



ST HELENS
BOROUGH COUNCIL

Town Hall, St. Helens, Merseyside, WA10 1HP

Telephone: 01744 673219 Mrs Joanne Griffiths MBE

Agenda

STANDARDS COMMITTEE

PUBLIC MEETINGS ARE WEBCAST (LIVE STREAMED)

Date: Tuesday, 17 January 2023 Time: 4.00 pm Venue: Room 10

Membership

**Lab 6 Councillors Bond (Chair), Bowden, Johnson, Maloney MBE,
McCormack and Murphy**

Grn 1 Councillor Hawley

LD 1 Councillor Pearl

Ind 1 Councillor Stevenson

1 vacancy

<u>Item</u>	<u>Title</u>	<u>Page</u>
1.	<u>Apologies for Absence</u>	
2.	<u>Minutes of the Meeting held on 4 July 2022</u>	3
3.	<u>Declarations of Interest from Members</u>	
4.	<u>Local Government and Social Care Ombudsman Annual Letter 2021/22</u>	7
5.	<u>Local Government and Social Care Ombudsman Complaints 2022/23</u>	15
6.	<u>Member Training and Development Update</u>	23
7.	<u>Update on Code of Conduct Complaints Against Elected Members</u>	verbal

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STANDARDS COMMITTEE

At a meeting of this Committee held on
4 July 2022

(Present) Councillors Bond (Chairman), Bowden, Hawley, Johnson, Maloney
MBE and McCormack.

(Not Present) Councillors Betts, Murphy, Pearl and Stevenson

1 APPOINTMENT OF CHAIRMAN

* Resolved that Councillor Bond be appointed Chairman.

Councillor Bond here took the Chair.

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Murphy and Pearl.

3 MINUTES

* Resolved that the Minutes of the meeting held on 18 January 2022 be approved and signed.

4 DECLARATIONS OF INTEREST FROM MEMBERS

No Declarations of Interest from Members were made.

5 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN COMPLAINTS 2022/23

A report was submitted which informed the Committee of Ombudsman cases from 1 April 2022 to 31 May 2022.

The report summarised the number of complaints against the Council determined by the Ombudsman which were explained by the Monitoring Officer.

A question was raised if there was evidence of the Ombudsman not investigating some complaints due to the backlog following the pandemic. The Monitoring Officer responded they were not aware of any formal notification of this from the Ombudsman but would look into the matter further.

* Resolved that the report be noted.

6 MEMBER TRAINING AND DEVELOPMENT UPDATE

A report was submitted which detailed the training opportunities available to Members and attendance rates from 11 January 2022 to the 16 June 2022, and Member training currently planned for the remainder of 2022/2023.

In accordance with the records held by the Organisational Design and Development Team, 25 briefing/training sessions were delivered during the period of 11 January 2020 to 16 June 2022, including 14 induction sessions for

STANDARDS COMMITTEE

new Members. The sessions were attended by a total of 181 members and detailed in Appendix 1 to the report.

In addition to the briefing events detailed in Appendices 1 and 2 respectively, Members also had access to over 1000 e-resources on the Learning Hub, bitesize learning on the IT Learning Support Hub, and e-learning opportunities on the My Learning and LGA platform. These resources were available all via the Council's intranet.

Members asked that the month of August be avoided on the training schedule where possible.

* **Resolved that the report be noted.**

7 GOVERNMENT RESPONSE TO COMMITTEE ON STANDARDS IN PUBLIC LIFE REVIEW OF LOCAL GOVERNMENT ETHICAL STANDARDS

A report was submitted which informed the Committee of the Government's response to the Committee on Standards in Public Life Review Report.

The Committee on Standards in Public Life ("CSPL") advised the Prime Minister on ethical standards across the whole of public life in England. It monitored and reported on issues relating to the standards of conduct of all public office holders. CSPL was an independent advisory non departmental public body. It was responsible for promoting the Seven Principles of Public Life.

In January 2019, the CSPL published a report following its review of Local Government Ethical Standards. The report made recommendations to central government for consideration to strengthen the current standards and conduct framework, some of which would require changes to legislation. The report also made best practice recommendations for local authorities to consider in relation to their local standards arrangements for elected members.

Standards Committee considered the CSPL review report at its meeting held on 2 April 2019. The Committee was advised that a further report would be submitted when the government's response is received in due course.

