

HEALTH SKILLS EAST WORK PROGRAMME 2009/10 - PROGRESS JUNE 2009



To ensure that the Health Skills East Work programme is responding to the needs of health employers and stakeholders the Health Skills East Management Team has consulted widely on its proposed work programme for 2009-10.

Health Skills East
A new service for
Health employers in the
East of England

The following report describes both feedback from stakeholders and progress achieved to date in implementing the work plan for 2009-10 .

10th June 2009



FEEDBACK FROM STAKEHOLDERS

Consultation has focussed upon County Workforce Groups as a means of obtaining both commissioner and employer feedback on current and proposed priorities.

Feedback continues to be extremely positive and usage of the website rises substantially each month. Users value the “one stop shop” as a means of understanding the plethora of national skills agendas and how the many national and regional organisations dovetail together - or not. A place where you can check out “what you dont know “ in one place is greatly valued (and is appreciated by other regions as well).

Commissioners have identified Darzi, workforce planning and productivity as key priorities with employers sharing these priorities but also looking for help with underlying capacity issues, e.g. while all share the desire to effect competence based workforce and education redesign, employers also want help in creating the capacity to use competence tools.

Colleagues among primary care contractors have commented that the HSE work programme feels “trust focussed” and its remit needs to feel more relevant to primary care contractor needs.

Overall the conclusions were that:

- the current HSE workplan feels relevant to employer and commissioner needs but that for 2010-11 it needs to develop into six county based services which directly provide ‘joined up’ partner support to delivery of County Workforce Plans.
- A much greater degree of interactivity needs to be achieved to allow users to share experiences and practice.
- The needs of primary care contractors needs to be addressed



IMPLEMENTATION PROGRESS TO DATE

SIGNPOSTING SERVICES - WEBSITE

Since October 2008:

- There have been over 10,000 unique visits (hits). Visits in May 2009 were 78% higher than in April 2009.
- Most downloaded documents include: Apprenticeships, Good Practice Guide, Towards the Best Together, Skills for Health Action Plan 2009/10, Operating Framework for the NHS in England 2009/10, Downing Street Summit, Personalisation – A Rough Guide and Conference Presentations.
- The Ambassador Service, Policy, Funding & Implementing Darzi have been the most popular sections overall.
- Customer satisfaction – Feedback from the 6 counties tells us that that employers and partners value the website and want more.

Progress since April 2009:

- Target - Respond to demand for interactivity and to provide search facility - **A review of the website has been commissioned to address users' request for increased utility.**
- Target - Add national good practice resource database - **Research & database completed and case studies being finalised. The database will be added to the to the HSE and Skills for Health websites linked to upgrading of both.**
- Target - Explore linkages to the UK Talent Map as it develops - **HSE continues to be a part of the East of England Working Party (led by Go East).**
- Target - Provide a regularly updated policy service via HSE website - **The Bulletin carries a summary + click on facility each month.**
- Publish information about regional achievement of targets against policies - **not yet completed.**

NEWS BULLETIN & EVENTS SERVICES

Since October 2008:

- The monthly e bulletin brings each month's new initiatives direct to employers' PCs.
- A Regional events calendar includes on line direct booking to all events.



Progress since April 2009:

- Target - Expand coverage of bulletin to all Health Sector employers / commissioners - **the circulation list has almost doubled since April 2009 and restrictions of the Data Protection Act are being address by using contacts in many organisations to cascade the bulletin.**
- Target - Run media campaign during the recession to promote new ways of working / careers in health to those affected by the downturn - **this proposal has received a positive response as a means of the health sector capitalising on the economic downturn.**
- Other - **work is underway with partner organisations both to achieve mutual weblinks and to ensure that partner “ correspondents” keep the information & events from that organisation up to date on the website.**

EVENT S

Since October 2008:

- A regional showcase event demonstrating leading edge practice drew 250 delegates (with a waiting list two months ahead of the closing date). Delegates included employers and partners from across the region and beyond . 40 leading edge speakers described new developments. 85% of delegates rated the conference as very good/good.

