

CASE STUDY

Cardiff and Vale University Health Board (UHB)



About Cardiff and Vale UHB

Cardiff and Vale University Health Board (UHB) provides local primary healthcare services (GP practices, dentists, optometrists and community pharmacists) to a population of approximately 475,000 people living in Cardiff and the Vale of Glamorgan. In addition, they also provide specialist healthcare services to patients from other areas of Wales as well as England. The UHB also has responsibility for health promotion and public health functions such as the running of hospitals, health centres, community health teams and mental health services. The UHB spends over £1.2 billion each year in delivering these diverse services and employs approximately 14,000 staff.

Organisational Challenge

Since the introduction of the Apprenticeship Levy, the importance of maximising fully funded opportunities has risen significantly on the UHB's agenda. The need to build a sustainable and capable workforce is directly linked into their 10 year 'Shaping Our Future Well-being' strategy.

Organisational culture and the lack of value attributed to Apprenticeships by staff have proved to be an important challenge. Significant work is being undertaken to support this agenda and the UHB have already seen a substantial increase in the past six months in their uptake compared to previous years.

Our Solution

t2 has been working with Cardiff and Vale UHB for a number of years, providing a wide range of Apprenticeships including Leadership and Management, Clinical Health, and Health and Social Care. The key to this is a dedicated Account Manager and delivery staff who have gained an in-depth understanding of the organisation and each individual learner's precise needs.

The Result

"Our experience of t2 group has been very good. We have a main point of contact and a dedicated team working within our sites to support our learners. t2 group are very approachable and deal with queries and enrolments in a timely manner. We have regular monthly contract meetings to monitor progress of learners and to highlight any causes for concern. Where learners appear to be struggling, t2 have been able to provide additional support to enable them to achieve the qualification.

t2 group are also able to provide Apprenticeships bilingually which is a big advantage for us, and are able to meet the needs of shift patterns where staff work predominantly nights.

I am very happy with the service that is provided to the UHB".

Emma Bendle



group



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Caerdydd a'r Fro
Cardiff and Vale
University Health Board