

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Recommendation	Responsible Member/ Officer	Deadline	Progress check	Recommendation response accepted/ implemented
18 July 2024	Digital Inclusion	RPSC 10/24: The Resources and Performance Select Committee notes the draft Digital Inclusion Strategy and the approach of embedding digital inclusion within the Customer Transformation Programme to ensure its reach and sustainability.			20/9/24	<p>Recommendations distributed for response on 19 July 2024.</p> <p>Response of 26 September 2024</p> <p>Complete:</p> <p>Sarah Hardman will continue to oversee this work under the Customer Transformation Programme in her role of Programme Director. Updates and progress will be reported into her.</p>

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

18 July 2024	Digital Inclusion	<p>RPSC 11/24: However, the Resources and Performance Select Committee also recommends that the Digital Inclusion Strategy is discussed with the Disability Partnership Board and their recommendations, along with those from other representative organisations, including the Surrey Minority Ethnic Forum, come to this committee; and,</p>			20/9/24	<p>Recommendations distributed for response on 19 July 2024.</p> <p>Response of 26 September 2024</p> <p>Ongoing:</p> <p>The Digital Inclusion Strategy will be tabled at the October meeting of the Disability Partnership Board. Officers have already met with a number of representative organisations (including Surrey Coalition of Disabled People, Age UK Surrey, Sight for Surrey and SMEF) both individually and via the Surrey Digital Inclusion Group. The revised action plan was presented to the Surrey Digital Inclusion Group on September 23 and was welcomed and endorsed by the group.</p>
--------------------	-------------------	--	--	--	---------	--

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

18 July 2024	Digital Inclusion	RPSC 12/24: The Digital Inclusion Strategy is revised in light of the select committee’s comments, and returns to the select committee for further scrutiny after review.			20/9/24	<p>Recommendations distributed for response on 19 July 2024.</p> <p>Response:</p> <p>Complete:</p> <p>The revised strategy and action plan with SMART objectives are attached. As noted above, this has been refined in collaboration with key VCSE partners, including the Digital Inclusion lead at the Surrey Coalition of Disabled People.</p> <p>The key update to the strategy is that one of the members of the Digital Surrey group wished it to be widened to consider infrastructure – this now shows as point 6 but is yet to be fully worked through.</p>
--------------------	-------------------	--	--	--	---------	---

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

18 July 2024	Customer Transformation Programme	RPSC 13/24: The Resources and Performance Select Committee notes the progress made to date during the <i>Discovery</i> and <i>Design</i> phases of the programme.			30/9/24	Recommendations distributed for response on 18 July 2024. Response of Friday 27 September: Noted by the Interim Executive Director of Customer Digital and Change.
18 July 2024	Customer Transformation Programme	RPSC 14/24: 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.			30/9/24	Recommendations distributed for response on 18 July 2024. Response of Friday 27 September: Noted by the Interim Executive Director of Customer Digital and Change.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

18 July 2024	Customer Transformation Programme	<p>RPSC 15/24: 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.</p>			30/9/24	<p>Recommendations distributed for response on 18 July 2024.</p> <p>Response of Friday 27 September:</p> <p>Noted - since the Resources and Performance Select Committee meeting in July the Customer Transformation Programme's Full Business Case was agreed at Formal Cabinet on 23rd July.</p> <p>The Customer Programme will share relevant and appropriate information with the Member Reference Group from the R&P Select Committee, which is to be established following Cabinet's response to Resources and Select Committee report on 23 July 2024. The Cabinet report included appreciation of the Committee's commitment to providing continuing scrutiny input</p>
--------------------	-----------------------------------	---	--	--	---------	--

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

						into the programme, including through establishment of a Member Reference Group from the Select Committee.
18 July 2024 Page 122	Customer Transformation Programme	RPSC 16/24: 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.			30/9/24	Recommendations distributed for response on 18 July 2024. Response of Friday 27 September: The Customer Programme will share relevant and appropriate information with the Member Reference Group from the R&P Select Committee, which is to be established following Cabinet's response to Resources and Select Committee report on 23 July 2024.

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

ACTIONS

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
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.			22/08/24	Shared with Committee on 12/04/2024 Responses: 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. Updated Response of Tuesday 11 September 2024: The work to develop the longer-term framework for ED&I in Surrey is progressing well. We are currently engaging with colleagues internal to SCC and

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						<p>partner organisations on the evidence base which helps us to understand who is experiencing greatest inequality of outcome and opportunity, and are therefore being left behind.</p> <p>The evidence base focusses on 5 key areas: Financial security and employment; Education and learning; Health and Wellbeing; Independent and secure living conditions; Access, participation and influence, individual, family and social life.</p> <p>The first draft of the Framework will be completed mid-November 2024. We will be sharing the draft evidence base with Members in the coming weeks and there is an opportunity for them to join a drop-in with Ioni Sullivan and I to</p>

