

SURREY COUNTY COUNCIL**SURREY PENSION FUND COMMITTEE****DATE:** 22 MARCH 2024**LEAD OFFICER:** ANNA D'ALESSANDRO, DIRECTOR OF FINANCE,
CORPORATE AND COMMERCIAL**SUBJECT:** CHANGE PROGRAMME UPDATE – QUARTER 3**SUMMARY OF ISSUE:**

This paper details the Change Team Quarterly Report of activity for the period October-December 2023.

RECOMMENDATIONS:

It is recommended that the Surrey Pension Fund Committee (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	<p>Following the feedback on the Dashboard, we have made the agreed amends. Having worked intensively with Surrey IT, we have unfortunately been unable to come to a satisfactory workaround for the access issues to the live Dashboard for those without Surrey CC email addresses. We will therefore be providing an updated copy of the Dashboard at every Board and Committee meeting and can provide a copy outside of these timings on request.</p> <p>A key highlight of the Dashboard is that we have improved on the majority of our key performance indicators (KPIs). There are minor fluctuations in the Fund performance & Service Delivery metrics. Our second staff pulse survey results are now reflected in the dashboard and confirm that our change &</p>

Item	Number	Details
		<p>workforce strategy activities have had a positive impact.</p> <p>The most recent Dashboard is shown as Annexe 1.</p>
ii)	Communications	<p>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 continued to implement the first stages of our Amplifying our Presence plan.</p> <p>As planned, our refreshed member website launched on 31 January 2024. It will continue to use the existing URL (www.surreypensionfund.org).</p> <p>This year's Communication Policy has been produced and is available as part of the agenda pack.</p>
iii	Learning & Development	<p>Since the last report we have supported 6 colleagues to commence Certificate of Pension Administration qualifications as well as launched 3 new training courses, with a further 3 under development including a Cyber Security course as required by Internal Audit.</p> <p>This year's Training Policy has been produced and is available as part of the agenda pack. Please note that this year's Training Policy includes a new approach to the training methods for the Board & Committee.</p> <p>We investigated alternative arrangements for Board & Committee training in preparation for a presentation to Chairs in January. The details of this presentation are covered in Annexe 2.</p>
iv	Project Management	<p>The Continuous Improvement (CI) Project Managers are currently managing 16 projects; since the last report 1 project has completed and 1 commenced. All projects are currently on track apart from Banking Controls, Unit 4 & Guaranteed Minimum Pension (GMP). Mitigation plans are in place and the programme of CI projects is reviewed on a 6-weekly basis.</p> <p>We are in the process of identifying and shortlisting a list of our top 10 systems and processes to undergo value stream mapping to further populate our CI project funnel. We have delayed the start of this to enable input from the ongoing Digital Discovery project as</p>

Item	Number	Details
		we believe that this work will highlight additional processes.
v	Transformation	<p>Since the last report the Transformation Team has continued to work on evolving our governance structures with the help of an external consultant.</p> <p>Our “Lunch & Learn” programme has progressed and has proved very successful. In preparation for the kick off of our Digital Discovery project we have been working with the Surrey County Council (SCC) team to define our expectations of the output from this project.</p> <p>We continue to support the Pension Senior Leadership Team (PSLT) as we define Year 2 of our strategic plan which flows through into our corresponding Business Plans.</p>

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. 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 Change Management will be working on a number of areas including the following highlights:

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- a) Devising in depth the plans to achieve Year 2 of our strategic plan and resulting workforce strategy.
 - b) Taking learnings from our external advisor on evolving our governance and creating a formal project.
 - c) Reviewing and implementing feedback following the initial launch of the Surrey Pension Fund member website.
 - d) Developing a robust Communication Content plan in line with our Amplifying our Presence ambitions.
 - e) Delivering cyber security training.
 - f) Further developing the Board & Committee training proposal.
 - g) Researching and preparing for the implementation of the new trainee programme.
 - h) Commencing the discovery phase of our Digital Transformation project.
 - i) Deciding actions following the second staff Pulse Survey.
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Contact Officer:

Nicole Russell, Head of Change Management

Consulted: Chair of the Committee

Annexes:

1. Pensions Team Dashboard – Annexe 1
2. Board & Committee Residential Training – Annexe 2

Sources/background papers: None
