

## **Life Long Learning (LLL)**

### **Report by Gary Fairley, Head of Finance and Integrated Service Support**

#### **1 Purpose of Report**

This report seeks to update Council in response to the Motion approved by Council in June 2018.

#### **2 Background**

##### **2.1** At its June 2018 meeting Council considered and approved the following motion:-

Midlothian Council have been at the forefront in Scotland for supporting the Life Long Learning agenda both within our community and for Council staff. Midlothian Council congratulates Officers and Trade Union Representatives for the work done so far and for the establishment of the Life Long Learning Committee.

Midlothian Council faces unprecedented challenges in delivering services to communities at a time of restrained budgets and increasing demand. The Council's staff play a central role in meeting these challenges and as such would benefit from additional support through learning, training and personal development.

To that end Council agrees to:

Allocate additional funding of £10 000 from the £200,000 identified for staff training in 2018/2019 budget to the Life Long Learning Committee to be used for the delivery of Life Long Learning courses supporting employee personal development

Instructs the Director of Resources to prepare a report for Council showing the Service Training budgets and what has been delivered during the years 2017/18 and 2016/2017.

Instructs the Director of Resources to carry out a skills audit across the Council, identifying staff skills that can be shared through formal and informal training opportunities.

##### **2.2** Council allocated an additional funding of £10,000 to the Life Long Learning Committee providing a total of £20,000 from the £200,000 identified for staff to be re-trained as part of the transformation programme in the 2018/19 budget.

- 2.3** As part of the motion Council requested an update on service level training budgets and what the focus of training delivery is within these service areas. It was also requested that the skills and development of our employees be recorded, so that this information is widely documented and shared.

### **3 Report Implications**

#### **3.1 Resource**

Council allocated funding of £20,000 from the £200,000 identified for staff to be re-trained as part of the transformation programme to the Life Long Learning Committee. The Committee supports employees to participate in formal and informal training to gain further knowledge and skills beneficial to both their personal lives and in the work place.

Learning can provide self-motivation for individuals and lead to an increase in self - confidence. The focus for the Life Long Learning Committee is to offer opportunities for employees to upskill and grow their career with Midlothian Council.

In 2017/2018 the focus of the learning opportunities offered by the Life Long Learning Committee have been around gaining supervisory and leadership skills; mental health awareness; financial wellbeing and improved digital abilities.

#### **3.2 Directorate Budgets**

Each Directorate has a training budget allocation. The budgets are used to ensure that we meet our statutory duties and obligations to comply with professional standards and health and safety. Training undertaken by staff relevant to their role in each business area, ensures that we meet the requirements of bodies including the Scottish Social Services Council, (SSSC) requirements for Social Work, Children's Services; Adult Social Care; Childcare and Early Years and in Education; Communities; Building Services; Planning; Housing; Revenues; Sports & Leisure; Landscaping; and so on. Directorates offer employee and management development opportunities with overall budgets for 2016/17, 2017/18 and 2018/19 as follows:

<b>Division</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
Education, Communities & Economy (excludes DSM budgets)	£182,898	£175,149	£155,370
Health & Social Care *	£671,803	£750,368	£700,500
Resources	£167,474	£148,042	£144,636
Management	£2,589	£3,896	£3,896
<b>Total</b>	<b>£1,215,937</b>	<b>£1,236,124</b>	<b>£1,188,099</b>

### **3.3 Budget Information**

The Health & Social Care Directorate budget costs incorporates the H&SC Learning & Development team who deliver and verify training for staff as outlined by the professional bodies across the sector including Health & Social Care and Education. Front line staff in Social Work, Social care, Children's services and schools attend continuous professional development for compliance and health and safety reasons. The Learning & Development team comprises of 9.234 FTE posts.

### **3.4 Risk**

The Council's Workforce Strategy identifies the need for staff to be appropriately and adequately trained and developed. The allocation of resources through training budgets and the LLL committee mitigates risks. A well developed and supported workforce leads to higher staff performance, higher levels of staff engagement and higher levels of customer satisfaction.

- It is a requirement for managers to continue to log and record all types of training and development on either the Learnpro or SPHERA systems. Where training is not recorded then we will be unable to determine areas of improvement or allow us an overview of the skills our employees hold throughout the organisation.
- Additionally Managers and their teams must continue to ensure all Making Performance Matter skills and development records are kept up to date. Within service areas skills sharing and coaching already take place which capitalises on learning and applying knowledge in the workplace.
- Learnpro and SPHERA systems must be increasingly used by all Directorates as a booking training courses system. This has the added benefit of recording all those who attended courses, which is necessary especially for mandatory and legal compliance reasons.
- It is essential that Life Long Learning continues to thrive at Midlothian Council and that we have a learning culture which encourages innovation and change allowing employees to enhance service delivery for the communities we serve. Without Life Long Learning and a learning culture embedded in the organisation it will be difficult to realise the potential of everyone involved to collectively deliver excellence to our customers.

### **3.5 Single Midlothian Plan and Business Transformation**

Themes addressed in this report:

- ☒ Community safety
- ☒ Adult health, care and housing
- ☒ Getting it right for every Midlothian child
- ☒ Improving opportunities in Midlothian
- ☒ Sustainable growth
- ☒ Business transformation and Best Value
- ☐ None of the above

### **3.6 Key Priorities within the Single Midlothian Plan**

Midlothian Council achieves its strategic priorities in the Single Midlothian Plan through the delivery of high quality services. These services are delivered through staff who are well trained and developed.

### **3.7 Impact on Performance and Outcomes**

It is imperative that Midlothian Council have well developed and trained staff to meet statutory duties and obligations for compliance. When this is achieved, staff perform well and our organisational outcomes are achieved.

### **3.8 Adopting a Preventative Approach**

Our staff are well trained and developed so that we are able to deliver the highest standards of service. Well-developed staff results in less accidents, complaints and poor performance.

### **3.9 Involving Communities and Other Stakeholders**

There are opportunities to carry out joint training and development with our partners and stakeholders. Learnpro, the Council's e learning Platform and training booking system and SPHERA the Council's Health and Safety system hold information on training activities undertaken with partner organisations and stakeholders.

### **3.10 Ensuring Equalities**

This report falls within the scope of an existing EqIA which was previously developed for the Council's Strategic Workforce Plan

### **3.11 Supporting Sustainable Development**

Not applicable here.

### **3.12 IT Issues**

It is a requirement that the Council's Learnpro and SPHERA systems are actively used by managers and staff to record training that has been undertaken.

The Council's performance management system 'Making Performance Matter' also has a facility to record planned and attended training courses and ongoing development.

## **4 Summary**

Staff training and development records throughout the organisation are currently held on two systems, namely; Learnpro and SPHERA. Also as part of a performance management discussions all learning activities must continue to be recorded through the 'Making Performance Matter' process.

The skills gained by employees as part of their development opportunities can be identified through the records that are kept on the systems. We can see from these records what skills our employees have and what can be shared further with other staff through formal and informal training opportunities.

## **5 Recommendation**

The importance of training and development of staff and Life Long Learning is noted in this report and is in conjunction with our organisational aims of Midlothian Council being a Great Place to Grow.

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