

## WDC Annual Governance Statement 2021/22: Action Plan for Governance Issues

### Review of Progress

AGS Ref.	Governance Issue	Responsibility	Progress to Date:	
			Previously-reported Positions	Position as at mid-January 2023
7.1	Performance management continues to be an issue, in particular the range and content of performance data that councillors receive. When resolved, Councillors will need to be trained to enable them to access the information and scrutinise it effectively.	Senior Leadership Team	<p><b>End-July 2022:</b> Cabinet has agreed the Council's Service Area Plans including the suite of measures for each Service Area. Officers are now working on making the measures accessible to Councillors so the measures can be interrogated on a rolling basis. Target for completion of this work is 1 September 2022.</p> <p><b>End-October 2022:</b> These are now available via <i>Sharepoint</i> for all Councillors who have been briefed on how to access them. There is also a training session for Councillors on these which they have been invited to on 7 November 2022.</p> <p>In addition to this, the Performance Management Officer is now liaising with Heads of Services on migrating Service Area Risk Registers into the same documents to enable Members to have easier access to these as well.</p>	The risk registers are now available for Councillors to inspect in the single document and should be being reviewed by the relevant Head of Service at least quarterly.

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7.2	The new Overview & Scrutiny and Audit & Standards Committees will present challenges in terms of clarity of role. Councillors will need to be trained on the operation of the new Overview & Scrutiny and Audit & Standards Committees to enable them to participate more confidently.	Senior Leadership Team	<p><b>End-July 2022:</b> Training has been arranged for 3 August 2022 for the Audit &amp; Standards Committee on the role of the Audit Committee. The Overview &amp; Scrutiny Committee have also been invited to attend.</p> <p>Civic &amp; Committee Services are in the process of organising training for the Members of Overview &amp; Scrutiny Committee on financial/budget and performance training which once agreed Audit &amp; Standards members will also be invited to attend.</p> <p>In respect of remit it is early days for the new Committees and this will be discussed with the relevant Chairs before each meeting.</p> <p><b>End-October 2022:</b> Training has taken place for Councillors of both these Committees in relevant areas and positive feedback has been received.</p> <p>There will need to be a continued theme of briefing Audit &amp; Standards Members in respect of new aspects along with detailed Treasury Management training. However, the focus on this aspect will be very much after elections in May 2023.</p>	The training plan for post-election is being developed around core themes and responsibilities of Councillors. There will be a report on this to the Audit & Standards Committee in February.

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7.3	Staff morale has been impacted adversely as a result of the merger process. A strategy to improve staff morale is required.	Senior Leadership Team	<p><b>End-July 2022:</b> Cabinet has approved "Applause" which seeks to help address staff morale through several personal, professional and health initiatives. More broadly, the Senior Leadership Team is working on policies in respect of recruitment, retention, and reward. This is an ongoing piece of work.</p> <p><b>End-October 2022:</b></p> <ul style="list-style-type: none"> <li>➤ The positive feedback from the 'Applause' scheme launched August 2022 has considerably impacted on staff morale by including the range of support and recognition including monetary, health, team 'get-togethers', 'refer a friend' for recruitment and voluntary days off. It is important to recognise that this was not planned as a 'one-off' initiative and the benefits are being realised on an ongoing basis with regular updates through engagement and communication.</li> <li>➤ An externally assessed 'staff survey' and facilitated face to face sessions linked to the 'Thrive award' was launched the beginning of October in conjunction with Unison. Further analysis is expected in December to inform further actions to support the health and well-being of staff.</li> </ul> <p>(Continued overleaf)</p>	<ul style="list-style-type: none"> <li>- The impact of the Applause initiative launched in Aug 2022 continues to resonate across the Council with over 60 staff to date who have received the 'Health Check' which includes mental well-being, menopause, diet and any other areas of support requested.</li> <li>- There have been many examples of staff using the 'team gettogether funding' for Christmas and other meetings.</li> <li>- We are pleased to announce the achievement of the Bronze award for 'Thrive'. This accreditation has included considerable evidence based qualitative and quantitative information as well as face to face meetings and a staff survey which has been promoted in conjunction with Unison. The awards ceremony in November included an acceptance speech from Cllr Jody Tracey, Chris Elliott, Chief Executive, and key members of the team who co-ordinated the award including a special mention to Karen Weatherburn, Learning &amp; Development Officer. Further analysis on the report is planned for Jan 2023.</li> </ul>

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7.3 (Cont.)	Staff morale has been impacted adversely as a result of the merger process. A strategy to improve staff morale is required. (Cont.)	Senior Leadership Team	<p>➤ Targeted 'awareness' campaigns continue to inform and engage managers and staff. October links to the education and support linking with Unison on the 'Menopause', from all aspects and different perspectives.</p> <p>A report for Employment Committee 29.11.22 will include positive updates on the WDC Apprenticeship scheme and further plans to 'grow our own'.</p>	<ul style="list-style-type: none"> <li>- An update was provided to the last PAB on the area of Health &amp; Well-being and the progress within the organisation to support this key area. The Well-being of our staff is an ongoing priority with emphasis on blended support through training, briefings and other sources.</li> <li>- Dedicated intranet pages to health and well-being for resources and signposting as well as regular reminders of what help is available recently updated to include support for the Menopause based on our awareness session in October Manager's Forum</li> <li>- Communications continues to be a key area to support our staff with the weekly '5 things' e-mail some examples include: <ul style="list-style-type: none"> <li>- Black History Month</li> <li>- Updates on our Portfolio Holders</li> <li>- Cost of living support</li> <li>- Thrive Survey</li> <li>- An Action for Happiness calendar to support Health and Wellbeing.</li> </ul> </li> </ul> <p>Our Staff Voice group continues to monitor and review the internal projects, providing regular feedback to the Transformation Steering Group.</p>

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7.3 (Cont.)	Staff morale has been impacted adversely as a result of the merger process. A strategy to improve staff morale is required. (Cont.)	Senior Leadership Team		<p>The Apprenticeship update to Employment Committee 29.11.22 details:</p> <ul style="list-style-type: none"> <li>- Funded opportunities for 23 apprenticeships</li> <li>- To date 10 have secured alternative employment with the Council – this includes five in the last year</li> <li>- 5 are still undertaking their apprenticeships</li> <li>- 8 successfully completed their apprenticeships and left for other opportunities</li> <li>- we are in the process of recruiting 5 more apprentices.</li> </ul>