

EAST AYRSHIRE COUNCIL

EDUCATION COMMITTEE: 11 April 2002

ONSITE SERVICES BUSINESS UNIT

EMPLOYEE DEVELOPMENT AND LEARNING

Joint Report by the Director of Educational and Social Services and the Depute Chief Executive/ Director of Corporate Resources

1. PURPOSE

- 1.1 The purpose of this report is to inform members of the revised Training Plan for employees of the **onsite** Services Business Unit.

2. BACKGROUND

- 2.1 The Education Sub-Committee at its meeting on 20 January 2000 approved a report from the Director of Education recommending a training plan for Onsite Services employees.
- 2.2 **Onsite** Services Business Unit employs over one thousand employees. The workforce is predominantly female, of junior grade and part-time.

Profile of the Workforce - March 2002

<i>Service</i>	<i>Total Staff</i>	<i>Total FTF</i>	<i>Total FTM</i>	<i>Total PTF</i>	<i>Total PTM</i>
Catering	345	35	6	299	5
Cleaning	494	21	2	467	4
Janitors	94	7	76	8	3
Man & Admin	17	11	4	2	0
School Xers	86	0	0	62	24
TOTALS	1036	74	88	838	36

3. REVISED PLAN

- 3.1 This revised Training Plan is designed to assist the Business Unit achieve its overall business objectives. Separate plans have therefore been prepared to meet the needs of each of **onsite's** Catering, Cleaning, Janitorial and School Crossing Services business channels. A copy has been placed in the members' library.
- 2.2 The plan has been designed in partnership with the Head of Personnel Services and will support the Council's Training and Development Policy. It is evidence of ongoing commitment and investment in training by **onsite** for Employees whose access to learning opportunities may have been limited.

3. PROGRESSING THE TRAINING PLAN

3.1 Training Forums

Service specific Training forums are being introduced across all of **Onsite's** business channels. These are designed to ensure a regular dialogue between employees and managers; to support continuous improvement, mature the EAGER process and develop business relevant service training programmes.

3.2 Job Related Training

All current Catering employees have been awarded REHIS Basic Food Hygiene Certificate by the Director of Community Services Environmental Health Food Safety Team. Training of all Cleaning employees in the British Institute of Cleaning Science Standards is well advanced.

Externally accredited [NEBS] Supervisory Management training has been introduced for Janitors, Caretakers, School Crossing Patrol Supervisor and Catering Managers.

3.3 East Ayrshire General Employee Review [EAGER] for Manual Employees

The revised plan is designed to be flexible and will be further integrated with the EAGER process for **onsites'** Manual and APT&C Employees.

This will link Corporate and Departmental objectives to individual employee personal development plans.

The 'Janitor Training Forum' has successfully completed the EAGER process for the Janitorial Service. The process for the Catering Service is underway.

4 FURTHER DEVELOPMENTS

4.1 Personnel Training Secondment

4.1.1 Roll out of this employee development programme will be managed by the Training & Development Officer who is currently seconded by the Head of Personnel Services, three days each week to the **Onsite** Services Business Unit.

4.2 Community Learning

4.2.1 "Opportunity Scotland: A paper on Lifelong Learning" published by the Scottish Office 1998, discusses the importance of learning and training in continually updating the skills of employees and equipping them to better cope with changing aspects of their jobs.

4.2.2 **Onsite** Services represents, in East Ayrshire terms, a large but low skilled workforce, and is a worthwhile vehicle for the Council to directly introduce Community Learning Strategies which support the Council's Policy for Social Inclusion.

4.2.3 Some employees perceive barriers relating to their personal development.

Therefore, many of the initiatives detailed in the training plan are designed to encourage personal skills development and achievement and are not only craft or business based for example introduction to; ICT, Internet, or Financial Skills training.

- 4.2.4 The Government intends setting achievement targets for lifelong learning, the revised **onsite** training plan mirrors the Council's and the Scottish Executive's priorities and demonstrates this Council and **Onsite** Services' Commitment to developing a culture of life long learning by making it easier for employees to participate in learning activities.

5. REVIEW AND EVALUATION

- 5.1 The programme will be subject to continuous review and evaluation with the Head of Personnel Services and measurable against **Onsite** Business Plan.

6. FINANCIAL IMPLICATIONS

- 6.1 The cost of the training programme can be met within **Onsite** budgets.
- 6.2 Supplementary "Lifelong Learning Programme, grant aided funding for the Cleaners" is being investigated.

7. LEGAL and POLICY IMPLICATIONS

- 7.1 The Management of Health and Safety at Work Act 1979, Food Safety Act 1990.
- 7.2 The Training Plan also supports the Council's Equal Opportunities Policy by promoting personal development within a predominantly female and junior graded employee group.
- 7.3 The plan, through the provision of training for professional and personal development also supports the implementation of the Council's Social and Economic Policy objectives within the community.

8. CONCLUSION

- 8.1 The training proposed sets out a distinctive, innovative and wide-ranging agenda for learning. During 2002 it will be easier for previously excluded groups of employees to undertake quality training at all levels and in a greater range of ways.

9. RECOMMENDATIONS

- 9.1 The Committee is asked to;
- (i) approve that the training requirements of **Onsite** Services Business Unit be arranged in accordance with this proposal; and
 - (ii) submit this report to the Corporate Sub Committee of the Policy and Resources Committee, for information.

LIST OF BACKGROUND PAPERS

1. Report to Education Sub-Committee of the Education Committee, 20 January 2000
2. Opportunity Scotland : A paper on Lifelong Learning, Scottish Office.
3. East Ayrshire General Review Scheme.
4. A copy of the onsite Services training plan is available in the members library.

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AGENDA