

ACTIONS

| Number | Meeting Date | Item | Recommendation / Action | Action by whom | Action update |
|--------|--------------|---|--|--|---|
| A14/16 | 5 April | Staff Survey Results | Undertake detailed analysis of the areas of improvement identified in the results of the staff survey and to provide feedback on this analysis to the Committee. | Chief of Staff | <p>The Chief of Staff is currently conducting further analysis on the outcomes of the staff survey and will provide additional information to the Committee on areas of improvement once this analysis has been completed.</p> <p>(Updated 8 April 2016)</p> |
| A15/16 | 5 April | Future Arrangements for Leadership of IMT | Chairman of PPDC to write a letter to Paul Brocklehurst thanking him on behalf of Surrey County Council and Surrey residents for the work he has done to improve IT since joining the Council. | Executive Assistant to the Leader of the Council | <p>A letter has been drafted and circulated to the Leader of the Council for approval before it is sent.</p> <p>(Updated 22 April 2016)</p> |
| A17/16 | 5 April | Improving Resident Experience: Update on Telephone and Voicemail Policy | Results of the voicemail mystery shopper exercise to be circulated to PPDC Members. | Head of Customer Services | <p>This exercise is in the process of being planned and the results will be circulated to the Committee once the results have been compiled and analysed.</p> <p>(Updated 8 April 2016)</p> |

People, Performance & Development Committee – ACTION TRACKING

3 May 2016

COMPLETED

| Number | Meeting Date | Item | Recommendation / Action | Action by whom | Action update |
|--------|------------------|---|---|---------------------------|---|
| A29/15 | 27 November 2015 | Reshaping Leadership Roles | Confirmation to be provided on the back fill cost related to the leadership structure changes | Head of HR & OD | This information was submitted to PPDC members on 13 April. (Updated: 13 April 2016) |
| A12/16 | 5 April 2016 | Action Review | The Head of HR & OD to provide the Committee with details of the final appraisal completion rate of the Adult Social Care Mental Health team for the year 2014/15/ to be provided on the 2014/15. | Head of HR & OD | Information on the 2014/15 appraisal completion rate for SCC staff in the Adult Social Care Mental Team was sent to the Committee on 22 April 2016 (Updated: 22 April 2016) |
| A13/16 | 5 April | Action Review | Information related to Action A29/15 to be circulated to the Committee in advance of its meeting on 3 May 2016. | Head of HR Operations | This information was submitted to PPDC members on 13 April. (Updated 13 April 2016) |
| A16/16 | 5 April | Improving Resident Experience: Update on Telephone and Voicemail Policy | Follow up with the Transportation Review Team in regard to their policy of not responding to residents. | Head of Customer Services | Information on the proposed way forward for revising the Transportation Review Team's Policy was circulated to PPDC on 22 April 2016. (Updated 22 April 2016) |

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| A18/16 | 5 April | Improving Resident Experience: Update on Telephone and Voicemail Policy | Progress report on the implementation of Customer Service excellence policy to be provided to the Committee. | Head of Customer Services/ Regulatory Committee Manager | An update has on the Customer Service Excellence Policy has been added to the Committee's forward plan for 27 October 2016 (Updated 22 April 2016) |
| A19/16 | 5 April | Improving Resident Experience: Update on Telephone and Voicemail Policy | PPDC to be provided with information on the cost and waiting times for residents calling SCC Highways Emergency number | Head of Customer Services | <p>The Head of Customer Services provided the following response to the Committee. This was circulated to PPDC members on 22 April 2016.</p> <p>Highways Services can be contacted on 0300 200 1003.</p> <p>During working hours 8am-6pm weekdays (excluding public holidays) calls are answered by the Contact Centre. Outside of these times is automatically routed to the Highways Emergency Team in Merrow.</p> <p>Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. BT customers may be able to call 03 numbers for free.</p> <p>Due to the bad weather over the Easter weekend there were longer than normal waiting times.</p> <p>Introducing an 0800 number would significantly increase cost. It is an issue that residents very rarely raise.</p> <p style="text-align: right;">(Updated: 22 April 2016)</p> |

People, Performance & Development Committee – ACTION TRACKING

3 May 2016

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|--------|---------|---|--|---------------------------|--|
| A20/16 | 5 April | Improving Resident Experience: Update on Telephone and Voicemail Policy | PPDC to receive information on why the Shared Services Finance Team was not following the Telephone and Voicemail Policy | Head of Customer Services | <p>The Head of Customer Services provided the following response to the Committee’s query. This was circulated to PPDC members on 22 April 2016.</p> <p>A temporary message was placed on the finance line regarding an extra days charge for care clients because of the leap year. This was placed because a large number of care bills were sent out. The broadcast messages are used to answer straight forward questions and this gives a greater chance that callers will then be able to get through to a member of the team more quickly. This message has now been removed.</p> <p style="text-align: right;">(Updated: 22 April 2016)</p> |
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