

	<b>ANNUAL EMPLOYMENT REPORT FOR 2005/2006</b>	<b>Item *</b>
<b>Report to be considered by:</b>	Executive	
<b>Forward Plan Ref:</b>	EX*	

<b>Corporate Plan Priority:</b>	D1 – Performance Management D2 – Stronger governance D3 – D4 –
Information on the employment profile of the Council in 2005/2006, benchmarked against other local authorities and 2004/2005 statistics, provides important information that may influence priorities in Corporate and Service Plans in 2006/2007.	

<b>Purpose of Report:</b>	<b>To report on the Council's workforce trends and key HR achievements for the year ended 31 March 2006. The report does not set out a HR strategy for the future. This will be the subject of a further report.</b>
<b>Recommended Action:</b>	<b>To note the Annual Employment Report 2005/06.</b>
<b>Reason for decision to be taken:</b>	To update Members
<b>List of other options considered:</b>	N/A
<b>Key background documentation:</b>	N/A

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## Implications

<b>Policy:</b>	There are HR Policy implications, however, these are covered in the report.
<b>Financial:</b>	At the present time there are no financial implications.
<b>Personnel:</b>	These are covered in the report.
<b>Legal:</b>	None
<b>Property:</b>	None
<b>Risk Management:</b>	None

## Supporting Information

### 1. Introduction

The Annual Employment Report gives details of the following areas of people management at West Berkshire Council:

- Establishment, type and cost of people employed
- Diversity profile of workforce
- Turnover of staff
- Absence rates
- Training and development
- Management development.

The report gives headline figures benchmarked against other local authorities where information is available. The 2004/2005 figures are given for year on year comparison. In some categories the figures are shown by directorate. The report also highlights the key HR achievements during 2005/06. The benchmark data is from the DLA survey for 2005 which excludes school based staff. The report on school based staff is therefore given as a separate section (section 10).

### 2. Executive summary

The annual employment report 2005/2006 records a period transition for WBC as the Amey Contract ended and a TUPE transfer of staff took place on the 1 July 2005. The figures include Amey staff to allow year on year comparisons. The period of uncertainty concerning the Amey contract may have affected sickness absence rates for this group of staff. Sickness absence increased from 5.81 days in 2004/2005 to 8.12 days in 2005/2006. However the figure is still below the average of all local authorities of 10.4 days.

The established posts expressed as a full time equivalent has fallen from 1569.29 at 31 March 2005 to 1560.12 at 31 March 2006. A trend in the workforce is an increase in the number of externally or jointly funded posts. This increase reflects the strategic importance of partnership making in WBC.

The figures on diversity in general have not changed significantly over the year. WBC has a slightly higher proportion of female staff and part time staff than the average of all local authorities. The increase in the number of temporary hours from 1700 to 22000 may be due to the transfer of Amey staff as Amey employed a higher proportion of staff on temporary contracts than WBC.

Turnover of staff has increased slightly from 10.97% in 2004/05 to 11.76% in 2005/06. Amey had a high turnover and the transfer of Amey staff may have affected this figure. The turnover figure is expected to reduce during 2006/2007 to below the average for all local authorities of 10.9%.

The Annual Employment Report records a wide range of high quality training and development opportunities for WBC staff. These are available from several internal sources, using a mixture of in-house and external trainers. There is scope in the future to co-ordinate the delivery of training across the Council and this may be an action point emerging from the liP process

The figures for school based staff are presented for the first time, and year on year comparisons are not possible. One issue which stands out is the age profile of headteachers (65% are over 50) which will result in a large workload on appointing new heads over the next few years.

### **3. Establishment, type and cost of people employed**

#### **3.1 Total Full Time equivalent posts of the establishment of WBC.**

The total full time equivalent post of the establishment of WBC at 31<sup>st</sup> March 2006 was 1560.12. This compares to 1569.29 at 31<sup>st</sup> March 2005 (adjusted figure to incorporate the establishment transferred from Amey to WBC on 1<sup>st</sup> July 2005). For further details on the distinction between establishment and headcount please refer to Appendix A.

#### **3.2 Type of employment**

##### **3.2.1 Full time and part time work patterns**

58% of the workforce is full time, and 42% is part time. This percentage split is unchanged from 2004/05. The split across all local authorities is 60% full time and 40% part time. Part time work is more common in the public sector. The split in large private sector organisations is 73% full time and 27% part time.

