

Case Study

Rotherham Metropolitan
Borough Council

Elected Members Fiz-assist pilot



Purpose

Rotherham Metropolitan Borough Council was identified as a local authority which is **Improving Strongly** by the Audit Commission in December 2005. With the focus on the e-government agenda, Rotherham had carried out an audit of the Council against the Government's ODPM (Office of the Deputy Prime Minister) priority outcomes.

One of many priorities was the establishment of an e-skills training programme for Council Members as well as for staff. Understanding the IT training needs of the Members was the initial challenge.

Method

Rotherham asked Keystrokes to help them understand the IT training needs of their elected Members and designed a pilot that initially tested 9 Councillors.

Keystrokes innovative IT skills assessment tool Fiz-assist accurately measures the gap between actual skills and the skills required in a particular role. Three specific Member roles were set up that reflected the different requirements for IT skills among Councillors.

The individual Members were then able to use Fiz-assist to assess their current IT skill levels against the role most appropriate for themselves. The web-based design of Fiz-assist made it convenient, fast and simple for the busy Members to undertake. Each Member was able to complete their full IT skills assessment in 45 minutes.

The project was high profile within the Council, with the Mayor of Rotherham, Cllr Hilda Jack amongst those taking part.

Conclusion

Using Fiz-assist has encouraged Councillors to take responsibility for their own learning. By clearly identifying their IT development requirements and ensuring that training is focussed on meeting these precise needs, it has also helped us hit our performance targets for Members learning and development.

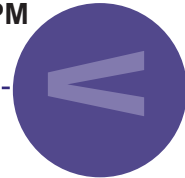
Jean Tracey, Lead Officer for Member training at Rotherham MBC

Results

All the members who took part in the pilot were impressed with the ease of use and convenience of the Fiz-assist system and the feedback was very positive. Cllr Ian St. John commented: "I think all councillors would benefit from the assessment."

The clear, concise and in-depth reports produced by Fiz-assist enabled IT skills gap reports to be quickly developed for all the members who took part in the pilot, clearly identifying their skills development requirements.

Due to the unqualified success of the pilot the Council now intends to use Fiz-assist to quickly and easily identify the IT development needs of all their Members after the May 2006 elections.



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the right approach to training Three small, teal, right-pointing arrow icons arranged horizontally.