

# PSEP UPDATE

BACK NEXT  
ZOOM PRINT QUIT

HOME PAGE ABOUT PSEP OUR MEMBERS LATEST NEWS CONTACT US

Click on the logos to see why each organisation is committed to PSEP



Leading learning and skills



Public sector organisations across Gloucestershire have joined forces to help raise the skills of their workforce and access substantial Government funds for training, aiming to become the first choice for those seeking employment, career development and job satisfaction.

Twelve organisations which, between them, employ more than 20,000 people in Gloucestershire have formed a groundbreaking **Public Services Employment Partnership (PSEP)**.

To find out more, click on the buttons above.



## LATEST NEWS

Click on each of the headlines below to find out more

**Conference Feb 27<sup>th</sup> 'future-proofing' local public services**


**Boosting Apprenticeships in Gloucestershire**

**Public sector skills in Gloucestershire – building an accurate profile**



**Our commitment to working together gives us real strength in numbers. It means we can take a strategic approach to 'future proofing' recruitment in the public sector by giving us more opportunities to access Government funding for training.**

**Hugh Pollock,**  
PSEP's co-ordinator



**It made sense for us to join PSEP because it builds on our commitment to staff development. We are keen to share our experience and to learn from others – Gloucestershire PSEP is the perfect platform for us to do it.**

**Stroud District Council,**  
PSEP member

## ABOUT THE GLOUCESTERSHIRE PUBLIC SERVICES EMPLOYMENT PARTNERSHIP

The Gloucestershire Public Services Employment Partnership (PSEP) is using an innovative joined-up approach to address a range of recruitment, training and diversity issues facing our member organisations.

By joining forces in this way, we aim to:

- **make the most of Government funding** to maximise training opportunities in the public sector
- **improve recruitment**, particularly among young people
- increase the number of employees from **under-represented groups**

and

- create more and better **professional development opportunities** for existing staff

To find out more, click on the headings below:

[Why has PSEP been launched?](#)

[The national and local context](#)

### More about the Partnership

- [What our members say](#)
- [The benefits of joining](#)
- [How does the Partnership work?](#)
- [Who are our members?](#)
- [How to join Gloucestershire PSEP](#)



Our commitment to working together gives us real strength in numbers. It means we can take a strategic approach to 'future proofing' recruitment in the public sector by giving us more opportunities to access Government funding for training.

Hugh Pollock,  
PSEP's co-ordinator

HOME PAGE

ABOUT PSEP

OUR MEMBERS

LATEST NEWS

CONTACT US

## WHY HAS THE PSP BEEN LAUNCHED?

The public sector has some serious workforce issues:

### Shortage of particular skills

We currently face critical skills shortages in some key areas – for example, local authorities nationally are struggling to recruit staff for posts such as trading standards, environmental health and planning officers. Click [here](#) to see the jobs English local authorities find it most difficult to fill.

There is also a shortage of people with technical skills such as engineers, IT technicians and maintenance staff, as well as those with financial, managerial and other generic skills.

### An ageing staff profile

Many public sector organisations are facing a demographic timebomb. **Over 35 per cent of the current public services workforce is over 50 and will retire over the next decade** – just as numbers of school-leavers joining the workforce are expected to fall.

Local authorities and other public sector organisations are **failing to attract enough young people** – only 14 per cent of the public sector workforce is under 30.

Nationally only seven per cent of public sector workers are aged 16-24 compared with 16 per cent in the private sector.

Public sector employers **have to do more to ‘sell’ themselves** as a career of choice for young people.

### Competition with the private sector

Public sector employers not only compete with one another to recruit and retain staff – they also compete with the private sector where salaries can be significantly higher.

Put all these elements together and they add up to severe staff shortages in key areas of public services over the coming years - unless we take action now.

**The solution is for public sector employers in Gloucestershire to work together under the umbrella of the PSEP to widen their recruitment opportunities and get the most from available resources.**

PSEP aims to bring about a culture change, encouraging public sector employers to plan ahead to combat skills shortages, to ‘grow their own’ staff via Apprenticeship schemes, to improve staff development and create more mobility between organisations.

RETURN TO ‘ABOUT PSEP’

## THE NATIONAL CONTEXT AND ITS IMPACT ON GLOUCESTERSHIRE

### Taking the Pledge

The Government is actively urging employers to sign up to the Skills Pledge. This is a voluntary, public commitment to support all employees to develop their skills, including literacy and numeracy, and work towards relevant, valuable qualifications to at least NVQ (national vocational qualification) Level 2 (equivalent to five good GCSEs).

Once an employer registers their intention to make the Skills Pledge they can access specialist support via the **Train to Gain** brokerage system to help identify and arrange necessary training and **sources of public funding**.

Train to Gain helps turn the Skills Pledge into training reality – at its heart is **fully-funded training** to help employees improve their skills and achieve a first Level 2 qualification. Employees over 19 who already have a good skills grounding may also be eligible for funding to help them achieve a Level 3 qualification.

A wide range of NVQs are available to choose from, covering almost every area of work. Help with improving literacy and numeracy skills is also funded through Train to Gain. This can be done within an integrated NVQ programme or on a stand alone basis. For more information see [www.traintogain.gov.uk](http://www.traintogain.gov.uk)

### What does this mean for Gloucestershire's public services?

#### Potential £millions of public funding

The Government has announced a new £350 million funding package for Train to Gain over two years, with funding expected to rise to **£1 billion by 2010/11**. By working together in PSEP, Gloucestershire stands a better chance of winning some of those millions to improve training across our organisations.

Last year Train to Gain proved to be a **huge missed opportunity** for employers.

Because too few came forward to take up training under the scheme, a large proportion of the funding set aside for work-related training was not taken up and was re-allocated by the Government. But a recent Ofsted report on Train to Gain found that while employers were slow to take up the programme, there are great benefits for those that do.



**This expansion of Train to Gain represents a great opportunity for public sector organisations in Gloucestershire – potentially it means there are millions of pounds available for training.**

**Hugh Pollock, PSEP's co-ordinator**

### Exciting opportunities for Apprenticeships

The Government is also dramatically expanding Apprenticeships, with the aim of making them a mainstream option for one in five 16-18 year olds over the next decade – this means tripling the number of Apprenticeships to 400,000 by 2020.

A new statutory body, the National Apprenticeship Service (NAS), will be launched in April 2009, to run the newly expanded Apprenticeship programme. For general information on Apprenticeships, see [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

**Both of these national developments present great opportunities to public sector employers in Gloucestershire.** And by working together through the PSEP and co-ordinating our approach to training, we can make the most of these opportunities.

**RETURN TO 'ABOUT PSEP'**

## WHAT ARE THE BENEFITS OF JOINING PSEP?

---

By joining Gloucestershire PSEP, we, as public sector employers, can co-ordinate our efforts to address recruitment and staff development issues. By working together in this way we can:

- **Increase our purchasing power** to get better deals and make more cost-effective use of training.
- **Encourage training providers to run courses** – for example, one council requiring training for a particular department may not have enough trainees to put on a course. But if all the area's local authorities co-ordinate the training, it becomes viable.
- **Identify and agree actions across institutional boundaries** more easily
- **Encourage the personal development of our existing staff**, equipping them to be more effective in their current role, to cope with change more easily and take on increased responsibility
- **Co-ordinate the collection and sharing of important data** to develop a truly accurate picture of Gloucestershire's public sector workforce, their skills levels, and future training and recruitment needs. By doing this, we can plan the most effective ways of offering training to meet the skills gaps.

