

# BOLSOVER DISTRICT COUNCIL

## CORPORATE LEARNING & DEVELOPMENT EVALUATION

### REPORT

2008/9

This document addresses the following Corporate Aims



STRATEGIC ORGANISATIONAL  
DEVELOPMENT



COMMUNITY  
SAFETY



CUSTOMER  
FOCUSED SERVICES



ENVIRONMENT



REGENERATION



SOCIAL INCLUSION



## **Introduction**

The Council fully accepts its responsibility to make resources available to provide learning and development opportunities for employees. The enterprise initiative and creativity of employees are crucial to the future development and success of the Council's services.

It is important that all learning and development is monitored and evaluated to ensure it improves services and the knowledge and competence of individual employees. This Evaluation Report is to be prepared by Human Resources on an Annual Basis and presented to Elected Members, Senior Management Team, Heads of Service and Trade Unions.

Information on corporate learning and development delivery, resources, funding and performance standards are shown on Page 3.

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## Corporate Learning & Development Resources/Performance

### Corporate Learning & Development Resources/Performance

#### Internal Resources

The Council provides a wide range of learning and development events which are delivered by the following two employees based within Human Resources and ICT:

Senior Learning and Development Officer

IT Training and Support Officer

Other learning and development events are delivered by employees with a specialist knowledge in certain areas as follows:

Director of Strategy

Risk Management

Head of CSPD

Project Management

Freedom of Information (including Data Protection and Environmental issues)

Head of Community Services

Compliments Comments and Complaints

Customer Service and Access Officer

Community Safety

Equalities Improvement Officer

Compliments Comments and Complaints

Health and Safety Officer

Equalities and Diversity Awareness

Health and Safety Induction

Manual Handling

COSHH

Benefits Supervising Officer and

Various topics for Revenues employees

Billing/Recovery Supervising Officer

#### Total Training Budget Spend 2008/9

Qualification Training (Continuation)

£6940

Central Training Budget (Priority 1 training)

£69414

Leadership Development

£17500

**Total**

**£93854**

#### National Pay and Workforce Strategy Performance Standards 2008

Performance Standard	National	Bolsover
Annual Gross Training Expenditure Per Employee	£250	£167
Number of Training Days Delivered Per Employee	1.6 days	2.22 days

The following sections of this report links each learning and development event to the relevant Corporate Aim and identifies the achievements delivered by this training.

Amounts for Officer Time have been calculated using the average hourly rate £14.01 provided by finance and rounded up/down to the nearest Pound.

### Community Safety

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
Advocacy and Tribunal Procedure for current times	1	250	103	
Behaviour led seminar	1	0	103	
CCTV Deployment	2	0	103	Ensures effective enforcement action is taken when investigating and carrying out surveillance.
Community Safety Training	23	0	644	No post evaluation required. 86% satisfaction rate.
Basic Child Protection and Vulnerable Adults Awareness	20	0	841	No post evaluation required. 97% satisfaction rate.
17 <sup>th</sup> Edition – 3 Day	3	1107	294	Essential Legislative Training required to carry out electrical installations and repairs
17 <sup>th</sup> Edition – BS 7671	2	715	196	As above
City and Guilds 17 <sup>th</sup> Edition	2	738	490	As above
City & Guilds PAT Testing	2	676	103	As above
ACD System management	1	275	103	As above
ACS Certification Scheme (6 elements)	1	1120	490	As above
ACS Certification Scheme (3 elements)	2	1168	490	As above
ACS Gas Certification	2	1038	490	As above
Corgi Gas competency course	2	124	103	Ensures officers are aware of gas safety requirements when undertaking statutory inspections of mobile catering units
Covert CCTV Familiarisation	2	0	103	Ensures that CCTV equipment is correctly deployed and set up on site and that effective enforcement action is taken when investigating and carrying out surveillance
Fire Warden Training	30	855	1261	To able to carry out the duties of a Fire Warden.
Asbestos Awareness	67	2000	3292	Contributes towards H&S, recognition of asbestos and how it should be handled.
Early Intervention for Families at Risk	2	0	196	

