

**RESOURCES AND PERFORMANCE
SELECT COMMITTEE
1 July 2020**



**Cabinet Member
for Corporate Support Update**

Purpose of report: To share details of the Cabinet Member's priority areas of work including strategy and policy developments and provide an overview of the budget position and performance of services within his/her portfolio.

Introduction:

1. Since my last report to the Committee, the council's Digital Strategy¹ has been approved by Cabinet at its meeting on March 31st. My priorities are focussed on the ongoing delivery of the strategy and the Agile Workforce, Customer Experience, and Data Insights transformation programmes. The council's response to the Covid-19 national emergency has demanded swift and effective deployment of IT and digital resources to enable remote service and connectivity at unprecedented levels. This report gives highlights of the work undertaken and in progress.

IT & Digital Services

2. There are no precedents for the level of demand that was placed on the IT & Digital Service at the start of the Covid-19 lockdown period. This demand grew in line with heightened levels of remote working and the development of new arrangements to deliver services to the most vulnerable in our communities. The IT processes adapted well and provided a dynamic response to new and emerging requirements. Some examples of the enabling response include:
 - deploying circa 700 laptops to essential staff groups;
 - configuring a softphone solution to enable Contact Centre staff to use laptops to receive and make calls from the public whilst working from home;
 - deployment of Citrix to enable staff to access Council systems and information from their home devices;
 - supporting the rapid deployment of MS Teams with a programme of virtual training and online guidance;

¹ [Digital Strategy 2025](#)

- rapid implementation of a data matching solution to support the exchange and use of partner data as part of the Shielded Person process.
3. Digital accelerators are opportunities to introduce digital technologies by developing solutions in a rapid and iterative way. Work has started on three initial priority accelerators, Single View of a Child, Citizen Reporter of Issues, and Starters Leavers Process². Of these the Single View of the Child is at the most advanced stage, with the intention to quickly stand up the other two when more resources are freed from the response to the Covid-19 national emergency. In all cases there will be a digital design team of stakeholder(s), e.g. a member of the Family Resilience and Safeguarding team, working collaboratively alongside an IT & Digital team.

Joint work with our NHS partners

4. The council's collaborative work across care and health boundaries has focussed on the rapid mobilisation and deployment of digital products and services to support the delivery of healthcare remotely to vulnerable populations during the Covid-19 pandemic.
- **Remote care in care homes**
5. A number of programmes have been put in place, integrating them into the NHS ecosystem of data and enabling clinicians and practitioners to offer video consultations and remote diagnostics into care homes. This enables vulnerable residents to receive medical care avoiding visits which would carry a contamination risk.
- **Remote care at home**
6. A key project is the planned roll out of the Technology Integrated Health Management System (TIHMS) to 1000 of the most vulnerable households across Surrey. TIHMS connects different technologies, including remote devices monitoring environmental and physiological data, which are linked to a data platform running a series of AI algorithms to detect changes in conditions and early signs of illness. Changes trigger alerts to a monitoring social and health care team, who can then action early and preventative responses and so avoid A&E, primary care or hospitalisation interventions. Originally developed through a research grant from the national government's innovation agency, Innovate UK, the platform has undergone further development adapted for Covid-19

² [Digital Strategy 2025](#)

and super-shielded patients. It is an exceptional example of collaborative work.

- **Virtual wellbeing**

7. In the space of 4 weeks, a digital platform was set up enabling the public to find and book online virtual support and wellbeing courses and discussion groups delivered by the voluntary sector. The platform has been successful in enabling a large number of bookings and has received exceptionally good feedback.

Customer Services

8. Resources remain focussed on helping vulnerable residents during the Covid-19 national emergency. The Community Helpline set up in March has handled over 8,500 calls, 408 online forms and 99,262 web visits to date and is operational seven days per week. It is staffed mainly by Customer Services staff, with assistance from the Library and Adult Learning Services. Working closely with district and borough staff and the National Shielded Helpline, Customer Services are continually reviewing their offer as the situation evolves. The service is preparing for the impact Test and Trace may have on the volume and complexity of enquiries dealt with by the line.
9. Working in partnership with the SEND service, Customer Services will provide a single point of access (single front door operating model) for enquiries from professionals and parents. This new service will launch during the month of July, and it is hoped it will greatly improve the customer experience ensuring enquiries are dealt with in a timely manner, either resolved at first point of contact by Customer Service staff or directed to the most appropriate SEND service for resolution.
10. There is ongoing joint work with Highways to ensure online services are accessible and intuitive to use. Work to improve digital journeys, such as the redesigned pothole reporting journey, has increased the number of people accessing Highways services online.

Legal & Democratic Services

11. Following the introduction of the Remote Meetings Regulations 2020 Democratic Services undertook testing of MS Teams video conferencing facilities to ensure it met the demands of the regulations, including remote meetings being open to the public. IT development followed to enable streaming using the existing webcasting service provided by Public-I. The council will run all scheduled meetings in this way until restrictions have eased.

12. In order to support members of the council during the lockdown, Democratic Services have made contact with every backbench member to assess remote working capability as low, medium or high. Tailored training alternatives of individual training, group training, or a user guide on video, have been offered to all. To date 45 Members have attended individual or group training and rated it as good or very good.

Recommendations:

1. The Committee reviews the information contained in this update and offers feedback to the Cabinet Member.
2. The Select Committee considers where it may add value to the Cabinet Member's work through scrutiny and scopes topics as required.

Next steps:

The Cabinet Member(s) to return with a further update at the next formal meeting of the Committee.

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