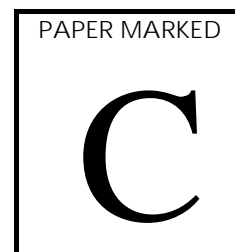


LEICESTERSHIRE POLICE AUTHORITY



Meeting **HUMAN RESOURCES COMMITTEE**

Date **14 MAY 2009**

Report of **DIRECTOR OF HR**

Subject **COSTED LEARNING & DEVELOPMENT SUMMARY REPORT**

Purpose of Report

1. The purpose of this report is to detail Learning & Development (L & D) activity against the planned delivery for the financial year 2008-2009.

Background

2. The attached summary analysis is in line with the new reporting structure for NPIA, and agreed with Members, focusing on learning activity carried out, budget outturn reporting, satisfaction and confidence.
3. The report includes headline figures, demonstrating the core foundation learning being delivered to ensure the successful implementation of 105 programme and protective services agenda.
4. The report has the 2009-2010 Learning & Development Plan appended, with a new performance 'score card' for 2009-2010, for members' information.

Headline Activity During 2008-2009

5. First Graduation Ceremony for Leicestershire Student Officers
2008 was a milestone year for the Force as the first cohort of Student Officers and PCSOs formally graduated from De Montfort University following successful completion of the Foundation Degree in Policing and University Certificate in Professional Development, respectively; Leicestershire being one of a small handful of Forces to extend the standard for being confirmed in the rank of Constable beyond the Home Office minimum requirement of NVOs in Policing.
6. Leicestershire extended its commitment to professionalising the Service
This year also saw the extension of the Wider Policing Family Learning & Development (WPFLDP) contract¹ to 2013, demonstrating the Forces commitment to professionalising the service. We also saw the opening of the dedicated learning suite for the WPFLD contract, at De Montfort University. This reflects the University's investment in this contract, and the strength of commitment to working in collaboration with the Force.
7. All the stops pulled out, as Force launched major recruitment campaign
The Department made a significant contribution to ensuring the successful increase in Force establishment, under the 105 project. Every section had some involvement in ensuring that new colleagues received a targeted training programme, appropriate to their circumstance, from induction, IT training, driving assessments, officer safety training and familiarisation with Leicestershire to full foundation training programmes and specialist external courses.

¹ WPFLDP currently includes IPLDP and PCSODP

8. Force launched its Leadership Strategy implementation plan
National High Potential Development Scheme (HPDS) was re-launched, with 3 Leicestershire officers being successful in gaining places on the scheme, a higher proportion than any other similar sized Force. In tandem with this the Force launched its internal talent management scheme, the Leicestershire HPDS, representing a major strand of the Leadership Strategy.

The Continuous Professional Development for first and second line managers moved into its second year, completing the Management Skills workshops from year 1, and commencing Quality People workshops for year 2, in supporting the Delivering Service Excellence agenda.

9. Department programmes set the base-line for safety when policing roads
In response to national and local agenda, the department has delivered two major improvement programmes covering fast roads policing, and the assessment of standard drivers, as per Lind Report recommendations.

10. The Force set the standard for Regional collaboration in skills training
The Force has become a regional centre for the testing of D1 drivers under the DVLA. This enables the Force to accommodate changes to DVLA driving licences which no longer include D1 (Van) driving authorisation.

The Department has been instrumental in supporting the Force in increasing its CBRN response capability, through a new suite of training programmes.

11. Officers equipped with state of the art communication equipment
The Department has played a significant role in supporting the successful roll-out of mobile data across the Force. Again this is fully supporting the frontline officers in providing a quality service to the public.

Training Programme Monitoring

12. The Department has a series of learning delivery measures, the following are pertinent to this report. Further measures will be reported on for 2009-2010, see Appendix 3 of the Learning & Development Business Plan

Learning Delivery measures		Target	Actual	Variance
LD 1	Training days delivered	90%	112%	22%
LD 2	Number of non-attendance days	<10%	11%	-1%
LD 3	Course places taken up by BME officers and staff (to Dec 08)	8.3%	9.1%	0.8%
LD 4	Course places taken up by female officers and staff (to Dec 08)	39.6%	29.4%	-10.2%
LD 5	Course places taken up by disabled officers and staff (to Dec 08)	1.9%	1.0%	-0.9%
LD 6	Number of e-learning completions	N/A	10,277	
LD 9	Number of candidates registered for NVO programmes/unit accreditation	N/A	667	
LD 10	Number of candidates successfully completing vocational accreditations	N/A	286	
LD 11	Percentage of student officers completing FDs in period	80%	83%	3%

13. Details of programme monitoring are attached in the NMC Summary Report.

E-learning

14. E-learning has become embedded as a legitimate alternative learning technology within the Force with 10 new titles being designed and launched in 2008-9, and 15 titles being studied via this medium, representing 10,277 student completions. In addition to this, Police and PCSO student officers use De Montfort University's managed learning environment (Blackboard) for learning, on-line tutorials and discussion groups, as a part of their studies.

Confidence and Satisfaction Data

15. The Department has 5 key confidence and satisfaction measures:

Confidence and Satisfaction measures		Target	Actual	Variance
C&S 1	Number of student officers leaving the service	<5%	4.9%	-0.1%
C&S 2	Delegate satisfaction for targeted L & D departmental events (level 1 & 2 evaluations)	>3 (Scalar rating)	3.65	0.65%
C&S 3	User satisfaction with L & D services	>77%	75%	-2%
C&S 4	Client manager satisfaction with L & D services	>77%	64%	-13%
C&S 5	L & D staff satisfaction with department	>77%	70%	-7%

16. Student Officer retention is within target, with leavers largely being requested to do so following investigation, rather than being training related.
17. Overall course satisfaction ratings are within the departmental target of an overall rating >3. Courses of choice, i.e. career choice courses, continue to receive highest ratings. (See Figure 1 below)
18. As part of the L & D Service Excellence model (utilising the EQFM methodology), introduced by the HMIC, 6 monthly satisfaction surveys are carried out gauging staff and client satisfaction with the service offered by the Department. This is at three levels (see C&S 3 – 5 above). Results showed levels of satisfaction slightly below target. This equates to 'good-fair' rating. These are being acted upon for 2009-10.
19. Courses are subject to a quality assurance process, supported through the Quality Assurance and Evaluation Unit, so that they are continuously reviewed.

Fig 1 Overall Course Satisfaction



HO Reference	Overall Rating	Jan to Apr 09
HO1 – Driver and traffic training	3.79	3.73
HO2 – Crime training	3.72	3.97
HO3 – General police duties	3.59	3.33
HO4 – Management development	3.62	3.46
HO7 – Information technology	3.43	3.50
HO8 – Other	3.27	3.22

Rating calculated from average student satisfaction ratings where responses are weighted as follows:

Very satisfied has a weighting of 4

Generally satisfied has a weighting of 3

Generally Unsatisfied has a weighting of 2

Very Unsatisfied has a weighting of 1

External Training Budget

20. External training budget was 951K (including 248K carry forward from 2007/8). Actual spend was 981K. This was largely due to increase in Protective Services expansion. 23K of the overspend was funded from the Proceeds of Crime Act monies.

Recommendation

Members are invited to note the content of this report.

Person to Contact

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