

SERVICE DELIVERY AGREEMENT WITH SKILLS DEVELOPMENT SCOTLAND

1. SUMMARY OF ISSUES

Argyll and Bute Council, with input from appropriate Community Planning Partners with a skills development remit, has developed a Service Delivery Agreement (SDA) with Skills Development Scotland (SDS) to provide a clear focus for ongoing partnership working for the skills development agenda across Argyll and Bute.

The actions contained within the SDA will contribute towards achieving the outcomes articulated presented in the Single Outcome Agreement and those within the Argyll and Bute Community Plan, 2009-2013.

2. RECOMMENDATION

The Executive Committee approves the attached SDA (see **Appendix 1**) which provides a focus for our partnership working with SDS going forward.

3. BACKGROUND

Created in 2008, SDS is a non-departmental public body (NDPB) which brought together the careers, skills, training and funding services of Careers Scotland, Scottish University for Industry (learndirect scotland) and the Skills Intervention arms of Scottish Enterprise and Highlands and Islands Enterprise (HIE).

SDS is currently putting in place SDAs with Community Planning Partnerships across Scotland with local authorities being their main point of contact.

Initial discussions on the SDA approach took place during a video conference between the SDS senior management team and the CEO, Council Leader and Economic Development officers from Argyll and Bute Council in November 2009. A workshop session to discuss the required direction and content of this SDA which was held in Lochgilphead in February 2010, attended by senior staff from SDS, officers from Argyll and Bute Council and local Community Planning Partnership organisations.

Further to the completion of a draft SDA by SDS during April 2010 initial comments were provided by the Argyll and Bute Council's Economic Development Manager with a particular focus on aligning and complementing the activities of SDS with that of the Argyll and Bute Employability Team and Business Gateway.

It was then appropriate to consult with from other council teams such as Community Learning and Development and with other Community Planning Partners, such as HIE, Argyll College, JobCentre Plus and Argyll Training.

A partnership meeting on 30th August 2010 provided an opportunity for all to input comments directly to SDS representatives. It was agreed that the actions outlined in the SDA should be fairly strategic in nature and would require detailed discrete action plans to be prepared on a skills development project-by-project basis. In addition the SDA clearly outlines the required inputs, actions and responsibilities of SDS and those for appropriate Argyll and Bute Community Planning Partners. The incorporation of timescales and progress indicators will allow all partners to monitor progress with regard to actions on the ground. In particular, the Council's Economic Development Manager will monitor the progress of the SDA on a monthly

basis with appropriate success measures related to Argyll and Bute Council's input being incorporated within the Economic Development Action Plan scorecard on Pyramid linked to the scorecard being developed for the Economy Thematic Community Planning Partnership Group. The agreed SDA is appended to this paper for approval.

In addition, it should be noted that it was appropriate to progress some of the actions noted in the SDA outlined in **Appendix 1** prior to the partnership meeting at the end of August. These actions have been included in the SDA for completeness. Indeed many are still ongoing. Moreover, there will be a requirement for the SDA to evolve over time aligned to the Scottish Government's refreshed Skills for Scotland Strategy (launched 5th October 2010) and any ongoing changes to the national and UK skills policy environment.

4. CONCLUSION

The agreed SDA will ensure we can progress the skills development agenda within Argyll and Bute in partnership with SDS and appropriate Community Planning Partners.

5. IMPLICATIONS

Policy	The SDA integrates with existing European, national and local policy.
Financial	The SDA will ensure that Argyll and Bute Council's resources are allocated efficiently and effectively with regard to the skills development agenda within Argyll and Bute
Personnel	Officer staff time will be required to assist with and monitor the progress of the delivery of the SDA in partnership with SDS and our other key community planning partners.
Equal Opportunities	The SDA complies with all Equal Opportunities policies and obligations.
Legal	All legal implications at project level will be taken into consideration.

