

RECORD OF ACTION POINTS:

Performance and Governance Committee Date: 15 November 2011

<u>Action</u>	<u>Description of Action</u>	<u>Response from Responsible officer</u>
ACTION 1	For the purposes of black and white printing, Officers to investigate a better way of identifying the traffic light colours in grayscale. <i>(Minute 37 - Performance Monitoring Report.)</i>	Officers are continuing to investigate whether reports provided from Covalent can be generated more clearly rather than in shades of grey, without reverting to more costly colour printing. The next performance report is due at the March Performance & Governance Committee meeting where it is hoped a solution can be delivered (21.12.11).
ACTION 2	Future reports to contain figures as well as the percentages when referring to the number of complaints at all Stages. <i>(Minute 40 - Formal Customer Complaints Monitoring 2010/11.)</i>	This has been noted and will be acted upon in the next annual update (08.12.11).

