

Melton's Learning Programme 2017

The Learning programme offers opportunities for development to employees across all service areas. The aim is to develop the skills and knowledge of employees so they can continue to deliver high quality services to our customers.

The programme is aimed to embed the corporate values into every day learning and development.

Respect - Respect ourselves and others by valuing diversity and treating others with courtesy and working cooperatively

Customer Focus - Thinking and acting more holistically to provide better outcomes for our citizens

Resilience - Motivated, committed and able to perform duties in all situations. Effectively dealing with work related problems, pressure and stress in a professional and positive manner.

Performance - Plans resources and activities to maximise performance while taking ownership of own development and supporting the development of others.

Innovation - Being creative in solving problems and approach to work, thinking "outside the box" and willing to try new ideas. Planning for the future, managing change and prepared to challenge the Status Quo - challenge to improve

The Programme is set out in the following categories:

Induction

An Employees first impression of any organisation can have an significant impact on how they integrate with the team and understand the culture. The induction training is mainly online through our digital portal which reinforces our culture of innovation and customer focus.

Health, Safety and Wellbeing

The welfare of our employees is paramount so it is vital they are given the skills and knowledge to work in a healthy and safe way. Most of this training should be refreshed every 3 years.

Business Essentials

In the Business Essentials category we break down the areas into :

- Customer Focus
- Digital and ICT
- Safeguarding
- Equalities
- Information Management
- Financial

These are all key areas we have identified through appraisals and audits as areas of on going development which ensure we deliver innovative and quality services with respect, resilience and strong customer focus.

Leadership and Management

The Melton Manager has been designed to identify the main skills and knowledge required to lead in the Melton way. It focuses around :

- Vision and Leadership
- Creativity
- Emotional Intelligence
- Influence
- Agile
- Communication

Developing ME

The “E” in ME is excellence and here we look at our own personal development which supports us to expand our comfort zone and go a little bit further. It aims to help us challenge in a positive way to lead to better outcomes and efficiencies by getting it right – first time.

How is learning delivered

E-Learning on MIKE

We are now able to offer an ever growing range of development opportunities using e-learning. Employees can register themselves for any of the e-learning modules available. Currently MIKE hosts the following courses and information:

Induction

About us – including welcome, vision & values, corporate priorities and an introduction to local government

Policies and procedures – including flexi time, annual leave, leave of absence, sickness procedure, travel claim, car parking, homeworking, staff handbook.

Essential information – including introduction to health and safety, equality and diversity, safeguarding and ICT acceptable usage

A bit more about us! – get to know your Councillors

Health, Safety and Wellbeing

- Asbestos awareness
- Control of substances hazardous to health
- Health lifestyles
- Legionella awareness

- Display screen equipment
- Driving safety at work
- Drug and alcohol awareness
- Fire safety
- Manual handling
- Personal safety
- Risk assessments
- Understanding health and safety

Business Essentials

Customer Focus

- The importance of excellent customer service
- The benefits of customer service standards
- Communication skills in delivering customer service excellence

Digital and ICT

- Technology and change – what's in it for me?

Safeguarding

- Safeguarding Children – Bronze level

Equalities

- Equality Act
- Disability and discrimination
- Dignity at work
- Equality in the workplace
- A guide to reasonable adjustments
- Hate awareness
- Equality impact assessments

Information Management

- Data protection
- Protective marking
- Information sharing
- Freedom of information
- Information security

Financial

- Fraud awareness

Leadership and Management

- Managing health and safety
- Budget holder briefings
- Recruitment and selection
- A year in the life of a budget manager
- Managing difficult conversations in performance management
- Procurement
- Managing attendance
- Financial management

Developing ME

- Assertive communication
- Presentation skills
- Managing yourself and your time

Training courses and workshops

These are instructor lead development sessions which can be either in-house or externally run usually by a professional body or an organisation acting on their behalf. We run a variety of internal training workshops, often in collaboration with the other Councils in the district. Internal staff will also take the opportunity to develop their colleagues usually within their own specialist area or to support a project or programme.

Job Shadowing

In conjunction with the other local authorities in the district, a Job Shadowing arrangement has been put in place to allow staff to take up the opportunity to shadow colleagues in other authorities. Full detail of this scheme and an application form for this is available on MIKE.

Other development opportunities

We fully recognise that learning can take place outside of formal training courses and these are strongly encouraged. It may be taking time to read a journal or paper to sitting with another colleague to taking time to gain one the job experience. Coaching and Mentoring is available in both an informal and more formal environment.

What's happening in 2017/18

The introduction of Modern.gov

Modern.gov is an online committee management system. It links with the website to provide improved access to information including Councillor information, committee dates, papers, reports and decision notices. Implementation of this software has been project managed by the Snr Democracy Officer and supported by the Change Team and Admin resources in service areas.

In order to embed the new process and create confidence in the staff learning and development has been and continues to be provided by the following means :

- Externally facilitated workshops
- Job shadowing
- Mentoring/Buddying up
- Internal working group
- Development of process notes
- On the job training

Responding to Customer Service Excellence

The main recommendation for the recent review of our Customer Service Excellence standard included further training on the complaint process. Customer Service training is to be included in

the induction programme and provided on a more regular basis for all staff. Job shadowing of the Customer Service team for a wider understanding of the needs of our customers is also strongly encouraged by managers. These training sessions will be arranged to start in the autumn of 2017.

Health, Safety and Wellbeing

In addition to H&S e-learning modules delivered through MIKE, we are able to source various H&S courses depending on the needs of the role, individual and organisation. These include:

- COSHH Awareness
- COSHH Risk Assessment
- Working at Height
- Water Hygiene
- Evacuation Chair Operator
- Fire Marshall
- Risk Assessment
- Managing Risk and Safety

As part of MBC's commitment to supporting the health and wellbeing of staff, a Mindfulness Based Stress Reduction (MBSR) course is offered to staff. The staff opinion survey highlighted that over half of employees feel some form of pressure/stress either at work or home. Mindfulness has been shown to improve health and wellbeing. People have found that they can learn more effectively, think more clearly, perform better and feel calmer, less anxious and less depressed.

The 8 week course is offered weekly commencing 25th September 2017. The training incorporates 8 x 2 hour sessions, with a final 5 hour session at the end of the course. Two taster sessions are offered on 19th July and 7th September.

Improving Digital Skills

In house ICT training courses can be arranged to cover the following:

- Basic Word, Email and File Saving
- Data Management
- Mail Merge Workshop
- Managing Computer Files
- Using Google Analytics
- Microsoft packages including Excel, Powerpoint, Word, Project, Publisher and Visio
- Writing for the website
- Using JADU
- Creating E-Forms
- Social Media Workshop

System Administrators

In order to ensure we are making the best use of the technology we have in place, a review of the skills of our systems administrators will be completed and the skills gap identified. Skills will be enhanced by working together with the software providers to ensure the administrators have the knowledge required to make the most effective use of the technology we have available to us to ensure we deliver the most efficient and best quality services to our customers. We anticipate this will be bespoke training for specific systems, delivered by external providers.

Utilising data

Local authorities can be "data rich" but not always put the data to its best use. Good analytical skills are required to ensure key decisions and recommendations are being made based on sound information. Efficient use of data can support us to target relevant services to customers and

improve productivity. Training on this is due to be rolled out at the beginning of 2018 and will be facilitated by an external provider.

Apprenticeship Levy

In additions to E-Learning and formal training courses in the workplace, Apprenticeship Levy funding is available to enable staff to pursue formal qualifications. NVQ or professional qualifications may be obtained via the apprenticeship levy.