For further information contact:

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Appendix 1: Service Delivery Agreement for Argyll and Bute Council with Skills Development Scotland

Local Outcomes	National Outcomes	SDS Outcome	SDS Input	SDS Actions	Who (SDS)	Timescale	Progress Indicators
Outcome Vibrant local economy that is based on core attributes of the area, flexible and open to new opportunities.	2. We will realise our full economic potential with more and better employment opportunities for our people.	Employers are more productive as a result of investment in skills and development of their employees. More effective labour supply.	Collaborative working with key partners to deliver on key outcomes.	1. To coordinate key representatives from A&BC & HIE to work towards developing an integrated and cohesive offer to employers /businesses for skills development. Key Actions: <ul style="list-style-type: none"> • Arrange initial meeting to map out relationships and existing links to businesses • Define and agree each others' roles & responsibilities • Identify gaps & blind spots in services • Identify unique contribution of each partner to help shape the 'joined up offer' To Include: <ul style="list-style-type: none"> • Forms of financial support to business • Workforce training • Business directory / signposting locally • Recruitment route ways & services • Identifying / sourcing training provision 	Anthony Standing	End of Sept 2010 for initial meeting. End of Dec for Joined up business offer.	Initial meeting with A&BC Employability Team, Jobcentre Plus (JCP) and SDS – arranged for 29 th September 2010 to map out relationships and existing provision. Subsequent meetings to be held with AB&C Adult Learning (AL), Adult Literacy & Numeracy (ALN) Managers, HIE and partners. Presentation to key A&BC, HIE & appropriate Community Planning Partners on SDS Workforce Development offer. Local meetings between appropriate AB&C, SDS, HIE, Argyll College (AC) and JCP involved with Skykon – have taken place in July and August. Ongoing meetings to continue (next, 6 th October 2010) to develop and deliver a Tailored Joint Action Plan. Initial presentation to Economy Thematic CPP Group by Frances Webster in June 2010 on Tourism. Development of joined up offer to business from SDS, A&BC including Employability, Business Gateway, AL & ALN services and HIE by Dec 2010. Reducing confusion and improving knowledge and understanding within businesses around support available within workforce development. SDS is working with A&BC to ensure skills issues are built into community benefit clauses.
				2. To promote the agreed business offer using outcomes from the first action point e.g. a 'common repository,' produce relevant materials, use of e-links to advertise and promote identified services and key contacts. Will also include: <ul style="list-style-type: none"> • Briefing for all Argyll and Bute SDS staff • Updating all partners on emerging SDS services. 	Anthony Standing, Frances Webster, Susan English	Jan 2011	Agreement on method of promoting joined up approach for business – Dec 2010. Materials produced and available for business – Jan 2011.

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<p>Outcome Well balanced demographically with young people choosing to stay or move to the area.</p> <p>Vibrant local economy that is based on core attributes of the area, flexible and open to new opportunities.</p>	<p>3. We are better educated, more skilled and more successful, renowned for our research and innovation.</p>	<p>More people progress, achieve and sustain positive destinations.</p>	<p>Create new levels of connectivity between learning and jobs.</p>	<p>4. Jointly plan, procure and review provision for Get Ready for Work and Training for Work for 2011/12.</p>	<p>Anthony Standing, Frances Webster</p>	<p>Plan from Sept 2010.</p>	<p>Initial Bid Statement for Employability programmes 2011/12 issued to CPP partners – 16th Sept 2010.</p> <p>Briefing paper for CPP, and deeper discussion, to follow.</p>

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				<p>6. Work with appropriate agencies to explore and establish the nature of the ‘opportunity gap’ in the Isle of Bute. To include:</p> <ul style="list-style-type: none"> • LMI analysis • Current island training profile • Exploring nature of hidden labour and opportunities market • Establishing employer demand • Assessing young people’s aspirations • Assessing skills requirement of employers • Establishing match or lack of match between skills/aspirations of local unemployed and labour market opportunities 	<p>Anthony Standing</p>	<p>Completed by end of Nov 2010</p>	<p>SDS pulled a team together during September 2010 to focus on this task.</p> <p>Key findings submitted and discussed with key partners including AL & ALN Managers December 2010.</p>
				<p>7. Encourage smaller employers in the construction industry to recruit and invest in training, development and support of young people through a piloted Targeted Pathways to Work programme in Oban, Mull and Lochgilphead.</p>	<p>F Webster, S English</p>	<p>Starts 30/8/2010</p>	<p>Council’s AL & ALN staff can provide workplace skills support including workplace literacy.</p> <p>Through monitoring to assess uptake and progress / outcomes (10 places available).</p>

