

Report

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Report to:	Clyde Valley Learning and Development Joint Committee
Date of Meeting:	14 June 2010
Report by:	Chair of Clyde Valley Learning and Development Project Implementation Steering Group

Subject:	Clyde Valley Learning and Development Project - Shared Services Update Phases 2 and 3
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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 work areas identified in phases 2 and 3 of the project

2. Recommendation(s)

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

- (1) that the progress which has been achieved so far in relation to phases 2 and 3 of the project be noted.

3. Background

3.1 Phase 1 of the Project has been completed and progress reported at previous meetings of the Joint Committee. Phase 1 learning and development activities continue to be implemented on an ongoing basis.

3.2 Priorities over the past 3 months have continued to focus on the following subject areas:-

- ◆ development of e-learning and associated infrastructure
- ◆ accredited First Line Management training
- ◆ Social Care training

3.3 In addition, the work of the Clyde Valley Group in relation to e-learning has continued to be promoted to other Scottish local authorities. This has involved discussions with, and presentations to, other councils and health boards to raise awareness of the shared services agenda and the opportunities which it presents.

4. Progress to Date

4.1 Development of E-Learning and Associated Infrastructure

4.1.1 During the past quarter, the major priority for the Group remains the implementation of the Brightwave platform, across the Clyde Valley councils. All councils have initiated the implementation stage and have plans in place to launch by September 2010 at the latest.

4.1.2 Progress in each authority continues as set out below:-

- ◆ East Dunbartonshire Council: Some issues have been identified re IT security and HR system administration, however, in both cases a solution has been reached. An organisational review is planned for completion by September 2010 and it is anticipated that the platform will be launched at this time.
- ◆ East Renfrewshire Council: Training has been completed for Launch and Track and BILD modules. Courses have been loaded and are now being reviewed. Subject to successful review and testing of purchased content, the platform was planned to launch in the Chief Executive's department on 24 May 2010 followed by all office based staff by the end of June 2010 and schools from August 2010. This target has been revised due to the ongoing issue of content testing.
- ◆ Glasgow City Council: Glasgow's GOLD platform has been launched and is now working well. Land Services is using the BBC mouse training package as part of a blended learning approach and this had been well received. The business case has been signed off on the effective writing course using Plain English. Learn Direct courses have been approved by Glasgow City Council literacy team but have still to be reviewed. There remain some issues with the purchased content.
- ◆ Inverclyde Council: Training has been carried out on launch and track and for BILD. Currently testing and reviewing course content in preparation for launch. Projected launch will be in July 2010.
- ◆ North Lanarkshire Council: Energy awareness course has now been uploaded to the platform. A course on managing attendance has been converted to the BILD platform and is now out for testing. This course will be used as blended learning. The discipline and grievance course will also be converted to a BILD format and made available to all. The BILD content on management development (reflective learning) has been completed and will be demonstrated to the Joint Committee on 14 June 2010.
- ◆ Renfrewshire Council: Anticipated launch was planned for 17 May 2010, however, due to some difficulties with purchased content this has been postponed, pending testing. Testing also taking place on several IT courses (Office 2003 and 2007).
- ◆ South Lanarkshire Council: Due to launch of council-wide self-service HR management system, the launch of the Brightwave platform has been revised. The planned launch date is now 5 July 2010 with a staged roll out in 3 phases.
- ◆ West Dunbartonshire Council: Initial meeting with Brightwave has been held and outline plans are in place for launch by September 2010. A detailed project plan has not yet been developed.
- ◆ South Ayrshire Council: Development work is progressing with current proposed launch date anticipated to be mid July 2010.

4.1.3 All 8 member councils have now committed to the Brightwave e-learning platform. In addition a further 5 councils have committed to purchasing the Brightwave learning management system through becoming Associate Members of the Clyde Valley Group. The current discount therefore stands at 25%. Should one more council purchase the platform through the Clyde Valley route, each council will benefit from a 27.5% discount in subsequent years.

4.1.4 Following approval of the business case by the Project Implementation Steering Group, the e-learning Development Sub Group has begun the development work to produce new e-learning content in the following subjects:-

- ◆ Coaching (led by Glasgow City Council)
- ◆ Change Management (led by Renfrewshire Council)
- ◆ Performance Management (led by North Lanarkshire Council)

- 4.1.5 Initial meetings have taken place for each of these groups and it is projected that draft content will be available for sign off by the Project implementation Steering Group within 2 months.
- 4.1.6 Other subject areas have been identified where content is being developed by one or more Clyde Valley councils. These include risk management, data protection, anti-fraud, information security and training in procurement. It was agreed that these subjects should be shared across the Clyde Valley.
- 4.1.7 Discussions are now underway with the Improvement Service regarding the establishment of a community of practice for the Clyde Valley Group. This will allow a more efficient means of sharing information between partners which will be particularly advantageous when developing content.
- 4.1.8 In addition it has been agreed with Brightwave that shared access to the platform will allow simultaneous development of different modules within a single course so that work can be carried out by different authorities at the same time before loading onto launch and track when complete.

