

Ref: FOI/GS/ID 4359

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

14 December 2017

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to HR Non Mandatory Training Courses.

1. *Total non-mandatory training budget 17/18*
2. *Total non-mandatory training spend 16/17, split by*
  - a. *Leadership and Development*
  - b. *CPD*
  - c. *Other (please specify)*  
*\*Please include spend even if delivered in-house, costs incurred from delivering training in-house (for example, cost of trainers, resources etc.)*
3. *Apprenticeship Levy*
  - a. *From the organisations contributions to the Apprenticeship Levy, how much funding has the organisation had access to spend on apprenticeship training in 16/17?*
  - b. *Of the amount accessible to the organisation, how much of the funding remains?*
  - c. *Please list the training provider(s) used to deliver the organisations apprenticeship levy training in 16/17*
  - d. *Please detail each of the types of apprenticeships agreed to be delivered by the training provider(s), including a module breakdown*
  - e. *Cost of each of the apprenticeships engaged with in 16/17*
4. *Please fill in the attached spreadsheet for all HR non-mandatory training the organisation has engaged with in the last 12 months.*
5. *Who is responsible for the procurement of external non-mandatory training?*
  - a. *Name*
  - b. *Job Title/Department*
6. *ESR OLM*
  - a. *Does the trust use ESR OLM?*
  - b. *What % of the workforce have successfully completed at least one (national or local) e-learning course within the previous 3 months to September*

1. Allocation for 17/18 was £140,100.00
2. Total non-mandatory training spend 16/17, split by
  - a. Middle Managers Boot Camp - £7,680.00  
Band 5 Leadership and Management - £1,200.00
  - b. £121,915.00
  - c. CPD - Canterbury Christ Church University - £89,420.00  
(£2,265.00 for Leadership: Advancing Innovation, Transforming Healthcare module)  
(£18,000.00 MBA in Healthcare Leadership and Management)  
CPD - University of Greenwich - £30,260.00  
(£2,700.00 for Organisational Leadership & Management module)  
(£4,050.00 for Personal Leadership & Management module)  
CPD - University of Brighton - £17,880.00  
(£840 for Leadership and Change Management in Clinical Services module)
3. There was no access to levy in 16/17.
4. Please see the following table:

Course Name	Was the course delivered? (In-House or Outsourced)	Date of Course	Course Fees (please include spend if delivered in-house, costs incurred from delivering the training ie. cost of trainer, resources etc.)	How was the course delivered? (Face-to-Face, eLearning, webinar)	No. of Delegates on the course	Length of Training (Half a day, full day, 2 days etc.)	Any Savings/Benefits to the course? (Increase staff engagement, staff retention, decreased sickness rates etc.)	If training was Outsourced, please provide name of training provider (Please specify if the training was delivered through ESR OLM)	Was a framework used to procure a third party training provider? If so, please state the framework
Appraisal Workshop for Managers	in house	09 Feb 2017	commercially sensitive therefore not provided	all classroom	16	half	Engagement, retention, patient care, personal development, improve skills	commercially sensitive, therefore not provided	N/A
		14 Mar 2017			8	Engagement, retention, patient care, personal development, improve skills	N/A		
		27 Apr 2017			19	Engagement, retention, patient care, personal development, improve skills	N/A		
		09 May 2017			19	Engagement, retention, patient care, personal development, improve skills	N/A		
		01 Jun 2017			3	Engagement, retention, patient care, personal development, improve skills	N/A		
Appraisal Workshop For Staff	in house	09 Feb 2017			8	half	Engagement, retention, patient care, personal development, improve skills		N/A