<b>Learning and Development</b>	<b>No</b>	<b>Cost£</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
Lone Worker (Personal Safety)		2380	2788	Raised awareness of improving personal safety on attending call outs. Improved personal security and satisfied H&S risk assessment controls. Requirement of Health and Safety Risk Assessments and raises the officer's awareness of personal safety – contributes to Corporate Aim on Community Safety.
Armed Robbery Response Training	12	1500	1177	Although the evaluation of the event was said to be relevant and useful, in post evaluation some employees raised the fact that they were disappointed that the scenarios were acted out by CAN Rangers rather than 'Actors'.
Bespoke flycapture enforcement stage 2A	2	0	196	Maintains competency and effectiveness of enforcement work
Flycapture (Part 1B) Enforcement	1	0	494	Maintains competency and effectiveness of enforcement work
Flycapture Intro to waste crime & Fly tipping policy	2	0	196	Maintains competency and effectiveness of enforcement work
Misconduct Seminar	1	215	103	
RIPA/PACE Act Training	1	50	103	Maintains competency and effectiveness of enforcement work.
Parental Mental Health & Safeguarding Children	1	0	103	
Parenting Programmes for preventing & Tackling ASB	1	382	103	
RIPA/PACE Act Training	2	100	103	The post holder is required to be fully up to date with this as it is used weekly.
Regulation & Enforcement RIPA/PACE	1	200	103	Ensures effective enforcement action is taken when investigating and carrying out surveillance.
Regulation of Investigatory Powers Act 2000	2	0	103	Maintains competency and effectiveness of enforcement work
Legionella Awareness	17	900	821	No Post Evaluation required. 95% Satisfaction rate.
Regulatory enforcement for LA Officers	7	665	103	Maintains competency and effectiveness of enforcement work
Safeguarding Children Serious Case Review Analysis	2	0	28	
Safeguarding young people sexual/harmful behaviour	1	0	103	
Safeguarding working with parents/carers/danger/conflict	1	0	103	

<b>Learning and Development</b>	<b>No</b>	<b>Cost£</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
Statutory dispute resolution	1	80	103	Good sharing of experiences/changes useful for continuous improvement
Stop and Search vehicle course	2	250	103	Will enable effective exercises to be planned when dealing with waste control initiatives.
Witness protection training	1	0	103	Ensues officers are competent to undertake statutory duties in respect of their enforcement work.

## Customer Focused Services

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
Introduction to Customer Services	20	0	547	Post evaluation not required. 99% satisfaction rate
Adobe CS4 Design Premium	1	0	35	Useful to see what the differences between CS3 and CS4 were to see if it was worth purchasing the new version.
Adobe Illustrator CS3	1	250	103	No training was given when the software was first purchased, so this was a good course that taught the essentials of the software
On Tgt; Comm Power & the feeling of influence	1	150	103	
Benefit take up campaigns	2	0	103	
Best practice stakeholder consultation & comm engagement	1	195	103	
Choice based lettings (CBL) Seminar	2	504	103	
Managing the Election Process	1	395	103	
Managing the spaces in-between Annual School	1	360	103	
NEA East Midlands Fuel Poverty forum	2	0	42	
Spotlight on fuel poverty	1	0	103	
Supporting delivery of local ambitions	2	0	103	
Telecom training advanced	1	0	103	Now equipped to manage employee performance.
Written Communication Skills	1	55	103	
Working with Debt Training	6	390	103	
Valuation Tribunals Training Day (Council Tax)	1	50	103	
Debt Counselling and Dealing with Debt	1	0	103	
European Election Training (Inc combined rolls)	1	0	103	
Family Mediation Training	8	0	672	
Postal Vote Opening	2	175	103	Essential to carry out allocated duties on elections in accordance with legislation.
The Verification and Count	3	0	103	Important part of ensuring efficient elections. Essential to comply with the new performance standards for Returning Officers.
Quest Internal Assessor Course	1	250	196	To enable the recipient to undertake internal assessments of service delivery against a national benchmarked standard within the leisure industry.

## Customer Focused Services

<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
Customer Care – Bespoke Training for Planning Professionals	20	1800	1961	Training was designed specifically for Planners with input from some Planning managers. A small number did not appreciate the training and thought it too basic.



