

Learning and development framework

Service specification 2022

1. Introduction

- 1.1 Dorset Council requires high quality training providers to deliver a diverse range of training courses for our staff and wider workforce who work with children, young people, and adults accessing social care and housing services. Example courses are given in appendix A.
- 1.2 The workforce attending these courses will be:
- staff in Dorset Council's Children's services
 - staff in Dorset Council's Adults and Housing Services
 - the wider Children's and Adults workforce in Dorset e.g. NHS, police, childcare, education, foster carers, shared lives carers and the voluntary and community sector
- 1.3 The [Pan Dorset Safeguarding Children Partnership](#) (PDSCP) will also use the framework. They are responsible for providing multi-agency safeguarding training which enables those working with children and their families to work effectively to safeguard and promote the welfare of children across both Dorset Council and Bournemouth, Christchurch and Poole Council areas.
- 1.4 The framework will ensure training courses are procured consistently and fairly. It should also ensure we get best value.
- 1.5 We are seeking a diverse range of training providers to join the framework e.g. businesses of all sizes, including sole traders and differing delivery methods.
- 1.6 Dorset Council's Adults and Housing Services and Children's Services are committed to:
- delivering high quality services
 - embedding a learning culture where the workforce is motivated and continuously strives to improve so they can deliver better outcomes for the residents of Dorset
- 1.7 Our council is committed to the provision of a comprehensive learning and development offer, which meets statutory requirements and through its [People Strategy 2019-2024](#) contributes to the Council's vision which is to make Dorset 'a great place to live, work and visit'. Dorset Council aspires to be forward thinking and innovative, to understand and celebrate differences and to develop and empower its workforce to strive to provide the very best services it can for residents.
- 1.8 We believe securing the most appropriate trainer, including those with lived experience has a direct impact upon how officers work with individuals and communities to meet their needs.
- 1.9 Our training offer should enable the workforce to utilise the opportunities emerging from new technologies and the latest academic theory to inform evidence-based practice.

- 1.10 Local authorities have related workforce development responsibilities and standards we must adhere too, including:
- [Professional standards for social work](#)
 - Work in Children's must be aligned to the [Children's Act 2004](#)
 - Work with adults must be aligned to [The Care Act 2014](#)
 - [Equality Act 2010](#)
 - [Mental Capacity Act](#)
 - [Assessed and Supported Year in Employment \(ASYE\) programme](#)
 - [Standards of proficiency for occupational therapists](#)
 - Disability specific training frameworks e.g. [learning disability](#) and [autism capabilities](#)
 - Work in Adults must align with [Dorset Safeguarding Adults Board](#)
 - Work in Children's must align with [Pan-Dorset Safeguarding Children Partnership - Pan-Dorset Safeguarding Children Partnership \(pdscp.co.uk\)](#)
- 1.11 We identify training requirements via various methods, including:
- workforce training needs analysis conducted periodically
 - learning from evidence, captured through collaborative audits, thematic audits and dip samples
 - government legislation, initiatives and strategies
 - local initiatives and strategies
 - themes or focus from regulatory bodies e.g. Ofsted and CQC
 - outcomes of child safeguarding practice reviews
- 1.12 This new framework will be for 4 years. Contract awards will be in November 2022 so that further competitions can run in time for the 2023-24 training programme to be developed.
- 1.13 The framework will open periodically during the 4 years to allow new providers to bid to join.
- 1.14 Dorset Council has a centralised learning and development offer for all employees, which is separate to this framework, which is specifically for the children's and adult's workforce.
- 1.15 Being accepted on our learning and development framework does not guarantee work.

2. Description of service to be provided

2.1 Our Adult's and Housing service has approximately 600 staff, about 450 are frontline workers. [Read more about the services Dorset Adult Social Care](#) provides.

2.2 The services provided by Adult's and Housing include:

- Learning disability
- Mental health
- Safeguarding
- Mental Capacity Act
- Locality services
- Hospital discharge
- Continuing health care
- Shared Lives
- Carers support
- Homelessness prevention
- Housing advice
- Housing standards
- Housing solutions

2.3 Children's Services has approximately 1000 staff, about 700 are frontline practitioners working directly with children, young people and their families. [Read more about the services Children's Services](#) provides.

2.4 Children's Services are delivered across six integrated locality teams in Dorset, supported by a central team of specialist services. The services include:

- Child protection
- Permanence
- Early help
- Special educational needs and disability (SEND)
- Children who are disabled
- Residential care
- Care Leavers
- Young carers
- Educational Psychology
- Alternative provision
- Youth Work
- Children's Advice and Duty Service

2.5 Dorset Council's area excludes Bournemouth, Christchurch and Poole (BCP) as they are run by a separate council. See 1.3 and 2.11 which explains exceptions when training is commissioned for both council areas.