		27 Apr 2017			5		Engagement, retention, patient care, personal development, improve skills		N/A
		09 May 2017			7		Engagement, retention, patient care, personal development, improve skills		N/A
Assertiveness	outsourced	22 Jun 2017			10	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		13 Jul 2017			13		Engagement, retention, patient care, personal development, improve skills		N/A
		31 Oct 2017			14		Engagement, retention, patient care, personal development, improve skills		N/A
Courageous Conversations	outsourced	14 Nov 2016			22	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		13 Jan 2017			7		Engagement, retention, patient care, personal development, improve skills		N/A
		24 May 2017			13		Engagement, retention, patient care, personal development, improve skills		N/A
		03 Oct 2017			21		Engagement, retention, patient care, personal development, improve skills		N/A
Developing a Positive Workplace	in house	01 Mar 2017			24	full day	Engagement, retention, patient care, personal development, improve skills		N/A

		16 Mar 2017			20		Engagement, retention, patient care, personal development, improve skills		N/A
Email Etiquette	outsourced	25 Nov 2016			10	half	Engagement, retention, patient care, personal development, improve skills		N/A
		08 Jun 2017			11		Engagement, retention, patient care, personal development, improve skills		N/A
		14 Jul 2017			6		Engagement, retention, patient care, personal development, improve skills		N/A
		18 Sep 2017			4		Engagement, retention, patient care, personal development, improve skills		N/A
		16 Oct 2017			5		Engagement, retention, patient care, personal development, improve skills		N/A
Introduction to Microsoft Excel 2010	outsourced	02 Dec 2016			7	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		02 Jun 2017			8		Engagement, retention, patient care, personal development, improve skills		N/A
		14 Jul 2017			11		Engagement, retention, patient care, personal development, improve skills		N/A
		05 Oct 2017			7		Engagement, retention, patient care, personal development, improve skills		N/A

Introduction to Microsoft Outlook 2010	outsourced	24 Nov 2016			5	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		17 Mar 2017			7		Engagement, retention, patient care, personal development, improve skills		N/A
		12 Jun 2017			7		Engagement, retention, patient care, personal development, improve skills		N/A
		14 Sep 2017			6		Engagement, retention, patient care, personal development, improve skills		N/A
Introduction to Microsoft PowerPoint 2010	outsourced	03 Nov 2016			6	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		17 Jul 2017			6		Engagement, retention, patient care, personal development, improve skills		N/A
		26 Oct 2017			6		Engagement, retention, patient care, personal development, improve skills		N/A
Introduction to Microsoft Word 2010	outsourced	06 Jul 2017			8	full day	Engagement, retention, patient care, personal development, improve skills		N/A
Leadership And Management Programme	in house	08 Feb 2017			0	8 days	Engagement, retention, patient care, personal development, improve skills		N/A
Managing Attendance Workshop	in house	14 Nov 2016			12	half	Engagement, retention, patient care, personal development, improve skills		N/A

		12 Dec 2016			8		Engagement, retention, patient care, personal development, improve skills		N/A
		10 Feb 2017			2		Engagement, retention, patient care, personal development, improve skills		N/A
		14 Mar 2017			8		Engagement, retention, patient care, personal development, improve skills		N/A
		22 May 2017			13		Engagement, retention, patient care, personal development, improve skills		N/A
		05 Jul 2017			9		Engagement, retention, patient care, personal development, improve skills		N/A
		12 Oct 2017			9		Engagement, retention, patient care, personal development, improve skills		N/A
Managing Complaints	outsourced	08 Nov 2016			17	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		12 Jul 2017			13		Engagement, retention, patient care, personal development, improve skills		N/A
		19 Oct 2017			12		Engagement, retention, patient care, personal development, improve skills		N/A
Microsoft Excel 2010 Advanced Excel	outsourced	16 Mar 2017			3	full day	Engagement, retention, patient care, personal development, improve skills		N/A

