

# Happy Christmas From Everybody at Premier Partnership

**LEARNING &  
DEVELOPMENT**

**HEALTH, SAFETY &  
WELL-BEING**

**LEADERSHIP &  
MANAGEMENT**

## Organisations wishing to use ESPO Managed Training Service tops 60 in less than 3 months!

**In less than 3 months sixty organisations have told us they wish to use the Eastern Shires Purchasing Organisation (ESPO) Managed Training Services framework.**

ESPO provides a catalogue of learning available to the public sector through one simple learning portal without tendering, it has proven very popular to date.

We are pleased and impressed by the number of organisations who have quickly spotted the huge benefits of the service and the potential cost savings.

David Pearson, Marketing Director at Premier said, "We realised the service would be popular because of the ease

of use, removal of the need to tender further for learning and the significant savings we can offer the public sector but I thought it would take a little longer for organisations to sign up and start trading. The huge interest so early after the award and the fact that five local authorities are already trading through it is testimony to the opportunities that those using the framework have access too.

David went on to say that quickly building the learner management system that supports the service and is available to all clients has been key in organisations' decision making. The establishment of a new staffing structure and the developing of processes to assist with the rapid processing of training requests

no matter how large or unusual has also ensured that Premier are able to handle the large interest the contract has generated.

Alan Woodcock, Operations Director at Premier added, "Our new staffing structure that incorporates more dedicated Client Relationship Managers to work with each client together with a team of Subject Matter Experts, means we are able to respond quickly to enquiries and requests for learning through a team of experts who have quickly got to know their clients and their unique needs."

**[Read more about what ESPO is and how it can help you on page 2](#)**

# What is The ESPO Managed Training Service Framework?



The contract is open to the entire public sector for 4 years and means all public sector bodies are free to use the service without any further public procurement exercises. The service provides organisations with all elements of their learning need through the managed supplier model. Premier Partnership will manage the quality of the service and provide a proportion of the training with the remainder being provided by a rich mix of training organisations with a track record in supplying learning to the public sector.

The service incorporates a secure web-based learning portal where learners, their managers or learning leads can quickly search, identify and book on to a range of public and organisational specific courses or request a specific event.

Irene McLaughlin, Account Manager at

Premier Partnership said, “Hopefully this framework will enable local authorities and the wider public sector to save substantial sums from their training budgets as a result of lower cost training through economies of scale, better use of public courses open to multiple organisations and reduced procurement costs.” Irene went on to say “Where organisations have preferred suppliers we are more than willing to use them providing quality standards are met”.

Whilst initially for use by local authorities within the UK, the Framework Agreement will be open to all eligible public bodies in the UK, such as: - Public health, Police, Fire and Rescue Services, Registered Charities and any Central Government

Departments and their agencies wishing to access the Framework.

Premier Partnership has a long history of providing learning to the public sector through a strong supply chain of over 200 partner organisations including CMI Chartered Management Institute, Walkgrove, Working Manager and QA.

The Framework will be effective for a period of two years with the option to extend for up to a further two years thereafter. The Framework commenced on the 1st August 2013.

*“There has been huge interest in ESPO, 5 Local Authorities are already trading through the Framework.”*

**For more information about how the ESPO framework can save you time and money call us on 01302 369700 or email enquiries@premier-partnership.co.uk**

## ESPO Suppliers

**There has been significant work conducted to expand the supplier chain to service the ESPO contract. Deborah Whippey and Chris Mouatt from our Quality Team at Premier Partnership have been overseeing the assessment process to determine suitability and acceptance onto the supplier framework.**

A staggered and comprehensive approach has been adopted to verify all information provided and assure ourselves that all suppliers meet the high standards expected on the ESPO contract.

To provide this re-assurance we have been clarifying:

- Regional and national coverage
- Financial standing
- Range of service provision
- Client feedback
- Approach to equality and diversity
- Approach to sustainability
- Use of technology
- Innovation around service provision
- Insurance levels
- Information governance
- Health and Safety measures
- Safeguarding and protection measures

A series of supplier forum events have been running around the UK with more scheduled in the diary. This has proved to be an incredibly valuable tool, allowing suppliers to get to grips with how the framework will work, what benefits it has and importantly the monitoring measures that need to be in place.