On 18 March 2022, the Government published its response to the CSPL report, which was attached at Appendix 2. The Government response was to the CSPL's individual recommendations that were directed at the Government. This was the first opportunity for the Committee to consider the response since the publication of the Government's response.

* **Resolved that the report be noted.**

8 REVISED PROTOCOL FOR COUNCILLORS AND OFFICERS DEALING WITH PLANNING MATTERS AND RELATED CONSTITUTIONAL CHANGES

A report was submitted which informed Members of proposed revisions to the Protocol for Councillors and Officers Dealing with Planning Matters (known as the Planning Protocol) and related constitutional changes.

The report was also considered and approved by Planning Committee on 28 June 2022 and the agreed comments of Standards Committee and Planning Committee would then be considered by Council at its meeting to be held on 12 July 2022, prior to

STANDARDS COMMITTEE

its adoption of an updated Protocol and the making of any related constitutional changes.

The Planning Protocol aimed to ensure that, within the planning process, there were no grounds for suggesting that a planning decision taken by officers or Members had been biased, partial or not well founded in any way. The Protocol was a living document and had been the subject of amendment over the years to ensure it reflected current best practice.

- * **Resolved that Council be recommended to agree the proposed revisions to the Planning Protocol and related changes to Part 3 of the Council's Constitution.**

9 UPDATE ON CODE OF CONDUCT COMPLAINTS AGAINST ELECTED MEMBERS


A verbal report was made by the Monitoring Officer which updated the Committee on complaints received alleging breaches of the Code of Conduct. Council had delegated powers to the Monitoring Officer to consider complaints and determine if they should be the subject of a full investigation in accordance with the agreed Procedure for Dealing with Complaints regarding breach of the Code. Since January 2022, the Monitoring Officer had received 11 complaints against Members including Parish Councillors, which had been dealt with under delegated powers. All of the complaints were submitted from members of the public. Out of 11 cases, five were concluded at stage 1 of the Procedure which the Monitoring Officer decided not to investigate in accordance with the examples listed in Appendix 1 of the Procedure. One case concluded at stage 2 of the Procedure by way of alternative resolution i.e. informal advice. There were five complaints outstanding.

In answer to questions about Code of Conduct training for parish councillors, the Monitoring Officer confirmed they are in the process of arranging Code of Conduct training for all Parish Councillors. and the option of charging for the training would be considered.

- * **Resolved that the verbal update be noted.**

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 <p>ST HELENS BOROUGH COUNCIL</p>	<h2>Standards Committee</h2> <h3>17 January 2023</h3>
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Report Title:	Local Government and Social Care Ombudsman Annual Review Letter 2021/22
Cabinet Portfolio	Finance and Governance
Cabinet Member	Councillor Martin Bond
Exempt Report	No
Reason for Exemption	N/A
Key Decision	No
Public Notice issued	N/A
Wards Affected	All
Report of	Jan Bakewell Director of Legal and Governance janbakewell@sthelens.gov.uk
Contact Officer	Joanne Griffiths MBE Team Manager- Democratic and Scrutiny Services joanegriffiths@sthelens.gov.uk

Borough priorities	Ensure children and young people have a positive start in life	
	Promote good health, independence, and care across our communities	
	Create safe and strong communities and neighbourhoods for all	
	Support a strong, thriving, inclusive and well-connected local economy	
	Create green and vibrant places that reflect our heritage and culture	
	Be a responsible Council	X

1. Summary

- 1.1 To report the receipt of the Annual Review Letter from the Local Government and Social Care Ombudsman.

2. Recommendations for Decision

- i. **Standards Committee is recommended to note the report.**

3. Purpose of this Report

- 3.1 To report the Annual Review letter which the Local Government and Social Care Ombudsman sent to the Chief Executive on 21 July 2022 and is reported to the next ordinary meeting of the Standards Committee. The letter was also emailed to all Members on 27 July 2022.

