

Report on ‘Investigative Phase’ of work carried out by *DonkinITEX* in Lincolnshire and Rutland to support the “*Increasing the number of apprenticeship places in the public sector in the East Midlands*” project delivered by Leicestershire and Leicester City Learning Partnership (LLCLP). The project is funded by the East Midlands Learning and Skills Council’s ‘Regional Skills Fund’.

Background

The project has been developed to develop awareness raising materials providing a regional framework with a local and specific focus for use with public sector employers at senior levels, recruiters within organisations and elected members and to develop an added value local consortium model which will make it easier for more public sector employers to venture into offering apprenticeships.

The take up of apprenticeships in the public sector in the East Midlands is low compared to the proportion of the workforce employed in the Sector. The ethos of the Sector which encourages it to respond to both a business case and a social responsibility case and our developing ability to work with the Sector through the Public Sector Compacts suggests that in the drive to increase apprenticeships in line with Leitch focussing on this Sector would be a profitable route.

Public Sector Compact groups are in place across the East Midlands, and a key focus for each Compact has been to increase the numbers of apprentices in the Sector in the sub regions.

After being awarded a contract to deliver this project, LLCLP liaised with each of the five Learning and Skills Council (LSC) local offices in the East Midlands to invite them to nominate a facilitating agency to carry out the work required in each of the sub regions. Within Lincolnshire and Rutland, the facilitating agency nominated by the LSC was *DonkinITEX*.

The work involved was identified as being in two distinct phases. The first phase is to carry out investigative work to identify real and/or perceived barriers facing the sector in engaging with apprenticeship programmes – this phase is also concerned with raising awareness about apprenticeship opportunities. The first phase is to be completed by the end of January 2008. In Lincolnshire and Rutland the work has been completed by the end of December 2007 to ensure that the Compact’s Steering Group Meeting in January are able to absorb and respond to the key messages from this report. This report relates to the investigative / awareness raising work carried out in Lincolnshire and Rutland. The second phase of the work, to be completed by the end of March 2008, is to promote collaborative working to increase the take up of apprenticeships in the public sector in the East Midlands

In order to raise awareness and identify barriers to participation, *DonkinITEX* undertook the first phase of the work within Lincolnshire and Rutland by implementing the following activities: (i) organising and delivering a ‘Work Based Learning for the Public Sector’ event; (ii) carrying out an email poll of sector organisations to identify barriers; (iii) following up the email poll with a more in-depth dialogue with sector organisations and (iv) consulting WBL providers to

discover whether they perceived that barriers existed in terms of engaging with the public sector.

A 'Work Based Learning for the Public Sector' event

Negotiations for delivery of the project between the LSC and LLCLP took place as early as July 07 and it was assumed that funding would be secured to support increase in the uptake of apprenticeship programmes. It was further assumed that LLCLP would sub-contract with local facilitating agencies to roll-out the project work in the counties. As a precursor to this project, but working on the assumptions stated, the Lincolnshire and Rutland Public Sector Compact organised an event entitled 'Clear Wins – Work Based Learning for the Public Sector'. The agenda for this event held in late September is attached to this report as Appendix 1. As can be seen, the event advised sector organisation delegates of the LSC funded training that they could access. A specific contribution around apprenticeship programmes was made by Brian Skinner of the Lincolnshire and Rutland 'Work Based Academy' and Alison Lawrence of Connexions. Their presentation is attached to this report as Appendix 2.

Over 30 people from 25 different public sector organisations attended the event. The feedback from the delegates who attended the event was very positive with many delegates indicating that they wanted more information as to how to engage with LSC funded training provision.

An email poll of sector organisations to identify barriers

Following the event, an email survey was carried out with sector based organisations to identify their level of involvement with WBL opportunities funded by the LSC. The email used (complete with the responses from one organisation – HMP Morton Hall) is attached to this report as Appendix 3.

Over 40 HR professionals working in key positions in the sector were contacted in this way. Twelve organisations responded to the survey and the full responses are described in Appendix 4 attached to this report. The responses were summarised and are presented in a more succinct fashion as Appendix 5.

The main point regarding apprenticeship programmes that came out of this analysis was that of twelve respondents only two (Lincolnshire County Council and the City of Lincoln Council) took on a significant number of apprentices. The other 10 respondents either took on very few apprentices or no apprentices at all.

It was decided to pursue this issue further in two distinct ways. For the 10 organisations who indicated that they did not engage with the apprenticeship programme in a significant way, the respondents were telephoned and asked some further questions. For the two organisations who responded stating that they had effective apprenticeship programmes in place, Chris Donkin of **DonkinITEX** met with the respondents to get further information.

A more in-depth dialogue with sector organisations

In consultation with colleagues from other counties working on this regional project, a “10 question telephone survey” pro-forma was designed and this is included as Appendix 6. This telephone survey method was used for the 10 organisations who indicated that they did not engage with the apprenticeship programme in a significant way. A summary of their responses to this further investigation is attached to this report as Appendix 7. Please note that of the 10 organisations, the report writer was only able to contact 9 and hence the summary refers to 9 telephone survey responses.

Two of the respondents indicated that they did take on a significant number of apprentices. These organisations are Lincoln County Council and the City of Lincoln Council. For these organisations, the report writer met with the two respondents and conducted a less scripted interview in each case. The purpose of these meetings was to establish why the two Councils had been successful in attracting and appointing apprentices where other public sector organisations had failed. The notes for those meetings are attached to this report as Appendix 8.

Consulting WBL providers

To examine whether or not the WBL training providers felt there were real or perceived barriers for public sector organisations in engaging with apprenticeship programmes, it was decided to survey the providers using an email questionnaire.

In consultation with colleagues from other counties working on this regional project, a pro-forma ‘fill in and reply’ email was designed and this is included as Appendix 9. This email was sent to the 22 members of the ‘Work Based Academy’ (WBA) in Lincolnshire and Rutland. The WBA is a consortium of WBL providers. The vast majority of WBA member organisations offer apprenticeship programmes. Nine responses were obtained from this group and a summary of their responses is included as Appendix 10.

