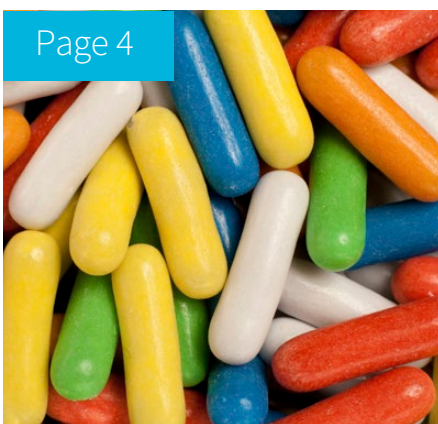


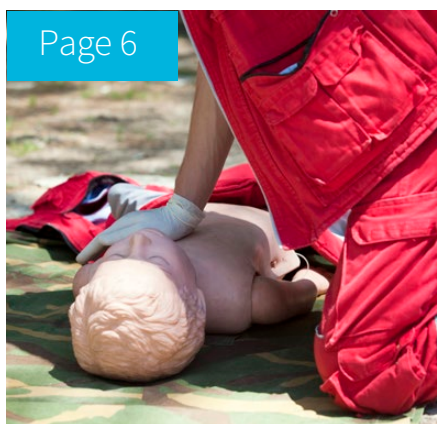


PREMIER PARTNERSHIP  
LAUNCHES PIONEERING MENTAL  
HEALTH PROGRAMME  
WITH MET POLICE



Page 4

5000 CMI AND C&G  
QUALIFICATIONS  
DELIVERED



Page 6

300 SUPPLIERS  
APPROVED FOR  
ESPO DELIVERY



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LARGE LEADERSHIP  
PROGRAMME FOR  
MET POLICE

# MENTAL HEALTH AND SAFEGUARDING TRAINING

The MAST programme is about promoting the safety of young people in London. The aim is to make it easier for practitioners to take appropriate action to support young people who are showing signs of mental health issues and/or emotional trauma.

## About the Programme

MAST is fully funded by The Mayor's Office for Policing and Crime (MOPAC) and the Metropolitan Police Service (MPS). A particular focus of the programme is on the link between mental health, safeguarding, and the harm caused by gangs - both to gang members themselves and to their vulnerable victims. The MPS estimates that at least 40% of police work is generated by people with mental health issues.

Mental health is also part of the core business of many other organisations and a key goal of this training is to reduce workloads through effective action. The MAST programme is distinguished from other mental health courses by the fact that it aims for a mix of delegates across agencies, to facilitate co-operation and improve referral pathways.

## Who is the training for

It is aimed at anyone within the London Metropolitan area who has a role in dealing with young people, including: police; teachers (primary, secondary and alternative provision); gang workers; staff in the Youth Offending Service; community safety officers; health workers; housing officers; staff from young offender institutions; staff from third sector organisations; and staff from the Child and Adolescent Mental Health Services (CAMHS).

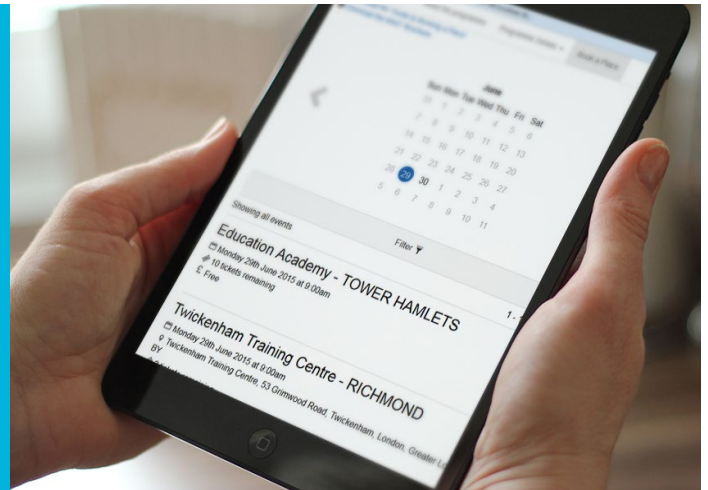




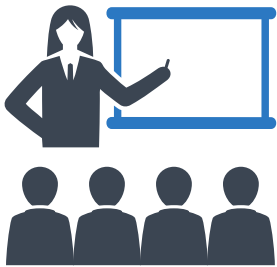
Demand for MAST is high! To find out more or to book your place, visit [www.masttraining.co.uk](http://www.masttraining.co.uk)