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						discuss and share any reflections from their experiences of working within their communities on 3 rd October at 2pm. We will also be in the marketplace scheduled at Woodhatch Place on 9 th October.
18 July 2024	Digital Inclusion	RPSC 11/24: The Interim Executive Director of CDC to take forward comments made by a Member regarding accessibility issues at the canteen in Woodhatch Place, in the context of the wider work and lived experience.			9/9/24 05/09/23	Distributed for response on 8 August Response: The Interim Executive Director of CDC confirmed that she raised this with the Director of Land and Property with a view to them making reasonable adjustments in the light of the lived experience of those with accessibility needs. The Programme Manager- EDI noted, regarding the canteen issue, that this was raised via the Accessibility Forum – as the

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 126						Customer & Experience Manager also noted, there are no immediate simple solutions to issues, but the forum will work through what is possible and advise on any future developments.
	18 July 2024	Digital Inclusion	RPSC 12/24: The Interim Executive Director or CDC to raise with Adults, Wellbeing and Health Partnership colleagues a Member's concerns around sheltered housing and bill quotes to update their systems (i.e. fire and community alarms).			5/09/23

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						impact of the swich over including for these services.
18 July 2024	Customer Transformation Programme	RPSC 13/24: The Interim Executive Director of CDC to share the breakdown of the number of customer complaints received.			30/9/24	<p>Distributed for response on 8 August</p> <p>Response of 27 September 2024:</p> <p>A breakdown of complaints are available in the 23-24 Annual Complaints June report which was shared with the Audit & Governance Committee on the 5th June (from page 40): Item 6 - Annual Complaints Performance Report.pdf (surreycc.gov.uk).</p> <p>Going forward, the complaints team is reviewing the reporting format for complaints performance and insight, with plans to provide a unified, organisation-wide view</p>

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 128						of complaints. The mid-year complaints report that will go to A&G in November 2024 will provide an improved breakdown of the complaints received. This report can be shared with the Resource and Performance Select Committee when available.
	18 July 2024	Customer Transformation Programme	RPSC 14/24: The Interim Executive Director of CDC to share a breakdown of the number of complaints received via the Council website's web forms.			30/9/24

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						Performance Report.pdf (surreycc.gov.uk) .
18 July 2024	Customer Transformation Programme	RPSC 15/24: The Interim Executive Director of CDC committed to share more information on the benefits/efficiencies of the programme (e.g. how the benefits had been defined).			30/9/24	Distributed for response on 8 August Response of 27 September 2024: The Customer Programme will share relevant and appropriate information with the Member Reference Group from the R&P Select Committee, which is to be established following Cabinets response to Resources and Select Committee report on 23 July 2024.
18 July 2024	Customer Transformation Programme	RPSC 16/24: The Interim Executive Director of Finance & Resources and S151 committed to include detail of the £17.9 million savings for the Customer Transformation Programme - e.g. what is the figure			30/9/24	Distributed for response on 8 August Response of 27 September 2024:

**RESOURCES & PERFORMANCE SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
October 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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 130		composed of, how were the sources identified, how would they be achieved, is it an annual or 4-yearly figure? - to both Cabinet and the Resources and Performance Select Committee.				<p>The £17.9 million savings presented at Strategic Transformation, Improvement and Assurance Board (STIAB) reflects the total savings expected from both Customer Transformation (£7.9m) and the Core Function Redesign programme (£10m) by 2027.</p> <p>The Customer Programme will share relevant and appropriate information with the Member Reference Group from the R&P Select Committee, which is to be established following Cabinets response to Resources and Select Committee report on 23 July 2024.</p>
	18 July 2024	Customer Transformation Programme	RPSC 17/24: The Interim Executive Director of Finance & Resources and S151 also to update on the benefits of the planned changes to			30/9/24

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
Page 131		Data & Digital, for which a Business Case is in the process of being formulated.				Response of 27 September 2024: The Digital and Data Business case was signed off by STIAB July 2024. There is an ongoing piece of work to develop the benefits approach which will be refined over 24/25 as more insights on value can be gained from existing and planned work.
	18 July 2024	Customer Transformation Programme	RPSC 18/24: The Interim Executive Director of CDC to share explicit information on the risks and dependencies of the Programme, before and after mitigation ratings			30/9/24

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						<p>programme's 'Lessons Learned' have been used to identify and mitigate risks that may impact the programme. The transformation risk register does not include RAG ratings before mitigating controls are in place to align with the councils Risk Strategy (signed off by the Audit and Governance Committee).</p> <p>Key transformation programmes and services have been identified as core dependencies for the Customer Transformation Programme. As the programme develops and matures, additional dependencies will be identified and effectively monitored.</p> <p>The Customer Programme will share relevant and appropriate information with the Member</p>

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

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.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date	Item	Action	Responsible Member/ Officer	Deadline	Progress check	Action response. accepted/ implemented
						Reference Group from the R&P Select Committee, which is to be established following Cabinets response to Resources and Select Committee report on 23 July 2024.

This page is intentionally left blank