

Notes from MSDP meeting 17th January 2018 Aston University, Birmingham

Attendees:

- **Ian Whiting** - Staff and Organisational Development Consultant, Oxford Brookes (Chair)
- **Linda Bryant** - Head of Learning & Development, Cranfield
- **Kate Crane** – Head of HR, Birmingham
- **Emma Holdham** - Staff Development Adviser, Keele
- **Joy Levesley** - Head of Organisational Development, Wolverhampton
- **Beth Lloyd** - OD Strategic Lead, Aston (Host)
- **Janet Marshall** - Senior Learning and Development Business Partner – Apprenticeships, Cranfield
- **Pam Thomas** –Advisor in Organisation & People Development, Derby (Officer for Meetings)
- **Kay Tillyer** – Staff Development Consultant, Oxford Brookes
- **Helen Williams** - Leadership Development Consultant, Organisational Development, Nottingham Trent University

1/ Introductions and welcome to **Helen Williams** - Leadership Development Consultant, Organisational Development, Nottingham Trent University

2/ Apologies received from: Deborah Forbes, Nick Gallagher-Hughes, Amanda, Dr Letizia Gramaglia, Dr Judith Harris – LFHE, Frank Jordan, Rie Lane, Carol Steed, Michelle Usher and Katie Wilson – on behalf of colleagues at Lincoln

3/ Notes from the last meeting were agreed.

4/ Updates

MSDP (Ian)

- **Conference 2017** - Thanks to Kate and team for a very successful event. Thanks to MSDP for contribution to David Clutterbuck's fee - £200. Video of David's session is on SDF website and will be useful for our coaching communities.
- **Next meeting 7th March - Lean Event (full).**
- **GDPR** - MSDP action is required. Please "opt in" when requested to do so by Ian so you continue to receive all future communications.
- **National Training Services Framework** - The NEUPC have initiated on behalf of all the regional consortiums a National Training Services Framework. - explanation of arrangements. Outcome of discussion on this topic was that the framework is useful for discounts which have been through best value procedures so satisfy institution regulations. Range of training providers listed. We are not restricted to using only NUPC suppliers but they available to use if liked.

SDF (Nick -provided in writing)

- To note - SDF have bought licence to Glisser to use for regional events. Details to follow.
- 2018 Conference - Bournemouth.
- Invitations open for *Regional Collaborative Grants* - Beth interested in 'nudge theory' and circulate an HR Magazine article. Discussion around its use in HE. Anyone interested in taking this further please speak with Beth.

LFHE (Judy - provided in writing)

- Reminder use your Membership Development Support
- Regional Change Network - 10th May Staffs

5/ Conference Feedback - Kate

Slides provided to Kate from Glisser will be made available to MSDP via web pages.

Feedback received:

- 91% Excellent or good - 54% Excellent 37% Good
- 61% Very relevant 39% relevant
- Majority of attendees agreed that the conference met its aims
- 92% agreed there were a good range of presentations
- 98% recommend to colleagues

6/ Merger of LFHE, HEA and ECU - Stakeholder Consultation

This was discussed at the recent SDF council meeting which included Alison Johns –as the interim Chair of new agency. Group were asked to consider questions circulated in advance by Ian.

Summary of discussion For Ian to *feed forward*:

Questions raised:

- What's the rationale? Cost saving or something else? This needs clarifying as each agency currently has a clear purpose.
- How will these be combined?
- Are there any overlaps? What happens if there are?
- Will there be three strands below board level.
- Why is Vitae left separate?
- Pricing is not the most important thing from our point of view so needs to come later, when the new agency can articulate what we will be are paying for?
- Existing pricing is currently too high.
- Will this be one body for HE with one fee?
- Subscription packages – clarity sought regarding what's included with possibly opt in and opt out of certain elements.
- Keep doing the research - LFHE.
- Clarity regarding communications into and out of Universities.
- What are they doing in terms of reviewing their provision?
- Where are the overlaps?
- What influence will the new body have?

What do we value?