## Environment

<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
Vacuum Packing – Food Safety Enforcement	1	115	103	Useful but could have covered general vacuum packing issues. - contributes to local indicator on high risk food inspections
Air Weapons	1	135	103	Now trained and empowered to use air guns and rifles.
Auditing food safety activities and processes	2	110	196	Ensures officers are competent in auditing techniques during statutory food inspections – contributes to local indicator on high risk food inspections.
Basic Food Hygiene Certificate	29	440	1219	To ensure that the recipient is aware of the best practice principles and regulations surrounding food preparation in a public setting.
CIEH Executive Briefings	2	150	103	Very useful update on new issues which affect service planning
CIEH Standing conference on land contamination	1	0	103	Ensures officers are competent to undertake statutory duties in respect of contaminated land – Contributes to improving the health of the district (Regeneration)
Controlled Waters Risk Assessment	1	62	103	Maintains awareness of such issues when undertaking statutory duties
Derbyshire Food Liaison Group Food Safety Risk	2	0	70	Ensures officers are competent and are consistently applying the risk rating criteria following food inspections – contributes to local indicator on high risk food inspections.
East Midlands Public Health Conference 2008	4	0	103	Ensures the Department is working within local initiatives and priorities. Maintains EH competency in enforcement of statutory duties
Environmental Noise Monitoring	1	0	103	Maintains EH competency in enforcement of statutory duties
Environmental permitting Regs 2008	2	0	103	Maintains EH competency in enforcement of statutory duties
Food Hygiene Level2	7	255	103	To ensure that the recipient is aware of the best practice principles and regulations surrounding food preparation in a public setting.
Food Identification Revision Course	1	95	103	Fulfils the needs of the curriculum for the Student EHO for food premises inspection

<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
Guide to tackling nuisance odour/minimising compost odour	3	0	103	Ensures officers are competent to undertake statutory duties in respect of odour complaints – contributes to improving the health of the district (regeneration)
Health Protection Agency EHO Students Training Day	1	0	103	Fulfils the needs of the curriculum for the Student EHO for food premises inspection
Horse Riding Establishment Training	1	0	103	Very beneficial. Will improve confidence and assist in undertaking statutory duties and enforce best practice standards.
Housing Law – Legal Update 2008	2	598	103	
Management of Outbreaks of Food borne Illness	7	245	103	Ensures statutory duties in respect of infection control
Microchip Implant Training	1	160	103	Enables better service cover of this function as 2 Officers now trained in this technique.
National Dog Warden AGM 2008	1	165	196	Ensures statutory duties in respect of infection control
Open Meeting of Environmental Protection UK	1	20	103	Ensures statutory duties in respect of infection control
Pestech 2008	2	0	56	New ideas on charging policies which we have raised recently.
Resources for the Future in Environmental Health	1	30	103	Very useful update on new issues which affect service planning
RSPH Level 2 Certificate in Pest Control	1	0	103	
The Role of Pest Control – Environmental Health	2	110	103	Improved knowledge of bedbugs and equipment maintenance, increased awareness of new practices and technique.
HSE Regulators Development Needs Analysis Briefing	2	0	103	Has provided an assessment tool to check that officers are competent to undertake H&S Enforcement – contributes to the local indicator on high risk health and safety inspections and statutory duties of the authority.
Joint Training Day for Environmental Health and Trading Standards	7	70	103	Useful update and awareness of roles of other agencies. Very important to be aware of partners roles and how they interact with each other. Contributes to improving the health of the district (regeneration). Useful for working with partners and delivering joint up services.
Killgerm Workshop	1	20	103	
Low Carbon Buildings Programme Seminar	1	0	103	

<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
RTPI Seminar on Renewable Energy Technologies	2	150	103	Ensures that the service is efficient and effective and that staff are valued and supported in developing and maintaining their skills.
HPA Stakeholder day on food poisoning	4	0	103	Help to improve service delivery during investigations. Very useful contribution in maintaining officer competency.
HPA – The Annual Big Picture Event 2008	1	40	103	Ensures that admin staff are aware of the importance of their role in infectious disease investigation
Risk Communication	1	0	103	Ensures officers are competent to undertake statutory duties in respect of contaminated land – contributes to improving the health of the district (regeneration)
Training on the LA Enforcement Monitoring System	2	0	103	Ensures that data quality requirements are met in respect of our statutory returns.
Low Carbon Energy Workshop	1	0	103	A summary of the main points on national planning policy relating to climate change and low carbon energy with a particular focus on the potential for combined heat and power systems.
NI195 Planning an Effective Local Environmental Management System	3	598	103	

