

Sector Skills Development Agency

Network Support Development



What our client wanted

The Sector Skills Development Agency (SSDA) is responsible for funding and supporting the 25 Sector Skills Councils in the UK. The SSDA wanted to assess demand for 'Network Support Services' (such as shared office space and admin back-up) by the SSCs to support their Scottish operations – as the vast majority are headquartered in England. This was set against a background of political uncertainty for the SSDA.

What Frontline did

Frontline undertook an extensive range of face-to-face and telephone interviews with local SSC staff, CEOs, and issued a questionnaire to every SSC. An intensive period was spent working in the SSDA headquarters interviewing members of their senior management team.

Our report highlighted a network with directly opposed views to shared services, as some SSCs had already invested heavily in introducing and providing such support and saw 'better ways' that any spare funding could be used. The report contained costed options for a shared support facility.

What difference we made

Despite starting with diametrically opposed views, Frontline was able to demonstrate that there was a demand for services – and set out practical solutions to enable a win-win solution. This work has been of significant benefit to the more recent members of the Network, and enabled the funding organisation to find an 'acceptable' way of supporting skills development organisations in Scotland