

Statutory and Mandatory Training Compliance Action Plan					
Recommendation	Action	Timescale	RAG Rating	September Review Updates	Barriers to Implementation
New Starter Engagement	1. Integrate compliance training within the new CTMUHB Corporate Induction.	Sep-21		An annotation has been included in the new CTM Corporate Induction to express the importance of completing compliance activity.	Nil
	2. New starters (including Bank Staff) to be provided ESR access prior to commencing their appointments.	Sep-21		L&D are leading an All Wales approach facilitating new starters with ESR E-Learning access. Development work is ongoing and workshops are continuing with four other health boards and Shared Services.	Nil
	3. Develop a tutor facilitated ESR virtual training event (complementing the Corporate Induction), that has a key focus on using ESR to complete mandated training.	Sep-21		Commencing 1 st October 2021, ESR E-Learning training sessions will be available for all new starters. Staff are now requested to complete their E-Learning training within 30 days.	Nil
Formulation of Compliance Steering Group	1. Establish a steering group led by the Learning & Development Manager to develop a culture of compliance across CTM.	Jul-21		The Compliance Steering Group held its first meeting in July and continues to meet monthly.	Nil
	2. Steering group to meet monthly to monitor and correct interventions for non-compliance.	Jul-21		The Compliance Steering Group held its first meeting in July and continues to meet monthly.	Nil
Improve Compliance Reporting	1. Invest in Microsoft Office Power BI (licences limited to L&D), that provides insights and digestible information to aid effective decision making.	May-21		Discussions with Workforce Productivity and E-Systems team continue regarding the future use of robotics, and how that might better facilitate reporting and data credibility.	Timeline no longer relevant as the above has superseded this action. To avoid the need to invest in Power BI, an ESR HR & Learning dashboard is now available to provide managers with key data sets to assist planning. L&D have recently gained access to HEIW data to benchmark CTM compliance across Wales (HEIW dashboard data is 6 months in arrears). Initial deadline met however the work now focuses on using HEIW benchmark data.
	2. Developing stakeholder relationships with those who 'own' data and devolve responsibility for running and accessing reports.	May/June 2021		Work has commenced to train HR staff and line managers in the production of reports to increase the speed and availability of data. In addition, L&D have undertaken higher level Excel training to aid data analysis, and have provided upskilling opportunities to WFOD staff to attend Excel training.	Timeline met however work is ongoing. ESR E-Learning drop in clinics will commence in October to support HoWOD in deliverance of their recovery plans. A Systems and Compliance officer has also been allocated to each L&D Business Partner and their respective ILG. Timeline exceeded due to OCP commencing earlier than anticipated, resulting in a lack of staff to complete this work. ESR clinics will commence in October.
	3. Executive team is encouraged to promote achievable compliance targets that allow all staff to understand the expectation at CTMUHB.	May-21		The Health Board remains committed to achieving 85% or more in all areas. The new Agenda for Change pay progression criteria will require all staff to achieve 100% compliance in all areas from October 2022 for those progressing through their pay gateway.	Timeline originally met, however the introduction of pay progression has meant this work has evolved into a broader project. We are working with Karen Wright to agree a plan on how to address compliance requirements as part of the new changes.
Reduce Compliance Areas	1. A pragmatic review (including SME & Exec) to determine the exact requirement of training (beyond the core 10 areas), and where applicable reduced.	Jun-21		A review of the Level 1 mandated training areas found there to be an additional five compliance areas CTM has mandated all staff to complete. These include; Improving Quality Together, Environment, Waste & Energy, Dementia, Domestic Abuse & Covid. SME's have confirmed that these subjects remain as mandatory. L&D will continue to review this within the Steering Group.	The initial timeline was exceeded due to delays in SME responses. Further detail is now required to address these points which has been requested from the SME's. Meetings are taking place through early October to capture this information in more detail.
	2. Review volunteer and non-exec compliance requirements and minimise training burden.	Jun-21		No further action required.	
	3. Protected time to be established across CTM (particularly clinical staff) to complete compliance training.	Jun-21		No further action required.	
	4. Embed compliance training into other development courses/opportunities.	Jun-21		No further action required.	

Review Compliance Completion Times	1. Seek to reduce priority compliance areas to 30 days completion.	Jun-21		Staff are now required to complete compliance activities within 30 days of commencing employment. This is communicated in the Corporate Welcome and reinforced during the new starter ESR E-Learning training.	Timeline has been met
	2. Promote compliance months (e.g. May & November) to set clear priorities and address outstanding areas.	Sep-21		Following a successful trial of the 'Festival of Compliance' within the WFOD directorate, a similar model entitled 'Core Learning Week' will be available to support staff from the 1 st Nov 2021. A further event is scheduled to take place in May 2022. Additionally, the PDR – <i>Your Conversation</i> also includes action points for discussion and highlights the requirements as part of pay progression.	Timeline has been met
	3. Protected time should be allocated to staff (e.g. clinical areas) and time rostered where applicable, to allow staff to complete training within work time.	Sep-21		Challenges remain in providing protected time to complete training in work time. Line managers are required to provide the time in work to complete the required training. To further support staff, an IT suite is now available in Prince Charles Hospital and a new training room has been set up at Pontypridd Cottage Hospital that can provide access to ESR E-Learning. CTM Library staff have also committed IT resources to assist staff.	Timeline has been met, notwithstanding the challenge remains informing staff of the availability of rooms. L&D are now providing updates on availability monthly through each of the HoWOD as well as publishing this information on our SharePoint page.
Reduce Training Burden & Embrace Virtual Learning	1. The Committee is strongly encouraged to review the compliance burden currently experienced by staff across CTMUHB.	April/May 2021		A review of the Level 1 mandated training areas found there to be an additional five compliance areas CTM has required all staff to complete. These include; Improving Quality Together, Environment, Waste & Energy, Dementia, Domestic Abuse & Covid. SME's have confirmed that these subjects remain as mandatory. L&D will continue to review this within the Steering Group.	Timeline exceeded due to unavailability of SME's. Meetings are scheduled through early October with the SME's to capture this detail.
	2. CTMUHB is encouraged to invest in longer term virtual learning interventions that enable staff to more easily access training online that is not dependent on ESR.	Dec-21		With the exception Fire, Moving & Handling and Health & Safety & Resus all E-Learning is delivered virtually. Work is ongoing to create virtual training opportunities for staff in Fire Management and Health & Safety.	Head of H&S is responsible for this area of work and looking at other viable options to improve learning opportunities
	3. Volunteer and non-exec compliance requirements should be reviewed to determine absolute need, and where possible minimised.	April/May 2021		No further action required.	N/A
	4. Future training courses should seek to embed compliance training into other development courses/opportunities.	Sep-21		No further action required.	N/A
Review Organisation Hierarchies/ESR Positions	1. Increased resources should be allocated to either ESR or L&D to focus on hierarchy amendments. Any internal transfer should be completed on ESR within 14 days of the move.	Jun-21		Director for People, Hywel Daniel is chairing a meeting with Heads of Workforce ILG and Head of Workforce productivity and E-Systems to review this matter in September 2021.	Availability of staff has delayed this meeting, meeting taking place.