



AUDIT AND SCRUTINY COMMITTEE:

18 JUNE 2024

INTERNAL TRAINING ANNUAL REPORT 2023/24

Report by Chief Executive

PURPOSE

- 1.1 The purpose of the Report is to provide an update on the work of the internal Training team in 2023/24.

EXECUTIVE SUMMARY

- 2.1 Internal training is a key area of the Comhairle's business that carries out mandatory training with staff and statutory training required under Health & Safety.
- 2.2 This Annual Report aims to provide an overview of the training being undertaken, the participation levels and the satisfaction levels with the training.
- 2.3 In 2023/24 the Training Team delivered 228 training courses to 1091 members of staff and spent 1102 hours training. Training is delivered across all the Islands with the Training Officers travelling to deliver face-to-face training on a regular basis.
- 2.4 Through the online training platform, LearnPro, 4,024 training courses were completed by 747 unique participants.

RECOMMENDATION

- 3.1 **It is recommended that the Comhairle notes the Internal Training Annual Report 2023/24**

Contact Officer: Murdo Mackay, Resilience and Training Manager
Scott McConnell, Training Officer

Appendix: Learnpro – Online Learning Platform Courses and Completion Rates

IMPLICATIONS

4.1 The following implications are applicable in terms of the Report.

Resource Implications	Implications/None
Financial	None
Legal	None
Staffing	None
Assets and Property	None
Strategic Implications	Implications/None
Risk	Training must be undertaken to ensure employees and the Comhairle complies with statutory regulations.
Equalities	Equality aspects are detailed within the Report
Corporate Strategy	By complying with the Comhairle's training requirements to support service and employee training needs the service is working towards the outcome of strategic priorities, <i>Strengthen the local economy – "Support skills development across our communities and workforce."</i> and <i>Deliver community leadership– "Effective governance of the Comhairle is in place."</i>
Environmental Impact	None
Consultation	None

BACKGROUND

- 5.1 Internal training has been a function of the Human Resources and Performance service for many years, allowing training to be available for all Comhairle staff in areas where it is required, whether that be mandatory, statutory or via e-learning. In addition to training there is continuous work to document, develop and review courses, both trainer led and e-learning.
- 5.2 The training team consists of three FTE Training Officers and is managed by the Training and Resilience Manager.

TRAINING UPDATE

- 6.1 Due to the criminal cyber incident the Comhairle suffered in November, the training team no longer has access to the Training Management System (TMS) which was the database for all training carried out by the team. Work is ongoing to identify a suitable replacement system. Although systems were affected by this, the team continued to carry out all training unaffected.
- 6.2 Recovery work was carried out in January with the last four years' worth of training records being recovered. This coincides well with reaccreditation aspects of training, for instance, MiDAS reaccreditation occurring once every four years. Other examples include First Aid being three years and Manual Handling annually. In addition to this, the team have begun utilising online based systems such as One Drive and Microsoft Teams to their full potential allowing them to operate to an effective and efficient standard.
- 6.3 Throughout 2023/24, the Training Team continued to deliver Minibus Driver Awareness Scheme (MiDAS) training to external groups e.g., Sports Council, community groups, and churches. This was due to no other training provider in the Western Isles providing MiDAS training during this period. This is now expected to change due to Third Sector Hebrides establishing trainers to facilitate on island MiDAS training.

TRAINING COURSES UNDERTAKEN

- 7.1 The Training Team delivered 228 training courses to 1,091 members of staff and spent 1,102 hours training in 2023/24. This is similar numbers with the 2022/23 figures of 229 courses delivered to 1,114 members of staff over a total of 1,378 hours training. Training is delivered across all the Islands with the training officers travelling to deliver face-to-face training on a regular basis. In addition to these figures, online theory was completed for CALM with 42 participants at 12 hours of learning each and MiDAS with 20 attendees at 2 hours of learning each.
- 7.3 Meanwhile, online training for corporate training courses was established to support employees to engage with training while working remotely. This continues to be the case with courses such as Recruitment & Selection and Corporate Induction being conducted over Microsoft Teams and LearnPro, the online training platform, being used to deliver a range of other courses.
- 7.4 The face-to-face and Microsoft Teams training courses delivered in 2023/24 were:
- CALM – theory, physical intervention, escapes, reaccreditation and small holds
 - Corporate Induction
 - Electric Car Induction
 - Emergency First Aid at Work and reaccreditation
 - Emergency Paediatric First Aid and reaccreditation
 - Evac Chair
 - Fire Warden
 - First Aid at Work and reaccreditation courses
 - Manual Handling – initial, refresher, inanimate objects and paediatric special needs
 - Medication Administration
 - MiDAS standard, accessible and refresher courses
 - Passenger Assistant
 - Recruitment and Selection
- 7.5 Full details of the training courses delivered online via the LearnPro training platform and the number of completions in 2023/24 is appended to the Report. There were 43 courses available including Freedom of Information, Equality and Diversity, Fire Awareness, PPE guide for staff, Information Security and Data Protection and 4,024 completions were recorded. With 747 unique Employee registrations, this will include employees undertaking numerous courses and gives a positive indication of engagement with internal training.

SATISFACTION WITH TRAINING

- 8.1 The training team undertake rigorous self-evaluation through the use of satisfaction surveys. In 2023/24 they received feedback from 468 participants and overall satisfaction was at 97.4%
- 8.2 96.2% of participants who responded to the survey felt their learning objectives had been achieved, 96.6% felt their understanding of the subject has been improved and 95.3% felt their skills in the subject had been improved as a result of the training.

EQUALITY MONITORING

- 9.1 Equality monitoring forms are requested from all training participants. The Comhairle is required to report on employee equality monitoring and this is published on the Comhairle's website [Annual Equality Monitoring](#). The equality monitoring is recorded by calendar year, i.e 2023, while most reporting is done via financial years, i.e 2023/24. In 2023, 688 participants returned equality monitoring forms. A 13-week period of data was lost due to the Criminal Cyber Attack in November

equating to an estimated 60 training courses. A full breakdown of the training section equality monitoring data is available in the published report.

FURTHER DEVELOPMENT AND PRIORITIES

- 10.1 Online learning through learning platforms such as LearnPro have been invaluable in 2023/24. It has given employees ready access to information and training as well as maintaining records of training undertaken. It is also proposed that work continues to be undertaken to add, review, upgrade and enhance the courses available via LearnPro and to develop this method of training.

CONCLUSION

- 11.1 The training team continue to carry out their duties to a high standard despite being affected by the criminal cyber incident. The team has continued to deliver all training and to utilise the e-learning system LearnPro, which was unaffected due to being web based.

LEARNPRO – ONLINE LEARNING PLATFORM COURSES AND COMPLETION RATES

