

This action plan for service improvements has arisen directly from customer feedback in Academic year 2015/16 in relation to the service we provide in HR.

	Customer Satisfaction Feedback	Where information came from	Service Improvement	Timescale	Progress to date
1	A better system for recording Absence and Holidays	Service Feedback Questionnaire	Removal of holidays cards for Support staff. This is now a spreadsheet that consists of holiday entitlement and also a section to capture absence to send to HR to record	September 2016	This has been sent to all professional Services functions. Awaiting feedback through HRBP's
2	Recruitment process needs to be more streamlined	Service Feedback Questionnaire	Customer Journey created and placed on the website  Recruitment templates to be completed – Advert and JDPS templates	October 2016  October 2016	Draft completed need to be checked and put onto the website Final checks and sign off
3	Consistent timescales and less variability	Service Feedback Questionnaire	SLA introduced  Templates completed	September 2016  Check with CS	On our website
4	Remove the need to have HR representative on the recruitment panel	Service Feedback Questionnaire	As long as all panel members are recruitment trained, HR do not attend the interviews but ensue that they are there for the recruitment wash up	September 2016	Completed

5	More regular Management Forums	Service Feedback Questionnaire	Manager’s forums will take place on the first Thursday of every month	September 2016	1 <sup>st</sup> one scheduled for 5 <sup>th</sup> October 2016
6	More information on our HR pages	Service Feedback Questionnaire	HR webpages have been revamped to include – About HR, HR contact details, Feedback, You said we did	September 2016	ongoing
7	Online management software, allowing managers to record and access details of their staff including annual leave requests, sickness absence, personal details. Ideally this would also allow staff to record their own annual leave requests and managers can then authorise.	Service Feedback Questionnaire	Spreadsheet for Absence and holidays.  Data collated to ensure consistent figures  Project team to be pulled together to develop manager Self-Serve	September 2016  September 2017  September 2017	Completed but may change subject to feedback  Interim Systems officer to collate the data to input into the project team
8	Application forms to be easier to complete	Recruitment Satisfaction feedback	Form has been changed so that text boxes are expandable	May 2016	Completed