

Skills Support for the Workforce

Swindon & Wiltshire European Programmes Event



Thursday 30th November 2017

Rob Matts



Serco Employment, Skills & Enterprise (ESE)



Employment: Supporting people to find, and keep, jobs. This can include: Full/ Part time employment, Work experience, trials or placements

Currently deliver **Work Programme** as a Prime (West Mids & Sheffield) and **DWP ESF Troubled Families** (North London)

Enterprise: 20+ years experience in providing services focussed on starting, supporting or developing a business. Specialists in digital, international trade, rural business and social enterprise. Current projects include:

- Exploiting new superfast broadband fibre infrastructure (**'Superfast Business'** CIOS, Wales)
- Business support to increase local success and SME growth – **HotSW Growth Hub**

Skills: Providing skills or training that will help a person find, keep or progress in employment. This can include: Short & long courses, Vocational training and Apprenticeships

Serco has been delivering **apprenticeships** since 2001. Large company & registered training provider. (Ofsted Grade 2). Supported 1500+ employees over 80 contracts (custodial, engineering, fire fighter, leisure)

Trailblazer development - Lead employer and Chair working with employers, CMI and ILM to write and development the standards and assessment strategy for: L6 Chartered Manager Degree (Oct 15), L3 Team leader Apprenticeship – (June 16), L5 Operational Manager Apprenticeship (Jun 16)

ESF Skills Support for the Workforce 2013-15 across 4 LEPs (Dorset, Gloucestershire, Swindon & Wiltshire and HotSW). Supported over 6000 employees, 1200 employers.

ESF Skills Support for the Workforce 2016-18 Delivery across 9 LEPs: Cornwall & IOS, HotSW, Gloucs, Dorset, Swindon & Wiltshire, Stoke & Staffs, Worcestershire, Coventry & Warwickshire, SEM LEP

About SSW





What is SSW?

- Co-funded by ESF and ESFA and managed by Serco
- Nov 16 - July 2018
- Skills Support for the Workforce (SSW) is a programme which aims to:
 - upskill employees within small and medium-sized businesses (SMEs) in LEP areas including Swindon & Wiltshire (at no cost to employers)
 - increase the competitiveness of businesses, boosting the local economy,
 - enable employees to progress in work and help them progress to a higher qualification or apprenticeship
- Delivery includes basis skills, intermediate (L2/3) qualifications/units and Higher Level (L4) units
- Bespoke programmes for employers, offering bite-sized, flexible delivery:
 - fully funded accredited qualifications and units
 - bespoke non-accredited delivery, giving more flexibility



Eligibility?

- The initial engagement is carried out with **employer** (as opposed to individual learner – unless they are self-employed) – making the programme employer led, which is key for focussing on the growth of the business.
- The learner has to be **employed** by the organisation (or self-employed).
- The learner has to be **eligible to work in the UK** – evidence will be required
- The learner must be **aged 17+** (no upper age restriction)
- The training has to be **delivered within the LEP region** and by one of the contracted SSW Training Providers
- Your organisation has to be an **SME (less than 250 employees)** unless you are in the Manufacturing, Construction or Care sector where we can work with larger businesses (>250 employees)
- Individuals already on an Apprenticeship are not eligible for SSW funding



Specific Service Requirements

Swindon & Wiltshire LEP priorities

- Lower-waged workers with the ability and aspiration for better careers – in any business;
- Employed or self-employed SME business-leaders for leadership and management skills.
- Employed individuals in key sector businesses;
 - Advanced Engineering and High Value Manufacturing;
 - Health and Life Science
 - Financial and Professional Services
 - Digital and Information and Communications Technology
 - Land Based Industries
 - Visitor Economy
 - Adult Health and Social Care
 - Low Carbon Economy
 - Construction

Delivery Partners

Serco delivers the training through a through a 100% supply chain model, working in partnership with local training providers where possible.