Progress since April 2009:

TARGET PROGRAMME - The following events have been held or are being organised:

- **EDUCATION CHANGES & THE HEALTH SECTOR** - Funded by Aimhigher Healthcare Strand and MOVE and held in April 2009.
- **ONE CHILDREN’S WORKFORCE** - Funded by CWDC and held in May 2009.
- **SKILLS FOR LIFE** - Funded by Skills for Health and being held on 11th June 2009.
- **“THE UPSIDE OF THE DOWNTURN”** - 3 practical workshop events being organised jointly with JCP, NAS and SHA focussing on taking advantage of recession mechanisms and achieving apprenticeship targets. Events will be held in November and flyer will be issued shortly.
- **COMPETENCE BASED SERVICE & EDUCATION REDESIGN** - Awareness events followed by employer learning network are being supported by Skills for Health. Programme starts from September 2009.
- **INFORMATION, ADVICE & GUIDANCE & THE NEW ADULT CAREERS SERVICE** - awaiting national developments before organising events . In the meantime discussions continue with MOVE on linkages with the “Discover” tool.



- **LEADERSHIP & MANAGEMENT** - Funding being sought.
- **PERSONALISATION** - discussions underway with CSIP and Skills for care with a view to drawing on experiences in the care sector.
- **AGREEING AN EVENTS PROGRAMME FOR 2010-11 INCLUDING A SHOWCASE EVENT**
During 2009, the Health Skills East Management Team will be discussing with County Workforce Groups how best to respond to their needs including preparation of the 2010-11 SSA Action Plan.

CAREERS & QUALIFICATIONS ADVICE

Since October 2008:

- A new IAG service focussing on employers was launched by Skills for Health.
- A new IAG service focussing on the learner has been launched by MOVE (Lifelong Learning Network). There have been 2000+ unique visits (hits) to this “Discover” tool since its launch.
- It is intended to be the authoritative source of Information about Health Sector Careers and courses under the auspices of the Health Skills East partnership.

Progress since April 2009:

- Target - Help with careers conferences - **this service is provided through the Health Ambassador Service.**
- Target - Hold IAG events - **All SSC IAG event being planned at Duxford in October 2009.** See above re HSE IAG event.
- Target - Work with employers to showcase new roles / case studies to the media displaying the range of careers on offer as part of recession plan - **see above.**

WORKING WITH SCHOOLS & COLLEGES

Since October 2008:

The East of England Health Ambassador Service

- A Health Ambassador Service funded by Skills for Health & Aimhigher Healthcare is offered from Health Skills East as a free service to every School and Trust in the East of England. 6,000 students across the region have benefitted to date.



Working with Further Education Colleges

- Health Skills East also works closely with the Further Education Health & Social Care Forum hosted by the Association of Colleges in the Eastern Region (ACER).

Progress since April 2009:

- **An external evaluation of the ambassador service has rated the service highly.**
- Target - Ensure service is available to all Trusts & Schools in East of England. **The Regional Health Ambassador contract has been retendered by HSE and offered to the Britten Partnership.**
- Target - Develop models of work experience for dissemination - **this will be addressed in conjunction with both the Health Ambassador Service and the Cambs SWIFT project (based at Addenbrookes).**
- Target - Hold event on 14-19 Diplomas - **see events above.**
- Other - **The ACER Health & Social Care Forum provides discussion of new topics directly with Further Education.**

FUNDING GUIDES

Since October 2008:

- Up-to-date information about funding sources is a high priority for all employers. This national / regional directory is updated regularly.

Progress since April 2009:

- Target - Continually update Skills for Health national and regional funding guides and links to other relevant guides, e.g. Care - **The East of England “Funding Guide” has proved a best seller and has now been upgraded into 2 national guides (one for employers and another for students) available on the Skills for Health website with an East of England specific appendix. Regular updating is key.**

EMPLOYER LEARNING SUPPORT NETWORKS

Since October 2008:

Apprenticeships

- 16 Trust plans have been developed to implement a range of apprenticeship programmes.
- 4 Regional Development one day workshops delivered.
- 70+ Managers from Training, Education, Estates and Facilities have attended.



