



**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, 16 January 2024      Time: 4.00 pm      Venue: Room 10

### **Membership**

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

**Grn 1 Councillor      Hawley**

**LD 1 Councillor      Pearl**

**Inds 1 Councillor      Stevenson**

**NIW 1 Councillor      Collier**

<u>Item</u>	<u>Title</u>	<u>Page</u>
1.	<u>Apologies for Absence</u>	
2.	<u>Minutes of the Meeting held on 10 July 2023</u>	3
3.	<u>Declarations of Interest from Members</u>	
4.	<u>Local Government and Social Care Ombudsman Annual Letter 2022/23</u>	5
5.	<u>Local Government and Social Care Ombudsman Complaints 2023/24</u>	13
6.	<u>Member Training and Development Update</u>	19
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  
10 July 2023

**(Present)** Councillors Bowden (Chairman), Bond, Johnson and Maloney MBE  
**(Not Present)** Councillors Collier, Hawley, McCormack, Murphy MBE, Pearl  
and Stevenson.

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**1 APPOINTMENT OF CHAIRMAN**

\* **Resolved that Councillor Bowden be appointed Chairman.**

Councillor Bowden here took the Chair.

**2 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Collier, Murphy MBE and Pearl.

**3 MINUTES**

\* **Resolved that the Minutes of the meeting held on 17 January 2023 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 2023/24**

A report was submitted which informed the Committee of Ombudsman cases from 1 April 2023 to 31 May 2023.

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

\* **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 1 January 2023 to the 16 June 2023, and Member training currently planned for the remainder of 2023/2024.

In accordance with the records held by the Organisational Design and Development Team, nine briefing/training sessions were delivered during the period of 1 January 2023 to 16 June 2023, including 14 induction sessions for new Members. The sessions were attended by a total of 85 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,

## STANDARDS COMMITTEE

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.

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

**7 REVIEW OF PROCEDURE FOR DEALING WITH COMPLAINTS REGARDING BREACH OF THE CODE OF CONDUCT FOR MEMBERS**

A report was submitted which presented some proposed amendments to the Council's Procedure for Dealing with Complaints regarding breach of the Code of Conduct for Members.

The Procedure was last reviewed by the Committee on 12 January 2021 when changes were approved to address the Committee on Standards in Public Life best practice recommendations.

The Procedure had recently been reviewed to ensure it remained fit for purpose and was operating effectively.

The proposed changes to the Procedure were set out in Appendix 1 to the report. They included clarification regarding the right to request a review when the Monitoring Officer decided not to investigate the complaint in accordance with the delegation from Council.

The other proposed change related to the non-exhaustive list of examples of complaints which the Monitoring Officer may decide not to progress to investigation set out in Appendix 1 to the Procedure. The change proposed would mean complaints which related to incidents which happened more than 12 months ago and with little benefit in investigating, or the investigation would be compromised by the passage of time, were not progressed to investigation.

\* **Resolved that the proposed amendments to the Council's Procedure for Dealing with Complaints regarding breach of the Code of Conduct for Members be approved.**

**8 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 2023, the Monitoring Officer had received 15 complaints against Members including Parish Councillors, which had been dealt with under delegated powers. The complaints were submitted from members of the public, Parish Councillors and Elected Members. Out of 15 cases, three 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. Four cases concluded at stage 2 of the Procedure by way of alternative resolution i.e. informal advice. There were eight complaints outstanding which are under consideration.

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

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 <b>ST HELENS</b> BOROUGH COUNCIL	<h2>Standards Committee</h2> <h3>16 January 2024</h3>
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<b>Report Title</b>	<b>Local Government and Social Care Ombudsman Annual Review Letter 2022/23</b>
<b>Cabinet Portfolio</b>	Corporate Services
<b>Cabinet Member</b>	Councillor Martin Bond
<b>Exempt Report</b>	No
<b>Reason for Exemption</b>	N/A
<b>Key Decision</b>	No
<b>Public Notice issued</b>	N/A
<b>Wards Affected</b>	All
<b>Report of</b>	Jan Bakewell Director of Legal and Governance <a href="mailto:janbakewell@sthelens.gov.uk">janbakewell@sthelens.gov.uk</a>
<b>Contact Officer</b>	Joanne Griffiths MBE Team Manager- Democratic and Scrutiny Services <a href="mailto:joannegriffiths@sthelens.gov.uk">joannegriffiths@sthelens.gov.uk</a>

<b>Borough Priorities</b>	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. Recommendation for Decision**

**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 19 July 2023 and is reported to the next ordinary meeting of the Standards Committee. The letter was also emailed to all Members on 27 July 2023.