Summary

The outcome from the staging of the ‘Clear Wins’ Event was that there was an obvious interest from the sector in pursuing LSC funded WBL opportunities. The follow up work indicated that there is a significant amount of enthusiasm for accessing such provision.

Focussing on apprenticeships, the follow up work showed that many sector organisations were interested in engaging with apprenticeship programmes and indeed it would appear that the climate is now conducive for some sector organisations to establish apprenticeship schemes within their organisations. The encouragement for organisations to sign the ‘Leitch Skills Pledge’ coupled with ongoing support being made available for organisations who are attempting to address employees’ basic skills needs suggests that a scheme to assist young employees to gain an apprenticeship award is likely to be thematic with other training agendas in the sector.

Appendix 7 attached to this report shows that the sector organisations sampled are aware of the benefits of apprenticeship programmes, that they know that provision could be tailored to their needs and that they now know how to go about accessing support. It would appear that for some the impediments are that at present established recruitment policies and procedures do not currently accommodate increased participation in this initiative. For some services engaging with apprenticeship programmes is inappropriate due to the specific vocational training programmes required by the organisation (e.g. The Fire and Rescue Service). However, some of the 'additional comments' given by the organisations during the telephone questionnaire suggest that they are now considering changing aspects of their approach to recruitment to take on apprentices.

Landmarks who support the Ministry of Defence indicated that they soon hope to offer apprenticeship opportunities in the Electrical, Mechanical and Plumbing areas. The East Midlands Ambulance Service have successfully piloted an apprenticeship scheme and are now actively seeking to increase the number of apprentices within the service. The three district councils (South Holland, North Kesteven and West Lindsey) who responded to both the email survey and the follow up telephone call are all very committed to increasing their uptake of apprentices. South Holland are currently designing a 'South Holland District Council Apprenticeship Scheme' and are writing a complementary action plan that will nominate a target for participation. North Kesteven are increasing their apprenticeship intake from 2 to 10 soon in a strategic move to reduce the average age of the workforce and West Lindsey are about to start piloting an apprenticeship scheme.

The two organisations who responded to the survey and do take on a number of apprentices are the City of Lincoln Council and the Lincolnshire County Council. These organisations noted that it was not a single reason why they had been able to effect this but a combination of factors. Both reported that the reasons included: (i) effective links with training providers; (ii) the size of the organisation allows for flexible placement arrangements and (iii) the support of the trade unions. The County Council also noted that effective advertising in the local evening newspaper and celebration of case studies of past apprentices who have progressed within the organisation contributed towards effective recruitment. The City of Lincoln Council noted that the fact that the programme is mature and has gained a positive reputation - in that young people are attracted to an organisation that clearly values and supports the contribution of young people contributed to the success of the programme. The City Council also reported that although the posts are supernumerary, the apprentices are integrated into the workforce - i.e. the apprentices enjoy the similar terms and conditions relating to leave entitlement/pensions etc and receive a salary that is in excess of the minimum wage entitlement for apprentices. This has been a positive feature that has helped the City Council to recruit to the scheme. Both the City of Lincoln Council and County Council have achieved the GO Award (Get On in Local Government) to support employees with basic skills needs. This too has helped create an atmosphere where recruiting apprentices is thematic with the general ethos to raise the skill level of the workforce and to improve the image of the organisation.

The final piece of investigative work that was carried out to discover whether there are any real or perceived barriers to increasing apprenticeship opportunities within the sector was to contact the WBL providers and seek their views. Of the 22 organisations contacted 9 responded with only 2 of the organisations (Boston College and First College) indicating that they supported a significant number of apprentices. However, it should be noted that the non-respondents included Mouchel (who offer extensive support to the Lincolnshire County Council) and Lincoln College (who support the effective and established apprenticeship programme for the City of Lincoln Council). The comments offered by the respondents were interesting with some reporting that the sector's use of their own in-house training programmes meant that they had limited access. One provider suggested that the public sector does not recognise the value of the full framework and that they preferred to access NVQ programmes only. There is a general view both from the responses and from informal feedback from the training providers at the 'Clear Wins' event that if the opportunity exists to support more apprentices in the public sector then the WBL providers would welcome the chance to meet the demand. Also, it is noted that the LSC would offer support for an increase in the number of apprentices employed in the public sector.

Key Messages

- The take up of apprenticeships in the public sector in the Lincolnshire and Rutland is low compared to the proportion of the workforce employed in the sector.
- Public sector organisations sampled are aware of the benefits of apprenticeship programmes. They know that provision could be tailored to their needs and that they now know how to go about accessing support.
- For some sector organisations an impediment is that at present established recruitment policies and procedures do not currently accommodate the promotion of apprentice posts.
- For some public services engaging with apprenticeship programmes is inappropriate due to the specific nature of vocational training programmes required by the organisation.
- Where public sector apprentice schemes have been successful, they have featured: (i) effective links with training providers; (ii) the size of the organisation being large enough to allow for flexible placement arrangements and (iii) the support of the trade unions.
- An apprentices recruitment scheme would be thematic with a commitment to the Leitch Skills Pledge and to a commitment to address employees' basic skills issues.
- The work based learning training providers would welcome the opportunity to support more apprentices placed in the public sector.

Next Steps

- The report writer to feedback findings to the Lincolnshire and Rutland Public Sector Compact Steering Group in January 2008.
- The report writer to meet with colleagues from the other counties in the East Midlands in January 2008, to identify common issues across the region and to develop an added value local consortium model which will make it easier for more public sector employers to venture into offering apprenticeships.

