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| Report to: | Enterprise Resources Committee |
| Date of Meeting: | 2 June 2010 |
| Report by: | Executive Director (Enterprise Resources) |

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| Subject: | Skills Development Scotland - Service Delivery Agreement 2010/2011 |
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ advise the Committee of the creation of a formal Service Delivery Agreement between the Council and its partners, Skills Development Scotland for 2010/2011

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the Service Delivery Agreement with Skills Development Scotland for 2010/2011 as outlined at Appendix 1 is agreed

3. Background

- 3.1. Skills Development Scotland (SDS) is the national agency which was established in 2008, following the review and restructuring of national enterprise development functions delivered through Scottish Enterprise and other bodies.
- 3.2. It has a key role in support for the labour market and meeting the needs of business and has the three main functional areas of Advice, Funding and Skills. Advice includes the core elements of Careers Scotland, the largest delivery element, together with Learn Direct, PACE aimed at redundancy support and the Big Plus, the national adult literacy and numeracy campaign.
- 3.3. Within the Funding function it has responsibility for management and delivery of Individual Learning Accounts, and its Skills development function includes management of the national skills programmes such as Get Ready for Work, Modern Apprenticeships, Skillseekers and Training for Work.
- 3.4. SDS had a budget last year of £204 million and has over 1400 staff. It has a regional management structure with South Lanarkshire included in an area covering Lanarkshire, Ayrshire and Dumfries and Galloway.

4. Development of a Service Delivery Agreement for South Lanarkshire

- 4.1. Since January SDS has embarked upon a process of developing what has been termed a Service Delivery Agreement for each local authority area in Scotland. Following a meeting in November with the SDS Chief Executive where this proposal was introduced, SDS management then set up a facilitated workshop with their key staff and relevant representatives from the Council and local partners to scope out the potential elements of a Delivery Agreement.

- 4.2. Although there was some lack of clarity initially, following several subsequent meetings with key officials, it has been agreed that its purpose would be a commitment to jointly identifying key priority areas for service development and to lay out anticipated levels of resource which would hopefully respond to the likely demand for SDS services during the year.
- 4.3. This document attached at Appendix 1 does not aim to capture every operational detail but to establish those areas which require action to ensure continuous improvement in delivering services that increase the positive impact these can make to achieving outcomes and targets already identified in the Single Outcome Agreement. It was agreed it should include indicative investment levels through the national training programmes. In addition it includes those programmes and resources deployed by the Council targeted in particular on supporting young people.
- 4.4. SDS's initial expectation is that the Service Delivery Agreement would have been agreed and approved by the end of March. The process which is mirrored across all Scottish local authorities has required more time however.
- 4.5. Further workshops and meetings are planned to closely monitor the delivery of the national programmes in particular, to ensure that SDS allocate adequate resources to Lanarkshire to respond effectively to the effects of the recession. This is a positive step forward in that previous commissioning had been managed centrally with no opportunity to influence the level or targeting of funding. It is hoped that this will be reflected in allocations that meets the likely demand in Lanarkshire over this and coming years given the disproportionate impact of the recession.

5. Conclusion

- 5.1. In view of the fact that the SDS Service Delivery Agreement will need to be flexible and provide opportunity for the Council to influence its priorities, resources and activities during the year, the attached document still needs to be considered very much as 'work in progress'. It does however provide a worthwhile basis for ongoing development work with SDS, particularly in the light of the structural changes it has undergone and its requirement to provide an effective contribution to the recession response and the support for economic recovery. It is proposed that further reports are provided to Committee on these developments at appropriate points in the future.

6. Employee Implications

- 6.1. There are no employee implications.

7. Financial Implications

- 7.1. There are no direct financial implications arising from this report with all activities identified being met from within existing budgets held by Enterprise Resources or other Council Resources where appropriate.

8. Other Implications

- 8.1. There are no direct risks to the Council. However, insufficient SDS resources allocated to the area particularly through the National Training Programmes, could mean there is a negative impact on the rate of economic recovery. While the Council may be able to influence this, ultimately this will be determined by budgetary considerations at a national level.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and, therefore, no impact assessment is required.
- 9.2. The Council and other local partners have been consulted by Skills Development Scotland on the content of the Service Delivery Agreement

Colin McDowall
Executive Director (Enterprise Resources)

10 May 2010

Link(s) to Council Objectives

- Tackling disadvantage and deprivation
- Supporting the local economy by providing the right conditions for growth, improving skills and employability

Previous References

- None

List of Background Papers

- None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Simon Carey, Regeneration and Inclusion Manager

Ext: 3812 (Tel: 01698 453812)

E-mail: simon.carey@southlanarkshire.gov.uk

Appendix 1

SKILLS DEVELOPMENT SCOTLAND/SOUTH LANARKSHIRE PARTNERSHIP SERVICE DELIVERY AGREEMENT 2010/2011

Introduction

A series of developmental discussions between Skills Development Scotland (SDS), South Lanarkshire Council, and a range of other local partner agencies were undertaken in late 2009 and early 2010. These discussions sought to build on a solid and long standing record of partnership working on skills development issues within the area.