## Regeneration

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
RTPI Conference Promoting Sustainable Transport	1		103	
RTPI Conference Planning and Economic Development	1	Total	103	
RTPI Conference Planning Law Update	2	Cost	206	Ensures the service is efficient and effective and staff are valued and supported in developing and maintaining their skills
RPTI Conference Rural Planning Update	1	for	103	Helps develop techniques and processes for the Councils 27 Conservation areas.
RPTI Conference Street Planning and Design	2	RTPI	206	Assists in delivering better quality development and better sense of place.
RTPI Conference The Historic Environment	3	1255	309	A good grounding in the wider significance of heritage work. Helps to deliver the THI and HES, both corporate targets
Architecture 2009/10 seminar (autocad seminar)	2	0	56	
Autocad 2009 Workshop Seminar	2	0	103	
Building in Context	1	0	103	
Buildings at risk	2	180	103	Updated on National Best Practice relating to buildings at Risk which is a significant and growing element in our HES
Compulsory Purchase Orders	2	0	103	
Conservation Areas; Appraisals and Management	2	0	103	Best Practices identified and shared with colleagues.
Establishing a Robust Energy Base for Planning Policy	1	198	103	
Historic Environment Summit for Derbyshire	2	0	103	Helps develop techniques and processes for the appraisal and management of the 27 Council conservation areas.
Infrastructure Planning & Delivery	2	0	103	An introduction to the requirements of Infrastructure Planning. This will link to new guidance being issued on how this issue should be addressed in LDFs
Infrastructure Planning in Practice	1	65	98	
Leicester Development Control Conference	2	180	103	

<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
National Mills Regeneration Conference	1	140	103	
New challenges in Urban Design	1	90	103	Assists in delivering better quality development and better sense of place
Open Space Strategies Seminar	1	0	103	Strengthens knowledge base and aids service deliverability
Planning Portal Workshop	2	0	103	Maintains currency in administrative and development matters to assist in minimising errors in the delivery of the service
Monitoring the Regional Plan	2	0	103	
Prospects for Local Economic Development	1	0	103	
Regeneration and Renewal Conference 2008	1	610	103	
Retail Assessment	1	120	103	
Retail & Regeneration Development 2008	1	325	103	
Spatial Strategic Planning	1	0	103	Key challenges to strategic spatial planning. The move from RSSs to single integrated strategies
The Planning Convention 2008	2	700	294	
The Property Conference	1	114	103	
Private Water Supply New Regulation Seminar	2	50	56	Ensures Officers are competent to undertake statutory duties in respect of private water supplies – contributes to improving the health of the district (regeneration)
S106 Obligations and Viability	1	0	28	It has enabled the service to keep up to date with an area of law that is changing fundamentally at the moment
S106 Agreements/Planning Obligations	1	80	103	Keeps up to date with an area of law that is changing fundamentally at the moment
Surveying for NI195	3	390	103	Disappointing as no real relevance to GIS. No benefit.
Understanding Facilities Management (Foundation) Course	1	1180	294	Gave an excellent understanding of Facilities Management which was extremely useful in the move to and the subsequent organisation of the New Depot
Extending Asset Management	2	0	103	Improved knowledge base, in order to deliver a professional informed service to the authority
Planning Space for Play	1	0	70	To ensure the recipient is up to date with the latest advice and guidance on the topic.
Taylor's Bell Foundry Trip	1	0	103	Provided knowledge of traditional craft skill and understanding on how a small heritage business runs.

## Social Inclusion

<b>Learning and Development</b>	<b>No</b>	<b>Cost £</b>	<b>Officer Time £</b>	<b>Contribution to Corporate/Service Objective</b>
Equalities and Diversity Awareness	31	0	848	Post evaluation not required. 94% satisfaction rate
Data Protection/FOI (Workforce)	19	0	657	Post Evaluation not required. 97% satisfaction rate
Data Protection Briefing	64	0	1793	Post Evaluation not required 90% satisfaction rate
Working Effectively with Diverse Communities	2	40	103	Will ensure services are provided in a fair and equitable manner.
Working with Debt Training	6	390	103	
Welfare to Work 2008	1	249	103	
Building for life Accredited Assessor Training	3	0	103	
Chartered Institute of Housing Annual Conference 2008	1	610	204	
Child Cyclist Instructor	3	0	42	The recipient can use this information to broaden the portfolio of activities offered through our service
Client Centred Loans/Alternative Sources of Funding	2	0	103	
Contrived tenancies	1	150	103	Added confidence and improved decision making in this area
Dance Consultation Day	1	10	103	
Delivering Quality Places	2	0	103	Assists in delivering better quality development and a better sense of place.
Derbyshire Local Resilience Forum	4	0	70	
Introduction to Family Intervention on Tenancy	1	0	35	
Fitness Industry Association Adopt A School Workshop	2	60	103	Awareness training for a national scheme which will allow our authority to contribute
GP Exercise Referral	1	489	686	Qualification to deliver Exercise referral programmes
Housing Subsidy and other HRA issues	1	292	103	
The Working Neighbourhood Fund – A Learning Day	1	0	103	
Strategic Housing Land Availability Assessment Workshop	1	30	103	
Embracing Diversity in Repairs and Maintenance Service	1	150	103	
HB/CTB for the Self Employed. Students and People Abroad	3	285	103	More confident and able to respond to enquiries more quickly. More confident in calculating these benefits.

