

Regulatory and Audit Committee

Title:	Mandatory Training Compliance Update
Date:	Wednesday 26 July 2017
Author:	Frances Mills
Contact officer:	Caroline High ext 2799

Summary

The **purpose** of this report is to update on the performance of each of the Business Units at the end of April 2017 compared to the percentage course completions reported to the committee in September 2016.

Recommendation

Members are asked to note the overall improved compliance levels for existing staff with access to e-Learning; and the steps to address priority groups of staff who do not currently have access to e-Learning or a Bucks CC computer.

Background

In April 2016 OCB approved a refresher e-Learning programme to be assigned to all staff for completion by the end of June 2016 (extended to end August 16). This was intended to address the gaps amongst existing staff not having completed the required e-Learning; and to enable the organisation to evidence a satisfactory level of compliance in those areas identified by OCB.

Previously, reporting on mandatory training had focused on separate elements e.g. annual reporting on 'Data Protection' compliance. The move to the new e-Learning platform provided an opportunity to collate information in one place on the performance of staff in completing the corporate mandatory modules. We now provide regular update reports to HR BPs and Service Directors to enable them to monitor compliance in their area.

New Starters Induction

The corporate induction programme packages together the four mandatory e-Learning modules that all staff are required to complete within the first 4 weeks of joining Bucks CC. With effect from December 2016 the programme is automatically assigned to all new starters set up with a SAP record, with a 4-week completion deadline from their start date.

'Data Protection Awareness'; 'Equality & Diversity Essentials'; 'Introduction to Health and Safety'; and 'Agile Working'.

Compliance levels by Business Unit at end April 17 compared to Sept 16

Percentages of staff completing each of the mandatory corporate induction e-Learning modules, by business unit:

Business Unit	Data Protection Awareness		Introduction to Health & Safety		Equality & Diversity		Agile working	
	2016	2017	2016	2017	2016	2017	2016	2017
BE&BS	93 %	88%	77%	82%	85%	89%	87%	88%
CH&ASC	88%	85%	62%	71%	77%	85%	69%	66%
HQ	98%	91%	72%	83%	86%	80%	85%	83%
TEE	61%	89%	47%	89%	46%	90%	51%	88%
CSC&L	77%	86%	56%	64%	55%	63%	50%	58%

Analysis of reports

Overall there has been significant improvement across all of the business units in the compliance levels reported since end of August 2016.

The highest level of compliance continues to be in Data Protection Awareness training, with most business units achieving close to 90% completion. In their consideration of the reports at their June meeting, CMT are recommending a tolerance level of 90% compliance to reflect staff turnover at any time.

TEE has achieved the greatest level of improvement across the x4 areas of training compared to performance in Sept 2016.

The reports for CH&ASC do not include the staff transferred back into the service from Bucks Care. These employees have not yet been set up with access to e-Learning and were not subject to the refresher mandatory training programme assigned last year.

Points to note:

It's come to light in the last few weeks that there are a number of groups of staff who have not been included in the LMS and therefore are not currently accessing e-Learning. BI team provided a recent staffing report which indicated 1118 Bucks CC employees without access to e-Learning and some without a Bucks CC email address and log in. The table below shows a breakdown of these staff groups by contract type. These include large groups of employees who have never had access to the Bucks CC e-Learning site e.g. 341Adult Learning course tutors (casual contracts); 95 sessional and casual social workers; 120 registrar and library volunteers; 157 'Place' staff ; 61 casual & agency ASC staff.

Contract Type	Numbers of employees	
Casual Contract	341	31%
Permanent Contract	328	29%
Volunteer	204	18%
Agency	202	18%
(blank)	21	2%
Self Emp.Consultants	9	1%
Fixed Term Contract	8	1%
Apprentices	5	0%
Grand Total	1118	100%

The Information Governance Group, which oversees Data Protection and Information Governance work across BCC is clarifying which of the above staff groups require access to the Learning Management System (LMS) to ensure they are able to complete the training. As an example, the agency category contains some social workers where a range of very sensitive personal data is used and it is critical that data protection training is completed.

There will be new requirements for mandatory training in 2017. Technology Services are recommending new training on Information Security (to be reported to OCB); and some elements of mandatory training will need to be updated. The Corporate Management Team has agreed that the 'Agile Working' module should be 'recommended' rather than 'mandatory' learning as this is a non-statutory requirement. This will be reflected in the revised induction programme assigned to new starters, and which will include updated guidance on the new requirements for mandatory training.

Next Steps

1. Clarification of the changes to mandatory training to incorporate new mandatory training guidance and target date for implementation in 2017, in accordance with Information Governance Group recommendations.
2. Communications to all staff to explain the requirements and timescales for completion.
3. For those staff groups not currently accessing e-Learning and where it is deemed necessary that corporate mandatory learning is undertaken, the Information Governance Group is consulting with service areas and will make recommendations on appropriate learning solutions to enable compliance.