4. Background /Reasons for the recommendations

- 4.1 The Local Government and Social Care Ombudsman (LGSCO) provides an Annual Review Letter to each Council to help inform elected members of their respective Council's performance in relation to complaints. A copy of the letter is attached to the report at Appendix 1.
- 4.2 The Annual Review Letter provides information in relation to the number of complaints received by the LGSCO in the twelve-month period ending 31 March 2022, as well as the decisions reached by the LGSCO in the same period. Members will note that in the period, eleven out of thirteen complaints were upheld, which, in comparison to 2020/21, was seven more (4 out of 5 complaints were upheld). In the 2020/21 year the Ombudsman's Office received and decided fewer complaints than normal as they stopped accepting new complaints for three months due to Covid-19.
- 4.3 The Ombudsman reported that in 100% of cases they were satisfied the authority had successfully implemented their recommendations.

4.4 The significant challenges facing the Council in terms of budget reductions does mean that it becomes harder to continue to meet expectations and can impact on the scope for, and level of, complaints. The Council continues to treat all complaints seriously and ensures we take on board any learning points and make necessary changes to our processes where appropriate.

4.5 With regard to the increased number of upheld complaints compared to previous years. The Council's programme of transformation and performance improvement will allocate focused resource to address and support any performance issues highlighted by upheld complaints. The Policy, Change & Reform department (reporting to the Assistant Chief Executive) includes responsibility for Policy, Performance, Business Intelligence, Communications and Reputational Management, including all complaints. This ensures the Council reviews lessons learnt from resident concerns and complaints to inform the continuous improvement of services.

5. Consideration of Alternatives

5.1 None

6. Conclusions

6.1 To note the Annual Review letter.

7. Legal Implications

7.1 None

8. Community Impact Assessment (CIA) Implications

8.1 None

9. Social Value

9.1 None

10. Sustainability and Environment

10.1 None

11. Health and Wellbeing

11.1 None

12. Equality and Human Rights

12.1 None

13. Customer and Resident

13.1 None

14. Asset and Property

14.1 None

4

15. Staffing and Human Resources

15.1 None

16. Risks

16.1 None

17. Finance

17.1 None

18. Policy Framework Implications

18.1 None

19. Impact and Opportunities on Localities

19.1 None

20. Background Documents

20.1 None

21. Appendices

21.1 Appendix 1 – Annual Review Letter 2022

20 July 2022

By email

Mrs O'Dwyer
Chief Executive
St Helens Metropolitan Borough Council

Dear Mrs O'Dwyer

Annual Review letter 2022

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2022. The information offers valuable insight about your organisation's approach to complaints. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we agreed with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 27 July 2022. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your

Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Supporting complaint and service improvement

I know your organisation, like ours, will have been through a period of adaptation as the restrictions imposed by the pandemic lifted. While some pre-pandemic practices returned, many new ways of working are here to stay. It is my continued view that complaint functions have been under-resourced in recent years, a trend only exacerbated by the challenges of the pandemic. Through the lens of this recent upheaval and adjustment, I urge you to consider how your organisation prioritises complaints, particularly in terms of capacity and visibility. Properly resourced complaint functions that are well-connected and valued by service areas, management teams and elected members are capable of providing valuable insight about an organisation's performance, detecting early warning signs of problems and offering opportunities to improve service delivery.

I want to support your organisation to harness the value of complaints and we continue to develop our programme of support. Significantly, we are working in partnership with the Housing Ombudsman Service to develop a joint complaint handling code. We are aiming to consolidate our approaches and therefore simplify guidance to enable organisations to provide an effective, quality response to each and every complaint. We will keep you informed as this work develops, and expect that, once launched, we will assess your compliance with the code during our investigations and report your performance via this letter.

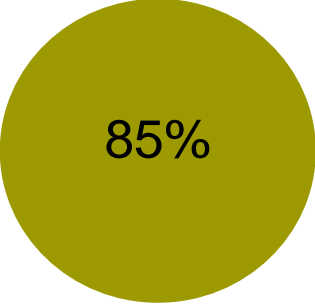
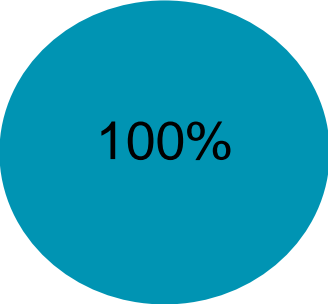
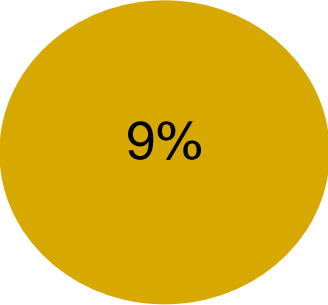
An already established tool we have for supporting improvements in local complaint handling is our successful training programme. We adapted our courses during the Covid-19 pandemic to an online format and successfully delivered 122 online workshops during the year, reaching more than 1,600 people. To find out more visit www.lgo.org.uk/training.

