

Annual Governance Statement - 2023/24 Action Plan

Issue identified during 2022/23	Action to be taken during 2023/24	Update as at October 2023
<p>DB&I programme - MySurrey</p> <p>To ensure MySurrey is implemented effectively and embedded during 2023/24</p>	<p>Transition towards Business As Usual (BAU) following the end of the Hypercare period in August 2023.</p> <p>Close down the DB&I programme following the agreement of exit and hand over criteria.</p> <p>Build and transition MySurrey ownership to the ICF.</p>	<p>A MySurrey Surrey Emergency Response Group was established to provide rapid and enhanced support to resolve issues as a result of the implementation of MySurrey in June 2023. The scope of this group includes payroll (corporate and schools), oversight of transition of all activities from the programme to their functional/operational areas, reports required for BAU, knowledge transfer and training and communications to internal staff and schools. Allied to this, a separate Steering Group has been established to focus on specific activities required for transition to BAU and support organisational readiness, and closedown of programme activities which now focus on purely technical/systems issues. The programme will close down in December 2023. From early 2024 any remaining activities will transfer to the MySurrey Client Engagement and Development function.</p>
<p>Special Educational Needs</p> <p>To improve SEND service</p>	<p>- Implement an EHCP accelerated recovery plan and end-to-end review of the 20 week statutory EHCP process to drive improvements across the CFLL system and customer experience to ensure improvements are made in our ways of working for all service users with the following 3 key objectives:</p> <ul style="list-style-type: none"> • Reduce long waiting times • Better support whilst waiting • Securing a sustainable service model <p>- Complete the annual review work for vulnerable children to ensure every child has received a review of their plan. 98% of these are now complete.</p> <p>- Understand where improvements can be made from the recommendations of the end-to-end review which is in Sprint 3 of 4.</p>	<p>The Children's Families, Lifelong Learning and Culture Select Committee received a detailed Programme Update Report on 2 October 2023 covering all aspects of the programme mentioned here. Report (surreycc.gov.uk)</p> <p>The Select Committee recognised the progress made to date and made a number of recommendations that are being implemented covering reporting of data, auditing communications with families, and updating families when a case officer changes.</p>

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	<ul style="list-style-type: none"> - Initial findings for process changes have been implemented - contracted resource implemented for EP advice and SEND case officers - Strengthen communication plans including with families, key stakeholders, councillors, schools, health partners and care. Regular half termly updates have also been established on the local offer for parents and schools; schools' stakeholder group established. - Continue to work with health and social care colleagues to support needs assessment demand management strategies - Ensure IT and data systems secure accurate performance management information. IT system improvements are underway and tableau reports being developed to allow detailed performance management. Baseline and projection model finalised. - Established revised governance arrangements. 	<p>The programme also reports progress through the AND partnership and CFLL transformation boards.</p> <p>Assurance is also supported by a fortnightly EHCP Assurance Recovery governance meeting to ensure programme impact and output are on track and risks monitored on a regular basis. This is led by the Director of Education and Lifelong Learning.</p> <p>Current risks</p> <ul style="list-style-type: none"> - Delay of contract provision for EP advice. Mitigation will be to increase contract offer between now and December. - Ongoing lack of health information. Mitigation task and finish group. - Potential increase in the number of appeals. Mitigation L-SPA is initiating a graduated response to disagreement resolution which should manage more disputes through an informal solution focussed approach.

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<p>Home to School Travel Assistance</p> <p>To improve school travel assistance service</p>	<p>-Implement end-to-end improvements across the CFLL system and customer experience to ensure improvements are made in our ways of working and culture.</p> <p>-Support initiatives and opportunities being developed within the cross-cutting Freedom to Travel programme.</p> <p>-Complete the remaining recommendations and actions from the Learning Review and Internal Audit which include:</p> <ul style="list-style-type: none"> • Integrating IT&D and data across the system wherever appropriate (e.g., Single View of a Child) • A full review of current purchasing and route planning systems to increase competition and a full market testing for alternative market leading solutions. • Implement digital discovery findings to expedite processes using Digital Design Team support. • Review and implement a long-term Customer Relationship Management (CRM) solution to improve the customer experience, case tracking and audit trail. • Developing a full supplier and engagement strategy across the travel system. 	<p>A detailed progress update on Home to School Travel Assistance was provided to the Audit and Governance Committee on 13 September 2023.</p> <p>The report included an update on the improvement plan, the recent internal audit follow up review and the next phase of improvements which is shifting focus to more longer term solutions.</p>
<p>Subject Access Requests</p> <p>Improved SARs performance against statutory targets</p>	<p>-Increase capacity in team by 2 FTEs</p> <p>-Increase capacity through outsourced expert resource to complete complex cases</p> <p>-introduce new redaction software</p> <p>-report on performance on weekly basis by corporate information governance team.</p>	<p>Following implementation of the actions set out performance has risen from 72% of SARs being responded to within timescale to 94% in the last month. Overdue SARs reached a high point of 53 over the summer and this has reduced to 3.</p> <p>After a period of informal monitoring by the Office of the Information Commissioner (ICO), the ICO confirmed on 12/10/23 that they were satisfied by the steps taken by the Council and no longer required that 3 month updates be provided to them on progress.</p>

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<p>Planning Committee procedures To implement improvements recommended by the Planning Advisory Service.</p>	<p>The Planning Advisory Service recommended actions set out in their June 23 report to cover:</p> <ul style="list-style-type: none"> -reporting performance -annual Planning Committee monitoring visit -Publication of Planning Committee decisions -on regulation 3 Planning Applications -to review delegation definitions -the speaking at Committee process -the running order at Planning Committee -Site visit conduct and reporting -Officer reports -Officer presentations -Training 	<p>The Planning & Regulatory Committee considered a report on the outcome of a review of the Committee by the Planning Advisory Service (PAS) on 26 July 2023. Several of the recommendations arising from the review involve amending the operating procedures of the Committee, which can only be achieved by amending the Council's Constitution. At its meeting on 27 September 2023, the Planning & Regulatory Committee approved the proposed changes which Council approved on 10 October 2023.</p>
<p>Adult Social Care</p>	<ul style="list-style-type: none"> -Identify specific governance, system and control weaknesses in areas of adult social care. -Develop and implement action plan to take corrective action. 	<p>Since this matter was raised in July, there have been significant changes within Adult Social Care with the creation of a new directorate, Adults, Wellbeing and Health Partnerships and two new senior appointments, Helen Coombes to the role of interim Executive Director, and Sarah Kershaw Strategic Director, Transformation, Assurance and Integration. These new appointments provide improved governance arrangements within ASC.</p> <p>To identify specific areas for improvement, a test of assurance was commissioned by Partners in Care and Health (a well-respected organisation supported by the LGA and ADASS). The feedback from the test of assurance together with a comprehensive review of current activity in ASC, has culminated in the development of a transformation plan. The plan will be finalised shortly and will address the demand pressures</p>

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		<p>facing ASC as well as some of the operational challenges.</p> <p>In the interim, a Practice Improvement Plan is in place with the aim of improving consistency of practice and addressing the key control weaknesses identified in the reviews. The changes implemented include greater management oversight and sign-off of cases, a new policy and procedures database, a new case file audit tool launched in August and the development of a standard operating procedure.</p>

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