Skills for Life

- Seven local research projects have been funded by Skills for Health.
- These include Healthcare Assistant numeracy support at the Norfolk and Norwich Hospital Trust; a Professional Development module for all staff post their induction at West Suffolk Hospital Trust; an ESOL for Managers guide for Health and Social Care employers; NVQ programme SfL induction materials to assess the Skills for Life support needs of staff.

Progress since April 2009:

- Target - Support drives to increase Skills for Life - **Conference organised June 2009 and plans to expand review learning networks underway. Admin support provided by HSE to Regional Skills for Life Steering Group. Case studies on research projects to be written up.**
- Target - Support drive to achieve Apprenticeship targets - **New structure agreed with partners and led by SHA. HSE will provide learning network support. Good progress made in pursuing estates apprenticeships despite wage contribution still being a problem .**
- Respond to employer demand for Competence based Workforce and Education redesign support. - **Awareness raising events + learning network planned from September 2009.**

GOOD PRACTICE RESOURCES

Since October 2008:

Good Resources and Case Study Guide

- The Health Skills East Website contains an interim resources website while a national resource service is in development at Skills for Health.

Progress since April 2009:

- Target - New Resources guide & Case studies drawn from across the country - **Resources Guide completed. Case study collection underway.**
- Target - New roles and ways of working database - **now available online www.healthskillseast.org.uk**
- Skills for Life resource directory - **now available online www.healthskillseast.org.uk**

OUR BOARD AND MANAGEMENT TEAM

STEERING GROUP

Robert Powell – Chair
Maggie Evans - Project Lead
Jan Bloomfield Childerstone - HR Directors
Lene Gurney - Independent Sector
Andrew Cogan - Voluntary Sector
Amanda Montague- East of England Skills & Competitiveness Partnership
Ann Jackson Fowler - MOVE (Lifelong Learning Network)
James Cross - Skills for Care
Sean McLoughlin - NHS East of England
Luella Dixon - Primary Care Trusts
David Wall - EEDA & Brokerage (Train to Gain/Business Link)
Sue Wainwright - Job Centre Plus
Jennifer Fenelon - Skills for Health
Katrina Dougherty – LSC
Reg Smith - ACER & Development Adviser
Lesley Thompson - Aimhigher Healthcare Strand & Education Lead
Wendy Wilkinson - Apprenticeship & Networks Lead
Mick Hadgraft – UnionLearn
Laurence York - LLUK

MANAGEMENT TEAM

Our Management Team all hold senior posts within the region as well as providing expert advice and experience on a part time basis to Health Skills East.

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OUR PARTNERS

ACER -Association of Colleges of the Eastern Region

AMBASSADORS -Health Ambassadors in Schools in the East of England

AUEE -Association of Universities in the East of England.

AIMHIGHER HEALTHCARE STRAND

BUSINESS LINK

EASTERN DEVELOPMENT CENTRE
(formerly CSIP Eastern)

COVER - The Community & Voluntary Sector in the East of England Region

**EAST OF ENGLAND
MULTIPROFESSIONAL DEANERY**

EEDA -East of England Development Agency

EETPHN -East of England Teaching Public Health Network

EESCP -East of England Skills & Competitiveness Partnership

EMPLOYER REPRESENTATIVES - see "Our Board & Management Team"

FDf -Foundation Degree Forward

FURTHER EDUCATION PROVIDERS

HIGHER EDUCATION PROVIDERS

i10 -Higher Education Business Brokerage Service

IAG services

INDEPENDENT SECTOR

JOB CENTRE PLUS

LSC - Learning & Skills Council

LLUK -Lifelong Learning Advice Service

MOVE-HEFCE Lifelong Learning Network for the East of England

NHS EAST OF ENGLAND - Strategic Health Authority for the East of England

NWP - National Workforce Projects -part of Skills for Health

PCTs - Primary Care Trusts

SKILLS FOR CARE

SKILLS FOR HEALTH

TRAIN TO GAIN - Contract held By TCHC - The Consultancy Home Counties

UNIONLEARN

VOLUNTARY SECTOR - see COVER above