## **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 2023, as well as the decisions reached by the LGSCO in the same period. Members will note that in the period, eight out of 11 complaints were upheld, which, in comparison to 2021/22, was 11 out of 13.
- 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 customer expectations and can impact on the scope for, and level of, complaints. The Council continues to treat all complaints seriously and ensures that we action any learning points and make necessary changes to our processes where appropriate.
- 4.5 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 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 N/A

## **6. Conclusions**

- 6.1 To note the Annual Review letter.

**7. Legal Implications**

7.1 N/A

**8. Financial Implications**

8.1 N/A

**9. Equality Impact Assessment**

9.1 N/A

**10. Social Value**

10.1 N/A

**11. Net Zero and Environment**

11.1 N/A

**12. Health and Wellbeing**

12.1 N/A

**13. Customer and Resident**

13.1 If Residents and customers are dissatisfied that their complaint hasnt been resolved following the Council's Corporate Complaint process they are able to escalate their complaint to the Ombudsman who will consider it further.

**14. Asset and Property**

14.1 N/A

**15. Staffing and People Management**

15.1 N/A

**16. Risks**

16.1 N/A

**17. Policy Framework Implications**

17.1 N/A

**18. Impact and Opportunities on Localities**

18.1 N/A

**19. Background Documents**

19.1 N/A

**20. Appendices**

20.1 Appendix 1 Annual Review Letter 2022/23



19 July 2023

*By email*

Mrs O'Dwyer  
Chief Executive  
St Helens Metropolitan Borough Council

Dear Mrs O'Dwyer

### **Annual Review letter 2022-23**

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 2023. The information offers valuable insight about your organisation's approach to complaints. As always, I would encourage you to consider it as part of your corporate governance processes. 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.

The end of the reporting year, saw the retirement of Michael King, drawing his tenure as Local Government Ombudsman to a close. I was delighted to be appointed to the role of Interim Ombudsman in April and look forward to working with you and colleagues across the local government sector in the coming months. I will be building on the strong foundations already in place and will continue to focus on promoting improvement through our work.

### **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.

Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on 'borderline' issues, so we are naturally finding a higher proportion of fault overall.

Our average uphold rate for all investigations has increased this year and you may find that your organisation's uphold rate is higher than previous years. This means that comparing uphold rates with previous years carries a note of caution. Therefore, I recommend comparing this statistic with that of similar organisations, rather than previous years, to better understand your organisation's performance.

**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 were satisfied 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 26 July 2023. 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 that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

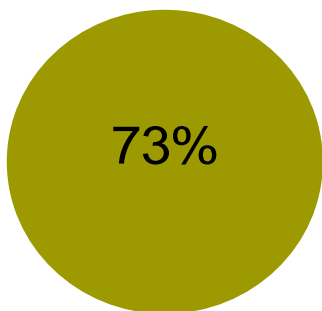
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops during the year, reaching more than 1350 people. To find out more visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training) or get in touch at [training@lgo.org.uk](mailto:training@lgo.org.uk).

Yours sincerely,



Paul Najsarek  
Interim Local Government and Social Care Ombudsman  
Interim Chair, Commission for Local Administration in England

### Complaints upheld



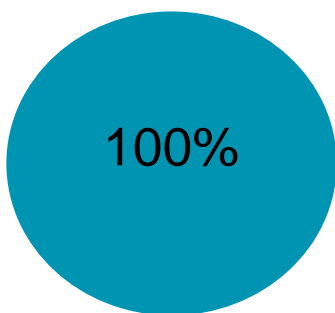
**73%** of complaints we investigated were upheld.

This compares to an average of **77%** in similar organisations.

