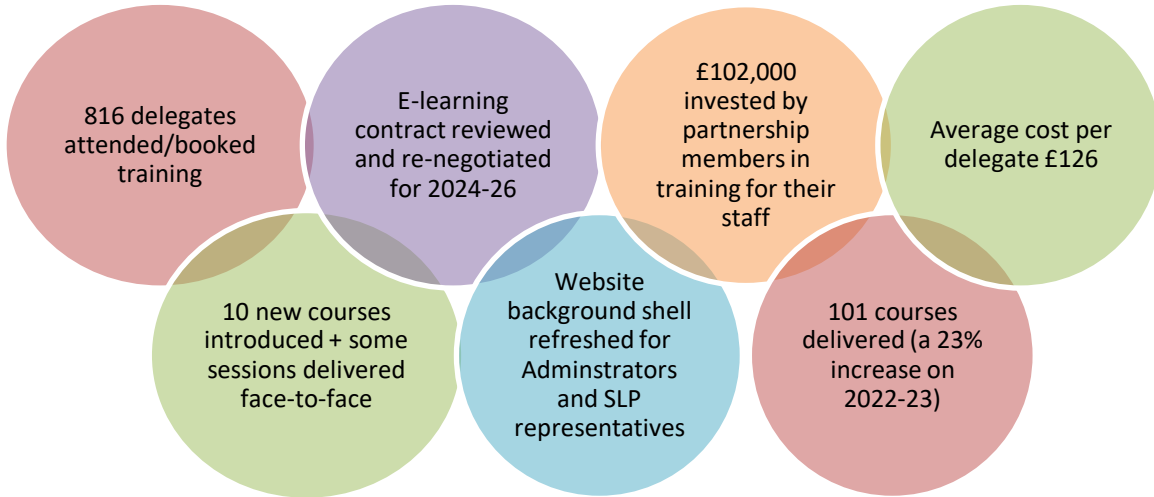


## SLP and Shared Training Programme 2023-24 – Annual Review



### Introduction

The Surrey Learn Partnership provides training for staff from all the 11 district and boroughs in Surrey as well as the County Council. This amounts to circa 4000 people (excluding SCC). We offer 85 courses grouped together into easily recognisable categories and pathways. In an environment of growing pressure on public sector budgets, the partnership offers great value for money training across the whole of Surrey.

The partnership meets regularly to ensure we are delivering what is required by staff. Where new training is identified, we use our excellent connections with existing providers to commission and deliver new courses. If we need to use a new provider, we ensure to research their offer thoroughly and test run courses before rolling out across the partnership.

Feedback is sought from all delegates attending all courses and where changes or improvements are requested, those are acted upon comprehensively and swiftly. More broadly, we share best practice across the partnership ensuring local initiatives, systems and processes are as good as they can be.

### Funding

The participating 11 District & Boroughs and SCC pay their contribution (currently £3500 each) to the running of the programme every year. This fund is used to pay the salaries of the two part-time members of staff who run the programme as well as maintaining a redundancy reserve.

SLP continued to raise additional funds by adding 10% to delegate course attendance charges. This enables us to build up a budget to fund website improvement and course development.

In 2023-24, SLP agreed to use most of the profit budget accrued during recent years to pay for the external development of an online course 'Safeguarding Children & Adults and Domestic Abuse' for the shared programme and the re-theme of the e-learning platform, Learning Pool. Annual contributions were also reduced to £2142.86 for the 5 members not part of the Learning Pool 'One Contract' (as they had not benefitted from the re-theme) and to £2500 for the remaining 7.

Training providers were paid a total of £98369.88 for the FY 2023-24. Payments totalling £3821.25 were made to Andrew Green of Article Seven for website redesign and development.

The partnership continues to offer excellent value for money with the average cost of a course per delegate being between £108 and £213.

Between April 2023 and the end of March 2024, 101 on-line courses (up from 82 the previous year) were delivered for 816 delegates (an 23% increase on the previous year). This included 3 cohorts (totalling 21 days training) of our outstanding Management Development Programme. The latter 2 cohorts attended their Module 3 (2 days) back in the classroom.

Delegate feedback on the learning experience continues to be excellent and confirms that shared learning across multi-authorities remains beneficial.

We continue to run waiting lists for every event on offer. The trigger point for approaching providers about running courses is typically at 50% of their capacity. However, we are flexible in this approach so if a course hasn't run for a while, we will work with a provider and the authorities with staff on the waiting list to ensure we meet their need in a timely way.

Most providers have been willing to re-negotiate fees, content, and delivery hours to meet learning and development needs and avoid 'zoom gloom' for participants.

### **SLP website [Surrey Learn](#)**

All 11 B&Ds and SCC use the website in a variety of ways. Some authorities allow staff direct access to course waiting lists and bookings whilst others include a notification stage to the relevant HR team for approval of budget spend.

