SURREY PENSION FUND COMMITTEE REPORT

SURREY COUNTY COUNCIL

SURREY PENSION FUND COMMITTEE

DATE: 13 SEPTEMBER 2024

LEAD OFFICER: ANNA D'ALESSANDRO, EXECUTIVE DIRECTOR, FINANCE AND CORPORATE SERVICES

SUBJECT: CHANGE MANAGEMENT UPDATE

SUMMARY OF ISSUE:

This paper details the Change Team Quarterly Report of activity for the period April – June 2024.

RECOMMENDATIONS:

It is recommended that the Pension Fund Committee:

1. Note the content of this report.

REASON FOR RECOMMENDATIONS:

To provide an update to the Pension Fund Committee and stakeholders on the Change Management team activities.

DETAILS:

This report details the following areas of interest:

1. Communications

    a) 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 Communications Amplifying our Presence plan.

    b) During this period, the Surrey Pension Team were nominated for 4 Professional Pensions: Rising Star Awards 2024 - 3 individual members of the Surrey Pension Team and 1 for the Award for Supporting Development. Surrey Pension Team was also nominated for 3 Professional Pensions: Women in Pension Awards 2024

    c) Launched the new disability accessible templates for Board and Committee Reports.

d) Produced an LGPS Overview presentation for the LGA Communications Working Group for use for all LGPS Funds to use during Pensions Awareness Week.

2. Learning & Development

a) The first 2024/25 Pulse staff survey was launched, with respondents asked to complete their submissions by the end of June. The results will be analysed during the next quarter to measure progress in key areas of our workforce strategy and to identify areas for further improvement.

b) A Lunch and Learn session was presented on Neurodiversity in the Workplace to support work on Equality, Diversity and Inclusion (EDI).

c) Plans for the initial residential Board & Committee training event on 23/24 October 2024 in Winchester were progressed. A detailed agenda and speakers has been confirmed, which you should have received with your invitation.

d) SCC have revised the system for performance management to include performance ratings. We have created an SPT branded performance conversation template.

e) We have supported a further 3 colleagues to commence Certificate of Pension Administration qualifications on the latest course which started in May.

f) A comprehensive training document for Manager training opportunities was created, ready for launch to the Extended Leadership Team (ELT) in early July.

g) All line managers with SPT have attended 3 in-person training sessions provided by SCC on Managing High Performing Teams. We have continued to work on implementing this within the Pension Team.

3. Project Management

a) 8 Projects have been transferred to business as usual.

b) 8 Projects are still ongoing and are on track. Further information is provided in Annexe 1.

c) The most significant projects currently on the agenda are McCloud, GMP and evolving our governance.

4. Transformation

a) An external consultant has been sought to advise further on the Year 2/3 plans for the digital transformation strategy which is currently in development. Year 1 transformations have kicked off, these are primarily looking at value stream mapping key cross functional processes to identify the key areas for digitisation. Key forms

completed by employers on the website are also under review with the aim of making them first accessible and then digitised.

b) The main focus of activity for the Change Team is constructing a business case outlining proposed options for Improving the Governance of SPF. This has been brought to the Committee in a separate paper.

c) Initiatives to evolve the culture of the SPT began in the Whole of Pensions in May. The focus was on aligning individuals purpose with the values and mission of the SPT. Further interventions are planned throughout the year.

d) A plan to increase the leadership capability of the Extended Leadership Team has been tabled and approved and is now in action. The plan focuses on improving cohesion of the people in the team by raising awareness of roles and responsibilities and how they interconnect. A suite of Leadership training has been collated into a single resource to improve development discussions and planning. Finally, a mechanism to formalise continuous improvement activities is in development.

CONSULTATION:

5. The Chair of the Pension Fund Committee has been consulted on this report.

RISK MANAGEMENT AND IMPLICATIONS:

6. Any relevant risk related implications have been considered and are contained within the report.

FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

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

EXECUTIVE DIRECTOR OF FINANCE & CORPORATE COMMENTARY:

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

LEGAL IMPLICATIONS – MONITORING OFFICER:

9. There are no legal implications or legislative requirements.

EQUALITIES AND DIVERSITY:

10. There are no equality or diversity issues.

OTHER IMPLICATIONS:

11. There are no other implications.

<u>**NEXT STEPS:**</u>

12. The following steps are planned:

   a) Starting to progress some of the recommendations of the digital transformation strategy and confirmation of the plans for outer years.

   b) Pulse survey results will be analysed and reported.

   c) Commencing implementation of the ELT capability programme.

   d) Work will start on proposals for SPT High Performing Teams and the EDI Programme.

   e) The delivery of our first short-form interview video with a member of PSLT covering topics in line with the strategic plan. It will be available to members via LinkedIn and the Surrey Pension Team website.

9

Contact Officer:

Nicole Russell, Head of Change Management

Annexes:

1. Projects April – June 2024 Annexe 1

Sources/Background papers:

1. None