

Report

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Report to: **Clyde Valley Learning and Development Joint Committee**
Date of Meeting: **13 December 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**

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 Additional discussions have continued with other councils interested in joining the Clyde Valley Group. In addition to Angus, Argyll and Bute and Dundee City Councils, referred to in a separate report, there is further interest from Clackmannanshire, Fife and Perth and Kinross Councils.

4. Progress to Date

4.1 Development of E-Learning and Associated Infrastructure

4.1.1 There are now 5 member councils up and running with their Brightwave platforms. The remaining 3 Member councils are planning to launch by January 2011. 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 Progress in each authority continues as set out below:-

- ◆ East Dunbartonshire Council: Discussion is currently taking place on branding the system. BILD training is under way and following advertising in the staff magazine, the platform will be launched in 2 departments in December 2010. Thereafter a planned rollout will take place in phases.
- ◆ East Renfrewshire Council: The platform is now fully live across all services and is being well used. The majority of courses being used are purchased courses, however, it is intended to begin developing courses on BILD within 6 months. The recently implemented Performance Review and Development (PRD) process is being used as a means of promoting available e-learning.
- ◆ Glasgow City Council: Glasgow's system continues to run smoothly so the emphasis is now on expanding the range of content available. A variety of recently developed courses are now available for sharing across the Clyde Valley. These include 4 courses dealing with bullying in the workplace and attendance management. Others are in development.
- ◆ Inverclyde Council: Although implementation was completed in September 2010, internal IT commitments and pending purchase of IT equipment have delayed the launch. The new proposed launch is January 2011. Staff have been trained on the development tool (BILD) and promotional work is being carried out through promoting the system in payslip inserts.
- ◆ North Lanarkshire Council: Learning and Development staff are actively developing content using BILD. The module is working well on the existing system. Courses are in development on community engagement, ICT policy and investigation skills. The Health and Safety team are also developing courses. Each of these courses can potentially be made available to the Clyde Valley Group.
- ◆ Renfrewshire Council: Renfrewshire's system (known as I-Learn) was initially launched to 2 services in June 2010. The phased rollout continues with launch to Housing Property, Environmental Services and Education and Leisure Services completed in November 2010. The next phase will be to launch to Planning and Transport with the target of having all users on-line by the end of 2010. The launch is being supported by an advertising campaign. Discussions have taken place with Social Work and Education about using the platform to support CPD.
- ◆ South Lanarkshire Council: South Lanarkshire's platform (Learn On Line) is now in phase 2 of launch which includes Community Resources (Land and Fleet Services, Facilities Management etc). The platform was also introduced to Education Resources in November 2010 through face to face training. The Education CPD co-ordinators were also briefed and will provide any support required to colleagues. Training continues on BILD and on e-learning design.
- ◆ West Dunbartonshire Council: Training has been completed on BILD but no courses have been developed as yet. It is planned to train staff from within services and encourage services to develop their own courses. The Launch and Track module is currently in testing with a proposed launch date of 17 January 2011.

4.1.3 Associate Member Council Updates:-

- ◆ Aberdeen City: Aberdeen have been using Brightwave for the past year (but have used e-learning for longer). The council is investigating the use of e-learning assessment and developing video capabilities. Aberdeen uses a variety of different tools for development including BILD. Courses on workforce and succession planning are already available as e-learning and the council is willing to share these with members of the Clyde Valley.
- ◆ Falkirk: The platform was launched in June 2010 with access available to all employees. Initial BILD training has been completed with further training planned. A formal launch has been proposed for after Christmas.
- ◆ Midlothian: Midlothian launched to all employees on 18 October 2010. User guides have been produced and are available on the council's intranet. Some issues have been identified in using video due to IT restrictions. BILD training has been completed.
- ◆ North Ayrshire – Work is continuing on developing an e-learning strategy. The council is planning to re-package and re-launch e-learning in the coming months.

4.1.4 All 8 Member councils have now committed to the Brightwave e-learning platform. In addition, a further 8 Associate Member councils have committed to purchasing the Brightwave learning management system.

4.1.5 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)

4.1.6 The final drafts of the Coaching and Performance Management courses are currently under review by members of the Project Implementation Steering Group, with the aim of being released at the end of December 2010.

4.1.7 A second round of testing has been completed for both Coaching courses and these will in turn be published for review during December.

4.1.8 The Clyde Valley Learning and Development Group's Community of Practice is now established and currently has 52 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.

4.2 Social Care

4.2.1 The Clyde Valley Health and Social Care Collaborative Group led by Renfrewshire Council continues to meet on a monthly basis as part of the Arbuthnot review of shared services in the Clyde Valley. The Clyde Valley Learning and Development Social Care Sub-group has been charged with delivering the workforce learning and development element of this work.