- Wise Ability
- Green Inc. Limited
- HIT Training Ltd
- New College Swindon
- Swindon College
- Wiltshire College
- The Construction Skills People Ltd
- Geasons
- Skills Ladder
- Skills UK



Some of the training on offer....

- Leadership & Management
- Team Leading/Team Member
- Customer Care/Customer Service
- Business Administration
- Finance – Sage/AAT/Bookkeeping/Finance for Non-Financial Managers
- Digital Marketing
- Strategic Social Media
- Project Management
- LEAN training / Business Improvement
- IT and Software – Microsoft Office/Programming/Internet Security
- Construction & Engineering - Warehousing & Storage/Welding/Trade Skills
- ESOL
- Functional Skills
- Health & Social Care
- Hospitality & Catering – practical training/supervision & leadership
- Transport



Key Stakeholders, Partners and Organisations supporting SSW

- Swindon & Wiltshire LEP
- Higher Futures
- Inspire
- Gloucester & Wiltshire TPN
- Business West
- Swindon Borough Council
- Wiltshire Council
- TEN
- Dorset & Wiltshire Construction Industry Training Board
- BNI Business
- Women in Business
- Swindon & Wiltshire ESIF Steering Group
- Army Transition
- Community First
- Building Bridges programme partners (BBO)
- DWP
- Business Village
- Forward Swindon
- Enterprise Adviser Network
- Innovate Careers and Enterprise
- Coffee and Connections Networking – Swindon
- Farm Stay Wiltshire
- Visit Wiltshire
- FSB Wiltshire
- FSB Swindon
- Women In Business Network - Salisbury Group
- Wiltshire 100 Programme
- InSwindon BID
- Salisbury BID
- Trowbridge BID
- Careers South West
- South West Training Provider Network
- Enterprise Works
- Salisbury BID
- Salisbury Jelly
- Stonehenge Chamber
- Swindon Ladies who Latte
- Corsham Means Business
- Swindon & North Wiltshire Business Association
- Wiltshire Business Support Service
- Swindon Wiltshire Find a Business now
- The Business Exchange Swindon & Wiltshire
- Aster Housing
- Wiltshire Care Partnership
- Wiltshire Care Watch
- Mears Group
- Cool Ventures
- Salisbury City Council
- Job Centre +
- Wiltshire Police
- Women in Rural Business

