

The logo consists of a white chevron symbol followed by the lowercase letters 'lsc' in a bold, sans-serif font, all contained within a black rectangular background.

>lsc

Leading learning and skills



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Public Sector Skills Challenge  
Seminar programme  
30 September 2008

# Welcome

# Welcome



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# 01

# Welcome and introduction



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**Tom Crompton**

**Regional Director**

**LSC East Midlands**

# Public Sector Skills Challenge



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# 02

# Public Sector Skills Challenge



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**Phil Hope MP**

**Regional Minister**

**East Midlands**

# Keynote Speakers



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03

# Skills Means Business



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**Karen Woodward**

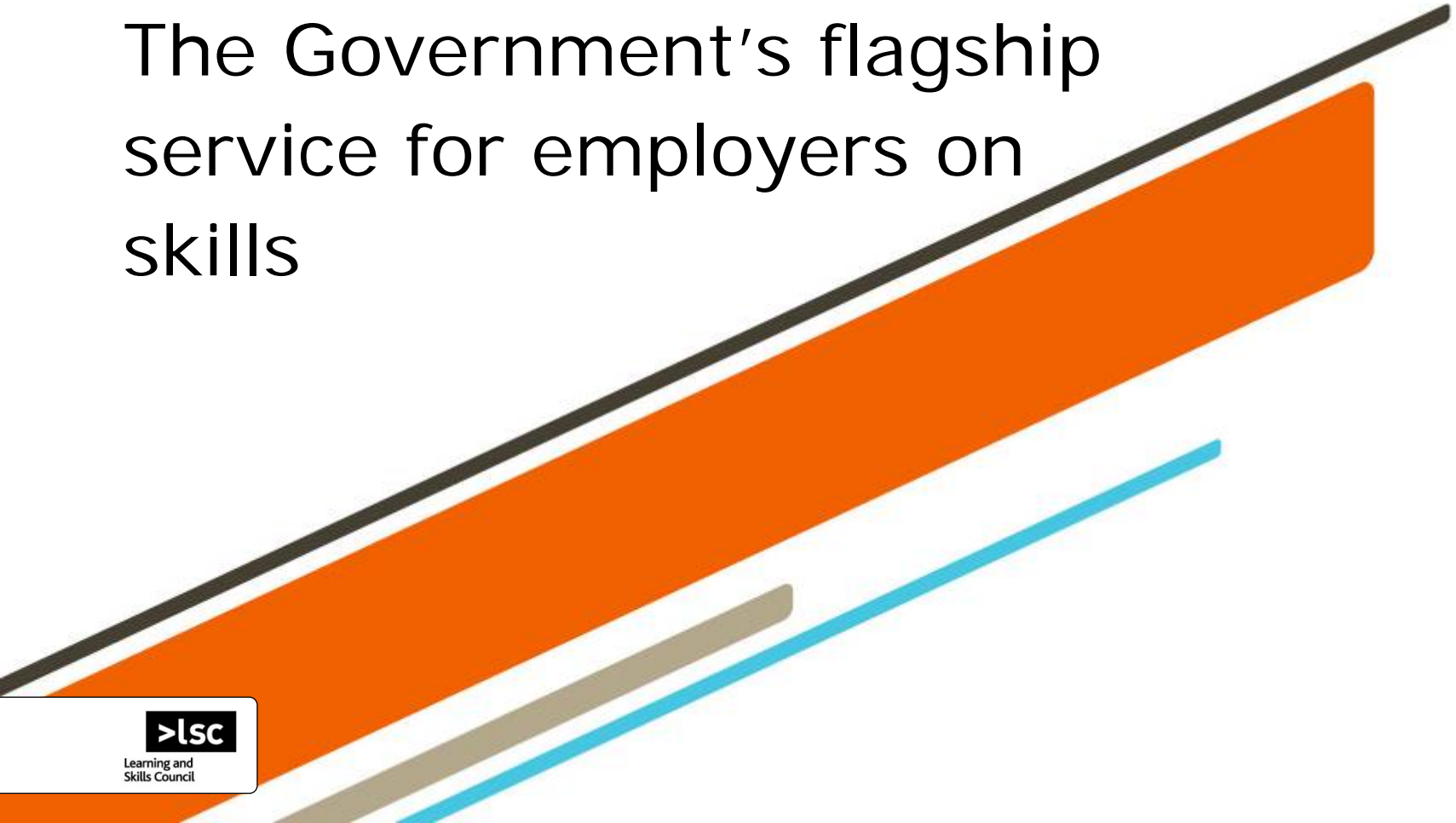
**Regional Director of Skills**

**LSC East Midlands**

# Skills Means Business – TRAIN TO GAIN

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The Government's flagship  
service for employers on  
skills



# The Leitch Review of Skills

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## Main recommendations

- increase adult skills across all levels.
- route all public funding for adult vocational skills in England, apart from community learning, through Train to Gain and Learner Accounts by 2010.
- strengthen employer voice
- increase employer engagement and investment in skills.
- launch a new 'Pledge' for employers to voluntarily commit to train all eligible employees up to Level 2 in the workplace.
- increase employer investment in Level 3 and 4 qualifications in the workplace.
- increase people's aspirations and awareness of the value of skills to them and their families
- create a new integrated employment and skills service.

## The Leitch Review of Skills

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- The Prize for the UK. The prize for achieving this ambition is great – a more prosperous and fairer society. The Review estimates a possible net benefit of at least £80 billion over 30 years.
- This would come from a boost in the productivity growth rate of up to 15 per cent and an increase in the employment growth rate by around 10 per cent.
- Social deprivation, poverty and inequality will diminish.

## Why are level 2 qualifications so important?

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- Skills are a key lever within our control to improve productivity in the workplace .
- Skilled workers are better able to adapt to new technologies and market opportunities. Higher levels of skills drive innovation, facilitate investment and improve leadership and management. For innovation to be effectively implemented, businesses must be able to draw on a flexible, skilled workforce.
- Increasingly, skills are a key determinant of employment
- Lack of skills can be a key barrier to employment for people from some ethnic minorities and other disadvantaged groups.