Or contact us on 01302 369700 or email [mastraining@premier-partnership.co.uk](mailto:mastraining@premier-partnership.co.uk)

Training began on the 1st of June 2015. Further dates will be added on a regular basis up to mid-September.



## BENEFITS OF MAST TRAINING



### Training

The training is delivered in two one day workshops, with a gap of four to six months between the first and second day; this allows for follow-up work and evaluation.

The course content covers key areas, including: myth busting and mental health; risk and resilience; gangs and associated mental health issues; effective interventions and skills practice; and referral pathways. It will be supported by a dedicated online resource, which will include case studies, referral guides, academic papers and an online forum. A conference will complete the programme.



### Networking

Wherever possible delegates will be from a specific London borough or neighbouring boroughs to provide opportunities for local networking. We want active discussion and networking, with informational resources to facilitate cooperation and improve referral pathways.



### Accreditation

The training will be validated by City and Guilds at level 3. Delegates who attend both workshops will get an e-certificate. Delegates wishing to undertake the full level 3 qualification will have the option to do so, at their own cost, following completion of the second workshop.

# OVER 5000 TAKE UP ACCREDITED MANAGEMENT DEVELOPMENT PROGRAMMES

**Our accreditation office in Mansfield continues to grow and provide CMI and C&G qualifications for all Civil Service Departments.**

The numbers of qualification candidates has risen to nearly 5000 with more added each month. Many candidates have successfully completed a qualification with us already and have gone on to book onto a higher level straight away – a testament to our bespoke qualifications system and dedicated support team.

We support the candidates through their qualifications journey, provide mentoring advice, assess their work and build a rapport with them so that they feel supported and their work valued.

CMI confirm that over 85% of managers agreed their management and leadership qualification improved their performance and by transferring their new skills to the work place, almost all have seen a vast improvement in their

teams' performance too. 78% of employers agreed that qualifications provide quality assurance for customers and that the benefits outweighed the time, money and effort invested in obtaining them.

More than 80% of managers say that taking a management qualification has resulted in increased professional recognition, with most stating that employers prefer qualified managers when recruiting.

This was confirmed by a further 53% advising that their qualification had helped them in gaining a promotion.

These are some fantastic statistics proving just how valuable our qualifications are.

## THE VIEW 'UP NORTH'

**Brian Fairchild, our newest Client Relationship Manager reflects on this two months with Premier Partnership.**

Long before the M1 was built, and the term 'north of the Watford gap' entered the English language, the river Trent was the historic boundary between the north and south of England. From my home/office on the north bank of the river Trent at Nottingham, I have the responsibility of looking after many of Premier's clients 'up north'. This includes Doncaster Metropolitan Council, on the doorstep of our head office. Other clients include two County Councils, a District Council and the Nottingham University Healthcare Trust, which is responsible for the two main hospitals in Nottingham.

While many of the challenges in public services are the same - increasing efficiency, improving customer service, implementing new legislation, developing the capabilities of managers – no two solutions are the same. A good example of this is in what is generically referred to as leadership development. In Derbyshire I am working with the County Council on short bite-sized learning supported by e-learning and other resources available within the Council. In contrast the Nottingham University Healthcare Trust approach is for larger, whole day events for their clinical leaders. In Doncaster I am working on a programme to develop the management and leadership competencies of Registered Managers, who are not employed by the Council, but who manage care services for adults under contract to the Council.

