

Learning and Development Report 24/25

1.0 Training budgets and delegates

1.1 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

	Budget 2024/25
Central/Corporate	£20,000
Service Training & Development	£22,480
Professional Training	£20,000
Health & Safety	£3,000
Total L & D Budget	£65,480

1.2 The 2024/25 Learning and Development programme was delivered by external facilitators, internal presenters, webinars and e-learning. These events are funded from the corporate training budget.

1.3 Employees are informed of training opportunities via email/intranet updates via teams. Individuals are also approached directly when they have requested specific training in their PDR or there is training specific to their roles.

1.4 In 2024/25 209 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 27 events:

Event/Course	No of Participants	Type/Number of Sessions held
Next Steps cohort	11	1
Corporate Induction	24	2
First Aid at work refresher	3	1
Emergency First aid	3	1
Personal Safety and Lone Working	58	4
Evacuation Chair-Train the trainer	6	1
Understanding Mental Health in the workplace	4	3
Managing difficult conversations – Planning and Monitoring Work	11	1
Tribepad Manager Training	28	3

Writing for business – Report Writing	8	1
Enhancing decision-making skills	15	1
Mental Health first aid	4	2 day course
Successful Meetings	9	1
Coaching and mentoring	4	1
Managing Change	10	2
Service Manager – East Herts	11	2
Total	209	27

- 1.5 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 1632 'completed' training episodes were recorded in March 2025.

Course	Participants
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The Importance of Equality, Diversity, and Inclusion	260
Data Protection: Compliance following GDPR	262
Office Etiquette and Email Management <i>(To be re-registered every 3 years.)</i>	313
Fire Safety	260
Understanding the Safeguarding of Children, Young people, and Adults at risk.	259
Preventing Sexual Harassment in the Workplace	278

- 1.6 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.

2.0 Service Training and Development

- 2.1 The total service training and development budget for

2024/2025 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.

- 2.2 The budget breaks down to £72 per employee based on the employee head count on 1 April 2024 (312). 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.

3.0 Professional Training

- 3.1 The professional training budget was set at £20,000 for 2024/25. 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.
- 3.2 This budget has supported the planning team to upskill their staff, with 1 officer in 24/25 committed to achieving a masters in Town and Country planning. 2 officers in Environmental Health are committed to achieving level 5 and level 6 in food premises inspections. We continue to ensure there's a fair process in funding professional development in 25/26.
- 3.3 The professional training budget for 2025/26 has been reduced to £10,000.

4.0 Apprentices

4.1 The Council continued to sponsor four apprenticeships in 2024/25 from the Apprenticeship Levy:

- 1 x Accountancy – Level 7
- 1 x Payroll administrator – Level 3
- 2 x Chartered Town Planner Degree – Level 7

4.2 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.

5.0 Learning and Development priorities 2025/26

5.1 The learning and development needs for this year are being collated from the PDR's. 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.

5.2 Using completed appraisals, HR will identify needs analysis 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.

5.3 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.

5.4 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.

- 5.5 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.
- 5.6 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 with the second cohort planned for 2025.
- 5.7 The HR Officer 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.