

Regulatory and Audit Committee

Title: Mandatory Training Compliance Update

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Local members affected:

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

The **purpose** of this report is to present an update on mandatory training compliance performance across all business units and make comparisons with previous reports to committee in 2017 and 2016.

The modules for mandatory training have changed in the last year – some new courses have been added to take account of GDPR and the Government-led Prevent training; and others such as Agile Working have been withdrawn.

Recommendation

Members are asked to note:

- **The mandatory training compliance levels for 2018 against 6 core modules of training.**
- **That compliance trends over the last 3 years continue to improve, with this year's overall performance better than last years; and a significantly higher level of compliance in the GDPR modules across all of the business units (at 93% for the whole organisation)**
- **Steps taken to give access to priority groups of staff who had previously been unable to access e-Learning (as outlined in 2017 report)**

- **Other initiatives introduced in the past year to strengthen compliance checking and monitoring**
- **Services teams are continuing to implement further actions to chase up non-compliance outside of exempted staff groups.**

Background Paper

Background

In July 2017 a report was presented to Regulation & Audit Committee showing business unit compliance for following corporate mandatory training modules

- Data Protection Awareness
- Equality & Diversity Essentials
- Introduction to Health and Safety
- Agile Working

In 2017 Members felt that it was unacceptable for business units to fall short of the 90% completion target for mandatory training and asked for this to be linked to individual DSP ratings.

Current Position

Changes to Mandatory Training requirement

During 2018 there have been updates to the corporate mandatory training modules. These now include:

- Data Protection Essentials
- Information Security
- Safeguarding
- Prevent Training (Government programme to help counter extremism)
- Equality and Diversity
- Introduction to Health & Safety

Agile working is no longer a mandatory module.

This year we have set 'expiry' periods which will require mandatory training to be refreshed in order to maintain compliance. Two modules (Data Protection Essentials and Information Security) need to be updated on an annual basis; the remainder need to be repeated every 3 years. Automatic reminder messages to employees and their line manager, to help maintain compliance.

Widening access to e-Learning

It was identified last year that there were key groups of workers unable to access mandatory e-Learning. These included direct care staff (previously Bucks Care); adult learning tutors, temporary and sessional social workers, and other casual workers. We have implemented changes in the Learning Management System (LMS) to include these groups in our target audience and where necessary, created training profiles for individual workers manually. Consequently we have increased the number of active e-learning users within our organisational structure by approximately 500.

We now have approximately 2,700 BCC learners including temporary, agency and sessional workers who have access to e-Learning and who are expected to complete mandatory training. Not all these groups were included in compliance reporting prior to 2018.

Enhancements to e-Learning

In addition to the use of 'certifications' we implemented the following improvements to monitor and prompt training compliance:

- mandatory modules now automatically assigned to all new starters on SAP (since December 2017)
- mandatory modules are pre-loaded for all staff and are easily located within individual learning records
- automatic reminders and overdue messages are generated for all learners based on expected completion dates (specific to the individual) throughout the year and copied to line managers
- a new managers dashboard so managers can view compliance of all direct reports
- Compliance reports sent to Exec Directors via HRBPs

Mandatory objectives

During 2018 we introduced a new Mandatory Management Objective to ensure that all line managers achieve a minimum people management standard including personal development plans for their direct reports which includes mandatory training requirements.

For line managers failing to ensure staff have completed the required training, this now impacts on their end of year appraisal ratings. Ratings cannot exceed successful in these circumstances.

Individuals who have not completed their mandatory training will automatically receive a needs development rating.

Mandatory Training Compliance 2018

The following tables show how compliance compares against the minimum standard of 90% expected.

GDPR certification programme

GDPR training was launched to meet the deadline for the introduction of the new legislation in May 2018. This included

- Data Protection Essentials
- Information Security

GDPR completion rates by service area as of **Monday 5th November**.

Business Unit	Completion Percentage	Against 90% Target
Resources	98%	+ 8%
TEE	96%	+6%
CHASC	91%	+1%
CS	88%	-2%

BCC Mandatory certification

The remaining updated corporate mandatory programmes were released at the end of June 2018 for

- Equality and Diversity

- Introduction to Health & Safety
- Safeguarding
- Prevent

Corporate Mandatory certification completion rates on these modules by service area as of 5th November 2018.

Business Unit	Completion Percentage	Against 90% target
Resources	91%	+1
TEE	94%	+6
CHASC	78%	-12%
CS	71%	-19%

Completion figures are adjusted to take account of staff exempted from the certifications because they would be unable to complete the learning within the reporting timescales. These include staff on long-term absence for sickness and maternity leave, employees seconded out of BCC; and specific staff groups without access to e-Learning i.e. School Crossing Patrollers.

HR Business Partners have worked with the staff in each business unit to confirm the groups of employees to be exempted. Across the board, these adjustments vary between 2- 7% of the staffing populations in each business unit.

Comparisons with previous years

Component modules of mandatory training have changed but overall compliance rates can be compared as shown in table below:

Overall completion %	2016	2017	2018
Resources	86%	87%	94%
TEE	51%	89%	95%
CHASC	74%	77%	85%
CS	60%	68%	79%

Conclusions

We are pleased to report a continuing upward trend for each business unit but recognise that compliance in some areas still falls short of the minimum standard set.

We have asked contacts in other LAs to share their data on compliance training but to date we have not been able to access comparative data. Some have reported that their compliance is low – certainly below the rates we are currently reporting in BCC.

Next steps/Recommendations

There is still an opportunity for services to improve their compliance performance. We will continue to provide updated completion reports to the business units to help them to track the progress and take appropriate action.
