Lancashire County Council Case Study
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Me Learning train over 3,500 social care staff on Lancashire County Council’s new Liquidlogic Adult and Children’s case management systems

Lancashire County Council is one of the country’s largest county councils, employing over 3,500 social care staff across Adult and Children’s Services. With a new Liquidlogic case management system being brought into use for both services, BT Lancashire needed to find an experienced partner to assist with the training element of the programme.

With access to an extended team of experienced trainers, an existing library of e-learning courses for Liquidlogic and 7 years’ experience helping Local Authority’s implementing case management systems, Me Learning had the capability to manage a training programme of this scale.

With such large numbers of staff needing to be trained it became clear from the start that the most appropriate solution would be a blended learning programme; combining traditional face-to-face training with online training. This approach would enable everyone to receive appropriate training within a reasonable timeframe before go-live, with minimal impact on their working day.

“Me Learning worked closely with BT Lancashire and together developed and project managed the whole training programme” explains Stella Laidler, Training Services Manager for Me Learning. The project was delivered in two phases with Children’s Services going live first, closely followed by Adult Services.

“Once the TNA was completed we were able to identify which training could be done through e-learning, and which training would need to be done in the classroom.” confirms Stella.

The TNA found that 20% of Lancashire’s users required basic training, which could be delivered solely online. 80% of the workforce required more specific training on how to use the system in the context of their role.

“Next we designed and wrote the classroom training courses. The courses were based around scenarios to enable users to work through how the system had been configured within the context of their day to day business processes.” said Stella.

For the online training Me Learning arranged a series of training pathways, made up of Liquidlogic e-learning courses from their extensive course library. This meant people only took courses that were relevant to their use of the system and time wasn’t wasted training on things they would never use. The courses were made available through Me Learning’s unique Liquidlogic Training & Support portal which is provided as a fully hosted service. This helped simplify roll-out for IT as no additional servers or software licences needed buying or implementing.

All Liquidlogic users were required to take the e-learning courses and for 20%...
of the workforce this was sufficient; no further classroom training was required. This meant the total number of training days to be delivered was lower than originally anticipated which enabled Lancashire to reduce costs. It also further minimised the time between someone receiving their training and using the system, maximising the effectiveness of the training.

The rest of the core system users with more complex training needs were mandated to attend follow-on training which was delivered in small groups of 10 in a classroom environment. For these users, taking the e-learning and passing a competency assessment was a prerequisite to attending their classroom course. Me Learning provided additional trainers to work alongside Lancashire’s in-house team and managed the entire classroom delivery programme.

In order to provide the project team with real-time feedback on how the training was progressing, Me Learning put in place an online evaluation system that required attendees to complete a feedback form at the end of each online and classroom course. Results from the evaluation were available immediately following each course, giving the project team an insight into any issues that could then be dealt with quickly and effectively on the day.

Following the training, 97% of attendees reported that they were satisfied with the courses. Scores on the e-learning test were also very high, giving Lancashire the confidence that their users were well prepared come the go-live date.

At go-live, the e-learning courses were made available to users from within Liquidlogic, to help them through the early days. ‘How to’ guides were also created for staff to view online, or print out as an aide memoire. This was further supported by members of the training team who remained on-site following the system going live to provide any additional assistance and to resolve any issues as they arose.

Post go-live, the Me Learning helpdesk reported that calls were only slightly higher than usual business and very quickly returned to ‘normal’ levels. This was clear evidence that the training programme had been effective and the workforce were confidently using the system.

In terms of business as usual training, Me Learning has helped BT Lancashire modularise its training to maximise flexibility and enable training to be targeted to an individual’s specific knowledge, experience and role.

A key benefit of the package put together by the project team was the speed at which new starters to the organisation could access training. Rather than going through a three day induction course, they now have access to those training packages they require, online. As a result, less time is spent in traditional classroom training, creating ongoing cost efficiencies in the training process.

Nick Richards, Director at Me Learning said following the system roll out, “We are delighted that the Lancashire project was such a resounding success and are extremely proud of the Me Learning team and what they have accomplished.”

Lancashire County Council’s implementation of the Liquidlogic Case Management System has since been awarded IT Project of the Year award by Computing Magazine.