



**"I would absolutely recommend that other local authorities look at building on their existing iTrent investment by adopting Learning Management rather than introducing a separate system."**

Ella Seaton, Organisational Development Business and Systems Officer

### Headline achievements



3,500 employees supported



Real-time compliance visibility



Improved mandatory training completion



Better employee experience

### About Middlesbrough Council

Middlesbrough Council delivers a wide range of services that support residents, businesses and communities, including social care, housing, public health, environmental services, education and regeneration. Supporting around 3,500 employees across office-based, hybrid and frontline roles, the Council must meet a wide range of learning, compliance and development needs.

Having partnered with MHR for over a decade and using iTrent's Learning Management System for the past five years, the Council has transformed its approach to learning, creating a more connected, accessible and strategic experience for employees and managers alike.

### The challenge

Like many local authorities, Middlesbrough needed to deliver the right learning to the right people while managing statutory compliance across a diverse workforce. Separate processes, duplicated data, and manual updates created unnecessary administrative effort, while organisational change and hybrid working increased the need for accessible learning and accurate reporting.

The Council also wanted to move beyond tracking mandatory learning to develop workforce capability, identify skills gaps and give managers greater visibility across their teams. Achieving this required a learning platform fully integrated with HR data and organisational structures.

## The solution

Building on its existing iTrent investment, Middlesbrough Council introduced Learning Management, creating a fully integrated HR, payroll, and learning platform.

Employee records, reporting lines and organisational structures now synchronise automatically with the LMS, removing manual administration and ensuring new starters, role changes and leavers are reflected instantly.

Training can be assigned automatically, while managers have real-time visibility of compliance, development activity, and skills across their teams.

Employees benefit from a self-service learning experience where they can enroll on courses, complete e-learning, and access learning records through a single system.

## The results

Over five years, the platform has evolved alongside the Council's priorities, supporting digital transformation, hybrid working and workforce capability while helping embed a culture of continuous learning beyond.

- Reduced manual administration by automating account creation, organisational updates, and manager changes
- Eliminated duplicate data entry through a single source of workforce information
- Increased completion rates for mandatory training through automated enrolments and real-time visibility
- Empowered managers with live reporting to monitor compliance, identify skills gaps and support development conversations
- Enhanced employee experience through self-service access to learning, enrolments, and training records
- Freed HR and Learning teams to focus on strategic workforce initiatives rather than routine administration
- Supported the Council's transition from a compliance-led learning approach to one centred on capability building and continuous development



**"For us, the evidence is clear: improved efficiency, reduced manual administration, better quality workforce and learning data, stronger compliance management, enhanced reporting, and a more accessible learning experience for employees."**

Ella Seaton, Organisational Development  
Business and Systems Officer