## Why are level 2 qualifications so important?

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- the best form of welfare will be to ensure people can find their next job, staying in the labour market. The best way to do this is to ensure that people have a basic platform of skills that allows flexibility and can update their skills as the economy changes.
- Skills are a key driver of fairness; unequal access to skills has contributed to relatively high rates of child poverty and income inequality in the UK.
- Increases in 1% point of the population gaining level 2 quals can reduce the cost of crime by £10 million;
- At present 41% of those without a level 2 qualification are out of work By 2010 this is predicted to escalate to 50%.

## Apprenticeship Review

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- Public sector targets and duties will be introduced. We are committed to addressing the inconsistencies in the public sector's usage of Apprenticeships.
- We will promote Apprenticeships in strategic projects: as part of this public sector drive;
- Penetration is particularly low among certain public sector employers . The public sector directly employs around 20% of the national workforce but provides less than 10% of Apprenticeships places.



# Support from the LSC

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- Access to free independent, impartial advice and brokerage service for all your skills needs offered through Business Link that will:
  - Diagnose the skills needs for your business to help you meet business objectives;
  - Identify suitable, quality assured providers to meet your needs;
  - Identify sources of funding to support the cost of investing in skills
  - Access to quality assured providers to deliver the provision you need, on your premises at a time and pace to suit you and your employees' needs;



## Train to Gain Service elements

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- Access to a full range of quality assured providers;
- Access to public funding to support the development of workplace skills:
  - Full subsidy for staff needing to achieve their first full Level 2 qualification;
  - Full subsidy for staff accessing a repeat level 2 – subject to the qualification they are taking;
  - Full subsidy for anyone under 25 to achieve their first full Level 3 qualification;
  - Full subsidy for those diagnosed as needing support to improve effective communication and numeracy skills;
  - Partial subsidy for ESoL in the workplace;
  - Partial subsidy for all other qualifications

## Train to Gain Service elements

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- Access to contribution to wage costs for those employers with less than 50 employees to release staff during working time to undertake Train to Gain funded learning;
- Access to leadership and management support for businesses with 10 -250 employees
  - co funded to a maximum of £1000 for the most senior person
  - Co funded to a maximum of £500 for the next tier of management.
  - Access to a funded programme for apprenticeships – for all ages of workers (new recruits and existing staff) – with priority given to those between 16-18.

