

Appendix 4 - RMIS Training Programme 2017

Below are details of the Risk Management and Insurance Services (RMIS) Training Programme for 2017. If you wish to attend these sessions, **they are available now for you to book through the Myview pages of Corporate Workforce Development enter the date and the 'key word' below.** As with any training, please discuss with and seek your manager's approval before booking. Most of the sessions are limited to between 15 and 25 attendees and the majority of our sessions have been over-subscribed in each of the last seven years, so bookings will be on a 'first come, first served' basis.

All of the sessions will take place in City Hall. All sessions will start promptly at 9.30. Most of the sessions run for no more than two hours and finish times are dependent upon the numbers attending and their inter-action and involvement, but will be no later than 12 noon.

19 January; 21 February; 21 March; 3 May; 8 June; 5 July; 20 September; 10 October; 21 November.

Identifying and Assessing Operational Risks

Since October 2014 this session has been mandatory for all staff who will complete an operational risk assessment or risk register. Anyone completing a risk assessment that has not been on this training recently may be exposing the Council to a potential uninsured loss. If in doubt – ask!

This course covers the process of Operational Risk Identification and Assessment and will touch upon identification of mitigating controls. The session includes an outline of the Council's Risk Management Strategy and Policy and how it affects your role. The session is targeted at everyone who manages operational risk (manage staff; manage buildings; manage contact with service users or the general public) in their day to day role – all tiers of staff from Director's down – and those that let Council contracts. The course will lead you through the agreed risk reporting process here at LCC and allow you to identify your role within that process. There is also a practical exercise that ensures staff leave this session confident in completing the Council's risk assessment form.

28 March; 14 September

Contract Risk Management (delivered by Zurich Municipal Risk Consultants)

Staff attending this session must have been on the mandatory 'Identifying and Assessing Operational Risk' training above.

The aim of the session is to review how the management of contracts and projects can aid in assessing and mitigating organisation's risk. The objectives are to ensure attendees understand how to minimise the risk to the organisation when entering into contracts; assist in identifying the key areas of risk within contracts; highlight the benefits of managing contract/partnership risk; and, how on-going contract and partnership management heightens organisational risk awareness and mitigates organisational risk. This session is specific to contract risk and, as a natural pre-cursor, it will be of benefit to have attended the Identifying and Assessing Operational Risk training above.

24 January; 2 March; 25 May; 6 September; 8 November.

Business Continuity Management

A guide to what you need to develop Business Continuity Management within your Service/work areas. It explains the difference between managing business continuity and merely writing your plan. This will allow you to manage unexpected incidents and get back to delivery of your 'business as usual' service in the event of unforeseen circumstance. This session is aimed at anyone who has a responsibility for a building or staff; has responsibility for delivery of a service and, therefore, needs to have a Business Continuity Plan or would be part of a recovery team needed to restore an affected service after an incident. The session also outlines the Council's Business Continuity Strategy and Policy and will explain how that might affect you and your work and has a step-by-step guide to completing the Council's BCP

pro-forma. This session needs to be attended by all Heads of Service and their senior management to ensure that, in the event of a serious, unexpected incident, the Council will continue to operate.

**26 April; 21 September.
Guide to Corporate Manslaughter Legislation**

This session will provide a brief insight into the recent changes to legislation in this area and its potential impact on the Council and its management. This session is aimed at Directors, Heads of Service, managers and staff that make decisions. The session explains how the recent changes in legislation may lead to more staff, at many different levels, being prosecuted for breaching Health and Safety regulations and will help you to avoid this risk. Hopefully, this session will help keep you out of prison!

**14 March; 15 June; 28 September; 28 November.
Insurance – Policies, Levels of Cover/Indemnity Limits and Incident Reporting**

This session will discuss what the Council's Insurance policies cover; details of regular types of claim that the RMIS team deal with and how claims can be avoided, or their impact lessened; how to calculate the minimum Corporate Indemnity limits for your contracts or third parties and why they are necessary. The session is aimed at all procuring managers or managers and staff responsible for entering into contractual agreements (including funding agreements) with third parties. The session will also outline, in simple terms, the implications for the Council, and you personally, if you get these wrong in any of your contracts.

We will then explain the types of incidents that need to be reported to RMIS and/or the Council's insurers; why we need to know; and, the potential consequences for you if we don't – there will be no insurance cover and your departmental budget will have to cover any claim (which can run into thousands of pounds!). Session is aimed at Managers and senior staff who are likely to have responsibility for delivery of services to Service Users/members of the Public or who manage and have responsibility for the health and safety of staff or manage buildings.

Personal/Bespoke Sessions

We accept that, due to staff constraints and timing of leave, it may not be possible for all of your staff with a need to attend these training courses to attend one of the dates above. We continue to offer all of our training to specific groups of staff at times and locations to suit you. All of our training can be condensed to fit whatever time you have available. We can also focus on your own service area's needs and objectives when delivering this training to a bespoke Group of staff. Please be aware that we are a small team and it may be that such a session may take weeks rather than days to be arranged.

If you would like to discuss a bespoke session please contact Sonal Devani
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(Nusrat.idrus@leicester.gov.uk), 454 (37) 1623 or Tony Edeson
(tony.edeson@leicester.gov.uk), 454 (37) 1621

Thank you for your time taken to read this and we hope that we may be of assistance to you in meeting identified training needs of your staff, whilst at the same time protecting the Council's most valuable asset – you and your staff.

Tony Edeson
Head of Internal Audit and Risk Management

Sonal Devani
Manager, Risk Management