##### **3.2.2 External funding and joint funding of posts**

WBC demonstrates its commitment to partnership working by establishing a number of posts that are externally funded or joint funded. This trend has increased over the last two years. There were 62 (fte) externally funded posts in 2004/05 and 90 (fte) in 2005/06. There were 9 (fte) jointly funded posts in 2004/05 and 37 (fte) in 2005/06. The majority of posts, which are externally or jointly funded, are in the Children & Young People Directorate.

In the Chief Executive Directorate there are 2 FTE posts that are externally funded, and 1 FTE post that is joint funded. Within Children & Young People there are 44.97 FTE posts that are externally funded and 16.03 that are joint funded. Within Community Care & Housing there are 25 FTE externally funded posts and 9.0 FTE joint funded posts.

In the Environment & Public Protection Directorate they have 10.34 FTE posts that are externally funded and 0.81 FTE which is joint funded. In the Strategy & Resources Directorate there are 7.76 posts that are funded externally and 1.52 FTE posts which are joint funded.

The breakdown of externally and jointly funded posts by directorate for 2004/05 and 2005/06 is shown at chart 2.

##### **3.2.3 Temporary status**

The hours classified as 'temporary' are made up of hours worked by staff on WBC temporary contracts. The total hours worked under those classifications in 2004/05 was 17000. This has increased to 22700 in 2005/06.

- 3.2.4 Length of service  
The average length of service in 2004/05 was 6.79 years. In 2005/06 this was 6.67.
- 3.3 Cost of people employed
- 3.3.1 Cost  
The Council's policy is to consider the national pay settlement for local government before determining locally to apply it to WBC staff. The Council has applied the national pay award as follows: 2004/05 – 2.75%; 2005/06 – 2.95%; 2006/07 – 2.95%. The cost of staff salaries in 2005/06 was £43 million.

## **4. Diversity Profile**

- 4.1 Gender  
76% of the workforce is female; half work full time and half work part time. 24% of the workforce is male; eight out ten work full time. These figures are unchanged from 2004/05. The percentage of the workforce who are female is higher than the average for all local authorities (66%) and the average for large private sector organisations (52%). The gender and work pattern of workforce is shown at chart 3.  
The gender profile for third tier managers and above shows that the percentage of female managers at third tier level has increased from 48% in 2004/05 to 49% in 2005/06; Head of Service level has declined from 36% to 24% in 2005/06; and Chief Executive/Corporate Director level has increased from 20% to 33%. The figures are illustrated in chart 4.
- 4.2 Ethnicity  
The percentage of black and minority ethnic (BME) employees in WBC in 2005/06 was 2.91%. This is a 0.04% reduction since 2004/05. The local population has a BME percentage of 2.48%. The ethnicity split for WBC workforce is shown at chart 5.
- 4.3 Age  
The average age of a WBC employee is 44.5 which is a slight increase from 44 years in 2004/05. The public sector has an older workforce than the private sector. 62% of the total local authority workforce nationally is over 40 compared with 41% in the private sector. These figures do not really change year on year. Last years figures have been added to the Age Profile for comparison purposes which is shown at chart 6.
- 4.4 Disability  
The percentage of the workforce in WBC who consider themselves to have a disability is 1.92% (2.65% in 2004/05).

## **5. Turnover of staff**

- 5.1 The total number of WBC Leavers (including Amey staff) for 2005/06 was 240, of which 171 were resignations (10.11%). The reasons given for resignation are shown in chart 7. This is an increase from 158 resignations (9.47%) in 2004/05.
- 5.2 The 'True Turnover' rate based on 199 voluntary leavers and an average headcount of 1692 was 11.76%. This is comparable to a reported true turnover of 10.97 for 2004/05. True turnover includes all employees who voluntarily left WBC (i.e. resignations, non return from maternity, transfer out to schools). This is compared to 10.9% 'True Turnover' figure for all Local Authorities and 20% for Large private sector organisations.