[RETURN TO 'ABOUT PSEP'](#)

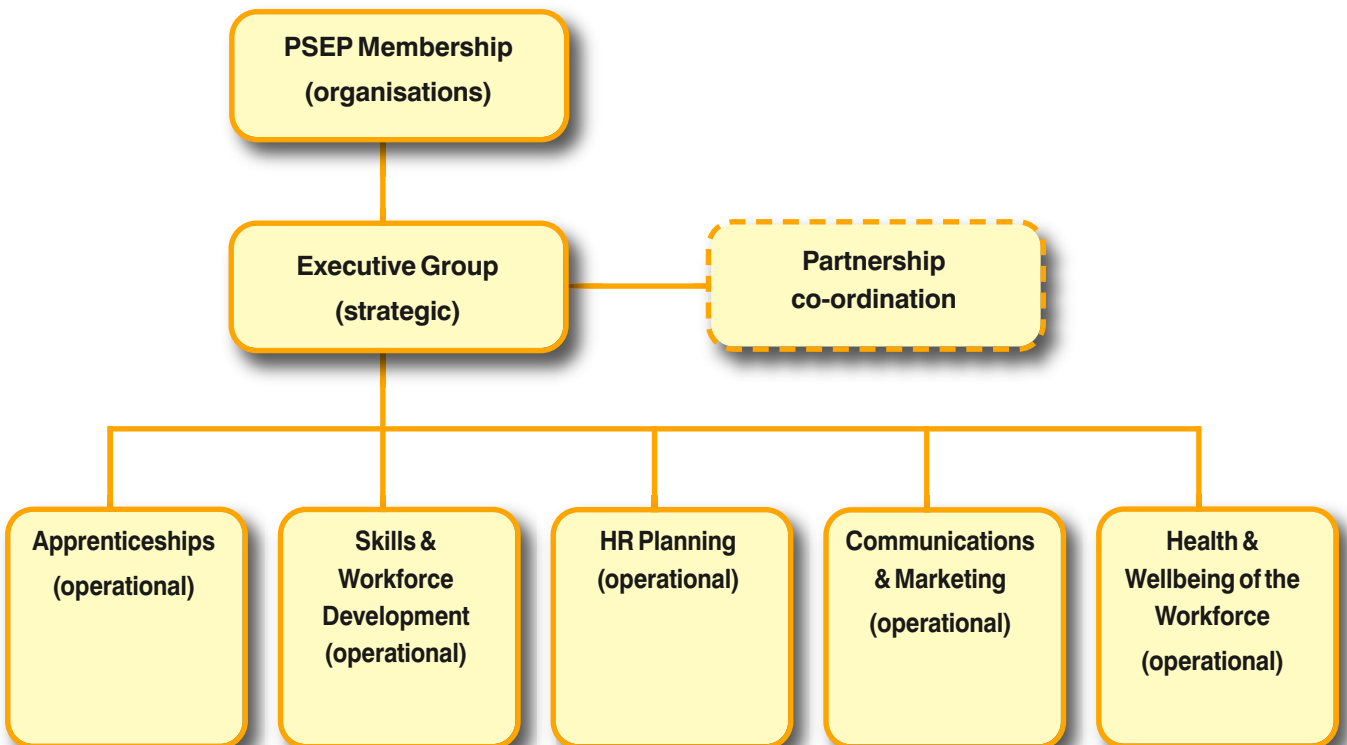
## HOW DOES PSEP WORK?

Our **partners** sign up to a **Members' Charter**, stating their agreement to work in partnership, to develop and share good practice that can be effectively integrated into the practices of individual organisations.

To ensure that this charter is a driver of change and is a meaningful agreement between partners, public service organisations are required to obtain the **formal endorsement** of their involvement in the PSEP from their non-executive management committees and boards.

Each public service organisation is asked to confirm that they will adhere to the core principles of the PSEP, support and actively participate in its various working groups and commit to working towards the mission and vision of the partnership.

The diagram below illustrates how the partnership works:



[HOME PAGE](#)

[ABOUT PSEP](#)

[OUR MEMBERS](#)

[LATEST NEWS](#)

[CONTACT US](#)

## **PSEP'S MEMBERS**

---

### **Why Gloucestershire's public sector organisations have signed up to PSEP**

Click on the organisation to find out more...

[Cheltenham Borough Council](#)

[Forest of Dean District Council](#)

[Stroud District Council](#)

[Tewkesbury Borough Council](#)

[Civil Service South West](#)

[Gloucestershire NHS Primary Care Trust](#)

[Gloucestershire County Council](#)

[Learning and Skills Council](#)

[Gloucestershire Constabulary](#)

[Gloucester City Council](#)

[2gether NHS Foundation Trust](#)

[Gloucestershire First](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

[RETURN TO 'ABOUT PSEP'](#)

HOME PAGE

ABOUT PSEP

OUR MEMBERS

LATEST NEWS

CONTACT US

## CHELTENHAM BOROUGH COUNCIL



CHELTENHAM  
BOROUGH COUNCIL

**As a member of PSEP we can work together with colleagues from across the county in both local government and the wider public sector to pool resources and knowledge to tackle common issues.**

We deliver a wide range of services to the community in the beautiful, vibrant, and historic borough of Cheltenham. We employ 650 dedicated people who love working for the Borough, and are proud of its achievements and team spirit.

We have a range of job and career opportunities and recently recruited five apprentices to work in our winning team. Our employees find the teams they work in supportive and positive – our key aspiration is to work together to create a great future for Cheltenham.



[www.cheltenham.gov.uk](http://www.cheltenham.gov.uk)

**RETURN TO 'HOME PAGE'**  
**RETURN TO 'OUR MEMBERS'**

## FOREST OF DEAN DISTRICT COUNCIL



Forest of Dean  
— DISTRICT COUNCIL —

We joined the PSEP for a number of reasons. It offers opportunities to influence Government policy in the South West, in particular on future workforce planning issues, and it means we can collectively support Apprenticeship and NVQ initiatives while trying to ensure they are fit for purpose and tailored to business needs.

It also gives useful information about strategic learning and development issues, potential sources of funding and new initiatives which can support development within the organisation.

Forest of Dean District Council employs 466 staff in a range of areas. We have a wide range of training opportunities, including Apprenticeships, continuing professional development and professional qualifications.

[www.fdean.gov.uk](http://www.fdean.gov.uk)



[RETURN TO 'HOME PAGE'](#)  
[RETURN TO 'OUR MEMBERS'](#)

## STROUD DISTRICT COUNCIL



**It made sense for us to join PSEP because it builds on our commitment to staff development. We are keen to share our experience and to learn from others – Gloucestershire PSEP is the perfect platform for us to do it.**

Stroud District Council is one of six second-tier authorities in Gloucestershire, providing services to a population of 110,000 and employing 600 people.

We offer a small number of Apprenticeships in partnership with Stroud College and all staff have access to training opportunities in line with the business needs of the council. We believe in giving people the opportunity to take responsibility for their own development.



[www.stroud.gov.uk](http://www.stroud.gov.uk)

**RETURN TO 'HOME PAGE'**  
**RETURN TO 'OUR MEMBERS'**

## TEWKESBURY BOROUGH COUNCIL



By being a member of the Public Services Employment Partnership we can influence targets for our future training requirements. We are working actively with the Learning and Skills Council, through the PSEP and our skills broker to ensure that we have the workforce we need for the future.

Tewkesbury Borough Council employs 320 people across a range of services - this means they need a broad and varied range of skills.

Our staff are critical to our success and we have signed up to the Skills Pledge. We have a long-standing and thriving Apprenticeship scheme and we use Train to Gain and further education funding to support NVQs. Staff in professional and technical areas are trained up to degree level and beyond.

[www.tewkesbury.gov.uk](http://www.tewkesbury.gov.uk)



[RETURN TO 'HOME PAGE'](#)  
[RETURN TO 'OUR MEMBERS'](#)

[HOME PAGE](#)

[ABOUT PSEP](#)

[OUR MEMBERS](#)

[LATEST NEWS](#)

[CONTACT US](#)

## CIVIL SERVICE SOUTH WEST



# CIVIL SERVICE

## South West

**We joined the PSEP because we have many shared objectives. It gives us better links with Gloucestershire, sharing of best practice and ideas, and improved awareness of what is happening in the public sector outside the Civil Service.**

Civil Service South West (CSSW) aims to develop a positive culture, identity and brand for Civil Servants in the South West.

The Civil Service employs over 55,000 staff in the region spread over more than 55 departments/agencies. Over 8,000 of these staff are in Gloucestershire. We will provide opportunities for staff, through Apprenticeships, breaking down barriers between Civil Service departments, providing interchange opportunities, and sharing learning and development opportunities.

