

## People, Performance & Development Committee – ACTION TRACKING

### ACTIONS

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
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	A letter has been sent to the LGA.
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
A2/15	6 March 2015	Action Review	The Director of People and Development to bring a paper to committee on how to reinforce the Think Resident Think Councillor message from the 2014 campaign.	Director of People and Development	To be scheduled.
A3/15	6 March 2015	Employee Engagement Campaign	That officers report back to the committee later in the year with an update on the campaign.	Director of People and Development	To be scheduled.

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### COMPLETED

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).</p> <p>On 6 March 2015, the committee agreed to bring the plan to improve Resident Experience to committee before it is signed off by Cabinet.</p>
A4/15	6 March 2015	Surrey Pay Policy Statement 2015-2016	Officers to provide information to the Chairman on the London Living Wage.	HR Manager – Reward and Recognition Team	Officers provided this information to the Chairman on the afternoon following the meeting.