

***Workforce planning solutions adopted by
Lancashire County Council that meet
economic and social inclusion priorities, a
pathway from Level 2 to Level 4 and
beyond.***

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Who are we?



Lancashire County Council HR Partnerships Development Team

- Commercial Partnerships
- Non-Commercial Partnerships
- Skills and Employability

LCC as an employer



- Employ 43 000 people across Lancashire
- Second largest employer in Lancashire after NHS
- 600 plus schools
- Wide geographical area with both prosperous and deprived communities
- Multi-cultural communities
- Economic and social inclusion priorities

LCC HR- Roles

- Partner in the Local Area Agreement
- Corporate HR member of the LAA Economic Development & Enterprise Theme Group as key public sector employer
- Key employer in the public sector
- A key employer in Lancashire
- Member of JCP Focused Partnership Group for Preston City Centre

Lancashire LAA Targets



- Skills;
 - Level 2 skills
 - Level 4 skills
 - Apprentices in public sector

- Worklessness;
 - Long term incapacity and lone parent claimants
 - Out of work claimants in the most deprived communities

- NEET;
 - supporting young people not in education, employment or training

Aligning our workforce strategies to our business priorities



- Corporate Plan Priority – Core Purposes
- Succession Planning
- Improved Age Profile
- Reflective Workforce
- Social Inclusion
- Community Engagement
- Equality and Diversity
- Upskilling workforce/ Skills Pledge
- Regeneration
- Partnership Working
- Savings required through the Lancashire Efficiency Initiative
- Reducing the social and financial costs of unemployment
- Agency Spend
- Ensuring HR became the driver of change and best practice

Cutting agency costs

2007/08 Agency Staff Neutral Vendor

- £8.164m spend
- £569,000 saving (2006 prices)

2009 Agency Staff 2nd Generation Contract

- Further savings (estimated over £1 million)
- Redirection of work opportunities from agency to economic development priorities and social inclusion priorities (reduction from 44% to 22% of admin agency usage in 12 month period)
- Expanded to Lancashire partners

