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# NOTICE OF MEETING

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## EMPLOYMENT COMMITTEE

TUESDAY, 1 OCTOBER 2013 AT 12.15 PM

THE EXECUTIVE MEETING ROOM - THIRD FLOOR, THE GUILDHALL

Telephone enquiries to Vicki Plytas  
Email: [vicki.plytas@portsmouthcc.gov.uk](mailto:vicki.plytas@portsmouthcc.gov.uk)

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### Membership

Councillor Steven Wylie (Chair)  
Councillor Gerald Vernon-Jackson (Vice-Chair)  
Councillor Donna Jones  
Councillor Leo Madden  
Councillor Luke Stubbs  
Councillor Rob Wood

### Standing Deputies

Councillor Jason Fazackarley  
Councillor Lee Hunt  
Councillor Robert New  
Councillor Steve Wemyss

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(NB This agenda should be retained for future reference with the Minutes of this meeting.)  
Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

**Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendation). Email requests are accepted.**

## AGENDA

- 1 Apologies for Absence

**2       Declarations of Members' Interests**

**3       Minutes of the Meeting held on 18 June 2013 (and Exempt Appendix)**

**RECOMMENDED that the Minutes of the meeting of the Employment Committee held on 18 June 2013 (and exempt appendix) be confirmed and signed by the Chair as a correct record.**

**(Please note that if any discussion is needed on the exempt appendix this will have to be in exempt session)**

**4       Hampshire Pension Fund Panel Appointment**

The purpose of this item is to make an appointment to the Hampshire Pension Fund Panel to serve for two years from 1 October 2013 to 30 September 2015.

The nominee must be an elected member and should have a grasp of financial issues and be prepared to commit time to the duties involved, including the requirement to undergo training on local government pension funds and their investment. There is no remuneration for this role. Expenses can be claimed under Portsmouth's scheme of allowances for meetings outside the city.

This vacancy was advertised on the Members' Information Service (MIS) on Friday 16 August 2013 and one volunteer, Councillor Gerald Vernon-Jackson, has put his name forward.

**RECOMMENDED that Councillor Gerald Vernon Jackson be appointed to serve on the Hampshire Pension Fund Panel for the period 1 October 2013 to 30 September 2015 subject to his remaining an elected member of Portsmouth City Council.**

**5       Christmas Closure - Sandwich Day (Pages 1 - 4)**

The purpose of the report is to inform Employment Committee of the impact of a one day Christmas Closure for Friday 27 December 2013 (sandwich day).

**RECOMMENDED**

- I.     That Employment Committee agree for Christmas Closure to be implemented for 27<sup>th</sup> December 2013, for the Civic Offices and non-essential services out stations.**
- II.    That all employees are given additional leave to take account of the Christmas Closure (pro rata'd for part time workers)**
- III.   That those staff required to work are given time off in lieu at a later**

**date**

- IV. **For Heads of Service to determine which staff will be required to work, based on essential service delivery requirements**

**6 Sickness Absence Update (Pages 5 - 10)**

The purpose of the report is to:

- i. Advise members of the current sickness absence levels
- ii. Update members on the matters considered by the Sickness Absence Working Group
- iii. Advise members about actions currently being undertaken in the HR, Legal and Performance Service to support managers in tackling sickness absence

**RECOMMENDED that Members note the current levels of sickness absence across the council and the on-going efforts of members and officers to reduce sickness absence.**

**7 PCC Apprenticeships - Update (Pages 11 - 16)**

The purpose of this report is to provide members with an update on the:

- progress of Apprenticeships within PCC and
- national and local context regarding apprenticeships

**RECOMMENDED that Members note the continued success of the Apprenticeship Programme within PCC and to maintain support for the programme.**

**8 Date of Next Employment Committee Meeting**

The date of the next scheduled meeting is 3 December 2013

**9 Exclusion of Press and Public**

**That in view of the contents of the following items on the agenda the Committee is RECOMMENDED to adopt the following motion:**

**“That, under the provisions of Section 100A of the Local Government Act, 1972 as amended by the Local Government (Access to Information) Act, 1985, the press and public be excluded for the consideration of the following item(s) on the grounds that the report(s) contain information defined as exempt in section 100I and by reference Part 1 of Schedule**

12A to the Local Government Act, 1972”.