- Knowledge Bank,
 - Research kits,
 - SDF funding,
 - HEA Fellowships - professional recognition PG Cert HE,
 - Aurora - consistently good feedback,
 - ECU - unconscious bias training,
 - Athena Swan.
 - Usage of different elements of the offering from LFHE and HEA is mixed - people have their favourites
 - Small development project funding is good.
- Strengthens 'research in professional services areas.

What would we like to see?

- Further development of communities of practice.
- Consistency across and within the new body.
- Quality standard for leadership within the sector perhaps?

7/ MSDP Vacancies - Officer for meetings and Chair

Ian has been approached to take SDF chair. To do so he needs to relinquish MSDP chair.

Since the meeting it has been agreed that as there is no one able to commit the time to succeed Ian he will remain in post and Nick (Gallagher-Hughes) will remain as SDF Chair. The group took the opportunity to reflect on the positive changes over past 3 years under Ian's Chairmanship. Amongst the highlights are the SIM UNI and Lean events in collaboration with the SDF. Better webpages, up to date and mailing lists and the opening of an MSDP bank account.

Officer for meetings. It was decided that the host for each meeting would take on the administrative responsibility associated with each meeting. Pam has supplied a checklist with template e-mails which will be accessible via the MSDP website. Each person will be responsible for taking their own notes and following through on their own actions which is the practice that has emerged recently.

The Chair will decide what information should be circulated to non-attendees via the MSDP Updates or formal minutes on the rare occasions these may be required.

Going forward thought needs to be given to carving MSDP support roles to match the skill sets and time commitments of those who are willing to take these on.

Kate volunteered for to support Rie in the Deputy Chair role should Rie wish to take on the Chair role at some point in the future.

8 / Round robins

Beth - nudge theory looking to bring into HE.

Linda.com £50K for a cross institution licence. Do people think this is reasonable, what are people's experiences of Linda.com. Beth and the team at Aston are currently building e-learning through Articulate and putting onto BlackBoard.

Group's response: Linda - may be worthwhile if licence combines staff and student usage, the language, images and 'feel' are very American. Size may be a drawback, it can get very unwieldy however, it is possible to create 'play lists' for certain groups. Once installed needs monitoring and vetting. Emma recommended Learning Pool as an alternative.

Joy – asked about the possibility of **creating mandatory e-learning modules which are recognised across all participating Midlands Universities** so people can take their completion from University to University (within a certain time frame). If interested speak to Joy. Moving to “70 20 10” approach for a new programme on customer service. A “student first”, passport based, where participants select appropriate 'destinations' which are supported by appropriate training. The focus being behavioural. This approach can be added to over time.

Group's response: Beth is using local champions. Kay is using the apprenticeship levy to support development of customer service. Existing staff are being supported to get a professional qualification in customer service.

Emma - Technician Commitment. There have been difficulties in establishing fit with what is currently going on the institution.

Group's response: Janet – Cranfield were part of the early adopter launch but things are only just getting off the ground. Advised group to think of **all** technicians! Beth - would like a regional group - Janet has experience of this and there is an appetite to develop network. Engagement with HEATed is encouraged. Kay made reference to approach taken by the Open University.

Ian - transition into retirement package has been circulated to SDF members. Now there is no official retirement age it may be that managers need to 'nudge' people to think about this. Ian to supply link.

Group's response: Planned Futures, True Bearings and Close Brothers all recommended to the group. Linda is exploring 'Later Life'.

Pam - enquired about approaches to **monitoring induction**.

Group's response: Beth- time frames for completion are set at Aston. Feedback comes from departments through the HR system. Staff are surveyed on their experience. Ian at Brookes induction is individual driven and linked to PDR. (Linda - HR Induction, On-line)

Helen - PDR/DPR refined approach 5 rating scale eventually linked to pay. Generated discussion around PDR/DPR.

Kay - Apprenticeships. Interested in the experiences of others. Anyone interested in a Midlands Group for Apprenticeships please speak to Kay. Emma thought that a group in the North West was now encompassing all institutions who wanted to be a part of it

Linda/Janet – currently undertaking work to identify appropriate **Values and Behaviours** for the institution. Current approach is “from the top” to then be defined locally. Ian shared work being done at Brookes where Values embedded through local team away days. Mandatory training being developed for some roles.