

**PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL  
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	16 December 2024
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Medical Directorate Statutory and Mandatory training update and action plan for 2025
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Lisa Gostling, Executive Director of workforce and OD, Deputy Chief Executive Officer Mr Mark Henwood, Interim Executive Medical Director
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Carly Hill, Assistant Director, Medical Directorate

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

**ADRODDIAD SCAA  
SBAR REPORT**

**Sefyllfa / Situation**

In an ever-evolving society with a constantly developing healthcare sector, the NHS and Hywel Dda University Health Board (HDdUHB) must equip its workforce with the necessary knowledge and skill sets needed to work competently in their profession. Without sufficient training in healthcare, the NHS fails to deliver the highest quality of care and protect the safety of those that they serve.

The healthcare sector is one of only a few sectors in which personal and patient safety is vital. As a result, statutory and mandatory training is required in every NHS organisation, department, and workplace. Within HDdUHB, The Medical Directorate is responsible for monitoring and supporting this training for the medical professional workforce.

Statutory and mandatory training within Hywel Dda applies to all employees, whether temporary or permanent, who are employed by this organisation. This includes any individuals working in the Health Board via an honorary contract or who are on secondment. Whether nurses, doctors, or otherwise, this means that anyone employed by the Health Board should be taking part in mandatory and statutory training that they need to perform their duties of care and safety adequately.

**What is Statutory Training?**

Of the two types of training, statutory training is generally perceived to be the most important. This is because statutory training is a requirement under law as part of everyday work.

Statutory training is required by the following UK legislation:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999

This form of training is not specific to being able to carry out a particular service, but rather is essential for people working in most NHS environments. For example, the Health and Safety

at Work Act 1974 covers a wealth of information that pertains to how people must work to ensure that they and their colleagues are safe.

Statutory training is not optional and applies to almost all Hywel Dda and NHS employees. Therefore, virtually all NHS workers will have to undertake training that is informed by these legislations at some point. However, the exception to this may be if there are staff shortages.

### **Why is Statutory Training Important?**

Statutory training is important within the Health Board because it's about ensuring that staff and their colleagues work in a safe environment. Where statutory training is not undertaken, there are all manner of potential risks. Staff, patients, and visitors could potentially come to harm, and there can be legal repercussions where training has failed to be given or followed.

Some examples of the types of statutory training workers in the Health Board will likely undertake are as follows:

- *Manual Handling Training:* Teaching the proper techniques for lifting, moving, and handling objects safely
- *Fire Safety Awareness Training:* Teaching the responsibilities of fire safety and how to identify and report hazards as well as assess fire risks.
- *Basic Risk Assessment Training:* Teaching what risk assessments are as well as their benefits, relevant legislations, and how to comply with these.
- *General Workplace Health and Safety Awareness Training, as well as local Health and Safety Policies:* Teaching the hazards relating to operating in a workplace and how you can keep yourself and your colleagues safe, taking into consideration local Health Board policies and legislation.

### **What is Mandatory Training?**

Compared to statutory training, mandatory training is slightly different in that it's focused on more specific tasks that are central to a role. However, it is essential and is decided upon by organisational, national, or even governmental guidelines to ensure that a workplace is running in compliance with legislation and policies.

Mandatory training in the NHS will have a focus on keeping staff, patients, and visitors safe. If employees do not take this training, then they may not have the skills and knowledge required to ensure everyone's safety, which is essential in the NHS.

### **Why is Mandatory Training Important?**

Similar to the consequences of statutory training, the repercussions of not having mandatory training in the NHS can also have legal implications. In the NHS, where individual services are commissioned, this can also mean risking loss of the service.

Aside from this, the implementation of mandatory training in the NHS works to reduce any risks of injury or harm in the workplace and to also ensure that any overarching government guidelines are followed. As well as this, it helps to protect the safety and health of all those - patient or employer - in the NHS and Health Board in particular.

