

Client need

Lambeth is the largest inner London borough with a population of around 260,000. It employs almost 4,000 staff and spends in excess of £1 billion annually serving the local community. The LB of Lambeth had a well publicised history of financial mismanagement including large overspends on its budget and had a significant deficit on its General Fund.

Linked to this, Lambeth had experienced high staff turnover and staff lacked skills and knowledge in key areas of financial management. Consequently, the Audit Commission had issued it with the lowest Comprehensive Performance Assessment (CPA) rating possible. There had been an absence of structured financial training and as such, development of finance staff was identified as a key priority in the Lambeth Recovery Plan.

maltway approach

It was against this backdrop that in 2003 maltway were engaged to work with the Finance Training Manager at Lambeth to develop a comprehensive **Finance Training Curriculum** (“FTC”) to boost staff performance and morale and drive forward a linked improvement in financial performance.

To demonstrate our commitment, maltway invested significantly in the up front design of the FTC without charge and the ongoing delivery costs are a fraction of the cost of sending staff on generic open training courses.

Outcomes

The FTC has been a runaway success. It now consists of almost **20 bespoke training courses** dealing with all aspects of Lambeth’s finance management, systems and processes from budgeting to credit control, from procurement to presentation skills. Since 2003, over **2,000 staff** have been trained and feedback has been overwhelmingly positive, with a significant improvement in staff attitudes towards learning and the application of skills in the workplace.

Lambeth’s management cite the FTC as a major contributor to its improved financial performance.

“We are very excited about our FTC, which we believe to be the strongest local authority finance training programme in London. The success of our training stems from a very strong partnership, and one which we are proud to continue.

In the recent years, Lambeth has made an enormous financial turnaround and our training programme has made a valuable contribution to this.”

Jonathan Williams, Executive Director for Major Projects at LB of Lambeth.

Lambeth’s CPA rating rose to **3 Stars** and the general fund deficit has been replaced by a **budget surplus**. The Lambeth team was named Accountancy Age Finance Team of the Year and maltway and Lambeth were jointly presented with a **National Training Award** in the Partnership Working category. The award, given by UK Skills is considered to be the “Oscars of the training industry” and recognises **“exceptional achievement through training and development”**.