Chris Donkin (Sole Proprietor of *DonkinITEX*)
December 2007

Appendix 1



Lincolnshire & Rutland Public Sector Compact “Clear Wins” WBL for the Public Sector Event

Wednesday 26th September 2007
LSC Building – Lindum Business Park – N Hykeham

- 09.00 *Registration with coffee and biscuits served on arrival*
- 09.15 *Welcome and introduction from the L&R Public Sector Compact*
Chris Donkin (Providing Facilitation Support for L&R Public Sector Compact)
- 09.20 *Apprenticeships in the Public Sector*
Presentations from Bryan Skinner from the Work Based Academy and a presentation from Connexions
- 10.10 *Recruitment Support and Local Employment Partnerships*
Presenters from Jobcentre Plus (Derrick Brown, Gill Kellett, Karen Lambert and a Disability Employment Adviser)
- Coffee break (11.05 – 11.20)**
- 11.20 *Train 2 Gain*
Presented by Carol Smith of Lincoln College and Sarah Walker from East Midlands Business
- 12.10 *Basic Skills Opportunities for Public Sector Employees*
Presented by John Pratt of Lincoln College
- 12.30 *Closing Remarks and key messages from the morning*
Chris Donkin

Please note : Lunch will be provided at 12.40



Appendix 2



Apprenticeships

Bryan Skinner
Work Based Academy
&
ISIS Training

What are Apprenticeships?

- **Work-based training programmes designed for your current and future employees aged between 16 and 24 at the start of the Apprenticeship. Fully funded for 16-18 year olds, part funded for 19-24 year olds.**
- **Older employees may undertake apprenticeships but there is no funding associated with this age group.**

How are they developed?

- **Apprenticeships are designed by business for business. Sector Skills Councils, supported by business representatives, decide on the course content.**

What is the typical content?

- **An NVQ at the appropriate level (NVQ2 or 3)**
- **Key Skills**
 - **Communication and Numeracy are Mandatory**
 - **Others are optional**
- **Technical Certificates**

Are there different levels?

- **Yes**
 - **Apprenticeships at NVQ Level 2**
 - **Equivalent to GCSEs**
 - **Advanced Apprenticeships at NVQ Level 3**
 - **Equivalent to A level**

How are they delivered?

- **Most of the training is “on-the-job” at your premises. The rest is provided by a locally approved learning provider.**

What do Learning Providers do?

- **Help you decide if, and which, Apprenticeship is right for you.**
- **Explain the way Apprenticeships might work for you and if funding is available.**
- **Agree a Training Plan with you and your Apprentice.**
- **Recruit an Apprentice or support your existing eligible employees**
- **Manage the training and evaluation.**

How do I know the Learning Provider delivers good quality?

- **All providers are regularly inspected by OFSTED.**
- **Reports are available on OFSTED website.**
 - www.ofsted.gov.uk

What Apprenticeships are available?

- **There are over 160 Apprenticeships across 80 different industry sectors eg Business Functions, Business & Professional, Construction, Engineering, Environmental, Health & Care, Manufacturing & Production, Media, Public Sector, Retail & Leisure, ICT, Telecomms, Transport & Automotive,**

What are my responsibilities?

- **H & S induction**
- **Induction into role**
- **“On-the-job” training**
- **To take an interest in Apprentice’s progress**
- **Attend Reviews**
- **Contract of employment**
- **Paying wages**

How much do I pay the Apprentice?

- **The LSC specify minimum pay of £80 per week.**
- **Apprentices who are under 19 are not entitled to the minimum wage.**
- **Apprentices aged 19-25 who are in the first 12 months of their Apprenticeship are not entitled to the minimum wage.**

What are the Business Benefits?

- **Improve your productivity**
 - **Trained by those with skills and experience**
- **Motivate your people**
 - **Eager to know more, valued and easier to retain**
- **Give them relevant training**
 - **Expertise directly relevant to your business**
- **Avoid skills shortages**
 - **Develop specialist skills you need for the latest technology and working practices in your sector.**

How do I get started?

- **Contact Lincolnshire & Rutland LSC**
- **Talk to a local Learning Provider**
 - **Not all Providers offer all apprenticeships in all geographical areas.**

Visit www.apprenticeships.org.uk

Appendix 3

From: Chris Donkin [mailto:chris@donkinitex.co.uk]

Sent: 16 October 2007 14:11

To: Bolam, Les [HMPS]; samantha.boothman@hmpps.gov.uk; KButcher@rutland.gov.uk; SBysouth@rutland.gov.uk; Craig.Collinson@e-lindsey.gov.uk; esther.corby@emas.nhs.uk; nick-d@boston.ac.uk; mdibsdall@stamford.ac.uk; npulc@yahoo.co.uk; nicola.marshall@lincolnshire.gov.uk; mmarshallbrown@sholland.gov.uk; margaret.nicol1@virgin.net; rpepper@lincoln.ac.uk; lrobinson@stamford.ac.uk; Vicki.Sharpe@lincolnshire.gov.uk; Strafford, Emma [HMPS]; Jane.Tuxworth@LPT.nhs.uk

Cc: lynne.alexander@lsc.gov.uk; Vicki.Baddeley@successmatrix.co.uk; julia.beard@prospects.co.uk; m.cartwright@lincolnshire-enterprise.com; mike.crosby@lsc.gov.uk; sally.desforges@prospects.co.uk; c.hotchin@lincolnshire-enterprise.com

Subject: Follow up to 'Clear Wins' WBL Event for the Public Sector

Dear Colleagues

Thank you for attending the WBL "Clear Wins" event held at the end of last month. The feedback was very positive, with many delegates keen for their organisations to take advantage of publicly funded training programmes.

On behalf of the Compact I am now following up some of the issues raised at the event. **Could you take a few (no longer than 5 !) minutes to please respond to the following 7 questions** and send a reply via return email so that we can work out how best to progress and support sector organisations.

1 What are your current arrangements for taking on apprenticeships ? We don't have any apprentices

2 Roughly (approximations are fine here) how many apprenticeships are you supporting ? We don't have any apprentices

3 What are your future plans for engaging with apprenticeship programmes ? We currently have no plans to engage with apprentices

4 Roughly (approximations are fine here) how many 'Train 2 Gain' learners are you supporting/employing ? None at the present time

5 What are your future plans for engaging with the T2G programme ? I have requested information on 2 additional courses today and we will continue to utilise them as a service

6 Do you support literacy and/or numeracy provision for your employees with basic skills issues ? .. if so, how many and who provides the training ? Yes, basic skills support is actively encouraged and full development offered. We have three staff members receiving basic skills support to achieve a level 2 literacy and numeracy qualification at the present time through Lincoln College signposting

7 Do you have an Account Manager at any of the following: (i) Job Centre Plus [local Employment Partnerships], (ii) Business Link [T2G] or (iii) Connexions ? No

Would you like me to send you more information about any of the training opportunities discussed above ? .. if so, please specify and I will be only too happy to assist. Thanks for your support and attendance.