Our Golden Thread

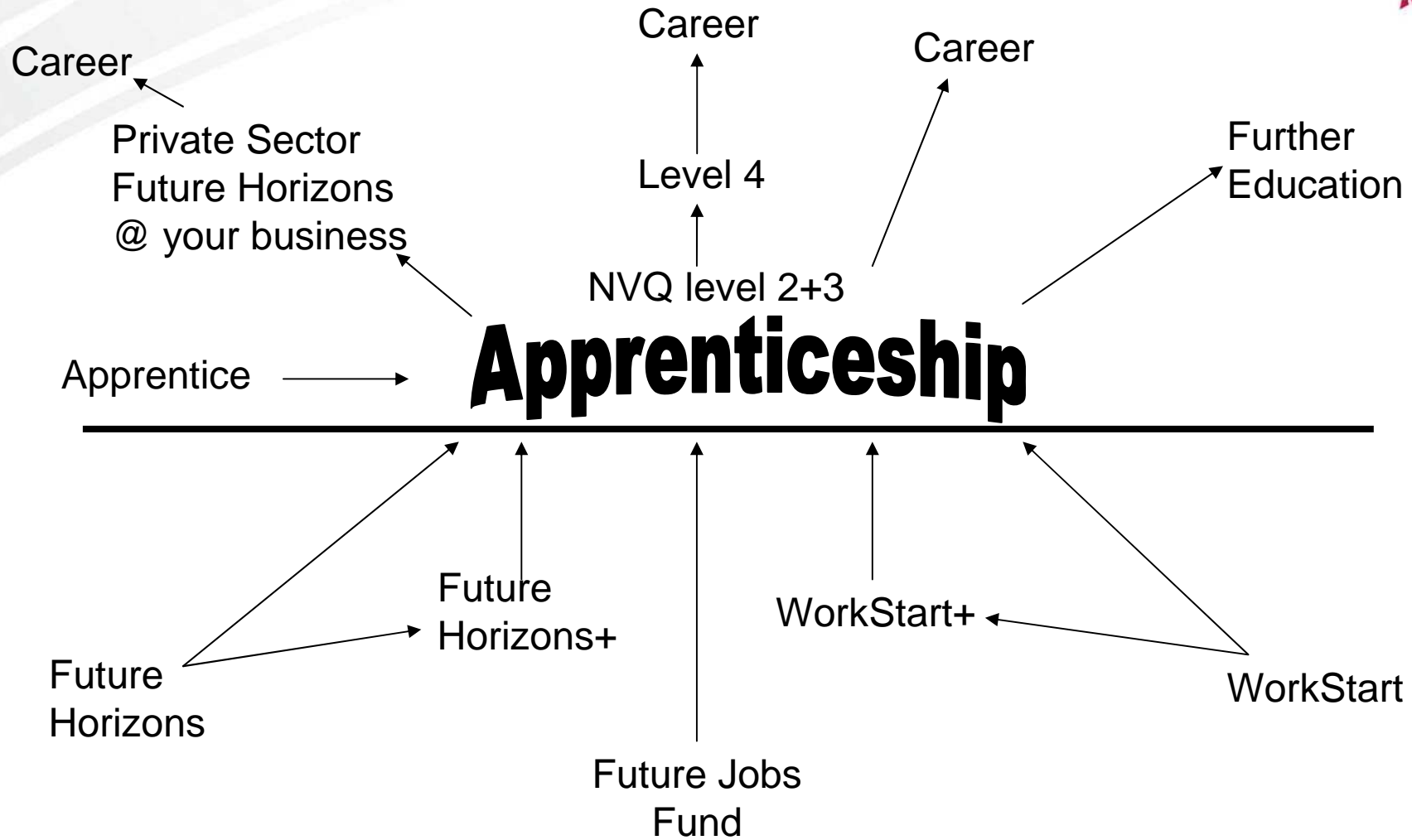


Our priorities:

Our Solutions:

- **Skills;**
 - Level 2 skills → Apprentices
 - Level 4 skills → Graduates
- **Worklessness;**
 - Long term incapacity and lone parent claimants → WorkStart
 - Out of work claimants in the most deprived communities
- **NEET**
(not in education, employment or training) → Future Horizons

Pathways



Apprenticeships



WORK EXPERIENCE | FUTURE HORIZONS | WORKSTART | GRADUATES

APPRENTICESHIPS

@ Lancashire County Council

Want to gain **real work** experience?

Want to further your qualifications?

qualifications, which are recognised by employers across the country.

Why do an apprenticeship?

Most of our apprenticeships are in business administration, but others are available – for example, in specific areas like customer service.

Want to develop a career in the public sector?

We're looking for young people to come and work for us as apprentices.

With a business administration apprenticeship, you'll learn on the job, building your knowledge and skills, achieving qualifications and earning money at the same time.

What is an apprenticeship?

Apprenticeships at the county council are National Vocational Qualifications (NVQs) – work-related qualifications that reflect the skills and knowledge you need to do a job properly.

Where appropriate we'll support you through your NVQ 2 and NVQ 3

A smaller version of the Lancashire County Council logo, featuring the text 'Lancashire County Council' and the red rose emblem.

www.lancashire.gov.uk

Apprenticeships on Offer

- Business Admin
- Finance
- Customer Service
- Teaching Assistant
- Road Workers
- Care Workers
- Electricians
- Plumbers
- Sign Maker
- Painting and Decorating
- Property Trainees
- Motor Vehicle

Apprenticeships in LCC

- Our apprentices are not supernumerary, they are employed in an entry level post.
- They start on Scale 1/2, £12,145 p.a. on a training contract for 2 years.
- All apprentices undertake NVQ's up to Level 3 with our Providers
- All Business Admin and Customer Service apprenticeships are 'on the job' after a procurement exercise with all 14 learning providers.

Approach to Apprentices

- Converting eligible employees
- Pre-application Workshops
- Appointments
- Vacancy Management
- Prior Consideration
- Talent Pool
- Interviews Ongoing
- Account management of Training Providers
- Process map



Apprentice Certificate Presentation for those who passed their NVQ Level 2 and 3 in Business Administration

Future Horizons



16 Aged to 18? Not working, studying or already on a training course?



Want some **valuable** work experience?

Future Horizons gives you the skills and knowledge you need to apply for an apprenticeship in the public sector.

What does it involve?

You'll have the chance to improve the skills you need to find a job – for example:

- finding the right career for you;
- interview practice and writing your CV;
- first aid and health and safety; and
- team-building, decision-making and problem-solving skills.

You'll also get a **work experience placement** at Lancashire County Council to add to your CV.

north lancs
training group



Produced and designed by Corporate Communications.
The information in this document is based on the original Future Horizons project developed by Lancashire County Council. If you require further information about the original project, or how to apply this artwork to your organisation please contact Charlotte Iddon on 01772 530505.