Some examples of the types of mandatory training depending on role within the Health Board include the following:

- *Safeguarding Training*: Not all employees will work with vulnerable adults and children, but those who do must understand how to keep them safe.
- *Hazardous Substance Awareness and Training*: Chemicals and other hazards are present in many clinical settings, and to stay safe and on the right side of the law, mandatory training may be required to work with them safely.
- *Information Governance*: Confidential information is prevalent in healthcare, and many employees will have an obligation to understand how it should be used appropriately.
- *Hygiene Training*: Hospital infections hit the headlines regularly in past decades, which is why there's a big focus on preventing them through processes such as proper hand washing.
- *Whistleblowing*: Governmental organisations such as the NHS have many standards they need to uphold, and it's important that staff feel that they can speak out when they see problems.
- *Equality*: Dealing with and caring for the general public at large means understanding concerns surrounding equality, whether that pertains to gender, race, religion, sexual orientation or anything else.
- *First Aid and Resuscitation*: The more people there are with first aid and resuscitation training in particular, the safer an environment is. You'll find that many NHS employees must have this training.

### **Current situation within Hywel Dda Medical Directorate**

The table below highlights the current levels of compliance within each of the training requirements. It can be identified that these are all below 60% with areas for improvement.

Some of this training is provided by face-to-face sessions, e-learning or practical assessments. We need to undertake further analysis as to why rates differ in each of these areas. Service pressures, time and ESR reliability are cited as the biggest challenges for managers and staff in undertaking Mandatory & Statutory Training. Another area we will be considering is how ESR training forms an integral part of the GMC requirements, so to avoid duplication for CPD / CME, and make the skills & knowledge gained transferable between GMC requirements & NHS employers' objectives.

Whilst still below the 85% Welsh Government target, our compliance rates have improved over the last year, however further actions are needed to achieve this target.

Table 1 provides a breakdown of compliance by Medical Directorate at the 30 November 2024.

In conclusion, the data in this report has highlighted that Mandatory & Statutory Training completion rates are steadily improving, and significant progress has been made over the past 12 months. However, achieving the 85% Welsh Government Target continues to be a challenge for Hywel Dda UHB and this position is mirrored with other comparator Health Boards across Wales.

	No. Staff completed and in date	% staff compliance	Not required
100 LOCAL Anti Racism - 3 Years General	39	5.3	
100 LOCAL Ask and Act VAWDASV Group 2 General	103	14	
100 LOCAL Paul Ridd Learning Disability Awareness - No Specified Renewal General	327	44.5	
NHS CSTF Equality, Diversity and Human Rights - 3 Years	381	52	
NHS CSTF Fire Safety - 2 Years	316	42	
NHS CSTF Health, Safety and Welfare - 3 Years	312	42	
NHS CSTF Infection Prevention and Control - Level 1 - 3 Years	345	47	
NHS CSTF Infection Prevention and Control - Level 2 - 1 Year	220	29.9	
NHS CSTF Information Governance (Wales) - 2 Years	306	41.6	
NHS CSTF Moving and Handling - Level 1 - 2 Years	330	44.9	
NHS CSTF Moving and Handling - Level 2 - 2 Years	168	24	28
NHS CSTF Resuscitation - Level 1 - No Specified Renewal	447	61	
NHS CSTF Resuscitation - Level 2 - Adult Basic Life Support - 1 Year	23	6.9	403
NHS CSTF Resuscitation - Level 2 - Paediatric Basic Life Support - 1 Year	0	0	
NHS CSTF Resuscitation - Level 3 - Adult Immediate Life Support - 1 Year	18	8	509
NHS CSTF Safeguarding Adults - Level 1 - 3 Years	432	58.7	
NHS CSTF Safeguarding Adults - Level 2 - 3 Years	391	53.2	22
NHS CSTF Safeguarding Children - Level 1 - 3 Years	383	52.1	
NHS CSTF Safeguarding Children - Level 2 - 3 Years	351	47.7	
NHS CSTF Safeguarding Children - Level 3 - 3 Years	43	31.3	598
NHS CSTF Violence and Aggression (Wales) - Module A - No Specified Renewal	396	54	
NHS CSTF Violence and Aggression (Wales) - Module B - No Specified Renewal	389	53	
NHS LANG Listening/Speaking Welsh	648	48.1	
NHS LANG Reading Welsh	646	88	
NHS MAND Aseptic Non-Touch Technique - 3 Years	284	41	28
NHS MAND Autism Awareness - Level 1 - No Renewal	276	37.5	
NHS MAND Carer Awareness	229	31.1	
NHS MAND Consent - 3 Years	160	26.2	120
NHS MAND Dementia Awareness - No Renewal	389	3	
NHS MAND Foundations in Improvement (Wales) - No Specified Renewal	296	40	
NHS MAND Fraud Awareness - 3 Years	266	36.1	
NHS MAND Healthy Start (Wales) - 3 Years	1	20	729
NHS MAND Mental Capacity Act - 3 Years	308	42	
NHS MAND Safeguarding Adults Level 3 - 3 Years	232	10	28
NHS MAND Violence Against Women, Domestic Abuse and Sexual Violence - 3 Years	264	36	

