

# **East Herts Council Report**

## **HR Committee**

**Date of Meeting: 5 June 2024**

**Report by: HR Officer**

**Report title: Learning and Development Review 2023/24**

**Ward(s) affected: None**

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## **Summary**

### **RECOMMENDATIONS FOR:**

- (a) For the committee to consider the Learning and Development Review for 2023/2024 and provide any comments.**

## **1.0 Proposal(s)**

- 1.1 The committee is asked to consider the learning and development undertaken in 2023/24 and provide comments to the HR and OD Service Manager.

## **2.0 Background**

- 2.1 The 2023/24 learning and development programme focussed on delivering a range of learning and development opportunities designed to meet corporate and individual needs in the most cost effective way.
- 2.2 The development needs were identified corporately, through individual PDR's and corporate projects.
- 2.3 Development opportunities were delivered by a hybrid of virtual facilitated events, virtual mentoring, virtual coaching, webinars, e-learning and face to face training.

## **3.0 Report**

3.1 Training budgets at the Council have been historically split into four main areas:

- Central/Corporate training budget
- Service training and development budget
- Professional training budget
- Health and Safety

	<b>Budget 2023/24</b>
Central/Corporate	£20,000
Service Training & Development	£22,480
Professional Training	£20,000
Health & Safety	£3,000
<b>Total L &amp; D Budget</b>	<b>£65,480</b>

3.2 The 2023/24 Learning and Development programme was delivered by external facilitators, internal presenters, webinars and e-learning. These events are funded from the corporate training budget.

Employees are informed of training opportunities via email, individuals are also approached directly when they have requested specific training in their PDR or there is training specific to their roles.

In 2023/24 286 delegates attended or participated in some form of face to face corporate or health and safety training (detail of the Health and Safety Training is included in the Health and Safety Report).

The table below shows the breakdown of the 22 events:

<b>Event/Course</b>	<b>No of participants</b>	<b>Type/ Number of sessions held</b>
Corporate Induction	13	1
Defibrillator Use	4	1
Data Protection Policy Training	114	5
Effective Complaints Management	11	1
Evacuation Chair User Training	8	1
Next Steps Management Training	22	2
First Steps Management Training Cohort	11 ( <i>per session</i> )	7
Menopause Awareness- Managers	30	1
Menopause Awareness - Staff	43	1
DSE and chairs workshop	20	1
Understanding Conflict Management	10	1
<b>Total</b>	<b>286</b>	<b>22</b>

The mandatory training programme launched in March 2023 and delivered through Skillgate. Employees receive annual reminders when renewal is due when they are no longer compliant. All employees, agency staff and new starters were asked to complete the e-learning courses. In total 1410 'completed' training episodes were recorded in March 2024.

<b>Course</b>	<b>Participants</b>
The Importance of	276

Equality, Diversity, and Inclusion	
Data Protection: Compliance following GDPR	274
Office Etiquette and Email Management ( <i>To be re-registered every 3 years.</i> )	312
Fire Safety	275
Understanding the Safeguarding of Children, Young people, and Adults at risk.	273

The HR Officer works with the Leadership Team, Senior Officers and East Herts Together to develop the e-learning programme to ensure the programme continues to grow and is fit for purpose. The e-learning platform is funded from the central training budget.

### 3.3 Service Training and Development

The total service training and development budget for 2023/2024 was £22,480, which was divided amongst the services for additional training and development. This budget is predominantly used for service specific training, one day conferences, seminars, training and team building events.

The budget breaks down to £72 per employee based on the employee head count on 1 April 2023 (309). The

training and development budgets were managed centrally by the HR & OD Service. This enables the training needs to be recorded and analysed to ensure all training needs and budgets costs are being met in the most appropriate way with sufficient spread for employees and the council.

### 3.4 Professional Training

The professional training budget was set at £20,000 for 2023/24. All employees funded for professional qualifications sign training agreements in line with the Organisational Development Policy, which allows the council to reclaim a percentage of funding if an employee leaves the Council within two years. The training agreements are held centrally in Human Resources.

This budget has predominantly supported the planning team to upskill their staff, with 3 officers in 23/24 committed to achieving a masters in Town and Country planning. We have had an increase in demands from other service areas where there are qualification shortages, we will ensure there is a fair process in funding professional development for 24/25.

The professional training budget for 2024/25 remains at £20,000.

### 3.5 Apprentices

The Council continued to sponsor two apprenticeships in 2023/24 from the Apprenticeship Levy:

- 1 x Accountancy – Level 7
- 1 x Chartered Town Planner Degree – Level 7

The HR & OD Service will continue to work with managers and training providers to develop the Council's Apprenticeship Programme. The Leadership Team are committed to make better use of our levy provision and

professional training budget as a critical part of workforce planning.

#### **4.0 Learning and Development priorities 2024/25**

- 4.1 The learning and development needs for this year are being collated from the PDR's (the period has been extended until June to allow completion following the system being refreshed) The HR & OD Service Manager will work with members of the Leadership Team to ensure the learning meets the needs of the council to deliver its priorities.
- 4.1 Following the outcome of the DMA review, HR will scope a learning and development training cycle. We will ensure our employees are supported through change and will identify where there are skill shortages as part of our succession planning.
- 4.2 The HR & OD service Manager will continue to support corporate projects such as sustainability, safeguarding and transformation by designing and delivering training and presentations to help embed the projects throughout the Council, ensuring the best use of project budgets and resources.
- 4.3 The courses available on the e-learning platform will continue to be developed ensuring they are up to date and further courses will be designed and developed for Officers and Members to help implement policies and projects. As part of our environmentally focused corporate priority, we will be launching a training course on climate change and how to reduce carbon emissions.
- 4.4 HR continues to work with all our training providers to review the way learning is delivered in line with our blended working to ensure employees have a variety of development opportunities available to them. Training will be delivered on line, virtually and face to face as we continue to develop and engage with staff. The range of

delivery will give officers more options to access different training events and opportunities.

4.5 East Herts is committed to developing its staff and has adopted a grow your own approach to management and leadership. We have developed a new aspirant leaders and managers programme called First step. The first cohort Launched in April 2023 to successfully develop 11 employees.

4.6 In addition, we are developing a line manager programme called Blueprint with a range of modules being developed to ensure effective and consistent management of both people and resources. We also have a Service Manager workshop called The Next Step, this is designated to help service managers develop the skills they need to work across partnerships and prepare them for promotional opportunities. Sessions were delivered to managers on a two-day workshop in September.

4.7 In 2024/25 the organisational development intra-net pages will be reviewed to provide further information on the opportunities available to all employees.

4.7 The HR & OD Service Manager will review and revise the Corporate Induction programme to ensure it reflects the council and the services provided. Consideration of video content from key areas is being made to allow new starters to access some core elements earlier.

## **5.0 Risks**

5.1 None

## **6.0 Implications/Consultations**

6.1 None

## **Community Safety**

No

## **Data Protection**

No

## **Equalities**

Yes, to ensure the development opportunities are accessible to all and staff receive training on equalities.

## **Environmental Sustainability**

Yes, the learning and development provision supports the sustainability project

## **Financial**

Yes, the budget data has been provided by the Finance Team

## **Health and Safety**

Yes as set out in this report and the report has been produced by HR with includes the H&S Officer

## **Human Resources**

Yes as set out in this report and the report has been produced by HR

## **Human Rights**

No

## **Legal**

Yes, the learning and development provision supports legal updates and compliance.

## **Specific Wards**

No

## **7.0 Background papers, appendices and other relevant material**

7.1 None



**Contact Officer**

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