

REPORT OF THE RESOURCES AND PERFORMANCE SELECT COMMITTEE

Item under consideration: Customer Transformation Programme

Date considered: 18 July 2024

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The Resources and Performance Select Committee received a report on the **Customer Transformation Programme**. The report was presented by the Interim Executive Director for Customer, Digital and Change. The Committee seeks to provide continuing scrutiny input into the programme, and work to establish a Member Reference Group from the Select Committee is underway.

In considering the Customer Transformation Programme, accompanying Dynamic Customer Operating Model and other appended papers, the Select Committee noted the potential benefits of the programme but were concerned about the potential risks associated with the programme which it considers to be significant and not well enough articulated. Further work should be done to clarify these risks and to provide assurance to the Committee, to Cabinet and Members that these are well understood and can be effectively managed and that any learnings from the recent DB&I experience are being applied.

After detailed discussion and noting the responses to its key lines of enquiry, the Select Committee agreed the following conclusions and recommendations for Cabinet to consider.

1. The Resources and Performance Select Committee notes the progress made to date during the *Discovery* and *Design* phases of the programme.
2. Notes that Cabinet will receive four recommendations in relation to the Customer Transformation Programme as set out in the Cabinet papers, welcomes the progress made in the Programme to date, and further notes the potential benefits of the Customer Transformation Programme.
3. Further notes that if the programme is approved by Cabinet, the programme contains potential risks, and recommends that this select committee continue to receive regular updates, and greater information about risks, on the

Customer Transformation Programme, to ensure that it delivers Best Value for Surrey residents and does not potentially adversely affect Council budgets.

4. Recommends that an updated Business Case is brought back to this Select Committee, including detailed financial, technical and other information on the risks and benefits of the programme.

Cllr Robert Hughes - Chairman, Resources and Performance Select Committee

Date: Thursday 18 July 2024

Cllr Steven McCormick - Chairman, Digital Business and Insights (DB&I) Task Group & Vice-chairman, Resources and Performance Select Committee

Date: Thursday 18 July 2024

Background papers

[Customer Transformation Programme](#)

[Appendix 1: Customer Design Principles](#)

[Appendix 2: Dynamic Customer Operating Model](#)

[Appendix 3: High level plan](#)

[Appendix 4: Risks, assumptions and constraints](#)

[Appendix 5: Stakeholder engagement plan](#)