

# Appendix 1

## Improvement Action plan

Issue / risk	Recommendation	Agreed management action / timing
<p><b>1. Digital Skills</b></p> <p>The council completed an audit of its staff digital skills in October 2022, 91 per cent of council staff assessed themselves as having basic digital skills and the results from this audit have been used to target training.</p> <p>The council acknowledges that addressing digital and analytical skills gaps will remain a critical area of focus, but it has not progressed work to understand what digital skills it will need for the future.</p>	<p>The council should progress the recommendations of its digital skills audit to better understand what digital skills it will need for the future.</p> <p><a href="#">Paragraph 35</a></p>	<p>Digital skills audit recommendations to be progressed and the actions relating to digital skills set out in the Customer Strategy 2023-28, People Strategy 2023-28 and the Performance and Transformation Strategy 2023-28 will be monitored by the Customer, Performance and Transformation Board and HR Programme Board.</p> <p>Progress on the strategy actions will also be reported to the Corporate Policy and Resources PDSP as part of the annual reporting on the corporate strategies.</p> <p><b>Responsible Officer:</b> Depute Chief Executive</p> <p><b>Agreed date:</b> December 2024</p>
<p><b>2. Council employee surveys</b></p> <p>The council's last employee survey was completed in September 2022, which had a response rate of 26 per cent. This was lower than the 50 per cent achieved for the 2018 survey and the target of 75 per cent that the council had set for 2022 survey.</p> <p>The low response rates from council employee surveys will impact the usability of the information collated and it may not reflect the views of a</p>	<p>The council should continue to take steps to improve participation rates for the 2024 employee survey.</p> <p><a href="#">Paragraph 45</a></p>	<p>The council will promote the 2024 Employee Survey through a range of channels to raise awareness and encourage participation:</p> <ol style="list-style-type: none"> <li>1. Service manager and team leader briefings</li> <li>2. An article in Inside News (the council's internal employee newsletter).</li> <li>3. An article on the council's Intranet (internal website for employees)</li> <li>4. Trade Union endorsement.</li> <li>5. Direct email from the council's Chief Executive.</li> </ol>