

ONGOING ACTIONS

Number	Meeting Date	Item	Recommendation / Action	Action by whom	Action update
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	<p>A Cabinet informal briefing was scheduled for 18 October to organise an all Member Seminar for sharing the behaviours framework with Members and discuss how they can be used to improve customer service. Discussions on the seminar had to be postponed, however and so, at its meeting on 27 October, the Chairman of PPDC asked that the Senior Manager, Cabinet & Member support go ahead and plan the seminar.</p> <p>(Updated: 27 October 2016)</p>
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	<p>A note was sent to the Committee on 15 November stating that there are 23 071 Full time Equivalent Employees working at Surrey County Council – 7255 non-schools and 15816 schools.</p> <p>(Updated: 15 November 2016)</p>
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	<p>A follow-up item on the Apprenticeship Reforms will be brought to the People, Performance and Development Committee on 26 January 2016.</p> <p>(Updated:15 November 2016)</p>

People, Performance & Development Committee – ACTION TRACKING

November 2016

A44/16	27 October 2016	Minutes of the Previous Meeting	The Head of HR and OD to circulate a note to Committee Members on Tuesday 1 November detailing the Council's position in regard to the number of completed appraisals across SCC.	Head of HR & OD	This information will be included as part of the Appraisal Update report being considered by the Committee at its meeting on 24 November 2016 (Updated: 15 November 2016)
A46/16	27 October 2016	Proposal to introduce a Professional Development Programme within the Environment and Infrastructure Directorate	Senior Managers within the E&I Directorate should draw up proposals for what a welcome bonus for staff joining the Directorate would be structured and brought back for consideration by PPDC once this had been completed	Head of Planning and Development Group	This action has been highlighted to the Head of the Planning and Development Group for them to progress (Updated: 27 October 2016)
A47/16	27 October 2016	Proposal to introduce a Professional Development Programme within the Environment and Infrastructure Directorate	Head of HR & OD along with relevant heads of service to draw up proposals for ways in which the Council could invest in property for housing frontline staff who would be otherwise unable to afford the cost of accommodation in Surrey	Head of HR & OD	This action has been highlighted to the Head of HR & OD for them to progress (Updated: 27 October 2016)
A48/16	27 October 2016	Proposal to introduce a Professional Development Programme within the Environment and Infrastructure Directorate	PPDC to receive details of the current offer that the Directorate has for engineering and other specialist roles.	Head of Planning and Development Group/ Strategic Business Partner	This action has been highlighted to relevant officers for them to progress (Updated: 27 October 2016)

A49/16	27 October 2016	Pay Policy Exceptions October 2016	The Head of HR & OD to work with the Cabinet Member for Businesses Service to draft a letter regarding adherence to the Council's information governance policies for officers and Members.	Head of HR & OD/ Cabinet Member for Business Services and Resident Experience	This action has been highlighted to relevant officers for them to progress (Updated: 27 October 2016)
A50/16	27 October 2016	Pay Policy Exceptions 2016	The Head of HR & OD to provide confirmation to the Committee that the intention is to delete the SEND Strategic Lead role following the taking on of additional responsibilities by Julie Stockdale.	Head of HR & OD	This action has been highlighted to the Head of HR & OD for them to progress (Updated: 27 October 2016)

COMPLETED 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 was considered by the People, Performance and Development Committee at its meeting on 27 October. (Updated: 27 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 was considered by the People, Performance and Development Committee at its meeting on 27 October. (Updated: 27 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	<p>The following note from the Chief Executive was circulated to the Committee on 7 November 2016.</p> <p>‘I have written to Chief Fire Officer and confirmed there is an action plan in place to improve performance in this area for 2017. Trevor Pugh will monitor progress against this.</p> <p>I have met Garath Symonds to discuss the issue. As an organisation we asked Garath to prioritise the delivery of the MASH and our Early Help offer given how essential they are to our performance and how far behind time they were when he assumed responsibilities. Unfortunately that essential prioritisation did not enable Garath to put the emphasis on meeting expectations around appraisals that he would normally have done. I am confident we will see significant improvement in this in 2017.’</p> <p style="text-align: right;">(Updated: 7 November 2016)</p>
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	<p style="text-align: center;">As Action A31/16.</p> <p style="text-align: center;">(Updated: 7 November 2016)</p>
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	<p>A note was sent to the Committee on 15 November stating that there are 23 071 Full time Equivalent Employees working at Surrey County Council – 7255 non-schools and 15816 schools.</p> <p style="text-align: right;">(Updated: 15 November 2016)</p>

People, Performance & Development Committee – ACTION TRACKING

November 2016

A45/16	27 October 2016	Minutes of the Previous Meeting	The Head of Customer Services to send a communication on behalf of the Leader to reinforce the importance of adherence to the Council's telephone and voicemail policy and to inform ELT that PPDC will be monitoring compliance in future.	Head of Customer Services	An email was send to managers for circulation on 1 November 2016. (Updated: 1 November 2016)
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