## Train to Gain Service Elements

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- Access to recruitment support from JCP
  - to help you choose the right person;
  - give them a trial before committing to a job offer;
  - In some special cases – access to wage costs for the first period of employment;
  - Ensure they have access to skills training before and after they join you funded as above.



## Where do you go for help?

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- Go on line at [www.traintogain.gov.uk](http://www.traintogain.gov.uk)
- Named contacts from Business Link and the LSC;
- Useful website for assessing qualification levels – [www.qualificationcalculator.co.uk](http://www.qualificationcalculator.co.uk)



# Public Sector

# Compacts

# & Apprenticeship Model

Nigel Howells  
Chief Executive  
East Lindsey District Council

and

Ray Flude  
Partnership Manager  
City Learning Partnership



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# Public Sector Skills Challenge Seminar 30/09/08

- The Public Sector Compact in Lincolnshire and Rutland
  - Nigel Howells
    - Chief Executive of East Lindsey District Council
      - and
  - Chair of the Lincolnshire and Rutland Public Sector Compact Steering Group



# Origin

- Formed in February 2007
- Agenda determined by employers for employers - working together on shared issues
- Initial terms of reference established to address key challenges in our area



# Structure

- Steering Group
- Theme groups for Recruitment and Retention and Learning and Development formed in July 2007 and developed initial action plans
- Themed briefing events on the support available to the public sector, sharing information and



# Initial benefits

- Raised the profile of skills agenda within the public sector
- Shared good practice and ideas locally and across the region
- Started to see results e.g. in apprenticeship recruitment
- Early ‘wins’ such as making public sector vacancies available through the website links

# Priorities for 2008/09

- Established a Members Charter and consulted on and
- agreed our priorities for 2008/09
- Encouraging commitment to the Skills Pledge
- Increasing number of apprentices and employees supported through Train to Gain
- Continuing delivery of good practice events
- Improving literacy, language and numeracy skills
- Increasing access to Leadership and Management programmes



# Connecting the Compact and LAA

- Linking priorities with LAA delivery plans to
- encourage partners to lead the way in
- workforce development focusing on:
- Skills Pledge
- Establishing an “Apprenticeships First” policy
- Engagement in Apprenticeships / Train to Gain
- Procurement – local labour clauses



# Moving Forward

- Compact has a key role to play in the public sector and local economic development
- Use the Charter to realise the potential of the Compact
  - - ensuring senior management commitment
  - - engaging across the public sector
- Respond locally, connect regionally
- Attract funding to continue and build on the work of the Compact



# Regional Skills Fund



Apprenticeships **in the Public Sector**



**Ray Flude**

**Leicestershire and Leicester City Learning Partnership**

# Leicestershire Public Service Compact

[www.llclp.org.uk/Public-Service-Compact](http://www.llclp.org.uk/Public-Service-Compact)

**Leicestershire Public Service Compact**

**LEARNING PARTNERSHIP**  
LEICESTERSHIRE & LEICESTER CITY

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**What is the Public Service Compact?**

The Purpose of the Compact is to facilitate a collaborative approach to sharing information, promote the exchange of good practice, encourage more people to join the Public Service, making it a preferred employment choice, taking action around key issues related to workforce improvement and development in the Public Service in Leicester City and Leicestershire.

**Apprentices are your future!**  
No matter how large or small your organisation, Apprenticeships give you the chance to develop the skilled staff you need for your organisation.

