

LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

B

Meeting HUMAN RESOURCES COMMITTEE

Date 3 DECEMBER 2009

Report of DIRECTOR OF HR

Subject LEARNING AND DEVELOPMENT BUSINESS PLAN 2009/10

Purpose of Report

1. The purpose of this report is to update the Authority on progress against the achievement of the Learning & Development business plan. This includes the costed plan activity report.

Background

2. Members have previously had sight of the 2009/10 L & D business plan, which summarises the 2008-9 outturn, and highlights.
3. The key areas of focus in this quarter have been:
 - Community confidence
 - The protection of vulnerable persons
 - Investigation capability
 - Officer and community safety

Headline activity in the reporting period

4. Confidence workshops on City BCU have run through this period with 43 having been delivered to 571 officers and staff. Initial evaluation has been positive, reflecting a satisfaction index rating of 84.4¹. This programme will be taken to Training Priorities Panel for consideration on the other BCUs. Level 3/4 evaluation is being carried out to ascertain the impact in the work place.
5. Protecting Vulnerable Persons (PVP) awareness workshops have continued throughout the quarter. A total of 30 workshops have been run over the period, covering 1,679 delegates. Level 2 training will be designed and planned for delivery in 2010. This will be focused on individual groups of staff and their specific role in PVP.
6. The enhanced programme of investigation training has continued through the quarter, with new interview training facilities being commissioned, increasing our capacity to deliver. IPLDP student officers two week module is continuing as the foundation for a new 'career-long' investigative development programme (IDP) for the Force.
7. A new First Aid programme has been designed and will roll out from November 2009. This meets the HSE model for forward facing organisations within the public sector.
8. The first PCSO to PC 'conversion' intake commenced in September. A new version of the Foundation Degree in Policing has been written by De Montfort University to accommodate the prior learning of the ex-PCSOs who all achieved the University

¹ Index is a rating on a scale of 100

Certificate in Professional Development in Community Policing as part of their initial development as PCSOs. A second conversion course is due to run in January 2010.

9. Working with the Learning & Skills Council, we have designed two potential funding models for developing Community Volunteers, through either the Modern Apprenticeship, or NVQ Unit accreditation. This will go to Training Priorities Panel in December.
10. Having requested to design and pilot new assessment documentation for IPLDP, through NPIA and Skills for Justice, we have formed a project team, along with West Mercia and Staffordshire, to deliver an assessment system for the new work based accreditation /qualification scheme. This will be finalised in December and launched nationally in the New Year.

Training programme monitoring – variance reporting

11. Whereas there are some significant variations to plan, the L & D department programme is within normal parameters; however there is some significant under delivery in some operational department training. The following points explain the variance.
 - a. Foundation training
Variance explained in the previous quarter report to Members.
 - b. Health and safety
In addition to first quarter reporting, increased demand for Fire Marshall and work station training has led to unplanned courses being delivered in the period.
 - c. Investigation skills
Increase in interview courses to support drive to improve investigation capability across the Force.
 - d. IT/IS
Planned capacity not taken up by BCUs and departments, thus apparent under delivery. Second quarter abstractions is responsible for much of this.
 - e. Development training
This is expected in this category, as it contains new initiatives (e.g. City Confidence initiative), systems (e.g. Head cams) and processes (e.g. stream lined process (quick file) training)
 - f. Special Constabulary training
The figures reflect the spread of courses over the year.
 - g. Operations department tactical training
Under delivery reported, but this is due to second quarter operational commitments, and some issues around planned student numbers, e.g. Dog training.

Other areas of delivery are on profile for the year. There are no major areas of concern at this stage in the year.

E-learning

12. E-learning completions remain at a strong level of around 2,500 per quarter. This reflects a mix of mandatory and optional packages produced in Force, primarily delivered through the NCALT managed learning environment.

Satisfaction data

13. The 6 monthly satisfaction surveys were further delayed, in an effort to gain Regional harmonisation. As this has not proven possible I commissioned the surveys for October and November, and will be reported in the third quarter report to Members.
14. Course evaluations continue to deliver high satisfaction rates, averaging 3.46 (out of 4) for the first half year. Two programmes, one from Contact Management department and one corporate, have slightly reduced this average rating but the trend remains high.

External training budget

15. The budget shortfall for 2009/10 has been eased by £256k of carry forwards to cover specialist training required for growth posts recruited to in 2008/09. This increased the external training budget to £952k.
16. Learning & Development are working with those BCU's and Departments, given the increase, to secure this training in 2009/10.
17. Of the revised total allocated budgets 55.7% has been spent.

Recommendation

18. That members note progress against the plan.

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