2.6 Dependent on needs, training courses will be delivered via:

- live online
- e-learning
- face-to-face
- or a hybrid of these delivery methods

2.7 Table 1 summarises the systems the workforce uses to book training courses.

Table 1: Systems for booking training

Service	Where to book
Children’s Services – Dorset Council staff and wider workforce	Dorset Nexus
Pan-Dorset Safeguarding Children’s Partnership - Dorset Council staff and wider workforce	Dorset Nexus
Adults and Housing Services – Dorset Council staff	Internal booking system
Adults and Housing Services – wider workforce	Adult services training system

2.8 Providers listed on the framework will be invited to tender for further competitions¹ to deliver specific courses or a programme of courses to meet identified needs.

2.9 Most further competitions will run prior to the financial year start, so the full training offer is available April to March. However, there will be some further competitions that run at different times of the year and for varying durations. The schedule of services for each tender will detail the requirements.

2.10 Invites to tender will usually be targeted at either the children’s or adult’s workforce, although sometimes they will be jointly commissioned by both services.

2.11 We occasionally commission training with other partner organisations e.g. CCG, NHS or neighbouring councils.

2.12 Each schedule of services² for further competitions will stipulate how we want the course to be delivered.

2.13 Eligibility for each course will vary and be stipulated in the schedule of services for each tender. For example, they could be:

- mandatory for the entire workforce or specific sections
- role specific
- have pre-requisites

¹ Further competitions are sometimes referred to as mini-competitions. Invites to tender will be sent via [Pro-contract](#) so providers on the framework can bid for individual courses or programmes of courses.

² The schedule of services is a document included within the invites to tenders for further competitions. It explains specifically what the course requirements and delivery methods are.

- 2.14 For provision of virtual training - the provider decides and arranges the platform for course delivery. The link to join the training is sent to the council within a specified period, as outlined in the schedule of services.
- 2.15 For provision of e-learning training - the provider must send the shareable content object reference model (SCORM) file, which we will load onto our e-learning platform.
- 2.16 Appendix A details the volume of training courses we commissioned in 2021/22 to give an indication of the range of training offered. Although actual training needs will be determined as per 1.10 and 1.11.

3. Specific standards and targets for the service

- 3.1 The specific outcomes, outputs, experience, qualifications and accreditation will be detailed as applicable in the schedule of services for each course or programme of courses we invite to tender for.
- 3.2 Training provision must complement the culture and values the council promotes, such as restorative approach and strengths-based practice. Where appropriate, schedules of services will cite specific approaches, behaviours and/or values that we promote. Where cited, these aspects will be considered as part of the evaluation process
- 3.3 Table 2 lists the requirements to join the framework.

Table 2: Requirements to join the framework

No.	Requirements
1	<p>Providers on the framework must:</p> <p>Have a system to quality assure (QA) training provision, content and individual trainers. This includes how continuous professional development is managed for trainers.</p> <p>If your organisation sub-contracts courses, you must also demonstrate how you QA their delivery.</p>
2	<p>Demonstrate a fully inclusive approach which respects the equality and diversity of delegates attending courses, regardless of method of delivery</p>
3	<p>Communicate and collaborate with the council effectively. Including providing information requested to a high standard and within specified deadlines.</p> <p>This includes supporting our course evaluation methods and working with us to build upon feedback to improve course content and delivery.</p>
4	<p>Demonstrate a person-centred approach in working with children, young people and adults.</p>
5	<p>Have policies and procedures that are understood and applied to ensure you prioritise the following for delegates attending training and the people they support:</p> <ul style="list-style-type: none"> • Safeguarding

	<ul style="list-style-type: none"> • Health and Safety • Wellbeing
6	Demonstrate compliance with Data Protection and GDPR legislation when sharing delegate information and other related data.

3.4 The standard cancellation conditions for all courses are:

Either party may terminate the service for any reason by giving the following working days³ notice to the other party as stated in Table 3.

Table 3: Cancellations

Notice period	Payment
28 days' notice and over	No fees paid
14 days' notice and over	25% fees paid
7 days' notice and over	50% fees paid
Up to 7 days' notice	100% fees paid

If the provider terminates the service for any reason by giving less than two working days' notice from the service date, the provider shall compensate the council the full amount of any deposits and pre-payments made as part of the service bookings and cost that the council has accrued due to late termination e.g. venue costs.

Any postponement of the dates of delivery of any part of the service will not incur cancellation fees. Dates will be re-arranged by mutual agreement.

