

Northumberland

Northumberland County Council

CASE STUDY

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For years, providing effective and efficient learning and development solutions for 6,000 staff across Northumberland County Council proved to be a real challenge.



Challenge

With a large geographical area to serve and a legacy of separate databases and platforms, the capture of training data was time-consuming and often unreliable. Evidence also showed that on average traditional, in-person training, was costing the council £20 per employee per hour.

The Learning and Organisational Development team also found themselves frequently in conversations about talent management and performance appraisal and the need for a cost-effective, flexible solution to meet this challenge.

Solution

Learning Pool offered a tailored solution to meet all of Northumberland's needs, including Totara Learn. Paul Brooks, Learning & Organisational Development Manager explains why Learning Pool ticked all the boxes.





Extensive support with a dedicated Learning Consultant, site administration and unlimited help desk access to ensure success of the project was particularly appealing. The ability to actively manage team development with individual development plans and programme management and having one central place for learning and improving, ensured that we would have consistency of delivery as well as the ability to make updates to content quickly and easily, saving time and money for the Council.

Paul Brooks,
Northumberland County Council

Impact and Results

In just one year, Northumberland County Council has revolutionised its approach to learning and development and has reduced the cost of delivery by a staggering 80%. With the increased efficiencies provided, training has cost on average £4 per employee per hour. Because of this overall 80% reduction in costs, the council is now able to provide even more training to its staff. Massive savings have been achieved through:

- Online training (over 10,000 hours of classroom delivery saved)
- Self-service functionality for course bookings (over 1,200 hours of administration time saved)
- Bespoke content creation (over 20 hours of content developed)
- Reduction in CO2 emissions and fuel savings, all whilst improving consistency and scalability.

It took just a few months for the team to roll out their new bespoke system, with a library of customised content, setting up 5,800 accounts for staff, all with individual learning plans. With an average of over 500 logins per week, Paul notes that both subject matter experts and employees love the new system.

Since implementation, the entire culture of the council has shifted. The future with Totara Learn will allow the team to engage with employees, meeting the challenge to secure the talent needed to do more with less – all with the added benefit of a highly motivated workforce.



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