[RETURN TO 'HOME PAGE'](#)  
[RETURN TO 'OUR MEMBERS'](#)

NHS GLOUCESTERSHIRE



## Gloucestershire

### Gloucestershire NHS Primary Care Trust

Membership of the PSEP will help us to become employers of choice for people seeking a career with good conditions of service, development opportunities, job satisfaction and personal fulfilment.

NHS Gloucestershire is responsible for commissioning healthcare for a population of around 602,000. It has contracts with 83 GP practices and through its Arms Length Organisation, Gloucestershire Care Services, runs ten community hospitals and a maternity hospital, plus a range of community services.

We employ 2,250 whole-time equivalent members of staff and offer a wide range of training and development opportunities. These range from in-house personal development and courses for management, to training delivered by external partners, including NVQs and nursing degrees.

[www.glospct.nhs.uk](http://www.glospct.nhs.uk)

The screenshot shows the NHS Gloucestershire website. At the top right is the NHS Gloucestershire logo. A navigation menu on the left lists: Home Page, News, Contact Us, About Us, Our Services, Publications, Patient and Public Involvement, Work for Us, Patient Choice, Freedom of Information, Health Professionals, and Equality and Diversity. Below the menu is a search bar and the URL www.nhsglos.nhs.uk. The main content area features a 'Children Given Health Event' section, an 'Adverse Weather Conditions' warning, and a 'Get the Right Treatment' article. There are also two 'News Story' boxes: 'Development of Health Services in the North Cotswolds' and 'Children Given Health Event'. At the bottom, there is a footer with the text 'Achieving excellence in health for the people of Gloucestershire', links for 'Links', 'Accessibility', and 'Feedback', and various accreditation logos (W3C, HTML 4.01, W3C CSS, W3C WAI-AA, WCAG 1.0). The footer also contains the full name and address of Gloucestershire Primary Care Trust, Sanger House, 5220 Vallant Court, Gloucester Business Park, Brockworth, Glos GL3 4FE, Tel: 08454 221500, and an email address: enquires@glos.nhs.uk.

HOME PAGE

ABOUT PSEP

OUR MEMBERS

LATEST NEWS

CONTACT US

## GLOUCESTERSHIRE COUNTY COUNCIL



**Gloucestershire County Council is closely engaged in the PSEP. We are working actively on its various themed sub groups – particularly for Apprenticeships, Skills and Workforce Development, Human Resources Planning, and Health and Wellbeing.**

**The Partnership is helping us to identify best practice amongst partners and to look at different ways of meeting our stretch targets (ie a target that is increased or stretched so that we make faster progress on a specific issue).**

Gloucestershire County Council provides a wide range of services and employs around 17,600 people in diverse roles – from managers, social workers and teachers to engineers, planners and administrators.

Training and development is built into our culture – it includes professional qualification training schemes, NVQ qualification training, continuing professional development and leadership and management training.

[www.gloucestershire.gov.uk](http://www.gloucestershire.gov.uk)



**RETURN TO 'HOME PAGE'**  
**RETURN TO 'OUR MEMBERS'**

## LEARNING AND SKILLS COUNCIL



We are delighted to be part of the PSEP both as the funding organisation for Apprenticeships and as an employer.

The LSC is responsible for planning and funding high quality education and training for everyone in England, other than those in universities. Our vision is that by 2010, young people and adults in England have knowledge and skills matching the best in the world and be part of a truly competitive workforce.

We employ Apprentices, predominantly on Business Administration programmes, at both national and regional offices. Most remain with the organisation and progress into a range of roles in areas including finance & accountancy, contracts and event management.

[www.lsc.gov.uk](http://www.lsc.gov.uk)

HOME PAGE

ABOUT PSEP

OUR MEMBERS

LATEST NEWS

CONTACT US

## GLoucestershire CONSTABULARY



**Gloucestershire Constabulary**  
Striving for a Safer Gloucestershire

**Being a member of PSEP means we can collaborate with colleagues in the public sector throughout Gloucestershire to share best practice and pool resources to access funding for training**

As well as 1300 police officers, we employ around 900 other staff with diverse roles including community support officers, human resources, occupational health, finance, administration, contact centre for 999 calls, and fleet maintenance for our vehicles.

We also offer a range of career development opportunities both for officers and police staff. Because of the variety of roles within the constabulary staff have many opportunities for job progression, with regular job reviews and access to internal training.

[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)



**RETURN TO 'HOME PAGE'**  
**RETURN TO 'OUR MEMBERS'**

## GLOUCESTER CITY COUNCIL



## GLOUCESTER CITY COUNCIL

**We believe PSEP will be a forum for sharing learning, best practice and information. It will enable us to do more as a group than we could hope to achieve alone, bringing real benefits to its members, to our staff and to the public sector as a whole.**

Gloucester City Council provides local services to the residents within the city boundary. We employ around 477 people in a broad range of jobs including cleaners, clerical staff, managers, environmental health officers, planning and building control officers, architects, accountants and legal officers.

We run a successful traineeship scheme, giving opportunities to join the council and progress within it. We are also committed to training and developing staff to progress their careers, not only in terms of their technical specialisms but also to help them to broaden into other areas and into management.



[www.gloucester.gov.uk](http://www.gloucester.gov.uk)

**RETURN TO 'HOME PAGE'**  
**RETURN TO 'OUR MEMBERS'**

## 2GETHER NHS FOUNDATION TRUST



**We believe that being a member of the PSEP will help us deliver our social inclusion agenda. It will also allow us to work alongside other public sector employers to address jointly issues of recruitment, retention and development, and to share learning.**

We employ around 1700 staff in a range of jobs, including professional clinical roles such as nurses, physiotherapists, and social workers, as well as health care support workers and many support staff such as caterers, porters, and administrative staff.

All staff get a comprehensive induction when they first join us. Appraisals offer the opportunity to consider training and development needs and we offer a wide variety of courses and on-the-job training. Staff are encouraged with their continuing professional development via personal development plans and supported by study leave.

[www.partnershiptrust.org.uk](http://www.partnershiptrust.org.uk)



[HOME PAGE](#)

[ABOUT PSEP](#)

[OUR MEMBERS](#)

[LATEST NEWS](#)

[CONTACT US](#)

## NEWS HEADLINES:

---

*Click on each of the headlines below to find out more*

**[Conference, February 27<sup>th</sup> 2009: Future-Proofing Key Public Services in Gloucestershire Against Skills Shortages](#)**

**[Boosting Apprenticeships in Gloucestershire](#)**

**[Public sector skills – building an accurate profile](#)**

HOME PAGE

ABOUT PSEP

OUR MEMBERS

LATEST NEWS

CONTACT US

## LATEST NEWS:

### **Conference: Future-Proofing Key Public Services in Gloucestershire Against Skills Shortages**

**Date:** Friday, February 27th 2009

**Place:** Cheltenham Area Civil Service Club,  
Tewkesbury Road, Cheltenham, GL51 9SL  
[Click here for a map](#)

**Times:** 09.15 – 15.50

**Cost:** Free

**Gloucestershire PSEP is holding its first conference on February 27th to debate public sector workforce issues and examine how we can help prepare for and overcome future skills shortages.**

Many public service organisations already have difficulty recruiting and retaining skilled staff in some services. And more than 35 per cent of the workforce is over 50 and will retire in the next decade – just as numbers of school-leavers joining the sector are expected to fall.

Therefore labour and skills shortages pose a real threat to the delivery of key public services.

This conference gives stakeholders the chance to debate these issues, and to consider the range of opportunities to tackle these threats by adopting different approaches to recruitment and training.

The event is aimed at senior managers, human resources managers and officers, training officers, middle managers, team leaders and supervisors, union learning representatives, elected members, trust members, and procurement officers.

Hugh Pollock, PSEP's co-ordinator said: "The Government is clear that employers should be taking responsibility for training their own workforce – and that applies to public service employers as much as anyone else."

The one-day conference will include a series of workshops and addresses from keynote speakers, Jan Stubbings, Chief Executive of Gloucestershire NHS Primary Care Trust, and Peter Bungard, Chief Executive of Gloucestershire County Council.