## **6. Absence rates**

- 6.1 The number of days lost due to sickness has increased over the last year to 8.12 days (incorporating Amey). This is an increase from 5.81 reported in 2004/05 for WBC alone, however the average for Local Authorities and large private sector organisations is 10.4 and 7.9 days respectively.
- 6.2 It must be noted that across the board sickness absence levels are traditionally higher in community/social care areas of Local Government. The figures for Community Care & Housing (now 'Community Services') was 14.67 days in 2005/06 and further Directorate figures are shown at chart 8.
- 6.3 Environment & Public Protection have been following an Absence Management scheme since 2003 and this, along with a steady workforce has stabilised sickness within this directorate. As from 1 June 2006 this scheme will also be implemented in Community care and Housing in order to reduce days lost due to sickness within this area.
- 6.4 The most common reason for absence in 2005/06 was 'infections' (16%). For all reasons see chart 9. The number of long term absences has declined from 14% to 11% (see chart 10).

## **7. Training and Development**

- 7.1 The provision of training and development for WBC employees is multi layered. The Social Care Training and Development Team commissioned 530 courses and trained 4944 social care employees in Community Services and CYP directorates (as well as the health, voluntary and private sectors). The training arm in IT services trained 572 employees. The Customer Services Team has an in-house training provision for customer helpdesk training, which has led to NVQ level 2 for five employees and NVQ level 3 for two employees. The Education Service provided training for 3113 people in schools; and 739 governors. In addition each Head of Service will source some training externally using his/her training budget. Training has also been provided by Information Management, Health & Safety, Finance and Public Protection.  
In addition to the above there is a corporate training provision which is delivered by the OD team within the HR service.
- 7.2 The budget for corporate training in 2005/06 was £133, 480. This was a slight decrease on 2004/05. The Corporate Training budget was used to organise a calendar of training courses which use external training providers. There were over 100 courses attended by approx 800 employees in 2005/2006.  
Details of the training course provided across WBC are shown at Appendix B.

## **8. Management and Member Development**

Member development is led by the Policy and Performance Service with input from HR. In 2005/06 a Member Development Group consisting of elected members and officers developed a three year strategy for member development which was agreed by the Executive on 4<sup>th</sup> May 2006. 14 sessions of member development were held in 2005/06. The induction of members was reviewed during 2005/06 in anticipation of the council elections in 2007 which will lead to greater demand for member induction.

The 'Fast Track' management development pilot programme for six managers ended in October 2005. An evaluation of the pilot concluded that 'Fast Track' should not continue.

Attention switched during 2005/06 to sourcing an accredited management development programme which would be available to a wider group of managers at first and middle management level. This work was successful and the Institute of Leadership and Management (ILM) programme will launch in September 2006.

## **9. School based staff**

This is the first time figures from Schools have been used in the WBC Annual Employment Report. These figures will be used as an ongoing baseline and comparison purposes in future reports. Below is some information about the Schools workforce.

4089 people are employed in schools. This figure has increased from 3723 in 2004/05. 75% of support staff are part time and 38% of teachers are part time. The 4089 headcount translates into a full time equivalent (FTE) of 2713 (2590 in 2004/05). 84% of staff in schools are female, (78% for teachers, 86% for support staff). Schools had a turnover rate of 5.6%, 230 employees had resigned in 2005/2006.

The age range of Headteachers shows that 65% of head teachers are over 50. Head teachers can retire between 60 and 65. 75 unqualified teachers and 525 supply teachers were working for WBC at 31/03/06. The average days lost due to sickness absence per person in schools was 3.56 in 2005/06, up from 2.85 in 2004/05. 1.27% of school based employees are from a BME (black and minority ethnic) background. 0.44% of school based employees consider themselves to have a disability.