		03 Jul 2017			4		Engagement, retention, patient care, personal development, improve skills	N/A
		17 Aug 2017			5		Engagement, retention, patient care, personal development, improve skills	N/A
		11 Sep 2017			10		Engagement, retention, patient care, personal development, improve skills	N/A
		02 Oct 2017			5		Engagement, retention, patient care, personal development, improve skills	N/A
Microsoft Excel 2010 Intermediate Level	outsourced	05 Jan 2017			6	full day	Engagement, retention, patient care, personal development, improve skills	N/A
		18 Jan 2017			7		Engagement, retention, patient care, personal development, improve skills	N/A
		22 Feb 2017			6		Engagement, retention, patient care, personal development, improve skills	N/A
		05 Jun 2017			9		Engagement, retention, patient care, personal development, improve skills	N/A
		13 Jul 2017			5		Engagement, retention, patient care, personal development, improve skills	N/A
		18 Aug 2017			7		Engagement, retention, patient care, personal development, improve skills	N/A



		25 Sep 2017			1		Engagement, retention, patient care, personal development, improve skills		N/A
Microsoft Word 2010 Intermediate Level	outsourced	16 Dec 2016			5	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		02 Feb 2017			5		Engagement, retention, patient care, personal development, improve skills		N/A
		07 Jul 2017			3		Engagement, retention, patient care, personal development, improve skills		N/A
Middle Manager Bootcamp - 2 Day Workshop	outsourced	09 May 2017			18	2 day	Engagement, retention, patient care, personal development, improve skills		N/A
		28 Sep 2017			18		Engagement, retention, patient care, personal development, improve skills		N/A
Minute Taking	in house	03 Feb 2017			12	half	Engagement, retention, patient care, personal development, improve skills		N/A
		21 Jul 2017			15		Engagement, retention, patient care, personal development, improve skills		N/A
New Managers' Workshop	in house	07 Nov 2016			14	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		02 Dec 2016			15		Engagement, retention, patient care, personal development, improve skills		N/A

		10 May 2017			10		Engagement, retention, patient care, personal development, improve skills		N/A
		06 Jun 2017			9		Engagement, retention, patient care, personal development, improve skills		N/A
		07 Sep 2017			15		Engagement, retention, patient care, personal development, improve skills		N/A
Pre Retirement Seminar	outsourced	22 Nov 2016			35	half	Engagement, retention, patient care, personal development, improve skills		N/A
		02 Feb 2017			21		Engagement, retention, patient care, personal development, improve skills		N/A
		27 Jun 2017			35		Engagement, retention, patient care, personal development, improve skills		N/A
		09 Aug 2017			25		Engagement, retention, patient care, personal development, improve skills		N/A
		05 Oct 2017			19		Engagement, retention, patient care, personal development, improve skills		N/A
Recruitment and Selection	in house	18 Oct 2017			8	half	Engagement, retention, patient care, personal development, improve skills		N/A
Stress Management	outsourced	07 Nov 2016			14	full day	Engagement, retention, patient care, personal development, improve skills		N/A

		16 May 2017			14		Engagement, retention, patient care, personal development, improve skills		N/A
		03 Jul 2017			11		Engagement, retention, patient care, personal development, improve skills		N/A
		30 Oct 2017			12		Engagement, retention, patient care, personal development, improve skills		N/A
Telephone Skills	outsourced	25 Nov 2016			12	full day	Engagement, retention, patient care, personal development, improve skills		N/A
		08 Jun 2017			16		Engagement, retention, patient care, personal development, improve skills		N/A
		14 Jul 2017			7		Engagement, retention, patient care, personal development, improve skills		N/A
		18 Sep 2017			11		Engagement, retention, patient care, personal development, improve skills		N/A
		16 Oct 2017			2		Engagement, retention, patient care, personal development, improve skills		N/A
Time Management	in house	18 Nov 2016			9	half	Engagement, retention, patient care, personal development, improve skills		N/A
		09 Dec 2016			8		Engagement, retention, patient care, personal development, improve skills		N/A

		09 Jan 2017		
		18 Aug 2017		

14	Engagement, retention, patient care, personal development, improve skills		N/A
5	Engagement, retention, patient care, personal development, improve skills		N/A

5.

a. Name Jeanette Barlow

b. Job Title/Department Head of Learning and Development

6.

a. No

b. 41.8% 1st June to 31st August