[For full details, click here.](#)

**RETURN TO 'HOME PAGE'**

**RETURN TO NEWS HEADLINES**

[HOME PAGE](#)

[ABOUT PSEP](#)

[OUR MEMBERS](#)

[LATEST NEWS](#)

[CONTACT US](#)

## LATEST NEWS:

---

### **Boosting Apprenticeships in Gloucestershire**

*Click on each of the headlines below to find out more*

[Apprenticeships to become mainstream option for 1 in 5 school leavers?  
The Government perspective](#)

[How PSEP supports Apprenticeships in Gloucestershire](#)

[Gloucester City Council leads the way in 'growing its own' employees](#)

## CASE STUDIES OF LOCAL APPRENTICES

[Apprenticeship puts Paige on course with her career](#)

[How an Adult Apprenticeship helped Safiya](#)

[RETURN TO 'HOME PAGE'](#)

[RETURN TO NEWS HEADLINES](#)

[HOME PAGE](#)

[ABOUT PSEP](#)

[OUR MEMBERS](#)

[LATEST NEWS](#)

[CONTACT US](#)

## LATEST NEWS:

### Apprenticeships to become mainstream option for 1 in 5 school leavers?

Apprenticeships are expected to become the **mainstream option for one in five 16-18 year olds in the next decade**, according to the Government's new strategy, tripling the number of Apprenticeships to 400,000 by 2020.

The poor supply of employer places has been one of the obstacles to the growth of Apprenticeships, particularly in the public sector. **Public services employ around 20 per cent of the national workforce but provide less than ten per cent of Apprenticeship places.**

A new statutory body, the National Apprenticeship Service (NAS), will be set up from April 2009, to 'provide focused leadership for the Apprenticeship programme.' The NAS will provide an 'end-to-end' service for employers and learners

The Government's new strategy gives employers more flexibility to design their own Apprenticeship frameworks. This is a positive move that creates opportunities for employers to use alternatives to NVQs as well as different approaches to the teaching and assessment of key skills.



### How PSEP supports Apprenticeships in Gloucestershire

['Outstanding' council grows its own employees for the future](#)

[Apprenticeship puts Paige on course with her career](#)

[How an Adult Apprenticeship helped Safiya](#)

[RETURN](#)

## LATEST NEWS:

### How PSEP supports Apprenticeships in Gloucestershire

Gloucestershire Public Services Employment Partnership has, as part of its structure, an Apprenticeships Thematic Group.

The group's objectives are to:

- Ensure member organisations are aware of the advantages of using the Apprenticeship system to recruit and train staff
- Increase the use of Apprenticeships by public sector employers in Gloucestershire in line with the Government's Apprenticeship strategy
- Facilitate a partnership approach in developing Apprenticeships in public services in Gloucestershire

To find out more about how to develop your own Apprenticeship scheme, contact Steve Clark, Partnership Manager, LSC (Gloucestershire) on **01452 450069** or [steve.clark@lsc.gov.uk](mailto:steve.clark@lsc.gov.uk) or visit [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

### Case study:

- ['Outstanding' council grows its own employees for the future](#)
- [Apprenticeship puts Paige on course with her career](#)
- [How an Adult Apprenticeship helped Safiya](#)



## CASE STUDY

### **'Outstanding' council grows its own employees for the future**

Gloucester City Council's Apprenticeship programme is seen as a model of good practice of how to 'grow your own' staff. **Around 83 per cent of trainees move into jobs, most of them with the council itself.**

The scheme has been recognised by Ofsted as outstanding – the council also helps run Apprenticeships in partnership with other public sector organisations in Gloucestershire.

Alex Stewart, the council's traineeship scheme manager, says the programme is an excellent springboard for a career in public services, with some trainees progressing into further or higher education.

"The vast majority will get a job with us, with Gloucestershire County Council, or in an administrative role with another organisation such as the police or courts," she said. "Very few go into the private sector. It's almost as if we are creating our own employees for the future – and at the same time other local authorities are gathering them too."

The city council's Apprenticeship scheme is aimed at 16-24-year-olds and takes up to 15 placements at a time. Apprentices in Business and Administration, Customer Services and IT can gain experience across a range of council departments.

The placement lasts 12 months and trainees work towards their Key Skills, an NVQ Level 2 or 3, Technical Certificate and other qualifications, such as the European Computer Driving Licence (ECDL).

The council invests in its trainees and develops them throughout their placement. There are regular work reviews and relevant in-house training in telephone techniques, letter writing, IT, equal opportunities and health and safety.

After six months, trainees get a chance to choose a placement in a different department. "We try to match the second six months with their aspirations, their strengths and their career objectives, giving them a full, rounded picture of what local authority work is like" says Alex Stewart.

One notable feature of the programme is the level of support for apprentices. "They receive a lot of holistic and pastoral care as part of their experience," she says. "So it's not just about the workplace – it's about them as individuals."

The council also helps deliver Apprenticeships with other authorities, including Tewkesbury Borough Council, Gloucestershire County Council, the Learning and Skills Council, and Gloucester City Homes. It is also about to begin running training with Cheltenham Borough Council.

Alex Stewart, who sits on the PSEP's Apprenticeships Thematic Group, believes this kind of partnership working is the future of training for the public services sector.

She says the PSEP has already helped other partner organisations to understand the Apprenticeship system and to look at developing it themselves. "It just joins everything up," she says. "If they weren't part of that group they wouldn't have been considering it."

**Click [here](#) to find out how the City Council's Apprenticeship scheme put Paige Stephens and Safiya Jaffer on course with their careers.**

**CASE STUDY**

**Apprenticeship puts Paige on course with her career**

Paige Stephens, aged 19, joined Gloucester City Council’s Apprenticeship scheme after leaving school with no idea of a long-term career. Now she is on course for university to study events management. Here Paige tells her story...

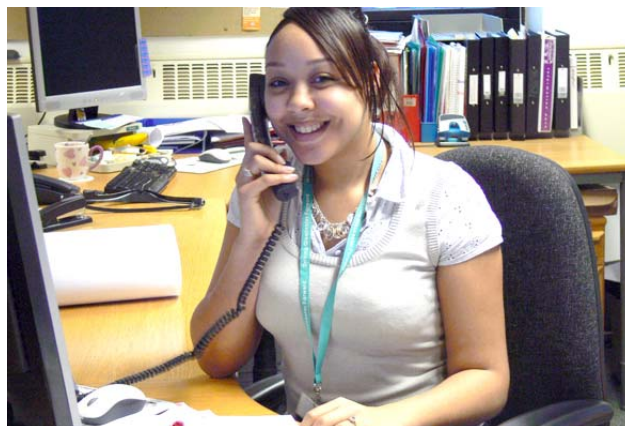
I left school after A levels but I didn’t really know what I wanted to do. At that stage I’d had enough of school work and didn’t want to go to university. Then a friend who was on this Apprenticeship scheme told me about it and I applied.

Going from school into the office was really good – I loved it. It was just so new – so different. I wasn’t treated like a child and they gave me my independence, helped me improve my skills and encouraged me.

I started out in Environmental Health and straight away I was included in the team. I was doing admin, answering the phone, scanning documents, and I also got to go out on visits with officers.

You get an £80 a week allowance, which may not seem much for working full time. But all the other benefits really balance that out – as well as a year’s work experience, I gained NVQ level 2 and 3 in Business Administration, and a Technical Certificate.

If you didn’t get a grade C in your maths and English, you can do Key Skills – but I didn’t have to take it. You also do ECDL (European Computer Driving Licence) – and you can get extra qualifications if you’re in the right department. You can get all those extra things - it



all adds up. And there’s a lot of support .

During my traineeship I was able to work in different departments. It helped me learn things about myself and what I want to do. Now I’ve applied to go to uni in September 09 to do events management. I didn’t realise I liked organising things until I had experience of that working for the council.

When I finished the Apprenticeship the council offered me a temporary job covering for someone on maternity. I currently work as a support services assistant in the personnel dept. Part of my role is helping to organise the training, so I’ve gone from being a trainee to organising it!

