

CABINET

CABINET RESPONSE TO THE REPORT OF THE RESOURCES AND PERFORMANCE SELECT COMMITTEE

Item under consideration: Customer Transformation Programme Update

Recommendations:

- The select committee welcomes work to drive efficiencies at the council so as to improve contacts with our residents and preserve financial sustainability to protect services, but voices caution about the challenges to delivering robust benefits for Surrey residents, and has concerns about the lack of clear project end targets entailed by the Dynamic Customer Operating Model.
- The select committee also voices caution about the potential impacts of engaging in expensive and complex programmes in the face of possible Local Government Reform (LGR) and its as yet unknown effects on the council, though notes that Cabinet already plans undertake complex planning for the possible impacts of LGR.
- The select committee **RECOMMENDS** that Cabinet revisit the funding Customer Transformation Programme in light of the uncertainties of Local Government Reform to ensure that any future spending and investment continues to benefit Surrey residents and/or any new future Authorities, and that any new or revised proposal comes before this select committee for scrutiny before a Cabinet decision is made.

Cabinet Response:

Cabinet is grateful to the Chair, Vice Chair and Members of the Resources and Performance Select Committee for their recognition of the work to drive efficiencies, enabling improved contact with customers and financial sustainability. Cabinet is particularly grateful for the Committee's ongoing scrutiny input into the programme, and recognition of the challenges in delivering robust benefits, including in the context of Local Government Reform.

Cabinet accepts the recommendations made by the Committee, which the Committee has noted are in the context of Cabinet's complex planning for the possible impacts of Local Government Reform.

Work is underway by officers to evaluate the work contained in the original plan for Customer Transformation in the current context, and to feed this into Cabinet's consideration of future spending and investment in preparation for Local Government Reform.

Denise Turner-Stewart
Deputy Leader and Cabinet Member for Customer and Communities
18 February 2025