



Welcome

To our third newsletter which builds on the successful first year of the Joint Investment Framework partnership between the LSC, NHS East Midlands and Skills for Health

In the first three months of our second year we have a lot to be proud of:

- Over **4,000** learning interventions have been completed by NHS staff in this period including;

NVQ Level 1	6
NVQ Level 2	223
NVQ Level 3	211
NVQ Level 4	13
Apprenticeships	69 (11 employed directly by the trusts)
Other non accredited training	3030
Other accredited training	333
Skills for Life	107
Foundation Degrees	19

- We have moved from a position of responding to immediate training needs in the first year to a more planned approach of looking at the training needs of the NHS staff over the next year to ensure that this meets the strategic priorities of the NHS included in the Next Stage Review and in the Skills for Health Sector Skills Agreement.

- The Move On campaign is gathering momentum and many of the trusts have now appointed Skills for Life co-ordinators to drive this work forward and to look carefully at staff needs in this crucial area.
- A raft of joint work has been undertaken between the Strategic Health Authority, the NHS JIF Leads and the National Apprenticeship Service Team to plan work to achieve the Department of Health target of 505 Apprenticeships this financial year. This focused work is not only responding to the workforce needs of the NHS now, but for the future too.
- We have just received confirmation that the chief executive, Paul Forden of Northampton General Hospital NHS Trust will be formally committing to the Skills Pledge on 15th October. The Trust is celebrating this move by holding a day of workforce development activities starting off with the creation of a new Band 1-4 Steering Group. The chief executive will commit to the Skills Pledge at lunch time and this will be followed by two hours of further activities in the afternoon.
- Following this event, all of our trusts will have committed to the Skills Pledge so congratulations to everyone working on this.

Distribution to

CEOs, HR directors and communication leads of trusts
 JIF leads (in the local healthcare communities)
 Trust JIF leads (in the training and development departments within trusts)
 KSF leads
 Staffside chairs
 LSC providers
 Key partner staff – LSC, SHA, Sfh and brokers





Apprenticeship accolade for Kettering

Kettering General Hospital NHS Foundation Trust (KGH) has scooped a special merit award at the East Midlands Apprenticeship Awards 2009.

The awards, organised by the LSC East Midlands and the National Apprenticeship Service, were held at the East Midlands Conference Centre in Nottingham on Tuesday, June 2. Ex-Blue Peter presenter Diane Louise Jordan hosted the event.

The award was given for the hospital's commitment to developing its workforce through Apprenticeships. In the last 12 months the hospital has taken on 10 apprentices across different disciplines including electrical and electronic servicing, building products occupations and business administration.

Charlotte Ellis, staff development lead at the hospital, said: "Apprenticeships are an excellent way to recruit and develop staff while benefitting the service and, ultimately, the patient. We hope to be seen as a role model to encourage other public sector bodies to invest in Apprenticeships and recognise how worthwhile they are, both to the individual and to the organisation."

At the hospital, the need to recruit and train a new generation of employees has been underlined by an expected wave of retirements in the next five years. The hospital's answer to this skills gap has been found in Apprenticeships. Dave Bennett, estates maintenance manager, said: "Due to large-scale retirements much needed skills will be lost and, in order to replace those skills ahead of time, Apprenticeships were identified as the best way forward."

The training is delivered by Tresham Institute, which has 15 years' experience in Apprenticeships, and Kettering Borough Training. Colin Needle, head of Apprenticeships at Tresham Institute, said: "KGH has clearly identified the need to invest in the future so the level of service currently provided can be maintained and even improved upon. It is refreshing to work with a public sector employer which has embraced the benefits of workforce development through the Apprenticeship provision."

KGH now plans to increase the number and variety of Apprenticeships it offers.

For more information about National and Regional Apprenticeship Awards go to www.apprenticeships.org.uk/awards



Charlotte Ellis and Linda Cottenham from KGH receive their award from Richard Gill of Business Link

Apprenticeships in the NHS

The Prime Minister announced in February that the Public Sector would be delivering more Apprenticeships in the current economic climate and, consequently, it was agreed that the number of NHS Apprenticeships would increase by 5,000 by March 2010, of which 505 will be delivered by the East Midlands.