This has been a really valuable start to my career – if I hadn’t done it I don’t know what I’d be doing right now. I’m very grateful I’ve been given the opportunity.

Click [here](#) to read Safiya’s story.

**RETURN**

## LATEST NEWS:

### Public sector skills – building an accurate profile

For the first time, local public service employers in Gloucestershire are working together to build an **accurate profile** of our workforce skills and training needs.

The data means we can take a strategic approach to recruitment and workforce development, ultimately helping us to access **millions of pounds in Government funding for training**.

One vital aspect of PSEP's work is to clearly understand issues facing the public sector in terms of future staff recruitment, retention and development.

Few public sector employers have a truly accurate, up-to-date and readily accessible profile of their workforce.

PSEP's partners are beginning to remedy this by embarking on detailed surveys of our staff, giving a firm base for workforce planning across the sector in Gloucestershire.

Research already underway in Gloucestershire:

- PSEP has **started collecting information on Apprenticeships** among our members, looking at their plans for recruitment of apprentices over the next few years. This data will allow organisations to plan ahead and increase the number of apprenticeship places.

- A similar exercise has been taking place with a **training audit of the existing workforce**, examining what training organisations currently offer, whether this leads to a nationally-recognised qualification and if so, at what level, who is the provider etc.
- The Partnership has also been looking more generally at the **profile of the local public sector workforce**, gathering data on numbers employed, gender, ethnicity, disability, skill levels and age bands.
- In a final stage of this, due in late February, early March 2009, individual partner organisations will carry out their own detailed skills audits among staff, to gather information about levels of qualification, and where additional support and training is needed.



This research will, for the first time, give Gloucestershire's public sector employers a truly accurate picture of their workforce, skills levels, future training needs and recruitment requirements.

Hugh Pollock, PSEP's co-ordinator

[RETURN TO 'HOME PAGE'](#)

[RETURN TO NEWS HEADLINES](#)

**HOME PAGE**

**ABOUT PSEP**

**OUR MEMBERS**

**LATEST NEWS**

**CONTACT US**

**CONTACT**

---

**How to join Gloucestershire PSEP and find out more.....**

For further information on Gloucestershire Public Services Employment Partnership, contact:

**Hugh Pollock**

Tel        **01452 450034**

E-mail    [\*\*hugh.pollock@lsc.gov.uk\*\*](mailto:hugh.pollock@lsc.gov.uk)

**Gloucestershire First,**

Conway House

33-35 Worcester St

Gloucester

GL1 3AJ

**RETURN TO 'ABOUT PSEP'**

## INFO

---

### **Occupations most frequently reported with recruitment difficulties by English local authorities in 2008:**

- Adults' social workers
- Building control officers
- Children's social workers
- Educational psychologists
- Environmental health officers
- Planning officers
- School crossing patrol
- Solicitors and lawyers
- Teachers
- Trading standards officers

### **Occupations most frequently reported with retention difficulties by English local authorities in 2008:**

- Adult care workers
- Adult day care workers
- Adults' social workers
- Building control officers
- Children's social workers
- Educational psychologists
- Environmental health officers
- Home care workers
- Mental health social workers
- Planning officers
- School crossing patrol
- Teachers

**Source: Local Government Workforce Survey 2008 – England**

INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 1 of 12)

**Mission**

To bring together the range of public sector employers operating in Gloucestershire in order to raise the profile and value of public services and make the sector an employer of choice for those seeking employment, career development and job satisfaction.

**Vision**

The public services workforce in Gloucestershire will be adequately staffed by well skilled and properly qualified people resulting in public services organisations being perceived, particularly by younger people and those from under-represented groups in the community, as employers of choice for people seeking a career with good pay and conditions of service, development opportunities, job satisfaction and personal fulfilment.

**Core Principles**

- 1) To make a valued contribution to the provision of high quality public services through joint approaches to the recruitment, training, development and retention of employees.
- 2) To develop appropriate training and development opportunities for existing employees within the sector.
- 3) To improve accessibility to, and retention in, careers within the public services sector in Gloucestershire for priority groups in the community.

- 4) To increase the number of younger people entering employment in the sector.
- 5) To increase the number of people from under-represented groups in the community entering employment in the sector.
- 6) To increase the number of apprentices, young people and adults, employed in the public services in the county.
- 7) To support the objectives of the Gloucester City Employment Plan, the Cinderford Regeneration Project, and other similar employment and economic development initiatives across the whole of Gloucestershire by working with the Local Employment Partnerships and other associated agencies.
- 8) To identify clear progression routes within and across key public sector organisations in the county.
- 9) To support public sector employers in addressing inequalities in employment and service delivery and to promote the embedding of diversity across the workforce.
- 10) To identify, share and build on good practice across the public sector

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 2 of 12)

## Introduction

By coming together in the Public Services Employment Partnership (PSEP), public sector employers in Gloucestershire are demonstrating their commitment to working together to address common issues such as diversity, recruitment and workforce development. This approach allows finite resources to be pooled and coordinated to deliver increased value for money as well as providing the means for identifying and agreeing actions across institutional boundaries.

The public sector, like other sectors, have a need to address recruitment issues in both generic and specialist occupational roles and are facing critical skills shortages in some key areas. Add to this the fact that public sector employers are not merely competing with one another to recruit and retain staff but also competing with employers in the private sector, where salaries can be significantly higher than has been the case in the public sector, and we begin to appreciate the size and complexity of the potential problem facing the sector. The problem is further exacerbated by the demographic trends that are apparently facing many public sector organisations, up to 40% of staff will have reached the age of 65 within the next ten years while there will be 10% fewer school leavers over the same period. This suggests that there are likely to be severe staff shortages in at least some key areas of the public services sector unless preventative action is taken soon to 'future-proof' organisations against these risks.

By understanding the potential magnitude of the problems they face, and while continually striving to ensure they are fit for purpose and capable of meeting the service needs of their users through continuous development of their existing staff, public sector employers are recognising that they require to do more to promote the ethos of public service to different groups, especially to young people and those older people who are economically inactive but wish to work.

The need for staff with technical skills such as engineers, IT technicians, maintenance staff, as well as those with financial, managerial and other more generic skills is just as great for public sector employers as for those in the private sector. Consequently individuals who have skills and experience in these occupational roles have transferable skills that allow them to move between the public and private sectors to gain career development and advancement.

A potential solution to this problem is for public sector employers, under the umbrella of the PSEP, to widen their potential recruitment pool through planned and sustainable engagement with initiatives such as the Gloucester City employment plan, the Cinderford Regeneration Project, Local Employment Partnerships, etc.

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 3 of 12)

### Membership benefits

In joining the Public Services Employment Partnership (PSEP), public sector employers will be demonstrating their commitment to working together to address common issues such as diversity, recruitment and workforce development. Working together in this way will allow finite resources to be pooled and coordinated in ways that produce synergy and add value for the same financial outlay as well as providing the means for identifying and agreeing actions across institutional boundaries. This approach will also allow for the development of existing employees, equipping them to be more effective in their current role, to cope with change more easily, to even take on increased responsibility and perhaps even a different role with the organisation.

### Membership responsibilities

An important aspect of this charter is a clear and unambiguous statement of the commitments that PSEP members have agreed to sign up to and to support (Appendix 1). By signing up to this charter members are agreeing to work in partnership to develop and share good practice that can be effectively integrated into the practices of individual organisations.

To ensure that this charter is a driver of change and is a meaningful agreement between partners, public service organisations are required to obtain the formal endorsement of their involvement in the PSEP

from their non-executive management committees and boards. Each public service organisation will be asked to confirm that they will adhere to the core principles of the PSEP, support and actively participate in its various working groups and commit to working towards the mission and vision of the partnership.

### Operating structure

To ensure that progress towards achievement of the partnership's mission and vision an operational plan will outline the activities that will be taken forward collectively by the membership working collaboratively through a formal partnership network.

Following written confirmation of commitment to the partnerships' charter from each member it is expected that a representative from the organisation will actively participate in at least one of the thematic groups.