So, after two months in the role as Client Relationship Manager for Premier, what have I learned? The first thing is that common issues don't have the same answer – there is no magic solution to the issues confronting public services, but there are number of options that work well. The second is that the job is very much about partnership working. Ultimately the customer has a choice, so it is about understanding their needs and working with them to get a solution that works for them. The final lesson is that quality is not always the expensive option. Working with our supplier team and existing associates I have been able to offer clients very good quality training often at a lower price than they were previously paying.

Having spent the last ten years working for the County Council and Nottingham City Council, moving to a service provider has been a challenge. However, for me being able to help the organisations I work with achieve savings while maintaining and improving the quality of provision, makes this role incredibly rewarding.

**Brian Fairchild**  
*Client Relationship Manager*

# ALL YOUR TRAINING NEEDS MET BY ONE SIMPLE FRAMEWORK

The ESPO Managed Training Service 383 contract is open to the entire public sector and means all bodies are free to use the service without any further public procurement exercises. The service provides organisations with all elements of their learning needs through the managed supplier model.

Premier Partnership 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.

As the ESPO framework goes into 5th gear, London public sector organisations are lining up to join the framework. London Boroughs of Ealing, Harrow, Barnet and Westminster are already reaping the benefits of opting for a Managed Service model when it comes to managing the learning and development of staff.

Many others are in the process of signing up and expressions of interest are coming in thick and fast.

So what is it about the ESPO framework that makes it so appealing to those already or looking to get involved?

- Immediate cost savings on training procurement
- Replaces the need to conduct a tendering process to acquire the training/trainer you want - you can use existing trainers
- Our breath of scope enables us to negotiate better prices with suppliers, and those savings are passed on to you.
- Reduces administrative workload
- Provides a full end to end learning and development service enabling you to focus on the strategic learning needs of the organisation.

## Here's how we have helped some of our clients so far:



### Barnet Council

Premier Partnership worked with the management team to analyse existing training spend and provided alternative training suppliers delivering the same or better outcomes at a fraction of the cost for Barnet Street Scene.

Our service also enables Barnet's Children services directorate, to consolidate all their training purchases into one purchase order, thus saving them vast amounts of time and money administering their annual training schedule. Ordinarily they would have had to raise individual purchase order number for every day of training.



### Harrow

By utilising Premier Partnership's vast portfolio of core skills trainers to deliver their training plan, they have significantly cut their training spend and enabled them to meet strict austerity targets.



### Ealing

Ealing Council use Premier Partnership's full service to plan their training schedule for the year, design and deliver training, provide high quality training which has been evaluated and analysed on their behalf. This service frees up precious time for their L&D team to focus on L&D strategy.

# OUR HIGH QUALITY SUPPLY CHAIN JUST KEEPS ON GROWING!

Premier Partnership continues to build the supply chain network in line with the requirements of the growing number of clients signing up to the ESPO framework. Will Jowett, Supplier Manager adds, “Our supply chain is constantly evolving and the Supplier Team engage with new suppliers on a daily basis adding to both the breadth and depth of our offering”.

There are currently over 300 suppliers on-boarded to the framework, with the same number actively involved in the quality assurance processes prior to final on-boarding. Will affirms, “Whilst we will continue to increase supplier numbers in our pursuit of talent, we firmly believe in nurturing long standing relationships and collaborate closely with suppliers in servicing the end client needs”.

“We would emphasise that all on-boarded suppliers, whether sole traders or multinational training organisations play a critical role in the support of our training delivery and are all valued and respected as partner organisations”.



Supported by this network of quality training suppliers, Premier Partnership is able to currently provide over 450 off the shelf courses whether it be IT, Social Care, Project Management or even more specialised courses such as Helicopter Underwater Escape training or Landmine Detection. This in addition to all of the tailored programmes delivered.

Will and his team would be delighted to hear from suppliers who feel that they have something to offer and would like to be part of this exciting opportunity.

