

Training	Compliance	Incident Reporting
Off-the-shelf training initially but latterly moved to bespoke training hosted on Moodle	Previously regionally developed, now centralised which enables better auditing and visibility to relevant people such as H&S/Facilities/management.	Incidents emailed to the H&S team and uploaded onto limited access database
Increasingly moving to e-learning. Using Fuse as their LMS (which enables you to host anything – videos/docs etc.). Also has an in-house video editing suite to allow creation of bespoke material.	<ul style="list-style-type: none"> • Propman - integrated property management and accounting software (not great) • TFM contract with Kia – online portal (remotely managed but full access) • Datix risk management package 	
E-learning – Praxis 42 IOSH managing safely	Excel spreadsheet updated by H&S team	Sharepoint system with alerts to the H&S team by email. Developed in-house and now on-going support with this system is a problem
<ul style="list-style-type: none"> • Essential skills • Managers – online IOSH course (British Safety Council) 	<ul style="list-style-type: none"> • SHE Assure – Audit module: annual audit, monthly checklist, face to face training records • Property – currently on sharepoint but going to move it onto the SHE system • Drive tech (for fleet management): <ul style="list-style-type: none"> -licence check -training -questionnaire which determines what training is appropriate based on risk (online or ftf) System is ok but not meeting SLA's (potentially due to impact of GDPR) 	SHE Assure – moderate severity incidents and above are escalated to the Exec team

<ul style="list-style-type: none"> • E-learning via moodle (also sell training developed to others) • Face to face training: first aid & considering IOSH managing safely for safety reps and managers <p>Other options:</p> <ul style="list-style-type: none"> • Barbour – off the shelf but can personalise • Croner 	<ul style="list-style-type: none"> • 	<p>Datix:</p> <ul style="list-style-type: none"> – good for retail but not so good for making it applicable to non NHS – Ability to set permissions – Automatic alerts
<p>All training is face to face. HSE checklist for DSE</p>	<ul style="list-style-type: none"> • Tabs FM – not great • Sharepoint • Supported by physical audits 	<p>Previously paper based now use survey gismo</p>
<ul style="list-style-type: none"> • Praxis 42 • Mandatory training when they start • Annual H&S refresher • DSE assessments – any negatives/actions needed an automatic email is sent to the relevant part of the business. Use Posturite if there are issues that can't be resolved in house 	<ul style="list-style-type: none"> • Excel spreadsheet (only has two properties) 	<p>Electronic form sent to the H&S team</p>
<ul style="list-style-type: none"> • Care shield – face to face and e-learning records (more NHS based) • CareFirst – incorporating in careshield system 	<ul style="list-style-type: none"> • Internal audit team • (approx. 470 sites) 	<ul style="list-style-type: none"> • Employed an in-house team to develop a CRM that will incorporate incident management and compliance – all linked up. • Starting to focus more on analysis of incidents rather than just collecting it.

<ul style="list-style-type: none"> • Twin track approach (operated in 50 countries) • Mandatory H&S induction • Specific training for travelling abroad 	<ul style="list-style-type: none"> • Use google for everything – shared google spreadsheet that all can see 	<ul style="list-style-type: none"> • Every incident reported someone talks to them
<ul style="list-style-type: none"> • Uses British Council e-learning courses • Training designed in-house: <ul style="list-style-type: none"> -induction (hosted on intranet) -annual refresh on fire, 2 year H&S refresh -volunteers handbook • Staff reps – level 2 H&S • Trustees – every 2/3 years – uses an external consultant 	<ul style="list-style-type: none"> • Allarch (?) – audits • H&S annual audit 	<ul style="list-style-type: none"> • Darwin – Incident reporting system & Risk assessments
<ul style="list-style-type: none"> • Internal subject matter experts develop training • Training delivered by in-house team • Risk matrix for each area recording training needed • Spreadsheet based • LMS – working towards a sophisticated system where role is linked to training needed • Cardinus system used for DSE assessments – dashboard to quickly see how many assessments completed/actions outstanding etc./automatic email reminders/covers 	<ul style="list-style-type: none"> • Alcumus – workflows • FM provider imports data • Uses Autonomous FM – manages the FM provider for you ensuring they deliver as per the contract (validates all work competed to make sure you only pay for work that's been completed) 	<ul style="list-style-type: none"> • Uses Sentinel online accident and incident reporting system – stats aren't good but the system is due an upgrade which may improve things

<p>homeworking and remote workers</p>		
<ul style="list-style-type: none"> • Online mandatory H&S induction (bespoke course designed by Aurion Learning) • Praxis42 e-learning courses (not well used – considering not renewing the licence) • Face to face training delivered by L&D team or H&S team. Training varies depending on the directorate – we’re currently trying to get more consistency across the business • Shortly moving LMS to FUSE. Current LMS is not very good so hoping new system will open up some more opportunities – idea is to use more ‘blended’ and ‘bite-size’ learning • Cardinus system for DSE assessments 	<ul style="list-style-type: none"> • Currently developing property management system (using Alcumus). Our FM provider will upload information into the system so that we can monitor the work their completing (and any gaps) more effectively as well as having more control over our compliance records (currently relying on spreadsheets) • In process of designing online risk assessment tool (again using Alcumus). Currently using word/excel forms and uploading onto sharepoint – a lot of directorate variability in how risk assessments are completed which we want to move away from through the implementation of an online system. 	<ul style="list-style-type: none"> • Alcumus Incident & Accident Reporting Tool – automatic email alerts to sent to relevant departments/management