

CABINET- 23 JULY 2024

CABINET RESPONSE TO THE REPORT OF THE RESOURCES AND PERFORMANCE SELECT COMMITTEE

Item under consideration: Customer Transformation Programme

Recommendations:

1. The Resources and Performance Select Committee notes the progress made to date during the *Discovery* and *Design* phases of the programme.
2. Notes that Cabinet will receive four recommendations in relation to the Customer Transformation Programme as set out in the Cabinet papers, welcomes the progress made in the Programme to date, and further notes the potential benefits of the Customer Transformation Programme.
3. Further notes that if the programme is approved by Cabinet, the programme contains potential risks, and recommends that this select committee continue to receive regular updates, and greater information about risks, on the Customer Transformation Programme, to ensure that it delivers Best Value for Surrey residents and does not potentially adversely affect Council budgets.
4. Recommends that an updated Business Case is brought back to this Select Committee, including detailed financial, technical and other information on the risks and benefits of the programme.

Cabinet Response:

Cabinet is grateful to the Chairman, Vice Chairman and Members of the Resources and Performance Select Committee for their recognition of the ambition and potential benefits of the Customer Transformation Programme, and for their welcoming of the progress to date. Cabinet is particularly grateful for the Committee's commitment to providing continuing scrutiny input into the programme, including through establishment of a Member Reference Group from the Select Committee.

Cabinet accepts the recommendations made by the committee and will ensure that the Select Committee continue to receive regular updates on the Customer Transformation Programme.

Work is underway by officers to develop the benefits identification and mapping, and Cabinet will further ensure that an updated Business Case is brought back to the Select Committee, with additional detailed information on the risks and benefits of the programme.

Denise Turner-Stewart
Deputy Leader and Cabinet Member for Customer and Communities
23 July 2024