

Committee:	Union Employee Consultation Committee	Agenda Item No.:	8.
Date:	5 <sup>th</sup> February 2010	Category	
Subject:	Corporate Learning & Development Evaluation Report 2008/9	Status	Open
Report by:	Head of Human Resources and Payroll		
Other Officers involved:	Senior Learning & Development Officer		
Director	Chief Executive Officer		
Relevant Portfolio Holder	People and Performance		

**RELEVANT CORPORATE AIMS**  
STRATEGIC ORGANISATIONAL DEVELOPMENT – Continually improving our organisation, by evaluating the benefits received from Learning & Development events

**TARGETS**  
The subject matter contributes directly to the achievement/retention of the Investors in People Standard (IiP)

**VALUE FOR MONEY**  
The proposals deliver value for money for the Council and its customers, by ensuring the Council is clear what benefits have been achieved from learning & development events

**THE REPORT**

The attached report has been compiled using post learning and development evaluation forms which are completed at appraisal and appraisal review with input from both the Appraiser and the Employee who attended the event.

The average hourly rate of pay was provided by Finance and is £14.01. This was used to calculate the cost of officer time and was rounded up or down accordingly. One days training was classed as 7 hours, therefore 7 x 14.01 = £103.25 (shown as £103).

The total spend on learning & development is shown on page 3 of the report which shows that whilst Bolsover is spending less than the national average, it is delivering almost twice the number of days per employee on learning & development events.

## **ISSUES FOR CONSIDERATION**

### **Leadership Development**

Two significant spends during the year were:

<b>Event</b>	<b>Cost</b>	<b>Officer time</b>
ILM Level 7 for 1 Director	£2,000	£723
NVQ Level 4 for 1 Manager plus NVQ Level 3 in Leadership/Management Development for 12 Junior Managers	£17,500	£5,463

The Council has been investing heavily in leadership skills over the last four years and is now embarking on Team Leader development, as well as completion of the Junior Managers programme.

The current position is as follows:-

<b>Level of Management</b>	<b>No. of Managers Achieved the Qualification</b>	<b>No. of Managers Working Towards a Qualification</b>	<b>No of Managers to commence a qualification during 2009/10</b>
Directors/Heads of Service	13	1	2
Middle Managers	16	1	2
Junior Managers	12	13	2
Team Leader	0	11	7

In terms of the impact on employee perception of their managers this programme appears to be having an impact, as the following extract from the employee survey shows:

### Question 8: My Line Manger or Supervisor....

	2004	2005	2006	2007	2009
Is approachable	81%	82%	89%	92%	89%
Understands my job	61%	75%	81%	87%	85%
Is open and honest	67%	70%	82%	86%	82%
Treats me fairly	-	78%	83%	86%	86%

**2009 Figures are provisional, i.e. subject to ratification by the external company producing the final report.**

### Q9 Respondents were asked overall how well they feel that they are being managed.

A large proportion of respondents (**80%**) said that they are managed 'Well' ('Very well' and 'Fairly well.'). This is a one percentage point increase from 2006 (**79%**).

Positively, this figure has improved year on year from 2004 (**54%**), 2005 (**68%**) and 2006 (**79%**) to **84%** in 2007, but has then shown a 4% decrease in 2009.

The action plan associated with the employee survey responses has not yet been discussed with Senior Management Team, but will be communicated to all employees once this has been agreed.

### Organisational Development Events

These events are not service specific but are necessary in terms of organisational development.

The following show some good examples of how the events have contributed to the benefit of the individual and to team and corporate aims:

Event	Numbers attending	Evaluation Comments
Fire Warden Training	30	Contributes to health & safety of individuals being able to effectively carry out the duties of a Fire Warden
Asbestos Awareness	67	Contributes to health and safety, recognition of asbestos and how it should be handled
Lone Worker (Personal Safety)	27	Requirement of health and safety risk assessments and raises individuals awareness of personal safety – Contributes to Corporate Aim on Community Safety
Basic Food Hygiene Certificate	29	To ensure that trained individuals are aware of the best practice and regulations surrounding food preparation in a public setting

<b>Event</b>	<b>Numbers attending</b>	<b>Evaluation Comments</b>
Disciplinary Investigations	18	Added to skills base and increased number of officers who can undertake investigations

The following internal events do not require full post learning evaluation, however, the evaluation done immediately after the event shows good satisfaction with these internally delivered briefings:

<b>Event</b>	<b>Numbers attending</b>	<b>Satisfaction rating</b>
Equalities and Diversity Awareness	31	94%
Appraisals	51	89%
Basic Child Protection awareness	20	99%
Community Safety Training	23	86%
Data Protection/FOI (Workforce)	19	97%
Introduction to customer service	20	97%
Legionella Awareness	17	95%
Data Protection Briefing	64	90%
Health & Safety Induction	36	92%
Manual Handling	9	100%
Absence Management	10	100%
Recruitment/Selection Training	11	100%

Internal trainers have been made aware of the satisfaction ratings and asked to consider any areas for improvement.

The following external events were identified as not being of benefit, not adding to existing knowledge and would not be attended in the future:

Customer Care – Bespoke Course for Professionals  
 Surveying for NI195  
 IOSH Branch Meeting

## **IMPLICATIONS**

Financial :               The total spend on employee learning & development during 2008/9 was £93,854.

Legal :                   None beyond delivery of training to ensure statutory compliance

Human Resources: Identification of benefits of learning & development events and it's contribution towards achievement/maintenance of the liP Standard

## **RECOMMENDATION**

**That the report be received.**

ATTACHMENT:            **Y (1)**  
FILE REFERENCE:       **N/A**  
SOURCE DOCUMENT:     **N/A**