Locally, health specific information is being developed, a number of awareness raising events have been held for staff and managers and the SHA continue to promote Apprenticeships by sharing examples of best practice through a regional network.

Apprenticeships are available to support a wide range of jobs including estates and maintenance, administration and support services through to staff in clinical support roles and cover existing staff as well new recruits. Around 60 Apprenticeship frameworks have been identified as appropriate for training for job roles in the health service.

Sustaining success will require organisations to develop a culture where the use of Apprenticeships is seen as standard practice to replenish workforce as staff retire or move on. Julie Bellm, JIF partnership manager has been supporting the JIF Leads in each local health community to identify their need for Apprenticeships and Apprenticeship leads have been identified within each trust.

These leads will work directly with the employer service managers within the East Midlands National Apprenticeship Service to make sure that the right provider and method of delivery meet employers needs. For more information on Apprenticeships visit www.apprenticeships.org.uk or contact the East Midlands National Apprenticeship Service team by telephoning: 0116 228 1908 or e-mailing emrapprnticeships@lsc.gov.uk





Pilot is a big hit with Nottinghamshire apprentices

The Nottinghamshire Health and Social Care Community Workforce Team (NHSCCWT) is leading by example and, as part of a pilot which initially saw the recruitment of 10 apprentices across NHS Nottinghamshire County and Bassetlaw PCT, has welcomed one of them into their own team.

Jo Beckwith, widening participation manager with the NHSCCWT, helped develop the Apprenticeship pilot and she, along with her team, felt that in order to encourage other teams to recruit apprentices, they should gain the knowledge and experience of doing it themselves first.

“The pilot has been a great learning experience for us and I wouldn’t think twice about having another apprentice within our own team.” she said. “Apprentices are full of energy, fresh ideas and are capable of many things and Apprenticeships give them the qualifications and experience they need for their future career and provide many opportunities along the way.”

At the beginning of the pilot, an induction week was held for the 10 apprentices followed by a team building morning with their managers. A Nottinghamshire Apprenticeship Forum was developed where, each quarter, the apprentices meet and workshops are held to discuss helpful tips such as how to fill in application forms, how to navigate NHS Jobs online, developing interview skills etc.

Back at the NHSCCWT, Scott Turner (18) is already proving to be a success. He helps with general administrative tasks, attends careers events in schools and has taken on the task of collating information for the NHSCCWT Annual Report.



Scott Turner enjoying his role at NHSCCWT

He said: “I thought a business administration Apprenticeship with the NHS would give me the experience I need to go as far as I possibly can in my career. I am enjoying working on a variety of things and the team here really make me feel valued.

“My mum and dad are really pleased that I have found something I enjoy which will give me a good career at the end of it and my mates are quite jealous because I’ve now got money to spend. Although it’s usually spent before I’ve even got it!”

Claire Bates, employer engagement officer at training provider Prostart Training, said: “NHS Nottingham have led by example and truly embraced the Apprenticeship ethos.

“After initial meetings with the workforce development and modernisation managers in the NHS, we worked closely with them to design a fully comprehensive programme that met the needs of the organisation. The first cohort of 10 apprentices have led the way and been fantastic ambassadors for the Apprenticeship programme.”

The second phase of the Apprenticeship programme has now begun, with a further 14 apprentices being appointed across three NHS trusts: NHS Nottingham City, NHS Nottinghamshire County and Bassetlaw PCT.

A further cohort of 17 will be recruited in September led by Jackie Brocklehurst, workforce planning and modernisation manager, Nottinghamshire County Teaching PCT. The 17 Apprenticeships will include clinical, adult childcare and business administration.

For more information please contact:

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New 'Toolkit' to support Apprenticeship drive

A pilot Toolkit aimed at supporting and promoting the increase in the take up of Apprenticeships has been developed by the Skills for Health Apprenticeship Team.

The first phase of the Health Sector Apprenticeship Toolkit – "The Employers' Journey" is out now and contains 16 folders of information and guidance on all aspects of planning and delivering Apprenticeships within the health sector.

The kit includes information and advice on the development of the business case, funding issues, how to recruit apprentices, and choose a learning provider.

A key element of the Toolkit is a resource that supports NHS organisations to choose frameworks by aligning frameworks to job roles.