An overview of employment issues within Schools is given at appendix C

**Local Stakeholders:** \*

**Officers Consulted:** \*

**Trade Union:**

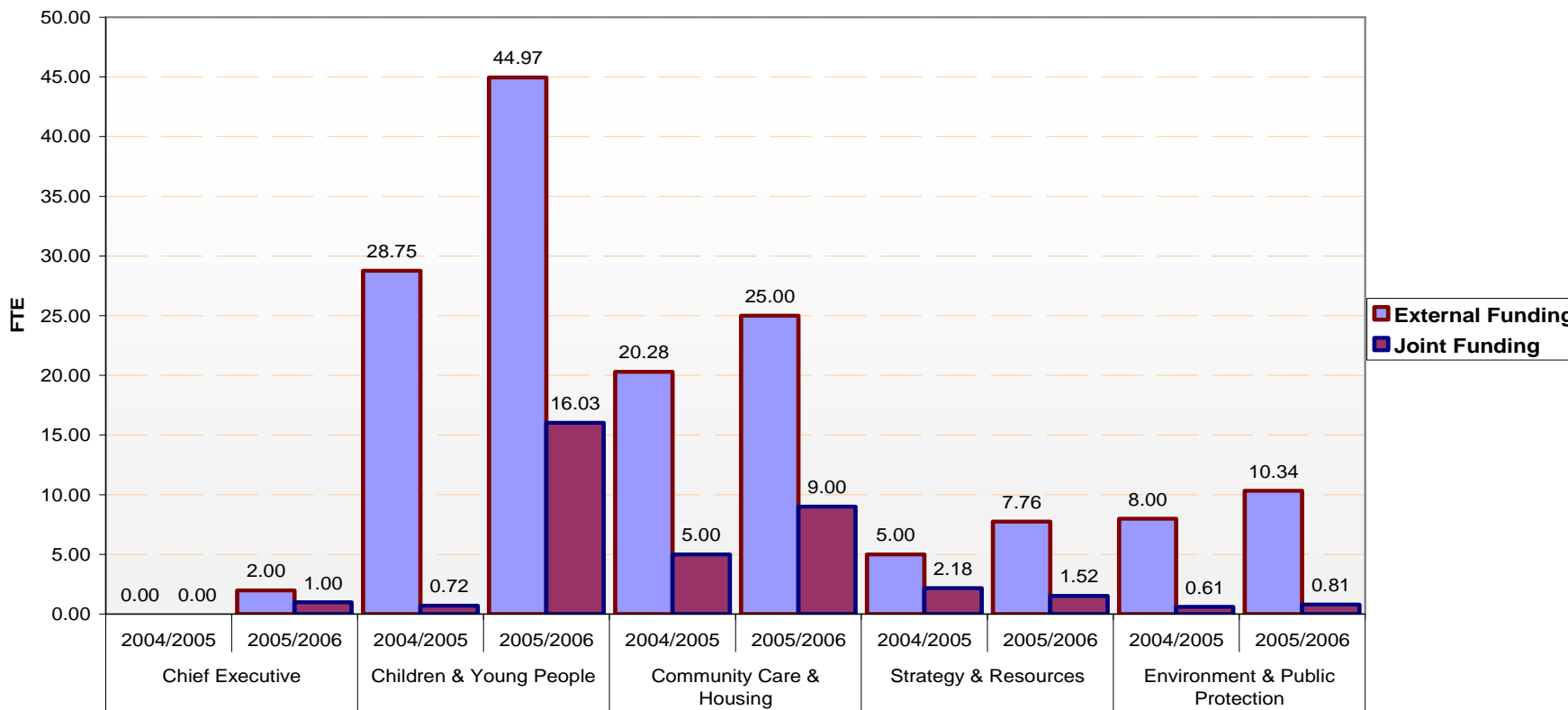
**Consultation Responses**

Chart 1 – 2005/06

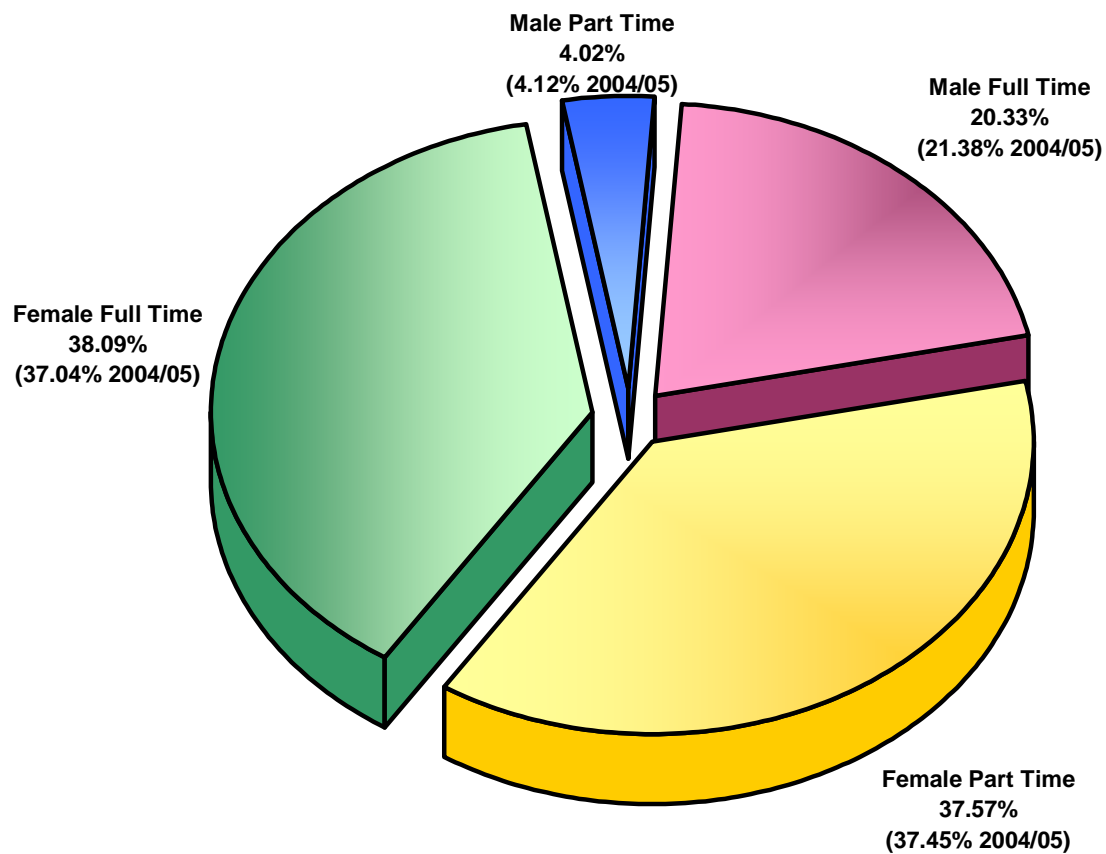
	Current WBC Establishment FTE	Current WBC Occupied FTE	Vacant FTE	WBC Vacancy Rate	Staff Headcount	Quarterly Turnover (new addition)	Annual Turnover (rolling year from Apr 05 - Mar 06)
CEO Office & Directors	5.00	3.00	2.00	40.00	3	0.00	66.67
Assurance	17.00	13.14	3.86	22.71	13	7.69	15.38
Human Resources	33.01	28.26	4.75	14.39	31	3.23	22.58
Resources and Commissioning	8.10	7.09	1.01	12.47	8	0.00	25.00
Scrutiny	2.00	2.00	0.00	0.00	2	0.00	0.00
Chief Executive Support	1.00	1.00	0.00	0.00	1	0.00	0.00
<b>Total Chief Executive</b>	<b>66.11</b>	<b>54.49</b>	<b>11.62</b>	<b>17.58</b>	<b>58</b>	<b>3.45</b>	<b>22.41</b>
Children & Families Services	166.05	138.91	27.14	16.34	153	3.92	13.07
Culture & Youth Services	86.85	71.62	15.23	17.54	100	4.00	21.00
Childrens Commissioning & Quality	2.00	2.00	0.00	0.00	2	0.00	50.00
Education Services	175.43	158.80	16.63	9.48	206	1.94	13.59
Director Support	1.00	1.00	0.00	0.00	1	0.00	0.00
<b>Total Children and Young People</b>	<b>431.33</b>	<b>372.33</b>	<b>59.00</b>	<b>13.68</b>	<b>462</b>	<b>3.03</b>	<b>15.15</b>
Community Care	107.06	96.51	10.55	9.85	108	3.70	10.19
Housing	24.68	21.99	2.69	10.90	24	0.00	16.67
Older Peoples Services	252.98	219.42	33.56	13.27	291	2.41	16.84
