

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
Project Name: Lancs/Blackpool Secures Care Workforce Jobs
ESF Project Number – ESF/0203/029

Overview of the Project Activity and Partners

Partners and Providers: - The project involved 11 providers that included: - existing medium sized training organisations, self-employed providers, care homes – we also developed new providers to widen the choice of delivery and provision. Additionally, we researched the availability of innovative and requested courses, such as Medicine Management, Challenging Behaviour, and Care Standards.

Providers:-

- David Farnworth - Health & Safety, Basic Food Hygiene, Risk Assessment
- John Wright - Appointed Person First Aid
- Marsden Fire Safety - Fire Safety Awareness
- ARC Training - Abuse Policies
- Key 2 Training - Induction & Foundation
- Care Academy - 'A' Units, NVQ2, NVQ3
- Teresa Swan - Dementia/Nutrition
- Primary Care Group - Care of the Dying/Medicine Management
- Pam Rose Associates - Moving & Handling
- Kent Healthcare - NVQ2, NVQ3
- Cumbria View Training - Induction & Foundation, NVQ2

Local Initiatives:-

- We identified, through our Outreach workers, that home owners preferred their employees to attend courses locally wherever possible, so that less strain was placed on other employees. We chose venues as near to homes as possible, and worked closely with tutors to ensure that pressure was not put on the workforce due to course attendance.
- We worked with new, local smaller providers who were attempting to enter the training market, giving the beneficiaries more opportunity to study locally.
- In using local venues, travelling time was reduced, and this in turn responded to increased pressure of family and work commitments.

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

Soft Outcomes:-

- We asked each beneficiary to complete a quality assessment at the end of their course, and from this we were able to evaluate the outcomes on an individual level. Many beneficiaries reported that they felt inspired to take part in more training, especially those who were returning to work after a long period of time.

Beneficiaries: -

There were 1,429 completers

- 89.9% were female (hence 11.1% were male)
- 9.7% were disabled
- Ethnicity: - White British = 91.3% (for more details see “Achievements of the Project”)
- Age categories: - 25 – 49 = 81.8% (for more details see “Achievements of the Project”)
- Courses completed = 1,429 (for more details see “Achievements of the Project”)
 - NVQ level 2 = 82
 - NVQ level 3 = 62
 - Train the Trainers (Assessors) = 9
 - Induction/Foundation = 39
 - Short intensive, NVQ underpinning = 1,237

Achievements of the Project – please refer to “overview of the Project”

- Ethnicity
 - White British = 91.3%
 - White (Irish) = 0.9%
 - White (Other) = 0.8%
 - Pakistani = 0.7%
 - Black African = 0.6%
 - Mixed (Other) = 0.4%
 - Mixed (Black) = 0.31%
 - Black Caribbean = 0.3%
 - Indian = 0.3%
 - Chinese = 0.14%
 - Mixed White/Asian = 0.14%
 - Asian (Other) = 0.07%
 - Black (Other) = 0.07%
 - Other = 0.07%
 - Not Known/Provided = 3.9%

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

- Age categories
 - 16 –18 = 0.6%
 - 19 – 24 = 1.8%
 - 25 – 49 = 81.8%
 - 50+ = 15.8%

Details of courses completed = 1,429

- NVQ level 2 = 82
- NVQ level 3 = 62
- Train the Trainers (Assessors) = 9
- Induction/Foundation = 39
- Short intensive, NVQ underpinning = 1,237 (for details see below)
 - Basic Food = 126
 - HASAWA = 130
 - Risk Assessment = 110
 - First Aid = 115
 - Fire Safety Awareness = 146
 - Abuse Policies = 311
 - Dementia/Nutrition = 20
 - Care of the Dying = 159
 - Moving and Handling = 120

Areas of Innovation

- We carried out an initial Training Needs Analysis for each SME involved in the training. Working with our outreach workers, this enabled us to identify training needs, prioritise and target the training.
- As noted elsewhere, we have developed more new providers of quality-based training. This will enable us to choose from a wider base of prospective training providers in the future.
- We developed and delivered NVQ and other courses that were based on work based learning – or training in the workplace
- We trained 12 candidates to become D32/33 Assessors through the 'A' Units course, enabling NVQ trainees to be assessed in the work environment, whilst upskilling the workforce from within.

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

Identification of areas of Good Practice and areas for improvement

Good Practice

- We carried out an initial Training Needs Analysis for each SME involved in the training.
- We developed the skills of our Outreach Workers that enabled them to work with the SMEs and employees, involved in the project, to prioritise and target training.
- We developed and delivered NVQ and other courses that were based on work based learning – or training in the workplace.
- This responded positively to the barriers to training highlighted by SMEs and employees alike (as part of the initial Training Needs Analysis).
- We allocated training across four geographical areas throughout Lancashire. These were:
Lancaster & Morecambe, Blackpool, Preston, and East Lancs. This ensured that the courses were offered on a fair basis.
- Wherever requested, we arranged in-house training for Care Homes, which in turn allowed each employer to access training for their employees without the need to re-arrange schedules.