A pilot CD of The Employers' Journey has been launched via Skills for Health's national Going for Growth events and is being distributed through Strategic Health Authorities.

Further elements of the pilot Toolkit – The Apprentice Journey and The Provider Journey will be available from Autumn 2009 and early 2010 respectively.

For more information on the pilot Toolkits call Sue Grattan, administrator at Skills for Health on 0121 767 1388 ext 1949 or email sue.grattan@skillsforhealth.org.uk

Skills Pledge brings benefits across the region



According to recent research undertaken by the LSC, almost 90% of the 201 companies polled said that training had already resulted in demonstrable benefits ranging from increased productivity to better employee commitment and involvement in the organisation and improved employee morale.

To date, 23 NHS organisations have made the Skills Pledge in the East Midlands, demonstrating a public commitment to their employees. Kettering General Hospital Foundation Trust (KGH) is one of them.

Charlotte Ellis, staff development lead at KGH explained what they have been doing since making their commitment in January 2009.

"We've undertaken a mass promotion of life-long learning and over 150 people have been screened to identify what skills they need. We have since invited them to attend relevant literacy, numeracy and IT courses that we'll be running from September.

"The courses will benefit the learner and ultimately enhance the patient experience."

KGH has carefully deliberated over their approach to implementing the Skills Pledge. In addition to the courses, they have developed a leaflet which explains Skills for Life, JIF and the Skills Pledge more clearly to their staff. Already the leaflet has generated over 50 expressions of interest in training.

Charlotte explains: "We wanted to fulfil our commitment in a considered, proactive manner and we've used a number of ways to communicate with staff. Skills for Life are so important as they have a huge impact on peoples' lives both inside and outside the workplace. We wanted our approach to be demand-led so that we can deliver on the Skills Pledge effectively."

KGH is working with South Leicester College and Skillspoint. In addition to the skills screening exercise outlined above, KGH has staff working towards Level 2 qualifications, NVQs, Microsoft Office specialist qualifications and staff on Apprenticeship programmes, amongst others.





Hospital training goes from strength to strength

The University Hospitals of Leicester (UHL) NHS Trust has won a prestigious regional award for the training it offers its staff.

UHL's training and development team received its learndirect East Midlands Achievement Award (large company category) at a special ceremony on the 25th June at Pride Park Stadium in Derby.

The award comes less than two months after the vocational training service, which provides on-site learning at the Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital, was rated "outstanding" by Ofsted inspectors.

The Trust was praised for offering a true learning culture across its organisation, fully embracing the benefits of learning. The team was presented with the winner's trophy and certificate by Geeta Pendse from BBC East Midlands Today.

As regional award winners, they will be invited to attend the national awards ceremony in London in October 2009.

Head of training and development, Cindy West, said: "This is superb news. I am so proud of everyone. It's great to be recognised for the hard work and passion we all put in when working with our learners and helping them to achieve so much both for themselves and the hospitals."

The training and development team provides national vocational qualifications (NVQs), a wide range of externally accredited and in-house staff development courses.

All staff are eligible to sign up for a learndirect course and, as a result, 132 staff members in the last year have been able to achieve qualifications in information technology, literacy, numeracy and English.

In August the training and development team will be launching „Test the NHS' giving all UHL employees an opportunity to unlock their potential and gain access to new skills provided through the support of the Trust. The „Test the NHS' campaign supports the UHL's commitment to the Skills Pledge and continues to build on existing good practice of engaging employees into training. The campaign will involve the delivery of training in the heart of the organisation by taking learning to employees.



Showing off their award

Standing, (l-r): Bina Kotecha, senior training and development manager; Bill Hurrell, senior training manager and Clare Goodwin from The Big Training Company who nominated UHL for the award

Sitting: Learners Phyliss Stevenson and Elizabeth Hale

And from August, UHL will be extending their training contract with the LSC to include Apprenticeships for 16–18 year olds, which is more excellent news. This development will support the achievement of the Department of Health's target of just over 500 Apprenticeships being started in the East Midlands from April 2009.

Tony Belmega, regional skills director – Train to Gain, LSC East Midlands said: We are delighted with the progress of UHL and very happy to support the full range of their work through the Joint Investment Framework."