Partnership Working

Source of Referrals

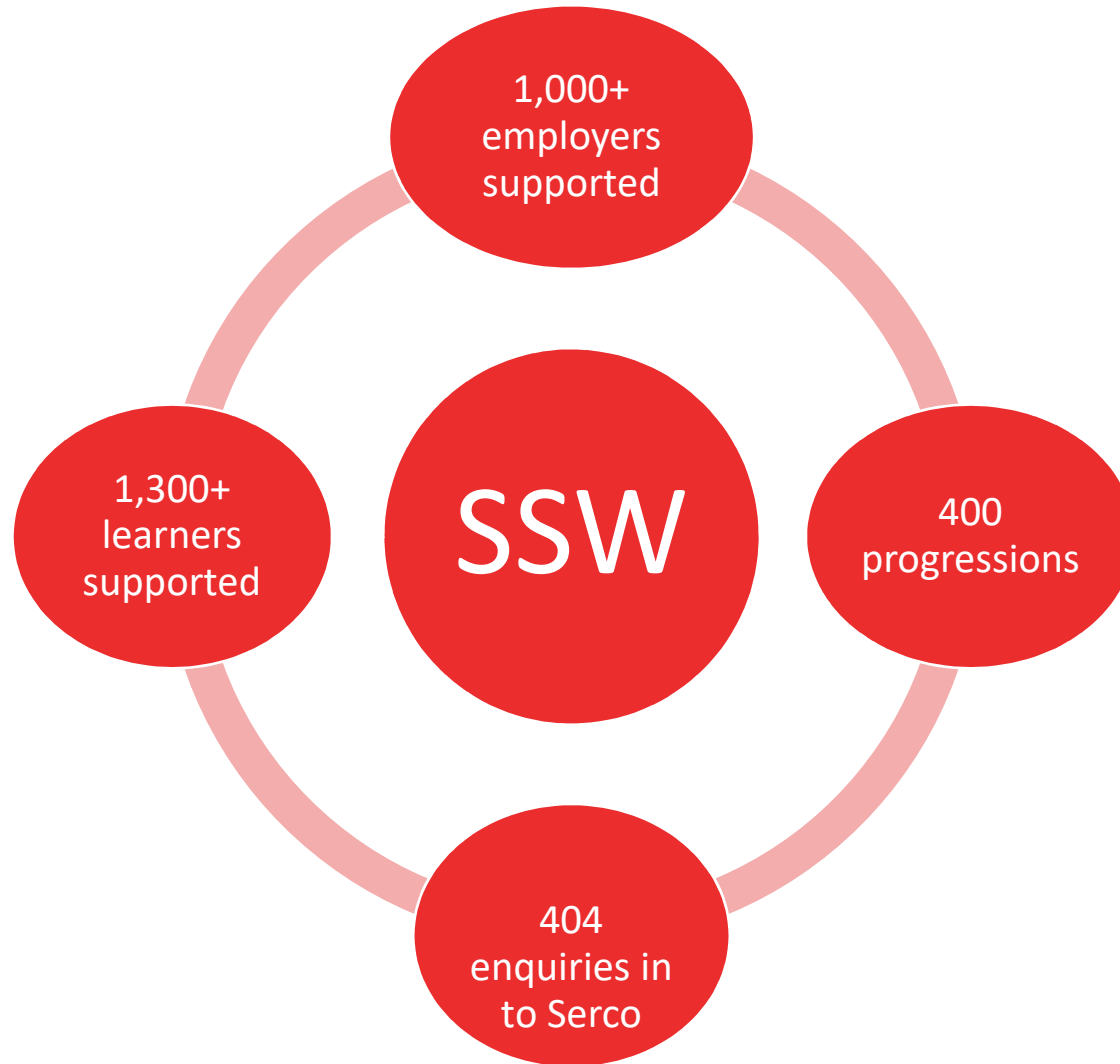
Inspire	171
Cold Call	58
Events	44
WOM	30
Higher Futures	26
Wiltshire Council	26
Cross Referrals	16
Business West	15
Swindon Council	8
Department of International Trade	3
Press Articles	2
TEN	2
CITB	1
Community First	1
S&W LEP	1