Areas for improvement

- The TNAs identified a wider range of training. But this could not be provided under the LSC criteria e.g. ICT courses.
- As we did not receive funding for people who started a training programme and then had to cease, due to circumstances outside our control (e.g. change in shift patterns, change on job or sector employer, illness etc), we had to only fund training for those who were not likely to change employer etc. This did work against the personal future of other employees.

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

Lessons learnt

- The continuing need to carry out an initial Training Needs Analysis that identifies training needs
- The need to employ skilled and experienced outreach workers who worked with employers and employees to prioritise training, ensure all training needs have been identified, to identify barriers to training etc.
- The need to take all this information and ensure that the delivery programmes respond positively to the outcomes of the TNAs.
- The need to develop new quality based training providers, including those delivering in the workplace. This enables more providers to be available in the market place, creating more choice for the ultimate users of training organisations.
- The need to work closely with all current and possible future training providers – not necessarily via formal meetings, but by continuous personal conversations and support.
- As can be seen in “Views of Customers” whilst the quality assessment was circa 95% excellent or good, but during the project we noted a level of dissatisfaction regarding the venues. Discussing this in more detail with students, the problems were identified. We discussed these responses with the venues in question and improvements made. In some cases problem venues were “phased out”.
- Following the audit carried out by LSC in September 2003 it was identified that particular areas needed improvement. In particular, variances in the output spreadsheet were highlighted, and these were discussed with the LSC Contract Manager and rectified. We learnt that close attention to these figures early in the project would eliminate any need for corrections. Also, it was stated that certificates needed to be timely with the spreadsheet, and this was also rectified. Finally, EU publicity regulations had to be adhered to, and paperwork was changed accordingly.

Dissemination of Good Practice

- As noted above, we ensured that we had a close working with all employees and training providers.
- This enabled us to share good practice across the sector, ratcheting up the quality, responsiveness and cost effectiveness of training.
- The importance of Quality assessments were highlighted – we identified venues that did not reflect the overall excellent quality of delivery – these were notified and problems addressed – see “Lessons Learnt”

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

Details of Publicity

- Please find enclosed copy of article, and graph, which is included in the forthcoming edition of the LCA bi-monthly magazine Carefully. Also included are back copies of Carefully, which includes a training update within each issue, ensuring that everyone who receives a copy is up-to-date with training.
- At our annual conference in Blackpool on 7th November 2003, we displayed information regarding our courses that had been made available due to LSC funding. This stand attracted questions regarding the new funding year, and which courses were going to be running in 2004.
- Any literature or correspondence sent out to homes or relevant businesses, carried the LSC logo, and beneficiaries and providers were made aware that all the courses were funded through LSC Lancashire.

Case Study

In order to assess the quality of both the tutors and the course content, two members of LCA staff attended one day courses. Angela Bourne attended both a Risk Assessment management and a Health & Safety Course during June and November 2003. Also, Lucia Cornacchione took part in an Appointed Person First Aid course in June 2003. These exercises allowed LCA to discuss with candidates how they were finding the venue, tutor, and course they were attending, giving a first hand account of the whole experience. From this, LCA could ensure that the courses delivered to expectations. Additionally, any problems encountered, such as venue choice, could then be reviewed

Capacity Building

Some of our beneficiaries are employed in charitable establishments, who may otherwise not have benefited from training due to financial constraints, if LCA had not offered free courses.

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

- You will note that 95.4% considered the courses excellent or good.
- During the project we noted a level of dissatisfaction regarding the venues. Discussing this in more detail with students, the problems were identified. We discussed these responses with the venues in question and improvements made. In some cases problem venues were “phased out”.

Comparison on how the project dealt with ICT, Equal Opportunities and Sustainability

ICT

- There were no ICT courses provided under this project – although we did identify training needs during the Training Needs Analysis – see “Areas for Improvement”

Equal Opportunities

- As noted in “Achievements of the project” and “Overview of the project” the following was noted:-
- 89.9% of candidates were female (hence 11.1% were male)
- 9.7% were disabled
- LCA, including the project management and administration team, with its providers and partners, promote equal opportunities.
- Ethnicity
 - White British = 91.3%
 - White (Irish) = 0.9%
 - White (Other) = 0.8%
 - Pakistani = 0.7%
 - Black African = 0.6%
 - Mixed (Other) = 0.4%
 - Mixed (Black) = 0.31%
 - Black Caribbean = 0.3%
 - Indian = 0.3%
 - Chinese = 0.14%
 - Mixed White/Asian= 0.14%

Lancashire Care Association
ESF Co-Finance Project Evaluation 2002-2003
ESF Dossier Number - 021246NW3
UPIN - 115076

- Asian (Other) = 0.07%
- Black (Other) = 0.07%
- Other = 0.07%
- Not Known/Provided = 3.9%

Sustainability

- Please refer to “Comparison on how the project dealt with ICT, Equal Opportunities and Sustainability”
- We delivered Train the Trainers courses; we have developed a wider range of quality based training providers. All this, plus the raising the importance and relevance of training, to employers and employees alike, will support any sustainability.

Details of tools to evaluate the project

- At the end of every course, candidates were asked to fill in a quality assessment sheet, which allows LCA to evaluate individual experiences. These assessment sheets were examined and entered into a spreadsheet, which is enclosed, giving LCA insight into how the project performed as a whole.

End of report
January 2004