Quality, Performance & Partnership	39.68	38.69	0.99	2.49	43	0.00	2.33
Director Support	2.65	2.00	0.65	24.53	2	0.00	0.00
<b>Total Community Care and Housing</b>	<b>427.05</b>	<b>378.61</b>	<b>48.44</b>	<b>11.34</b>	<b>468</b>	<b>2.35</b>	<b>13.89</b>
Countryside & Environment	44.92	40.90	4.02	8.95	45	2.22	6.67
Highways & Engineering	91.08	82.48	8.60	9.44	86	3.49	5.81
Planning & Transport Strategy	79.25	72.96	6.29	7.94	77	1.30	12.99
Public Protection	48.51	35.98	12.53	25.83	38	7.89	34.21
Director Support	1.00	1.00	0.00	0.00	1	0.00	0.00
<b>Total Env &amp; Public Protection</b>	<b>264.76</b>	<b>233.32</b>	<b>31.44</b>	<b>11.87</b>	<b>247</b>	<b>3.24</b>	<b>12.55</b>
Information & Communication	59.83	56.66	3.17	5.30	91	3.30	10.99
Legal & Electoral Services	30.49	30.45	0.04	0.13	31	3.23	9.68
Policy and Performance	36.69	33.71	2.98	8.12	36	2.78	22.22
Unison	1.00	1.00	0.00	0.00	1	0.00	0.00
Accountancy	33.41	27.74	5.67	16.97	30	3.33	10.00
Exchequer Services	31.85	28.32	3.53	11.08	32	0.00	9.38
Financial Policy and Planning	4.82	4.82	0.00	0.00	6	0.00	0.00
ICT	51.62	47.14	4.48	8.68	49	4.08	10.20
Property	36.00	26.31	9.69	26.92	27	3.70	33.33
Service Access/Revenues & Benefits	84.16	77.61	6.55	7.78	86	1.16	10.47
Director Support	1.00	0.00	1.00	100.00	0	0.00	0.00
<b>Total Strategy and Resources</b>	<b>370.87</b>	<b>333.76</b>	<b>37.11</b>	<b>10.01</b>	<b>389</b>	<b>2.57</b>	<b>13.11</b>
<b>GRAND TOTALS</b>	<b>1560.12</b>	<b>1372.51</b>	<b>187.61</b>	<b>12.03</b>	<b>1624</b>	<b>2.77</b>	<b>14.16</b>