4.2 Accredited First Line Management (FLM) Training

- 4.2.1 Having completed and evaluated the pilot programmes under the auspices of the Chartered Management Institute (CMI), it has now been agreed that CMI represents the best value option for the Clyde Valley to deliver accredited programmes in first line leadership and management.
- 4.2.2 CMI programmes are now being offered in 4 authorities (North Lanarkshire, Renfrewshire, South Lanarkshire and West Dunbartonshire) with opportunities for other Clyde Valley councils to access these programmes when required. A full list of the qualifications on offer or in development is included in appendix 1.
- 4.2.3 The main priorities for the group now are to consolidate the quality assurance arrangements for the Clyde Valley centre by streamlining processes, developing communications protocols and working closely with the CMI external verifier (EV). An initial meeting has taken place with the EV, and a further series of meetings arranged throughout the coming year.
- 4.2.4 Further discussions have taken place with CMI regarding making greater use of the CMI web site to allow more efficient submission of assignments, maintaining contact with the centre, and keeping up to date with developments on qualifications and standards.
- 4.2.5 This aspect of the project is therefore complete, and the operational delivery of the programme will be directed and managed by Clyde Valley learning and development teams.

4.3 Social Care

- 4.3.1 The review of shared services in the Clyde Valley which was undertaken in recent months by Sir John Arbuthnott has led to a number of review groups seeking to generate significant savings to the Clyde Valley through a variety of workstreams. The social care and health workstream is being led by Renfrewshire Council. The Clyde Valley Learning and Development group has been invited to contribute to this work by developing a business case for making savings in the field of learning and development.

4.3.2 A full report on the progress made with initiatives under this agenda is covered in a separate paper to the Joint Committee.

4.4 Other Phase 2 Developments – Equality and Diversity

4.4.1 The Equality and Diversity Sub Group continues to meet and share good practice on a regular basis. Most recently, 5 of the Clyde Valley councils participated in an Equality Awareness Week (24 May to 28 May 2010).

4.4.2 Events were held in each of the 5 participating councils covering a range of training, events, promotions and competitions all designed to raise awareness of council responsibilities and priorities under this agenda.

5. Phase 3 Developments

5.1 The 3 elements which were highlighted as priorities for development in phase 3 are at varying stages of development.

5.2 Procurement Protocol

5.2.1 Following consultation with colleagues in procurement and legal services, a draft protocol has now been developed. The purpose of this approach is to streamline the process of joint procurement and to ensure that each participating partner is involved in the process at the appropriate stages for approval.

5.2.2 Following consultation and feedback on the draft document, the final version will be adopted as the template of good procurement practice by the Clyde Valley Group.

5.3 Performance Management

5.3.3 An initial meeting of a new group took place on 27 May 2010. The group discussed the scope of this subject area and whether the focus should be at the organisational level or at the employee level. It was agreed to continue to develop an e-learning approach at the employee level as a quick win, which would be beneficial to all members of the group.

5.4 Learning and Development in Education

5.4.1 Member councils have been asked to liaise with colleagues in Education Services with a view to setting up a Clyde Valley group. So far 5 councils have indicated an interest. It is intended that a first meeting for this group will be held in June 2010.

6. Employee Implications

6.1 No employee implications.

7. Financial Implications

7.1 No new financial implications.

8. Other Implications

8.1 None.

9 Equality Impact Assessment and Consultation Arrangements

9.1 No immediate action required.

9.2 The Implementation Steering Group continues to meet on a regular and frequent basis and consultation on progress and implementation issues are regularly discussed.

Gill Bhatti
Chair
Clyde Valley Learning and Development Project Implementation Steering Group

1 June 2010

Previous References

Clyde Valley Learning and Development Project - Shared Services Update Phase Two – 1 March 2010

Purchase of E-Learning Services – 7 September 2009

List of Background Papers

Clyde Valley EGF Training Bid

NBSS Clyde Valley Consortium Submission - November 2006

NBSS Clyde Valley Consortium – Secondary Paper - December 2006

Contact for Further Information

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

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Appendix 1

Local Authority	Qualification	Status
South Lanarkshire Council	Level 2 Introductory Certificate in Team Leading (SCQF)	Developed
	Level 3 Introductory Certificate First Line Management (SCQF)	Developed
	Level 2 Diploma in Team Leading (QCF)	Being Developed
	Level 3 Diploma First Line Management (QCF)	Being Developed
	Level 5 Diploma in Management (QCF)	Being Developed
North Lanarkshire Council	Level 2 Introductory Certificate in Team Leading (QCF)	Developed
	Level 3 Certificate First Line Management (QCF)	Developed
	Level 4 Coaching	Being Developed
	Level 5 Coaching	Being Developed
Renfrewshire Council	Level 3 Introductory Certificate in First Line Management (SCQF)	Developed
	Level 3 Certificate First Line Management (QCF)	Developed
	Level 3 Diploma First Line Management (QCF)	Developed
West Dunbartonshire Council	Level 2 Introductory Certificate in Team Leading (SCQF)	Developed
	Level 2 Certificate in Team Leading (QCF)	Being Developed
	Level 3 Diploma First Line Management (QCF)	Being Developed