Although there is a public interest favouring public access to local authority meetings, given the legally privileged and commercially sensitive information contained in the report, the public interest in maintaining the exemption outweighs the public interest in disclosing the (exempt) information.

(NB The exempt/confidential committee papers on the agenda will contain information which is commercially, legally or personally sensitive and should not be divulged to third parties. Members are reminded of standing order restrictions on the disclosure of exempt information and are invited to return their exempt documentation to the Democratic Support Officer at the conclusion of the meeting for shredding.)

<u>Item</u>	<u>Exemption Para No.*</u>
10	3 and 4

\*Paragraph Exemption Nos:

3. Information relating to the financial or business affairs of any particular person (including the authority holding that information)

4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between Portsmouth City Council and employees and

10 Exempt appendix to minute 35 Standby Allowance Payments

Background list of documents: Section 100D Local government Act 1972 – None, other than where mentioned at the end of individual reports.

# Agenda Item 5



Portsmouth  
CITY COUNCIL

Agenda item:

**Title of meeting:** Employment Committee  
**Date of meeting:** 1<sup>st</sup> October 2013  
**Subject:** Christmas Closure - Sandwich Day  
**Report by:** Jon Bell - Head of HR, Legal & Performance  
**Wards affected:** N/A  
**Key decision:** No  
**Full Council decision:** No

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## 1. Purpose of report

The purpose of this report is to inform Employment Committee of the impact of a one day Christmas Closure for Friday 27<sup>th</sup> December 2013 (sandwich day).

## 2. Recommendations

It is recommended that:

- (i) Employment Committee agree for Christmas Closure to be implemented for 27<sup>th</sup> December 2013, for the Civic Offices and non-essential services out stations.
- (ii) That all employees are given additional leave to take account of the Christmas Closure (pro rata'd for part time workers)
- (iii) That those staff required to work are given time off in lieu at a later date
- (iv) For Heads of Service to determine which staff will be required to work, based on essential service delivery requirements.

## 3. Background

- 3.1 In previous years, where Christmas Day and Boxing Day have fallen on Tuesday & Wednesday or Wednesday & Thursday, Portsmouth City Council (PCC) have given staff a "sandwich day" on Monday 24<sup>th</sup> or Friday 27<sup>th</sup> December. This continues to be custom and practice amongst other Local Authorities and some local businesses.

3.2 Historically, we have given staff an additional day's leave (pro rata'd for part time staff). Those staff that are required to work on 27<sup>th</sup> December, providing essential services to the residents, are given time off in lieu.

#### **4. Feedback from Heads of Service**

4.1 Heads of Service have provided information to assess the impact of the day's closure, in terms of customer service, staff morale and financial costs. Predominantly, Head of Services' responses have been positive and they feel that this will be beneficial to staff whilst having limited impact on our customers. Service provision will be at the same level as bank/public holidays.

4.2 However, there are a number of services that operate essential services to residents that will continue to work throughout the Christmas period. These staff members will be required to take their leave at a later date. This may cause operational difficulties in some areas, where staffing is short and it is already difficult to cover annual leave.

4.3 The additional cost for Adult Social Care (approximately £35,000 for residential day care costs) will create a budget pressure for the service. The Head of Service has also expressed concern about the potential impact on staff morale, as those required to work may feel disadvantaged compared to their colleagues. Similar issues may exist in Children's Social Care.

4.4 Housing and Property Management will require staff in some services to continue to work on this day, for example, Green and Clean teams, Sheltered Housing and Emergency Repairs.

4.5 Heads of Service will make the decision as to which teams are required to provide a service on the 27<sup>th</sup> December 2013 and will communicate this to the relevant staff. Time off in lieu will be given to those required to work.

#### **5. Reasons for recommendations**

5.1 It has become custom and practice for PCC to give a "sandwich day" to all staff when Christmas Day falls on a Tuesday or Wednesday. This is seen as a gesture of goodwill and allows staff more time to spend with families and friends over the holiday period.

5.2 The needs of the organisation will continue to be met (as they are on Bank and Public Holidays) with the continuous provision of essential services balanced with closure of the offices during the quiet period. The customer activity during the Christmas period in 2011 was a total of 189 visits, 12 of which used the cash desk.

5.3 If, during the closure, the building management system is set to that of weekends, there is an opportunity to save £5,500 and 40 tonnes of carbon dioxide, over the 5 day period.

**6. Equality impact assessment (EIA)**

A preliminary Equality Impact Assessment has been completed.

