

# Report

Report to:	<b>Clyde Valley Learning and Development Joint Committee</b>
Date of Meeting:	<b>7 December 2009</b>
Report by:	<b>Chair of Clyde Valley Learning and Development Project Implementation Group</b>

Subject:	<b>Clyde Valley Learning and Development Project - Shared Services Update Phase Two</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ update the Joint Committee on progress achieved in the various work areas identified in phase two of the project

## 2. Recommendation(s)

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

- (1) that the progress that has been achieved so far in relation to phase two of the project be noted.

## 3. Background

3.1 Phase one of the project has been completed and progress reported at previous meetings of the Joint Committee. Phase one learning and development activities continue to be implemented on an ongoing basis.

3.2 The Vocational Qualifications Sub Group has identified a further opportunity arising from their work under phase one of the project. A business case has been drafted for approval by the Implementation Steering Group, which recommends delivery of vocational qualifications internally through Clyde Valley centres as this would provide a best value option that encourages the Scottish agenda for partnership working throughout Scottish councils.

3.3 Priorities over the past 3 months have focused on the following subject areas:-

- ◆ Accredited First Line Management Training
- ◆ audit of current learning and development activities across the Clyde Valley
- ◆ Social Care Training
- ◆ Equality Training
- ◆ development of e-learning and associated infrastructure

3.4 During this period a further development day took place. The outcome of this day is covered in a separate report to the Joint Committee.

#### **4. Progress to Date**

##### **4.1 Accredited First Line Management (FLM) Training**

4.1.1 Glasgow City Council has taken the decision not to continue with accredited programmes for FLM level training. Training will still be delivered, however, through a mixture of traditional classroom based delivery and the development of some online assessment modules. These modules when developed will be evaluated by other Clyde Valley councils for possible inclusion in the accredited programmes.

4.1.2 The remaining Clyde Valley councils continue to work in partnership with the Chartered Management Institute (CMI) on the delivery of accredited programmes. These programmes have been delivered by North Lanarkshire, South Lanarkshire and Renfrewshire Councils. Approval has now been achieved to deliver programmes offering the following qualifications:-

- ◆ Level 2 introductory certificate in team leading
- ◆ Level 3 certificate in first line management
- ◆ Level 3 diploma in first line management

4.1.3 Further shared delivery has been extended with the first accredited programme to be run for East Renfrewshire Council (ERC) employees under the CMI banner. From ERC's perspective the introduction of the programme gives the Council its first opportunity to deliver an accredited programme for first line managers. The programme was delivered by South Lanarkshire Council to a group of 17 ERC candidates. All have completed the initial programme and the resultant evaluation and feedback has been universally positive from participants and their line managers. Evaluation will continue to the end of the programme, however, first responses indicate that 100% of participants found the course useful and that the course helped them with their role and responsibilities as first line managers.

4.1.4 A further positive development has been the involvement of West Dunbartonshire Council (WDC) in shared development of a level 2 introductory certificate for WDC employees. This programme, recently approved by CMI, was jointly developed in partnership with trainers from other Clyde Valley councils and will be delivered for WDC candidates early in 2010. This programme will be the first accredited programme to be delivered in house within this Council, thus meeting an identified need for this provision and directly benefiting WDC employees.

4.1.5 A good working relationship has been established between the Clyde Valley centre and CMI. The signs continue to be extremely positive that further accredited programmes and qualifications will be developed and offered to Clyde Valley employees for the foreseeable future. The Group are now working on a projection of likely candidate numbers and selection of programmes to be developed in order to forecast demand, and negotiate a further Clyde Valley registration discount.

##### **4.2 Audit of Current Learning and Development Activities**

4.2.1 Discussions within the Front Line Managers (FLM) Sub Group identified that a full audit of all current training, learning and development activity across the Clyde Valley would be a useful resource for member councils. This proposal was supported by the Implementation Steering Group, and the task was undertaken.

4.2.2 The information from each council has been collated including details of training courses, resources used, methods of delivery, costs (if delivered by external organisation), course size and additional comments designed to add value for other organisations.

4.2.2 Although a work in progress, a first draft is now available. Initial findings indicate the following:-

- ◆ SVQs being provided in 45 subject areas
- ◆ SVQ workbooks available for 70 subjects and levels
- ◆ courses covering over 150 topics are currently being delivered
- ◆ over 40 online and e-learning courses are available.

4.2.3 It is proposed to complete the audit to cover additional information on media used in training delivery, management development training, elected member training, equalities training and inclusion of training calendars.

4.2.4 The inventory will be circulated to all authorities for information as a resource to identify further potential opportunities for shared delivery and development.