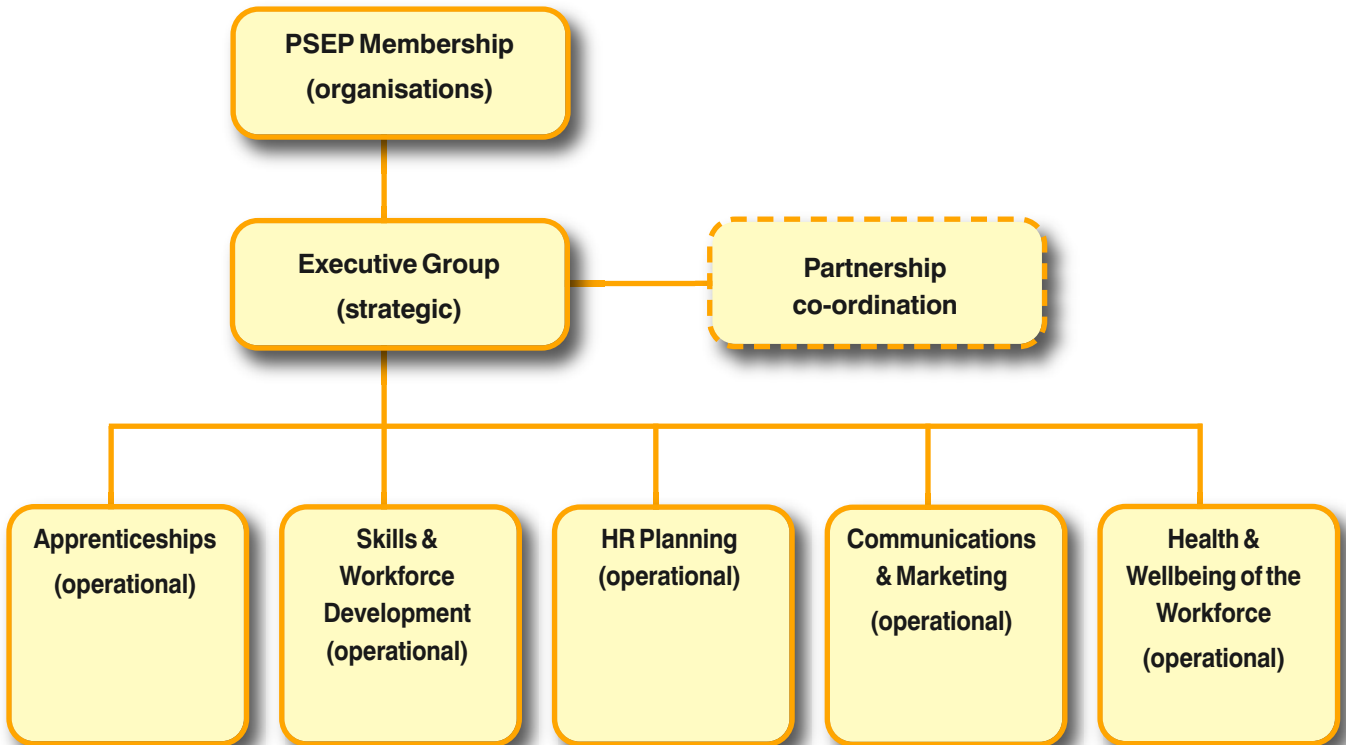
[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 4 of 12)

The following diagram illustrates how the partnership network will operate.



[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 5 of 12)

## Executive (Strategic) Group – Terms of Reference

### Objectives:

The objectives of the PSEP Executive Group are:

- 1) To act as a single voice for Public Sector Employers in Gloucestershire.
- 2) To provide an employer led response to the shared cross-sector issues of staff recruitment, retention and development.
- 3) To provide clear strategic leadership and to manage the work of the PSEP Servicing Team.

### Aims:

- 1) To provide a mechanism for engaging public sector agencies in the PSEP at the most appropriate level and to establish processes that enable communication with all stakeholders at a senior level.
- 2) To ensure that the actions it takes will reflect service strategies produced by such bodies as Learning & Skills Council (LSC), Department for Innovation, Universities & Skills (DIUS), and the Gloucestershire Conference.
- 3) To promote career and development opportunities to priority groups from key target groups in the community.

- 4) To develop and promote initiatives focused on accommodating the increasingly flexible approaches required when dealing with the reality of an aging workforce in the public services sector.
- 5) To ensure that key national and regional strategies and drivers such as the national skills strategy are integrated into local activity.
- 6) To direct and guide the work of the PSEP thematic groups by establishing appropriate reporting structures to ensure monitoring, progress and consistency across projects.
- 7) To agree joint projects and initiatives that promote and support integrated approaches to common issues in the field of public sector employee development and recruitment.
- 8) To provide a link to other current initiatives both in other sectors and also in specific sub-sectors (e.g. Local Authorities, Health Sector, Crown Prosecution Service, Civil Service, etc.).
- 9) Inform the input to, and work collaboratively with, the Local Employment Partnerships (LEPs), the Gloucester City Employment Plan, the Cinderford Regeneration Project, the Gloucestershire Conference Strategic Plan, etc.

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

INFO

## Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 6 of 12)

### Membership:

- 1) The membership of the Executive Group will be such that it ensures that a balance is achieved between the diversity of participation, size of different sector interests and ensuring the availability of knowledge and resources to deliver the objectives outlined in the PSEP’s operational plan.
- 2) A pre-requisite for membership of this group is the organisation’s formal written commitment to the key principles of the PSEP.
- 3) Members from participating organisation should be from the Senior Executive Team and able to contribute to the strategic discussions of the group.
- 4) Membership will be for a minimum period of 12 months and members or their nominated deputies will be expected to attend a minimum of two meetings per year.

**Note:** The decision on whether or not to become a member of the partnership is voluntary and at the discretion of individual organisations. However, having decided to become a member of the partnership organisations must commit to the conditions of membership set out in Appendix 1

### Executive Members for 2008:

2gether NHS Foundation Trust	<b>Kay Harrison</b>
Cheltenham Borough Council	<b>Amanda Attfield</b>
Civil Service South West	<b>Kenny Chapman</b>
Forest of Dean District Council	<b>David Durnell</b>
Gloucester City Council	<b>Amanda Wadsley</b>
Gloucestershire Constabulary	<b>Amanda Newman</b>
Gloucestershire County Council	<b>Margaret Sheather</b>
Gloucestershire First	<b>Ahmed Goga</b>
Gloucestershire NHS Primary Care Trust	<b>Nuala Ring</b>
Learning & Skills Council (Gloucestershire)	<b>Tim Smithson</b>
Stroud District Council	<b>Karen Toole</b>
Tewkesbury Borough Council	<b>Amanda Edge</b>

[NEXT PAGE](#)

[RETURN TO ‘HOW DOES PSEP WORK?’](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 7 of 12)

## Apprenticeships Thematic Group - Terms of Reference

### Objectives:

The objectives of the Apprenticeships Thematic Group are:

- To ensure that member organisations are aware of the advantages of using the apprenticeship system as a means of recruiting and training staff.
- To increase the usage of apprenticeships by public sector employers in Gloucestershire in line with the Government's apprenticeship strategy.
- To facilitate a partnership approach to the development of apprenticeships in the public services in Gloucestershire.

### Membership:

- 1) The membership of this Operational Group will be such that it ensures that a balance is achieved between the diversity of participation, size of different sector interests and ensuring the availability of knowledge and resources to deliver the objective outlined in the PSEP's operational plan.
- 2) A pre-requisite for membership of this group is the organisation's formal written commitment to the key principles of the PSEP.

- 3) Members from participating organisation should be employed in a role that is associated with the area of work of the group and/or have an appropriate level of relevant expertise and able to contribute to the strategic discussions of the group.
- 4) Membership will be for a minimum period of 12 months and members or their nominated deputies will be expected to attend a minimum of two meetings per year.

