

SURREY COUNTY COUNCIL

SURREY LOCAL PENSION BOARD



DATE: 16 FEBRUARY 2024

LEAD OFFICER: ANNA D'ALESSANDRO, DIRECTOR OF FINANCE, CORPORATE AND COMMERCIAL

SUBJECT: CHANGE PROGRAMME UPDATE – QUARTER 3

SUMMARY OF ISSUE:

This paper details the Change Team Quarterly Report of activity for the period October-December 2023.

RECOMMENDATIONS:

It is recommended that the Local Pension Board (Board):

1. Notes the content of this report.

REASON FOR RECOMMENDATIONS

To provide an update to the Local Pension Board (Board) and stakeholders on the Change Management team activities.

DETAILS:

1.
 - a) This report details the following areas of interest.

Item	Number	Details
i)	One Pensions Team Dashboard	<p>Following the feedback on the Dashboard at the last Board meeting we have made the agreed amends. Having worked intensively with Surrey IT, we have unfortunately been unable to come to a satisfactory workaround for the access issues to the live Dashboard for those without Surrey CC email addresses. We will therefore be providing an updated copy of the Dashboard at every Board and Committee meeting and can provide a copy outside of these timings on request.</p> <p>A key highlight of the Dashboard is that we have improved on the majority of our key performance indicators (KPIs). There are minor fluctuations in the Fund performance & our retention rate dropped slightly due to 1 person leaving the organisation. Our second staff pulse survey results are now reflected in the dashboard and confirm that our change &</p>

Item	Number	Details
		<p>workforce strategy activities have had a positive impact.</p> <p>We are delighted to present the most recent Dashboard in the Annexe 1</p>
ii)	Communications	<p>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 first stages of our Amplifying our Presence plan.</p> <p>Our refreshed member website is on track to launch in January 2024. It will continue to use the existing URL (www.surreypensionfund.org).</p> <p>This year's Communication Policy has been produced and is available as part of the agenda pack. We ask the Board to review this and provide their feedback.</p>
iii	Learning & Development	<p>Since the last report we have supported 6 colleagues to commence Certificate of Pension Administration qualifications as well as launched 3 new training courses, with a further 3 under development including a Cyber Security course as required by Internal Audit.</p> <p>We have investigated alternative arrangements for Board & Committee training in preparation for a presentation to Chairs in January.</p>
iv	Project Management	<p>The Continuous Improvement (CI) Project Managers are currently managing 16 projects; since the last report 1 project has completed and 1 commenced. All projects are currently on track apart from Banking Controls, Unit 4 & (GMP). Mitigation plans are in place and the programme of CI projects is reviewed on a 6-weekly basis. We have now identified and shortlisted a list of our top 10 systems and processes to undergo value stream mapping to further populate our CI project funnel.</p>
v	Transformation	<p>Since the last report the Transformation Team has continued to work on evolving our governance structures with the help of an external consultant.</p> <p>We have continued to deliver our "Lunch & Learn" programme which has proved very successful.</p> <p>In preparation for the kickoff of our Digital Discovery project we have been working with the Surrey County Council (SCC) team to</p>

Item	Number	Details
		define our expectations of the output from this project. We continue to support the Pension Senior Leadership Team (PSLT) as we define Year 2 of our strategic plan which flows through into our corresponding Business Plans.

CONSULTATION:

2. The Chair of the Board has been consulted on this report.

RISK MANAGEMENT AND IMPLICATIONS:

3. There are no risk management implications.

FINANCIAL AND VALUE FOR MONEY IMPLICATIONS

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

DIRECTOR OF FINANCE, CORPORATE AND COMMERCIAL COMMENTARY

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

LEGAL IMPLICATIONS – MONITORING OFFICER

6. . There are no legal implications.

EQUALITIES AND DIVERSITY

7. There are no equality or diversity issues.

OTHER IMPLICATIONS

8. There are no potential implications for council priorities and policy areas.

WHAT HAPPENS NEXT

9. In the next quarter Change Management will be working on a number of areas including the following highlights:
- a) Devising in depth the plans to achieve Year 2 of our strategic plan and resulting workforce strategy.
 - b) Taking learnings from our external advisor on evolving our governance and creating a formal project.
 - c) Launching a new Surrey Pension Fund member website.
 - d) Delivering cyber security training.
 - e) Further developing the Board & Committee training proposal.

- f) Researching and preparing for the implementation of the new trainee programme.
 - g) Commencing the discovery phase of our Digital Transformation project.
 - h) Deciding actions following the second staff Pulse Survey.
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Contact Officer:

Nicole Russell, Head of Change Management

Consulted: Chair of the Board

Annexes:

1. Pensions Team Dashboard – Annexe 1

Sources/background papers: None
