

# Compliance Training Policy

Lancaster City Council is committed to maintaining a safe, inclusive, and legally compliant workplace. Compliance training is a key part of this commitment and must be completed by all staff within the specified timeframes. Training ensures that employees understand their responsibilities and are able to contribute to a positive and compliant working environment.

## 1. Who does this policy apply to?

- 1.1 This policy applies to all employees of Lancaster City Council, including permanent, temporary, agency staff, and volunteers where applicable.

## 2. What is the purpose of this policy?

- 2.1 This policy outlines Lancaster City Council's commitment to ensuring all employees receive essential compliance training. The aim is to equip staff with the knowledge and skills required to perform their roles safely, ethically, and in accordance with legal and organisational standards.

## 3. Compliance Training Requirements

- 3.1 All compliance training is available as online learning via the Learning Zone. This must be completed within the first two weeks of an employee's start date at the Council and then refreshed within the time frames specified below. The Learning Zone will send automatic reminders when an employee needs to complete any refresher training for compliance.

Please note the table below reflects current compliance requirements these are kept under continuous review and any updates will be communicated to those affected.

Training Course	Audience	Frequency
Manual Handling	All employees	Every 3 years
Introduction to Health and Safety	All employees	Every 3 years
Safeguarding Adults	All employees	Annually
Safeguarding Children	All employees	Annually
Prevent	All employees	Annually
Equality and Diversity	All employees	Every 3 years
General Data Protection Regulations (GDPR)	All employees	Every 3 years
Display Screen Equipment (DSE)	New starters who will use DSE daily, for continuous periods of an hour or more	On change of circumstances or eye test request
Daily Vehicle Checks	Staff driving for Council business	Every 2 years

## 4. Role Based Compliance Training

- 4.1 Some roles at the Council may require additional compliance training, these will be identified by the manager with the employee firstly during their induction period and monitored additionally to the Compliance training stated in section 3 of this policy. Employees will be expected to complete and maintain this training also whilst they are in the role.

## 5. Roles and Responsibilities

- 5.1 **Employees** are responsible for completing all required training within a reasonable timeframe of their start date, and always within two weeks of their start date at Lancaster City Council as part of their induction and then to complete refresher training when prompted to do so by the Learning Zone within the specified timeframes.
- 5.2 **Line Managers** are responsible for monitoring compliance within their teams, this includes ensuring that a new employee/agency worker in their team has completed all compliance training within a reasonable timeframe of their start date, and always within two weeks of their start date. They should support staff in accessing and completing training. They are also responsible for identifying and monitoring any role specific compliance training a team member may require and to review this annually and update the learning and Development team of any changes.
- 5.3 **Chief Officers** are responsible for overseeing compliance within their service areas, addressing any concerns in compliance rates with relevant managers to ensure appropriate action is taken.
- 5.4 **HR and Learning and Development** will maintain and administer the Learning Zone ensuring that accurate training records are held for each employee (renewal reminders will be issued automatically via the Learning Zone) and provide access to training resources. They will also support line managers in monitoring role based compliance training via the Learning Zone. They will update and share monthly compliance rates with Chief Officers.
- 5.5 **The Council's Health and Safety Team** will advise and make recommendations on all matters relating to Health and Safety compliance training to ensure alignment with legal obligations, organisational standards, and best practice. This advisory role applies to all employees, managers, and Chief Officers. The Health and Safety Team will:
- Monitor training outcomes and recommend improvements where gaps or risks are identified.
  - Ensure that training materials reflect current health and safety regulations and council policies.
  - Support managers in identifying role-specific training needs during induction and ongoing development.
  - Provide guidance on the development and delivery of compliance training content, particularly where health and safety legislation is involved.

## 6. Monitoring and Compliance

- 6.1 Training completion will be tracked through the Council's Learning Management System (Learning Zone). Compliance will be monitored regularly, and non-compliance may be addressed through formal HR processes. Ultimate responsibility of compliance lies with the service Chief Officer.

## 7. Agency Staffing

- 7.1 It is the responsibility of each service area to ensure that agency workers are inducted and trained to carry out their duties safely, legally, and in line with Council standards. However, recognising the diversity of roles and the varying duration of agency assignments, managers are empowered to apply a proportionate and role-specific approach to compliance training.
- 7.2 All agency workers must receive a basic induction it should be tailored to the nature of the role and the expected duration of the assignment and must cover:

- Health and safety procedures
- Operational expectations
- Council values and conduct standards

7.3 **Compliance training;** Managers must assess the training needs of each agency worker based on:

- The complexity and risk level of the role
- The duration of the assignment
- Legal and regulatory requirements

7.4 While the Learning Zone remains the primary platform for delivering mandatory training, managers may adjust the delivery method and scope of training for agency workers, provided:

- The worker is not exposed to high-risk tasks without appropriate training
- The rationale for any deviation is documented
- The worker's competence is verified through supervision or on-site inspection

7.5 Managers must assess the training needs of each agency worker based on; The complexity and risk level of the role, the duration of the assignment, legal and regulatory requirements.

7.6 **Monitoring and Accountability**

- **Chief Officers** must oversee compliance within their service areas and address any gaps in training or induction promptly.
- **Managers** are responsible for ensuring training is completed and recorded and must document the rationale for any deviation from standard training pathways. If the agency worker is to complete the compliance training via the Learning Zone it is the managers responsibility to inform Learning and Development so an account is set up for the worker and to update Learning and Development when the agency worker has left. They must also ensure refresher training is completed as required. Any changes in role or service area must trigger a review of training needs and, where necessary, re-induction.
- **HR and Learning and Development** will support services by maintaining access to training platforms and records.
- **The Council's Health and Safety Team** will advise and make recommendations on all matters relating to Health and Safety compliance training to ensure alignment with legal obligations, organisational standards, and best practice.
- **Agency workers** added to the Learning Zone will receive automated reminders and monitoring equivalent to contracted staff.

7.7 **Competency Checks:** Dependant on the role supervisors must carry out on-site competency inspections to ensure agency workers are performing duties safely and in accordance with Council procedures. This includes adherence to PPE requirements, manual handling protocols, and operational safety checks.

## 8. Review

8.1 This policy will be reviewed every two years or sooner if there are significant changes to legislation, organisational requirements, or training content.

Version no.	Effective Date	Reason	Review due
1.0			