

Scrutiny Board Meeting

Tuesday, 6 March 2018

Dear Councillor

SCRUTINY BOARD - TUESDAY, 6TH MARCH, 2018

I am now able to enclose, for consideration at next Tuesday, 6th March, 2018 meeting of the Scrutiny Board, the following reports that were unavailable when the agenda was printed.

Agenda No	Item
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6	<u>Scrutiny Review of the City's Apprenticeships Offer - update</u> (Pages 3 - 20)
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[Cllr Gakhal to present update report]

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Appendix 1- Executive response to review recommendations

Review Recommendations	Lead	Accept / Reject	Milestone	Comments/ Update
1. Approve the Skills and Employment Board ¹ to drive the delivery of plans aimed at improving the number of Wolverhampton residents starting quality apprenticeships through the work of the City Apprenticeships Group.	Chair of Skills and Employment Board	Accept	December 2017	This role was agreed by the Skills and Employment Board and will be delivered through the monitoring of the City Apprenticeships group action plan and longer term in the Strategic economic plan
2. Approve the Head of Skills to present a report on progress against the review recommendations on apprenticeships as part of the overall Skills and Employment Action plan for 2018/19. This will include an update on: <ul style="list-style-type: none"> Numbers of new apprenticeship starts Improvements in access 	Head of Skills	Accept	June 2018	<p>The Skills and Employment Plan is timetabled to be presented to Cabinet meeting on 25 April 2018 as part of the overall Strategic Economic Plan.</p> <p>The Apprenticeship Co-ordinator to present data on apprenticeship applications and analysis of data at meeting of Scrutiny Board. Details of number of apprenticeship starts at CWC is detailed in Appendix A.</p>

¹ *The Skills and Employment Board is the key skills and employment stakeholder partnership for the City; it is business led and includes all key providers such as the City of Wolverhampton college, University of Wolverhampton, Department for Work and Pensions, Adult Education Wolverhampton and Wolverhampton Connexions Service.

<ul style="list-style-type: none"> Assessment of the impact of the apprenticeship levy on the current offer 				
<p>3. Approve the Wolverhampton Skills and Employment Board to oversee the current model of preparing young people for the world of work.</p>	<p>Chair of Skills and Employment Board</p>	<p>Accept</p>	<p>Nov 17</p>	<p>Initial discussion on young people and employability took place in the Skills and Employment Board meeting on 23/11/17. The notes from this are available and this discussion has helped shape the youth actions of the 5 Year Skills and Employment action plan which is now being developed as part of the City Strategic Economic Plan. The report is timetabled to be presented to Cabinet on 25 April 2018.</p>
<p>This should include a review the effectiveness of activities aimed at developing school/employer engagement, work readiness and ensuring that all young people have the offer of high quality impartial information, advice and guidance (IAG).</p>	<p>Young People's Skills manager</p>	<p>Accept</p>	<p>June 2018</p>	<p>A further review of the detailed action plan will take place at the Skills and Employment Board meeting in June 2018.</p>

<p>The next draft of the Skills and Employment Action plan 2018/19 to include a list of specific activities aimed at supporting underrepresented groups for example, young people with learning disabilities or disabilities and looked after children, to improve their skills and qualifications and compete for apprenticeship vacancies.</p>				
<p>4. Approve the City Apprenticeship Group to present a report on progress made to create successful pathways to future employment and to make apprenticeships more accessible to all as part of the joint development work with Shropshire Council.</p>	<p>City Apprenticeship Group</p>		<p>December 2017</p>	<p>The Head of Skills and Skills and Employability Manager (Young People) to present update report at Scrutiny Board meeting.</p>
<p>5. Approve the Wolverhampton Connexions Service to report on lessons learnt following the assessment in December 2017 and June 2018 of those schools that have taken part in Quality in Careers Standard (QICs) programme.</p>	<p>Wolverhampton Connexions Service</p>	<p>Accept</p>	<p>March 2018 and June 2018</p>	<p>Two additional schools have begun work on the Quality in Careers Standard. Smestow and Green Park Special School. Of the original 11, three schools achieved their Quality in Careers Standard (QiCS) in December 17 and 8 will be assessed and going forward to the July 18 board.</p> <ul style="list-style-type: none"> • Ormiston New Academy • Colton Hills • Westcroft Special School.