**7. Legal implications**

There are no immediate legal implications arising from this report.

**8. Finance comments**

The additional net costs of a sandwich day on 27<sup>th</sup> December 2013 are estimated to be £44,000 which will have to be met from existing service budgets.

.....  
Signed by:

**Appendices:**

None

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

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# Agenda Item 6

<b>Decision Maker:</b>	Employment Committee
<b>Subject:</b>	Sickness Absence Update
<b>Date of Decision:</b>	1 <sup>st</sup> October 2013
<b>Report By:</b>	Jon Bell – Head of HR, Legal & Performance
<b>Wards Affected:</b>	N/A
<b>Key Decision:</b>	N/A

## **1. Purpose of Report**

The purpose of this report is to:

- (i) Advise members of the current sickness absence levels
- (ii) Update members on the matters considered by the Sickness Absence Working Group
- (iii) Advise members about actions currently being undertaken in the HR, Legal and Performance Service to support managers in tackling sickness absence

## **2. Recommendations**

Members are recommended to:

- (i) Note the current levels of sickness absence across the council and the on-going efforts of members and officers to reduce sickness absence

## **3. Current Sickness Absence Levels (as at 31<sup>st</sup> August 2013)**

3.1 The current level of sickness absence is 9.5 days on average per employee per year. This represents a decrease since the start of the financial year, when the figure was 9.76 days on average per employee. A breakdown of absence levels by services is attached at Appendix A.

## **4. Sickness Absence Working Group**

4.1 Employment Committee previously agreed, at the request of Trades Union representatives, to set up a working group to look into issues relating to sickness absence. Due to scheduling difficulties, this group has only met on 2 occasions, but the following matters were discussed:

- The council's offer in terms of employee wellbeing, including:
  - Employee assistance service

- Promoting exercise
- Feedback from staff in recent PULSE survey
- Arrangements for the recording of sickness absence and the reliability of data
- New Occupational Health arrangements
- Suggestions from staff about actions that could be adopted to help encourage attendance
- The council's absence management policy
- Work-related stress
- Influenza vaccinations

In addition, members of the group have met with individual Heads of Service to discuss their approaches to managing absence. Although the working group has been a helpful forum for sharing and discussing ideas that might help to reduce absence, the composition of the group and infrequency of meetings has meant that its capacity to significantly tackle the issue has been limited. Members are invited to consider whether the working group should continue to meet in its current form.

## **5. Actions to Support Managers in Tackling Sickness Absence**

5.1 Members have previously been advised of a renewed focus on sickness absence within HR, and the actions being taken by HR staff to work with managers to help them tackle sickness absence within their teams. Although, by its nature, this is a "long game", there have been some significant successes. These include:

- In Adult Social Care there has been a renewed focus on "maximising attendance". All managers have attended workshops and looked at how to remove the barriers to managing individual cases, particularly long-term absences. A stronger and more proportionate management approach has helped to reduce average annual absence from 11.96 days to 10.84 days per employee since the start of the financial year.
- In Housing Management, targeted action by managers, supported by HR, has resulted in overall absence rates reducing to the lowest levels in over 2 years. Improvements to the quality of absence data have enabled better interventions, and specific support (e.g. back-care advice to Clean and Green Team) has helped to address the most common causes of absence.

5.2 The transfer of Public Health to the Council has provided an opportunity to review and improve the approach to employee wellbeing, and officers from

HR and Public Health are working together to do this. Further reports will be provided to Members on this topic in due course.

**6. Equality Impact Assessment**

A preliminary Equalities Impact Assessment has been carried out.

**7. Legal Considerations**

There are no legal considerations arising directly from this report. Appropriate legal advice will be taken before any resultant changes to employment policies are made.

**8. Head of Finance's Comments**

There are no financial implications arising from this report

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Signed by: Jon Bell

Background List of Documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
None	

The recommendation(s) set out above were approved/approved as amended/deferred/rejected by

..... On .....

Signed by:

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# Absence Report; This report covers the period between 31/08/2012 to 01/09/2013.