## Strategic Organisational Development

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
Absence Management	10	0	410	Post Evaluation not Required 100% satisfaction rate
Appraisal Briefing	51	0	1047	Post evaluation not required. 89% satisfaction rate
Recruitment and Selection	11	0	451	Post evaluation not required 100% satisfaction rate
1 <sup>st</sup> Aid at Work 1 day (Emergency 1 <sup>st</sup> Aid)	18	945	2052	18 Emergency First Aiders
1 <sup>st</sup> Aid at Work 2 day (Refresher Training)	10	390	2285	10 Qualified First Aiders Improved provision for safety of employees and customers.
H&S for Senior Executives	11	0	1108	Essential in role of HR&P. Awareness important for all Senior Managers
Health and Safety Induction	36	0	985	Post evaluation not required. 92 % satisfaction rate
AEA Conference 2009	1	610	392	There have been a lot of changes to the way elections are carried out. The knowledge has been shared with a lot of people and directly applied in the Jun 2009 elections. Essential for knowledge base.
Basic and Advanced Report Writer Training	3	850	103	Very powerful useful tool, needs to be used with caution.
ASA/UKCC Level 1 Teaching Aquatics	2	400	490	Qualification to enable the delivery of swimming lessons
ASA/UKCC Level 2 for Teaching Aquatics Units 1-6	2	860	981	Qualification to enable the delivery of swimming lessons
Automated External Defibrillator Instructor Course	1	169	103	Qualification which allows the recipient to teach others the techniques required to operate a defibrillator
B&E Towing Course	2	1200	294	Gives the recipient the necessary skills that are required to tow a trailer
Cash flow Toolkit Training	2	195	103	
Centennial Sam Suite (Discovery and Licence Manager)	4	0	151	
CITREX Pres. Server 4.5 XENAPP 5.0 Windows 2003: Admin	1	1040	490	Acquired skills has reinforced and expanded the departments existing skill set in Citrix.
CITREX Pres. Server 4.5 & XENAPP 5.0 for Windows	1	1040	490	
Dance Consultation Day	1	10	103	
Defibrillator Training	5	0	67	Qualification which allows the recipient to use techniques required to operate a defibrillator
Manual Handling	9	0	315	Post Evaluation not required 100% satisfaction rate

## Strategic Organisational Development

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
Delivering Sustainable LDFs	1	399	103	
Effective Talent Management	1	349	103	
EM Lawshare No 26 Commercial – update of Procurement Law	1	80	103	
Emergency First Aid	1	0	56	
Employment Law Update	1	50	103	Key changes came into being in 2009 and this has helped prepare legal services and HR for the changes
Employment Seminar	1	0	103	
Energy Performance Certificate Assessor	2	3000	294	
Enforcement Management Model	4	0	103	
Equal Pay Workshop	1	50	103	Important for assessment of authority's equal pay requirements
ESA Seminar	2	0	103	
Festival of First Aid	1	75	103	Course enables recipient to keep up to date with current 1 <sup>st</sup> aid practices and equipment – this is aimed at 1 <sup>st</sup> aid instructors
First Aid Conference	1	65	103	Course enables recipient to keep up to date with current 1 <sup>st</sup> aid practices and equipment – this is aimed at 1 <sup>st</sup> aid instructors
Frontier P11D Training	1	295	103	
FSA Local Authority Enforcement Monitoring System	2	0	?	
Fundamentals and Multi Skills	1	25	42	Course enables the recipient to teach the fundamentals in movement, balance and co-ordination to very young children
Geography – Improving Performance of Gov	1	0	103	
GP Exercise Referral	1	489	686	Qualification to deliver Exercise referral programmes
GTR Spreadsheet Training	4	800	103	No benefit to HR Team but has identified process efficiency gains in the Payroll Team.
Housing Annual Conference	1			Important to know new developments to ensure the authority delivers improvements on a continuing basis.
HACCP Assessment Course for Enforcement Officers	1	120	294	Ensures Officers are competent to undertake statutory duties during inspection of high risk premises.