\*\*Those Highlighted in Yellow are those reported on to Welsh Government

**Cefndir / Background**

## ***The need for training requirements of medical professionals within NHS Wales and HDdUHB***

There is a legal responsibility within organisations to ensure that their staff receives training to develop the knowledge and skills to ensure a safe and healthy workplace.

Along with a legal requirement, HDdUHB is required to adhere with nationally agreed frameworks. The UK wide Core Skills Training Framework (CSTF), approved by the health minister, has been adopted by all Health Boards and NHS Trusts within Wales. The Framework enables UHBs to standardise the focus and the delivery of key statutory and mandatory training skills.

The terms Statutory can be described as a 'legislative act passed by a legislative body' (Anon: 2010) and training for all staff that is required by law, or where a statutory body has instructed the UHB to provide training on the basis of legislation.

The term Mandatory is defined as 'required or commanded by authority' (Anon: 2010). These training requirements have been determined by the UHB and are concerned with minimising risk, supporting the implementation of policies, and ensuring the UHB meets external standards.

As well as adhering to the CSTF, HDdUHB has identified a range of Mandatory training requirements which are to be met, to ensure all staff are appropriately skilled and that risks are reduced in all areas of their work.

### **Mandatory modules for medical professionals**

The following list highlights the list of mandatory training modules that we are currently required to comply with, some are mandated nationally, whereas some are mandated at a Health Board level. As a Health Board this list below identifies those modules that would be most important, as these are reported nationally and therefore are scrutinised more when it comes to performance data, quality of care and professional standards.

NHS CSTF Equality, Diversity and Human Rights - 3 Years
NHS CSTF Fire Safety - 2 Years
NHS CSTF Health, Safety and Welfare - 3 Years
NHS CSTF Infection Prevention and Control - Level 1 - 3 Years
NHS CSTF Information Governance (Wales) - 2 Years
NHS CSTF Moving and Handling - Level 1 - 2 Years
NHS CSTF Resuscitation - Level 1 - No Specified Renewal
NHS CSTF Safeguarding Adults - Level 1 - 3 Years
NHS CSTF Safeguarding Children - Level 2 - 3 Years
NHS CSTF Violence and Aggression (Wales) - Module A - No Specified Renewal
NHS MAND Dementia Awareness - No Renewal
NHS MAND Violence Against Women, Domestic Abuse and Sexual Violence - 3 Years

## Proposals to improve compliance in 2025.

The Medical Directorate leadership teams actions will include: -

- Implementation of a programme to ensure all managers review direct reports compliance with statutory and mandatory training.
- Provide monthly reports and requests for action needed from Service Delivery Managers and Clinical leads.
- A review of face-to-face training including delivery methods, duration, and content.
- Consider barriers to face to face delivery and consider appropriate venues for training events.
- Review induction and onboarding arrangements including options for scheduling employment start dates with corporate induction weeks.
- Assess how ESR training can form an integral part of GMC requirements to avoid duplication in terms of CPD/CME
- Develop process for approving training as mandatory.
- Review training accessibility arrangements.
- Review and evaluate risks associated with low levels of training compliance.
- Reinforce compliance requirements with communication from the Medical Director.