**The Compact Aims to:**

- Bring together Public Service employers in Leicester City and Leicestershire, to develop a wide range of skills, knowledge and experiences in the field of human resources, staff training and learning and development through

**Become a Member**  
Sign Up to the **Members Charter**

**What have we achieved so far?**

**e-news**

Join us for this years' **Jobs Fair**  
24th Sept 2008  
Jobs Fair '07 -report

Public Service Compacts in the East Midlands

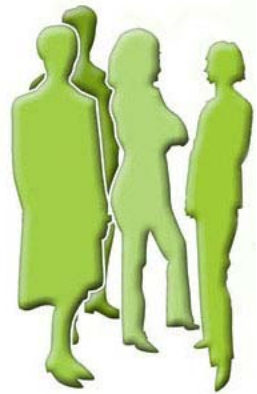
For more details contact Ray Flude at LLCLP on **0116 279 5036** or by email at **rflude@llclp.org.uk**





- **Promotion**
- **A product for the Sector**
- **Collaborative ways to help engage organisations new to apprenticeships**

# Promotion



- Employers Barriers
- Good Practice Employers
  - overcoming the barriers
- Leaflets
  - local messages and case studies
    - linked to LSC campaign

A promotional leaflet for apprenticeships in the public service. The top text reads "Apprentices are your future" in a large, serif font, with "In the Public Service" below it in a smaller, green, sans-serif font. The background of the leaflet shows a man and a woman looking at a computer screen. On the right side, there is a list of benefits: "Increase efficiency", "Local training providers", "Aid recruitment and retention", "Nationally recognised qualifications", and "Boost employee morale and motivation". At the bottom, there are logos for "connections", "PUBLIC SERVICES", "Our future. It's in our hands.", and "lsc".

Apprentices are your future  
In the Public Service

- Increase efficiency
- Local training providers
- Aid recruitment and retention
- Nationally recognised qualifications
- Boost employee morale and motivation

connections PUBLIC SERVICES Our future. It's in our hands. lsc

# A Product for the Sector



- Apprenticeship in Public Sector Administration
  - Origins
  - Components
  - Other uses
  - Issues



# Consortium Approach



- Collaborative ways to help organisations new
- to apprenticeships

Somerset County Council / Taunton Deane Local Strategic Partnership (LSP)

- Training agency
- Placement
- Employment
- Issues



# Recommendations

- Focus on LSPs
- Use promotional leaflets to raise awareness/interest
- Apprenticeship as default position for certain levels
- Suite of Public Sector apprenticeships
- LSP co-ordinate promotion, recruitment and in training
- Partners employ, contribute to promotion,  
➤ recruitment and co-ordination



# Impact



- Cost effective way to get positive outcomes
- for young people
- Level 2/3 take up and achievement,
- in line with Skills Pledge
- Meet LAA targets
- Raise numbers of apprentices
- in line with Leitch / LSC targets.

# A Local Authority Approach



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**Mark Adams**

**Corporate Skills Pledge Champion**

**London Borough of Barking and  
Dagenham**

# A Local Authority Approach



Mark Adams  
Corporate Skills Pledge Champion

# People matter



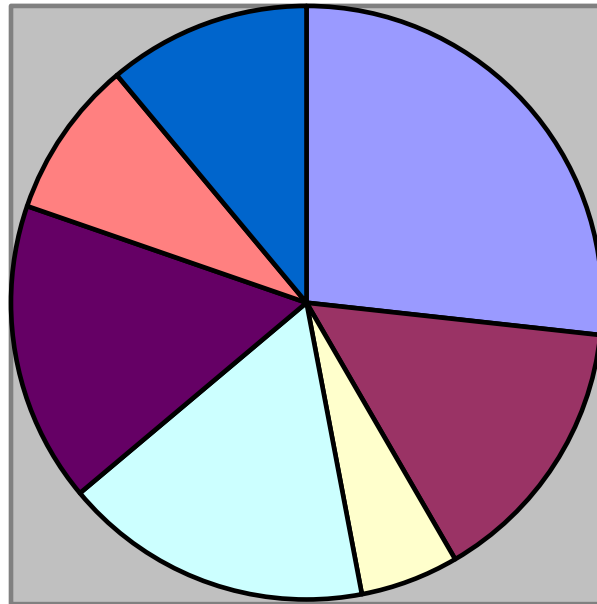
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2008-2009  
Tackling Climate Change