**8**  
upheld decisions

Statistics are based on a total of **11** investigations for the period between 1 April 2022 to 31 March 2023

### Compliance with Ombudsman recommendations



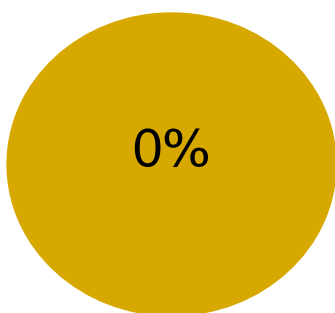
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **99%** in similar organisations.

Statistics are based on a total of **7** compliance outcomes for the period between 1 April 2022 to 31 March 2023

- 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



In **0%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **10%** in similar organisations.

**0**  
satisfactory remedy decisions

Statistics are based on a total of **8** upheld decisions for the period between 1 April 2022 to 31 March 2023

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 <b>ST HELENS</b> BOROUGH COUNCIL	<h2>Standards Committee</h2> <h3>16 January 2024</h3>
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<b>Report Title</b>	<b>Local Government and Social Care Ombudsman Complaints 2023/24</b>
<b>Cabinet Portfolio</b>	Corporate Services
<b>Cabinet Member</b>	Councillor Martin Bond
<b>Exempt Report</b>	No
<b>Reason for Exemption</b>	N/A
<b>Key Decision</b>	No
<b>Public Notice issued</b>	N/A
<b>Wards Affected</b>	All
<b>Report of</b>	Jan Bakewell Director of Legal and Governance <a href="mailto:janbakewell@sthelens.gov.uk">janbakewell@sthelens.gov.uk</a>
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<b>Borough Priorities</b>	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 2023/24.

## **2. Recommendation 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 2023/24 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 from April 2023 is attached at Appendix 1.

## **5. Consideration of Alternatives**

- 5.1 N/A

## **6. Conclusions**

- 6.1 To note the figures for 2023/24

## **7. Legal Implications**

- 7.1 N/A

## **8. Financial Implications**

- 8.1 N/A

## **9. Equality Impact Assessment**

- 9.1 N/A

## **10. Social Value**

- 10.1 N/A

## **11. Net Zero and Environment**

- 11.1 N/A

## **12. Health and Wellbeing**

- 12.1 N/A

**13. Customer and Resident**

- 13.1 If Residents and customers are dissatisfied that their complaint hasnt been resolved following the Council's Corporate Complaint process they are able to escalate their complaint to the Ombudsman who will consider it further.

**14. Asset and Property**

- 14.1 N/A

**15. Staffing and People Management**

- 15.1 N/A

**16. Risks**

- 16.1 N/A

**17. Policy Framework Implications**

- 17.1 N/A

**18. Impact and Opportunities on Localities**

- 18.1 N/A

**19. Background Documents**

- 19.1 N/A

**20. Appendices**

- 20.1 Appendix 1 LGSCO Statistics 2023/24

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**CURRENT OMBUDSMAN CASES 2023/2024  
REPORT - UP TO 31 DECEMBER 2023**

Please find below a summary of the number of complaints determined since 1 April 2023. Appendix A to the report details the present position on each current Ombudsman case as at 31 December 2023.