South Lanarkshire Partnership has embedded its commitment to joint working and maximising collective effectiveness through a series of mechanisms. Central to these has been the development of Community Plans, and the establishment of a Single Outcome Agreement currently covering the period 2009-12.

Skills Development Scotland has identified in its corporate strategy the critical importance of working at the local level with Councils and other Community Planning partners to maximise the impact and relevance of our services and investments. Further alignment of these with the SOA is recognised as the foundation of future progress.

Within this context, partners agreed that a series of practical, tangible and measurable actions should be identified. Initially these are actions which will be progressed in 2010/11. The approach and activities detailed will provide a staging post to the full integration of all local SDS activities within the updated SOA from 2012.

Key local outcomes

The key local outcomes from the current South Lanarkshire SOA most directly related to skills development activities have been identified as:

1. A sustainable economy
2. Reduced inequalities, poverty and deprivation
3. A learning culture
4. Partnership resource prioritisation, performance and planning

Each of the actions detailed below are cross referenced in the table below to the appropriate outcome(s).

Development commitments 2010-11

The following tables contain the priority partner development priorities for 2010-11. These actions have been identified through local discussions, and will provide a basis to measure and review progress. They are subdivided into 3 main themes of activity: school to post school transition; adult skills development; and supporting employers.

Further development work will add further actions as a result of ongoing partner dialogue.

PARTNERSHIP DEVELOPMENT COMMITMENTS 2010-11

| Action theme 1 – school to post school transition | | | | |
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| Action | SDS/ Council commitments | How | Progress indicator(s) | Related local outcome(s) |
| 1.1 Develop and share information on respective partner inputs and structures to support Information Advice and Guidance services within and beyond schools. This will include the production of a clear service delivery pathway incorporating the respective services of all partners | <ul style="list-style-type: none"> Map all input to young people in 16+ Learning Choices cohort from SDS/partners/schools to ensure coverage of all young people at transition/post transition | <ul style="list-style-type: none"> SLC/SDS liaise regularly to ensure SLC matrix is completed accurately Monitor and review on a regular basis to ensure accuracy | <ul style="list-style-type: none"> Intended destination of all leavers is recorded ASAP. 16+ matrix is complete and accurate | 1/3/4 |
| 1.2 Design and deliver a joint programme of CPD training based on ensuring respective partner roles in introducing CfE – particularly focusing on 16+ Learning Choices as the senior phase of CfE | <ul style="list-style-type: none"> Joint one day session for all operational staff to identify gaps in knowledge and training required by each agency Delivery of solution focused counselling approach by Senior Educational Psychologist (Rick Walsh) to 14 SDS staff also to council staff through time role out to all | <ul style="list-style-type: none"> In house training / awareness raising by partners across agencies Deliver to groups within 6 week period then follow up session | <ul style="list-style-type: none"> Duplication of work decreases as knowledge increases Improved transition process | 3/4 |
| 1.3 Provide a clear statement of the scale and nature of SDS investment in national | <ul style="list-style-type: none"> Contracts awarded March 2010 | <ul style="list-style-type: none"> Partners to meet on a quarterly basis to monitor spend and | <ul style="list-style-type: none"> Supply meets demand needs. Virement is used when necessary | 1 |

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| programmes within South Lanarkshire in 2010/11 – and detail ongoing mechanisms to communicate and discuss ongoing progress in delivery | <ul style="list-style-type: none"> • information shared with partners -pan -Lanarkshire • GRfW - £3,831,118 (£3,755,408 2009/2010) • Life skills - £1,419,058 (£1,381,675 2009/2010) • An increased spend of £113,093 across the programmes | <p>make use of virement processes when necessary.</p> <ul style="list-style-type: none"> • Particular attention should focus on the success or progress of the Youth Jobs Fund and other opportunities to provide progression routes such as <i>targeted pathways</i> | | |
| 1.4 Identify and agree a time-tabled process to ensure all relevant partner information and intelligence input to national programme contracting processes from 2011/12 | <ul style="list-style-type: none"> • Partner analysis and discussion to inform future years | <ul style="list-style-type: none"> • Quarterly meetings throughout the year | <ul style="list-style-type: none"> • As above | 1/4 |
| 1.5 Undertake a gap analysis with the current 16+ LC support menu to inform the future contribution of GRFW within the wider service offer | <ul style="list-style-type: none"> • Case management of all young people who are not in a positive destination – recording of needs to achieve a transition – identify gaps • Identify provision required - gap analysis | <ul style="list-style-type: none"> • Partners look at who is best able to provide provision to fill gaps using data sharing agreements • Partners liaise with local employers around how to ensure present economic climate doesn't where possible negatively impact on this group • Look at options to use | <ul style="list-style-type: none"> • As above | 1/2/3/4 |