We were pleased to deliver an online complaint handling course to your staff during the year. I welcome your Council's investment in good complaint handling training and trust the course was useful to you.


Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Complaints upheld		
 <p>85%</p>	<p>85% of complaints we investigated were upheld.</p> <p>This compares to an average of 68% in similar organisations.</p>	<p style="text-align: center;">11 upheld decisions</p> <p>Statistics are based on a total of 13 investigations for the period between 1 April 2021 to 31 March 2022</p>
Compliance with Ombudsman recommendations		
 <p>100%</p>	<p>In 100% of cases we were satisfied the organisation had successfully implemented our recommendations.</p> <p>This compares to an average of 100% in similar organisations.</p>	<p>Statistics are based on a total of 10 compliance outcomes for the period between 1 April 2021 to 31 March 2022</p>
<ul style="list-style-type: none"> • Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning. 		
Satisfactory remedy provided by the organisation		
 <p>9%</p>	<p>In 9% of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.</p> <p>This compares to an average of 11% in similar organisations.</p>	<p style="text-align: center;">1 satisfactory remedy decision</p> <p>Statistics are based on a total of 11 upheld decisions for the period between 1 April 2021 to 31 March 2022</p>

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 <p>ST HELENS BOROUGH COUNCIL</p>	<h2>Standards Committee</h2> <h3>17 January 2023</h3>
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Report Title:	Local Government and Social Care Ombudsman Complaints 2022/23
Cabinet Portfolio	Finance and Governance
Cabinet Member	Councillor Martin Bond
Exempt Report	No
Reason for Exemption	N/A
Key Decision	No
Public Notice issued	N/A
Wards Affected	All
Report of	Jan Bakewell Director of Legal and Governance janbakewell@sthelens.gov.uk
Contact Officer	Joanne Griffiths MBE Team Manager- Democratic and Scrutiny Services joanegriffiths@sthelens.gov.uk

Borough priorities	Ensure children and young people have a positive start in life	
	Promote good health, independence, and care across our communities	
	Create safe and strong communities and neighbourhoods for all	
	Support a strong, thriving, inclusive and well-connected local economy	
	Create green and vibrant places that reflect our heritage and culture	
	Be a responsible Council	X

1. Summary

- 1.1 To report the complaints being dealt with by the Local Government and Social Care Ombudsman (LGSCO) for 2022/23.

2. Recommendations for Decision

- i. **Standards Committee is recommended to note the report.**

3. Purpose of this Report

- 3.1 To report the statistics of complaints for 2022/23 being dealt with by the Local Government and Social Care Ombudsman.

4. Background /Reasons for the recommendations

- 4.1 Monthly figures are reported to members informing them of complaints being or that have been dealt with by the Local Government and Social Care Ombudsman. The report attached at Appendix 1 provides details of cases up to November 2022.

5. Consideration of Alternatives

- 5.1 None.

6. Conclusions

- 6.1 To note the figures for 2022/23

7. Legal Implications

- 7.1 None.

8. Community Impact Assessment (CIA) Implications

8.5 N/A

9. Social Value

9.5 None.

10. Sustainability and Environment

10.5 None.

11. Health and Wellbeing

11.5 None.

12. Equality and Human Rights

12.5 None.

13. Customer and Resident

13.5 None.

14. Asset and Property

14.5 None.

15. Staffing and Human Resources

15.5 None.

16. Risks

16.5 None.

17. Finance

17.5 None.

18. Policy Framework Implications

18.5 None.

19. Impact and Opportunities on Localities

19.5 None.

20. Background Documents

20.5 None

21. Appendices

Appendix 1: LGSCO Statistics 2022/23

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CURRENT OMBUDSMAN CASES 2022/2023
REPORT - UP TO 31 DECEMBER 2022

Please find below a summary of the number of complaints determined since 1 April 2022. Appendix A to the report details the present position on each current Ombudsman case as at 31 December 2022.