³ Working days are Monday to Fridays, excluding bank holidays

4. Quality assurance and monitoring arrangements

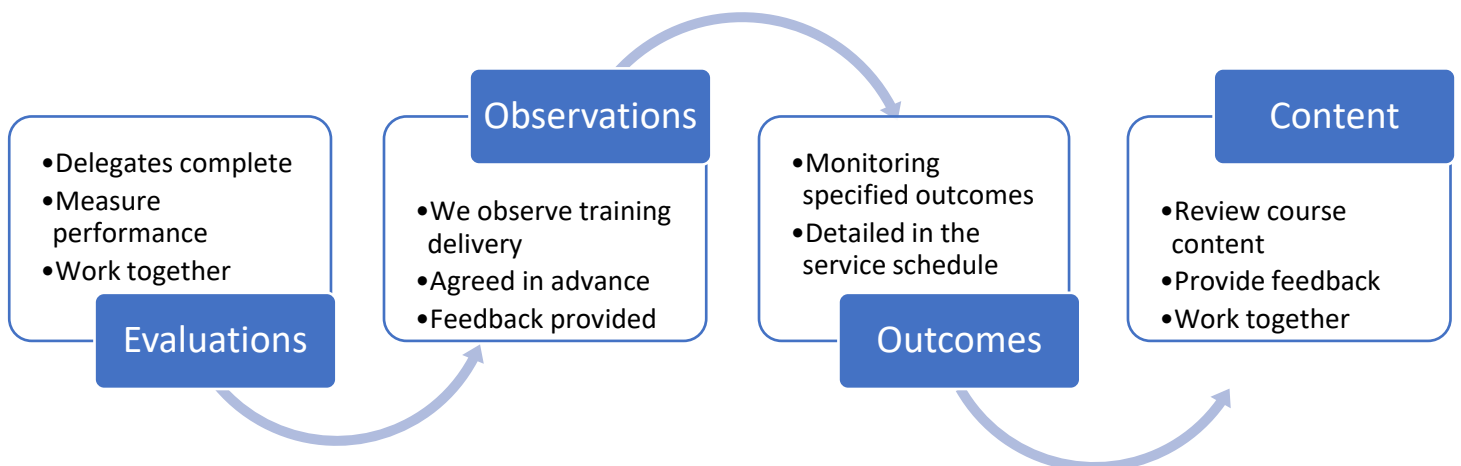
4.1 Due diligence checks will be conducted periodically for all providers on the framework, regardless of whether they have been awarded a contract to deliver courses. This is to ensure continued compliance with the framework agreement, including ensuring:

- relevant policies are reviewed and updated
- your internal and external quality assurance processes are being followed and requesting latest reports and judgements as relevant
- your continued commitment to continuous professional development
- your processes to quality assure sub-contractors are robust (if applicable)

4.2 Providers will be required to return registers for delegates attending the course and clearly indicating any 'no shows' within 3 days of the course end date. In doing so, providers must comply with GDPR legislation.

4.3 Diagram 1 illustrates our standard quality assurance (QA) process for providers who are contracted to deliver courses. The schedule of services for individual courses will detail if any of these stages are not applicable or if there will be additional monitoring arrangements.

Diagram 1: QA arrangements



Evaluations

4.4 Providers will be required to encourage delegates to complete our course evaluation forms. We will share anonymised feedback with the provider.

4.5 We have key indicators for concerns related to learning outcomes and facilitation.

We will discuss with providers if:

- outcomes identified in the schedule of services have not been met
- any feedback on content or delivery that causes concern
- dips in performance compared to previous courses the provider runs or similar courses other providers run

Observations

4.6 We will observe a sample of courses from the training programme. We will agree this with providers in advance of the course running and the staff member will clearly be identified to providers and other delegates as observers.

4.7 Following the observation session, we will provide feedback to the provider/facilitator. We will monitor that any recommendations to improve are implemented in a timely manner.

Outcomes

4.8 Each schedule of service for a course details the outcomes and outputs we require. These will be measured through evaluations and observations as detailed in 4.3 to 4.6.

4.9 Outcomes and outputs will be measured for courses using an outcome-based accountability approach. Details will be set out in the schedule of services. Appendix B is an example of the format.

Content

4.10 When a new course is developed, we will require draft copies of the presentation and resources.

4.11 We will provide feedback on the presentation and resources and may suggest some amendments. For example, ensuring it's relevant to Dorset. These amendments should be made, unless a reasonable explanation is provided to explain why changes are not appropriate.

4.12 There may be exceptions to 4.10 and 4.11. For example, if the course is accredited or if it must be delivered consistently across other local authority areas.

Contract monitoring

4.13 Providers contracted to deliver courses must attend contract monitoring meetings to review performance against the:

- framework (including requirements listed in 3.3 Table 2)
- schedule of services
- QA process detailed above.

4.14 The frequency of these meetings will be dependent on how many courses are delivered by the provider, but they will be at least annually.

4.15 As a result of the QA process and monitoring activity, we may require providers to complete an action plan detailing steps to improve performance. We will work with providers to monitor this.

4.16 If concerns are serious, ongoing or providers do not work with us effectively to find a resolution, we may issue a cautionary non-compliance notice or terminate the contract. See also 3.4 regards cancellations. Where there are significant concerns that cannot be resolved, we may terminate the provider's framework agreement.

4.17 Providers must have a complaints policy, procedures and a log. We may request information on complaints.

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