Chris Donkin

(Providing facilitation support for the Lincolnshire and Rutland Public Sector Compact)

Appendix 4

Questions

1 What are your current arrangements for taking on apprenticeships ?

2 Roughly how many apprenticeships are you supporting ?

3 What are your future plans for engaging with apprenticeship programmes ?

4 Roughly how many 'Train 2 Gain' learners are you supporting/employing ?

5 What are your future plans for engaging with the T2G programme ?

6 Do you support LLN for your employees with basic skills issues ?

6 How many SfL learners / employees ?

6 Who provides the LLN training ?

7 Do you have an Account Manager at Job Centre Plus ?

7 Do you have an Account Manager at Business Link [T2G] ?

7 Do you have an Account Manager at Connexions ?

8 More Info

Respondent

Job Title

Email Address

Lincolnshire County Council - Corporate

We take them on via HBS Options , who also provide NVQ's in business admin, customer services and residential care for LCC apprentices , or staff are appointed by individual services at LCC and then put onto an apprenticeship programme with Options . There is not, as yet a corporate ,co-ordinated approach to trainees across LCC Twenty one. However several services at LCC have their own NVQ centres e.g Heritage, The Library Service , Business support , Social care , Fire service and in some of them there are career grade systems where progression is linked to obtaining NVQ or equivalent . Hence the lower take up of apprenticeships up to present as young people /other new starters undertake NVQ's in house and progress via the career grade .

I have written a report on developing a strategy for trainees , which includes apprenticeships . I am progressing this with the senior management team at LCC as recommendations have strategic and funding implications

see NM's response for Social Care. Corporately ties in with developing a strategy for trainees / GO action plan I attended two regional seminars last year where we were told that as a large organisation (approx 17,000 employees) we were not eligible for T2G funding –however Nicola Marshall has obtained some funding for Social Care and has given me contact details which I intend to follow up

LCC has signed up to the GO award and the Skills Pledge. Our GO action plan includes raising awareness, ascertaining needs , providing training and setting up learning cafes for staff : - we have run a couple of awareness sessions for managers /interested staff last year (take up was low) ; have undertaken a research pilot to try to ascertain needs in the workforce , and are currently getting SfL champions trained in the City & Guilds level 2 cert (literacy, language, numeracy and ICT awareness), which has been funded by the LSC .

We are currently discussing the viability of setting up a pilot learning centre for staff at Pinchbeck Adult Ed Centre where the priority will be basic skills for LCC employees . Funding set aside from the corporate L & D budget (5%) for SfL work this year. Social care/Unison/ WEA have run two SfL related courses for Social care staff in Sept.

WEA / Unison

Not as yet

Not as yet –will contact T2G

Not as yet

Jan Mehmet

Corporate L&D Manager

Jan.mehmet@lincolnshire.gov.uk

South Holland District Council

Our current process is that the Head of Service gains authorisation to recruit to the post and then the Apprenticeship opportunity is advertised in the same way as any vacancy

Six at present

SHDC are in the process of publishing an apprenticeship scheme

None

No plans at present

No programmes in place

None

N/A

Yes

No

Yes

[Any information on graduate apprenticeship schemes please](#)

Claire Burton

OD Business Consultant

cburton@sholland.gov.uk

New College Stamford

At present we do not have any apprenticeships

None

Will keep Compact informed of future plans

Not declared

Not declared

Not declared

Not declared

Not declared

Not declared

Not declared

Not declared

Lavinia Robinson

Assistant Principal

lrobinso@stamford.ac.uk

United Lincolnshire Hospitals Trust

Have a small number of apprenticeshipsaccomodated at present

Six

Not declared

None

Currently looking at this

Not declared

Not declared

Not declared

Not declared

Not declared

Not declared

Kevin Teasdale

HR Manager

kevin.teasdale@ulh.nhs.uk

City of Lincoln Council

We recruit for a September start each year and then recruit again in January and/or May, depending on the number of supernumerary placements we have available. This depends on how many apprentices obtain substantive employment during their apprenticeship or, in a small number of cases, do not complete. As from the 07/08 contract year, we are no longer contracting directly with the LSC and our apprentices have been included in Lincoln College's apprenticeship contract.

We have 24 supernumerary placements for apprentices in Bus Admin and Customer Service. However, they are free to apply for posts within the Council once they have satisfactorily completed their probationary period (usually 6 months, but can be extended in relevant cases), so we generally support around 30 - 35 in learning.

We will be reviewing our current apprenticeship arrangements before the 08/09 contract year begins in the light of Council priorities and the operational arrangements. We hope to continue to offer apprenticeships. We are considering the feasibility of reintroducing construction apprenticeships - not been offered for several years.

Approx 6 doing NVQ2 in Cleaning

T2G rep invited to our next Lifelong Learning Committee meeting in Nov to present and explore possibilities

We offer skills for life initial assessment to all new starters as part of their induction and, should they fail to reach level 2 in either numeracy or literacy, offer a full diagnostic and support to achieve. This is also offered on a voluntary basis to any other employee of the Council if they wish to participate.

Numbers are very small

Training provided by Lincoln College

We are not aware that we have one!

We are not aware that we have one!

We are not aware that we have one!

Sandra Simmonds

Head of HR

Simmonds, Sandra (Lincoln City Council) [Sandra.Simmonds@lincoln.gov.uk]

Lincolnshire County Council - Childrens Services

We do not offer apprenticeships in social care (either in Children's Directorate or Adults Social Care).

None

It is something that is talked about periodically as a 'good idea'.

