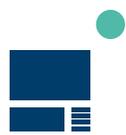




CASE STUDY

BIRMINGHAM CITY COUNCIL

**HIGHLY COMMENDED AT THE
LEARNING POOL AWARDS 2021**



Background

Birmingham City Council is the local governing body responsible for the governance of the City of Birmingham, which has been a metropolitan district since 1974 and remains the largest local authority in Europe with 10,600 employees.

In 2018, the Council's catering team, Cityserve, identified an issue with the logistics of delivering training due to the size, diversity and dispersed nature of its workforce. It realised it could not sustain a full-sized training department and so set out to improve the accessibility of training to front line employees who were not on the BCC network whilst not introducing heavy administrative burdens for the business.

Solution

To begin with, the Council created a new training policy that aimed to introduce regular new training initiatives. As well as that, Cityserve committed to reviewing new methods of delivering training to ensure relevant development

opportunities were provided. This culminated in the implementation of Learning Pool's Learning Management System, alongside a number of Learning Pool's off-the-shelf content, including the Social Care library, to offer a more accessible route to learning.

Launching the iLearn system, Learning Pool's LMS has been integral to the onboarding of new employees, creating an induction list that reminds managers to assign relevant learning and keep track of what has been completed. To help increase the uptake of digital, mandatory training, and to provide supervisors with easy access, laptops and other devices were also installed in the Council's kitchens.

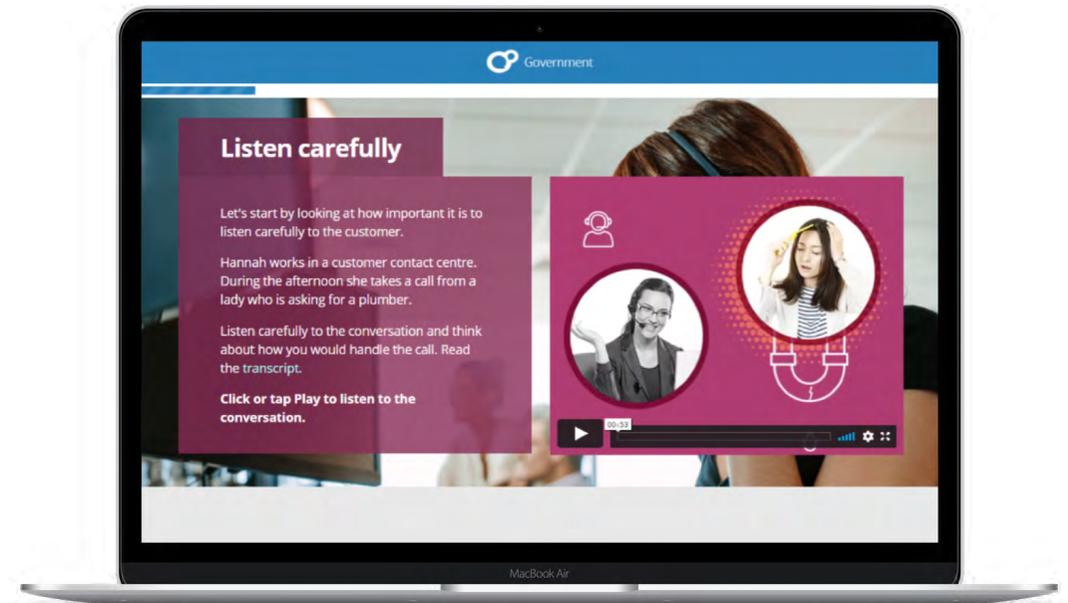
Now, the majority of training at Cityserve has been moved to the LMS. Mandatory training has been incentivised by allowing employees to access iLearn at home and taking the time back in lieu later on, enabling them the flexibility to complete training when it suits them.





Results

During the first five months of 2020, the Council calculated zero mandated module completions. Yet, in the same five month period since optimising the use of the corporate iLearn system in 2021, 275 catering staff have completed mandatory training. Furthermore, this example is being used across other areas of Birmingham City Council to highlight best practice and to encourage the uptake of training for other “offline” employees, such as street cleaners, waste operatives, school crossing patrollers and care workers.





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