

APPENDIX N

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 2 DECEMBER 2008

Title:

**WAVERLEY TRAINING SERVICES –
BUILDING ON 25 YEARS OF ACHIEVEMENT AT THE PUMP HOUSE**

**[Portfolio Holder: Cllr Mrs Carole King]
[Wards Affected: All]**

Summary and purpose:

This report highlights the significant achievements of one of Waverley's lesser known services – Waverley Training Services (WTS), which this year celebrates 25 years of support for individuals and businesses from its base in Farnham. The report highlights changes to the funding for the activities of Waverley Training Services from 2010, and sets out the latest business plan for WTS.

How this report relates to the Council's Corporate Priorities:

Waverley Training Services provides key outcomes to the Improving Lives (improving the quality of life for all, particularly the more vulnerable within our society) Corporate Priority. It also provides good value for money, usually covering its costs from external contracts.

Equality and Diversity Implications:

Waverley Training Services has its own equality and diversity strategies. It has an open door policy and attempts to tailor its service provision to individual needs. The policies are assessed by the LSC and OFSTED as part of their contract and quality requirements.

Resource/Value for Money implications:

Waverley Training Services provides good value for money. It usually covers all its costs from contracts, and has a higher level of achievement than many similar providers.

Legal Implications:

There are no legal implications in this report.

Background

- 1 Waverley Training Services was created in the days of the Manpower Services Commission (MSC) in 1981. The MSC was to become closely associated with its management of the Youth Training Scheme and various other training programmes intended to help alleviate the relatively high levels of unemployment in the 1980s. In 1983 WTS was established in the Pump House in Farnham.

- 2 Over the years, its main focus has been to provide value for money training and employment opportunities with an emphasis on young people and it has a good record of supporting learners to achieve successful outcomes.
- 3 Its mission is to develop and support individuals and employers through high quality training and employment opportunities tailored to the needs of employers and individuals, through Entry to Employment; Apprenticeships; and schools' alternative curriculum programmes.
- 4 Its objectives are to provide value for money training and employment opportunities through:
 - Apprenticeships (meeting the needs of local businesses and their staff in the workplace) through NVQ's, Key skills and underpinning knowledge.
 - Entry to Employment (preparing young people for the world of work or further education)
 - Alternative Curriculum Programme (supporting the needs of individuals who can better achieve their potential outside of the traditional school environment).
- 5 WTS works with a range of partner organisations including the LSC, local schools, the school networks, PRU (pupil referral units), the Connexions Service, Job Centre Plus, Guildford College, ALPS (the Association of Learning Providers Surrey) and employers.

The strands of work

- 6 WTS focuses on three core strands of work and funding streams.
 1. **Entry to Employment** – for those aged 16 -19 who have lost their way for various reasons (unfulfilled potential and achievement, undeveloped social skills, limited parental support, specific learning needs) in education and/or their career expectations. This is a programme with three core outcomes: into employment; into further education; or into apprenticeship. The emphasis is on addressing each individual's need. Learners are reviewed regularly and the programme changes as their needs change.

This is a very successful programme with over 56% progressing into employment, education or apprenticeships in the contract year 2007/08, against the national average of 40% and another local provider's achievement of 36%.
 2. **Apprenticeships** – work based learning arm. This is where Waverley Training Services goes out to an employer's premises to see learners in their work place and help them through the qualifications. There is no restriction on age anymore so anyone from 16 to 65 can be an apprentice. The only condition is they must be employed for 16 hours or more per week.

WTS occupationally qualified assessors visit the learners on a regular basis, mentoring, helping and supporting them whilst keeping their line managers informed of their progress.

Apprenticeships include an NVQ, Key Skills and Technical Certificates. WTS offer apprenticeships in a wide range of subjects including:

- Business and Administration
- Team Leading
- Customer Services
- Contact Centre (Call Handling)
- Management
- Retail
- IT (Using)
- Horticulture
- Motor Vehicle Repairs

Apprenticeships vary in length according to the vocational subject e.g. 12 months for an office-based apprenticeship such as Business Administration and up to twenty-four months for a more technical apprentice such as Horticulture.

3. **The schools' programme** – an alternative curriculum for those who can better achieve their potential outside the traditional school environment. WTS offers several options under this programme, including literacy and numeracy through 'unconventional' teaching tailored to the needs of the learners.

