

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	<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. The Head of Customer Services has been contacted to provide an update on when the results of the Mystery Shopper exercise will become available.</p> <p>(Updated: 15 September 2016)</p>
A31/16	30 June	Appraisal Update 2015/16	The Head of Surrey Fire and Rescue Service and the Head of Youth Services to explain why these services were unable to complete 100% of appraisals within the specified deadline.	Head of HR & OD	<p>It has been agreed that this information should be requested by the Chief Executive and will be shared with PPDC once a response has been received from the relevant heads of service.</p> <p>(Updated: 12 August 2016)</p>
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	<p>This information has been commissioned and will be put into a report for the PPDC meeting in October.</p> <p>(Updated: 12 August 2016)</p>

People, Performance & Development Committee – ACTION TRACKING

September 2016

A36/16	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 the Behaviours Framework can be used to improve customer service delivery among County Councillors.	Head of HR & OD	<p>A Cabinet Informal briefing has been scheduled for 18 October and an all Member Seminar will be set up, to share the behaviours with Members and discuss how they can be used to improve customer service.</p> <p style="text-align: center;">(Updated: 15 September 2016)</p>
A40/16	25 August	Senior Appointment of Chief Finance Officer for the Orbis Joint Partnership	The Vice-Chair of PPDC and the Leader of the Residents' Association and Independent Group to update the Committee on the outcome of their discussion with the newly appointed Chief Finance Officer for the Orbis Joint Partnership.		<p>The Committee will receive an update on this discussion at its meeting on 26 September 2016.</p> <p style="text-align: center;">(Updated: 16 September 2016)</p>

COMPLETED

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
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	A briefing on the Pay and Rewards Strategy has been drafted by the Head of HR & OD and this has been circulated to both the Cabinet Member for Business Services and Resident Experience and to the Leader of the Council. The briefing was circulated to PPDC Members on Monday 12 September. (Updated: 12 September 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 was circulated to PPDC Members on 12 September 2016. (Updated: 12 September 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	The Head of HR & OD confirmed that the deadline for tutors and music teachers has been set as 31 August 2016. (Updated: 8 July 2016)

People, Performance & Development Committee – ACTION TRACKING

September 2016

A33/16	30 June	Surrey County Council Behaviours Framework Launch and Plan for Embedding into the Organisation	A report to be brought to a future PPDC meeting detailing the work that the Chief of Staff is doing on developing a process for picking up and progressing ideas which are generated by staff that could help to improve SCC.	Chief of Staff	A report on this will be brought to the People, Performance and Development Committee for its meeting on 12 September. (Updated: 12 September 2016)
A34/16	30 June	Surrey County Council Behaviours Framework Launch and Plan for Embedding into the Organisation	Behaviours Framework to be brought to a future PPDC meeting to give Members a chance to consider how successfully it has been embedded across the organisation	Head of HR & OD	At its meeting on 15 July, the Committee requested an update on progress being made on embedding the Behaviours Framework to be brought to its meeting on 25 June 2017 and has been added to the (Updated: 15 July 2016)
A35/16	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	The Behaviours Framework has been re-ordered as requested by PPDC. (Updated 12 August 2016)
A37/16	15 July	Action Review	Head of HR & OD to send briefing prepared for the Cabinet Member for Business Services and Resident Experience on the Pay and Reward Strategy to the Chairman of PPDC. It was further requested that a briefing on the Behaviours Framework also be put together to share with other local authorities.	Head of HR & OD	A briefing has been prepared in draft and will be sent to Members on the w/c 15 August. (Updated: 12 August 2016)

A38/16	15 July	Action Review	Head of HR & OD to suggest to the Chairman of Council Overview Board that it review progress of embedding the Behaviours Framework in July 2017.	Head of HR & OD	The Head of HR and OD has suggested this to the Chairman of the Council Overview Board. (Updated: 12 August 2016)
A39/16	15 July	Action Review	Surrey County Council's contingent of the panel to appoint of the Chief Finance Officer to comprise of the following three Members: the Cabinet Member for Business Services and Resident Experience, the Leader of the Residents' Association/ Independents Group and the Leader of the Surrey Opposition Forum.	Head of HR & OD	As this is a partnership role and an important senior role in both East Sussex and Surrey, members from both East Sussex and Surrey will have separate appointment panels. The East Sussex panel will sit first and will make a recommendation for appointment pending the decision by Surrey. Recruitment panels are being arranged for members in East Sussex and Surrey in September.

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