

Theme	Actions	Lead / Responsible Portfolio Holder	Lead / Responsible Officer	Timescale	Outcome	Current Status
Staffing levels	Review staffing levels and recruit extra, suitable staff where necessary.	Personnel Cttee	CEO/Corp HR Manager			
Staffing levels	Recruit more suitable, knowledgeable temporary staff to cover sick leave / other leave / work on backlog.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Review council's existing pay and reward policy and assess whether council is still a median payer.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Speed up the recruitment process, / review the Recruitment Policy.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Review the relevant policy taking childcare issues into account.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Carry out staff survey on working from home and revise flexible working policy / Worksmart to take account of views raised.	Personnel Cttee	CEO/Corp HR Manager			Staff Hybrid Working Survey was carried out and results were known in Spring 2021.
Strata	Review sufficiency of current resource allocation to IT.	Cabinet	CEO/S.151 Officer			
Strata	Consider whether software and IT systems reflect best of breed / modern expectations.	Cabinet	CEO/S.151 Officer			
Strata	More capacity within Strata?		CEO/S.151 Officer			
Training for Members	Recognise need for ongoing Code of Conduct training and re-enforcement of good Member behaviours.	Chair of Council/Cllr Loudoun	Monitoring Officer			
Training for Members	Further training for Members around who is responsible for what, who to contact with their requests and how. In addition, training in how councils are split into operational and strategic.	Chair of Council/Cllr Loudoun	Monitoring Officer			
Training for Members	Further training for Members around how councils are split into operational and strategic / how the best councils operate.	Chair of Council/Cllr Loudoun	CEO/MO			
Training for Members	Consider training for Members on principles of motivation / effective relationships with people.	Chair of Council/Cllr Loudoun	CEO/MO			
Training for Members	Further training for Members around their roles, council procedures and the Code of Conduct.	Chair of Council	Monitoring Officer			
Demands and Behaviour of Members	Members to play their part in making sure customer demands and expectations are also realistic.	Chair of Council/Cabinet	CEO/SMT+			
Demands and Behaviour of Members	Make sure Member demands and expectations are realistic, and, if relevant, are reported to the right place / person in the most efficient way.	Chair of Council/Cabinet	CEO/SMT+			
Demands and Behaviour of Members	Members to not micro-manage projects / reports.	Cllr Loudon	CEO/SMT+			
Demands and Behaviour of Members	Members to treat staff with respect, and apply the Code of Conduct.	Chair of Council	Monitoring Officer			
Demands and Behaviour of Members	Leading Members to stop creating a blame / fear culture and a culture where bullying is exhibited, encouraged and rewarded.	Cabinet	CEO/MO			
Demands and Behaviour of Members	Work with LGA and others to promote good behaviours and initiate appropriate interventions	Chair of Council/Cabinet	CEO/MO			
Demands and Behaviour of Members	Improve relationships, communications and engagement with Members.	Chair of Council/Cllr Loudoun	CEO/MO			
Demands and Behaviour of Members	Review / revise the Member / officer protocol.	Chair of Council	Monitoring Officer			
Council Plan	Have a realistic and clear / affordable Council Plan that can guide where change happens.	Cabinet	CEO/SMT+	Oct-21	Agreed and published Council Plan	Progressing through the committee process leading to full Council sign off in October 2021
Council Plan	Have a realistic and clear Council Plan that staff can work towards to help prioritise what they should and should not be spending time on. What can staff say 'no' to.	Cabinet	CEO/SMT+	Oct-21	Agreed and published Council Plan	Progressing through the committee process leading to full Council sign off in October 2021
Council Plan	Have a realistic, clear and affordable Council Plan that staff can work towards to help guide the roles of all staff within the council.	Cabinet	CEO/SMT+	Oct-21	Agreed and published Council Plan	Progressing through the committee process leading to full Council sign off in October 2021
Engagement	Whole organisation to work to a 'one council' ethos.	Cabinet	CEO/SMT+			
Engagement	Review methods of how bigger changes are communicated to staff. For example use videos, paper, virtual / face to face meetings, phone calls as well as email.	Cllr Jackson	CEO/Corp HR Manager			
Engagement	Review interaction between CSC and service departments to ensure optimum engagement with customer.	Cabinet	CEO/SMT+			
Working practices	Recognise that there's been a change in working practices due to Covid. Where that has been beneficial to workloads, have policies to keep it in place.	Personnel Cttee	CEO/Corp HR Manager			
Budgeting	Cut back on non-statutory services where possible.	Cabinet	SMT+			
Procedure in meetings	More, longer breaks in meetings.	Cabinet/Cttee Chairs	Monitoring Officer			