	Director of Education	Accept	March 2018	<p>The process involved an assessment of leadership and management, the careers education and guidance programme and how it's evaluated, work related experiences, work with parents and how young peoples' views are considered. Assessment included a site visit where staff and pupils were interviewed followed by scrutiny by an external verification board.</p> <p>Feedback from pupils has been good – “they tell you about all of the options” “they don’t tell you what to do”</p> <p>Feedback Westcroft “taking part in this process has been a really positive experience and has led to me evaluating everything I do differently, including looking at how we can give our pupils meaningful employer experiences”</p> <p>Lessons learnt by Connexions in supporting schools through the process were that the gathering the evidence together took a lot longer for most that we anticipated. Some schools had so much good practice to include that they found it difficult to decide what to include, and what to leave out of their portfolio.</p>
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<p>Interim findings to be presented to the City Apprenticeship Group in March and further update after the assessment in June 2018. The findings to consider any issues raised during the preparation of the portfolio used as evidence during the assessment process.</p>				<p>Schools were given a supporter and invited to several formal inputs to help them put their portfolio together. The initial self-assessment stage where schools could identify areas they needed to improve on has been especially useful.</p> <p>Additional work undertaken: Connexions organise termly network meetings for school's staff delivering careers work. This work has included presentations for teachers from apprenticeship providers at the networks – engineering, social media, IT have featured particularly in the recent networks. This activity will continue and will feature presentations from City of Wolverhampton Council Apprenticeship Co-Ordinator.</p> <p>Work on track – EPS to contact Helyna Hrebinec Team Manager - Wolverhampton Connexions Service to provide an update at the earliest opportunity to the City Apprenticeship Group on progress and the lessons learnt.</p>
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<p>The Director of Education to present proposals to encourage all local schools to work towards achieving the QICs. The Director of Education to secure funds to meet registration costs for the QIC programme, of those schools who have agreed to take part.</p>				<p>Head of Skills briefed The Director of Education in January 2018 about the review recommendations and agreed to look at promoting other schools to work towards achieving the QIC award.</p>
<p>6. Approve the Apprenticeship Co-ordinator to outline plans to support City of Wolverhampton Council (CWC) to be an exemplar of good practice in offering quality apprenticeships and report progress on the delivery of the apprenticeship strategy action plan 2017-18.</p> <p>Approve the Apprenticeship Co-ordinator to report on progress in recruiting a minimum 50 CWC apprenticeships annual starts after six months and at end of the April 2018. The report to include details of action taken or planned to meet the apprenticeship total target for CWC and commentary of those issues which have influenced progress, and an update on national apprenticeship policy relating to public sector bodies.</p>	<p>Apprenticeship Co-ordinator</p>	<p>Accept</p>	<p>May 2018</p>	<p>The Director of Education, Meredith Teasdale, is leading on apprenticeships. Report went to Leadership teams in Feb 18 and the leader on 5th March 18. Slides on these plans can be available to the meeting.</p> <p>A meeting took place in December 2017 with a group of apprentices, graduates and key staff to discuss how to improve delivery of the current internal apprenticeships scheme – a report is available to view.</p>

Approve the Apprenticeship Co-ordinator to present report on detailed projected spends for CWC Digital Apprenticeship Service Account at the end of 12 months of operation.				
<p>7. Approve the Head of Skills to review the current schools work experience placement offer within the Council and make recommendations to the Skills and Employment Board that contribute to creating a more positive experience for all involved.</p> <p>The report to include an annual analysis of work experience placements based on gender, ethnicity and disability and progress towards achieving the target of 100.</p>	Head of Skills	Accept	March 2018	<p>Graham Brown has completed draft report of findings from an online survey of people who have completed a work experience with City of Wolverhampton Council. The survey is based on responses from 200 people (10% of the total number of placements) and includes an analysis of placements.</p> <p>see Appendix B for details – the report was presented to Youth Council as evidence for a review on work experience held on 23.2.18. An update report of the findings will be presented to Scrutiny Board.</p>
8. Approve the Young People's Skills Manager to encourage all those on school work experience placements and apprenticeships to complete a short survey at the start and end of their scheme to capture their experiences. The findings to be shared with City	Young People's Skills Manager	Accept	September 2018	Discussed work experience placements - milestone date moved to June 2018 - this recommendation no longer appropriate - the form has been reviewed – issue of collecting data on internal apprenticeships - alternative suggestion that survey data based on 10% of the total would provide a good snapshot of the views of

Apprenticeship Group and used to further improve the quality of the current induction process.				apprenticeships – see Appendix B for details.
9. Approve the Apprenticeship Co-ordinator and Young People's Skills Manager to deliver regular joint briefing sessions to Council managers on work experience placements and apprenticeships in order to develop consistent approaches and links between the two schemes.	Apprenticeship Co-ordinator and Young People's Skills Manager	Accept	March 2018	Tony and David Humpage to prepare and deliver regular briefing sessions to staff
Approve the Head of Skills to set a target for the number of work experience placements to be offered by CWC annually and managers to be required to give specific reasons for not accepting a request for a schools work experience placement. A report on progress to be reported to the Skills and Employment Board.	Head of Skills	Accept	March 2018	Recommendations will be presented to leadership teams following the review in March 2018.
10. Approve the Head of Skills to consider amending the current work experience placement application form to include an option 'taster session's section - the aim is to give students the option of working in different areas of the Council, if they are unsure of their career pathway.	Head of Skills Young people skills manager	Accept	September 2017	The number of work experience placements remain low despite efforts to encourage young people to apply. Discussion about the work placement offer for looked after children and the role of work coaches – possibility of them working with young people before their placement ends to talk about opportunities across the