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				<p>9. To explore and identify suitable platforms to promote this campaign, including the use of My Learning Space (MLS) and other relevant channels.</p>	<p>Frances Webster, Susan English</p>	<p>From 2010</p>	<p>Scoping exercise with key partners to establish parameters.</p>
				<p>10. To work with Argyll College, other partners and A&BC AL & ALN staff to consider the opportunities for the promotion of further learning through data sharing, e.g. joint referral procedures.</p>	<p>Anthony Standing, Frances Webster, Susan English</p>	<p>From Nov 2010</p>	<p>Utilisation of MLS (phase 1 release) Oct 2010.</p> <p>Utilisation of Survey Monkey technology.</p> <p>Focus Group activity with key customer groups.</p>
				<p>11. To review best practice from colleges, other partners and providers in other areas to look at different options for the delivery of training programmes to meet the requirements of the local labour market.</p>	<p>Anthony Standing, Frances Webster, Susan English</p>	<p>Ongoing from Nov 2010</p>	<p>The Enterprise Roadshows (Sept 2010) across Argyll and Bute have afforded the opportunity for SDS, Business Gateway, the Council's Social Enterprise Team and ABSEN to make connections and consider future joint working.</p>
				<p>12. Work with the Argyll and Bute Social Enterprise Network (ABSEN) and the Social Enterprise Team within the Council to build the capacity of communities and community organisations to harness the potential of social enterprise activity.</p>	<p>Anthony Standing, Frances Webster, Susan English</p>	<p>From Sept 2010</p>	<p>Intention reflected in Joint Initial Bid Statement 2011/12 for Employability Programmes with Argyll and Bute CPP.</p>

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Outcome Communities that encourage lifelong learning.	4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.	Equalities in learning are improved across Scotland.	Good practices and co-ordination by Argyll & Bute SDS team. Contribution to Curriculum for Excellence (CfE) and the integration of Career Management Skills.	13. SDS and partners to identify real-life case studies through MAs, other programmes and employment examples to highlight career opportunities and progression in key sectors and then use to promote opportunity for young people.	SDS Careers Advisers, key workers, personal advisers, skills investment advisers.	Build in to each project.	Case studies identified already from Oban High School Rich Task project and Options Unlimited Initiative in Campbeltown. AL & ALN case studies include Dunoon Driving Academy and Employability Programme.
				14. Review the learning from pilot projects in schools to develop a career management approach in young people and promote opportunities in key sectors.	Iain Eisner Mairi Rule Frances Webster	Pilot in Oban launched 19/4/10.	Interdisciplinary Learning pilot in Oban High School is promoting awareness of the Renewable sector. Project completed June 2010. Evaluation currently underway. School committed to continuing approach in next session. Feedback to national SDS project team to inform development of national career Management Skills Policy.
				15. SDS is committed to working in partnership with Argyll and Bute Council to support the delivery of the upper stage of CfE, 16+ Learning Choices.	Anthony Standing, Susan English, Frances Webster	Dec 2010.	Monitor success of CfE, 16+ Learning Choices.
				15.1 SDS will work with the Throughcare and Aftercare Central Forum to ensure looked after and accommodated children and young people are identified and supported through the transition from school into a positive opportunity.	A Standing, S English, Frances Webster. Local advisers and key workers.	From Aug 2010	SDS is represented on the central and local Throughcare Aftercare fora.
Outcome High quality public services and leisure/community facilities that attract people to settle in Argyll and Bute.	7. We have tackled the significant inequalities in Scottish Society.	Equalities in learning are improved across Scotland.	Partnership working through the Community Planning Partnership and associated Theme Groups.	16. To explore feasibility of a co-ordinated campaign aimed at tackling perceptual skills issues identified in Feb SDA workshop including Modern Apprenticeship take up by small employers, career opportunities and progression in key sectors.	Anthony Standing, Susan English, Frances Webster	From Sept 2010	Monitor Modern Apprenticeship take up.