404
referrals in
to SSW

Performance Update

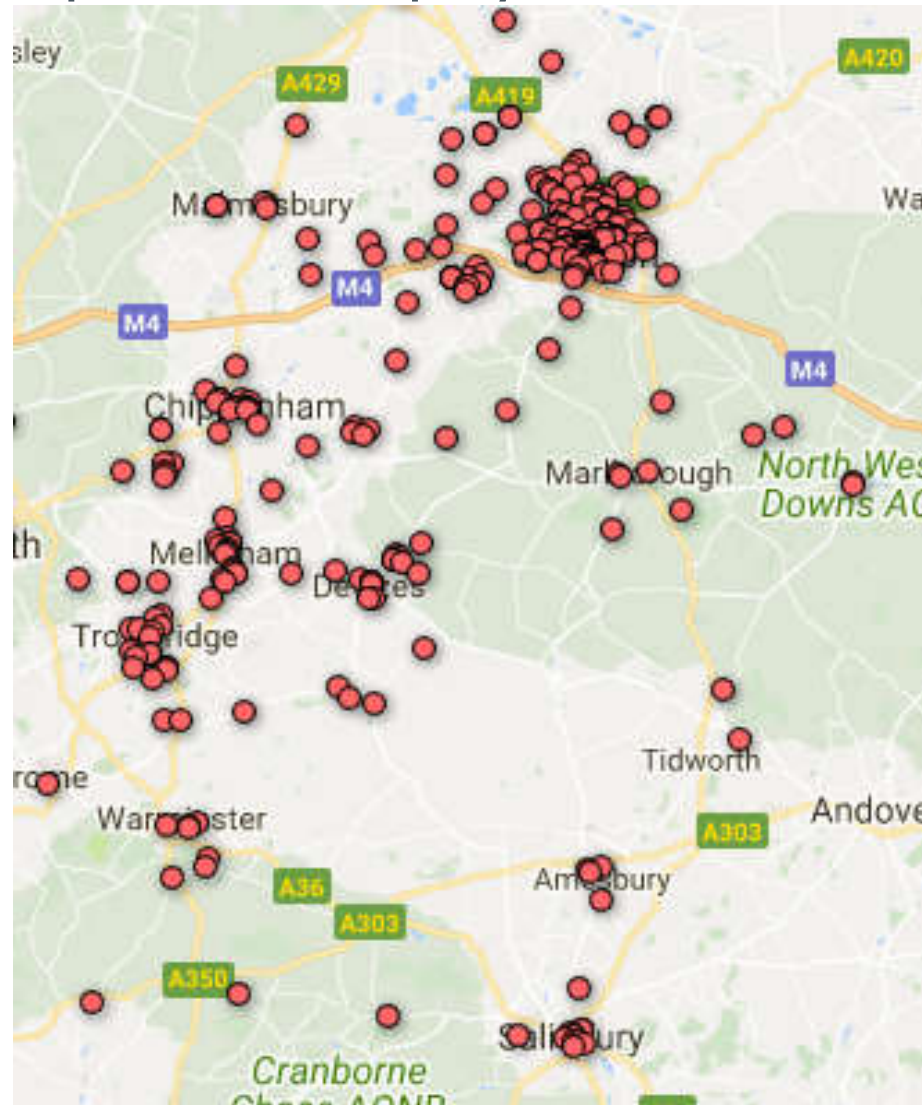


Achievements to Date



Performance to Date

Geographical spread of employers

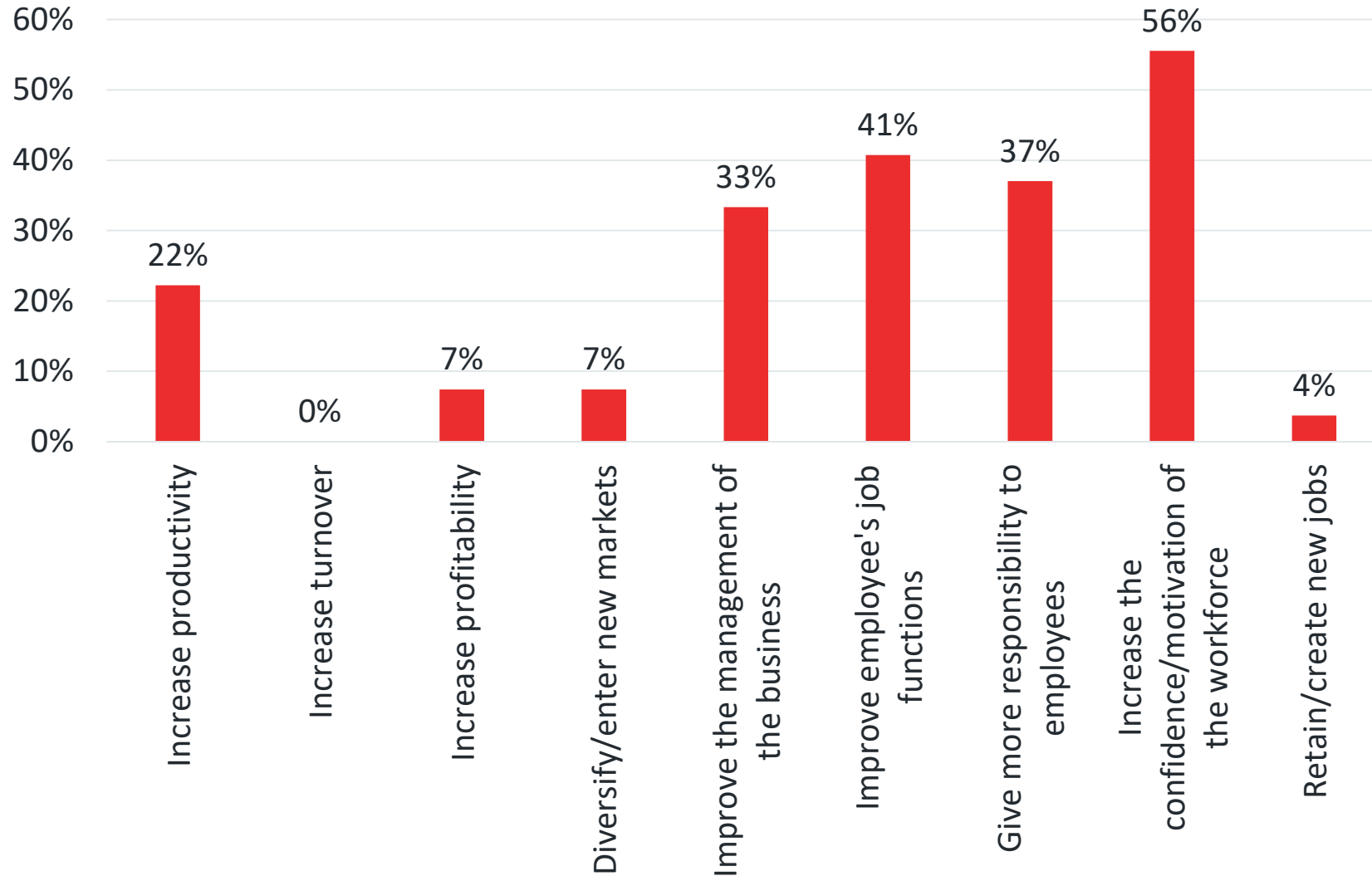


Impact



Employer Survey

Impact of the training:



Case Study

Patheon

Pharmaceutical manufacturer, producing products for the USA market. Employ c200 people in S&W. Initial referral from Higher Futures, Serco then referred to delivery partner (Wise Ability) to conduct a TNA.

Patheon's HR Business Partner, Samantha Romanek said: ***"The (initial) meeting gave us the opportunity to identify the qualifications which would be most appropriate (...)for our employees "***

"Patheon identified skills gaps within their workforce, Wise Ability created a training programme to upskill the employees."

20 employees undertook qualifications in business admin, team leading and management, mainly NVQs/Units at Levels 2 and 3. A further 24 employees undertook a Level 2 Lean Management Techniques accredited qualification.

All training was delivered in the workplace, and with a roll on roll off induction process the company was able to put forward new candidates at any time which has been beneficial to the company. The delivery model was extremely flexible, working around business and individuals' requirements:

"Wise Ability recognise and understand busy companies need a flexible approach to delivery and assessment activities (...) This has supported our candidates to remain on task and to achieve their qualifications. "

These strategies have proved to be effective as Patheon continue to refer more of their staff to work towards and achieve qualifications. Samantha said ***"The service provided has been extremely professional and has really created a new sense of learning on the site."***

Wise Ability are working closely with Higher Futures to ensure the employer and employees training needs are fully met and the progressions are managed effectively. (e.g. discussion regarding a Level 4 Management Apprenticeship as a progression for some of the team leaders who are currently working towards Team Leading qualifications through SSW. Higher Futures has also mapped out some pathways for Patheon's management training looking at various starting levels.

Contacts

Any Questions please contact:

Rachel.Crossey@serco.com

Rob.Matts@serco.com

skillssupport@serco.com (Employer enquiries)

