RESOURCES AND PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER

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KEY	No Progress Reported Yet	Action In Progress	Action Completed

Date of meeting	Item	Recommendations/Actions	Responsible Officer/Member	Update/Response
17 September 2021	Cabinet Member Priorities Update – Tim Oliver	Recommendations: The Select Committee recommends that: 1. Cabinet is to consider how Surrey County Council engages with organisations that undertake political lobbying and/or are involved in matters that some might consider controversial;	Leader of the Council	1. The Leader's office has informed the Leader and it is now under consideration.
		2. Surrey County Council should ensure that any impact on other protected characteristic groups are identified and carefully taken into consideration before finalising the Trans at Work policy;	Leader of the Council	2. The Leader's office has informed the relevant team.
		3. The Trans at Work policy is to be presented to the Select Committee prior to being finalised;	Leader of the Council	3. The Leader's office has alerted the relevant team.
		4. More focus is to be given to the range of topics covered in internal communications in the daily media email update to Members. In particular, all references articles in the daily media	Leader of the Council	4. The Communication team has provided a response.

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		briefing to be made accessible to all Members;		
		5. A report on digital exclusion is to be provided to this Select Committee at a future meeting.	Leader of the Council/Scrutiny Officer	5. This will be added to the Select Committee's forward plan in future.
		Actions:		
		1. Deputy Cabinet Member to the Leader to provide more information on how the Council trains and monitors officers carrying out recruitment interviews to ensure they have EDI awareness and adhere to best practice;	Deputy Cabinet Member to the Leader	1. A service response has been provided.
		2. Democratic Services officers to share councillor diversity analysis conducted after the May 2021 election with the Select Committee;	Scrutiny Officer	2. This information has been shared with the Select Committee
		3. Executive Director of Resources to provide information on how the Council is addressing resource concerns and how it is taking this into account for the future.	Executive Director of Resources	3. The Executive Director's team has been contacted.

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17 September 2021	Cabinet Member Priorities Update – Becky Rush	**Recommendation:** The Select Committee recommends that Surrey County Council actively involves residents in the budget setting process and carefully takes into account relevant feedback, observing the ethos of participatory budgeting.	Cabinet Member for Finance and Resources	This is being progressed as part of budget consultation process.
17 September 2021	Cabinet Member Priorities Update – Mark Nuti	**Recommendations:** The Select Committee recommends that: 1. Consideration be given to the customer services team providing relevant information and data, based on the calls received by them, to the respective elected representatives about their wards/divisions;	Cabinet Member for Communities	1 & 2. Cabinet Member and Executive Director have been informed.
		2. Careful consideration be given to ensuring that the roll-out of chatbots does not result in a negative impact on digitally excluded and elderly residents;	Cabinet Member for Communities	
		3. An opportunity to visit the customer services contact centre be offered to Members by the service at an appropriate time.	Executive Director of Customer and Communities	The Executive Director has offered visits to Members.

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		Action: Executive Director of Customer and Communities to provide information on the level of traffic on the Esendex system.	Executive Director of Customer and Communities	Service Directorate is working on this.
23 June 2021	Informal Induction Session	**Actions:** 1. Cabinet Member for Communities to give figures on the chatbot for circulation to the Select Committee 2. Director of HR&OD to provide information on apprenticeship levies and how these can be used more effectively 3. Head of Business Intelligence to explore the possibility of contacting the LGA about obtaining benchmarking information on other councils	Cabinet Member for Communities Director of HR&OD Head of Business Intelligence	1. The Cabinet Member's response has been sent to the Chairman and is annexed to this tracker. 2. Response: "What is your strategy to make sure that we don't have to return so much of the levy money in the future? • Developed system to forecast levy transfer spend and plan funds available for transfer accurately

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				- Developed Levy Transfer Guiding Principles for 21/22 to formalise process for levy transfers and target priority groups - Supported launch of Transfer to Transform with £100k pledge of unused levy funds - £57,000 has so far been committed to Surrey organisations through this initiative and we have the option to pledge further funds if available - Promoted levy transfers at the Surrey Charities Forum in April 2021 which has so far