# Appendix A

This information is obtained from the Oracle system. The returned data is filtered to exclude Casual Workers, Agency Workers and Members.  
(Long term absences are 21 days or longer, short term absences are 7 days and under)

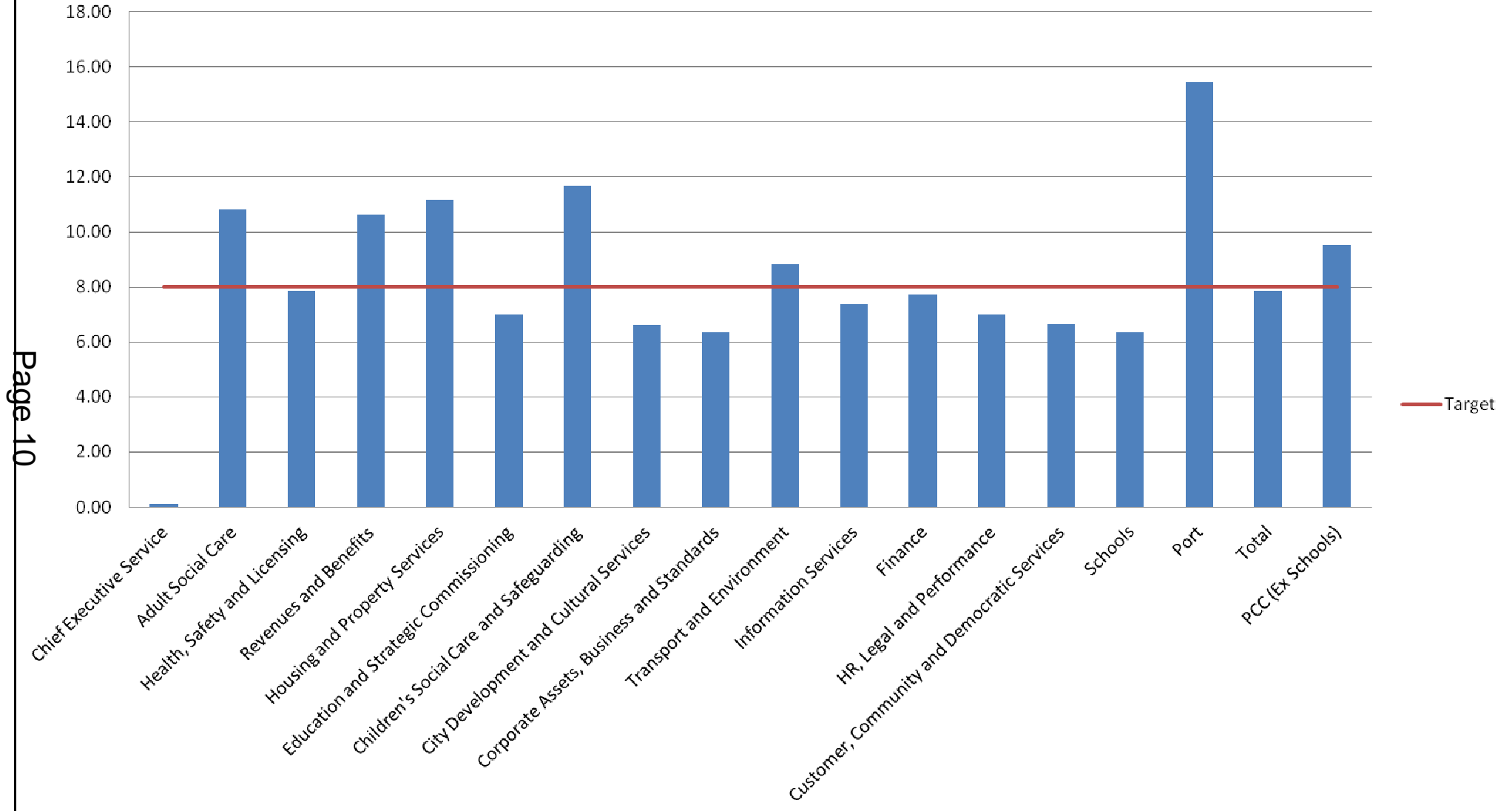
Service	Headcount	Total		Average per person per year	Long Term		Medium Term		Short Term		Target
		Working Days Lost to Sickness	% Working Time Lost		Working Days Lost to Sickness	Average per person per year	Working Days Lost to Sickness	Average per person per year	Working Days Lost to Sickness	Average per person per year	
Chief Executive Service	18.00	2.00	0.05%	0.11	0.00	0.00	0.00	0.00	2.00	0.11	8
Adult Social Care	860.00	9325.01	5.80%	10.84	5667.14	6.59	1517.68	1.76	2140.19	2.49	8
Health, Safety and Licensing	139.00	1094.17	3.57%	7.87	599.00	4.31	130.27	0.94	364.89	2.63	8
Revenues and Benefits	155.00	1646.08	4.67%	10.62	815.61	5.26	199.05	1.28	631.42	4.07	8
Housing and Property Services	734.00	8188.89	5.02%	11.16	4795.33	6.53	1272.95	1.73	2120.61	2.89	8
Education and Strategic Commissioning	253.00	1769.21	3.61%	6.99	1148.50	4.54	208.17	0.82	412.54	1.63	8
Children's Social Care and Safeguarding	356.00	4159.38	5.19%	11.68	2551.01	7.17	683.50	1.92	924.87	2.60	8
City Development and Cultural Services	233.00	1544.17	3.81%	6.63	992.69	4.26	140.05	0.60	411.43	1.77	8
Corporate Assets, Business and Standards	165.00	1045.36	2.76%	6.34	365.22	2.21	238.35	1.44	441.79	2.68	8
Transport and Environment	328.00	2892.40	5.27%	8.82	1902.32	5.80	393.70	1.20	596.39	1.82	8
Information Services	113.00	832.64	2.99%	7.37	495.37	4.38	90.01	0.80	247.26	2.19	8
Finance	184.00	1420.70	3.51%	7.72	803.95	4.37	188.00	1.02	428.75	2.33	8
HR, Legal and Performance	147.00	1028.33	3.02%	7.00	570.00	3.88	175.06	1.19	283.27	1.93	8
Customer, Community and Democratic Services	131.00	870.90	3.04%	6.65	539.95	4.12	123.66	0.94	207.29	1.58	8
Schools	4269.00	27072.78	3.71%	6.34	14519.09	3.40	3184.02	0.75	9369.67	2.19	8
Port	91.00	1404.27	6.17%	15.43	996.70	10.95	166.37	1.83	241.20	2.65	8
<b>Total</b>	<b>8176.00</b>	<b>64296.29</b>	<b>4.08%</b>	<b>7.86</b>	<b>36761.88</b>	<b>4.50</b>	<b>8710.84</b>	<b>1.07</b>	<b>18823.56</b>	<b>2.30</b>	<b>8</b>
PCC (Ex Schools)	3907.00	37223.51	4.60%	9.53	22242.79	5.69	5526.83	1.41	9453.89	2.42	8

