

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/ 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/ Director of Legal and Democratic Services	Training to be scheduled.
A7/15	12 May 2015	Officer Code of Conduct amendment	A letter from the Chairman outlining The Seven Standards of Public Life, with a commentary on the Standards, to be circulated to all Members and Strategic Directors.	Chairman	Lead Manager for Democratic Services to take this forward.

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COMPLETED

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
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 has been uploaded to the internet and is able to be viewed internally and externally if people have the link. A link was circulated to the committee on 3 June 2015.