# Highest level qualifications held by local government employees in the UK



- NVQ Level 4+ (26.7%)
- NVQ Level 3 (15%)
- Trade Apprenticeships (5.3%)
- NVQ Level 2 (17%)
- Below NVQ Level 2 (16.3%)
- Other Qualifications (8.7%)
- No Qualifications (11%)



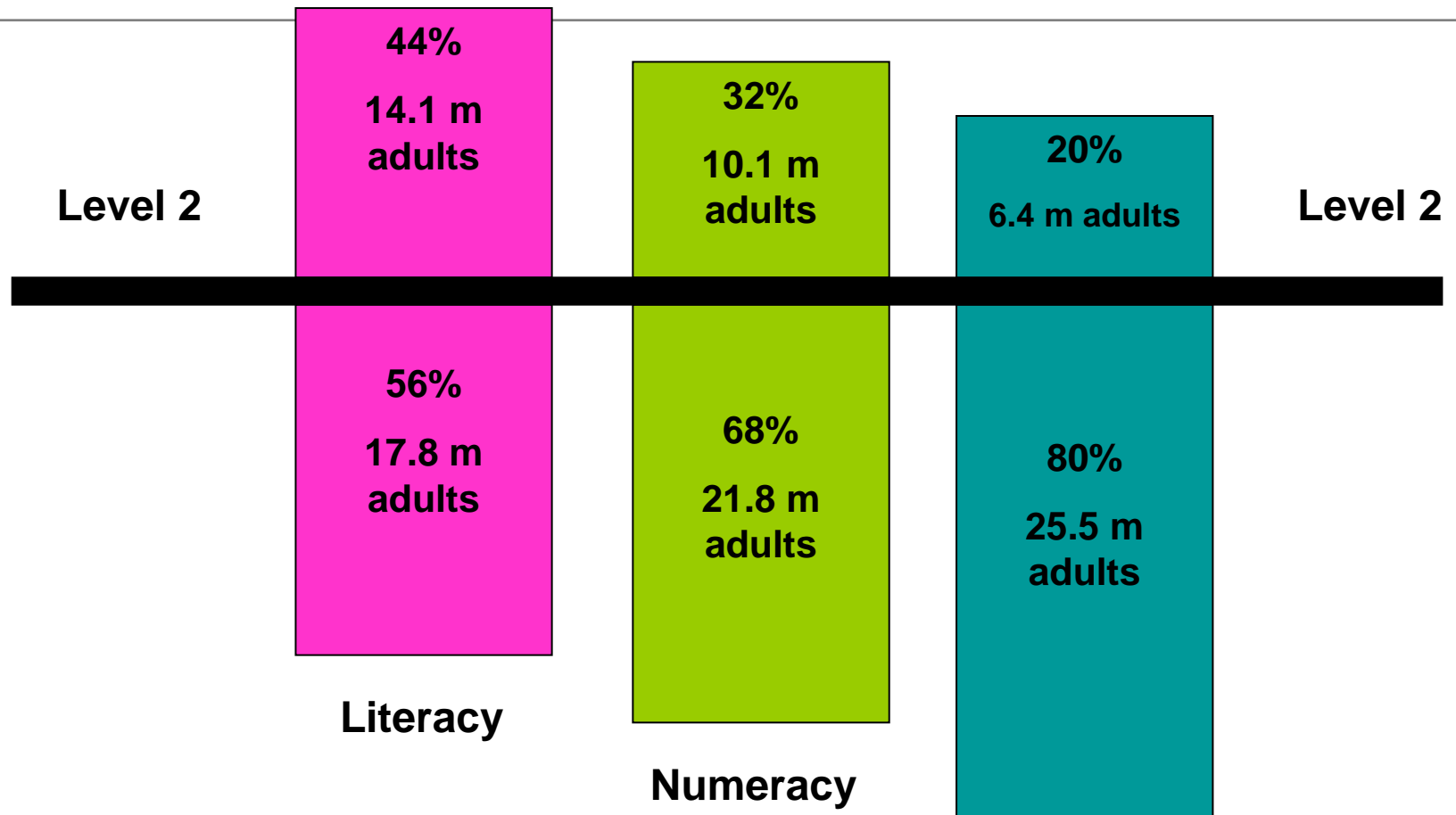
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# Level 2- The benchmark of a modern society