## Strategic Organisational Development

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
HHSRS (V2) Practitioners Course	2	590	103	
HIA Annual Conference	1	0	196	
How to build up website take-up best practice/networking	1	145	103	
IT Showcase – Green it	1	0	56	
Design Quality Seminar	1	0	28	
Development Control Conference	2	0	103	
Development Management	1	0	103	Assists in the management of the change process
Development Management – about delivery	1	0	103	
Driver CPC	2	0	103	
INMOTION 2008	1	80	103	
Interview Skills Training	4	0	103	Ensures Officers familiar and effective in court proceedings.
Investigation Skills	1	0	103	Ensures officers are aware of effective investigation techniques when dealing with legal breaches and accident notifications
IOSH Branch Meeting	1	0	42	No benefit to Department
IOSH Branch Seminar	1	0	103	Improved understanding of the need to integrate the HR role and the H&S role in relation to Occupational Health Management
ISRM East Midland Service	1	0	103	
ISRM Pool and Plant Revalidation	2	200	103	Revalidation of the qualification is necessary to be able to operate pool plant equipment
KWIK Cricket Course	5	50	42	Enables the recipient to teach kwik cricket
LGA Annual Conference	1	519	294	
Local Land Charges Annual Conference & Exhibition 2009	1	620	196	Vital to keep up to date with latest developments. This was demonstrated by the notes produced from the event.
Local Search Summit	1	0	103	
MSc (Urban and Regional Planning)	1	1260	2685	
NVQ Level 2 in Waste Management Operations	5	0	2102	
NVQ Level 3 in Housing and Council Tax Benefits	1	750	420	
NVQ Level 3 in Customer Service	3	2850	1261	

## Strategic Organisational Development

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
NVQ Level 3 in Management	12	15000	5632	Ability to better manage a team who deliver a front line service. Provide Leadership and guidance for my Team. Gained new skills and improved existing ones.
NVQ Level 4 in Management	1	1250	420	
NVQ Level 2 IT Users	1	0	620	Outstanding Training that refreshed forgotten/seldom used skills.
NVQ Level 2 Plumbing	1	560	2550	Able to carry out more varied tasks at work.
Misconduct Seminar	1	215	103	Important for ethical framework purposes and as a consequence use of resource assessment.
National Certificate for Personal Licence	1	128	103	
OHSAS 18001 Internal Auditor	1	485	196	
Paragon Product Training	1	0	103	
Practical applications of Medical Geology	1	50	103	
Practical Aspects of Monitoring	2	0	103	
Public Sector Travel – The Journey ahead for Business Travel	1	195	103	
Regional FSA/LACORS Update	2	0	103	
Siemens IP Training	1	275	103	
SORP & BVACOP 2008 Update	2	780	103	Now able to meet statutory obligations having attended training.
Sprayer Training – PA1 & PAG	12	1818	103	
Targeted Falls Prevention Training Day	2	0	103	
TEN Annual Conference	1	0	103	Useful to keep up to date with PERFORM
Microsoft 2.0 Programming Language	1	1476	392	.
Time Management 1	1	45	103	
Understanding the Employer Role (LGPS)	2	340	103	Essential for policy development – continually improving the organisation
Update on Code of Conduct	2	0	103	Keeps us up to date with best practice and changes to the ethical framework.

## Strategic Organisational Development

Learning and Development	No	Cost £	Officer Time £	Contribution to Corporate/Service Objective
Use of numerical Methods	1	0	103	
VMWARE	1	2010	588	
Training Course Good Procurement in Practice	1	0	103	Reinforced rules on procurement.
Disciplinary Investigations	18	1365	1513	Skills to assist others in conducting investigations as and when required. Reinforced understanding of how to conduct investigations correctly which has helped performance. Useful in expanding skills in relation to Disciplinary Investigations. Added to skills base and increased number of officers who can undertake investigations. Essential for my Role. Important from employment perspective that this training is undertaken.
Access Reporting	1	0	28	
Access Essentials	8	0	224	Better understanding which will be used during JE.
Access Queries	4	0	112	Improved understanding of how to produce reports in Access.
Excel and Word for Customer Advisors	5	0	210	
Excel Essentials	6	0	168	
Excel Intermediate	4	0	112	Able to undertake role more effectively and efficiently in relation to work produced using excel.
Excel Advanced	4	0	112	
Excel Bespoke	1	0	28	Used in the production of corporate reports.
Immediacy CMS	1	0	28	
IT Essentials (Refuse Operatives)	8	0	224	
MS Project Essentials	1	0	28	
MS Word Mail Merge	2	0	56	
Outlook Intermediate	1	0	28	
PowerPoint Essentials	3	0	84	
Benefit Verification and Queries	7	0	294	