

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
March 2024**

Annex B

The actions and recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

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Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
24 April 2023	Digital Inclusion [Item 6]	RPSC 19/23: That the Service ensures that Citizens Online shares the findings from its online survey once complete and the Cabinet Member for Finance & Resources brings their final report with recommendations to a meeting of the Resources and Performance Select Committee.	David Lewis, Cabinet Member for Finance and Resources Sarah Bogunovic, Assistant Director - Registration, Coroner's Services & Customer Strategy Jo Blount, Portfolio Lead, Digital, Data, Technology & Culture	3 October 2023	Feb 2024	RPSC 19/23: Initial survey findings were circulated on 5 June 2023. Final report is due to come to Committee on 15 May 2024.

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22 June 2023	Equality, Diversity and Inclusion [Item 6]	<p>RPSC 35/23: The ED&I Lead shares the quarterly reporting on the 2023-24 Action Plan with the Select Committee. These reports should include specific responsibilities and timescales.</p>	<p>Mark Nuti, Cabinet Member for Health & Wellbeing and Public Health (EDI portfolio holder); Natalie Bramhall, Cabinet Member for Property and Waste; Michael Smith, Chief of Staff (ED&I Lead); Glenn Woodhead, Assistant Director for Facilities Management; Shella-Marie Smith, Director for People and Change</p>	18 September 2023	29 April 2024	<p>RPSC 35/23: The quarterly reports will be shared on the schedule below:</p> <ul style="list-style-type: none"> • Quarter 1 (April-June): emailed to Members on 21.09.23 • Quarter 2 (July- September) 2023-24: emailed to members on 23.11.2023 • Quarter 3 (October- December): emailed to members on 12.02.2024 <li style="background-color: #fff2cc;">• Quarter 4 (January- March 2024) week commencing 29.4.24 <p>NB from Quarter 2, reporting for workforce elements of the action plan will be extracted from the People Strategy progress report as we have streamlined our reporting process.</p>
		<p>RPSC 36/23: The People and Change Directorate and the ED&I Lead use findings from the disabled, minority ethnic and LGBTQ+ workforce reviews to inform plans to enhance recruitment and retention amongst these groups.</p>				<p>RPSC 36/23: Update in February 2024: The three reviews focussing on the experiences of disabled, LGBTQ+ and ethnically diverse colleagues have been completed and Surrey County Council has received the reports for each one. The</p>

