

EAST HERTS COUNCIL

HUMAN RESOURCES COMMITTEE – 20 MARCH 2013

REPORT BY HEAD OF PEOPLE, ICT AND PROPERTY SERVICES

LEARNING AND DEVELOPMENT 2012/13 REPORT

WARD(S) AFFECTED: NONE

Purpose/Summary of Report

- To review the Corporate Training Plan delivered 2012/13 and approve the Corporate Training Plan 2013/14

RECOMMENDATIONS FOR HUMAN RESOURCES COMMITTEE: That:

(A)	The annual report be noted and Corporate Training Plan 2013/14 be approved.
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1.0 Background

1.1 The Corporate Training Plan 2012/13 will be delivered within budget and offered a selection of training and development. The training and development needs were identified corporately and through employees PDR's. Training was delivered by facilitated events, workshops, drop in's, and mandatory/legal requirements.

In 2012/13, 677 delegates attended training courses, briefings and accessed Skillsbuild funded from the corporate training programme, 57 delegates more than 2011/12 (deducting the 350 staff that completed the data protection training on-line).

All programmes attended were well received and all feedback collated will be considered when booking further events.

2.0 Report

Corporate Training 2012/3

- 2.1 Details of the training provided from the corporate training budget are attached in **Essential Reference Paper C**. This document details the training held, number of delegates and a summary of the event.

Corporate Training Budget 2012/3

- 2.2 The total budget for training and development Council wide was £133,110 2012/13 (£146,220 2011/12). This figure is 0.95% of the Council's staffing budget. The corporate training budget was £31,000 2012/13 (£51,000 2011/12).

The total spend on the corporate budget to date for 2012/13 is £25,152.80 (compared to £19,307 2011/12).

The 2012/13 Corporate Training Plan is currently predicated to be delivered under budget. Human Resources continue their commitment to review the spending costs associated with the corporate training spend. Officers continue to negotiate with training providers and contractors to improve the costs being charged for events and will consider the E Learning as an alternative choice in the future.

External training providers delivered the majority of the events held in 2012/13. East Herts continues to be involved in the Hertfordshire Joint Learning Programme in partnership with other local authorities. This enables staff to participate in a wider range of development opportunities and the council acquires free training places when the events are held on our premises. These events are funded from the corporate training budget.

Staff attendance on corporate events has generally improved since staff were reminded of the training protocols. Only one event has had to be re-arranged due to lack of participants.

Staff have continued to be informed of events via email, the training page in Team Update magazine and staff are approached on an individual basis if they requested specific training in their PDR. The Training Page on the intranet is kept updated to ensure current training information is always available.

Service Training and Development

- 2.3 The total services training and development budget for 2012/13 was £47,230, which is divided amongst the services for additional

training and development. This budget is used for one day conferences and training events.

The budget breaks down to £131.92 per employee based on 358 employees, the employee head count in April 2012. The training and development budgets are managed by each Head of Service, to date £22,677 of the budget has been spent leaving an estimated under spend of £22,066.

Professional Training

2.4 Professional training budget was £54,880 in 2012/13. A total of £20,560 has been spent so far on professional qualifications and continued professional development in 2012/13. The Council is sponsoring a range of staff to undertake vocational qualifications. Some of the qualifications include:

- ILM Level 3 Award in Facilities Management
- Practitioner Certificate in Data Protection
- Building Control Surveying (5 yrs)

All staff funded for qualifications from the professional training budgets have to sign training agreements as part of the Professional Career and Vocational Study Policy, which allows East Herts to re-claim a percentage of funding if an employee leaves the Council within two years. The training agreements are recorded centrally in Human Resources.

Corporate Training Plan 2012/13

2.5 The new Corporate Training Plan 2013/14, **Essential Reference Paper B**, focuses on the new framework of corporate priorities (People, Place and Prosperity) and builds upon the corporate training plan delivered in 2012/13. The Corporate Training budget for 2013/14 is £31,000 and the estimated cost of the proposed training is £25,240.

Training Evaluation

2.6 Training and Development is evaluated at the Council using the Pre and Post Training Evaluation forms, staff one to one's and PDR's. Training and development is delivered in a variety of ways:

- Classroom style delivery – internal and external events

- Facilitated sessions
- NVQ qualifications – Externally funded
- Certified University/College courses
- Secondments
- Work shadowing
- Staff and 1-2-1 briefings
- E-Learning

The evaluation process indicated the training delivered in 2012/13 improved and enhanced staff's personal skills. The corporate training plan aim is to continue to enhance skills and support staff which will lead to an improvement in service delivery and have a positive impact on our customers. The statutory professional training continues to build on officer's core knowledge ensuring staff are up to date with current legislation and their CPD points. The FOI e learning programme raised staff awareness and renewed the importance of the topic.

Members Training Plan 2012/13

2.7 East Herts Member's Charter Status was 'confirmed' after a successful 18 month review interview in January 2013. The Member's Development Plan 2012/13 was delivered using a several types of learning styles:

- Workshops/seminars: face to face, group training
- Self-study books linked to discussion group and learning sets
- Conversation Café's (budgets)
- Webinar – with LGiU
- Peer to peer bite-size training (IT skills)
- Simulation (personal rehearsal) for scrutiny training
- Tour/visit (Development Control , Environmental Services and Leisure Services
- Case Study with role play
- Shadowing

Evaluations forms after collected after every event and the feedback reported to the Member's Charter Group.

Work has commenced on the training plan for 2013/14 and the Member's inductions in May 2013 and May 2014.

E Learning

2.8 East Herts is a member of the Regional Vine East Project and launched its E Learning platform, Skillsbuild, to all staff in January 2013. 42 staff have accessed the site and taken part in the courses available. The courses below are being designed and will be delivered in 2013/14:

- Unified Communicator Advanced (UCA)
- Complaints and Compliments
- Social Media
- Diversity
- Safe Guarding

Performance Development Review Process (PDR)

2.10 Managers received training in December 2011 and January 2012 on the revised process. This year training was more staff focussed to support them through the process and to ensure the PDR remains a two way process.

In January 2013 55.43% (2012 83%) PDR reviews had been completed and 39.21 (2011 84%) of staff had objectives set. HR are supporting the Heads of Service to ensure the outstanding PDR's are completed.

The next round of PDR's will commence in June/July with the majority of staff having their mid year reviews with one service having their full PDR.

The Corporate Training Plan has been devised to reflect the training needs of staff captured through the PDRs and to ensure consistency will be amended if necessary to meet the staff requirements in the mid year reviews. This will ensure the training identified on the plan meets the corporate and staff needs, and all training delivered is relevant and value for money.

Proposed Actions 2012/13

2.11 Pre and Post Training Evaluation Forms are completed for all training or development opportunity a member of staff participants in. This ensures staff are attending the correct event and the participant is clear of their personal aims and objectives. These will continue to be monitored and reviewed.

2.12 HR continue to endorse the recommend the training protocols introduced in 2009/11:

- Turning up on time
- Staying for the whole of the event
- No use of phone/PDAs (expect in exceptional circumstances but this would be agreed with the trainer at the beginning of the course)
- Staff will treat internal training with the same professionalism as they do at external events
- Services will be charged £100 for less than 48 hours notice if a participant withdraws from an event or fails to attend. The appropriate Head of Service and member of staff will be informed of the charge.

2.13 HR will continue to identify areas of improvement in the training and development provision and the performance development review process.

2.14 HR will work with partners to achieve value for money in the delivery of programmes. The Corporate training plan and the provision of training and development will be reviewed as part of shared support services.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None

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