

HAVANT BOROUGH COUNCIL/EAST HAMPSHIRE DISTRICT COUNCIL

Join Human Resources Committee

23 October 2013

CORPORATE TRAINING PROGRAMME 2013/14 UPDATE

Report of: Carol Milner, Interim Services Manager (HR)

Information Item

Portfolio: Councillors Cheshire and Millard

Key Decision: N/A

1.0 Purpose of Report

- 1.1 This report provides Joint HR Committee with an update and review of the Corporate Training Programme 2013-14.

2.0 Recommendation

- 2.1 The report is intended as an update and as such, the Committee are asked to note the content.

3.0 Summary

- 3.1 Employees are often the most expensive resource within an organisation, and investment in staff effectively underpins the value that both Councils are currently placing on their employees and the workforce generally. The Committee will be aware that a Training Needs Analysis (TNA) was undertaken during the last quarter of 2012/13 and there followed a comprehensive process to source and develop the Corporate Training Programme.
- 3.2 The Corporate Training Programme enables the employee (and the Manager) to effectively select from the Programme and to identify those topics which align most appropriately with their development needs. This has an empowering effect and enables development discussion(s) with a collaborative approach.
- 3.3 A total of 23 courses were commissioned to run from September 2013 through to June 2014 and the Programme began with the first course on schedule in September. The Corporate Training Programme booklets are attached to this report.

4.0 Subject of Report

- 4.1 The Committee will recall that PETA training providers were chosen to work in partnership to support the training delivery through a series of

short courses. The HR Team, together with PETA and the subject matter experts (SME), work collectively on the content of the courses on an ongoing basis so that they are shaped to meet the needs of the organisation, and at the same time they remain current and topical.

4.3 Three courses have run to date with representation from each Cluster and circa 50 employees having benefited from subjects such as:

- *budget control*
- *negotiating and influencing*
- *working smarter and effective delegation skills*

4.4 Early feedback suggests a positive impact with excellent attendance rates and an indication of significant engagement, a sample of feedback is captured in the table below:

Course Title	Learning Objectives Met	Rated as a good experience	General Comments
Financial Management	89%	77%	- Good use of different training methods - Liked the interactivity
Negotiating & Influencing Skills	95%	89%	- Very good trainer - Thank you, very informative - Very enjoyable
Working Smarter & Effective Delegation Skills	96%	92%	- I would recommend this to my manager and colleagues - Tutor was great - Very well presented

4.5 In addition to the suite of courses contained within the Corporate Training Programme, 21 Officers have signed up for and are undertaking the Institute of Leadership Management (ILM) Level 3 Award in Leadership & Management qualification.

In order to achieve this qualification the Officers will be required to complete an assignment at the end of each of the training courses listed below. Again, there is representation from all Clusters and a demonstration of significant engagement:

- *financial management*
- *managing conflict*
- *effective communication skills working smarter and effective delegation*

- 4.6 With regard to the future bookings, Appendix A shows nine of the courses are fully subscribed and the remaining eleven have minimal spaces left. Again, an indication of engagement, motivation and commitment. Naturally the proposed attendees will be monitored so that there is a parity of opportunity across the Clusters.
- 4.7 The E-Learning programme was amalgamated in November 2012 and circa 2500 modules have been completed to date, covering subjects such as:

Induction

Introduction to local government
Getting started with e learning

Communication Skills: Effective Writing, Consulting Customers, Presentation Skills, Communication Skills

Equality, Diversity & Customer Care

Handling Information in the Public Sector: Government Connect, Environmental Information Regulations, Data Protection, Freedom of Information - An Introduction

Business Skills: Risk Management & Fraud Awareness, Change Management, Project Management, Quality Management, Building Partnerships

Health and Safety: Personal Emergency Evacuation Plans, Display Screen Equipment 2013, Lone Working, Manual Handling, Personal Safety at Work, Basic Health and Safety, Fire Safety

People Management Skills: Appraisals for Appraisees, Appraisals for Line Managers, Safeguarding, Managing Sickness Absence, Managing Stress, Recruitment and Selection, Coaching, Supervising, Management, Self Development, Managing Others, Meeting Skills, Team Leading, Working Smarter

5.0 Implications

5.1 Financial

The Corporate Training Programme falls within the budget allocated for training spend. There is an additional charge to cover ILM Registration and assessment and again, this is covered within the CTP budget.

5.2 Legal

There are no legal implication associated with this report.

5.3 Strategy

The delivery of the Corporate Training Programme is in line with the People Plan Strategy and the Councils' aspiration to achieve the Employer of Choice accreditation.

5.4 Risks

None to report.

6.0 Conclusion

This review and update shows that the development and investment in the Corporate Training Programme is realising a high indication of commitment, engagement and motivation of the workforce.

Appendices:

Appendix A – Corporate Training Programme – Courses and Bookings

Appendix B – Corporate Training Booklet EHDC

Appendix C – Corporate Training Booklet HBC

Agreed and signed off by:

Legal Services: (date)

Executive Head of Governance & Logistics: date

Relevant Executive Head: (date)

Contact Officer: Carol Milner
Job Title: Interim Service Manager (Human Resources)
Telephone: 023 9244 6139
E-Mail: carol.milner@havant.gov.uk
carol.milner@easthants.gov.uk