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Outcome High quality public services and leisure/community facilities that attract people to settle in Argyll and Bute.	7. We have tackled the significant inequalities in Scottish Society.	Equalities in learning are improved across Scotland.	Partnership working through the Community Planning Partnership and associated Theme Groups.	17. To explore and identify suitable platforms to promote this campaign, including the use of My Learning Space (MLS) and other relevant channels.	Anthony Standing, Susan English, Frances Webster	Ongoing	Monitor use of My Learning Space.
				18. Rollout of Integrated Employment and Skills (IES) initiative with Jobcentre Plus to provide equal access for disadvantaged to career planning, career management skills and employability enhancing services. Liaise with AL & ALN staff as appropriate.	Anthony Standing, Susan English, Frances Webster	From Aug 2010.	Initial phase of joint SDS/JCP staff training took place week commencing 19/4/10 for Dunoon and Rothesay staff and on 17/6/10 for staff in Campbeltown, Lochgilphead, Islay and Oban. Council's AL & ALN staff continue to provide ALN and workplace skills provision, for example through the Employability Group in Oban (JCP led) Live from Aug 2010.
				19. Discussions to be held with Argyll & Bute Employability Team to explore areas alignment and added value to services.	France Webster, Susan English		Discussion with Council's Employability Team to take place before end of Sept 2010. Now arranged for 29 th September 2010. Clear statement of alignment or otherwise for key partners including A&BC AL & ALN.
Outcome High quality environment that is valued, recognised and protected.	14. We reduce the local and global environmental impact of our consumption and production.	SDS achieves its goals and delivers its services in ways that minimise environmental impacts.	Consideration to the impact of all activities and appropriate action taken.	20. Use of video and audio conferencing where appropriate.	All SDS staff	As required.	All centres have VC capability and staff trained in how to use. AL & ALN staff to access A&BC VC facilities.
				21. Use of public transport, car sharing etc.	All SDS staff	As required.	

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Outcome Partnership working across all sectors to co-ordinate developments, market Argyll and Bute and remove constraints.	15. Our public services are high quality, continually improving, efficient and responsive to local needs.	SDS is valued and has a strong reputation with customers and key stakeholders. SDS influences and stimulates a high performing skills system.	Cohesive partnership working - acting as catalyst for positive change.	22. SDS and Argyll and Bute Council (including AL & ALN staff) to arrange to meet with colleges and other partners to discuss the links to private sector providers and identifying capacity issues.	Anthony Standing, Frances Webster, Susan English	Sept 2010. Summer 2010.	Initial meetings following Kintyre Initiative Working Group (KIWG) meeting re: Skykon in July and August 2010. Approach to be adopted for further sectors. Next meeting, 6 th October 2010. Outcome from Skykon meeting with HIE (Account Management role) i.e. acceptance of company buy in to proposed skills development/training/recruitment package Aug 2010. Endorsed by Skykon attendance at KIWG meeting on 27 th August 2010.
				23. To work with Argyll College, other partners and A&BC AL & ALN staff to consider the opportunities for the promotion of further learning through data sharing, e.g. joint referral procedures.	Anthony Standing	Summer 2010.	AL & ALN staff continue to provide ALN and workplace skills provision.
				24. To review best practice from colleges, other partners and providers in other areas to look at different options for the delivery of training programmes to meet the requirements of the local labour market.	Anthony Standing, Frances Webster, Susan English	Ongoing from Nov 2010	The Enterprise Roadshows (Sept 2010) across Argyll and Bute have afforded the opportunity for SDS, Business Gateway, the Council's Social Enterprise Team and ABSEN to make connections and consider future joint working.
				25. Work with relevant key partners to ensure that, where appropriate, skills acquisition/ deployment/needs issues are built into relevant economic development contracts / opportunities i.e. Community Benefit Clauses. For example, this may include clauses around taking on Modern Apprentices or /and support to workplace skills development such as ALN.	Anthony Standing, Frances Webster, Susan English	Ongoing	AL & ALN staff continue to provide ALN and workplace skills provision.