<b>DECISION RESULT 2023-2024</b>		<b>Figures 2022-23</b>	<b>Departments 2022-23</b>
<b>Premature Complaints</b> <i>People's Services – 2 (Children's 1, Adults 1)</i> <i>Environmental Services – 2</i> <i>Benefits &amp; Taxation – 1</i>	5	8	<i>Corporate &amp; Other Services – 1</i> <i>Planning – 2</i> <i>Benefits &amp; Taxation -1</i> <i>People's Services – 2(</i> <i>Children's 1, Adults 1)</i> <i>Place Services – 1</i> <i>Housing - 1</i>
<b>Complaints Settled Locally</b>			
<b>Closed after Initial Enquiries – No Further Action</b> <i>Planning – 1</i> <i>Corporate &amp; Other Services – 4</i> <i>People's Services – 5 (Adults - 4, Childrens - 1)</i>	10	6	<i>Highways – 1</i> <i>Corporate &amp; Other Services – 3</i> <i>People's Services – 1 Adults</i> <i>Environmental Services - 1</i>
<b>Closed after Initial Enquiries- Out of Jurisdiction</b> <i>People's Services – 5 Childrens</i> <i>Planning – 1</i> <i>Highways – 2</i>	8	3	<i>Corporate &amp; Other Services – 1</i> <i>People's Services 2 Children's</i>
<b>Not Upheld: No Maladministration</b> <i>People's Services – 1 (Adults)</i>	1	3	<i>Corporate &amp; Other Services – 1</i> <i>Planning – 1</i> <i>People's Services -1 Adults</i>
<b>Not Upheld: No Further Action</b> <i>Planning - 1</i>	1		
<b>Report Issued: Not upheld; No Maladministration</b>			
<b>Upheld: Maladministration; No Injustice</b>		1	<i>People's Services -1 Childrens</i>
<b>Upheld: Maladministration and Injustice</b> <i>People's Services – 2 Adults</i>	2	5	<i>People's Services- 4 (Adults 4,</i> <i>Childrens 1)</i>
<b>Upheld: No Further Action/Remedy Complete</b> <i>People's Services – 2 (Childrens)</i>	2		
<b>Report Issued: Upheld; Maladministration and Injustice</b>			
<b>Report Issued: Upheld; Maladministration; No Injustice</b>			
<b>Not Upheld: Maladministration but No Injustice</b>			
<b>Not Investigated/Discontinued Investigation</b>			
<b>Total number of Complaints Determined</b>	<b>29</b>	<b>26</b>	
<b>Ongoing complaints as yet undetermined, or carried forward</b> <i>People's Services 1 – Adults</i>	<b>1</b>	<b>3</b>	<i>People's Services – 2 (Adults)</i> <i>Planning - 1</i>

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 <b>ST HELENS</b> BOROUGH COUNCIL	<h2>Standards Committee</h2> <h3>16 January 2024</h3>
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<b>Report Title</b>	<b>Member Training and Development Update</b>
<b>Cabinet Portfolio</b>	Corporate Services
<b>Cabinet Member</b>	Councillor Martin Bond
<b>Exempt Report</b>	No
<b>Reason for Exemption</b>	N/A
<b>Key Decision</b>	No
<b>Public Notice issued</b>	N/A
<b>Wards Affected</b>	All
<b>Report of</b>	Vicky Willett Director of Policy & Transformation <a href="mailto:VickyWillett@sthelens.gov.uk">VickyWillett@sthelens.gov.uk</a>
<b>Contact Officer</b>	Laura Bellis OD&D Team Manager – Delivery <a href="mailto:laurabellis@sthelens.gov.uk">laurabellis@sthelens.gov.uk</a>  Emma Morris Head of Organisational Design & Development <a href="mailto:Emmamorris@sthelens.gov.uk">Emmamorris@sthelens.gov.uk</a>

<b>Borough Priorities</b>	Ensure children and young people have a positive start in life	
	Promote good health, independence, and care across our communities	
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	Create green and vibrant places that reflect our heritage and culture	
	Be a responsible Council	X

## 1. Summary

- 1.1 This report details the training opportunities available to members and attendance rates from 1st June 2023 to 30th November 2023, and also the member training programme currently planned for 2023/2024.

## 2. Recommendation for Decision

**i. The 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 2023 to 30th November 2023, and the current training/briefing programme for members for the remainder of 2023/2024.
- 3.2 The detail of all completed training is provided in Appendix 1.
- 3.3 The details of upcoming training currently planned for 2023/2024 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, 10 briefing/training sessions were delivered during the period of 1st June 2023 to 30<sup>th</sup> November 2023, that were attended by a total of 110 members (Appendix 1).
- 4.2 The sessions were hosted via a combination of in-person and virtual events, enabling greater flexibility for both officers and members.
- 4.3 Looking forward, there are currently 6 events planned for the remainder of 2023/2024 (Appendix 2).
- 4.4 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.
- 4.5 Members have also been invited to complete the following eLearning modules:
- Action Counters Terrorism
  - Hate Crime
  - Suicide Awareness
  - Equality & Diversity
  - Fraud Awareness
  - Fire Awareness
  - Safeguarding Children
  - Unconscious Bias

In May of this year the Organisation Design and Development Team commissioned and launched a short Modern Slavery eLearning module, available to all members, which is designed to provide a brief overview and awareness of the signs of Modern Slavery and how to raise concerns. 1 member has completed this eLearning module

as of December 2023. Safeguarding Adults Awareness module was launched in August 2023 and currently showing as 4.2% of members in progress. Promotion of Safeguarding Adults Awareness and Modern Slavery will continue to be communicated to members to encourage completion of both modules.

