

## SURREY COUNTY COUNCIL

## SURREY PENSION FUND COMMITTEE



DATE: 15 DECEMBER 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 July-September 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 Change Management team activities.

**DETAILS:**

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

Item	Number	Details
i)	One Pensions Team Dashboard	Following an extensive and positive session reviewing the Dashboard at the recent Board meeting we are currently working through a number of improvement suggestions as well as resolving some access issues. The revised dashboard will be presented at your next meeting.
ii)	Communications	Over the last quarter the Communications team have sent out all planned communications within the agreed timelines as set out by the Communication policy. In addition, we have begun to implement the first stages of our Amplifying our Presence plan; with a particular focus on internal and employer comms. Our content produced for Pension Awareness Week was particularly well received by members, with over 400 interactions.

Item	Number	Details
		We have recently added a new stakeholder area to our plan - the wider Council, to ensure that the transformation and great work occurring in the Pensions Team is recognised
iii	Learning & Development	Since last reported we have launched 2 new training courses, with a further 4 under development. We have also delivered in-person training to ELT (Extended Leadership Team) on Coaching Skills and have written a proposal on a next generation trainee scheme. Staff external training accreditation options have been investigated and presented to the team in a Lunch & Learn session and Board and Committee training progress has been tracked against individual plans.
iv	Project Management	The Continuous Improvement (CI) Project Managers are currently managing 16 projects. All projects are currently on track apart from Banking Controls & Unit 4. Mitigation plans are in place and the programme of CI projects is reviewed on a 6-weekly basis. As part of forward planning, we are now identifying a list of our top 10 systems and processes to undergo value stream mapping.
v	Transformation	Since the last report the Transformation Team has been predominantly designing and implementing "Talking Talent" and Succession planning sessions as part of the continued roll out of our workforce strategy. These sessions are designed to invest in our people's learning and development and to manage continuity risks for business-critical roles. Additionally, we have launched a "Lunch & Learn" programme which has proved very successful. The topics include technical but also wellbeing topics on alternate weeks.

**CONSULTATION:**

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

**RISK MANAGEMENT AND IMPLICATIONS:**

3. Relevant risk related implications, including specifically those arising from inflation, have been considered and are contained within the report.

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

4. Any relevant financial and value for money implications have been considered and are contained within the report.

#### **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) Devising in depth the plans to achieve Year 2 of our strategic plan and resulting workforce strategy.
  - b) Investigating how we can further improve our governance structure.
  - c) Launching a new Surrey Pension Fund member website.
  - d) Creating cyber security training as a result of a recent audit finding
  - e) Commencing the discovery phase of our Digital Transformation project.
  - f) Launching the second of our staff surveys (known as a Pulse Survey). This will give us the first measure of whether the interventions we have implemented as part of our strategic plan activities have delivered against ambition.

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**Contact Officer:**  
**Nicole Russell, Head of Change Management**  
**Consulted:** Chair of the Committee

**Annexes:**None

**Sources/background papers:** None

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