

## The Highland Council

### Community Safety, Public Engagement and Equalities Committee - 26 March 2014

Agenda Item	8
Report No	CPE 10/14

### Equality and Diversity Training

#### Report by Head of Policy and Reform

##### Summary

This report outlines the training and development provided for staff in Equality and Diversity and explains work under development to increase training and equalities awareness.

## 1. Background

1.1 Training and development to raise awareness of equality and diversity is provided through Highland Council's Learning and Development team and by external partners. This report provides details of the training under the following headings:

- Face-to-face training on equality and diversity topics
- e-Learning modules on equality and diversity topics
- Other training where equal opportunities is integral to the topic
- Opportunities provided by external partners

1.2 Details of each course delivered by Learning & Development are available on the Council's website under [Learning and Development](#)

1.3 The Council has a commitment in its Programme to aim to achieve its equality outcomes, so that: people are, and feel, free to live their lives without harassment and discrimination, and can take part in community life; people benefit from public services in a fairer way and are able to have their say about them; and staff feel there is an organisational culture where everyone is treated with dignity and respect. Training and development on equalities issues for staff and for members support this commitment and is included in the Fairer Highland Plan.

## 2. Face-to-face Training

2.1 The table in 2.2 lists all the courses delivered face-to-face on equalities topics and presents the numbers of attendees since April 2011. It must be noted that not all of the training has been available since April 2011.

2.2

Course Title	Number of Attendees
Equal Opportunities & Diversity	251
Working with Interpreters	13

Women in Management	44
Mentally Healthy Workplace Training for Managers	186
Sensory Awareness in Care Settings	56
Working with Autism	76
Understanding and Working with Dementia	88
Dementia Workshop	154
Understanding and Awareness of Diversity in the Older Adult	125

2.3 Since 2011, two face-to-face training sessions for elected Members on equality and diversity have been delivered with 20 Members attending. An additional session on equality impact assessments was delivered to the Members equality working group and 10 Members attended. Members are also issued with guidance from the Improvement Service on the [Public Sector Equality Duty](#).

### 3. e-Learning

3.1 The table in 3.2 lists all the courses on equalities topics available on the Council's e-Learning platform, My Online Learning. The table also presents the numbers of times courses have been accessed since April 2011. It must be noted that not all of the modules have been available since April 2011.

3.2

Course Title	Volume
Understanding Disability	120
Mentally Healthy Workplaces	149
Stress Management in the Workplace	62
Diversity in the Workplace	13
Equality Impact Assessment	14
Mental Health Issues in Older People – range of modules	180

Dementia Courses – range of modules	281
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#### 4. **Other Training**

4.1 The table in 4.2 presents other courses that provide a significant emphasis on the implications of equalities issues.

4.2

Course Title	Number of Attendees
Recruitment & Selection	148
Customer Care	125
Attendance Management	82
Effective Business Writing	43
Management Induction	42

#### 5. **Training Delivered through External Partners**

5.1 Highland Council works with its Community Planning Partners to provide an annual programme of training to raise awareness of Violence Against Women. This programme is promoted through the Council's Learning and Development Team and further details can be found on this link: [Violence Against Women](#). Between 2011 and 2013, the following numbers of Council staff attended VAW training.

Course Title	Number of Attendees
Understanding VAW	120
Asking the Questions about VAW	56
MARAC	91
Meeting the Need (only in 2011)	11
Understanding & Responding to child sexual abuse (from 2012)	27
Harmful Traditional Practices	2
Sexualisation & Commercial Sexual Exploitation	2
Working with Perpetrators	8

5.2 The Council also supports staff in attending Deaf Awareness training provided by the Deaf Communication Project.

5.3 Council staff have just completed two programmes delivered by Neish training. This has been provided as a joint initiative between Scottish Natural Heritage and Highland Council and we have secured considerably reduced

course fees by organising the courses and providing the venue.

Springboard – 4 day programme to support women in and into management

Freshsteps – 3 day programme to support older workers

## **6. Further Training Under Development**

6.1 A number of further development options are under development:

- An e-Learning module – Public Sector Equality Duty
- Enhance our training provision in women in management and older workers by using lessons learned from Springboard and Freshsteps
- Develop an on-line Management Induction which will include manager responsibilities for equality and diversity
- Expand our HR Lunchtime sessions

## **7. Future requirements**

7.1 It is recognised that our range of training provision is light on ethnicity and cultural issues. Sources of training, particularly on cultural awareness, are being explored, but it is an area that is difficult to identify quality and cost-effective training.

However, it is the intention to continue to seek appropriate resources in this area.

## **8. Resource Implications**

8.1 All training on equalities issues is delivered as a corporate training priority, which means that there is no cost to Services. Therefore the training and development has to be delivered through the Learning and Development Team's existing budget.

8.2 Training delivered through e-Learning provides excellent value for money and costs are minimised through using publicly available material, modules shared with other local authorities and material that we author ourselves.

## **9. Equalities, Legal and Risk Implications**

9.1 It is essential that the Council continues to support training and development across all aspects of the equalities agenda to ensure we provide the best service to all our public and the best environment for all our staff. The Equality Act and Public Sector Equality Duty also make this an imperative.

## **10. Climate Change/Carbon Clever Implications**

10.1 By using e-learning as an option for training and development the Council can reduce carbon emissions associated with travel for courses.

**Recommendation**

That the Community Safety, Public Engagement and Equalities Committee:

- a) Note the training and development delivered to increase awareness of Equality and Diversity within Highland Council staff; and
- b) Note the plans for future development.

Designation: Head of Policy and Reform

Date: 17.3.14

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