- 4.6 The team is also currently collaborating with the relevant Team Managers on the development of a Data Protection eLearning module designed specifically for members, this is expected to be launched by Spring 2024.
- 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. 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
- 4.9 Content in the resource area is reviewed on a quarterly basis to ensure it remains current and accessible.
- 4.10 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.
- 4.11 The Organisational Design and Development Team continue to update and develop the My Learning site including the upload of short 'how to' videos demonstrating how to complete a variety of tasks on the site, and the implementation of a learner dashboard to enable members to view their learning progress.
- 4.12 Once tested the above developments will be shared and promoted with members.

## **5. Consideration of Alternatives**

- 5.1 None. Positive feedback has been received from Members and at the Overview and Scrutiny Committee meeting about the resources available to Members, along with the

My Learning platform, noting how easy they are to access, navigate and monitor progress.

## **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 There are no known legal implications associated with this report.

## **8. Equality Impact Assessment (EIA) Implications**

- 8.1 There is no EIA with this report because the decision is for noting only.

## **9. Social Value**

- 9.1 There are no social value implications associated with this report.

## **10. Net Zero and Environment**

- 10.1 This report has no impact on net zero and environment.

## **11. Health and Wellbeing**

- 11.1 There are no known Health and Wellbeing implications associated with this report.

## **12. Customer and Resident**

- 12.1 There are no known customer and resident implications associated with this report.

## **13. Asset and Property**

- 13.1 There are no known asset and property implications associated with this report.

## **14. Staffing and People Management**

- 14.1 There are no known staffing and human resources implications associated with this report.

## **15. Risks**

- 15.1 If elected Members do not complete their training, they may not be as impactful when dealing with issues on behalf of the residents of St Helens. To mitigate this, training is made available via the portal and can be accessed 24/7 to enable Members to complete at a time to suit them. Where face to face briefings take place more than one date is offered where possible.

## **16. Finance**

- 16.1 The costs are contained within the Member Training budget for 2023/2024.

**17 Policy Framework Implications**

17.1 There is no known policy framework implications associated with this report.

**18 Impact and Opportunities on Localities**

18.1 There is no known impact and opportunities on localities associated with this report.

**19. Background Documents**

19.1 None.

**20. Appendices**

Appendix 1 - Member training/briefings delivered 1 June 2023 to 30 November 2023

Appendix 2 – Member briefing/briefings currently planned for the remainder of 2023/2024

Appendix 3 – Member essential eLearning completion

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## Appendix 1

## Councillor Training and Development Events Report: 01.06.2023 – 30.11.2023

Event	Date(s)	Attendance Numbers	Attendance %
Licensing Act	06/06/2023	14	29.2
Chief Executive Briefing	15/06/2023	21	43.7
LCRCA Induction	15/06/2023	6	12.4
Taxi Training	16/06/2023	12	25
Audit & Governance Committee	19/06/2023	7	14.6
Personnel Appeals Committee	08/09/2023	9	18.75
Personnel Appeals Committee	11/09/2023	7	14.6
Chief Executive Briefing	21/09/2023	18	37.5
Hate Crime Ambassador Training	18/10/2023	9	18.75
People's Services Update for Members	27/11/2023	7	14.6

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## Appendix 2

### Councillor Training and Development Events Report – Upcoming Events

Event	Date(s)
CFGS – Navigating Finance Scrutiny Webinar for elected members.	18/12/2023
Chief Executive Briefing	18/01/2024
Chief Executive Briefing	21/03/2024
Corporate Parenting Briefing	TBC
Scrutiny Training	TBC
Finance Update	TBC

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### Appendix 3

#### Councillor Training and Development eLearning Completion

Module	% of Members Completed	No of Members Completed	% of Members Currently in Progress	No of Members Currently in Progress
Equality and Diversity	14.6	7	2.1	1
Fraud Awareness	39.6	19	2.1	1
Fire Awareness	12.5	6	8.3	4
Hate Crime	12.5	6	6.2	3
Safeguarding Children	14.6	7	2.1	1
Unconscious Bias	14.6	7	2.1	1
Suicide Awareness	16.7	8	2.1	1
Action Counter Terrorism	20.8	10	10.4	5

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