About 40 in Health and Social Care NVQ level 2

Will cont to access the funding/opportunities - have made good connections with Chamber of Commerce brokers

Some training in place, but very limited at present

I have funded 2 courses from the WEA and there about 10 staff on these

WEA

No

No

No

No request flagged

Nicola Marshall

Learning and Development Manager

Nicola Marshall [Nicola.Marshall@lincolnshire.gov.uk]

Lincolnshire Fire and Rescue Service

None

N/A

None

None – most recruitment and therefore training is around operational firefighting (NVQ3 level required)

Did ask an adviser to visit re mangmnt devt - advised our requirements above lev 2 and hence not attract assistance

Through Union Learning Agreement.

not stated

Boston College provides an entry level access course to assist Retained Duty System part time staff recruitment

N/A

N/A

N/A

No request flagged

Debbie Yeates

Organisational Development and People Manager

Debbie Yeates [Debbie.Yeates@lincoln.fire-uk.org]

East Midlands Ambulance Service

Apprenticeships are not part of the remit at present- we tapped into funding for NVQ 2- but nothing formal yet

One – as far as I am aware. Apprenticeships were initiated, working alongside ambulance crews

More work to be undertaken, this will be limited to non-clinical roles, which would not include eg paramedics. EMAS does not have a recruitment problem, so attracting staff isn't an issue, but we need to look beyond

None at present

More work to be undertaken as in 3

Working on this at present

None yet 'Move On' pilot project taking place in Lincolnshire – Dec 07

Provider not yet secured

No

Train to Gain link

No

No request flagged

Esther Corby

Learning and Development Manager

Corby Esther [Esther.Corby@emas.nhs.uk]

Landmarc (Ministry of Defence)

Presently we have no apprentices but I am researching the possibility of some electrical and mechanical apprentices.

None

Working with EAGIT to find an apprentice for the electrical trade and plumbing/gas. We may look at other trades.

I am not yet familiar with the Train2Gain programme so have no one on that.

I will need to research this concept before deciding.

We have only had 2 personnel with training/working difficulties but have overcome that

Two

With the help of Shaw Trust

We do have an account with Job Centre Plus which I use for recruitment in the non-professional sector

No

No

I would be grateful if you could send me more information on the Train2Gain programme.

Mike Burrows

HR and Training

mike.burrows@landmarc.mod.uk

North Kesteven District Council

We have 5 established posts for apprentices within NKDC

Five

Hoping to increase and improve the apprentice scheme/numbers and programme
Via HBS Options at present

Not sure

We offer but very little buy in for this

We offer but very little buy in for this

Not stated in response

No

No

We have partnership with Connexions

No request flagged

Jean Pattison

Personnel Services Manager

Jean Pattison [Jean_Pattison@n-kesteven.gov.uk]

HMP Morton Hall

We don't have any apprentices

We don't have any apprentices

We don't have any future plans for engaging apprentices

None at the present time

I have requested information on 2 additional courses today and we will continue to utilise them as a service

Yes, basic skills support is actively encouraged and full development offered

We have three staff members receiving support to achieve a level 2 literacy and numeracy qual at the present time

Through Lincoln College signposting

No

No

No

No request flagged

Emma Strafford

Training Manager

Strafford, Emma [HMPS] [emma.strafford@hmps.gsi.gov.uk]

West Lindsey District Council

We have recently advertised for two apprenticeships in partnership with Gainsborough College.

We will be supporting 2-3 apprentices

We aim to widen our use of apprenticeships throughout the Council

Currently we do not have any such learners

This is something we are interested in. **Could you send me more information about it please?**

We are hoping to in the area of Waste Management in partnership with Gainsborough College.

None

Gainsborough College is the intention

As far as I am aware we do not have an Account Manager

As far as I am aware we do not have an Account Manager

As far as I am aware we do not have an Account Manager

See above

Laura Da Vita

HR Advisor

De Vita Laura [Laura.DeVita@west-lindsey.gov.uk]

Appendix 5

Summary of Responses from Sector Organisations to L&R Compact WBL Survey

Questions

- 1 What are your current arrangements for taking on apprenticeships ?
- 2 Roughly how many apprenticeships are you supporting ?
- 3 What are your future plans for engaging with apprenticeship programmes ?
- 4 Roughly how many 'Train 2 Gain' learners are you supporting/employing ?
- 5 What are your future plans for engaging with the T2G programme ?
- 6 Do you support LLN for your employees with basic skills issues ?
- 6 How many SfL learners / employees ?
- 6 Who provides the LLN training ?
- 7 Do you have an Account Manager at Job Centre Plus ?
- 7 Do you have an Account Manager at Business Link [T2G] ?
- 7 Do you have an Account Manager at Connexions ?
- 8 More Info

Summary

Various (6) - see long response grid for details	Said None	6		
Ranges from 0 (6) to 24	Total	64	Average	5.33
Various (8) - see long response grid for details	Said None	4		
Ranges from 0 (10) to 6 then 40 (only 2 orgs)	Total	46	Average	3.83
Various (9) - see long response grid for details	Said None	3		
	Said Yes	8		
A variety of explanations - some (2) unsure	Total	15	<i>2 orgs unsure</i>	
Lincoln Coll, Boston Coll, WEA, Shaw Trust named				
Only SHDC and Landmarc	Total	2		
Only EMAS	Total	1		
Only SHDC and NKDC	Total	2		
(All dealt with by Lynne from the LSC)	Total	3		

Respondents (12)

Lincs County Council (Corporate)
 South Holland District Council
 New College Stamford
 United Lincolnshire Hospital Trust
 City of Lincoln Council
 Lincs County Council (Childrens Services)
 Lincolnshire Fire and Rescue Service
 East Midlands Ambulance Service
 Landmarc (Ministry of Defence)
 North Kesteven District Council
 HMP Morton Hall
 West Lindsey District Council

Appendix 6

Apprenticeships in the Public Sector

Questions to be asked over the phone to those who have responded to the email survey (and indicated that they don't take on many apprentices)

Possible Barriers

The following are some of the perceived reasons why some employers may not want to take on apprentices: Can you indicate if these apply to your organisation :

Name of organisation: _____

Your organisation not realise the potential benefits ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation does not realise a course exists or could be tailored to their needs ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation does not know how to go about it ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation does not understand what's expected of them & unaware of support available ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation feel that it would be too time consuming, i.e. to create tailored course, commit staff time to programme; energy/training to support apprentice e.g. how to mentor, manage), time to release staff for training ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation may think training course is not necessary - non challenging role ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation use their own means to train existing staff to meet skills needs & fill posts ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation thinks they will attract young people with low skills and/or those who do not have the right calibre for the job (i.e. maturity & experience) who may not take apprenticeships seriously and appreciate investment ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation perceives an element of risk, i.e. investing time for training only for apprentice to leave once qualified ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Your organisation prefers to recruit people through traditional route ie. application forms (who meet job spec required) ?