**Contact William Jowett and the supplier team on 01302 369700 or email [william.jowett@premier-partnership.co.uk](mailto:william.jowett@premier-partnership.co.uk)**



*“DPG have been working with Premier Partnership for almost a year and we have found them extremely professional and efficient to work with. The team always communicate their client’s needs clearly making it easy for us to provide the right solution to the need first time. Then once a solution is in place the communication continues to ensure the client is 100% happy with the progress. As a supplier, we find working with Premier Partnership and the ESPO framework agreement easier than any other Managed Training Services Provider.”*

## **Bob Wagner**

Commercial Director,  
DPG plc



*We have been working as a strategic partner with Premier Partnership for the last 6 months in providing training to ESPO Framework clients. We find Premier Partnership to be a perfect fit, with an ideology and quality based approach that matches our own. We very much look forward to continuing and nurturing our relationship, over the coming months and years.*

## **Chris Jones**

Product & Partner Manager  
Datrix Training



*“We have found Premier Partnership and the ESPO framework to be an extremely helpful and customer focused partnership. Unusually for a procurement organisation, they are extremely flexible and go out of their way to find great learning with the best providers.”*

## **Henry Stuart**

CEO  
Happy



# DEVELOPING THE LEADERSHIP SKILLS FOR THE FUTURE – LEADING FOR LONDON

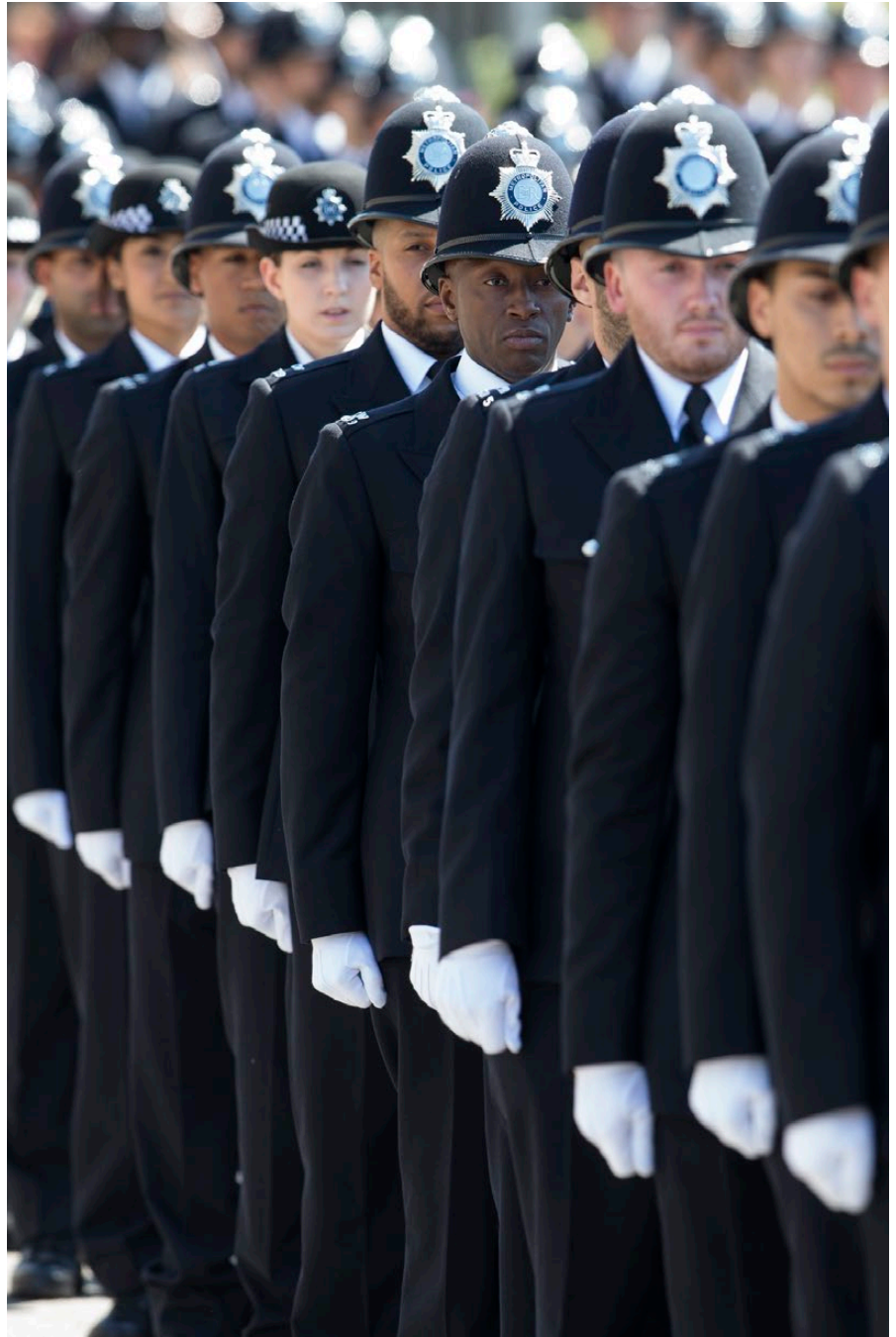
**Leading for London is the new leadership development programme currently being piloted in the Metropolitan Police Service. Premier Partnership, as the Met's Managed Training Service Provider, is responsible for the end-to-end programme management of the pilot including design, delivery, communication and evaluation.**