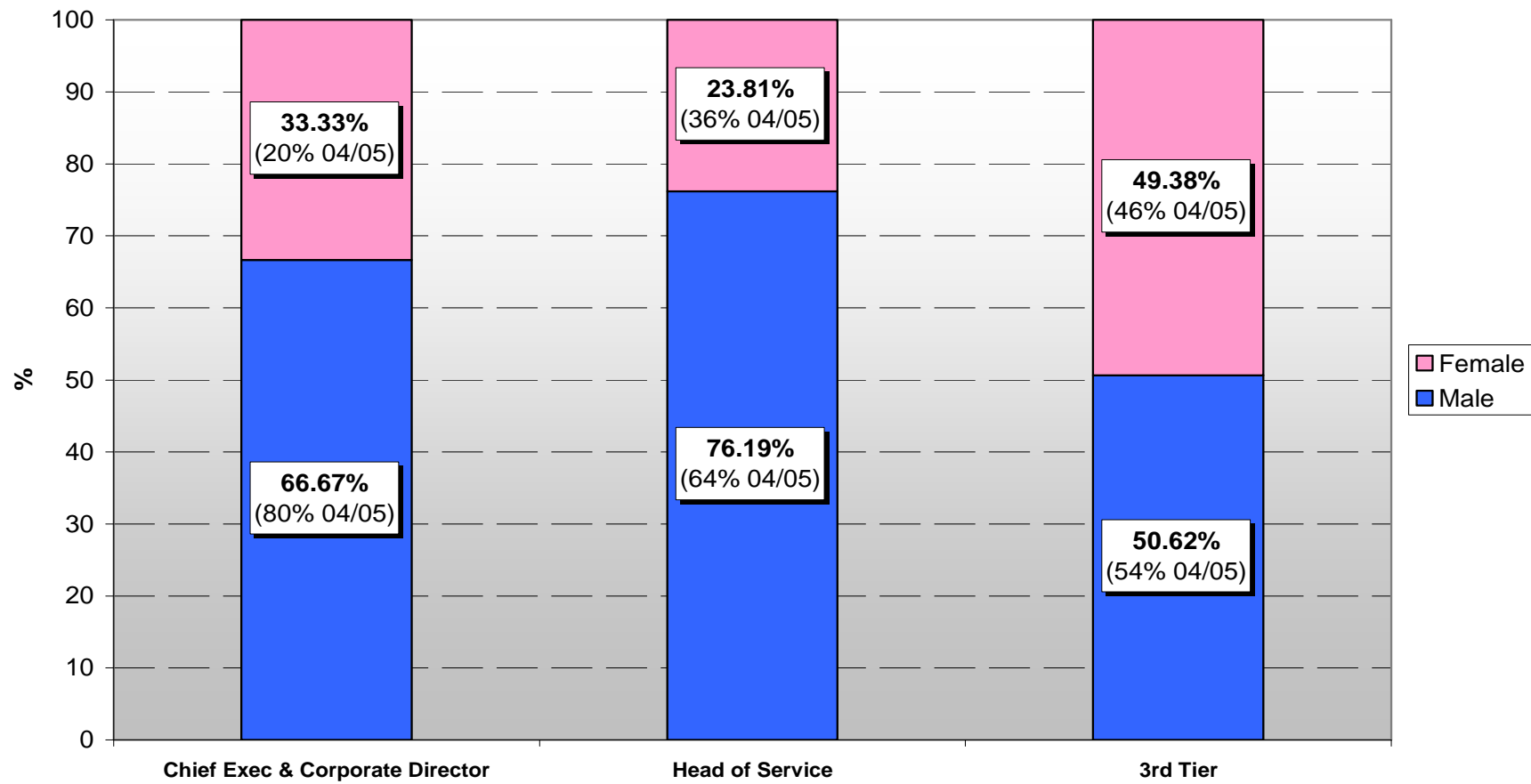
**FTE of External and Joint funded posts by Service Grouping**



