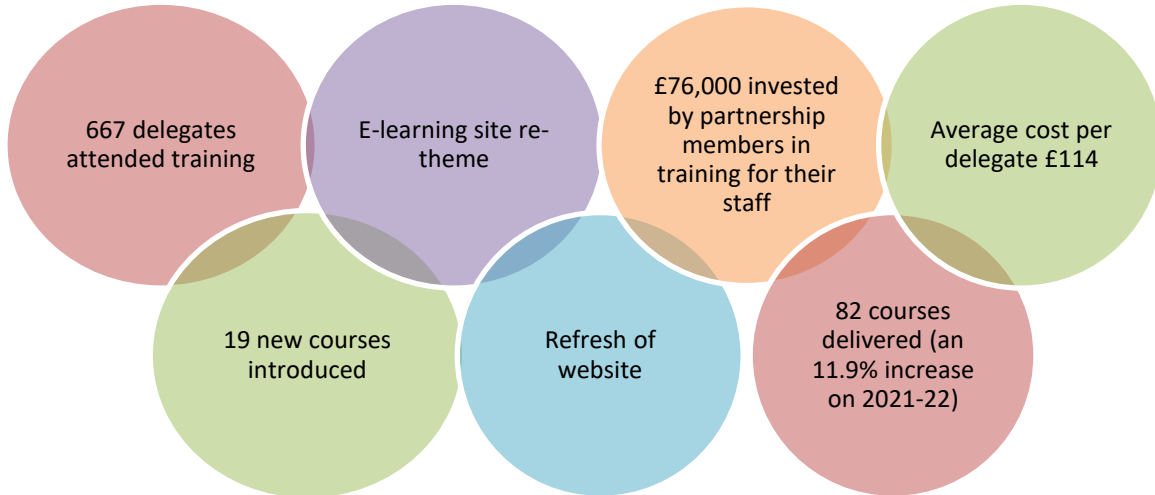


SLP and Shared Training Programme 2022-23 – Annual Review



Introduction

The Surrey Learn partnership provides training for staff from all the 11 district and boroughs in Surrey and the County Council. This amounts to circa 4040 people (excluding SCC). We offer 81 courses grouped together into easy 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 (£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 15% to delegate course attendance charges during April and May 2022. Due to the size of the 'profit pot', the additional charge was reduced to 10% wef 1st June. This enables us to build up a budget to fund website and course development.

Training providers were paid a total of £68933.50 for the FY 2022-23. Payments totalling £4718.75 were made to Andrew Green of Article Seven for website redesign and development. A further £900 was paid to the training provider, Making Connections IOW, for the re-design of their 'Safeguarding Children, Adults and Domestic Abuse – Online' course.

The partnership continues to offer excellent value for money with the average cost of a course per delegate being between £86 and £125

Between April 2022 and the end of March 2023, 82 on-line courses (up from 60 the previous year) were delivered for 667 delegates (an 11.9% increase on the previous year), 12 of which were part of our outstanding Management Development Programme. 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:

- Ability to 'browse' the site without registering
- Course 'search' bar on the Home page
- Introduction of 'Pathway' icons to support the course category icons
- Course calendar view option on the Homepage
- Detailed delegate behaviour and Zoom use instructions included on the site and within delegate emails
- Allowing booked delegates to cancel their course place outside the 4-week cancellation period
- Attendance Certificates auto-sent to delegates once attendance info is recorded
- A complete re-coding for Elmbridge BC only, who wanted to have complete admin control over the access their staff have to the website.
- HR Logins (SLP reps) can see 'inactive users', can download the data to excel and download individual L&D history before removing accounts, if appropriate.
- HR Logins can use the 'manage bookings' option to quickly see which upcoming courses staff are booked on
- SL Admins can login to the HR Login admin shell to check that it is operating correctly
- Pre and post course handouts now include a 'date created' to check currency
- New monthly report on delegate attendance per authority

Programmed and new events

The shared programme offer continues as an online zoom delivery only. SLP consider this an effective use of staff time but is considering the need for a blended approach for management development programmes in the future.

During 2022-23, the following new courses were added:

1. Menopause Awareness for LMs and HR professionals
2. How to be a good Mentee
3. Mental Health First Aid
4. Neurodiversity in the Workplace
5. Motivating and Engaging Your Team
6. MBTI workshop
7. Listening Skills
8. Setting Boundaries
9. Commercial Awareness
10. Writing Effective Email
11. Women's Development Programme
12. Absence Management
13. Making the most of your Money
14. Women and Money
15. Climate Change Fundamentals
16. Understanding Emotional Intelligence
17. Interview Skills - The next step on your career pathway
18. Plain English

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) decided to continue participating in the 'one contract' with Learning Pool which runs until end March 2024.

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 will meet in person every quarter.

Future Plans

- Improve indicators on the website to highlight individual learning records, how to use Zoom and our cancellation policy
- Expand the Women's Development Programme to a Surrey-wide initiative
- Consider offering Bite sized sessions/lunch & learn

Wendy Jenkins

SLP Training Project Manager

10 August 2023



2022-23 SLP Shared Training programme - costs to authorities

<i>Authority</i>	<i>Total Cost £</i>	<i>Total Cost £ after Adjustment by Waverley accountant</i>	<i>Total delegates (incl. DNAs)</i>	<i>Cost £/delegate rounded to nearest £</i>	<i>Cost £/delegate after adjustment rounded to nearest £</i>
Elmbridge	6836.32	6836.32	70	98	98
Epsom & Ewell	0.00	0.00	0	0	0
Guildford	702.75	899.65	6	117	150
Mole Valley	873.97	873.97	9	97	97
Reigate & Banstead	14168.80	14365.70	113	125	127
Runnymede	359.74	359.74	4	90	90
Spelthorne	14287.96	15075.56	121	118	125
Surrey Heath	15930.22	16324.02	157	102	104
Tandridge	2353.84	2353.84	23	102	102
Waverley	11844.97	11844.97	102	116	116
Woking	5234.28	5628.08	45	116	125
SCC	1456.62	1456.62	17	86	86
TOTAL	74049.47	76018.47	667		