DECISION RESULT 2022-2023	Figures 2021-22		Departments 2021-22
Premature Complaints <i>Corporate & Other Services – 1</i> <i>Planning – 2</i> <i>People's Services – 2 (Children's 1, Adults 1)</i> <i>Benefits & Taxation – 1</i> <i>Place Services – 1</i> <i>Housing – 1</i>	8		
Complaints Settled Locally			
Closed after Initial Enquiries – No Further Action <i>Highways – 1</i> <i>Corporate & Other Services – 3</i> <i>People's Services – Adults – 1</i> <i>Environmental Services – 1</i>	6	3	<i>People's Services – 1 (Adults)</i> <i>Benefits & Taxation – 1</i> <i>Corporate & Other Services</i>
Closed after Initial Enquiries- Out of Jurisdiction <i>Corporate & Other Services – 1</i> <i>People's Services – 2 Children's</i>	3	4	<i>People's Services -3 (Adults 2, Children's 1)</i> <i>Benefits & Taxation - 1</i>
Not Upheld: No Maladministration <i>Corporate & Other Services – 1*</i> <i>Planning – 1</i> <i>People's Services – 1 (Adults)</i>	3	1	<i>People's Services – 1(Adults)</i>
Not Upheld: No Further Action			
Report Issued: Not upheld; No Maladministration			
Upheld: Maladministration; No Injustice <i>People's Services – 1 (Children's**)</i>	1	1	<i>People's Services – 1(Children's)</i>
Upheld: Maladministration and Injustice <i>People's Services – 5 – (Adults 4, Children's 1)</i>	5	8	<i>People's Services – 7 (Adults 3, Children's 4)</i> <i>Planning - 1</i>
Upheld: No Further Action			
Report Issued: Upheld; Maladministration and Injustice			
Report Issued: Upheld; Maladministration; No Injustice			
Not Upheld: Maladministration but No Injustice			
Not Investigated/Discontinued Investigation			
Total number of Complaints Determined	26	17	
Ongoing complaints as yet undetermined, or carried forward <i>People's Services – 2 (Adults)</i> <i>Planning – 1</i>	3	3	<i>People's Services –5 (Adults 2– Children's 1)</i>

19

Corporate Services – 1 Was Closed No further Action – Re-opened & Closed Not Upheld, No Maladministration)**Children's – 1 Decision overturned, case re-opened, Closed as Upheld Maladministration, no Injustice)*


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CURRENT OMBUDSMAN CASES 2022/2023

UP TO 31 DECEMBER 2022

<u>REFERENCE</u>	<u>DATE RECEIVED</u>	<u>OMBUDSMAN'S REF. NO.</u>	<u>SUBJECT OF COMPLAINT</u>	<u>DEPARTMENT/ SECTION CONCERNED</u>	<u>POSITION</u>
OMB 15/2022-23	7/9/2022	22 003 504	Care fees	People's Services - Adults	7/9/22 5/10/22 6/10/22 20/10/22 9/12/22 23/12/22 Complaint received from Ombudsman Response sent to Ombudsman Ombudsman requested further information Response sent to Ombudsman Draft decision received from Ombudsman with request for comments Response sent to Ombudsman
OMB 16/2022-23	11/9/2022	21 018 898	Planning permission issue	Planning	11/9/22 18/10/22 30/11/22 Complaint received from Ombudsman Awaiting allocation to an Investigator Ombudsman requested further information
OMB OMB 17/2022/23	22/9/2022	22 005 442	Care package	People's Services - Adults	22/9/22 27/10/22 24/11/22 13/12/22 22/12/22 Complaint received from Ombudsman Response sent to Ombudsman Ombudsman requested further information Ombudsman requested further information Response sent to Ombudsman

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 ST HELENS BOROUGH COUNCIL	<h2>Standards Committee</h2> <h3>17 January 2023</h3>
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Report Title	Member Training and Development Update
Cabinet Portfolio	Finance and Governance
Cabinet Member	Councillor Martin Bond
Exempt Report	No
Reason for Exemption	NA
Key Decision	No
Public Notice issued	NA
Wards Affected	All
Report of	Rob Huntington Assistant Chief Executive robhuntington@sthelens.gov.uk
Contact Officer	Jenny Pritchard Principal Organisational Design and Workforce Officer jennypritchard@sthelens.gov.uk

Borough Priorities	Ensure children and young people have a positive start in life	
	Promote good health, independence, and care across our communities	
	Create safe and strong communities and neighborhoods for all	
	Support a strong, thriving, inclusive and well-connected local economy	
	Create green and vibrant places that reflect our heritage and culture	
	Be a responsible Council	X

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1. Summary

- 1.1 This report details the training opportunities available to members and attendance rates from 1st June 2022 to the 31st December 2022, and member training currently planned for the remainder of 2022/2023.