Action	Action owner	Lead	Timescale
Develop RAG rated compliance report and dissemination process for line managers to receive 2 weekly updates on training compliance and status against corporate improvement plan	Assistant Director Medical Directorate	Gordon Wragg Peter Tunstall	January 2025 onwards
Develop refreshed governance approach, including scoping the options with the GMC requirements to avoid duplication	Assistant Director Medical Directorate	Carly Hill	February 2025
Develop Improvement Plan Brief	Assistant Director Medical Directorate	Gordon Wragg	February 2025
Communicate and cascade Improvement Plan Brief through management structure	Assistant Director Medical Directorate	Carly Hill Gordon Wragg	February 2025
Establish regular reports for sharing with executive, senior and middle management teams	Assistant Medical Director Medical Directorate	Peter Tunstall	February 2025
Review training facilities and develop proposals for increasing access to face-to-face training	Assistant Director Medical Directorate	Helen Thomas	March 2025

## Expected Outcomes and benefits.

- Streamlined process for starting employment and induction including statutory and mandatory training.
- Increase in compliance activity for existing workforce.
- Reduction in corporate risk associated with lack of compliance.
- Improved access to required face to face training.

The Medical Directorate leadership team will develop detailed plans and targets to ensure improvements to compliance towards achieving minimum Welsh Government targets of 85% in 2025.

**Argymhelliad / Recommendation**

The Committee is requested to:

- Note the above analysis and take assurance from the proposals suggested to improve compliance in 2025.

<b>Amcanion: (rhaid cwblhau)</b>	
<b>Objectives: (must be completed)</b>	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	1191 – Striving to deliver & develop excellent services

Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	1. Safe 6. Person-Centred Choose an item. Choose an item.
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	1. Leadership 2. Culture and valuing people 4. Learning, improvement and research Choose an item.
Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do 2. Working together to be the best we can be 3. Striving to deliver and develop excellent services 5. Safe sustainable, accessible and kind care
Amcanion Cynllunio Planning Objectives	2c Workforce and OD strategy Choose an item. Choose an item. Choose an item.
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS Choose an item. Choose an item. Choose an item.

### Gwybodaeth Ychwanegol: Further Information:

Ar sail tystiolaeth: Evidence Base:	Mandatory & Statutory Training is one of a number of performance management tools that aim to ensure employees' performance contributes to business objectives and should be used as part of a holistic approach to managing performance. Positive staff experience, which includes compliance with Mandatory & Statutory Training, has a direct impact on the quality of services, the safety of services and overarching patient experience.
Rhestr Termiau: Glossary of Terms:	
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Tîm Cyfarwyddwyr Parties / Committees consulted prior to Executive Team:	

### Effaith: (rhaid cwblhau) Impact: (must be completed)

Ariannol / Gwerth am Arian: Financial / Service:	Completion of Mandatory and Statutory Training is core to the PADR/Appraisal process and linked with incremental pay progression
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<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Mandatory and Statutory Training is one of a number of performance management tools that aim to ensure employees' performance contributes to business objectives and should be used as part of a holistic approach to managing performance. Positive staff experience, which includes compliance with Mandatory & Statutory Training, has a direct impact on the quality of services, the safety of services and overarching patient experience.
<b>Gweithlu: Workforce:</b>	If actions are agreed additional to what is already being supported – staffing implications would need to be reviewed.
<b>Risg: Risk:</b>	Effective Mandatory and Statutory Training will support a highly effective workforce to deliver excellent patient outcomes. This will support the Well-being of Future Generations Act.
<b>Cyfreithiol: Legal:</b>	Mandatory & Statutory Training should take into account individual members of staff needs. This should be considered within the discussion. As Mandatory & Statutory Training, become linked to pay progression EIA should be carried out locally to ensure that no one is disadvantaged due to a protected characteristic. It is important to note that the Welsh Specific Equality Duties require public organisations to report on staff development opportunities. This should be taken into account when discussing opportunities with staff.
<b>Enw Da: Reputational:</b>	Effective Mandatory and Statutory Training will support a highly effective workforce to deliver excellent patient outcomes. This will support the Well-being of Future Generations Act.
<b>Gyfrinachedd: Privacy</b>	Not Applicable at this stage
<b>Cydraddoldeb: Equality:</b>	Not Applicable at this stage