## Skills & Workforce Development Thematic Group – Terms of Reference

### Objectives:

The objectives of the Skills & Workforce Development Thematic Group are:

- To move toward the position where the minimum qualifications and skills levels of all public sector staff in Gloucestershire meet the standards set out in the governments' Skills Pledge.
- The pooling of members' training resources wherever possible to maximize the effectiveness of and training delivery, minimize cost to partners and concentrate training needs in such a way as will facilitate viable local delivery of training to meet the needs of key service activities.

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

## Gloucestershire Public Services Employment Partnership

### Membership Charter – 2008 (page 8 of 12)

- To develop training programmes that meet the specific needs of public sector employers in Gloucestershire.

#### **Membership:**

- 1) The membership of this Operational Group will be such that it ensures that a balance is achieved between the diversity of participation, size of different sector interests and ensuring the availability of knowledge and resources to deliver the objective outlined in the PSEP's operational plan.
- 2) A pre-requisite for membership of this group is the organisation's formal written commitment to the key principles of the PSEP.
- 3) Members from participating organisation should be employed in a role that is associated with the area of work of the group and/or have an appropriate level of relevant expertise and able to contribute to the strategic discussions of the group.
- 4) Membership will be for a minimum period of 12 months and members or their nominated deputies will be expected to attend a minimum of two meetings per year.

#### **Human Resource Planning Thematic Group - Terms of Reference**

#### **Objectives:**

The objectives of the Human Resource Planning Thematic Group are:

- To assemble and maintain robust data relating to the age, gender, ethnicity, qualifications and skills levels of public sector employees in Gloucestershire and utilize that data to inform all aspects of human resource planning, target setting, etc. that impact on
- To facilitate the development/adoption of joint/common approaches to staff recruitment, training, retention and development.

#### **Membership:**

- 1) The membership of this Operational Group will be such that it ensures that a balance is achieved between the diversity of participation, size of different sector interests and ensuring the availability of knowledge and resources to deliver the objective outlined in the PSEP's operational plan.
- 2) A pre-requisite for membership of this group is the organisation's formal written commitment to the key principles of the PSEP.

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

## Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 9 of 12)

- 3) Members from participating organisation should be employed in a role that is associated with the area of work of the group and/or have an appropriate level of relevant expertise and able to contribute to the strategic discussions of the group.
- 4) Membership will be for a minimum period of 12 months and members or their nominated deputies will be expected to attend a minimum of two meetings per year.

### Communications & Marketing Thematic Group - Terms of Reference

#### Objectives:

The objectives of the Communications & Marketing Thematic Group are:

- To raise the image of public sector employment as the first choice career opportunity for all potential recruits but particularly amongst young people.
- Working with other relevant agencies to mount public sector specific recruitment fairs, careers events, and other information and employment providing opportunities.

#### Membership:

- 1) The membership of this Operational Group will be such that it ensures that a balance is achieved between the diversity of participation, size of different sector interests and ensuring the availability of knowledge and resources to deliver the objective outlined in the PSEP's operational plan.
- 2) A pre-requisite for membership of this group is the organisation's formal written commitment to the key principles of the PSEP.
- 3) Members from participating organisation should be employed in a role that is associated with the area of work of the group and/or have an appropriate level of relevant expertise and able to contribute to the strategic discussions of the group.
- 4) Membership will be for a minimum period of 12 months and members or their nominated deputies will be expected to attend a minimum of two meetings per year.

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 10 of 12)

## Health & Wellbeing of the Workforce Thematic Group - Terms of Reference

### Objectives:

The objectives of the Health & Wellbeing of the Workforce Thematic Group are:

- To raise the level of awareness of employers of the importance of the health and wellbeing of the public sector workforce in ensuring the effective, efficient and high quality of delivery to service users.
- To facilitate joint approaches to the development and implementation of systems, processes and procedures aimed at creating the appropriate conditions in the workplace to protect and improve health and wellbeing of employees.
- To raise the awareness of employees of the importance of their active participation in initiative and measures in the workplace aimed at ensuring their general health and wellbeing.

### Membership:

- 1) The membership of this Operational Group will be such that it ensures that a balance is achieved between the diversity of participation, size of different sector interests and ensuring the availability of knowledge and resources to deliver the objective outlined in the PSEP's operational plan.

- 2) A pre-requisite for membership of this group is the organisation's formal written commitment to the key principles of the PSEP.
- 3) Members from participating organisation should be employed in a role that is associated with the area of work of the group and/or have an appropriate level of relevant expertise and able to contribute to the strategic discussions of the group.
- 4) Membership will be for a minimum period of 12 months and members or their nominated deputies will be expected to attend a minimum of two meetings per year.

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

## INFO

# Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 11 of 12)

## Appendix 1

### Conditions of Membership

The decision on whether or not to become a member of the partnership is voluntary and at the discretion of individual organisations. However, having decided to become a member of the partnership organisations must commit to the following conditions of membership.

- 1) Membership will be restricted to recognised public service sector employers and to private sector employers who have been formally commissioned by a recognised public service organisation to provide/deliver services on its behalf.
- 2) Having signed the National Skills Pledge is an essential pre-cursor to membership.
- 3) Commitment to the core principles of the partnership as set out in the membership charter.
- 4) Commitment to support the achievement of the partnership's mission and vision.
- 5) Commitment to active support for the partnership by participation in the work of its various thematic working groups.
- 6) Commitment to ensure continued compliance with the partnerships' conditions of membership.
- 7) Endorsement of the organisations' commitment to membership by a formal statement signed by the leading representative of the non-executive management board (public sector organisations) or the Chairman of the board of directors (private sector companies providing commissioned services).

[NEXT PAGE](#)

[RETURN TO 'HOW DOES PSEP WORK?'](#)

INFO

Gloucestershire Public Services Employment Partnership Membership Charter – 2008 (page 12 of 12)

Appendix 2

Formal Statement of Members Commitment

The following statement must be produced on the organisation’s own official letterhead, duly signed off by both leading representative of the non-executive management board (public sector organisations) or the Chairman of the board of directors (private sector companies providing commissioned services) and the Chief Executive of the organisation and forwarded to the GSEP Partnership Executive, Conway House, 33-35 Worcester Street, Gloucester, GL1 3AJ.

To the Executive Group of the Gloucestershire Public Services Employment Partnership

Formal Statement of Members’ Commitment

In applying for membership of the Partnership

Organisation Name

confirms its commitment to:

- Work in partnership with other member organisations to effectively develop and share good practice that can be integrated into the practices of partner organisations;
● Adhere to the core principles of the partnership as set out in the membership charter;
● Work towards the achievement of the mission and vision of the partnership as expressed in the membership charter;

- Actively support the partnership by participating in the work of its various thematic working groups;
● Ensure continued compliance with the partnerships’ stated conditions of membership.

This undertaking of commitment will remain in force until

Organisation Name formally rescinds its membership.

Signed:.....

Name: .....

Designation: .....

Date:.....

Signed:.....

Name: .....

Designation: .....

Date:.....

## CONFERENCE

### Future-Proofing Key Public Services Against Skills Shortages

(page 1 of 3)

**Date: 27<sup>th</sup> February 2009**

Did you know that over half of the public sector workforce in Gloucestershire is aged over 45 compared with only 14% under the age of 25?

Together with the twin pressures of skills shortages and tight resourcing there are real issues to do with attracting younger aged people into the workforce. These issues are even more compelling in a climate of economic pressures when we need to ensure that we have a workforce that can continue to deliver public services into the future.

So what are the answers? Join this exciting conference to debate these issues, help stimulate action, identify solutions, share practice, meet up with training providers and explore funding opportunities for training.

#### Who should attend?

Senior managers, HR managers/officers, training officers, middle managers, team leaders/supervisors, union learning representatives, elected members, trust members, procurement officers, etc.

**This conference is organised by the Gloucestershire Public Services Employment Partnership and is **free of charge**.**

#### Workshops

Delegates will be invited to attend each of the workshops, which will be of no more than 30 minutes duration.

The format of the workshops will encourage discussion and questioning of the designated topic with ample time to make comment, express views and identify 'hot' issues to be fed back for action.

Workshop facilitators will provide a brief summary to the plenary session highlighting comments/issues/themes arising from the workshop activity.

