Report to Stronger Council Select Committee

Date of meeting: 3 March 2022

Portfolio: Corporate Services - Councillor D Sunger

Subject: Use of the Litmos Learning Management System – Employee Induction/Onboarding

Officer contact for further information: Julie Dixon (Learning & Talent Business Partner)

Democratic Services Officer: A Hendry (01992 564243)

Recommendations/Decisions Required:

To note the work being done to utilise the new Litmos Learning Management System for employees and members.

Executive Summary

The report provides the Committee with an update on developments to our Onboarding process and purchase of our new Learning & Development (L&D) platform.

At the request of Councillors, the People Team have included information regarding the role of Councillors and 'How the Council Works', collaborating with Democratic Services in our Onboarding process. The Council has recently procured a new L&D platform call Litmos, which was launched just before Christmas 2021. The new platform provides a flexible and cost-effective way of supplementing our L&D programme.

Report:

Onboarding – Member Information

1. In 2020 Councillor Janet Whitehouse met with Joanne Budden (Service Manager, People, Culture and Wellbeing, and Julie Dixon (Learning and Talent Business Partner) to discuss learning for new employees regarding the role of councillors. It was agreed that in the Employee Onboarding Guide, employees would be signposted to the Councillor portal on the Council's website. Also, they are enrolled in essential eLearning based on a presentation (developed by Gary Woodhall, Democratic Services) on 'How the Council Works'. This was actioned in Summer 2020 and subsequently is also on the agenda at all HRBP Power Hour Sessions, (which are 90-minute sessions for all new employees and used as refresher sessions for current employees).

Litmos LMS (Learning Management System)

2. The Council's previous e learning system (iTrain) was replaced in December 2021 with a new system called Litmos.

3. Litmos is a Learning Management System (LMS) which hosts over 1600 eLearning courses, plus face-to-face course management, video content, webinars and all corporate learning records. Litmos includes professionally created courses ranging from compliance, to customer service, to leadership training, health and safety, menopause support and many more. New subjects are placed into the system every month.

4. During 2022 employees will be able to book onto instructor led courses, change their bookings, and build up their own external learning and Continuing Professional Development (CPD) records, plus register on waiting lists so that training needs can be identified more easily. Training for external partners will also be managed more efficiently through the System.

5. Officers will develop learning pathways where employees will have essential learning pushed to them for example, Onboarding, Health & Safety, Customer Service, Leadership & Management, the pathways will help with compliance training, career development, and core competency skills.

6. Litmos enables any subject matter expert (SME) to develop further information and learning sessions to be input into the Onboarding Learning Pathway (i.e. a series of learning activities, such as e learning, video or policy documents grouped together). Taking the example in paragraph 1, a video could be hosted on Litmos where an officer or a Councillor explains what their role is to a new starter.

7. Although face to face learning sessions have been and remain beneficial, in a post-Covid world many new starters live further afield (e.g. Liverpool, Bournemouth, Manchester) and are not able to attend the Civic Offices regularly and access to virtually onboarding materials is essential. Also, a video, eLearning or recorded presentation can be used whenever a new employee starts, at no additional cost to the Council. This is a proactive method which is efficient and reduces costs.

8. Assess & Learn functionality that sits on the platform will enable all employees to complete their compliance training (e.g. Health & Safety, Safeguarding, GDPR, Cyber Security) much faster as it assesses what you already know and potentially reduces the length of the eLearning required. The system uses dashboards to clearly show employees which courses they have completed, which are due or overdue. Ensuring compliance training is completed more effectively.

9. Litmos has the functionality to allow us to develop our own modules if/when we need to get key messages and training to our employees. Anything unique to us can be tailored and developed on Litmos.

10. Team Managers will be trained to use their team dashboards and escalations to oversee what learning has been completed by their employees and what may need chasing. They will also be able to push key learning to their employees based on individual and team development needs.

11. Litmos has the potential to have an area for member learning. This could consist of mandatory training and personal development. This area could host video recordings, face to face or virtual training that not all members can make on the actual date. This would help members with their busy schedules. Member Services can be trained to develop the system and upload relevant learning to members.

12. It is proposed to implement a digital mentoring platform. This platform will give the opportunity for new employees to be mentored by an employee or Councillor who volunteers for this role. For those volunteers, 'How to Be a Great Mentor' training will be provided.

13. Litmos has several benefits for employees and the Council, including improved access to learning and development for all employees, time savings for compliance training and training administrative processes will significantly reduce. Early engagement information tell us Litmos has been well received, is forward thinking, more productive, and time efficient. Over 130 employees attended Lunch and Learns to find out more about the new system.

Reason for decision: To ensure new employees understand the role of a councillor, the constitution and how the Council works. To provide a modern and flexible Learning Management System which delivers learning opportunities to suit our new ways of working. The new System could support member learning, development, and training.

Options considered and rejected: We continue to promote agile working for our employees, therefore having face-to-face workshops or courses is not always an option. New employees are invited to a virtual lunch with the Chief Executive and other new starters as part of the onboarding process. Managers also arrange familiarisation sessions on the Civic Offices for new starters.

Consultation undertaken: N/A

Resource implications: N/A

Legal and Governance Implications: N/A

Safer, Cleaner, Greener Implications: As the onboarding process is virtual our new employees do not have to travel to the Civic Offices for face-to-face workshops.

Consultation Undertaken: N/A

Background Papers: N/A

Impact Assessments:

Risk Management:

The onboarding/induction process ensures new employees are aware of the Council's expectations and performance standards in their roles.

Equality:

Equal access to learning for all new starters, Litmos can be used for all new starters including those who are visually impaired. Litmos courses are available in numerous different languages.

Easier access to learning for all