

# Report

## 6

Report to:	<b>Clyde Valley Learning and Development Joint Committee</b>
Date of Meeting:	<b>13 September 2010</b>
Report by:	<b>Chair of Clyde Valley Learning and Development Project Implementation Steering Group</b>

Subject:	<b>Clyde Valley Learning and Development Project - Shared Services Update - Phases 2 and 3</b>
----------	--

### 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
- ◆ 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 The past quarter has seen the launch of the Brightwave platform in Renfrewshire, East Renfrewshire, and South Lanarkshire Councils. This brings the number of councils running live systems to 5 (Glasgow City and North Lanarkshire Councils are already live and using Brightwave modules). In addition, Edinburgh City and Falkirk Councils (Associate Members) are also now running live systems.

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

- ◆ East Dunbartonshire Council: Initial work has been completed on the look and feel mock up and is now under review. Still anticipating launch at the end of organisational review in October 2010
- ◆ East Renfrewshire Council: System went live in Chief Executive's department at the end of June 2010. The initial response and feedback has been extremely encouraging with a particularly high uptake for IT courses. Second phase of the launch will include other office staff and schools
- ◆ Glasgow City Council: Glasgow's system continues to operate effectively with additional functions being added on an ongoing basis. Home access had been approved and tested and was made available to users from 30 August 2010. Testing of Jenison's master series is now complete and ready for release. These are short courses typically taking around 25 minutes to complete
- ◆ Inverclyde Council: Launch of the live platform has been put back till 29 September 2010. This is primarily to allow time to select and test the appropriate Jenison's courses for launch. In addition, 4 additional bespoke courses will be available for launch time
- ◆ North Lanarkshire Council: The council's BILD module is now being well used by a number of training staff and other users, and is running well on North Lanarkshire's own learning platform. New subjects are being identified for development and conversion into e-learning, and where appropriate these are being shared with other Clyde Valley councils
- ◆ Renfrewshire Council: Renfrewshire's system (known as I-Learn) has been launched successfully on a phased basis. Initial feedback and reaction has been very positive. Common problems identified with Jenison's content have now been resolved. Discussions have taken place with Social Work and Education about using the platform to support CPD for both groups
- ◆ South Lanarkshire Council: South Lanarkshire's system known as Learn on Line was launched on 9 August 2010. This involved a staged launch initially for 3 of the Councils Resources, including a mixture of PC and non-PC users, such as parking attendants and road workers. The roll-out involved in-house briefing sessions for PC users and two briefing sessions in libraries for non-PC users. Both the libraries hosting the briefings and the audiences have been very enthusiastic about the process so far
- ◆ West Dunbartonshire Council: In the process of approving design specification for look and feel. The first tranche of training has taken place for BILD with the next session scheduled for 21 September 2010. Launch and track and evaluation training has been shelved till specification documentation agreed. Publicity about the launch included an article in 'Westlife' Council magazine to advertise 'E-learn' on-line training site with launch date likely to be in October 2010
- ◆ South Ayrshire Council: The initial pilot for the project ran from 16 August until 3 September for 5 groups of Council staff including home carers and office based staff. Content focuses initially on basic courses including BBC courses and other free materials which are divided into 6 categories. Launch to all staff is scheduled for the end of September 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% and will apply in year 2. Should one more council purchase the platform through the Clyde Valley route, each Council will benefit from a 27.5% discount in the third year of the contract.

4.1.4 Development work to produce new e-learning content continues 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 Course and script outline had been approved by the Steering Group for each of the subject materials. Work is now underway to develop the draft versions of each course.

4.1.6 A procedure has been developed to ensure that best practice in governance is followed when developing, testing and releasing courses across the Clyde Valley. This will ensure that individual Council approaches are not compromised by the joint development process, and that final release in each Council is an internal decision.

4.1.7 It has been agreed that when each of the first 3 courses has been approved, that the groups will hold a review and evaluation of lessons learned from the process. This example of good practice will be repeated for all joint working projects where possible.

4.1.8 Following discussions with the Improvement Service, the Clyde Valley Implementation Steering Group has set up a Community of Practice for the Clyde Valley Group. This will now become the Group's preferred method of communication and sharing of all documents, learning and development content, meeting agendas and minutes and scheduling of meetings and events. The Community of Practice also allows members to share ideas, seek advice and expertise, and access other areas of interest in the wider learning and development community.

## **4.2 Social Care**

4.2.1 The review of shared services in the Clyde Valley has focussed on certain aspects of joint working arrangements. The Clyde Valley Learning and Development Group is now working to implement the proposals brought to the Clyde Valley Health and Social Care Collaborative Group led by Renfrewshire Council.

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

## **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 The purpose of this task was 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. The protocol has now been circulated to members of the Clyde Valley for comment and can now be adopted as the mode of operation and good practice for future joint procurement exercises.

### **5.3 Performance Management**

5.3.3 This work has been passed over to the E-Learning Sub-group, since an e-learning solution has been identified as the most efficient and effective means of meeting the Clyde Valley's requirements.

## **5.4 Learning and Development in Education**

5.4.1 Due to holiday commitments and other commitments, convening a first meeting of this group proved impossible to achieve. It has been agreed, therefore, by the Project Implementation Steering Group, that individual meetings with Education representatives should be conducted at the earliest possible opportunity. These meetings have now been scheduled. This approach, although time consuming, proved to be an effective means of launching the social care work stream. Progress will be reported at the next Joint Committee meeting.

## **6. Employee Implications**

6.1 No employee implications.

## **7. Financial Implications**

7.1 No new financial implications.

## **8. Other Implications**

8.1 The limited risks of this collaborative approach to learning and development are covered in the Minute of Agreement between participating authorities.

## **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**

30 August 2010

## **Previous References**

Clyde Valley Learning and Development Project - Shared Services Update Phase Two – 14 June 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:-

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

Ext: 5604 (Tel: 01698 455604)

E-mail: [gill.bhatti@southlanarkshire.gov.uk](mailto:gill.bhatti@southlanarkshire.gov.uk)