



SURREY LOCAL PENSION BOARD REPORT

SURREY COUNTY COUNCIL

SURREY LOCAL PENSION BOARD

DATE: 15 NOVEMBER 2024

LEAD OFFICER: NEIL MASON, LGPS SENIOR OFFICER

SUBJECT: CHANGE MANAGEMENT UPDATE

SUMMARY OF ISSUE:

This paper details the Change Team Quarterly Report of activity for the period July – September 2024.

RECOMMENDATIONS:

It is recommended that the Local Pension Board:

1. Note 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:

This report details the following areas of interest:

1. Communications
 - a) 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 Amplifying our Presence plan.
2. During this period, the Surrey Pension Team won the 'Impact Investing Principles Adopter' at the Pensions for Purpose Awards.
 - a) Delivered a suite of Pension Awareness Week material to Employers & utilised the Surrey Communication Working Group to share resources to members.
 - b) Produced and launched the first in a suite of video interviews in line with the priorities set out in our Strategic Plan. [Video](#) describing Surrey Pension Team's plans for the future, our Workforce strategy and the importance of being ready for the future.

3. Learning & Development

- a) We have analysed the results of the Staff Pulse Survey and reported to Pensions Senior Leadership Team (PSLT). Generally, the results were positive and similar to that of the previous survey. However, Development showed a particular improvement. We have identified opportunities to further strengthen Development plans and in the area of Equality Diversity and Inclusion (EDI).
- b) A Lunch and Learn session was presented on Allyship, the practice of challenging thinking about privilege and working in solidarity with marginalised groups.
- c) Plans for the residential Board & Committee training event were finalised during this period. By now you will have completed this initial residential and feedback on the event has been taken and will be used to improve next year's residential training.
- d) A comprehensive training programme for the Extended Leadership Team (ELT) has been launched.
- e) We have started work on the Continuous Improvement programme and ELT have committed to supporting the development of a mechanism to deliver this.

4. Project Management

- a) 1 project, Responsible Investment, has been completed.
- b) 6 projects are still ongoing and are on track. Further information is provided in Annexe 1.
- c) The most significant projects currently on the agenda are McCloud, GMP and evolving our governance and identity.

5. Transformation

- a) We are midway through the process of tendering for an external consultant to advise further on the Y2/3 plans for the digital transformation strategy. It is hoped that this consultant will also be able to help with the delivery of the Y1 plans.
- b) The Phase 1 Governance proposal was successfully submitted to the Council CEO, CLT, the Cabinet Member for Finance and the SPF Committee in September. It was then taken for ratification to Full Council on 8 October where it was approved.
- c) Initiatives that will continue to evolve the culture of the SPT were further rolled out during this period – including a dedicated session on 'The Journey of the Pound Coin' to help the team understand their connected role in delivering a pension service.

- d) As part of our plans to improve the cohesion of the team, we have set up a successful Social Committee which has run a number of events over the summer.

CONSULTATION:

6. The Chair of the Local Pension Board has been consulted on this report.

RISK MANAGEMENT AND IMPLICATIONS:

7. Any relevant risk related implications have been considered and are contained within the report.

FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

8. Any relevant financial and value for money implications have been considered and are contained within the report. The cost of the resources necessary for implementing the changes recommended above and for delivering the administering authority role is met from the pension fund (under Regulation 4(5) of The Local Government Pension Scheme (Management and Investment of Funds) Regulations 2009).

LEGAL IMPLICATIONS – MONITORING OFFICER:

9. There are no legal implications or legislative requirements.

EQUALITIES AND DIVERSITY:

10. There are no equality or diversity issues.

OTHER IMPLICATIONS:

11. There are no other implications.

NEXT STEPS:

12. The following steps are planned:
 - a) We will be appointing the vendor to assist with the digital transformation strategy and confirmation of the plans for outer years.
 - b) The next steps for the Governance and Identity project will be to investigate all of the systems and services with SCC to ensure they are benchmarked and Service Level Agreements are in place.
 - c) The next Staff Pulse survey will take place in December.
 - d) A proposal to evolve our current Trainee programme will be taken to PSLT.

- e) Further Lunch and Learn sessions will be delivered to support our work on Equality Diversity and Inclusion (EDI). We will also be commencing focused work with PSLT on EDI, drawing on the expertise of SCC's inclusion lead.
 - f) The delivery of our next short-form interview video with a member of PSLT covering the topic of Responsible Investment - in line with the strategic plan. It will be available to members via LinkedIn and the Surrey Pension Team website.
 - g) Our scheduled 6-monthly Talking Talent session where we review the development plans of the team will take place in October.
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Contact Officer:

Nicole Russell, Head of Change Management

Annexes:

1. Projects July - September 2024 Annexe 1

Sources/Background papers:

1. None