

## **EAST AYRSHIRE COUNCIL**

### **COMMUNITY SERVICES COMMITTEE - 13<sup>TH</sup> SEPTEMBER 2006**

#### **LOCAL OFFICES - TRAINING**

##### **Report by Executive Director of Neighbourhood Services**

### **1. PURPOSE OF REPORT**

- 1.1 To seek the Committee's approval for additional, temporary closure of Local Offices for essential training purposes.

### **2. BACKGROUND**

- 2.1 Local Offices currently close four Wednesday afternoons per year for staff meetings and training.
- 2.2 As part of a review of Health and Safety training, it is now considered appropriate that staff receive Non -Violent Crisis Intervention training, which takes one day to complete. The training is provided by the Crisis Intervention Institute and it is advised that the training be completed in a single session.

### **3. CONSIDERATIONS**

- 3.1 To enable Crisis Intervention training to take place it is proposed that all Local Offices close for a full day on Wednesday 11<sup>th</sup> October 2006. Training will be delivered in the Grand Hall, Kilmarnock and the Council Offices in Cumnock.
- 3.2 The public would be informed well in advance of the proposed closure if agreed.
- 3.3 Officers have considered a range of ways in which this training can be provided. Two half day sessions were proposed, but considered to be unsuitable by the external trainers. Managers also investigated having the training delivered at weekends or in the evenings, but it proved difficult to work around staff and trainers commitments and would have increased training costs. As not all staff could manage evenings or weekends, some office closures would still have been required. There is therefore no practical alternative.
- 3.4 A skeleton staff would be put in place in the Kilmarnock Registration Office, Dalmellington Area Centre and in the Collecting Hall to enable them to continue to operate. The staff operating these service points would be trained soon after without office closure.

3.5 Regular staff training ensures that Local Offices continue to provide high quality services to the public of East Ayrshire. Staff training may on occasion require more than the four half days currently agreed, therefore committee approval is sought to allow Local Offices to close for an additional two half days per year for training purposes if required.

#### **4. FINANCIAL IMPLICATIONS**

4.1 Nil

#### **5. LEGAL AUTHORITY/IMPLICATIONS**

5.1 Nil

#### **6. POLICY IMPLICATIONS**

6.1 Nil

#### **7. CONCLUSIONS**

7.1 Staff training is essential to ensure that the Local Office service delivers to a high standard. Every effort will be made to organise training around existing staff meetings but occasionally it will be necessary to allocate additional time. Customers will be advised well in advance about any service changes.

#### **8. RECOMMENDATIONS**

8.1 The Committee are recommended to agree:-

- (i) an additional day closure be granted for current essential training;
- (ii) an additional two half days be granted each year for future essential training; and
- (iii) otherwise note the contents of the report

William Stafford  
Executive Director of Neighbourhood Services

WS/JAG/DMV

22<sup>nd</sup> August 2006

#### **LIST OF BACKGROUND PAPERS**

**NIL**

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