

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
May 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 18 July 2024.

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22 June 2023	Equality, Diversity and Inclusion [Item 6]	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.	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	18 September 2023	29 April 2024	RPSC 35/23: The quarterly reports will be shared on the schedule below: <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. • Quarter 4 (January- March 2024): emailed to members 07.05.2024. <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>
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12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 1/24 Customers of the payroll service continue to be promptly notified of any problems occurring and the resolutions.			6 May Shared with Committee on 7/5/24	12 March- sent to relevant Officers/Cabinet Members <i>We are supportive of this suggestion and as such action is being taken to improve the overall communication for both schools and corporate with regards to Payroll and the HR Operations Service as a whole. This is seen as a key work stream which will improve the effectiveness of the service and is vital to allow us to continue delivering improvements. The following steps have been taken and/or are in process to improve communication:</i> A. Surrey Educational Service Conference (Wednesday 8 th May) – The Head of HR Operations (Tom Holmwood) will be presenting at this event and colleagues from the
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Page 48						<p>Payroll Team will be attending the market place event which is being held over lunch and will be on hand to talk to schools and education services.</p> <p>B. HR Operations Comms Plan – (Wednesday 22nd May) - Meeting booked with Internal Comms Colleagues to construct a formal communications plan for the service which will include a work stream dedicated to Schools. The output of which will be a strategy and plan for significantly improving both outward going comms as well as reviewing static information available via the Schools Portal and SES Hub.</p>
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Page 49						<p>C. MyHR Helpdesk – We have appointed a new MyHR Helpdesk Manager (Luke Luthi-Morrison) who has been tasked with reviewing our ticket managing system (Achiever) that customers use to raise issues and queries. Achiever is a legacy system, and we are currently working with colleagues from IT and the Contact Centre to review other available software that would support improved management of issues and queries.</p> <p>D. Backlog of Tickets – We have allocated a Service Manager from HR Operations to oversee these on a daily basis as well as to report on and manage the volume of tickets being received and</p>
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Page 50						<p>actioned by the teams. The result of this intervention has seen tickets reduce from over 1500 two months ago, to 300 this month. Although there is still work to be done, we predict that these numbers will continue to decline as we continue to manage this more effectively, improving both speed and efficiency of issue resolution coupled with enhanced communication.</p> <p>E. Schools Clinics – We have secured resources to be able to provide Schools Clinics for the next 12 months via a dedicated lead (Service Improvement Manager – Kirsty Wilson). The remit for this role is two-fold and includes delivering the schools clinics and improving</p>
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Page 51						<p>service delivery whilst being accountable for the Schools Comms Plan Work Stream.</p> <p>We continue to work closely with the Surrey Education Services Team and Internal Comms Colleagues on all of the above and will continue to do so to ensure that our communication continues to improve and evolve.</p>
12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 2/24 Stakeholders affected by a Cabinet decision should, where appropriate, be consulted and consultation feedback supplied to Cabinet Members, before the decision is made.			6 May Shared with Committee on 7/5/24	<p>12 March- sent to relevant Officers/Cabinet Members.</p> <p>We are supportive of this recommendation and will continue to work closely with members seeking their feedback and council as and when required.</p>

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12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 3/24 Cabinet decisions directly affecting stakeholders should be shared with them all (a) at the earliest opportunity and (b) at the same time as each other.			6 May Shared with Committee on 7/5/24	12 March- sent to relevant Officers/Cabinet Members. We are agreement with this recommendation and will support as required moving forward.
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 4/24 The recommendations of the LGA peer challenge and those of the three workplace reviews are incorporated into the 2024/25 Equality, Diversity and Inclusion Action Plan.			6 May Shared with Committee on 7/5/24	12 March- sent to relevant Officers/Cabinet Members The recommendations are woven into the 2024/25 Equality, Diversity and Inclusion Action Plan which will be shared with the Committee along with the review of progress against the 2023/24 Action Plan in due course.

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12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 5/24 The Council's EDI and People & Change teams work with voluntary organisations representing people with lived experience of disability to help them prepare people with all forms of disabilities for employment, and report back to the Select Committee within 12 months the numbers engaged in work-ready training and outcomes.			6 May Shared with Committee on 7/5/24	12 March- sent to relevant Officers/Cabinet Members. There is activity across multiple teams and directorates which focuses on employment for disabled people. Multiple organisations, including voluntary organisations and education settings, are delivering projects and services that are designed to prepare people with all forms of disabilities for employment. Employability is a priority within both the All-Age Autism Strategy 2021 to 2026) and the Adult Social Care Strategy for people with Physical Disability and Sensory Impairment (PDSI) 2022 to 2027 . It is unclear at the moment what the impact of this collective activity is and what the gaps in provision are. Understanding these gaps is a
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Page 54						<p>key activity laid out in the delivery plan for the ASC PDSI strategy. This discovery work is being undertaken by the Coalition of Disabled People.</p> <p>Of course, Surrey County Council is a large local employer with a broad range of roles, professional disciplines and employment opportunities. We are striving to be a more inclusive employer and we provide workplace adjustments that are responsive to the requirements of staff when they join the organisation, or as they acquire a long-term condition and/or impairment during their employment. We offer supported internships and work experience, and, of course, disabled staff are represented in different roles and teams across the organisation.</p>
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Page 55						<p>Colleagues are being asked to monitor and report to various committees and boards on their activity relating to employment for disabled people in a siloed way. Rather than starting an additional piece of work, for which the ED&I Team and People and Change do not have the resources to ensure any activity is sustainable, it is recommended that we bring people together representing different teams from SCC, voluntary sector organisations and educational colleagues with those who have lived experience of disability. The purpose of this will be to understand what it is currently on offer, the gaps (drawing on the work of the Coalition) and to plan together, ensuring that the offer is well-thought through, relevant, embedded and a good use of public funding.</p>
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Page 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	May 2024	Biweekly dashboard sent over. In response, please find attached the latest summary report on RAAC which we provide on a two-weekly basis. <ul style="list-style-type: none"> • Going forward the L&P RAAC Reporting will be solely focused on the status of the Corporate Estate. • Since the 19th February, the RAAC Schools Programme, including all inspections and re-inspections (where necessary), has been fully completed. Shawfield Primary School was the only school with RAAC discovered within its structure and will have