				<p>council which could progress into permanent work.</p> <p>Discussion about taster sessions for vulnerable groups – but more work is needed to develop this idea. Discussed ideas of work trials with a focus on admin and ICT. Discussion about the work being done with Wolverhampton University – apprenticeship taster dates</p>
11. Approve the members of the review group to reconvene to comment on progress against recommendations. The review group to visit Walsall or Sandwell Councils to talk to representatives about work being done to increase number of apprenticeship starts above regional and national averages. The findings to be reported to Scrutiny Board.	Scrutiny Team	Accept	March 2018	<p>Agreed to invite Kelly Thomas Impact Programme from Sandwell Council to a meeting of Scrutiny Board to present evidence about the success in meeting targets for apprenticeship starts and work experience placements. Review members and the Cabinet Member to be invited to attend the meeting on 5 June 2018.</p>
12. Approve the Cabinet Member for City Economy to encourage Councillors to become Apprenticeships Ambassadors .	Cabinet Member for City Economy	Accept	September 2018	<p>Discussed idea of work coaches becoming apprenticeships – Cllrs to be invited to be apprenticeship ambassadors. The issue to be raised with David Humpage about getting more people to be apprenticeship ambassadors.</p>
Approve the Head of Skills to encourage employers who have signed	Head of Skills	Accept	March 2018	<p>Discussed the idea of encouraging former apprenticeships who are working for the Council to become apprenticeship</p>

<p>Wolves@Work Pledge to also be become Apprenticeship Ambassadors.</p> <p>Approve the Apprenticeship Coordinator to invite current or former apprentices of CWC to consider taking on the role similar to that of the Apprenticeship Ambassadors</p> <p>Approve an amendment to the Apprenticeship Strategy Action Plan 2017-18 to include reference to preparing publicity material to celebrate the work being done by CWC to promote the apprenticeships offer and key achievements in improving the current offer. This work should be linked to local and national promotional and or celebratory events, for example, *National Apprenticeship Week 2018 and The Skills & Apprenticeship Show Wolverhampton 2018.</p> <p>A report on progress to be reported to the Wolverhampton Skills and Employment Board.</p>	<p>Apprenticeship Co-ordinator</p> <p>Apprenticeship Co-ordinator</p>	<p>Accept</p> <p>Accept</p>	<p>September 2018</p>	<p>ambassadors – STEM ambassadors - looked after children are offered a guaranteed interview and are sent details of vacancies.</p> <p>The link below is to the official registered Apprenticeship Events for Wolverhampton and the Country.</p> <p>https://www.gov.uk/government/topical-events/national-apprenticeship-week-2018-naw-2018</p> <p>The map will show you the two registered events for Wolverhampton and some national events.</p>
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Appendix A: City of Wolverhampton Council Apprenticeship Numbers (all Age)

Directorate (On Programme Data)	Apps (16 - 20)	Apps (Progressions)	Existing Staff
Corporate	9	4	15
Place	4	0	5
People	0	2	0
Schools (Non Scheme)	6	3	3
Totals	19	9	23
Cumulative Total			51

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Briefing Note

Title: City of Wolverhampton Council Work Experience

Prepared by: Graham Brown **Date:** February 2018

Intended audience: Internal ☒ Partner organisation ☐ Public ☐ Confidential ☐

Purpose

To provide an overview of the work experience in City of Wolverhampton Council.

Overview

The Council have provided work experience placements for a number of years. The process was originally facilitated by the Human Resources Team until 2012, when the responsibility was passed to the Education Business Partnership (EBP) team. At this time, the EBP were already supporting schools with work placements through a traded service and had relationships with employers and internal departments at the Council. It was agreed that a centralised system would bring benefits to employers so that did not receive requests for placements and Health and Safety checks from multiple sources. The EBP operate a work placement database containing the details of over 5000 companies, the checks carried out to ensure, health and safety, safeguarding and insurance cover.

Individuals seeking a work placement in the Council are asked to complete an application form which is submitted to the EBP team. The team then approach the various departments in the Council to source and secure relevant placements. Risk assessments are carried out and job role/duties agreed with the recruiting department. Individuals are provided with start dates and advice about hours of work, duties, dress code through our placement guidance pack. Managers are also provided with a best practice guide.