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| | <ul style="list-style-type: none"> • Make effective use of intended destination information | <p>NTP funding more flexibly (or ILA) to respond to individual needs of individuals who are past Activity Agreements but beyond mainstream GRfW</p> | | |
| 1.6 Ensure appropriate SDS inputs to Head Teacher meetings in schools, and to the development of school Development/Improvement plans | <ul style="list-style-type: none"> • Head of Region / Area Managers to meet at least twice a year with all Head Teachers to discuss and agree strategic approach to joint working • Team leaders to meet at least twice a year with school SMT to draw up school service delivery agreement • School Team (SDS) to meet regularly with all other partners in school to plan delivery of services | <ul style="list-style-type: none"> • Input to Head Teachers meetings. • Team Leaders arrange bi – annual meetings with HT and Deputes to discuss school delivery of school and SDS services • Partners discuss outcomes identify gaps in provision • Arrange joint in service as and when required | <ul style="list-style-type: none"> • | 3/4 |
| 1.7 Establish processes to maximise options for the co-design, development and review of all partnership focused service developments/pilots | <ul style="list-style-type: none"> • 16+ LC group to use evidence from 1.1 to review present delivery mechanisms and to work together to identify new requirements | <ul style="list-style-type: none"> • Pilots of new services to be undertaken – young people to be included at the design stage • Meet Integrated Children's Services co-ordinators to look at all resources (Skills Development Scotland | <ul style="list-style-type: none"> • Shared resources including potential co location in flagship centres Hamilton and in Cambuslang Lanark and Eat Kilbride • Shared understanding of universal and targeted services | 1/2/3/4 |

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| | | and Integrated Children's Services) in the light of 16 Plus Learning Choices and Activity Agreements. How best to deploy resources | | |
| 1.8 Continue delivery of the European Social Funded "Count Us In" Project supporting vulnerable young people in the 6 High Schools within the recognised data zones. | SLC programme will support, track and monitor 90 S4 pupils currently in stage 1 of the program and the 87 young people in the Aftercare (stage 2) phase of the project Total funding £660,000 | Term time multi-agency tracking meetings within each of the 6 targeted schools. Partners co-ordinate activity to meet the individual needs of the young people and identify any gaps in service provision | All participants will have a robust individual support plan and make a smooth transition to a positive destination or have an ongoing support plan to achieve one. | |
| 1.9 Continue delivery of the targeted additional support needs transition project for young adults "Work it Out" linked to the ASN high schools. | SLC programme will support, track and monitor the 60 pupils in their last year of school and the 90 young people who are in the Aftercare phase of the project. Total funding: £164,000 | Regular meeting within the ASN schools and units throughout the school year. Through the council agreed Future Planning Partnership process ensure the individualised needs of the young adults are being addressed. Identify and work to resolve any gaps in service provision | All participants will have a robust individual support plan and make a smooth transition to a positive destination or have an ongoing support plan to achieve one. | |

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| <p>1.10 Youth Jobs Fund (wage subsidy programme) to support local young people age 16-17 who are looking for work and assist local SMEs to provide quality opportunities by creating jobs for unemployed young people who face significant disadvantage in the labour market.</p> <p>It will create/support jobs, lasting 35 hours per week for 50 weeks for young people who are 16-17 (i.e. the wage subsidy equates to £70 per week per job). The job will pay at least the minimum wage.</p> | <p>Contracted Agency will manage and deliver the day to day operations of the pilot on behalf of South Lanarkshire Council and the MCMC Partnership</p> <p>Funded by: South Lanarkshire Council, Scottish Government and SDS Total funding: £667,500</p> | <p>Partners to identify young people who are job ready to participate.</p> | <p>The Fund will assist South Lanarkshire More Choices More Chances Partnership deliver on their commitment to help young people develop the skills, attitudes and behaviours modern employers need now and in the future by providing real work experience. It will support around 160-180 young people into jobs.</p> | |
| <p>1.11 To continue to pilot Activity Agreements providing a new approach for the most vulnerable school leavers in packages of post school learning activity. This will include therapeutic interventions, volunteering etc.) and will be formalised and measured through the development of individualised Activity Agreements (AAs)</p> | <p>The fund will allow up to 430 young people take part in an Activity Agreement. Funded by Scottish Government totalling: £1,450,412</p> | <p>Staff from SDS and South Lanarkshire council will continue to act as Activity Agreement Adviser and be the young persons Trusted Professional assessing and identifying the young persons needs using an Individual Learning Plan. Regular meetings take place between SLC and SDS staff to ensure a</p> | <p>To assist South Lanarkshire More Choices More Chances Partnership delivers on its commitment to help young people to progress through learning into a positive destination. Monitored through tracking of young person engaged in positive destinations.</p> | |

