

**Report of E - Skills Development Manager
Report to Chief Digital & Information Officer**

Date: 29th May 2019

Subject: To seek approval to use the Crown Commercial Services Managed Learning Services framework agreement (RM3822) and award a call off agreement to Capita Business Services (also known as Knowledgepool)

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1. Summary of main issues

- 1.1. The Digital and Information Service (DIS) is required to continually upskill its staff in order to meet the demands of the service and beyond 30th June 2019 Leeds City Council (LCC) will not have a contract with a learning provider.
 - 1.1.1. The DIS expenditure for training is approximately 150k per annum and 140k of this in previous years has been with the current training provider QA Limited.
 - 1.1.2. LCC is also required to have options for end-user IT training to ensure staff are supported with changes to technology.
 - 1.1.3. Finally, external supplier options are required to commission the production of high quality eLearning material.
- 1.2. Since 2010 the DIS has procured Training from LCC's Corporate Learning Framework, managed by HR it was set up to meet the training needs of staff across the council.
 - 1.2.1. In recent months it has mainly been the DIS that has procured from this contract for specialist IT Training, subsequently, the decision was taken by HR not to re-tender for a council wide corporate learning framework at this time.
 - 1.2.2. This left the DIS with no option but to seek support from DIS Strategic Sourcing, to look at an alternative to source specialist training.

2. Recommendations

- 2.1.** The Chief Digital & Information Officer is recommended to approve the award of a call-off agreement with Capita Business Services also known as Knowledgepool.

The call-off agreement shall be for a period of up to 48 months from June 30th 2019 to 31st May 2023 and the anticipated value of spend will be £150k per year, approximately.

3. Purpose of this report

- 3.1. To seek approval to enter into a call off agreement with Capita Business Services (also known as Knowledgepool) under the Crown Commercial Services Managed Learning Services framework agreement (RM3822).
 - 3.1.1. The call-off agreement shall be for a period of up to 4 years from 30th June 2019 to 31st May 2023.
 - 3.1.2. The anticipated value of spend is £150k per year approximately.

4. Background information

- 4.1. There is less of a requirement for a commission model outside DIS than there was at the time the corporate contract was put in place.
- 4.2. Consequently HR have not been required to start a tender process to replace the corporate contract. This decision may be revisited pending completion of work to scope the top 10 areas of cross-council learning needs. Timescales for this are unknown. HR are supportive of DIS' plans to secure access to learning directly.
- 4.3. The DIS cannot operate without a framework in place for training and development. Staff in the DIS attend classroom training, undertake virtual classroom training and structured eLearning, this material is produced by accredited specialist companies that partner with LCC's main technology stack, such as Microsoft.
- 4.4. There is the need for end-users also to attend classroom training in specialist technology such as SharePoint, this is because LCC does not currently have the skills, capability, nor capacity to train power-users in house.
- 4.5. There is the need for the DIS to be able to commission eLearning material, for example Information Governance Level 1, to ensure there is high quality material, for end-users to undertake mandatory training.
- 4.6. There is the need for LCC to have a training provider who can broker training with other suppliers due to the specialist and sometimes niche needs of the technology adopted at LCC. The delivery mechanisms for this could be eLearning or classroom training.
- 4.7. Crown Commercial Services have managed the procurement of the Managed Learning Services framework and have accepted Capita Business Services as a supplier on that framework. This has been done on behalf all of UK public sector.
- 4.8. CCS have approved the terms and conditions of the framework and call-off agreement. This framework has been evaluated internally by DIS and the Council's Procurement and Commercial Service and the framework has been deemed compliant with relevant procurement regulations and a viable route to market.
- 4.9. The CCS framework is a single supplier framework with Capita Business Services also known as Knowledgepool. This framework is to supply LCC with technical IT Training, End-User Training and the production of eLearning. There is also scope within this framework to supply non technology focussed training, therefore it should not be ruled out that other areas of the council may wish to also use this framework.

5. Main issues

- 5.1. Once the contract ends with the current supplier (QA) on 30th June 2019 the supplier will be under no legal obligation to fulfil our training needs and we will be

breaching the Council's Contracts Procedure Rules if we continue to source training from QA beyond the limits of our current investments with them.

- 5.2. In the absence of a corporately procured framework, DIS is without a valid route to market.
- 5.3. DIS are currently undertaking a transformation program in order to deliver Community Cloud. This requires new skills sets for a new operational model which is yet to be defined – therefore we need a flexible route to market until the operating model is clear.
- 5.4. With no framework in place, DIS would be required to undertake a procurement exercise for each individual training package as the need arises. Last year there were over 30 different requests for training, therefore sourcing these individually would not be cost effective or an efficient use of staff time.
- 5.5. The service is under pressure to change and transform, while also “keeping the lights on”. Therefore it is essential there is a robust relationship with a supplier so as to ensure that training needs can be met quickly and efficiently.
- 5.6. Further, it is important that there is a streamlined booking process which is largely owned by the Business Support Centre. (Training Admin Team).
- 5.7. Finally we also require diverse options for training delivery, such as a blend of classroom, virtual classroom, eLearning, skill assessment tools and to include management reporting.

6. Consultation and engagement

- 6.1. The DIS has consulted with Corporate HR, the Cross Council Learning Network, Legal Services, Business Support Centre, and other stakeholders such as previous users of QA's services.

7. Equality and diversity / cohesion and integration

- 7.1. Every effort is made to follow the councils direction regards equality and diversity. A blended approach to learning is the chosen strategy to ensure that all learning styles can be met.
- 7.2. CCS have approved Capita Business Services' offer for use by the whole of Public Sector UK and therefore any issues with accessibility of course content have a route for escalation and challenge.

8. Council policies and best council plan

- 8.1. Leeds has ambitious targets outlined on the best council plan to deliver digital solutions, this is synonymous with the investment in skill development.
- 8.2. There is a worldwide shortfall in specialist IT skills, therefore, the council has no option but to look inwards to continually develop its workforce.

9. Resources and value for money

- 9.1.** The purpose of working with a framework is that discounts have already been negotiated and the council should benefit from economies of scale of being part of a large government framework.
- 9.2.** It would also avoid running separate procurement exercises, which would be the only alternative if we are unable to use this framework.
- 9.3.** Part of the CCS Framework requires that Capita Business Services facilitate benchmarking and satisfaction scoring, which combined with the economies of scale and discounts provided via the framework, provide excellent value for money.

10. Legal implications, access to information, and call-in

- 10.1.** This decision is a Significant Operational Decision and is not subject to call in.

11. Risk management

- 11.1.** The contract will be proactively managed and monitored regularly by the DIS to ensure the benefits of the services are maximised. The contractors' performance will be continuously measured over the life of the contract.

12. Conclusions

- 12.1.** Due to the absence of a corporate framework DIS has no option but to seek out an alternative arrangements to meet the training needs of both DIS staff and end-users in the council. If DIS were to continue to procure new training requirements with QA beyond 30th June 2019 we would be in breach of the Council's Contracts Procedure Rules.

13. Recommendations

- 13.1.** The Chief Digital & Information Officer is recommended to approve the award of a call-off agreement with Capita Business Services also known as Knowledgepool.
- 13.2.** The call-off agreement shall be for a period of up to 48 months from June 30th 2019 to 31st May 2023 and the anticipated value of spend will be £150k per year, approximately.

14. Background documents¹

- 14.1.** None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.