and (a) accompany representatives of Surrey Coalition of Disabled People and the Select Committee Chairman on a tour of Woodhatch, Dakota and Fairmount House by the end of September 2023 to identify what accessibility issues are encountered, (b) add these to their schedule of works and make findings available to the Select Committee, (c) commit to ensuring these issues are resolved as soon as is reasonably practicable, (d) advise the Select Committee of progress or delay by its February 2024 meeting and, before then, (e) invite the Select Committee Chairman and Vice-Chairmen and Surrey Coalition of Disabled People to inspect work in progress. | | | | present these to the committee at the 12 March 2024 meeting. |

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| 18 October 2023 | Digital Business & Insights (DB&I) status report and lessons learnt approach [Item 5] | **RPSC 40/23:** That the Resources and Performance Select Committee convene a task group of three to five Members to undertake the review of the MySurrey project with a view to report to the select committee at its first meeting of 2024. | Steven McCormick, Vice-Chairman

Julie Armstrong, Scrutiny Officer | | | Meeting held 22 November to review scoping document. |

ACTIONS

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
2 Feb 2023	Surrey Council Data Strategy Transformation Programme Update [Item 6]	**RPSC 5/23:** Progress report to the Select Committee: 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.	Rebecca Paul, Deputy Cabinet Member for Levelling Up Angela Lawrence, Head of Data			**RPSC 5/23:** On the Forward Work Programme for 23 October 2024. Happy to provide a written progress report in the meantime.

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24 April 2023	Digital Inclusion [Item 6]	**RPSC 8/23:** The Assistant Director, Registrations, Coroner's Service & 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.	David Lewis, Cabinet Member for Finance and Resources Sarah Bogunovic, Assistant Director - Registrations, Coroner's Service & Customer Strategy	31 May 2023		Surrey Adult Learning (SAL) in the first half term of this new academic year has experienced more than a doubling of learners and enrolments in the accessing of digital skills programmes. Up to Friday 19 October, SAL had 269 learners who enrolled on 373 courses compared to the same time last year when SAL had 123 learners and 156 enrolments on digital skills courses. SAL experienced an increase in demand from more targeted marketing and the recruitment of experienced tutors. We have worked with the local DWP team to introduce a Digital Dippers course for over 50 year old learners seeking employment and developed courses that have enticed learners such as an Apple Mac and iPad course, Web Design and Digital Skills for Work and Home. We will provide a further update from the east of the county when East Surrey College returns after the half term.

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Annex B

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						East Surrey College in the first half term of this new academic year has experienced a higher demand of digital programmes across both accredited and non-accredited provision. ESC had 136 learners who enrolled onto adult digital programmes last year, and we are expecting a significant growth in numbers this year, and up to 90% more students predicted in 23/24. We have worked closely with the local DWP teams on focused Digital Skills courses for over 50-year-old learners seeking employment and upskilling, which has seen larger cohorts of delivery this term. Some of these programmes relates to SWAP's (Sector based Work Academy Programmes – they tend to focus on one sector to train up staff in employment – usually health and social care and hospitality) and

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						others are bespoke programmes based on the profile needs of residents or customers.
22 June 2023	People and Change Workforce [Item 5]	**RPSC 17/23**: Share the analysis of exit survey data for the most recent quarter	Bella Smith, Head of Insight, Programmes and Governance			Emailed to committee members on 11 October 2023.
22 June 2023	Equality, Diversity and Inclusion [Item 6]	**RPSC 22/23**: Share conclusions of June's LGA equality peer review with the Committee	Nikki Parkhill, Head of Equality, Diversity & Inclusion			Emailed to committee members on 16 October 2023.
18 October 2023	Digital Business & Insights (DB&I) status report and lessons learnt approach [Item 5]	**RPSC 24/23:** Deputy Chief Executive and Executive Director of Resources to clarify the figure reported to Cabinet regarding how much MySurrey was forecast to save annually.	Leigh Whitehouse, Deputy Chief Executive and Executive Director of Resources			Emailed to committee members on 29 November 2023.

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