For more information about the awards, please visit <http://www.learndirect.co.uk/awards>

For more information on the training provided by UHL, please contact Helen Heald on 0116 258 8592 or email <mailto:helen.heald@uhl-tr.nhs.uk>





Helping to shape the work of the Skills Academy

The Skills Academy for Health East Midlands (SAfHEM) Regional Consultation took place at the Hilton Hotel in Nottingham on 8th June.



Christina Austin

85 delegates from across the region attended to share their views and help shape the future activities of the Academy.

The aim of the event was to demonstrate the work of the Academy in the region and of the Academy/JIF leads based within each local health community. It was also an opportunity to identify the key aims of the Academy and to consult with local organisations on their priorities and requirements in meeting the current targets and ambitions for the healthcare workforce.

Delegates heard the national and regional contexts within which the Academy has been developed and were invited to help prioritise the work and direction of the Academy in the future. Discussions and presentations covered the support available for the key national priorities including Apprenticeships; 14-19 agenda; pre-employment; workforce development; language, literacy and numeracy; learning environments and public health.

Christina Austin, regional manager, SAfHEM, said: "Feedback on the day indicated that people had developed a wider understanding of the roles of SAfHEM and we will certainly be holding further forums and workshops to progress discussions and networking opportunities."

Christina delivered a presentation on dyslexia during the event which showed a slide with the writing written backwards and right to left and not the correct version. She said: "We asked all delegates to write two words about how the slide made them feel when they saw it and the responses indicated confusion, anxiousness, shock and frustration. The session highlighted the issues around hidden disabilities and helped to demonstrate the impact upon individuals."

The Academy has sponsored five Dyslexia Action workshops to date, delivering training to over 90 people across the region and has been given approval to continue this valuable work. More options for further support and development are being explored. Christina added: "This activity is just one of the positive examples of work being done within the trusts across the region."

SAfHEM aims to complement the work being done to fulfil the Skills Pledge and the current „Test the NHS’ initiative within trusts by bringing all of this knowledge and good practice together. A further event will be held later in the year aimed at promoting and identifying best practice in relation to hidden disabilities within the workplace. If anyone would like further information about the events or would like to book a Dyslexia Action workshop, contact Christina on christina.austin@skillsforhealth.org.uk

SAfHEM provides policy and support for JIF partners to ensure that the training and qualifications on offer to healthcare staff are relevant and fit for purpose, thereby helping to improve the delivery of healthcare services across the region.

The SAfHEM team comprises an Academy/JIF lead for each county, which is embedded within their role in the local health community and a lead for the East Midlands Ambulance Service. This ensures a better understanding of the needs of each county. The SAfHEM is also fortunate in having additional representation from the Teaching Public Health Network.

Copies of the presentations given by the leads can be accessed at <http://www.skillsacademyforhealth.org.uk/content/past-events>

To find out what support is available in your area, contact your regional representative. They'll be happy to help!

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You can also visit www.skillsacademyforhealth.org.uk for more information





Pre-employment training project aids NGH recruitment

Northampton General Hospital NHS Trust (NGH), working in partnership with the LSC and Jobcentre Plus, has embarked on a project that allows it to try out potential new staff for its Band 1 job vacancies.

The pre-employment training project is already benefiting NGH and local job seekers. It provides the job seekers with two weeks of pre-employment training followed by an opportunity to experience working for NGH and gives NGH the chance to consider potential candidates before they are hired.

All candidates are carefully selected by Jobcentre Plus to ensure their suitability for the course which focuses on both personal development and job-specific development. This screening includes CRB disclosure, hours to be worked and commitment to the course.

At the end of the two week course, which is delivered by Learn IT - a training arm of Moulton College and Northampton College, the candidates are interviewed and, if successful, are offered a one week work trial at NGH. If the trial is successful, the candidates are offered a permanent job at the hospital. Every new employee taken on by NGH through this pilot project is offered training support through Train to Gain. NGH's director of medicine at NGH has already expressed an interest in rolling this project out to other directorates and into higher band roles.

The course has been modelled using the Skills for Health Sector Routeway and guidance from a similar course run in Scotland, from the „Working for Health’ programme. Stuart Parkes, economic development manager at LSC Northamptonshire said: “This pre-employment course is encouraging job seekers, some who have been out of work for a long time, to prepare themselves for real employment opportunities through skills training and linking them directly to job vacancies as quickly as possible.”