Literacy/Numeracy



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# Local authority commitment since 2001

- £1.5m co finance for Skills for Life team
- Sponsored training of 100 Union Learning representatives and time off agreement
- Time off for learning
- Dedicated learning centre
- E-learning pilot- TargetSkillsGold
- 150 apprentices over the next
- 4 years



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# Recent changes in the workplace

- One Barking and Dagenham
- CPA/CAA Targets
- Workforce Remodelling Agenda
- PFI (Catering)
- Single Status
- Corporate Investors in People
- Balanced Scorecard
- Sector requirements for minimum qualification levels



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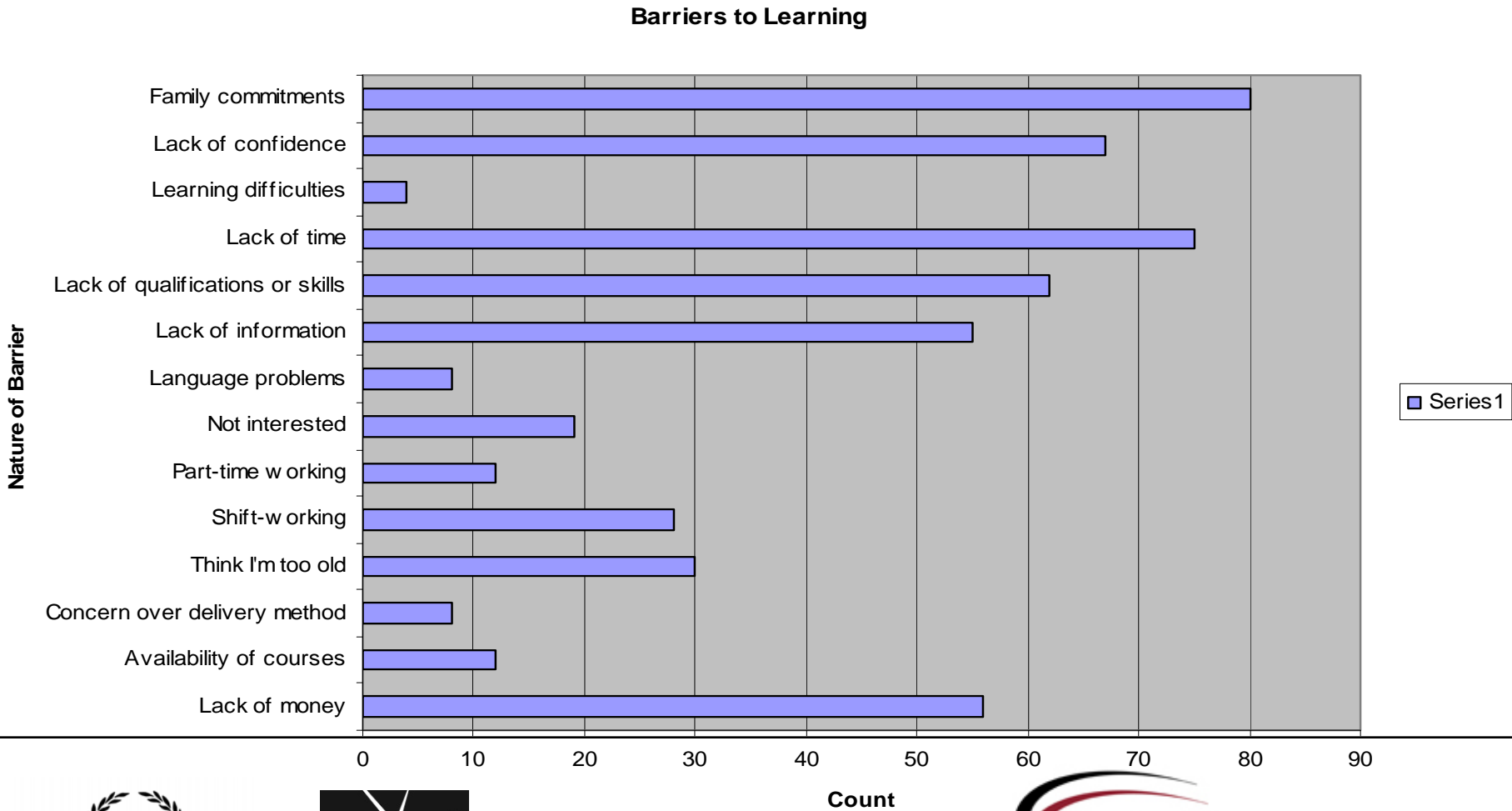
Beacon  
Authority

