Date of meeting	Action point	Responsible for action	Date of action completed	Date chased if not actioned	Final date it needs to be actioned by	Update on Action Point	Minute & page Number
06/03/18	M Brookes to ensure that the outstanding action from 7 November allocated to D Skinner is completed. D Skinner to confirm if Housing intended to fill the vacancies in Housing Cleaning Service and Supporting People - Following update on 07/11/17, Chair directed that AP remain open.	M Brookes		24/05/2018		A restructure of the Supported Housing Service has been completed which took into account the high vacancy level and regular use of agency staff. Three vacant Supported Housing Officer posts were deleted and salaries were reviewed in line with new responsibilities around safeguarding, health and safety checks and levels of vulnerable tenants. The Development Officer role was also deleted and put a member of staff at risk of redundancy. This allowed the restructure to be completed at a small increase to overall cost of the service. We expected the changes will reduce the high turnover of staff, use of costly agency charges and allow more effective management to provide an effective service. The cleaning service vacancies were to be filled on a like for like basis, in order to maintain the service delivery standards. The Cleaning Co-ordinator role, was not replaced and the saving from this has been used to create a post in the compliance team to co-ordinate the delivery of the disabled adaptations across the HRA and private sector.	OS/090/17
06/03/17	M Brookes to confirm the details of the election at The Mount prison relating to the % of prisoners who voted.	M Brookes		24/05/2018			OS/092/17
06/03/17	R Smyth to contact Herts County to get an idea of how their training academy works	R Smyth				HCC call centre is outsourced to Serco, they work on a temp to perm basis and have an agreement with Adecco for recruitment. If someone is suitable they will be transferred from temporary contract to the permanent one. HCC's training is similar to the	OS/093/17

						Council's in that they deal with multiple enquiries so a new member of staff starts on one service plus some smaller ones and then progresses to another service. HCC also operates a 'Training Academy' and they will typically take on 5-6 temporary staff. In addition they have approx. 50 members so they have the economies of scale to be able to take out groups of people to train (and all staff are in one location). DBC does not have this volume of staff (or costs) and the CSU operates across multiple locations, so we do not think this approach would be the most effective solution. HCC has also stopped using a 'pool of people'. However, DBC continues to recognise the challenge associated with training and this is an issue that we are seeking to address through a range of proposals as part of our current major CSU review, which is due to report to CMT in June.	
06/03/17	R Smyth to report back on the number of media meetings held and our media score for the Communications Team	R Smyth				We do not hold traditional media meetings as such, but are in weekly contact with the media. We do not have a "media score", but monitor and evaluate our channels separately using analytics of the respective channels (e.g. Website, individual social media channels, Digital Digest, press coverage etc.)	**OS/093/17**
06/03/17	R Smyth to clarify the numbers in the Communications information point 2.13	R Smyth				Outbound messages are those posted by DBC on our social media channels. 1,650 refers to the number of posts posted during Q3 (this highlights the volume of this communication channel for our residents). Our 18 social media accounts (now 15) refers to individual accounts (e.g. DBC Facebook account, DBC Twitter account, DBC LinkedIn account, DBC Housing account, The Old Town Hall Facebook account, The Old Town Hall Twitter account etc.). Direct messages (600) refers to	**OS/093/17**

						direct (private) messages received from residents on our social media channels in Q3. This does not include comments on posts. Total Twitter reach (4.8 million in Q3) refers to the metric that allows us to quantify not only the users we engaged with, but the followers of those users, who may have seen our @handle or Tweet. This translates into hundreds of thousands and millions in terms of potential audience.	
06/03/17	M Rawdon to provide an update at the next meeting on sickness data	M Rawdon				presentation to be given on 12 June by Matt Rawdon in the actions	OS/093/17