4.2.2 The 3 areas of work currently being addressed are:-

- ◆ SVQ provision in Health and Social Care
- ◆ Behaviour management training
- ◆ Development of e-learning for Health and Social Care

4.2.3 **SVQ Provision in Health and Social Care:** A pilot programme is currently underway whereby Glasgow City Council (GCC) Social Work are delivering level 2 VQs in Health and Social Care on behalf of South Lanarkshire Council (SLC) residential and day care staff. In addition, GCC has also been commissioned to deliver SVQ level 4 in Health and Social Care for a small number of employees in both SLC and Inverclyde Councils. A further group of SLC staff will embark on the same level 2 qualification in January 2010 (home care staff).

4.2.4 Further discussions are underway to investigate whether this model can be further expanded across the Clyde Valley. To this end, a meeting has been scheduled in December 2010 between representatives of Glasgow, East Renfrewshire and Renfrewshire Councils to investigate the potential for extending this pilot programme. The longer term aim being to reduce the number of SVQ centres delivering Health and Social Care VQs across the Clyde Valley.

4.2.5 **Behaviour Management:** The Social Care Sub-group are working to deliver both short term and medium term proposals. In the short term, these involve seeking to deliver joint training programmes across the Clyde Valley in order to reduce the unit cost of delivery. In order for this to happen it is necessary to overcome some barriers established by the training providers regarding training across multiple organisations. Negotiations are therefore underway to address the question of liability and indemnity where joint training is provided in CALM (Crisis and Aggression Limitation Management) techniques.

4.2.6 Information has been passed to CALM and a response is now awaited. Potential outcomes would be either to agree a contract for training with the Clyde Valley Group or simply to open up existing training provision to mixed groups. A similar discussion is taking place in regard to Therapeutic Crisis Intervention (TCI) training.

4.2.7 In the longer term, it has been agreed to seek to develop a professional development award (PDA) in behaviour management. This would be a national award accredited by the Scottish Qualifications Authority (SQA), with an opportunity for refresher training to be included as continuous professional development.

4.2.8 Following a productive meeting with SQA, the proposal has successfully passed the first stage of approval. The next stage is for SQA to carry out scoping and feasibility consultations with stakeholders. Members of the Clyde Valley Social Care Sub-group will participate in this process, and it is hoped that the PDA could be developed during the first half of 2011.

4.2.9 **Development of e-learning for Health and Social Care:** The first collaborative development of e-learning content is now ready for approval. The subject is basic awareness introductory level e-learning training in protection (covering the common aspects of child and adult protection). The course was jointly developed by staff from South Lanarkshire Councils (Clyde Valley, Social Work and Media), Glasgow City (Social Work) and Renfrewshire (Social Work). The work has also involved technical input from Brightwave.

4.2.10 Subject to evaluation of the success of this course, further e-learning courses will then be developed and released throughout the Clyde Valley. These will be drawn from both courses that individual councils have produced being made available to Clyde Valley colleagues (e.g. Glasgow City Council Social Work has already developed courses in Anti Racist Training and Personalisation and are now developing a course in Child Care law), and content developed collaboratively by members of the Clyde Valley Group.

4.2.11 Potential areas of interest suggested for the next tranche of e-learning are:-

- ◆ Mental health issues (e.g. alcohol related brain damage, dementia)
- ◆ SSSC Code of Practice
- ◆ Working with carers as partners

4.2.12 A preliminary exercise has also been carried out to evaluate the potential to share content between the Clyde Valley Group's learning platform (Brightwave) and that used by other public sector bodies such as Strathclyde Fire and Rescue (SF&R) and NHS Lanarkshire (LearnPro). The outcome was that the courses tested on SF&R's platform were successfully accessed and tracked by the system. This means that in principle sharing between both platforms can be enabled.

5. Phase 3 Developments

5.1 Procurement Protocol

5.1.1 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. There remains an outstanding detail to be finalised in the protocol which is being addressed by legal representatives from Clyde Valley Member councils. When this is finalised the protocol will be adopted for all future joint procurement exercises.

5.2 Performance Management

5.3.3 This work is being delivered through the E-learning Sub Group as reported above.

5.4 Learning and Development in Education

5.4.1 Following individual meetings with Education representatives, the first meeting of the Education Sub Group is arranged for 2 December 2010. 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.

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Chair
Clyde Valley Learning and Development Project Implementation Steering Group

25 November 2010

Previous References

Clyde Valley Learning and Development Project - Shared Services Update Phases 2 and 3
– 13 September 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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