1 *Definitely* 2 *Probably* 3 *Maybe* 4 *Unlikely* 5 *Definitely not the case*

Apprenticeships in the Public Sector

Comments recorded when respondent answering questions 1-10.

Comments recorded when respondent asking any other information that they would like to add

Name of respondent _____

Position in Organisation _____

Email address _____

Appendix 7

Summary of Responses to L&R Compact Apprentices Survey - conducted by telephone

Respondents (9) - no response from United Lincs Hospital Trust

	Qu 1	Qu 2	Qu 3	Qu 4	Qu 5	Qu 6	Qu 7	Qu 8	Qu 9	Qu 10
South Holland District Council	5	5	5	3	3	5	2	5	2	2
New College Stamford	5	5	5	5	5	5	1	5	5	4
Lincs County Council (Social Services)	5	5	5	3	2	1	1	5	5	1
Lincolnshire Fire and Rescue Service	5	4	4	4	4	5	1	3	5	1
East Midlands Ambulance Service	5	5	5	5	2	4	2	2	4	2
Landmarc (Ministry of Defence)	5	5	5	5	5	5	2	5	5	3
North Kesteven District Council	5	5	3	3	5	5	5	5	5	3
HMP Morton Hall	5	4	4	4	5	5	2	5	2	2
West Lindsey District Council	5	5	5	5	3	5	3	5	3	5
Average Score	5.0	4.8	4.6	4.1	3.8	4.4	2.1	4.4	4.0	2.6

Key to Questions

- 1 Your organisation not realise the potential benefits ?
- 2 Your organisation does not realise a prog exists or could be tailored to their needs ?
- 3 Your organisation does not know how to go about it ?
- 4 Your org does not understand what's expected of them & unaware of support available ?
- 5 Your organisation feel that it would be too time consuming ?
- 6 Your organisation may think training prog is not necessary - non challenging role ?
- 7 Your org use their own means to train existing staff to meet skills needs & fill posts ?
- 8 Your organisation thinks they will attract young people with low skills and/or those who do not have the right calibre for the job
- 9 Your organisation perceives an element of risk, i.e. investing time for training only for apprentice to leave once qualified ?
- 10 Your organisation prefers to recruit people through traditional route ie. application forms (who meet job spec required) ?

Key to Responses

1 Definitely 2 Probably 3 Maybe 4 Unlikely 5 Definitely not the case

Respondents (9)

	Comments	Additional Info
South Holland District Council	SHDC are currently writing the SHDC Apprenticeship Scheme and hope to have an Action Plan in place soon. This development is thematic with the re-structure of the HR dept and the Council's involvement in the PAYP scheme. They will soon be nominating a number of posts for App recruitment and a number for graduate recruitment. Quotas have still TBC.	Clarie Burton (SHDC) would like to discuss possibilities with LSC
New College Stamford	Given the nature of the workforce at NCS, apprenticeship opportunities do not naturally fit with the vacancies available.	Not requested
Lincs County Council (Social Services)	In the Social Care field not always appropriate to take on Apps. For much of this work older people with life experience are required to fill posts. The service is further constrained by the Care SSC who have their own way of working. Also, a capacity issue within LCC Social Care in that there is very little capacity in the service to support apprentices.	Not requested
Lincolnshire Fire and Rescue Service	Most personnel need to be qualified to level 3 (NVQ 3 Emergency Services Operation) standard. Hence limited opportunities for F&R Service to engage. Also, F&R have their own training regimes.	Not requested
East Midlands Ambulance Service	EMAS have recently undertaken a review of their apprenticeship provision and have published a report (Sept 07). As a consequence they are seeking to increase the number of apprentices within the service.	Not requested
Landmarc (Ministry of Defence)	Landmarc is only 3 years old and hence only now getting to grips with App programmes. Hope to offer apprenticeships in Electrical, Mechanical and Plumbing soon. Landmarc are working with WBL provider EAGIT of Norwich.	to discuss possibilities with LSC
North Kesteven District Council	NKDC are starting to take on more apprentices. They have 2 at the moment but intend to increase to 10 soon. Thematic with their commitment to PAYP and their plans to reduce the average age of a NKDC employee (currently 46). NKDC are looking to recruit disadvantaged youngsters as apprentices - mostly into the IT, Bus Admin and Cust Service areas.	Not requested
HMP Morton Hall	The HMPs have looked at App programmes in the past but have ruled them out due to the potential cost of training people and then them leaving. This was looked at in terms of works staff (e.g. plumbers, electricians etc) as this is a shortage area.	Not requested
West Lindsey District Council	WLDC are just starting to pilot apprenticeship programmes and are looking to appoint 2 or 3. WLDC do want to engage with App provision and consider that they are just at the start of the journey.	Not requested

Appendix 8

Notes from meetings with Jan Mehmet of Lincolnshire County Council in November and December 2007

Context

In early November 2007, and as part of the East Midlands project to promote apprenticeship opportunities in the Public Sector, Chris Donkin began some investigative work to identify potential barriers for public sector organisations in engaging with apprenticeship programmes.

