

## People, Performance & Development Committee – ACTION TRACKING

### ACTIONS

| Number | Meeting Date | Item   | Recommendation / Action  | Action by whom   | Action update   |
|--------|--------------|--|--|--|---|
| 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/<br>Democratic Services Lead Manager            | To be scheduled and to include a training programme for officers on how to respond to residents.  |
| 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.  |
| A5/15  | 2 April 2015 | Declarations of Interest   | Officers review the training offer for all Members on interests.   | Director of People and Development/<br>Director of Legal and Democratic Services   | Training will be provided following the by-election to capture the newly elected Member.  |
| A6/15  | 2 April 2015 | Customer Promise – The Council’s Commitment to Delivering Excellent Resident Service | The Head of Customer Services to circulate a promotional video on the new Customer Promise.  | Head of Customer Services and Head of Customer and Communities Directorate Support | The video will be put on You Tube and will be able to be viewed internally and externally if people have the link. A link will be provided after the report has been approved by Cabinet. |

## People, Performance & Development Committee – ACTION TRACKING

### COMPLETED

| 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 and a copy sent to members of the committee. |
| 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 | On the agenda for 12 May 2015.   |