

Appendix 6 – Response from the Head of Planning and Public Protection relating to Report No.21

To: Governance and Audit Committee

From: Head of Planning and Public Protection

Subject: Internal Audit Report No 21 – Mandatory Training Trading Standards, Food and Health Protection

The Trading Standards, Food and Health Protection Manager has acknowledged and accepted the recommendations made within the Internal Audit report. The Accountable Manager, supported by the Team Leaders, has committed to ensuring that their teams undertake the mandatory training in line with the timescales recommended by the Auditor.

Since the original report was issued on 26th September 2024, the latest data shows that there has been good progress made by staff in completing the mandatory training courses. Furthermore, since the report was issued arrangements have been made for all Accountable Managers across the wider service (including Trading Standards, Food and Health Protection) to receive monthly updates from the Directorate's Business Support team in the form of a spreadsheet tracking the staff completion rates of the various mandatory training courses – this improved oversight for managers/team leaders will facilitate the continued positive progression that is required.

Finally, as records held within iTrent (the payroll and HR system) are updated, with training data, automatic reminders will be sent to staff when mandatory training is due. This will help prevent future occurrences of non-compliance as managers will also be notified when their staff are due to undertake refresher training.

Ceri Morris
Head of Planning and Public Protection