2008-2009  
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London Borough of  
Barking & Dagenham

# Barriers to Learning



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# Breaking down barriers

- GO (Get On local government) award
  - Individual, departmental and open awareness sessions
  - Embedding identification process in induction, appraisals, 1-2-1s
  - Use of Champions
  - Publicity
  - MEETINGS
  - **Needs** Analyses
  - Training to fit the needs of the workplace



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# Achievements

|                                      |   |
|--------------------------------------|---|
| Trade Union Learning Representatives | 100+ Union Learning Representatives trained                     |
| Beneficiaries                        | 807 learners on LLN courses since 2003                          |
| External Funding                     | £600k LSC, ESF, LDA project funding                             |
| Frizlands Learning Centre            | NVQ programmes, e.g. 400 building cleaners, LLN and ILM courses |



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# A Variety of Courses

- Customer care (Parks dept)
- Writing letters and reports (PATH trainees and Housing managers)
- Effective communication (Home carers, School crossing patrol)
- Skills for a changing workplace (Catering supervisors)



# Case Study- The Maples Care Home

- Gaps identified in care plans by Social Services inspectors
- Staff volunteered for 7x 1 day a week course
- The topics covered were:
  - Understanding my Workplace
  - Communication at Work
  - Recording Information
  - Spelling, Punctuation and Grammar.
- New checklist devised for all
- Dramatic improvement in morale
- Team nominated for an ALW award
- All participants now on further vocational training



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# Quotes from managers

- *“Motivation has definitely improved.”*
- *“Attendance levels are very good. Sickness levels are very low.”*
- *“Much improved internal communications. I’ve noticed improvements in assertiveness, team-working, IT skills and reporting of accidents and incidents.”*
- *“Staff in the office have noticed a marked improvement in report writing. We are arranging a roll-on programme for next year.”*
- *“They are very much a part of a community now... with lots of on the ground ideas.”*



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# Feedback

- 51 % more willing to contribute ideas
- 78% felt ICT skills had improved
- 83% more confident to go for promotion
- 88% more confident in tackling paperwork
- 90% had an improved view of the organisation
- 96% more willing to take up short courses



# The Last Word(s)

- “This course has really brought me out of myself”
- “I don't want to miss any of this course. Is there any chance of it carrying over? I would come in my own time, I wouldn't mind as long as we could carry on”
- “I just want to get on and learn”
- This course gave me a taster and as a result I'm taking more courses in September”
- “My confidence has improved so much I went for promotion and got the job
- “Before I used to hide things, now I ask for help”



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# Websites/useful contacts

- Skills for work website
- <http://www.skillsforwork.co.uk/docs.html>
- LLN skills mapped to National Occupational Standards
- <http://www.dcsf.gov.uk/readwriteplus/nosmapping/nvqlist/>
- Tools library assessment materials <http://www.toolslibrary.co.uk>
- Embedded learning portal  
<http://rwp.qia.oxi.net/embeddedlearning/>
- Skills frameworks <http://www.jgp.co.uk/skillsframeworks/index.php>
- Move On [www.move-on.org.uk/](http://www.move-on.org.uk/)
- Investors in People and LLN  
<http://www.investorsinpeople.co.uk/Standard/Developingthestandard/In/Pages/Home.aspx>
  
- Mark Adams [mark.adams@lbbd.gov.uk](mailto:mark.adams@lbbd.gov.uk) 020 8724 8170



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# Summary and close



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# 04

# Networking Lunch

