

SURREY COUNTY COUNCIL

SURREY LOCAL PENSION BOARD



DATE: 17 MAY 2024

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

SUBJECT: CHANGE PROGRAMME UPDATE – QUARTER 4

SUMMARY OF ISSUE:

This paper details the Change Team Quarterly Report of activity for the period January – March 2024.

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 | <p>Communications</p> <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 (www.surreypensionfund.org) launched on 31 January 2024.</p> <p>The Board & Committee survey on how Members want to be communicated with closed on 31 March. Key findings were that Members were happy to continue with Neil's weekly updates and that more was to be done in order to promote the Governance SharePoint.</p> <p>During this period, Surrey Pension Team were shortlisted for the Pension Scheme of the</p> |

| Item | Number | Details |
|------|------------------------|--|
| | | Year - Professional Pensions UK Pension Award and Pension Administration - Pension Age Awards 2024. |
| ii | Learning & Development | <p>Results from the Pulse survey which took place in December were analysed to measure progress in key areas of our workforce strategy and to identify areas for further improvement.</p> <p>Lunch and Learn sessions were presented on Motivation and Cyber Security, the latter of which was to address an Internal Audit requirement.</p> <p>The training team also launched a new training course covering Annual Allowance. We socialised plans for alternative Board & Committee training with the Chairs and Vice-Chairs; following on from this, we have incorporated this into our training policy and progressed plans by identifying a suitable date and venue and we have been developing a detailed agenda.</p> |
| iii | Project Management | <p>The Continuous Improvement (CI) Project Manager is currently managing 17 projects. Since the last report 2 projects have commenced. All projects are currently on track.</p> <p>We anticipate being able to close, or move to business as usual, 8 of the 17 projects by our next update.</p> |
| iv | Transformation | <p>The Digital Design team have completed their discovery work within Surrey Pension Team (SPT). Their findings are currently being worked into a Digital Transformation Roadmap.</p> <p>The Year 2 strategic plan has been approved and is available to view on our website. Work on evolving the culture of the SPT has started with a series of informal chats with a wide cross-section of staff. Early stages of designing initial interventions for this and building the capability of the extended leadership team will cascade from this.</p> |

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) Designing our Digital Transformation roadmap.
 - b) Preparing a communication on our governance ideas to share with stakeholders.
 - c) Further developing the Board & Committee training proposal.
 - d) Researching and preparing for the implementation of the new trainee programme.
 - e) Launching the third Pulse Survey.
 - f) Alignment on the Culture strategy for SPT.

Contact Officer:
Nicole Russell, Head of Change Management
Consulted: Chair of the Board

Annexes: None

Sources/background papers: None

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