

Notice of Meeting

People, Performance and Development Committee



SURREY
COUNTY COUNCIL

Date & time
Tuesday, 5 April
2016
at 2.00 pm

Place
Committee Room C,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Andrew Baird
Room 122, County Hall
Tel 020 8541 7609

Chief Executive
David McNulty

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[@SCCdemocracy](https://twitter.com/SCCdemocracy)

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Andrew Baird on 020 8541 7609.

Members

Mr David Hodge (Chairman), Mr Peter Martin (Vice-Chairman), Mr Ken Gulati, Mr Nick Harrison, Ms Denise Le Gal and Mrs Hazel Watson

Ex Officio:

Mrs Sally Ann B Marks (Chairman of the County Council) and Mr Nick Skellett CBE (Vice-Chairman of the County Council)

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING 25 FEBRUARY 2016

(Pages 1
- 8)

To agree the minutes as a true record of the meeting.

3 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

Notes:

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (*30 April 2016*).
2. The deadline for public questions is seven days before the meeting (*29 April 2016*).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 ACTION REVIEW

(Pages 9
- 12)

For Members to consider and comment on the Committee's actions.

6 STAFF SURVEY RESULTS

(Pages
13 - 36)

This report provides an update to Members of the People, Performance and Development Committee (PPDC) on the results of the Staff Survey. This is the first SCC Staff Survey undertaken by Best Companies and will be used as a benchmark for future staff surveys. The next survey is due to be launched in October 2016 and the results will be brought to PPDC in early 2017. The Council Overview Board has also considered the results of the survey and recommended that individual scrutiny board review the data for areas within their remit.

Please note that ownership and Intellectual Property Rights in all data, the

evaluation analysis, methodology and materials rests and remains with Best Companies Limited. Best Companies grants a limited right for the organisation being surveyed to use the information we provided internally within their organisation solely for the purpose of improvement.

In addition, to the above, the methodology, survey and question items contained are all covered by copyright and must not be reproduced without the express written permission of Best Companies.

Best Companies are comfortable with the data held within this report being produced for internal staff development and improvement but has requested this is not reproduced for any other purpose.

7 FUTURE ARRANGEMENTS FOR IMT LEADERSHIP - ORBIS

(Pages
37 - 40)

To seek endorsement from the People, Performance and Development Committee regarding arrangements for future Information Management and Technology (IMT) Leadership across the Orbis partnership.

8 IMPROVING RESIDENT EXPERIENCE: TELEPHONE AND VOICEMAIL POLICY UPDATE

(Pages
41 - 52)

Members of PPDC requested an update on what has happened since the new telephone and voicemail policy was approved by the Committee on 29 September 2015.

This report details what work has been done to implement and promote the new telephone and voicemail policy. The report also describes how this work aligns with the wider programme of work to promote a customer focused culture.

9 EXCLUSION OF THE PUBLIC

Recommendation: 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 the relevant paragraphs of Part 1 of Schedule 12A of the Act.

10 SENIOR PAY POLICY EXCEPTIONS REPORT APRIL 2016

(Pages
53 - 58)

The People, Performance and Development Committee (PPDC) acts as the Council's Remuneration Committee under delegated powers, in accordance with the Constitution of the County Council. The purpose of this paper is to highlight decisions taken / recommendations on pay that fall outside the published Pay Policy.

Exempt: Not for publication under Paragraph 1
Information relating to any individual.

11 DATE OF NEXT MEETING

The next meeting of People, Performance and Development Committee will be on 11 May 2016.

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

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It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Thank you for your co-operation