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		<p>RPSC 38/23: The Cabinet Member for Property and Waste and Assistant Director for Facilities Management share with the Committee the schedule of reasonable adjustments work currently scheduled and (a) accompany representatives of Surrey Coalition of Disabled People and the Select Committee Chairman on a tour of Woodhatch, Dakota and Fairmount House by the end of September 2023 to identify what accessibility issues are encountered, (b) add these to their schedule of works and make findings available to the Select Committee, (c) commit to ensuring these issues are resolved as soon as is reasonably practicable, (d) advise the Select Committee of progress or delay by its February 2024 meeting and, before then, (e) invite the Select Committee Chairman and Vice-Chairmen and</p>				<p>recommendations are being scrutinised and prioritised and will shape the EDI action plan for 2024-25.</p> <p>RPSC 38/23: Update in February 2024: (a) Representatives from the Surrey Coalition of Disabled People were accompanied by the Cabinet Member for Property, Waste and Infrastructure, Surrey County Council officers from Land and Property, and a representative from the Technical Authority for Inclusive Design for Atkins on tours of Woodhatch Place, Fairmount House, and Dakota in September/October 2023. (b) Several recommendations were made following the tours which have been added to the existing accessibility programme of works which, taken together, create a comprehensive suite of accessible building works across our main office sites (see table in appendix 3 of 12 March report to Select Committee).</p>
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Page 68		Surrey Coalition of Disabled People to inspect work in progress.				(d) Woodhatch Place has seen the greatest number of physical improvement works 24 complete, 49 currently scheduled for completion and a further 22 waiting to be scheduled for completion). Works already delivered at Woodhatch Place include the provision of fully accessible visitor toilets in the reception area, new signage across the site that focussed on accessibility requirements as a design priority, improved lighting in the car park and at the entrance to the Council chambers. There are several accessible projects scheduled to be delivered in the next 3 months, including increased provision of blue badge and occupational health car parking, barriers being installed around the water features, provision of 2 additional accessible toilets and height adjustable tea points (see appendix 4). Quadrant Court has the highest number of recommendations that will not be actioned due to the imminent change of use for the site.
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						<p>(e) The Select Committee Chairman and Vice-Chairmen and representatives from the Surrey Coalition of Disabled People are returning to inspect work in progress on 5 March 2024.</p> <p>RPSC 39/23: Update February 2024: The business case for the Victoria Gate in Woking was submitted to, and approved by, Cabinet in December 2023. The preparation for the proposal included securing a report from the Centre for Accessible Environment (CAE) and consultation with disabled colleagues, elected members, trade union representatives and the Equality, Diversity, and Inclusion team. This included 2 site visits with disabled staff members. This will be the approach taken for the development of any future business cases for new buildings.</p>
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Page 70						<p>A working group, including representatives from the Equality, Diversity Inclusion Team, and disabled colleagues, as well as our newly appointed Accessibility Officer, has been established to develop the specification for the works required to create an accessible and inclusive workspace at Victoria Gate that is fit for purpose.</p>
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8 December 2023	Draft 2023/24 Budget and MTFS to 2028/29 [Item 5]	RPSC 41/23: People and Change undertake a study to forecast how much will be needed in 2024/25 for reasonable adjustments for employees' equipment, taking into account historic demand, and on that basis a centralised budget is set that accommodates demand in full.	David Lewis, Cabinet Member for Finance & Resources; Shella-Marie Smith, Director for People and Change			RPSC 41/23: Reasonable adjustments are now managed by People & Change. This revised approach was initiated in the current financial year in order to allay fears that members of staff were not getting the adjustments required because decisions about them were being taken in the context of local service budgets. An additional centralised budget for this work was created in line with previous levels of activity, but this has been oversubscribed in the current financial year, and the overspend against the budget is being mitigated / absorbed within the overall Resources Directorate budget. From 2024/25 it is proposed that the end of year position against the centralised budget is balanced by recharging to service budgets a share of any excess over the budgeted amount. This will retain the central team approval of adjustments and therefore avoid the previous perceived challenges. The success
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Page 72						<p>of this will be kept under review during the coming financial year, and any adjustments made accordingly. At present it is not possible to confirm with certainty whether the overspend in the current year is the result of sustained suppressed demand within the previous arrangement (ie actual need is higher and will continue to be) or whether it reflects a 'catching up' of unmet need and that the ongoing requirement will level off.</p> <p>RPSC 42/23: The costs of building adaptations are met from the capital corporate maintenance budget. The feedback documents from the Surrey Coalition of Disabled People following the tours of Woodhatch & Fairmount in September and Dakota in October have been sent to the Resources & Performance Select Committee. Land & Property are tabled to attend the Resources & Performance Select Committee on 12 March 2024 to update on Equality, Diversity & Inclusion and will provide</p>
		<p>RPSC 42/23: (a) Sufficient funding is made available to resolve reasonable adjustments, taking all factors into account, identified by the tours of Woodhatch, Dakota and Fairmount House with Surrey Coalition of Disabled People in autumn 2023. This is in order to demonstrate its status as a Disability Confident employer, to support the guiding mission of "No One Left Behind" and to make a reality of the recruitment of people with disabilities and the ambition to have a workforce that better reflects the diverse needs of</p>	<p>Natalie Bramhall, Cabinet Member for Property and Waste; Glenn Woodhead, Assistant Director, Workplace & Facilities - Facilities Management</p>			

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Page 73		<p>residents. An update on costing and progress will be brought to the Select Committee's March 2024 meeting.</p> <p>(b) These adaptations to Council offices are carried out at the latest by the end of the 2024/25FY.</p> <p>RPSC 43/23: The corporate hubs and satellite offices involved in the agile office estate strategy, including disposals and business cases for acquisitions, are overseen by the Cabinet Member for Property and any departure from the strategy should be subject to Cabinet approval. The Committee notes that the agile office strategy represents a reduction in offices and recommends this approach is kept firmly on track.</p>				<p>an update which will include the cost estimates for the items identified in the feedback from the tours and the likely completion date. The intention is to complete the works in 2024/25.</p> <p>RPSC 43/23: The Agile Organisation Programme consists of property, people and technology workstreams, each of which sit under a separate Cabinet Member portfolio. The property element of the programme is delivering against the Agile Office Estate Strategy agreed at Cabinet, and the delivery of this falls within the remit of the Cabinet Member for Property, Waste and Infrastructure. In order to ensure that there is ongoing Cabinet Member oversight of the whole programme, it is proposed that the Cabinet Member for Finance and takes responsibility for overseeing the programme as whole and that the various Cabinet portfolios are aligned.</p>
		<p>Natalie Bramhall, Cabinet Member for Property and Waste; Leigh Whitehouse, Executive Director for Resources</p>				