### **4.3 Social Care**

4.3.1 Priorities under the Social Care training agenda have been in the following subject areas:-

- ◆ tenders for the provision of moving and assisting training and food hygiene
- ◆ e-learning material for anti-racist training
- ◆ delivery of behaviour management training

4.3.2 Training tenders: Work in this area is nearing completion. Tender submissions for both subject areas have been received with 11 suppliers tendering for moving and assisting provision, and 7 suppliers tendering for food hygiene. These have been reviewed by the evaluation panel and subject to outstanding clarifications on pricing it is anticipated that a framework tender will be awarded for both activities early in 2010. The framework is likely to include up to 4 providers on each tender.

4.3.3 Anti-racist training: A Sub Group has been established to review the content of the course. Glasgow City Council Social Work has designed the e-learning training package, and the Sub Group is now seeking to adapt the content to be used by other Clyde Valley councils in order to maximise the potential use of the course. Materials are currently being customised to incorporate individual council logos, policies and procedures relating to anti-racist practice. This will help each council meet their statutory obligations.

4.3.4 Behaviour management training: An audit of current training provision has been carried out across member councils. This has established that there are a small number of core techniques utilised by all. These include; BSS (Behavioural Support Strategies), CALM (Crisis, Aggression, Limitation and Management), and TCI (Therapeutic Crisis Intervention).

4.3.5 The audit was based on the work of the Sub Group and presentations from the providers of CALM and BSS training. The following proposals have emerged to take this aspect of the project forward:-

- ◆ seek to adopt 1 approach across the partnership in the longer term
- ◆ select a model that allows partners to participate jointly in the same courses
- ◆ The model should allow the Clyde Valley to train trainers so as to reduce costs of delivery
- ◆ aim to move to a new programme provider as the principle method of delivery for all client groups
- ◆ any proposed changes in provision would be phased in over a number of years

- 4.3.6 An individual working group has been established to implement these proposals and it is anticipated that the group's recommendations will be delivered in the first quarter of 2010.

#### **4.4 Equality Training**

- 4.4.1 OSDC, an external consultancy, has delivered the commissioned benchmarking report. The report sets out the requirements of and changes to the legislative frameworks brought about by the Single Equalities Act. In addition, the report details an audit of existing training available, both accredited and non-accredited. The Group has agreed to continue to gather data on best practice in Equalities training as demonstrated by local authorities throughout the UK. This will be the basis of a curriculum to be used in the Clyde Valley and beyond and which meets all the extended requirements of the legislation.
- 4.4.2 Renfrewshire Council hosted a series of events for an Equalities Week promotion during the week commencing 19 October 2009. This was a starting point for future events across the Clyde Valley and will be hosted in other Clyde Valley councils from 2010. As planned, the emphasis in this the first year of the promotion was on Clyde Valley employees, however future years will extend the promotion to the community.

#### **4.5 Development of E-Learning and Associated Infrastructure**

- 4.5.1 At the September meeting of the Joint Committee, a report was submitted noting the completion of a tender for the provision of e-learning services to the Clyde Valley councils. Since completing the tender, member and associate member councils have been seeking approval to buy in to the tender and (in the case of the member councils) to avail themselves of the support funding from the Clyde Valley.
- 4.5.2 As at the time of writing, 6 member councils and 1 associate member (South Ayrshire Council) have committed to purchasing the learning platform from Brightwave. A further 2 members are in the throes of the approval process through the appropriate internal procedures.
- 4.5.3 In order to achieve the full available discount of 25% for all councils, it is essential that a minimum of 8 authorities purchase at least 1 of the Brightwave modules at this time.
- 4.5.4 Development and implementation work is now underway in each purchasing authority. Project plans have been established and an average timescale of 3 months has been agreed with Brightwave from initial meeting to implementation.
- 4.5.5 In parallel with the establishment of the infrastructure, a development sub group has been established to develop e-learning content and to support councils in the implementation of the platform. The first meeting of the group established the terms of reference and the business case templates to be used.
- 4.5.6 Over time the group will ensure that all e-learning content developed or used by a Clyde Valley council is made available to all. In addition, any new e-learning content developed will be produced in a generic format to allow versions to be customised to meet the individual needs of each council.

#### **5. Employee Implications**

- 5.1. No new employee implications.

## **6. Financial Implications**

- 6.1 The future sustainability of the Clyde Valley Learning and Development Project was discussed at the second development day held by the Implementation Steering Group on 17 November. The process and outcome of the development day is detailed in a separate report.

## **7. Other Implications**

- 7.1. None.

## **8. Equality Impact Assessment and Consultation Arrangements**

- 8.1. No immediate action required.

**Gill Bhatti**

**Chair**

**Clyde Valley Learning and Development Implementation Group**

25 November 2009

## **Previous References**

Clyde Valley Learning and Development Project – Shared Services Update Phase Two – September 2009

Clyde Valley Learning and Development Project – Purchase of E-Learning Services – September 2009

## **List of Background Papers**

Clyde Valley EGF Training Bid

NBSS Clyde Valley Consortium Submission Nov 06

NBSS Clyde Valley Consortium – Secondary Paper December 06

## **Contact for Further Information**

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

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