Future Horizons

- Lancashire's new pre-apprenticeship programme in partnership with North Lancs Training Group and Young People's Service
- The young person works with NLTG on an e2e (entry to employment) programme to improve their employability skills for up to 8 weeks.
- 8 week placement in Lancashire County Council or a district partner to enhance their work experience for anything from 16 to 30 hours per week.
- Piloting - Future Horizons Gold, 1 week induction then start placement as soon as possible, high level candidates applying due to economic downturn.
- Work towards the City and Guilds Employability and Personal Development qualification.

Future Horizons



“With the experience I have gained I hope to be taken on as an apprentice within LCC, as over the past 8 weeks it has given me the working experience I require”

Chris Smith

“I've really enjoyed working in HR Department for the Lancashire County Council. I also found the opportunity to sit in on interviews great as I now know what potential employers are looking for”

Toni Brockbank

Future Horizons

- Outcomes so far (pilot cohort of 18):
 - 2 on the V-Talent programme
 - 1 candidate has signed up to a college course on tree surgery as a result of his placement and is working part time for the district council
 - 1 in further education
 - 5 on LCDL/CXL Supported Apprenticeship Scheme
 - 3 on Apprenticeship Scheme
 - 2 placed on Future Horizons+
 - 1 private sector apprenticeship

- 17 in the east currently completing work placements, 20 in west central started placements and 9 just started with NLTG in Fleetwood

Future Horizons+

- (Pilot) Extension to the Future Horizons programme for those who still need further development, work experience and confidence building before starting our apprenticeship programme.
- 12 month training contract whilst completing an apprenticeship with NLTG paid at LSC minimum apprenticeship wage of £95 per week.
- Expected to apply for the Lancashire County Council apprenticeship programme during the 12 month contract.

WorkStart



What is WorkStart?

WorkStart offers you the opportunity to take a 30-day work experience placement at Lancashire County Council or your local district council. Your Jobcentre Plus Adviser can refer you to the scheme if you're claiming income support as a lone parent or employment and support allowance (previously known as incapacity benefit).

As well as gaining valuable work experience, you'll have the opportunity to attend a dedicated public sector workshop.

Other benefits include:

- the chance to update your skills and learn new skills at work;
- lunch and travel expenses;
- a certificate and a reference from your placement manager; and
- advice in identifying suitable job opportunities within the public sector.

All this at no (extra) cost to you – and you'll still get your current benefits!



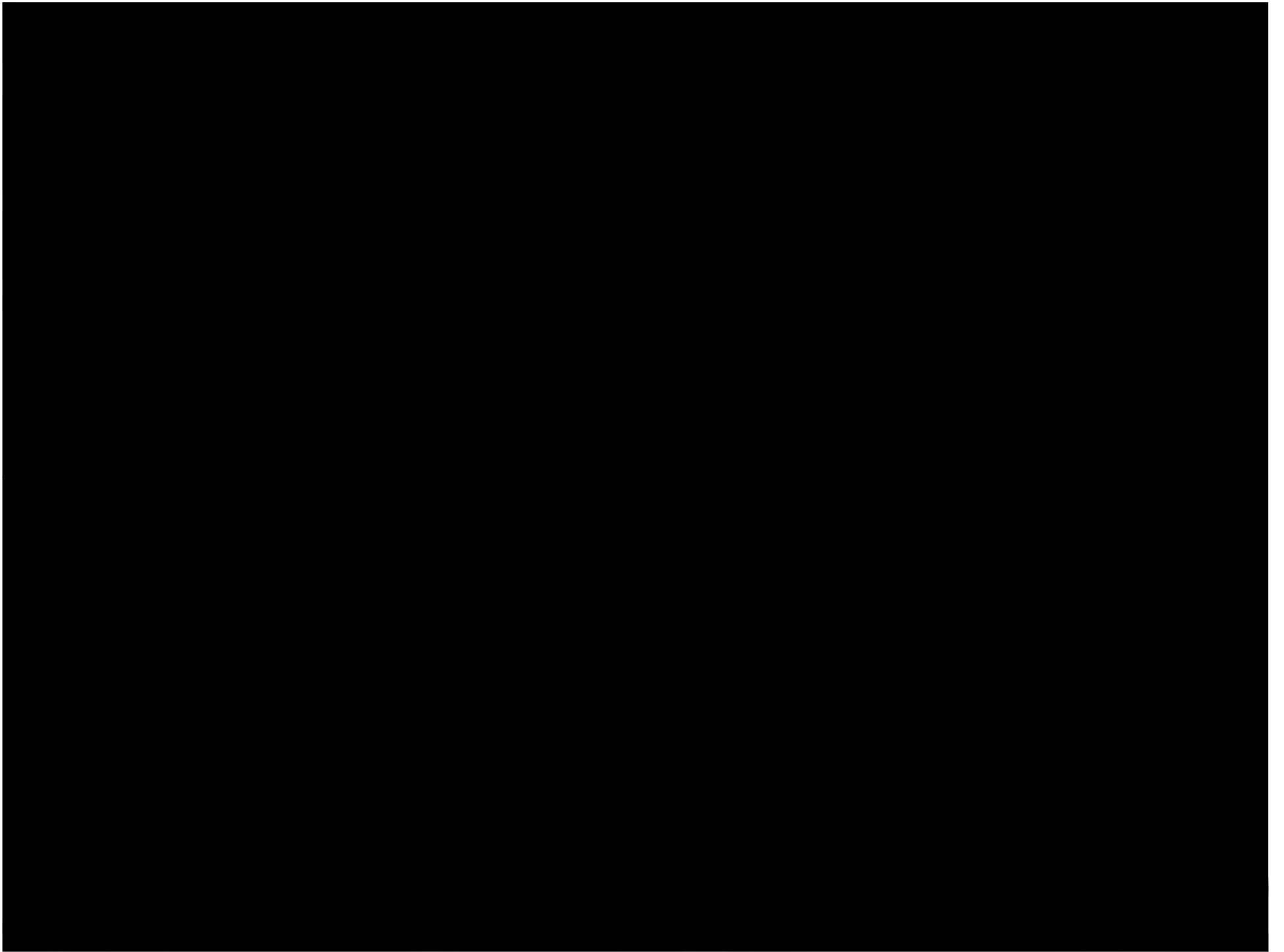
Part of the Department
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WorkStart- 'the Public Sector Work trial'



