

Report

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Report to:	Clyde Valley Learning and Development Joint Committee
Date of Meeting:	14 March 2011
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 focused on the following subject areas:-

- ◆ development of e-learning and associated infrastructure
- ◆ evaluation of process for developing e-learning content collaboratively
- ◆ social care training
- ◆ establishment of a Clyde Valley work stream for Education Services

4. Progress to Date

4.1 Development of E-Learning and Associated Infrastructure

4.1.1 There are now 6 Member councils up and running with their Brightwave platforms (West Dunbartonshire Council being the most recent to launch a pilot rollout on 28 February 2011). The remaining 2 Member councils have delayed their launch date due to conflicting priorities for resources, however, they are optimistic that the systems will go live in the near future, subject to senior management approval. Live systems are also running in 5 of the Associate Member councils (Aberdeen City, Edinburgh City, Falkirk, Midlothian and South Ayrshire Councils).

- 4.1.2 All 8 Member councils have now committed to the Brightwave e-learning platform. In addition, a further 11 Associate Member councils have committed to purchasing the Brightwave learning management system.
- 4.1.3 New e-learning content has now been produced for the first three subject areas identified by the Steering Group. The subjects produced are:-
- ◆ Coaching (led by Glasgow City Council)
 - ◆ Change Management (led by Renfrewshire Council)
 - ◆ Performance Management (led by North Lanarkshire Council)
- 4.1.4 It has been agreed to edit some of the content further so that the final courses more closely meet the needs of the target group in terms of content and duration.
- 4.1.5 Since there have now been some outputs from the development groups producing the content, the E-Learning Sub-group recently carried out an evaluation of the development process. The evaluation resulted in a more robust development process, with greater controls to ensure that content is produced more quickly in future. The final process will be circulated through the Community of Practice.
- 4.1.6 The Clyde Valley Learning and Development Group's Community of Practice is now established and currently has 67 members. The Community is well used as the means of communicating minutes, agendas, documents and information. The Community Forum also provides an opportunity for fast consultation and canvassing opinions from fellow members.
- 4.1.7 Data received from Brightwave regarding usage of the platform since initiating the contract on 1 August 2009 is as follows:

	Full Member Councils	All Clyde Valley
Total course launches	102,364	134,645
No. of distinct course launches	45,925	59,091

4.2 Social Care

- 4.2.1 The 3 areas of work identified by the Clyde Valley Health and Social Care Collaborative Group remain the focus of attention for the Social Care Sub-group. These are:-
- ◆ SVQ provision in Health and Social Care
 - ◆ Behaviour management training
 - ◆ Development of e-learning for Health and Social Care
- 4.2.2 **SVQ Provision in Health and Social Care**
 The pilot programme established in late 2010 is now well established and yielding successful outcomes. Glasgow City Council (GCC) Social Work has now successfully delivered level 2 SVQs in Health and Social Care for 20 South Lanarkshire Council (SLC) staff. A further 2 groups of SLC staff are scheduled to commence their qualifications in March 2011 (25 Home Care and 20 Residential Care staff). 6 candidates are also undertaking SVQ level 4 awards in Health and Social Care (2 from SLC Housing and 4 for Inverclyde Council). In addition, GCC is also providing internal verification services on behalf of SLC for 2 level 4 SVQ units.
- 4.2.3 An evaluation of the provision will now be conducted using a common framework developed in consultation between South Lanarkshire and Inverclyde Councils.

4.2.4 Having conducted provisional discussions between Glasgow, East Renfrewshire and Renfrewshire Councils, there is scope for extending this delivery model to include these councils and moving closer to the longer term aim of reducing the number of SVQ centres delivering Health and Social Care VQs across the Clyde Valley. It is anticipated that this could take place in the later summer months of 2011.

4.2.5 **Behaviour Management**

The short term strategy identified of seeking to deliver joint training programmes across the Clyde Valley is still being addressed. Discussions have taken place with existing training providers of the three models most commonly used by Clyde Valley Councils, namely, Therapeutic Crisis Intervention (TCI), Crisis Aggression Limitation and Management (CALM) and Behavioural Support Strategies (BSS).