**For more details, see the next two pages**

- **to book your place, contact Safiya Jaffer**  
[Safiya.jaffer@glosfirst.co.uk](mailto:Safiya.jaffer@glosfirst.co.uk)  
**not later than February 20th 2009**

**NEXT PAGE**

**RETURN TO 'LATEST NEWS: CONFERENCE'**

## Future-Proofing Key Public Services Against Skills Shortages

(page 2 of 3)

Venue: Cheltenham Area Civil Service Club, Tewkesbury Road, Cheltenham, GL51 9SL

Date: 27th February 2009

09.15 Registration, refreshments & exhibition.

10.00 Welcome and introduction - Nuala Ring – Chair of the PSEP

10.10 Keynote address – Integrated approaches to workforce development – a viable way to ensure sustainable delivery of key public services in Gloucestershire.

**Jan Stubbings – Chief Executive – Gloucestershire NHS Primary Care Trust.**

10.30 Workshop 1 -(A, B or C)

11.00 Workshop 2 -(A, B or C)

11.30 Workshop 3 -(A, B or C)

12.00 Morning plenary

12.30 Lunch, networking and exhibition.

13.30 Start of afternoon session.

**Keynote address** – Using partnership approaches to protect the delivery of public services from the risks posed by skills shortages and an ageing workforce.

**Peter Bungard – Chief Executive – Gloucestershire County Council.**

14.00 Workshop 4 – (D, E or F)

14.30 Workshop 5 -(D, E or F)

15.00 Workshop 6 -(D, E or F)

15.30 Afternoon plenary.

15.45 Summary & Close - Nuala Ring.

15.50 Refreshments, networking and exhibition.

[NEXT PAGE](#)

[RETURN TO 'LATEST NEWS: CONFERENCE'](#)

## Future-Proofing Key Public Services Against Skills Shortages

(page 3 of 3)

### Workshops

#### A) Key public services under threat?

How much do you actually know about the skills and age profile of your organisation? You might be in for a shock! This workshop considers implications for the continued delivery of key public services against the background of current and future skills shortages coupled with an ageing public sector workforce.

#### B) Careers in public services can be the first choice!

Many young people are not convinced that a career in the public service sector is a viable first choice for a career. Given our ageing workforce the need to recruit and train a significant number of younger people is becoming increasingly urgent. This workshop considers what needs to be done to attract more young and talented people and to dispel the myths that portray a career in the public services sector as 'un-cool'.

#### C) Delivering quality public services needs a skilled flexible workforce!

The delivery of modern public services is bringing new approaches and with them the need to continuously review and update the skills and knowledge of the workforce to cope with the pace of change. Using examples of how some organisations are addressing the skills and knowledge needs of their workforce this workshop provides an opportunity to explore how you might develop the skills of your own team to prepare them to cope with their current or future roles in the face of ongoing change and ever increasing demands for high quality of service provision.

#### D) Apprenticeships – 'grow your own' workforce for the future

Apprenticeships have moved on considerably from the days when it was the way 'tradesmen' were trained. The new apprenticeship framework allows for virtually any job to be available as an apprenticeship and it is possible to develop 'bespoke' programmes to meet the needs of particular sectors and employers. This workshop gives you an opportunity to learn more about apprenticeships and consider how you might be able to make use of them in your particular area of work, not just for young people, but also to train or re-train adults.

#### E) How you can afford to develop your team

Is lack of funding getting in the way of you improving your staff performance? Did you know that during the last two years over £300m out of a budget of around £850m of government funding allocated for workforce development was returned unspent?

During 2010 the Gloucestershire 'share' of the national train to gain budget could be around £10m. This workshop helps you to identify how you can position your team's staff development needs to be in the best position to access a share of those funds.

#### F) Training staff to deliver commissioned services

Public services annually procure services worth hundreds of billions of pounds and government ministers are now looking closely at how this purchasing power can be harnessed to ensure that frontline personnel delivering those services to clients are adequately trained to do so. This workshop looks at how this latest area of government interest might impact on your operational role and how you might work with contractors to help them access increasing volumes of staff training funds.

CASE STUDY

**A second chance for Safiya with the Adult Apprentices scheme**

Like many young people, Safiya Jaffer regretted not doing as well as she might have at school – but thanks to an Adult Apprenticeship scheme, she is now building up her qualifications and heading towards an NVQ Level 3.

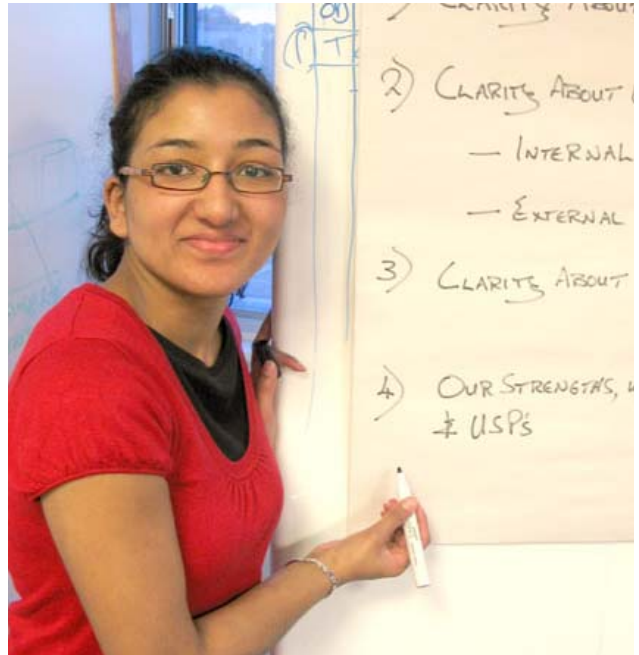
Now 24, Safiya is working on a wide range of administration tasks for Gloucestershire First, the county’s economic partnership, as an Adult Apprentice on a scheme managed by Gloucester City Council.

This Apprenticeship route for adults wanting to build on previously gained vocational qualifications in order to access full time employment in a new role, is a major new development in the Apprenticeship system and could be ideal for people wanting to upskill or retrain.

“I was quite interested in IT at school, but I didn’t do very well in my GCSEs and when I went to college, I had no idea what I wanted to do, so I chose a GNVQ Level 2 in Business Administration at Gloscat,” she recalls.

“I went on to do a further admin course at college and then went to Connexions for some advice. They suggested I apply for an Apprenticeship, and I was lucky enough to get a placement with Gloucestershire County Council, and while I was there, I managed to pass my NVQ Level 2 in Administration.

“Now I am aiming for an NVQ Level 3 and also studying for an IT Level 2 qualification. Being on an Apprenticeship means you’re not earning as much as



older, more experienced people, but you are helped with your training, so you can get the skills you need to do what you want to do.

“It’s perfect for young people who, like me, may not have had any idea about what they wanted to do when they left school.”

Safiya, who lives in Gloucester with her parents, enjoys working for a public sector organisation, and the wide variety of her work. “I particularly enjoy the presentation of documents and often help people out with ideas,” she said.

“The Apprenticeship scheme has helped me get the qualifications I need, but I have also learned to be more confident.”

**RETURN**

HOME PAGE

ABOUT PSEP

OUR MEMBERS

LATEST NEWS

CONTACT US

GLOUCESTER CITY COUNCIL



**The public sector is an important employer within Gloucestershire and has a crucial role in supporting the County's economy, providing a rich variety of opportunities for thousands of people in a range of careers and occupations from local government, the NHS, education and housing.**

Gloucestershire First is leading the co-ordination of the PSEP and sees its role as championing the sector to local residents including young people and promoting the exciting opportunities which are available. Career development and training for existing staff and newcomers is now more important than ever, as the sector prepares for succession planning and the replacement of staff that are retiring.

We are pleased to see the advent of many more apprenticeships and training opportunities coming about with the help of the PSEP and others, which provides structured and viable routeways into employment. It therefore complements other projects underway to bring fresh employment opportunities and Gloucestershire First gives it its full backing.

[www.glosfirst.co.uk](http://www.glosfirst.co.uk)

**RETURN TO 'HOME PAGE'**  
**RETURN TO 'OUR MEMBERS'**