

People, Performance & Development Committee – ACTION TRACKING

ACTIONS

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
A11/14	21 July 2014	Review of the “Working Together” Workshops and Future Plans	Officers to bring a report on telephone policy and minimising the use of voicemail to committee in Autumn 2014.	Head of Customer Services and Head of Customer and Communities Directorate Support	<p>On 27 November, the Chairman requested that a report be brought to the meeting on 18 December 2014. However, following the meeting the Chairman agreed to postpone the report pending further discussions at senior officer level.</p> <p>The action to minimise the use of voicemail and make it easier for customer to contact us will be built into the plan to improve Resident Experience. The plan to improve Resident Experience focuses on delivering the commitments made in our new Customer Promise and is to be reviewed by Communities Select Committee on 19 March 15 and then Cabinet in April / May (TBC). PPDC may like to consider this as an agenda item.</p>
A19/14	18 December 2014	Reward Strategy Review 2014-18	Officers to draft a letter to the LGA requesting support in changing legislation to mitigate the risks arising from the new ‘sleeping in payments’ case law.	Director of People and Development	Officers are revising the letter following amendments requested by the Leader.
A1/15	27 January 2015	Appraisal Completion Update Report for 2013/14	Officers to provide a further progress report in May 2015 and that the progress report specifically addresses the situation in the Schools and Learning Service.	Director of People and Development	Scheduled for 12 May 2015

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COMPLETED

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
A23/13	21 Oct 2013	Action Review	A further report on employee volunteering scheme to be scheduled.	Deputy Head of HR&OD	<p>An update was circulated by email on 28 October 2014.</p> <p>Further to this, following discussions across the organisation it has been agreed that a more strategic approach to volunteering is required to embed volunteering into the way in which the council operates and support the local community and the residents we serve. The intention is that this more strategic approach will allow the organisation to deliver more benefit to the community and aim to do this on a larger scale. It will also provide clarity and direction to staff and improve the co-ordination of existing arrangements in order to align with and support delivery of the corporate priorities and help support communities to help themselves.</p>