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| | | partnership approach and the utilisation of the Menu of Offers | | |
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Action theme 2 – adult skills development

| Action | SDS/ Council commitments | Partner commitments | Progress indicator | Related local outcome |
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| 2.1 Provide a clear statement of the scale and nature of SDS investment in Training for Work within South Lanarkshire in 2010/11 – and detail ongoing mechanisms to communicate and discuss ongoing progress in delivery | <ul style="list-style-type: none"> Contracts awarded March 2010 information shared with partners -pan -Lanarkshire TfW - £1,300,000 (£1,198,986) an increase spend of £101,014 on last year | <ul style="list-style-type: none"> Partners to meet on a quarterly basis to monitor spend and make use of virement processes when necessary. | <ul style="list-style-type: none"> Collective agreement on demand and sectoral targeting | 1 |
| 2.2 Identify and agree a time-tabled process to ensure all relevant partner information and intelligence input to the TFW programme contracting processes from 2011/12 | <ul style="list-style-type: none"> Partner analysis and discussion to inform future years | <ul style="list-style-type: none"> Regular meetings throughout the year | <ul style="list-style-type: none"> As above | 1/4 |
| 2.3 Undertake further partnership analysis to maximise the local fit of TFW delivery with the Young Persons Guarantee, including the potential to jointly package Future Jobs Fund and TFW skills interventions for 18-24 year olds | <ul style="list-style-type: none"> Partnership event to map all offers against customer journeys to make best use of all resources | <ul style="list-style-type: none"> Joint event organised through IES group by August 2010 as part of IES rollout | <ul style="list-style-type: none"> As above | 2/4 |
| 2.4 Establish and agree partnership communication mechanisms on the rollout of Integrated Employment and Skills pilots and their fit within the wider local skills development offer | <ul style="list-style-type: none"> SDS/JCP copy of joint training and roll out plan attached Appendix 1 | <ul style="list-style-type: none"> Regular update through partnership meetings e.g. C.R.P and Local Economic Forum | <ul style="list-style-type: none"> As above | 1/2/4 |
| 2.5 Continue to develop early intelligence protocols for PACE related support when the scale of job | <ul style="list-style-type: none"> PACE partnership to continue to operate early | <ul style="list-style-type: none"> Regular cross partner updates as and when knowledge/information | <ul style="list-style-type: none"> | 2/4 |

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| losses is below the notification threshold | warning mechanism and co-ordinate partner input of services to those facing redundancy | is received <ul style="list-style-type: none">• SLC/SDS staff pass on intelligence gathered to PACE | | |
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| Action theme 3 – supporting employers | | | | |
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| Action | SDS commitments | Partner commitments | Progress indicator | Related local outcome |
| 3.1 Identify and maximise the flexibility within national training programmes to meet the specific needs of SMEs | <ul style="list-style-type: none"> • Introduction of 5,000 flexible training opportunities across Scotland to in work employees. South Lanarkshire figures to be confirmed. | <ul style="list-style-type: none"> • Partner communication to spread knowledge of offer | <ul style="list-style-type: none"> • Possible link up to Youth job fund with improved outcomes for young people | 1 |
| 3.2 Record and report progress in terms of SME engagement levels with national programmes | <ul style="list-style-type: none"> • Data sharing arrangements to disseminate info • SDS have regular meetings joint events with Chamber of Commerce | <ul style="list-style-type: none"> • Use partner meetings identified in 2.5 to monitor information | <ul style="list-style-type: none"> • | 1 |
| 3.3 Explore the possibility of developing new options for shared apprenticeship opportunities | <ul style="list-style-type: none"> • Design & operate new options through partners/employers | <ul style="list-style-type: none"> • Consult seek input local employers and partners | <ul style="list-style-type: none"> • | 1 |

There are 57 SDS staff delivering across South Lanarkshire – 32 of these are Careers Advisers, 3 Activate Advisers, 3 Skills Investment Advisers, 7 Key Workers and 9 Personal Advisers. There are also 3 Team Leaders and an Area Manager