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						all RAAC fully removed (fully funded by DfE) once tendering for the works has been completed.  LP RAAC CLT Fortnightly Update 20
12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 1/24: The Director for Corporate Finance & Commercial to share the 2022 Accent report on payroll customer satisfaction.				Shared with Committee on 12/04/2024 Completed and shared with committee on 12/3/24
12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 2/24: Accent surveyed 105 education settings; Director for Corporate Finance & Commercial to provide what proportion of SCC's academy customers participated in the survey.				Shared with Committee on 12/04/2024 Response: We have no further information on the work of Accent or the proportion of academies which participated in the survey. Those who commissioned the work have

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						now left the Council as this work was conducted 2 years ago.
12 March 2024	Removal of payroll service from MATs and Academies (Item 5)	RPSC 3/24: The Head of Business Services to provide how many payroll queries the Council is receiving per month since Unit4 went live and how this compares with the same period last year.				Shared with Committee on 12/04/2024 Response:  Payroll enquiries.xlsx
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 4/24: The Head of Equality, Diversity, and Inclusion to share a list of achievements of the EDI team in the 2023/24 financial year.			May 2024	Shared with Committee on 12/04/2024 Response: As agreed, the achievement of SCC will be shared in the form of the annual review of the 2023-24 EDI action plan in May 2024. Action Plan shared with members
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 5/24: The Head of Equality, Diversity, and Inclusion to provide a list detailing what organisations SCC is			7 May 2024	Shared with Committee on 12/04/2024.

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		funding to help people with disabilities be work-ready.				<p>Response: Surrey County Council funds the following organisations:</p> <ul style="list-style-type: none"> • Surrey Choices – Commissioned to provide IPS employment support for people with disabilities across the County. • Get Set – Commissioned to provide IPS employment support for people with long term health conditions and disabilities in every district and borough as well as in 5 key neighbourhoods. They are also providing employer support to work with the business sector in Surrey to be more able to recruit and retain diverse talent.

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						<ul style="list-style-type: none"> • Richmond Fellowship – commissioned to provide IPS employment support for people with health conditions and disabilities referred through primary care. • Naturally Talented Me – commissioned to provide a talent-based recruitment platform to enable people with disabilities or other reasons for a non-traditional CV to be matched with employers. • My Green Future – providing green-sector skills development course for under-represented young people including

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						<p>those with disabilities, mental ill health and from BAME backgrounds.</p> <ul style="list-style-type: none"> Retrofit Skills – providing support for adults from under-represented populations to train and access employment in the green sector. We are yet to finalise the procurement of an organisation to deliver this. East Surrey College – we previously grant funded them to provide support to young carers, though this programme ceased in 2022. <p>All of the above programmes are funded by external grants. In</p>

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						<p>addition, we have applied for further grant funding including:</p> <ul style="list-style-type: none"> • Workwell - this would provide £6m in funding from DWP to work with primary care to support people off work with a fitnote in order to support their successful return to employment. We expect to hear the outcome of this in April 2024. • Volunteering for Health – this would provide £370k to support volunteering as a route into work. Whilst not solely focused on people with long term conditions or disabilities, this does include specific activities to

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						<p>increase engagement from these populations.</p> <ul style="list-style-type: none"> • Universal Support – this is a DWP programme that will be rolled out across England from October 2024. This will require local authorities to deliver an employment support programme for people with long term conditions and disabilities. We are still awaiting on the exact requirements or funding for this from the DWP, and I wonder if a member session on this in due course may be helpful given this topic seems to be of particular concern to the committee.

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12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 6/24: In summer 2024, EDI Team to share the longer-term visions within the EDI Strategy.			Late Summer 2024	Shared with Committee on 12/04/2024 Response: This is a longer-term action and will be available following a period of co-design with partners in late summer. We will share this as soon as it is ready.
12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 7/24: EDI Team to provide a figure for how much money was spent on EDI in the 2023/24 financial year and a breakdown of how it was spent.				Shared with Committee on 12/04/2024 Response: The figures below capture the forecast revenue spend on ED&I for 2023/24. The actual spend might differ slightly due to end of year figures not being available yet.

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Page 65						<p>The figures are revenue expenditure only and excludes capital expenditure which would be monitored as part of the Capital Investment Programme. It captures the spend on work solely focused on EDI outcomes, not broader spend across the council that contributes to tackling inequality. The forecast spend is £453,076 on staffing, and £446,249 on non-staffing costs. The tables below show the breakdown of spend.</p> <p align="center">- Figures/tables were shared with Committee</p>
	12 March 2024	Equality, Diversity and Inclusion Update (Item 6)	RPSC 8/24: The Assistant Director for Facilities Management to check the signage in the lifts at Woodhatch to			

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		ensure all accessibility signage links together.				<p>Response:</p> <p>Since the Select Committee meeting Macro have been instructed to review the signage and general operations of the lifts within Woodhatch reporting back on accessible improvements that can be implemented. In line with existing governance. ensuring coordination across our accessible projects, recommendations from the report will be considered by both the Accessibility Forum and Major Office Client Board prior to implementation.</p>