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Page 74		<p>RPSC 44/23: In order to avoid significant annual revenue costs, Consort House in Redhill and Bittoms car park in Kingston, redundant since the move to Woodhatch Place, are disposed of without further delay.</p>	<p>Natalie Bramhall, Cabinet Member for Property and Waste; Graham Glenn, Head of Acquisitions and Disposals</p>			<p>RPSC 44/23: Cabinet agrees that both the Bittoms car park and Consort House should be sold, and work is in progress on both. Negotiations with Royal Borough of Kingston are underway to dispose of the Bittoms and Consort House is marketed for sale and will proceed if an acceptable offer is provided.</p>
		<p>RPSC 45/23: Due to the Committee's concerns at the problems associated with the DB&I My Surrey project including overrun and overspend, in order to eliminate or minimise unplanned budget overspend, reputational damage, inadequate requirements and insufficient stakeholder engagement, the specification for the proposed replacement for the two Customer Relationship Management (CRM) systems should be brought to Select Committee, along with consultation with service users, at the earliest opportunity. Full lessons learned from</p>	<p>David Lewis, Cabinet Member for Finance and Resources; Leigh Whitehouse, Executive Director for Resources</p>			<p>RPSC 45/23: The logic of applying the lessons learnt from the DB&I programme to all future projects and programmes, including those relating to technology, is sound. The proposed replacement of the CRM systems is the planned project most closely analogous to the DB&I programme, but as with all other system implementations we are likely to see in the near future, it is much smaller in scale. Lessons learnt from DB&I have been and continue to be shared with the team working on the CRM replacements.</p>

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		MySurrey should be considered before awarding a new CRM contract.				<p>It would not be possible to bring a formal consideration of the system specifications to a Select Committee meeting based on the current timetable for the programme, and nor would it be entirely appropriate to rely on the Select Committee to seek to sign off this work.</p> <p>A briefing on the CRM programme could be provided to the committee and perhaps incorporated into the DB&I lessons learnt work as that draws to a conclusion, in order to test the application of those lessons drawn.</p> <p>Appropriate assurance activity has, and is, taking place to ensure that the costs and timings within the business case are realistic and achievable. This includes additional validation exercises, market research and assurance work to ensure the proposed timeline for implementation is fully stress tested.</p>
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2 Feb 2023	Surrey Council Data Strategy Transformation Programme Update [Item 6]	RPSC 5/23: Progress report to the Select Committee: Asks for a progress report in September 2023 and a 6 monthly update thereafter addressing the aforementioned recommendations along with any relevant matters involving the Council's Data Strategy and the Transformation Programme underpinning it.	Rebecca Paul, Deputy Cabinet Member for Levelling Up Angela Lawrence, Head of Data		Dec 2023	RPSC 5/23: On the Forward Work Programme for 23 October 2024. A written progress report in the meantime was emailed to Committee Members on 2 January 2024.
8 December 2023	Draft Budget 2024/25 and MTFs to 2028/29 [Item 5]	RPSC 25/23: The Customer & Communities Directorate to provide the Committee with the Equality Impact Assessments for efficiencies when finalised.	Michael Coughlin, Interim Executive Director for Customer & Communities	12 January 2024		RPSC 25/23: EIAs published and shared with the Committee.
8 December 2023	Draft Budget 2024/25 and MTFs to 2028/29 [Item 5]	RPSC 26/23: Executive Director for Resources to share a list of the contracts, described as mid-value, to be reviewed as part of the review of commercial contracts.	Leigh Whitehouse, Deputy Chief Executive and Executive Director for Resources	12 January 2024		RPSC 26/23: List of contracts and update shared with the Committee.

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8 December 2023	Draft Budget 2024/25 and MTFS to 2028/29 [Item 5]	RPSC 27/23: Executive Director for Resources to provide a briefing on the lessons learned from the 2023 contract management pilot in ETI, including whether it is considered there a business case to invest in more procurement expertise.	Leigh Whitehouse, Deputy Chief Executive and Executive Director for Resources	12 January 2024		RPSC 27/23: Briefing provided to the Committee.
8 December 2023	Draft Budget 2024/25 and MTFS to 2028/29 [Item 5]	RPSC 28/23: IT & Digital/Resources to provide the list of IT projects underway and planned, and reassurance on the work that's been done to prioritise them.	Leigh Whitehouse Deputy Chief Executive and Executive Director for Resources Matt Scott Chief Information Officer- IT & Digital	12 January 2024		RPSC 28/23: List of IT projects, underway and planned, emailed to Committee on 5 January 2024. Information on the two replacement Customer Relationship Management (CRM) systems and the education management system (EMS) emailed to Committee on 24 January 2024.
8 December 2023	Draft Budget 2024/25 and MTFS to 2028/29 [Item 5]	RPSC 29/23: Land and Property to share the outcomes of the condition surveys for assets with Reinforced Autoclaved Aerated Concrete once they have been completed over the next five months.	Simon Crowther Director- Land & Property	Spring 2024		

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