2. Recommendation for Decision

- i) **Standards Committee is recommended to note the report.**

3. Purpose of this report

- 3.1 To provide the Standards Committee with an overview of the training opportunities provided to members from 1st June 2022 and 31st December 2022, and the current training/briefing off for the remainder of 2022/2023.

- 3.2 The detail of all completed training is provided in appendix 1.

- 3.3 The details of upcoming training currently scheduled for the remainder of 2022/2023 can be found in appendix 2.

4. Background / Reason for the recommendations

- 4.1 In accordance with the records held by the Organisational Design and Development Team, 27 briefing/training sessions were delivered during the period of 1st June 2022 to 31st December 2022, including 8 induction sessions for new members. The sessions were attended by a total of 201 members (Appendix 1).

- 4.2 The sessions were hosted via a combination of in-person and virtual events, enabling greater flexibility for officers and members.

- 4.3 Looking forward, there are currently 7 events planned for the remainder of 2022/2023 (Appendix 2).

- 4.4 Several members have also recently taken up the opportunity of one-to-one support from officers in the eLearning Team on the Teams and Outlook applications.

- 4.5 In addition to the briefing events noted in Appendices 1 and 2, members also have access to over 1000 e-resources on the Learning Hub, bitesize learning on the IT Learning Support Hub, and eLearning opportunities on the My Learning and LGA platform. These resources are all available via the Council's intranet.

- 4.6 Members were also recently invited to complete the following eLearning modules: -

- Action Counters Terrorism
- Hate Crime
- Suicide Awareness
- Equality & Diversity
- Fraud Awareness
- Fire Safety
- Safeguarding Children

- Unconscious Bias
- 4.7 Appendix 3 outlines the completion rates of the above modules. Further promotion will be undertaken to encourage members to review these modules and progress will be reported in the next Standards Committee report.
- 4.8 Members have access to a resource area and a training and briefing materials repository on My Learning.
- 4.9 Similar to the new member induction, the resource area contains links to key documents, eLearning and signposting to systems and websites, in the following subject areas :-
- About St Helens
 - Senior Leadership Structures
 - eLearning detailed in para 4.5
 - Key Strategic Documents
 - Key Sites and Systems
 - Being a Councillor
 - Emergency Planning
 - Planning
 - Prevent
 - Safeguarding Adults
 - Safeguarding Children
 - Schools
 - Scrutiny
 - Your Health and Wellbeing
 - Your Personal Development
- 4.10 Content in the resource area is reviewed on a quarterly basis to ensure it remains current and accessible.
- 4.11 The training and briefing materials repository provides members with easy access to materials shared during training such as presentation slides and guidance documents, following the event.

5. Consideration of Alternatives

- 5.1 None.

6. Conclusions

- 6.1 The Organisational Design and Development Team will continue to work with the Member Training and Development Steering Group and senior officers to develop training that meets members' needs and support the delivery of Council priorities.

7. Legal Implications

- 7.1 None.

8. Community Impact Assessment (CIA) Implications

6

8.1 N/A

9. Social Value

9.1 N/A

10. Sustainability and Environment

10.1 N/A

11. Health and Wellbeing

11.1 N/A

12. Equality and Human Rights

12.1 N/A

13. Customer and Resident

13.1 N/A

14. Asset and Property

14.1 N/A

15. Staffing and Human Resources

15.1 N/A

16. Risks

16.1 N/A

17. Finance

17.1 The costs are contained within the Member Training budget for 2022/2023.

18. Policy Framework Implications

18.1 N/A

19. Impact and Opportunities on Localities

19.1 N/A

20. Background Documents

20.1 None.

21. Appendices

- 21.1 Appendix 1 - Member training/briefings delivered 1st June 2022 to 31st December 2022
- 21.2 Appendix 2 – Member briefing/briefings currently planned for the remainder of 2022/2023
- 21.3 Appendix 3 – Member essential eLearning completion