We are continually looking for ways to improve the website to reduce the admin burden and commissioning Andrew Green of Article Seven, (the web developer) to carry out the work.

#### **Website improvements in the last year include:**

- Job title field included at registration
- Additional Pathway 'Personal Development for Women'
- Additional Homepage banner highlighting cancellation policy and use of Zoom
- Contact email text more generic to allow for either Teams or Zoom joining link information
- Monthly attendance reports sent to all SLP HR Logins
- 'Locked out' user accounts (due to 3 'Did Not Attends' recorded) are notified to the relevant SLP HR Logins
- 'Locked out' accounts can be re-instated by website administrators if requested by SLP HR Login
- 'Manage bookings' page added for SLP HR Logins
- Admin editing ability for sending bulk 'course alert' emails
- Admin ability to add notes on website delegate lists regarding cancellations/swaps to assist with correct invoicing

- Admin ability to schedule a 'mixed' set of course dates e.g. some online and some in classroom
- Admin ability to see date that pre or post course documents are added to a course to ensure currency with training provider

## Programmed and new events

The shared programme offer continues as mainly online delivery. SLP consider this an effective use of staff time but do consider the need for a blended approach to be beneficial for certain topics.

So far, Module 3 of the 'Management Development Programme for new managers' and day 2 of 'Giving Effective Presentations' have been scheduled as classroom sessions (as mentioned above).

## During 2023-24, the following new courses were added:

1. Menopause and Me
2. Menopause for Managers
3. Nutrition and Menopause
4. Psychological Impact of Menopause
5. Strategic Planning and Writing a Strategy
6. \*FREE\* Retirement Planning
7. Safeguarding Children, Adults & Domestic Abuse
8. Active Bystander
9. Gender Identity in an Inclusive Workplace
10. Our Shoes (advertised on the Surrey Learn website for SCC and provided by them)

Comments from a selection of evaluation forms received are shown below.



## **Learning Pool (LP) e-learning provision**

7 of the 11 local authorities (excluding Guildford BC, Mole Valley DC, Spelthorne BC and Tandridge DC) agreed to continue participating in the 'one contract' with Learning Pool which runs until end March 2024 and has just been renegotiated for 2024-26.

## **Staffing and meetings**

The SLP Chair remains with Kate Ferguson, Waverley BC (3 days/week).

Wendy Jenkins (22 hours/week over 3 days) and Candace Quelch (12 hours/week over 1 day and 2 mornings) continued in their part-time roles as Training Project Manager and Training Administrator. All three work on Tuesdays to ensure opportunities to meet online and in person.

The partnership meets every 2 months in a rotating format of either in person, hybrid or online. The TPM books dates for the year in advance, organises agenda items from the group and minutes the meetings for all members.

## **Future Plans**

- Book more courses in a classroom (subject to available space and hosts on site)
- Pilot new 2-day programme for experienced managers – "Positive Working Relationships"
- Future proofing the continuing success of Surrey Learn by updating the comprehensive 'SL Administration Guide', 'User Guide' and 'HR Login Guide'.

## **Wendy Jenkins**

### **SLP Training Project Manager**

14 May 2024

**2023-24 SLP Shared Training programme - costs to authorities**

<i><b>Authority</b></i>	<i><b>Total Cost £</b></i>	<i><b>Total delegates (incl DNAs)</b></i>	<i><b>Cost £/delegate rounded to nearest pound</b></i>
<b>Elmbridge</b>	<b>22562.74</b>	<b>188</b>	<b>120</b>
<b>Epsom &amp; Ewell</b>	<b>0.00</b>	<b>0</b>	<b>0</b>
<b>Guildford</b>	<b>1701.62</b>	<b>8</b>	<b>213</b>
<b>Mole Valley</b>	<b>5355.44</b>	<b>26</b>	<b>206</b>
<b>Reigate &amp; Banstead</b>	<b>13297.52</b>	<b>117</b>	<b>114</b>
<b>Runnymede</b>	<b>3103.88</b>	<b>16</b>	<b>194</b>
<b>Spelthorne</b>	<b>10091.55</b>	<b>72</b>	<b>140</b>
<b>Surrey Heath</b>	<b>18963.30</b>	<b>175</b>	<b>108</b>
<b>Tandridge</b>	<b>4060.12</b>	<b>29</b>	<b>140</b>
<b>Waverley</b>	<b>17071.03</b>	<b>133</b>	<b>128</b>
<b>Woking</b>	<b>1543.25</b>	<b>12</b>	<b>129</b>
<b>SCC</b>	<b>4440.68</b>	<b>40</b>	<b>111</b>
<b>TOTAL</b>	<b>102191.13</b>	<b>816</b>	