**For more information about how you can become a supplier on the ESPO framework call us on 01302 369700 or email deborah.whippey@premier-partnership.co.uk**

# GOLD STANDARD LEARNING PROGRAMME FOR HIGHWAYS AGENCY

**Premier Partnership has designed a gold standard learning programme for Highways Agency Construction, Design & Management Project Managers.**

Delivery is potentially to 500 Highways Agency staff who manage construction projects on the motorway and trunk road network in England.

The brief for the training was to design and deliver a CDM Legislation programme to Project Managers who deal with construction projects both large and small on the Highways of the UK.

We have specialist Construction, Design and Management knowledge

and were able to design a CDM course which reflected the learning objectives and outcomes that Highways Agency wanted to achieve.

The course was designed to engage and inform delegates and equip them with the skills to:

- reduce the occurrence of breaches of health and safety law
- reduce injury – including potentially serious up to the level of death
- reduce financial damage due to fines or civil proceedings
- minimise the risk of damage to reputation

Highways Agency were keen to develop a course which not only delivered a

better knowledge platform from which to manage projects, but to enhance skills and influence behaviour at the top to feed downwards to HA partners and benefit users of the network.

With this in mind the learning event was designed with four main stages:

- Pre-event learning
- Learning
- Post event learning
- Evaluation of learning

Premier Partnership recommended and Highways Agency recognised the benefits of having the course approved by IOSH (Institute of Occupational Safety & Health) to give a gravitas to the learning programme and to assure delegates that the learning programme was to a standard that was recognised by safety professionals throughout the UK.

The development work at the front end of the programme, has certainly been of immense value in delivering a programme which is relevant, suitable to the audience and which hopefully will achieve the Key Performance Indicators set out at the start of the programme.

The programme has been a joint process and demonstrates the benefits of a joint approach to improve a learning experience. Highways Agency committed from the start to deliver a programme of learning to not only impart learning, but to influence behaviour among employees and major stakeholders. This design and delivery process has been a rewarding experience and hopefully will deliver a plethora of benefits to Highways Agency.

**For more information on bespoke Health & Safety learning programmes, please contact Ms Colette Sellers CMIOSH on 01302 369700 or email: [colette.sellers@premier-partnership.co.uk](mailto:colette.sellers@premier-partnership.co.uk)**



# Update on work with Met Police

**City and Guilds have approved the Customer Service Essentials accredited learning Programme run for the Metropolitan Police.**

We have been visited by one of their consultants who examined both the programme materials and proposed assessment process in detail and given it the thumbs up.

Training will be rolled out over the next few months to approximately 400 members of the Shared Service Staff, successful candidates will be awarded a City and Guilds Certificate. We are developing more programmes for the Metropolitan Police including a “Super User“ programme that we hope to roll out in January.

## Operational Delivery Profession within the Civil Service

**The Operational Delivery Profession within the Civil Service is working with Premier Partnership to offer qualifications that underpin management skills in an Operational Delivery environment. These valued qualifications are recognised both internally and externally to the Civil Service and are accredited by the Chartered Management Institute (CMI).**

Premier Partnership is the approved centre for the delivery of CMI qualifications to Civil Service Learning and is managing the accreditation programme for the Operational Delivery Profession. Working closely with both Civil Service Learning and CMI, we have developed innovative flexible assessment methods that fit in with the busy managers day-to-day workloads and objectives and reflect the different levels of

management and leadership within the profession.

Premier’s team are available to guide candidates and their Line Managers through the assessment process of their chosen qualifications, provide support throughout the process and assist successful candidates to achieve Chartered Status.

The accredited pathways have been assessed and approved by CMI. They are based on workshops, assignments, presentations, e-learning and workplace learning activities. This offers a comprehensive learning journey through the skills and behaviours needed to manage successfully in the dynamic Operational Delivery Profession within today’s Civil Service.

### What is operational delivery?

**The operational delivery profession within the Civil Service is made up of more than 280,000 employees who are the outward face of government, providing day-to-day services to citizens.**

People in the operational delivery profession do an essential job, helping customers to access services and meet their obligations. Operational delivery professionals shape the views of people towards government through their experience of services and work hard to ensure the public receives the best possible service the government has to offer.

Operational delivery professionals work in many different departments and agencies across the UK, within a variety of functions such as:



Face-to-face roles (such as interview officers for passports at the Identity and Passport Service)



Contact centre roles (such as call centre advisers on tax credits in HM Revenue & Customs)



Processing roles (such as pensions administrators at the Department for Work and Pensions).

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