Context and performance

City of Wolverhampton Council Work Experience Analysis Report – Sept 2017 – Feb 2018

Number of applicants:

- 103 applications received
- 59 applicants placed
- 27 declined
- 17 pending responses

Source of application:

- 47 from school students
- 9 from college students
- 16 from University students
- 7 general public/community
- 24 from Impact/Wolves at Work programmes

RESULTS

CURRENT (REVISED) FORM

Work Experience Impact Measurement Percentage % Responses

Number of students completing form 200 (= N basis for Percentage calculations)

Write numbers in each box and calculate percentage giving each response

<i>How much did you enjoy your work placement?</i>	Very enjoyable	Mostly enjoyable	Some enjoyment	Not enjoyable	
	43%	21%	22%	14%	
<i>How satisfied were you with your work experience?</i>	Very satisfied	Quite satisfied	Satisfied	Slightly dissatisfied	Dissatisfied
	58%	22%	13%	5%	2%
AS A RESULT OF MY WORK EXPERIENCE:		Strongly Agree	Agree	Disagree	Strongly Disagree
1: I better understand the skills employers are looking for.		39%	52%	6%	3%
2: I know which personal qualities employers think are important		44%	50%	5%	1%
3: I was able to show my initiative in a workplace		39%	51%	10%	
4: I have developed some new skills that employers value (e.g. customer awareness, use of I.T., etc)		39%	43%	14%	4%
5: I have developed my spoken communication skills, e.g. talking to adults		57%	38%	5%	
6: I know I can work well with a team of adults		53%	38%	9%	
7: I was able to show a positive attitude at work		56%	40%	3%	1%
8: I feel more confident in handling new situations		39%	56%	5%	
9: I have a better understanding of my own strengths and weaknesses		38%	40%	21%	1%
10: Do you understand better the importance of problem solving at work		41%	49%	9%	1%
11: I understand better why it is important to do well at school		55%	36%	9%	
12: I am more prepared to work hard in lessons and with my coursework		56%	38%	5%	1%
13: I understand better how workplaces are organised		46%	41%	12%	1%
14: I have experience of working with people who have different roles		39%	43%	13%	5%
15: I have a better understanding of peoples rights and responsibilities at work, e.g. health & safety, equal opportunities		36%	46%	13%	5%
16: I am clearer about what I want to do in my future education and career (post 16)		33%	43%	21%	3%
Male	46%	Female	54%	Year of Work Experience	2016-2017

Destination of Applicants:

- ICT
- E-Services
- Legal
- WV Active (Aldersley)
- Regulatory Services
- Customer Services
- Projects & Programmes
- Finance
- Hospitality
- Skills Team
- Planning
- Communications
- Libraries
- Social Services
- Looked After Children Service
- Demographic Services
- Structural Engineering
- Projects and Works
- Trading Standards
- Democratic Services
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Gender:

- 49% male (51 of 103 applications)
- 51% female (52 of 103 applications)

Disability:

- 2 applicants declared a disability

Ethnicity data collection only started in January 2018 so no analysis is currently available.

External Traded Service Performance Sept 2016 – July 2017

The following information is based on the school's work experience programme, we have included total number of placements across Yr's 10, 11 and Post 16 (inc City of Wolverhampton College), Occupational Area breakdown (types of industry), Gender and students with Special Educational Needs & Disabilities (SEND) placement numbers –

Occupational Area	Yr 10 Male	Yr 10 Female	Yr 11 Male	Yr 11 Female	Post 16 Male	Post 16 Female	SEND placements
Agriculture	0	0	0	0	0	0	0
Horticulture	2	4	8	0	2	2	5
Forestry	0	0	0	0	0	0	0
Fishery	0	0	0	0	0	0	0
Animal Work	5	19	0	6	1	5	1
Construction	7	3	1	1	6	1	2
Building Maintenance	24	1	6	0	7	2	4
Engineering	33	6	7	0	13	0	3
Mechanical	34	5	24	0	22	1	9
Scientific	0	5	0	0	1	6	0
Technical	12	6	4	0	3	2	0
Manufacturing	15	4	3	2	4	1	1
Art / Design / Craft	11	11	4	7	5	5	2
Retail	60	44	17	10	22	26	11
Financial	11	6	8	2	7	13	1
Business	91	66	53	47	34	37	8
Personal Service	11	59	0	23	3	19	5
Hotel	5	6	2	1	2	2	2
Catering	11	20	10	6	4	10	4
Leisure Services	33	15	6	4	5	7	9
Community Care	14	27	3	24	9	72	4
Health	33	76	24	40	14	61	4
Education / Training	106	291	29	67	48	214	28
Uniformed Services	12	0	7	0	0	2	4
TOTAL	530	674	216	240	212	488	107

Total number of placements across Wolverhampton Schools and City of Wolverhampton College – **2360**