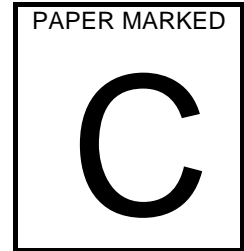


LEICESTERSHIRE POLICE AUTHORITY



Meeting **HUMAN RESOURCES COMMITTEE**

Date **THURSDAY 13 MAY 2010 at 2.00 P.M.**

Report of **HR DIRECTOR**

Subject **COSTED LEARNING & DEVELOPMENT SUMMARY
REPORT**

Purpose of Report

1. The purpose of this paper is to provide an end of year report for the Learning & Development Department.
2. The Year end activity data is not yet available and will be reported at the next Police Authority meeting.

Background

3. The report will focus on performance delivered and budget outturn.

Headline activity during 2009-2010

4. Professionalisation of the service
As part of the continued enhancement of the Wider Policing Family Foundation suite of programmes, we have re-designed and launched a new University Certificate in Professional Development for new PCSOs, and introduced a new progression Foundation Degree for those successfully transferring as qualified PCSO to the regular Force. These two programmes build on the Force's commitment to both Professionalisation and maintaining Community Policing at its heart.

The Force has also become one of the pilot forces for the new National Special Constabulary Learning & Development Programme.

5. Leadership and Community Policing
The Leadership in Partnership Programme was launched drawing future leaders within the public and voluntary sectors together within Leicester City, Leicestershire and Rutland, demonstrating the commitment to working for the public.

Confidence workshops across the City BCU have enhanced the skills and understanding of officers responsibilities in delivering fair and proportionate policing to our communities.

6. Protecting vulnerable persons
The Force-wide initiative to enhance officer and staff awareness of vulnerability was delivered during 2009-10. Initial anecdotal evidence (Crime Support Unit) suggests there has been an increase in referrals to the Referral Desks for both Children and Adults.

7. Investigation skills
The department has implemented a programme of PIP level 1 training for uniformed officers to increase the base investigation skill level in the Force. This uniformed initiative compliments the compliance with PIP level 2 and 3 standards.
8. Roads policing
The planned pulling together of all driver training under the Driving School has been halted, in favour of sub-regional collaboration with Northamptonshire Police. This work will run into 2010-11. The Department will remain the centre of excellence for Fast Roads Training and D1 (van) Driver Training and examination within the Region.
9. The department introduced the new National First Aid Training Programme and has hosted and delivered the first Regional Public Order Programme.

Training programme monitoring

10. The Department has a series of learning delivery measures, the following are pertinent to this report.
11. Training days delivered are significantly up on planned days, in part due to workshops around Protection of Vulnerable Persons, Confidence and implementation of the new First Aid Programme which could not be planned for at the time of writing the 2009-10 Training Programme.
12. The percentage of non-attendance days at 18.7% is higher than target, <10%, and represents a significant rise on 2008-9. This is being reviewed with BCUs and departments. However, a proportion of this is due to having to re-schedule workshops for Protection of Vulnerable Persons.

E-learning

13. E-learning remains a significant medium for learning within the Force. There have been 8,881 student completions for 2009-10, slightly less than 2008-9. However this can in part be explained by additional IT system training through this medium in 2008-9. This will peak in 2009-10 with new systems being trained through e-learning.
14. 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.

Accreditation of competence

15. During 2009-10 there have been 572 new candidate registrations for NVQ programmes/unit accreditation, across 17 work streams, demonstrating our commitment to supporting the professionalisation of the Service.
16. 268 candidates have successfully completed within the year.
17. There were 92 students who completed the Foundation Degree between 1 April 2009 and 31 March 2010 and 14 students who should have completed but did not, an 84.8% completion rate. Of the 14, 10 were extended due to development, 2 for sickness, 1 for maternity and 1 resigned.
18. 89.5% of PCSO student officers completing their first full year during 2009-10 achieved their University Certificate in Professional Development, others either leaving or being extended for completion. The target figure for both is 80%.

Confidence and Satisfaction data

19. Student officer retention is within target, 4.9% against a target of <5%, with leavers largely being requested to do so following investigation, rather than being development related.
20. The overall course satisfaction rating of 3.4, is within the departmental target of >3 (a four point scalar is used).
21. Internal service user satisfaction surveys showed levels of satisfaction with the department to be on target, 77%; this representing a slight increase on previous year.
22. Client manager satisfaction was slightly below target, 71% but up on the previous year by 7%.
23. L % D staff satisfaction is slightly above target at 78%; a pleasing result given the uncertainty around the Change Programme and potential cuts.

Resilience data

24. 94% of police foundation trainers in the department have completed operational competence attachments to ensure that they remain updated on practice and remain operationally deployable.
25. Average days lost to sickness by police officers in the department is over target at 12.7%. This is a significant increase on 2008-9. Much of this is due to a relatively high number of operations and another serious medical issue which has distorted the figure. However, recent trends (Feb/Mar 2010) reveal much lower levels of sickness.
26. Average days lost for police staff is 7.1%. Whilst slightly below the department target of 7.2%, the figure is nonetheless distorted upwards due to three serious medium and long term medical interventions.
27. All staff that have 3 or more periods of sickness or more than 9 days in the last 12 months, are now on management action plans and are monitored and supported through a robust process.

External training budget

28. The external training budget was 991K (including 256K carry forward from 2008/9). Actual spend was 868K. The variance was due to specialist courses, funded by carry-forwards not being able to be sourced in full during 2009-10.

Recommendation

29. Members are invited to note the content of this report.

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