The first phase of this work was to conduct an email survey of sector organisations. Those surveyed were asked about the extent of their participation in apprenticeship programmes, Train 2 Gain and Skills for Life programmes. Twelve sector organisations responded and of those 10 indicated that they employed very few or no apprentices. Those 10 have been contacted subsequently to further explore real or perceived barriers to taking on apprentices. Two organisations (Lincolnshire County Council and City of Lincoln Council) do take on a significant number of apprentices. It was decided to discuss the reasons why they felt able to do this further. Hence Chris Donkin met briefly with Jan Mehmet of the LCC on the 28th November 2007 and they spoke at length on the phone on 4th December 2007. (NB Chris Donkin is to meet with Sandra Simmonds of the City of Lincoln Council on 20th December to conduct similar discussions)

Apprenticeship Programmes

The Lincolnshire County Council currently employ approximately 25 apprentices. However several services at LCC have their own NVQ centres e.g. Heritage, The Library Service, Business support, Social care, Fire service. In some of them there are career grade systems where progression is linked to obtaining NVQ or equivalent. Hence the lower take up of apprenticeships up to present as young people /other new starters undertake NVQ's in house and progress via the career grade.

The County Council have been successful in offering apprenticeship opportunities because of a number of reasons. These include: (i) effective advertising in the local evening newspaper; (ii) celebration of case studies of past apprentices who have progressed within the organisation; (iii) effective links with training providers; (iv) the size of the organisation allows for flexible placement arrangements and (v) the support of the trade unions.

The promotion of the apprenticeship programme is thematic with other key developments within the County Council. Following support given to the organisation from the Skills for Life Quality Initiative in 2006, the County Council applied for the GO (Get On in Local Government) Award. Their application has been successful and the County Council now have an active GO Award Action Plan that they are pursuing to address employees' identified basic skills issues.

The County Council is also one of the very few public sector organisations to have signed the Leitch Skills Pledge. Jan reported that the confidence the organisation had gained in obtaining the GO Award had been one of the drivers for signing the pledge. She also reported that commitment of top level management was crucial to the

County Council being able to make this commitment. By achieving the GO award, the County Council have already made a commitment to ensuring all staff have access to training to improve their skills (or deal with skills 'gaps') and to support staff to gain level 2 qualifications if required. The Skills Pledge underscores their commitment to this, and enables LCC to be in the forefront of this initiative, which provides good publicity for the Council. Jan believe it sends a message to all staff that LCC are serious about enabling them to achieve qualifications, particularly those staff who may not have been able to access training or qualifications through other initiatives. Progress on the Pledge will be reviewed in 2010. Clearly the promotion of the apprenticeship programme is thematic with the County Council's drive to ensure that all.

Next steps

The Compact is organising a "Skills Pledge Information" breakfast event (likely to be staged in March). The intention is for a presentation from a public sector organisation who have signed the pledge, a presentation from a private sector organisation who have signed the pledge and a presentation from a public sector organisation who intend to sign the pledge to be the cornerstones of this event. If LCC feel able to make a contribution to this event (and factor in to their presentation their work with apprentices) then this would be well received.

Chris Donkin

(Providing facilitation support for the L&R Public Sector Compact)

Notes from meeting with Sandra Simmonds (Head of HR - City of Lincoln Council) on 20th December 2007

Context

In early November 2007, and as part of the East Midlands project to promote apprenticeship opportunities in the Public Sector, Chris Donkin began some investigative work to identify potential barriers for public sector organisations in engaging with apprenticeship programmes.

The first phase of this work was to conduct an email survey of sector organisations. Those surveyed were asked about the extent of their participation in apprenticeship programmes, Train 2 Gain and Skills for Life programmes. Twelve sector organisations responded and of those 10 indicated that they employed very few or no apprentices. Those 10 have been contacted subsequently to further explore real or perceived barriers to taking on apprentices. Two organisations (Lincolnshire County Council and City of Lincoln Council) do take on a significant number of apprentices. It was decided to discuss the reasons why they felt able to do this further. Hence Chris Donkin met with Jan Mehmet of the LCC (see separate notes) and Chris met with Sandra Simmonds of the City of Lincoln Council on 20th December. These are the notes from that meeting.

Apprenticeship Programmes

The City of Lincoln Council currently offer 24 apprentice placements spread throughout the Authority. These young people are employed in supernumerary posts and are accessing apprenticeship programmes in the customer service and business administration vocational areas. The apprentices are predominantly 16 -18 year olds and although the posts are supernumerary they are based on a need for 'real work'. On satisfactory completion of a 6 month probationary period, apprentices are free to apply for appropriate substantive positions and most have obtained employment by the time they complete their apprenticeships.

The apprenticeship program at the Council is well established as they have been supporting apprentices since 1995. Recruitment takes place to facilitate two intakes per year – in September and in January. Until the summer of 2007, the Council had a contract to deliver the programmes in their entirety themselves but they have taken a decision to enter into partnership with Lincoln College to deliver the support programme with the Council staff still performing some of the assessments. Additionally, there is a Council post-holder who is identified as responsible for mentoring the apprentices and liaising with the College. Sandra reports that the Council have an excellent relationship with the College and that they work together to jointly recruit to the programme. Over the 13 years of the programme the programme has been spectacularly successful with retention and achievement statistics both being recorded at around 80%. Many of the former apprentices have made good career progress within the Council with some now working in the professional services of housing, planning and accountancy.

The Council have been successful in offering apprenticeship opportunities because of a number of reasons. These include: (i) the fact that the programme is mature and has

gained a positive reputation - in that young people are attracted to an organisation that clearly values and supports the contribution of young people; (ii) effective link, based on mutual respect, with the training provider; (iii) that although the posts are supernumerary, the apprentices are integrated into the workforce – i.e. the apprentices enjoy the similar terms and conditions relating to leave entitlement/pensions etc and receive a salary that is in excess of the minimum wage entitlement for apprentices; (iv) the involvement and support of the trade unions.

Sandra reported that the City of Lincoln Council's commitment to the apprenticeship programme was also indicative of some of the wider and more altruistic aspirations of the Council. Namely, by supporting apprentices, Sandra believed that the Council were giving evidence of their commitment to: (i) encouraging young people to continue in learning; (ii) tackling social exclusion; (iii) raising the skill level in Lincolnshire and (iv) improving the image of the public sector.

Other 'work based training' developments at the City of Lincoln Council

The promotion of the apprenticeship programme is thematic with other developments within the City Council. The City Council applied for the GO (Get On in Local Government) Award in March 2007. Their application has been successful and the Council now have an active GO Award Action Plan that they are pursuing to address employees' identified basic skills issues.