Launched in April 2015, 6,000 officers and staff of all ranks and bands across 7 sites are taking part over the nine month pilot. The programme is tailored to individual ranks with a range of skills master classes and a period of one-to-one mentoring designed to help officers and police staff deal with the pressures they face every day and become more innovative and agile.

Premier Partnership has a dedicated Programme Manager running the programme. With support from the Directors and the team in Doncaster, they are responsible for all aspects of this flagship L&D programme. We have worked closely with the Met HR team to facilitate the appointment of ASK Europe as the training provider and we have provided the communications, delegate abstraction and allocation as well as the development and implementation of the evaluation strategy.

The programme also features a range of e-learning materials to support CMI accreditation and Informal Learning Opportunities to support the learner journey, both of which Premier Partnership is managing. As part of our end-to-end programme management we are also responsible for the venue sourcing and event management of the programme as well as providing an extensive range of Management Information.

We are currently part way through the 9-month pilot with the first two-day workshops completed with the senior ranks, focusing on practical skills and personal coaching with some psychometric analysis. Feedback has been extremely positive with more



than 85% of attendees agreeing it was a valuable experience.

Next there will be workshops on how to improve standards in the workplace, meetings with personal coaches,

special assignments to expand leadership experiences and workshops on new practical skills that improve performance and inclusivity.



# IN THE NEXT ISSUE

## **Keepmoat joins our growing list of private sector clients**

Karen Heather, HR Director at Keepmoat, explains how Premier are helping her to create an exciting and innovative catalogue of training products.

## **The new face of training to support Social Care**

How the fast changing pace of social care demands better and faster development initiatives.

## **E-learning to support all needs**

Premier's partnership with The Working Manager (TWM) has resulted in a catalogue of products purpose made for the public sector.

## **How to achieve outstanding course feedback results**

A few tips on how we achieve satisfaction scores of over 95% across our development for Civil Service Learning.

## **Clinical leadership development in the NHS – the 'Happy' Approach to development**

Henry Stewart of Happy elaborates on his joint venture with Premier to deliver leadership training different to any other.

You can contact us about any of the stories in this newsletter or anything else on 01302 36700 or email [enquiries@premier-partnership.co.uk](mailto:enquiries@premier-partnership.co.uk)

[WWW.PREMIER-PARTNERSHIP.CO.UK](http://WWW.PREMIER-PARTNERSHIP.CO.UK)