

ACTIONS

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
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	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. (Updated 8 April 2016)
A28/16	14 June	Pay and Reward Strategy Review Amendments to the Formal Offer	The Cabinet Member for Business Services and Resident Experience to together a briefing for distribution to other local authorities about how SCC had worked with staff and trade unions in order to produce a revised pay and reward offer	Cabinet Member for Business Services and Resident Experience	This action has been submitted to the Cabinet Member for Business Services and Resident Experience's PA for them to action. (Updated 22 June 2016)
A29/16	30 June	Action Review	Head of HR & OD to prepare a report for the Leader of the Council and the Chief Executive in regard to the number of sick days taken by new starters including a breakdown of sick days taken by new starters in individual services. Ensure that the original statistics sent to PPDC Members are correct.	Head of HR & OD	This action has been sent to the Head of HR & OD for them to take this action forward. (Updated: 30 June 2016)
A30/16	30 June	Appraisal Update 2015/16	The Committee to be provided with information on when the appraisal for tutors and music teachers will be completed.	Head of HR & OD	This action has been sent to the Head of HR & OD for them to take this action forward. (Updated: 30 June 2016)

People, Performance & Development Committee – ACTION TRACKING

July 2016

A31/16	30 June	Appraisal Update 2015/16	Information requested on why Surrey Fire and Rescue Service and the Youth Service have not yet achieved 100% appraisal completion rate.	Head of HR & OD	This action has been sent to the Head of HR & OD for them to take this action forward. (Updated: 30 June 2016)
A32/16	30 June	Appraisal Update 2015/16	PPDC recommends a management review of the distribution of appraisal ratings across the three categories. A report should be brought back to PPDC detailing the outcomes of the management review including a clear definition of what constitutes exceptional performance	Head of HR & OD	This action has been sent to the Head of HR & OD for them to take this action forward. (Updated: 30 June 2016)
A33/16	30 June	Surrey County Council Behaviours Framework Launch and Plan for Embedding into the Organisation	Re-order Behaviours Framework so that 'Be Customer Focussed' is used as the example on the 'How to use the Framework' section	Head of HR & OD	This action has been sent to the Head of HR & OD for them to take this action forward. (Updated: 30 June 2016)
A34/16	30 June	Surrey County Council Behaviours Framework Launch and Plan for Embedding into the Organisation	The Cabinet Member for Business Services and Resident Experience to ask the Member Development group to consider how can the Behaviours Framework can be used to improve customer service delivery among County Councillors	Head of HR & OD	This action has been sent to the Head of HR & OD for them to take this action forward. (Updated: 30 June 2016)

COMPLETED

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
A26/16	19 May	Formal Offer Pay and Reward Strategy Review	The Committee to receive information on the number of employees who take sick leave within the first three months of employment and details on whether the number of sickness days taken by staff increases in March	Head of HR & OD	<p>Number of employees who take sick leave in March: Out of 9399 employments as of 31/05/2016 (excluding all Bank staff) - 1277 (13.6%) had taken sickness within the first 3 months (90 days) of their continuous service for Surrey County Council. 950 (10.1%) had taken sickness within the first 3 months (66 days) of their continuous service for Surrey County Council.</p> <p>March sickness days, HR obtained an estimated figure of 6553.47 for the number of sick days taken in March, this represents 9.36% of 70024.59 sickness days taken by staff in 2015/16 which is 1.03% above the average figure of 5835.38 for monthly sickness days.</p> <p style="text-align: right;">(Updated 28 June 2017)</p>

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