- 30 days placement
- Paid Travel & Subsistence Allowance
- Work Reference upon Completion
- Certificate of Participation
- Opportunity to apply for LCC or district council vacancies as they arise
- Tracking of Participants - WorkStart Talent Pool option to advance onto WorkStart+
- Living in Lancashire
- Claiming IS/ESA or JSA (on pilot) (Ex-offenders to follow)
- Advertised via Jobcentre Plus



Progress so far

- Devised, implemented and incorporated lessons learnt within Lancashire County Council and now offering on a two tier basis
- 92 placements arranged
- 62 participants have secured employment
- Including 8 who have secured a Business Admin Apprenticeship

WorkStart Statistics

Placement locations	
Location	Total
Burnley	6
Chorley	5
Hyndburn	4
Lancaster	2
Pendle	2
Preston	62
Ribble Valley	1
Rosendale	1
South Ribble	9
Total	92

Employment Success	
Employed by LCC	9
LCC Apprenticeship	8
Employed by other public	5
Employed by private	40
Total	62

Group	
Lone Parents	45
Incapacity Benefit	45
Employment Support Allowance	1
Job Seekers Allowance	1
Total	92

Elaine Anderson- JCP Personal Adviser



"WorkStart gives our customers the opportunity to prove to an employer and to themselves that they are capable of competing in and contributing to the local labour market. Adult Learning supports our customers through the job application process which provides them with valuable 'job search' skills that can only increase their chances of employment. My customers tell me that everybody should have the opportunity to do Workstart".



Part of the Department
for Work and Pensions

WorkStart+

- (Pilot) Extension to the WorkStart programme for those who still need further development, work experience and confidence building before starting our apprenticeship programme.
- Interviewed against job description/person specification (job carved if necessary)
- 6 month training contract paid at entry level for post.
- Expected to apply for the Lancashire County Council apprenticeship programme during the 6 month contract when appropriate.

Communications and Information



North West Employers



- Team Lancashire
- Expansion to district and unitary partners
- Lancashire Partnership
- Beacon Award 2009
- NWEO award 2009
- MJ finalists 2009
- Regeneration and Renewal – Worklessness Award 2009
- Personnel Today Awards 2009- HR Impact Award and Finalist for Best HR Strategy in line with Business
- CIPD People Management Awards finalist 2009
- National Apprenticeship Service

Next Steps

Future plans include;

- Continuation of current provision and partnerships
- Expansion into other public sector partners
- Developing partnerships with the Employment Service to create WorkStart (disability focused)
- Developing partnerships with the National Probation Trust to create WorkStart (ex-offenders focused)
- Developing Future Horizons @your business
- Developing partnerships with BME Pact group
- Expansion of internal team structure
- Awareness raising to key groups

The Win Win

- Saves money
- Meets LAA, improves CAA
- Meets HR priorities:
- Streamlines and strategically coordinates partner engagement;
- Changes lives

Key messages

- “colleagues not functions or separate organisations”
- “a business case not targets”
- “happy to share”

Questions



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