

Appendix B Action Plan update

Action	Officer update
<p>1. Monitor and evaluate the success of the 2024 Member Induction Programme and reflect whether any changes are needed as a result. (Democratic Services, HR, Leadership Team)</p>	<p>Democratic Services have met with Group Leaders to discuss feedback on the Induction programme. The feedback was generally positive, with a few points to consider for future induction.</p> <p>Generally positive feedback was also received through an online survey of Members, and further feedback has been raised with the Committee, Member, and Scrutiny Manager by individual Members.</p> <p>Feedback has been taken on board and a Development Week is due to be held in May 2025.</p>
<p>2. Evaluate officer uptake of essential training modules and review options for increasing uptake where completion rates are below 75%. (HR, Leadership Team)</p>	<p>Uptake of training is monitored by HR and the Leadership Team at regular intervals. As of the most recent update, only the Fraud Prevention module had a completion rate of less than 75%. As of December 2024, the Fraud Prevention module had not yet been rolled out on the new learning system. This is due to be done in early 2025. The new system will allow for more detailed reporting and chasing to increase completion rates.</p>
<p>3. Develop improved oversight of cyber security risks (via new Cyber Security Board) and develop controls or actions to limit exposure. (Cyber Security Board, IT, Leadership Team)</p>	<p>A Cyber Resilience Board was formed in May 2024, with the first full Board Meeting taking place in August. The Board includes amongst others the Managing Director; The Service Director for Customers; The Service Director for Resources, as well as Members from both the administration and opposition.</p>
<p>4. Further develop the Budget Hub and opportunities for residents to engage via this platform once the General Election has passed. (Communications Team, Leadership Team)</p>	<p>The Budget Hub is available for residents to access and includes information on how Council Tax is spent and how we set our budget. The timeline is also laid out, highlighting when the budget consultation will launch in 2025.</p> <p>North Herts Council: North Herts Budget Hub</p>
<p>5. Develop and implement an action plan to respond to the recommendations of the upcoming Corporate Peer Challenge. (Leadership Team)</p>	<p>The Corporate Peer Challenge report was presented to Cabinet in January. The action plan is being worked on and will be considered by Cabinet in March.</p>
<p>6. Continue to develop processes for collecting Social Value that has been committed and has been delivered for contracts above £50k, but either below the threshold for using the Social Value Portal or not relevant to use the Social Value Portal. This will include any Social Value provided through alternative contracting routes e.g.</p>	<p>We are collecting this information where it is available. There is further work to do to simplify the process, ensure all information is provided, and standardise the content.</p>

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<p>framework contracts. (Procurement Team)</p>	
<p>7. Share the information accumulated around Social Value collection (including data from the Social Value Portal) with contract managers to improve the awareness of the Social Value that can be delivered. (Procurement Team)</p>	<p>This is a regular item for the Contracts and Procurement Group. It will remain as a standing item.</p>
<p>8. Develop reporting (e.g. value committed and value delivered) on Social Value so that it can be provided as part of performance reporting. (Procurement Team, Leadership Team)</p>	<p>This remains in progress. It is linked to the preceding two actions, and also delayed by work to implement the Procurement Act 2023.</p>
<p>9. Review organisational structure following adoption of the Council Plan for the four-year administration. (Leadership Team)</p>	<p>Organisational structure is being considered as part of the constitution review, and the Managing Director is currently reviewing the structure of the Leadership Team and Senior Managers. A consultation on these proposals was launched during the week commencing 6th January 2025, with all employees invited to comment. All feedback must be received by 7th February, at which point feedback will be considered and will inform the proposal that is put before Full Council.</p>