The table above shows the average number of sickness days per person per year. This is calculated by dividing the total number of sick days in the year, by the total number of people in the area being measured. This measure counts people and ignores the number of hours each person is contracted to work.

## Key

	Exceeds Target Value.
	Meets Target Value.

# Avg Days Sickness per Person Per Year



# Agenda Item 7



<b>Decision Maker</b>	Employment Committee 1 <sup>st</sup> October 2013
<b>Subject:</b>	PCC Apprenticeships - Update
<b>Report by:</b>	Head of HR, Legal & Performance
<b>Wards Affected</b>	n/a
<b>Key decision (over 250k)</b>	n/a

## 1. Purpose of Report

- 1.1 To provide members with an update on the:
- progress of Apprenticeships within PCC and
  - national and local context regarding apprenticeships

## 2. Recommendations

- 2.1 To note the continued success of the Apprenticeship Programme within PCC and to maintain support for the programme.

## 3. Background

- 3.1 In December 2010, Members were presented with a report detailing the early success of the Apprenticeship Scheme with the 5 Apprentices in post at that time. 4 completed: 2 still employed by PCC, 1 left to study at university and 1 found alternative employment. One left the scheme before completion due to performance issues.
- 3.2 Employment Committee previously agreed the model used whereby HR undertook a selection process and HTP a provider company were selected to support the apprentices within PCC. The National Apprenticeship Service assisted in the selection process, recommended the best qualified local providers and attended the actual selection day.
- 3.3 The first apprentice was appointed in April 2010. This first apprenticeship was created from an existing band 4 post and HTP assisted in the selection process. The model agreed by Employment Committee was to pay apprentices 80% of the grade when they are newly appointed and learning the role whilst also studying.

