

Recommendations Due After 31 July 2015

ACTION PLAN NO:	WEAKNESSES/GOOD GRADE:	AGREED ACTION:	DATES :	COMMENT/EXPLANATION:	PYRAMID: RESPONSIBLE
DEPARTMENT CUSTOMER SERVICES SERVICE IMPROVEMENT & HR <u>REPORT NAME LEARNING AND DEVELOPMENT – HR TRAINING</u>					
8	A number of inaccuracies were identified in the recording and reporting processes in respect of PRD figures, the methodology allows scope for inconsistencies or inaccurate information. There have been a number of criteria filters set with regards to what 'eligible criteria' is defined as. MEDIUM	An amended approach to managing PRD recording is developed and agreed by SMT.	30 June 2015 30 September 2015	The pyramid team require time to update the system to reflect the reporting of PRDs expected and PRDs completed as opposed to using figures pertaining to people which do not reflect accurately the number of PRDs required due to instances of multiple post holders.	Delayed but rescheduled Head of Improvement & HR