

**MINUTES** of the meeting of the **PEOPLE, PERFORMANCE AND DEVELOPMENT COMMITTEE** held at 10.00 am on 2 April 2015 at Room 107 - County Hall.

These minutes are subject to confirmation by the Committee at its meeting.

**Elected Members:**

Mr David Hodge (Chairman)  
Mr Peter Martin (Vice-Chairman)  
Mr Stuart Selleck  
Mrs Hazel Watson

**Apologies:**

Ms Denise Le Gal  
Mr Richard Walsh

**In Attendance**

Vicky Hibbert, Cabinet Business Manager  
Carmel Millar, Director of People and Development  
Ken Akers, Strategic HR Relationship Manager  
Mark Irons, Head of Customer Services and Customers and Communities Directorate Support

**22/15 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]**

Apologies were received from Ms Le Gal and Mr Walsh.

**23/15 MINUTES OF THE PREVIOUS MEETING: 6 MARCH 2015 [Item 2]**

The Minutes were approved as an accurate record of the meeting.

**24/15 DECLARATIONS OF INTEREST [Item 3]**

There were none. However, the Chairman apprised Members of the Committee on a judgement that had made in Bournemouth Crown Court regarding declarations of interest and Members requested that the Director of People and Development, in conjunction with the Director of Legal and Democratic Services, review the training offer for all Members on interests (**Action Review ref: A5/15**).

**25/15 QUESTIONS AND PETITIONS [Item 4]**

There were none.

**26/15 ACTION REVIEW [Item 5]**

**Declarations of interest:**

None.

**Witnesses:**

Carmel Millar, Director of People and Development  
Ken Akers, Strategic HR Relationship Manager  
Mark Irons, Head of Customer Services and Customers and Communities Directorate Support

**Key points during the discussion:**

1. In relation to A19/14 (sleeping in payments), a copy of the letter sent to the LGA will be sent to Members of the Committee.
2. In relation to A2/15 (Think Resident Think Councillor), the Chairman requested that a training programme is set up for officers with a particular focus on how to respond to residents.

**Actions/Further information to be provided:**

- i. The Director of People and Development will feed the Chairman's comments into the Think Resident Think Councillor report scheduled to be considered by the Committee at a future meeting.
- ii. The action tracker will be updated to reflect the points raised during the discussion.

**RESOLVED:**

To note the tracker.

**Committee next steps:**

None.

**27/15 CUSTOMER PROMISE - THE COUNCIL'S COMMITMENT TO DELIVERING EXCELLENT RESIDENT SERVICE [Item 6]**

**Declarations of interest:**

None.

**Witnesses:**

Mark Irons, Head of Customer Services and Customers and Communities  
Directorate Support  
Carmel Millar, Director of People and Development

**Key points during the discussion:**

1. Members were very supportive of the new Customer Promise and were pleased to note that this linked to the resident experience goal within the Corporate Strategy.
2. Members queried how the messages from the new document will be cascaded throughout the organisation and raised concerns about current systems and processes.
3. Officers confirmed that leadership is critical in taking the new Customer Promise forward and that work had been undertaken with senior managers on this.
4. Members requested that the document be made available in all Surrey County Council buildings and that a copy be sent to all County Councillors.

**Actions/Further information to be provided:**

- i. The Head of Customer Services agreed to circulate a promotional video on the new Customer Promise to Members of the Committee  
**(Action Review ref: A6/15).**

**RESOLVED:**

To endorse the new Customer Promise and the proposed approach to improving resident experience.

**Committee next steps:**

None.

**28/15 EXCLUSION OF THE PUBLIC [Item 7]**

**RESOLVED:** That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information under paragraph 1 of Part 1 of Schedule 12A of the Act.

**29/15 SENIOR PAY POLICY EXCEPTIONS REPORT APRIL 2015 [Item 8]**

**Declarations of interest:**

None.

**Witnesses:**

Carmel Millar, Director of People and Development  
Ken Akers, Strategic HR Relationship Manager

**Key points during the discussion:**

1. The Chairman introduced the report and invited discussion on each section in turn. The committee asked a number of questions which were responded to by the officers present, before moving to the recommendations.

**Actions/Further information to be provided:**

None.

**RESOLVED:**

Recommendations 1.1 to 1.4 in the confidential report were APPROVED.

**Committee next steps:**

None.

**30/15 PUBLICITY FOR PART TWO ITEMS [Item 9]**

**RESOLVED:** That items considered under Part 2 of the agenda should remain confidential and not be made available to the press and public.

**31/15 DATE OF NEXT MEETING [Item 10]**

The date of the next meeting was noted.

Meeting ended at: 11:00am

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**Chairman**