The City of Lincoln Council have a stated strategic aim to implement a training programme to ensure that all of their employees are qualified to level 2. This is of course thematic with the requirements of the Leitch Skills Pledge and it may be that the Council will sign the pledge in 2008. By achieving the GO award, the Council have already made a commitment to ensuring all staff have access to training to improve their skills (or deal with skills 'gaps') and to support staff to gain level 2 qualifications if required.

Next steps

The Compact to stay in contact with Sandra Simmonds of City of Lincoln Council, with a view to the Council providing a Case Study of 'good practice in relation to supporting apprentices'

Chris Donkin
(Providing facilitation support for the L&R Public Sector Compact)

Appendix 9

From: [Chris Donkin](mailto:Chris.Donkin@donkinitex.co.uk)

To: julietrigg@a4e.co.uk ; lynn-l@wbl.boston.ac.uk ; janet@cgpartnership.com ; Helen.hill@childrenslinks.org.uk ; ian@ijd-first-college.fsnet.co.uk ; stan.unwin@hbs.uk.com ; karen@hillholtwood.com ; Andrew.pugh@hittraining.co.uk ; bryan-skinner@isis-training.co.uk ; Debbie.scotton@jhptraining.com ; hspencer@lagat.co.uk ; sturnbull@lincolncollege.ac.uk ; gunnb@grimsby.ac.uk ; Ian.Richards@lincolnshire.gov.uk ; balwinder.gill@nacro.org.uk ; helen.deighton@nlt.training.co.uk ; roy.bilton@siemens.com ; skegnesscollege@btconnect.com ; morag.stevenson@skillslinc.co.uk ; hpillinger@lincoln.ac.uk ; Dianne.travis@vtplc.com ; p.grange@ymcatraining.org.uk
Cc: lynne.alexander@lsc.gov.uk ; 'Becky Bridges' ; paul-c@boston.ac.uk ; chris@donkinitex.co.uk

Sent: Sunday, November 25, 2007 11:59 AM

Subject: Public Sector Compact questionnaire for training providers

To key professionals within the Work Based Academy

Hi everyone

I am contracted by the Lincolnshire and Rutland LSC to provide facilitation support for the Lincolnshire and Rutland Public Sector Compact. Recently we have decided to undertake a piece of research to identify why the take up of Apprenticeships within the Public Sector in Lincolnshire and Rutland is low compared to the proportion of the workforce employed in this sector. This work is also being replicated elsewhere in the East Midlands where similar issues also exist.

*As a Compact we are trying to identify, within Lincolnshire and Rutland, any barriers or issues so that a generic approach can be adopted to address and overcome them. This is where I need your help! Please can you take a few moments **(your response will take no longer than 5 minutes to complete and will be very valuable to us)** to answer the six questions below. They are designed to identify existing engagement and to help develop and increase Apprenticeship training into the future.*

- 1) Which organisations within the Public Sector do you currently engage with? (eg The Fire Service)*

- 2) Does any one Public Sector organisation stand out as a good 'Apprenticeship' employer?*

- 3) What specific Apprenticeship programmes are the Public Sector employers engaged in? (eg Administration, Engineering, Hospitality)*

- 4) Roughly within the Public Sector how many Apprentices are currently in training with support from your organisation and in what category of Public Sector organisations (e.g. Health, Local Government, Uniformed Public Services etc) are the apprentices employed.*

- 5) If you do you NOT engage with in the Public Sector can you suggest any reasons why not?*

6) *Would you be willing for me to supply your contact details to colleagues within the Public Sector so that (if appropriate) I can follow up some of your responses ?*
Please send me your response by return email .. I am hoping to collate all responses by the 30th November, so that I can report back to the Compact's 'Learning and Development Theme Group' in early December.

If you wish to discuss this issue, you can contact me via email or by phoning 01205-360800.

Thanks in anticipation for your help and support.

Chris Donkin (Providing facilitation support for the Lincolnshire and Rutland Public Sector Compact)

Appendix 10

Apprenticeships Survey - Responses to email survey from WBA organisations

Questions -see App 9 for key	Qu 1	Qu 2	Qu 3	Qu 4	Qu 5	Qu 6	
Organisation	Which orgs	Any One ?	What progs ?	How many	Reasons not	Pass on	Additional Comments
A4E							Hard to get into, a lot (PS orgs) deliver their own training to meet their own specific needs, have access to their own funds. We have therefore tended not to market them and some of them do not see the importance of the full framework (i.e. they only want the NVQ).
Boston College	Lincs PCT & SHDC	Lincs PCT & SHDC	H & Soc Care / Construction	12	See comments	Yes	
CG Partnership	None	No	None	0	Don't offer App progs	N/A	
Childrens Links							Progs offered - Admin / Cust Service / Accounts / Management / Food Service & Prep / Hospitality. For further info contact Judie Ingram 01507 601122
First College	ELCD (prev EMAS/NHS)	ELDC	See Comments	45	N/A	Yes	
HBS Options							Would need to secure employed status for their learners before the end of their programme.
Hill Holt Wood	LEA (school)	No	Childcare	1	See comments		
Hit Training							
ISIS Training							We do not work with PS orgs as we only set up in Lincs in October. We have not yet had an opportunity to market to the PS yet. We will be contacting new employers in the new year
JHP Training	None	No	None	0	See comments	Yes	
LAGAT							
Lincoln College							
Lincolnshire Rural Activities Centre							
Lincolnshire Youth Service							
NACRO East							
NLT Training	None	No	None	0	Only recd contract in Aug 07	Yes	
Siemens							Main areas H&B and MV in Skeg - hence limited access to PS opportunities
Skegness College of Vocational Training	None	No	None	0	See comments		An assumption that they are offered 'in house' - hence not actively pursuing
Skills Linc	None	No	None	0	See comments	Yes	
University of Lincoln (WBL)	None	No	None	0	See comments	Yes	Specialist land based provision - not applicable to the public sector
VT Plus Training							
YMCA Training							