

NO	AREA OF REVIEW	REVIEW OUTPUTS	REVIEW LEAD	INTERIM SERVICE	INTERIM LEAD	UPDATE Sep 2012
1	<p>QCF Accredited Qualification Delivery</p> <p><i>Jul-Nov 2012</i></p>	<p>To review how to best provide this service (using 4 Es as a guide)</p>	<p>Alan</p>	<p>To provide QCF qualifications for SS staff through the Assessment Centre and current team of QCF assessors and verifiers</p>	<p>Jeff / Tara / Teresa</p>	<p>Phase 1 - Data Collection (Completed)</p> <ul style="list-style-type: none"> • QCF diplomas achieved in 2011-12 by SS staff in BG and Caerphilly • Partner QCF achievements in 2011-12 • SS staff time to deliver above <p>Phase 2 - Analysis (In progress) Above data to be analysed, including:</p> <ul style="list-style-type: none"> • Current and future demand • Investigate delivery options • Understand customer requirements <p>Phase 3 - Recommendations and Report Writing</p> <ul style="list-style-type: none"> • Details to be confirmed
2a	<p>Training Delivery</p> <p><i>Jul-Nov 2012</i></p>	<p>To review and determine how to best deliver identified training needs</p>	<p>Rhiannon</p>	<p>To provide high quality and effective training delivery</p>	<p>Current WDT Trainers</p>	<p>Phase 1 - Data Collection (Completed)</p> <ul style="list-style-type: none"> • Training Needs Analysis documented • Numbers of SS staff from BG and Caerphilly trained in 2011-12 • Numbers of Partner staff trained in 2011-12 • Numbers and costs of externally commissioned training courses in 2011-12 <p>Phase 2 - Analysis (In progress) Above data to be analysed, including:</p> <ul style="list-style-type: none"> • Current and future demand • Investigate delivery options • Understand customer requirements <p>Phase 3 - Recommendations and Report Writing</p> <ul style="list-style-type: none"> • Details to be confirmed

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2b	<p>Manual Handling Training</p> <p><i>Jul-Nov 2012</i></p>	<p>To review and determine how to best deliver identified training needs</p>	<p>Jane Howells</p>	<p>To provide high quality and effective training delivery</p>	<p>Current WDT Trainers</p>	<p>Phase 1 - Data Collection (Completed)</p> <ul style="list-style-type: none"> • Numbers of SS staff from BG and Caerphilly trained in 2011-12 • Numbers of Partner staff trained in 2011-12 • Numbers and costs of externally commissioned training courses in 2011-12 • Survey of Partners on accessing MH training <p>Phase 2 - Analysis Above data to be analysed, including</p> <ul style="list-style-type: none"> • Current and future demand • Investigate delivery options • Understand customer requirements <p>Phase 3 - Recommendations and Report Writing Details to be confirmed</p>
3	<p>Commissioning of Training</p> <p><i>Jul-Nov 2012</i></p>	<p>To review and standardise the commissioning process</p>	<p>Andrea James</p>	<p>To integrate the two current systems and as far as possible have a common process</p>	<p>Jane Jordan / Katrina Davies</p>	<p>Phase 1 - Data Collection (Completed)</p> <ul style="list-style-type: none"> • Map current procurement processes in BG and Caerphilly • Collect total costs of commissioned course in 2011-12 in both BG and Caerphilly • Collect total costs of WDT staff involved in commissioning processes <p>Phase 2 - Analysis (In progress) Above data to be analysed, including:</p> <ul style="list-style-type: none"> • Process mapping • Identifying inefficiencies • Current and future demand • Investigate delivery options • Understand customer requirements <p>Phase 3 - Recommendations and Report Writing Details to be confirmed</p>

Included in the review:

- Comparison between Blaenau and Caerphilly during 2011-12 (including services provided, volume, processes used, costs of the service) to build a view of the joint requirement
- Strengths, Weaknesses, Opportunities and Threats
- Risk Assessment
- Customer Views
 - Staff (Managers/participants of SS)
 - Staff (Managers/participants of Partners)
 - Suppliers, other departments/sections

Not included in review:

- Staff Capability or Competence
- Website development

To be considered separately:

- Accommodation
- Corporate IT systems
- HR policies and procedures
- Governance
- Reporting (internal and external)
- Performance Measurement and Reporting

Notes

- Some overlap between service reviews may occur e.g. policies and applications for training and qualifications
- **WDT Policies & Procedures** (Application and approval process for training (inc short courses) and qualifications, study leave, PLO payments, repayment of training costs, conditions of funding (3yr v 2yrs), eligibility to access training, common standards of training, travel costs.)
- **Office Systems** (inc IT connectivity, databases, website, Finance (ordering, invoicing and reporting), document management, processes, protocols)
- **Communication:** Ensure we communicate the current work priorities and the service review process to everyone who is involved.

Alan Wilson, 18 September 2012