4.2.6 Information regarding capacity and demand is currently being gathered with a view to running a CALM training course for a mixed group of Clyde Valley authorities. A similar arrangement is being considered for delivery of TCI training. This may require the presence of trainers from each of the councils attending in order to fulfil the TCI requirements.

4.2.7 Work has also progressed with regard to the longer term solution of developing a professional development award (PDA) in behaviour management. Following discussions with the Scottish Qualifications Authority (SQA), a second stage business proposal has been approved by the SQA qualifications board and the proposal included in the SQA annual operating plan for 2011. As previously indicated, the intention is to develop a national award accredited by the SQA which also provides an opportunity for refresher training to be included as continuous professional development.

4.2.8 The next stage of the process is to establish a Quality Development Team (QDT) to develop relevant units and supporting materials. This Team is scheduled to convene for the first time on 8 March 2011. To ensure a broad national coverage, the QDT would require representation from SQA, Clyde Valley Councils, other Scottish local authorities (such as associate members of the Clyde Valley Learning and Development Project), the NHS and the Scottish Social Services Council (SSSC).

4.2.9 A top level project plan has been discussed with SQA in order to develop the units and supporting materials within the required timescale. It is projected at this stage that the launch of the PDA could take place in the first quarter of 2012.

4.2.10 It is proposed that a transition plan will also be developed in order to facilitate the change from existing training methods in behaviour management to the new PDA when it is ready. This will involve completing a risk assessment and engaging with senior operational managers, front line staff, trade unions and existing providers before moving forward with the new qualification.

4.2.11 **Development of e-learning for Health and Social Care**

The first collaborative development of e-learning content is now ready for delivery to Clyde Valley members, associates and partner organisations from the health sector. The introductory level e-learning course covering common aspects of child and adult protection was jointly developed by staff from 3 Clyde Valley Councils and has fully exploited the capabilities of the Clyde Valley e-learning platform (including the use of graphics, audio and video). It is anticipated that the technical expertise developed during this piece of work can now be utilised effectively in future pieces of e-learning development.

4.2.12 Work is now underway to produce the next pieces of e-learning content. Subjects under consideration are:-

- ◆ mental health issues (e.g. alcohol related brain damage and dementia)
- ◆ SSSC Code of Practice (including case recording)
- ◆ working with carers as partners

4.2.13 **Practice Teaching Placements**

A recent decision by the Scottish Government to withdraw the support grant to the Social Care Learning Networks has left a gap in the provision of certain services provided by the networks. In particular, there is a recognised requirement to address the issue of practice teaching placements. In the Clyde Valley area this was managed by the Scottish Social Services Learning Network West.

4.2.14 The delivery of practice teaching placements is now being considered by the Social Care Sub-group, with a view to management of the process passing to the Clyde Valley Group. An options appraisal will be completed during the month of April 2011 and recommendations will follow in May 2011.

5. Phase 3 Developments

5.1 Learning and Development in Education

5.1.1 The first 2 meetings of the Clyde Valley Education Workforce Learning and Development Group took place during the first quarter of 2011. The meetings were well attended with all Member councils being represented.

5.1.2 Following discussion and evaluation of priorities the following broad subjects were selected as priorities for shared development:-

- ◆ leadership development in teaching
- ◆ Curriculum for Excellence
- ◆ GLOW (the Education Services' bespoke intranet/knowledge management system)

5.1.3 It was agreed at future meetings that members of the Group will share current practice in these areas and seek out opportunities to provide support across council borders, and identify where best practice can be shared and replicated.

5.2 Other developments – Procurement

5.2.1 A recent legal ruling regarding the case for procurement in Shared Services has emerged in recent weeks. The ruling may have implications for the Clyde Valley Learning and Development Group when taking decisions on delivery of services (e.g. SVQ provision) from within the Group, or whether it is appropriate to go to tender.

5.2.2 The implications of this ruling are being fully investigated and the findings will be reported to the Joint Committee at a future 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

28 February 2011

Previous References

Clyde Valley Learning and Development Project - Shared Services Update Phases 2 and 3
13 December 2010

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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