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Councillor Training and Development Events Report – 1 June 2022 to 31 December 2022

Event	Date(s)	Number Attended	Satisfaction Rate (%)
How Local Government is Financed (new member induction)	1 st June 2022	1	No response
Councillor Improvement Fund Overview (new member induction)	6 th June 2022	6	NA
Our Organisational Vision, Values and Behaviours (new member induction)	7 th June 2022	2	NA
How Local Government is Financed (new member induction)	8 th June 2022	4	100
Licensing Committee Taxi Licensing (committee members only)	8 th June 2022	10	NA
An Introduction to Overview & Scrutiny (new member induction)	9 th June 2022	6	No responses
An Overview of Audit and Governance Committee (new committee members only)	14 th June 2022	5	NA
Local Insights Demonstration	14 th June 2022	17	100
Planning Committee Briefing	15 th June 2022	1	No response
Our Organisational, Vision, Values & Behaviours (new member induction)	15 th June 2022	1	NA
An Introduction to Overview & Scrutiny	17 th June 2022	3	NA
An Introduction to Safeguarding Children (*cancelled)	17 th June 2022	-	-

Event	Date(s)	Number Attended	Satisfaction Rate (%)
Local Insights - Briefing	20 th June 2022	7	86.6
The Role of the Contact Centre (*cancelled)	23 rd June 2022	0	NA
Emergency Planning	23 rd June 2022	13	NA
Licensing Act Sub Committee (committee members only)	24 th June 2022	10	NA
Integrated Health & Social Care (who we are and what we do)	27 th June 2022	18	100
Data Protection Awareness	28 th June 2022	3	NA
Data Protection Awareness (*cancelled, members provided with presentation and DP Guidance and invited to attend a drop-in session on 21 st July 2022)	5 th July /2022	-	-
Integrated Health & Social Care (who we are and what we do)	6 th July 2022	14	No responses
Prevent Awareness	8 th July 2022	7	96.4
Emergency Planning	12 th July 2022	8	NA
An Introduction to Safeguarding Children (*cancelled – members provided with access to new Safeguarding Children Learning Module on My Learning)	15 th July 2022	-	-
Prevent Awareness	19 th July 2022	12	96.4

Event	Date(s)	Number Attended	Satisfaction Rate (%)
An Overview of Audit and Governance Committee (new committee members only)	25th July 2022	2	NA
GOSS Platform	27 th July 2022	1	NA
Chief Executive Briefing	1 st September 2022	20	NA
GOSS Platform	12 th September 2022	5	NA
GOSS Platform	15 th September 2022	3	NA
Code of Conduct for Elected Members (new member induction following October by-election)	25 th October 2022	1	NA
How Local Government is Funded (new member induction)	31 st October 2022	1	NA
Statement of Accounts and Treasury Management (session postponed, new date to be confirmed)	27 th October 2022	-	-
Statement of Accounts and Treasury Management (session postponed, new date to be confirmed)	3 rd November 2022	-	-
Chief Executive Briefing	10 th November 2022	22	NA
Safeguarding Adults Awareness (*cancelled, two confirmed members deferred to event scheduled for the 19 th January 2023)	6 th December 2022	-	-
Zero Suicide Alliance	13 th December 2022	TBC by Provider	-

* session cancelled due to zero / insufficient booking numbers

Councillor Training and Development Events Report – Upcoming events

Event	Date(s)
Safeguarding Adults Awareness	19 th January 2023
Zero Suicide Alliance	23 rd January 2023
ELT Member Briefing	26 th January 2023
Corporate Parenting	Feb/Mar
ELT Member Briefing	30 th March 2023
Integrated Health and Social Care Directorate Update	TBC
Treasury Management	TBC

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Councillor Training and Development Events Report – Essential E-learning Completion %

Module	% of Members Completed	% of Members Currently in Progress
Equality and Diversity	12.5	4.2
Fraud Awareness	12.5	0
Fire Safety	10.4	6.25
Hate Crime	12.5	4.2
Safeguarding Children	10.4	0
Unconscious Bias	12.5	0

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