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				resulted in committing levy transfers of £49,000 to support 3 Surrey charities with apprenticeships • Current levy transfer forecast for 21/22 c.£160k • Current levy transfer forecast for 22/23 c.£120k • Recruited Talent and Apprenticeship Adviser to support Surrey schools to access and spend levy funds • Promotion of apprenticeships to hiring managers and existing employees" 3. The possibility of obtaining benchmarking

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				information from the LGA was explored and it was concluded that it would not be practical to provide LGA benchmarking data, given that the data available relates largely to service areas outside of this Select Committee's remit (e.g. Adult Social Care, Fire and Rescue). However, a wider benchmarking report is currently being compiled by the Business Intelligence team, and this will be shared with the Select Committee once ready and

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				signed off by the Corporate Leadership Team, and will continue to be shared with the Select Committee on an annual basis.
18 March 2021	Digital Business and Insights Update	Actions: 1. The DB&I Programme Director to include an update on the delivery of DB&I programme benefits in the next DB&I report to the Select Committee; 2. The DB&I Programme Director to raise integration of the upgraded pensions service and the DB&I programme with the integration lead and confirm to the Select Committee that these are integrated.	DB&I Programme Director	1. The Programme Director has been made aware of this, and it will be included in the future report request. 2. The Programme Director's response has been circulated to the Select Committee, confirming that the full scope of integration requirements for pensions are included in the DB&I

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				programme's delivery plan.
18 March 2021	IT and Digital Update	Recommendations: The Select Committee recommends that: 1. The Select Committee is involved in the development of performance monitoring arrangements, where relevant, in the IT&D service; 2. The next IT&D update includes more information about the Happy Signals platform. 3. The IT&D service is to arrange a private briefing for the Select Committee on the cyber threat.	Head of Business Intelligence Chief Information Officer	1. The Head of Business Intelligence has stated that this recommendation will be included as part of the wider corporate performance review for 2021/22, and that an update would be shared at a later date. 2. The Chief Information Officer has been notified about this and a reminder will be included in the next report request.

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				3. A briefing has been organised for 8 November 2021.
18 March 2021	Property Programme Update	**Recommendations:** The Select Committee recommends that: 1. An update report be provided at its September or December 2021 meeting; 2. Local/Joint Committees have a standing property scrutiny [information] item at their informal/private meetings, to ensure that councillors and the Council's Land and Property service exchange information on local property projects, requirements and opportunities for development and disposals, to achieve the best outcomes for residents. **Action:** The Director of Land and Property to ensure the list of properties for each Member's division has been sent to all Members and to resend if necessary.	Director of Land and Property Head of Community Partnerships and Engagement Director of Land and Property	1. The Land and Property team have been made aware of this and the report request will be sent out in due course for the December 2021 meeting. 2. Information sharing between the Land and Property service and councillors directly is an important principle, in order to increase openness and accessibility of information for Members. The Director of Land and Property will ensure

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				that property information is shared with divisional Members on a quarterly basis, as noted in the response to the 18 December 2020 action for the Draft Budget item (see below). Action: As 18 December 2020 action for the Draft Budget item (below), the Director of Land and Property is to ensure a list is sent to every Member as part of the quarterly property update, and confirm to Democratic Services once this is complete.
21 January 2021	Final 2021/22 Budget	Recommendation: The Select Committee recommends that a report on the budget consultation is presented to the Budget Task Group early in the	Director of Insight, Analytics and Intelligence	Information on the budget consultation will be presented to the Budget

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		consultation process, and that Members' views are taken into account when conducting the consultation.		Task Group in September 2021.
18 December 2020	Scrutiny of 2021/22 Draft Budget and Medium-Term Financial Strategy to 2025/26	Action: The Strategic Finance Business Partner to request that local divisional Members are in future advised of property proposals in advance of changes. [It was agreed after the meeting that the Director of Land and Property is in fact the responsible officer for this action.]	Director of Land & Property	An officer in Land and Property will send a list of key properties in each division and advise of any updates in advance of changes as requested. This will be sent directly from the Land and Property team to the individual Member every quarter. The quarterly update will not include details on every property related activity within the division, but will include key useful information such as developments and disposals, wherever possible, in order to increase openness and accessibility of information for Members.

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| 18 December 2020 | Broadband in Surrey | Recommendation:
The Select Committee recommends that it receives the Digital Infrastructure Strategy, before the strategy is finalised, for scrutiny at a future meeting.