Sandra Hockley, employer account manager for Jobcentre Plus said: “This pre-employment training project has been extremely successful. Eight people have started work and we are now looking at working with Kettering General Hospital and NHS Trusts in Leicestershire to run similar courses.”

For further information on how Jobcentre Plus can help with your specific recruitment needs log onto <http://www.jobcentreplus.gov.uk/JCP/index.html>

Leicestershire Trusts benefit from broker support

On 1st April 2009, a new team was formed by East Midlands Business Ltd (EMB) to help deliver an integrated brokerage service to large organisations across the East Midlands. We spoke to one of the team, advisor, James Lund, to find out how he is supporting the NHS Trusts across Leicestershire.

He told us: “The work I undertake with the trusts falls into three key areas: supporting their commitment to the Skills Pledge; identifying training provision and ongoing support. Most of the support I’ve delivered so far is to the Leicestershire Partnership NHS Trust. I have been working with them to support the implementation of the Skills Pledge Action Plan which has included discussions around Apprenticeships and Skills for Life. I’ve also helped the Trust to research learning providers to deliver these programmes by using our comprehensive skills portal and subsequently arranging meetings between the Trust and the providers to discuss delivery of the training programmes.”

Aime Armstrong, head of learning and development at the Trust, said: “We are keen to support staff to learn in ways best suited to their needs, circumstances and learning styles. James’ help has been invaluable in supporting us to navigate through the various funding and programmes available. He has enabled us to set up a trial for delivering bespoke basic skills support with learning partners who understand our approach and is supporting and advising us on the creation of our first Apprenticeships.”

Before James joined East Midlands Business he worked at Leicestershire Training & Enterprise Council and then Business Link. He has worked on a number of initiatives including the Employer Training Pilot and Train to Gain service.

The Large Organisation Team has advisors working with businesses right across the East Midlands. For more information on what support is available in your area, contact Hev Bingley, Team Leader on 07920 862970 hev.bingley@businesslinkem.co.uk





We've got your number!

Training providers - remember ILR codes! These are essential when identifying a learner's employer out in the field against their unique employer ID code.

We have 23 trusts in the East Midlands which have all been allocated a unique employer code. Beneath the trusts sit almost 2,000 employers in the region which have all been aligned to their respective trust's unique employer ID code. It is imperative that providers identify the right ILR code in order for us identify LSC funding spent on learners through the JIF initiative.

These learners will either be NHS employees or employees of GPs or dental surgeries.

On the ILR we need you to complete field A47A with the unique employer code from the A-Z listing we have provided. The listing has been designed to make it easy for you to identify the correct unique code against an employer name at a glance. You can find a copy of the A-Z listing on the JIF website at:

http://readingroom.lsc.gov.uk/lsc/EastMidlands/JiF_Employer_list_A_to_Z_Jan2009.pdf

or for any further information on ILR codes contact Julie Mather on 0116 228 1921 or julie.mather@lsc.gov.uk

Over to you...

Please let us know your views and news – we would like to know your ideas for future editions. Do you have an interesting case study or story you would like to share? Or do you have a colleague who you think would benefit from receiving this newsletter? If so, please send details to: liz@cartwrightcommunications.co.uk

Contact us...

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Forthcoming events

National Training Awards 2009
East Midlands Conference Centre, Nottingham
Tuesday 20th October 2009

The National Training Awards are recognised as being the number one in their field. For more information, contact Emily Riley at the NTA Events Team on 020 7802 5355 or events@nationaltrainingawards.uk.com

Useful links

Joint Investment Framework

www.lsc.gov.uk/regions/EastMidlands/whatwedo/JIF+-+Joint+Investment+Framework.htm

The East Midlands Multi Professional Deanery

www.eastmidlandsdeanery.nhs.uk

A New Approach to ESOL – An update to partners

http://readingroom.lsc.gov.uk/lsc/EastMidlands/JiF_ESOL_update_-_final.pdf

New materials launched by NIACE to help NHS staff

www.niace.org.uk/news/new-materials-launched-to-help-nhs-staff

