

Action	Officer update
<p>1. Increase uptake of ethical awareness training - increase staff/member uptake of the Anti-bribery and Fraud Awareness e-learning modules, noting uptake levels through the Civic year. (Leadership Team; Learning & Development; Committee Services)</p>	<p>ONGOING</p> <p>There has been a two percentage-point increase in staff uptake of Fraud Awareness Training (53% to 55%), and a two percentage-point increase in Member uptake of Fraud Awareness (16% to 18%). For Anti-Bribery, the staff uptake rate has stayed the same (84%), while the uptake rate for Members has increased six percentage-points (16% to 22%). These figures compare data from May 2023 to January 2024. It should be noted that the figures include those who have completed the training as well as those who have commenced but not finished it. However, the vast majority are complete.</p> <p>Learning and Development have been working with the Shared Anti-Fraud Service (SAFS) to improve ethical awareness training uptake. SAFS have recently presented at a Senior Managers Group meeting, at a Council meeting, and are scheduled to attend the March staff briefing to reiterate the importance of completing the training. Uptake rates will continue to be monitored following these engagements.</p>
<p>2. Review and develop a Member training programme for commencement after the May 2024 local election. (Leadership Team; Committee Services; Learning and Development)</p>	<p>COMPLETE</p> <p>Committee Services met with the Member Learning and Development Champions to discuss feedback on the 2023 Member training programme. They also ran a survey for Members who attended the 2023 training sessions and Officers who presented the sessions. Feedback from these surveys was compiled and has helped to shape the 2024 training programme.</p> <p>Committee Services have developed a plan for Member Induction sessions that will be running during the official Induction Week (13th-17th May). This covers Code of Conduct training, Member Support, and Introduction to Committees. In addition to this there will be specific training on Scrutiny, Finance, and Planning, as well as the introduction of Member Development Sessions on roughly a bi-monthly basis, which will focus on relevant topics. Committee Services have met with the Group Leaders; they are happy with the plan that has been developed.</p>

Appendix B Action Plan update

<p>3. The Inclusion Group to establish a procedure for developing recommendations and delivering these to Leadership Team. (Inclusion Group; Human Resources; Policy)</p>	<p>COMPLETE</p> <p>Process agreed: HR and Policy & Strategy to produce a summary of the discussion that took place at each Inclusion Group meeting, including recommendations based on the discussion. The Service Director – Resources to take the summary and recommendation document to the Leadership Team for their consideration following each Inclusion Group meeting.</p> <p>This process is now enacted.</p>
<p>4. Develop greater scrutiny of performance against the gender pay gap action plan (Human Resources; Inclusion Group; Leadership Team; Joint Staff Consultative Committee)</p>	<p>COMPLETE</p> <p>The data on the gender pay gap is reported to the Leadership Team and Joint Staff Consultative Committee annually.</p> <p>The Inclusion Group proposed that a subgroup be set up to analyse the data around the gender pay gap and plan measures to improve the gap. This subgroup was first convened in September 2023. Updates on the actions developed will be regularly reported to the Inclusion Group, Leadership Team, and the Joint Staff Consultative Committee.</p>
<p>5. To monitor trends and circumstances around Local Government Ombudsman (LGO) complaints via the review of quarterly reports (Leadership Team)</p>	<p>COMPLETE</p> <p>LGO complaints included in the Customer Contact Dashboard that is presented to Leadership Team on a quarterly basis.</p>
<p>6. Implement the action plan, once agreed with the relevant Committees and Cabinet, which is being proposed to Overview & Scrutiny and Finance, Audit, and Risk Committees from June 2023. (Leadership Team / Overview & Scrutiny and Finance, Audit and Risk Committees to monitor).</p>	<p>COMPLETE</p> <p>Overview & Scrutiny and Finance, Audit, and Risk have agreed action plans which they are taking forward with the support of relevant officers. The Committees review progress against their actions.</p>