## 4.0 Current Picture

- 4.1 Since this time 44 people have started an apprenticeship with Portsmouth City Council across a wide range of services. So far we have had 9 apprentices complete their qualifications with 5 of these being new recruits.
- 4.2 There have been a small number of people start an apprenticeship with us but have not completed their qualifications. The reasons for non-completion range from redundancy, large workload and the apprentice moving away.

4.3 Currently PCC has 29 employees working towards an apprenticeship, 22 of these apprentices are existing staff and 7 have been newly recruited.

4.4 Appendix 1 shows where the Apprentices are working and the framework they are working towards.

## **5.0 Our Training Provider**

5.1 PCC's preferred training provider for apprenticeships is HTP who have an office at Lakeside, North Harbour in Cosham. They deliver training in all areas of Hospitality, Management, Retail, Customer Service, Health & Social Care & Business Administration. Last year they were recognised by Ofsted as one of the 12 best training providers in the country.

5.2 HTP provide work based learning where assessments and reviews will take place in the workplace. The only time the apprentice may need to attend a training centre is to complete the technical certificate part of their apprenticeship. This approach is different to colleges where apprentices are usually expected to spend 1 day a week (term time) at college.

5.3 Although HTP cover a wide range of apprenticeships there are jobs roles within the council that they wouldn't be able to provide and in these cases the HR Service will investigate other training providers locally & nationally.

## **6.0 Pay & Banding**

6.1 PCC apprentices are currently paid a salary that reflects their skills, experience and ability. For apprentices who have no or very little experience they will be paid their job band minus 20%, those that have more understanding of the role may be paid their salary minus 10% and apprentices that are fully competent will be paid their whole salary.

6.2 It was agreed when PCC started offering apprenticeships that we would pay our apprentices a real wage, relating to the work that they would be undertaking which means we currently pay well above the national minimum apprentice wage

6.3 Initially all our apprentices are employed on a training contract and once they have completed their apprenticeship and they remain in post, they will be transferred onto a permanent contract.

## **7.0 Recent Appointments**

7.1 So far this year the HR Service has worked with the Catering manager for Adult Social Care and has transferred two staff onto a HTP Catering apprenticeship at a cost of £100 pp. (ex VAT) rather than paying the cost of the Catering qualification which was approx. £600 with Highbury.

7.2 City Helpdesk have recruited 4 new apprentices with a hope to continue employing apprentices for the foreseeable future into trainee customer service roles.

7.3 The HR Service has worked with the Green & Clean manager regarding employing new apprentices in this area and possibly transferring existing staff. They have just appointed a 16year old Cleaning Apprentice. They are also considering horticulture apprenticeships



for next year with Sparsholt College (being the only provider in the area). This could potentially be a great opportunity for PCC to routinely employ apprentices into the council.

7.4 Appendix 2 shows the feedback received from both managers and apprentices

### **8.0 Cross Service working**

8.1 The HR Service regularly works with the IYTSS & Regeneration teams within the council. Each team deals with apprenticeships for the City and working together has helped us build a good working relationship where we are able to share valuable information and gain an understanding of what is happening across Portsmouth.

8.2 Also for the past 2 years they have organised employer & school events with the National Apprenticeship Service & ALPHI in Portsmouth, which have been extremely successful and they are currently working on an event for schools in October 2012 and events for Apprenticeship Week 2014 (3-7 March).

### **9.0 Current Government Policy**

9.1 In June 2012 the Government commissioned an independent review of apprenticeships in England. The Richard Review of Apprenticeships was published in November 2012, and sets out a series of recommendations on what an apprenticeship should be in the future, and how apprenticeships can meet the needs of the changing economy. The Richard Review recommends that apprenticeships should be redefined so that they are targeted at those who are new to a job or role, with training for existing workers being delivered separately. It also recommended that apprenticeships should be focussed on those jobs that need substantial investment in skills, with a new programme of 'traineeships' replacing existing apprenticeships where they are linked to lower skilled jobs.

9.2 In March 2013 the Government published a consultation paper which set out their response to the review, and proposals for future delivery. Confirmation of the Government's broad approach is due to be published in autumn 2013, including the timeframe for developing the new standards and qualifications that will underpin future apprenticeships. In July 2013 the Government also published a consultation on proposals for changing the funding of apprenticeships, and a framework for the delivery of traineeships was published in July 2013.