Action:
The Engagement Manager to work in partnership with the communications team to provide materials that Members can use on their social media, newsletters or email signatures to promote the broadband programme and community fibre partnerships. | Director of Economic Growth and Prosperity

Project Manager – Superfast Surrey Broadband Programme (formerly Engagement Manager) | Recommendation:
The strategy will be presented to the Select Committee prior to being taken to Cabinet for decision making in due course.

A briefing note providing an update on Digital Infrastructure was sent to all Members on 17 August 2021, which can be found here:

Digital Infrastructure Briefing Note 130821

The relevant Cabinet Member also sent a note to the Committee with details about the Gigabit Voucher Campaign Information.

The status of the Strategy continues to be monitored, |

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				and a date has not yet been set for it to go to Cabinet. Action: Response as of July 2021: "In April 2021, the Government launched a new Gigabit Broadband Voucher Scheme. Whilst the value (£1,500 per residential premises and £3,500 per business premises) of the vouchers remained the same as the previous scheme, the Government revised the number of postcodes that are eligible for this scheme, basing its decision on Ofcom's Area 3 designation. We planned to launch a new campaign in June to target eligible postcodes but before this could happen,

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				Openreach made several major announcements about their future rollout plans. These included many exchanges that covered the same Area 3 postcodes that were eligible for Government voucher funding. Whilst residents have still continued to investigate the scheme, we have held off or the moment from doing any significant communication activities around it. It is believed that by October there will be sufficient clarity for SCC to undertake a campaign to premises in eligible postcodes. At this time, we will be providing Members with publicity materials to promote the Gigabit voucher scheme.

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				In the meantime, SCC's Digital Infrastructure webpage (Digital infrastructure coverage in Surrey - Surrey County Council (surreycc.gov.uk)) is highlighted to Members. This provides a summary of current publicly announced plans and schemes and it is updated on a regular basis." The action will be followed up in October 2021.
8 October 2020	Property Programme Update	Action: The Director of Strategic Land and Property Assets to provide detail of contingency plans in the next property programme update to the Select Committee.	Director of Land and Property	This will be included in the Property report to the Select Committee at its December 2021 meeting.
18 October 2019	Quarterly Performance Report (Q1 2019/20)	Recommendation: The Select Committee is to receive on an annual basis information on how Surrey County Council's performance compares with other councils.	Director of Intelligence, Analytics and Insight/Head of Business Intelligence	As of September 2021, a benchmarking report is being prepared and will be shared with the Select Committee once it has been signed off by officers.

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Annex 1: Information on the chatbot

What is the chatbot?

Sur-i is our digital assistant for School Admissions!

In technical terms, it's a conversational Artificial Intelligence (AI) platform we have used on the council's website to provide a more personalised online experience for parents and carers who have a question or want to find out information about school admissions.

Sur-i helps residents navigate our website and signposts them to relevant information. For more complex queries, it can also hand a person over to an agent for a live web chat.

Essentially, we are making it easier for parents/carers to find the information they need!

The chatbot runs 24/7 and means people can contact us at a time and place that suits them, giving our residents the ability to self-serve more easily.

This was a proof of concept and part of our efforts to trial new technologies to improve the overall Digital Customer Experience for our residents, creating a more personalised experience online. It was a fantastic team effort - a collaboration between our Digital, Customer Service and Education Teams, all working together to find new and innovative ways to deliver services to our customers. It went live in November 2020.

Why School Admissions?

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We receive lots of enquiries about school admissions, which is not surprising as it can be a source of worry for parents who are keen to get their child into the school of their choice!

Last year we received over 1.2 million web visits to the Education & School pages of our website and almost 40,000 calls to our contact centre. These calls were centred at peak times of the school year, creating high demand which meant that parents could experience longer waiting times to get their enquiries answered.

We wanted to make it as easy as possible for parents and carers to find information online, get their questions answered quickly and reduce the need for them to have to call us if they didn't need to.

How has it been working?

We've had a fantastic response to the prototype. In the first few months of operation, we had over 20,000 unique conversations with the chatbot, with each user asking an average of 7 to 8 questions. We also currently have a 95% customer satisfaction rate!