

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	The Voicemail mystery shopping exercise has been completed and the Head of Customer Services has been invited to attend the PPDC meeting on 27 October to discuss the outcomes of the exercise. (Updated: 3 October 2016)
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.	Chief Executive	The relevant Heads of Service have been contacted by the Chief Executive and have been asked to provide a response regarding their appraisal completion rate. The Chief Executive will collate his response to PPDC on this with Action A41/16. (Updated: 12 October 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 information has been commissioned and will be put into a report for the PPDC meeting in October. (Updated: 12 August 2016)

People, Performance & Development Committee – ACTION TRACKING September 2016

Annex A

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.	Democratic Services Lead Manager	A Cabinet Informal briefing has been scheduled for 18 October and an all Member Seminar will be set up following this briefing, to share the behaviours with Members and discuss how they can be used to improve customer service. (Updated: 15 September 2016)
A41/16	26 September 2016	Appraisal Update 2015/16	The Committee requested that the Chief Executive comment on this services that still had appraisals outstanding as of 26 September 2016	Chief Executive	The Chief Executive has been asked to provide a comment to the Committee on outstanding appraisals and the steps which can be taken to ensure that all appraisals are completed by services within the stipulated deadline. The Chief Executive will collate his response to PPDC on this with Action A31/16. (Updated: 12 October 2016)
A42/16	26 September 2016	Apprenticeship Reforms	The Head of HR & OD to provide the Committee with the number of full time equivalent (FTE) employees there are at Surrey County Council.	Head of HR & OD	This information has been requested from the Head of HR & OD and will be circulated to the Committee once it has been received. (Updated: 3 October 2016)
A43/16	26 September 2016	Apprenticeship Reforms	Members requested that a follow up report on the Apprenticeship Reforms be considered by PPDC detailing what flexibilities there are within the scheme and whether the funding can be used for general staff training and development.	Regulatory Committee Manager/ Head of HR & OD	A date for the follow up report to be brought to the Committee will be agreed with the Head of HR & OD and added to the PPDC forward plan once it has been agreed. (Updated:3 October 2016)

COMPLETED

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