### **10.0 Local Context and Reviews**

Portsmouth's regeneration strategy 'Shaping the Future of Portsmouth' was approved by Cabinet in January 2011 and sets out the city's ambitions for its physical, economic and social regeneration. A Business Growth and Skills Plan was adopted by the Council in July 2013 and has been developed to deliver these ambitions in relation to business growth and skills improvement. If the resident workforce is to benefit from future economic growth in the city, it was recognised that work is required to ensure they have the training and skills required.

10.1 A review of apprenticeships provision is currently being carried out to understand the current situation and future needs in relation to apprenticeships across the city. Recommendations from this review may have implications for the Council's approach to

apprenticeships and any proposed changes to policy will be brought back to this committee if required.

10.2 The Council's Economic Development, Culture & Leisure Scrutiny Panel is also undertaking a review into 'Pathways into Work for Young People in Portsmouth' which is focussed on how to help young people into employment and training for employment (such as through apprenticeships).

**11. Equality impact assessment (EIA)**

Preliminary Impact Assessment undertaken

**12. Legal implications**

There are no legal implications arising from the recommendations of this report

**13. Finance comments**

There are no financial implications arising from the recommendations of this report.

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Signed by: Jon Bell, Head of HR, Legal and Performance

**Appendices:**

Appendix 1 – Where our Apprentices work

Appendix 2 – Feedback

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
The Richard Review	<a href="http://www.schoolforstartups.co.uk/richard-review/richard-review-full.pdf">http://www.schoolforstartups.co.uk/richard-review/richard-review-full.pdf</a>

## APPENDIX 1

### Where our Apprentices work

The table below shows which services/ teams our existing staff work in, along with what apprenticeship they are working towards. The majority of staff are participating on the Aspiring Manager Apprenticeship; this programme was set up by Organisational Development in early 2012 and was designed for staff who aspire to be our managers of the future.

Service/ team	Apprenticeship	Level	No of staff
Adult Social Care	Social Care	3	X1
	Catering	TBC	X3
Corporate Assets, Business & Standards	Aspiring Management	3	X1
	Business Admin	3	X1
Customer, Community & Democratic Services	Leadership & Management	3	X2
	Leadership & Management	2	X1
Education & Strategic Commissioning	Aspiring Management	3	X2
Health, Safety & Licensing	Aspiring Management	3	X2
Housing & Property Services	Aspiring Management	3	X4
IS	Aspiring Management	3	X2
Transport & Environment	Aspiring Management	3	X2

This table shows where the newly recruited apprentices are placed.

Service/ team	Apprenticeship	Level	No of staff
Finance - Debt Recovery,	Business Admin	2	1
Human Resources, Legal & Performance	Business Admin	2	1
Customer, Community & Democratic Services (City Helpdesk)	Customer Service	2	X4

## APPENDIX 2

### FEEDBACK

#### What our managers say

"I would employ an apprentice again if a suitable role came up. This is because the scheme gives young people a great opportunity to gain valuable skills, experience and qualifications. It is fantastic for me to be able to support a young person in this way and also to have someone in the team who is keen to learn and develop.

The advice and support I received from Kate Brady was invaluable. Working in partnership with HTP ensures the training and support for our apprentice is manageable and stays on track"

**Julie Gregory, Income & Payments Manager, Finance**

"We recently took on an apprentice who proved to be an asset to the department and had a very positive impact on both areas that she worked in. She is an extremely well-motivated and capable individual who was able to juggle ever changing priorities of the department. After working as an apprentice for approximately 10 months, she was successful in obtaining a substantive post within the service.

We would definitely use the apprenticeship route again should a suitable vacancy arise"

**Rachel Mckeever, Business Manager, Education**

"I have really enjoyed the experience of working with these 4 (apprentices), they have all been an absolute pleasure to manage and I am very proud of how far they have all come in such a short time period. I am sure that they will continue to thrive and take on their new challenges with enthusiasm during this change.

**Donna Brain, City Helpdesk, CCDS**

#### What our apprentices say

"I am adding to the Organisation by working amongst various teams and offering support with any administration duties that are needed. I think I am contributing to the Organisation by bringing in a young approach on systems and procedures helping them achieve targets and meet deadlines whilst completing work to a high standard"

**Sadie Beverley, Human Resources**

"I would recommend an apprenticeship to anybody. An apprenticeship offers a chance to gain invaluable on the job experience in your chosen field.

I receive a great level of support from my employer and training provider, as well as support from my colleagues."

**Aaron Peachey, City Helpdesk**