- 7 There are two additional strands of activity. WTS delivers services under contract to ALPS which is a confederation of providers, including WTS, who bid collaboratively to deliver contracts that are too large for individual small providers. These activities include Train to Gain (a national programme primarily aimed at those with basic skill needs in literacy and/or numeracy and for those who do not have a level 2 or equivalent qualification). They also have the ability to offer private non-funded training usually in higher level qualifications.

Funding

- 8 WTS is part of the Economic and Partnerships section of the Community Services Department. It aims (and normally does) to cover all its costs and recharges from its contract incomes although, as any business bidding for annual contracts, this can lead to fluctuations as contract opportunities emerge, cease or change. The Learning and Skills Council contract runs from August 1st to 31st July each year whilst school contracts run from September to July each year. In the last five years WTS has returned a surplus to the Council amounting to £112,000.

- 9 From August 2008, the LSC moved from payments based on planned places to payments based on actual numbers in learning with a final payment once a learner achieves a successful outcome. As may be expected, this is having an effect on cashflow in the first part of the contract year as the LSC adapts to

the new systems. This could potentially lead to a shortfall this year and a compensating increase next year, although every effort is being made to recruit additional learners to optimise income and minimise any potential shortfall.

- 10 From August 2008, learners on the e2e programmes now receive a direct educational maintenance allowance (EMA) whilst attending their learning. This should further help with retention rates (although the EMA payments nationally have had major problems and a backlog in processing which has caused difficulties for some learners).
- 11 Responsibility for the LSC funding programmes for under 19's will transfer to Surrey County Council from 1st September 2010, whilst 19+ programmes will become the responsibility of the Skills Funding Agency.

Building on Success

- 12 The strategic plan for the next five years (attached at Annexe 1) is to grow the business cautiously ensuring quality of the provision remains, putting particular emphasis on employer involvement and engagement and adapting to meet new opportunities as they emerge. As part of this, and to help raise the profile of the service with employers, additional resources are being applied to marketing the work of Waverley Training Service in this current contract year.
- 13 There is less provision for the services offered by WTS in the eastern, central and southern part of the Borough with learners in Godalming, Haslemere and Cranleigh needing to travel to Guildford or further afield. In September 2008, there were 67 young people in Waverley not in education, employment or training, the majority of whom were from the Godalming and Haslemere areas. As part of plans for the future, WTS is reviewing with partners how best it can extend provision to help meet this need and is currently looking for a base from which to operate.
- 14 WTS is graded as a 'good' provider by OFSTED (inspected Sept 2005 by OFSTED's predecessor the Adult Learning Inspectorate) and was credited in its annual report as being "one of the best providers in the country". The intention is to maintain and improve on this grade when next inspected which may be sometime during 2009.
- 15 In 2007, Waverley Training Services was awarded the Matrix Standard for the quality of its Information, Advice and Guidance and this was presented to WTS at the December 2007 full Council meeting.
- 16 Waverley Training Services will hold an open day for Councillors, learners and providers before the end of the year to showcase some of the achievements over the last quarter of a century

Conclusion

- 17 Waverley Training Service has achieved an enormous amount in its first twenty-five years at the Pump House in Farnham, quite often under

challenging circumstances. It continues to provide key outcomes that help deliver Waverley's corporate priorities and LAA outcomes.

Recommendation

It is recommended that the Executive:

- 1) Congratulates the staff at Waverley Training Services on reaching its milestone of celebrating 25 years of service at the Pump House;
- 2) Congratulates the staff and learners for achieving outcomes above the regional average particularly in getting young people ready for work through the e2e and schools programmes;
- 3) Endorses the WTS Business Plan and the proposed broadening of the service offered by WTS and in particular the intention to make the e2e provision available in the eastern, central and southern part of the borough
- 4) Notes the changes to the funding regime from 2010 with responsibility transferring from the Learning and Skills Council to Surrey County Council; and
- 5) Welcomes the emphasis on improving relationships with business and focussing on the skills needs of employees, particularly at this difficult time of the economic downturn for Waverley's business community.

Background Papers (DCS)

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

CONTACT OFFICER:

Name: Iain Lynch

Telephone: 01483 523203

E-mail: iain.lynch@waverley.gov.uk

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