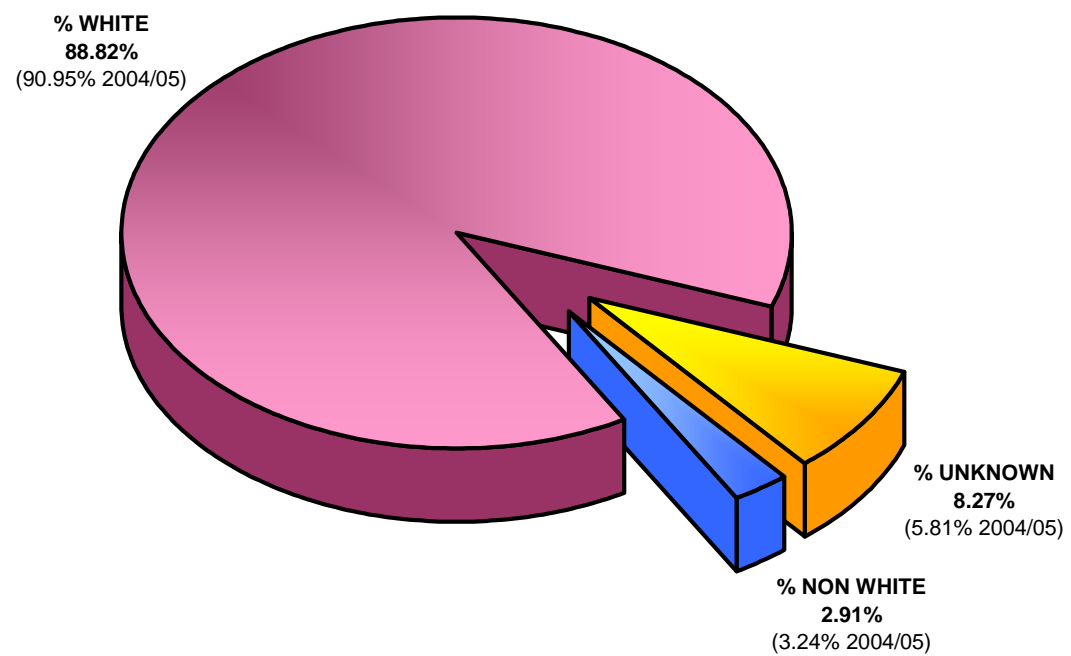
Gender and work pattern breakdown of current workforce



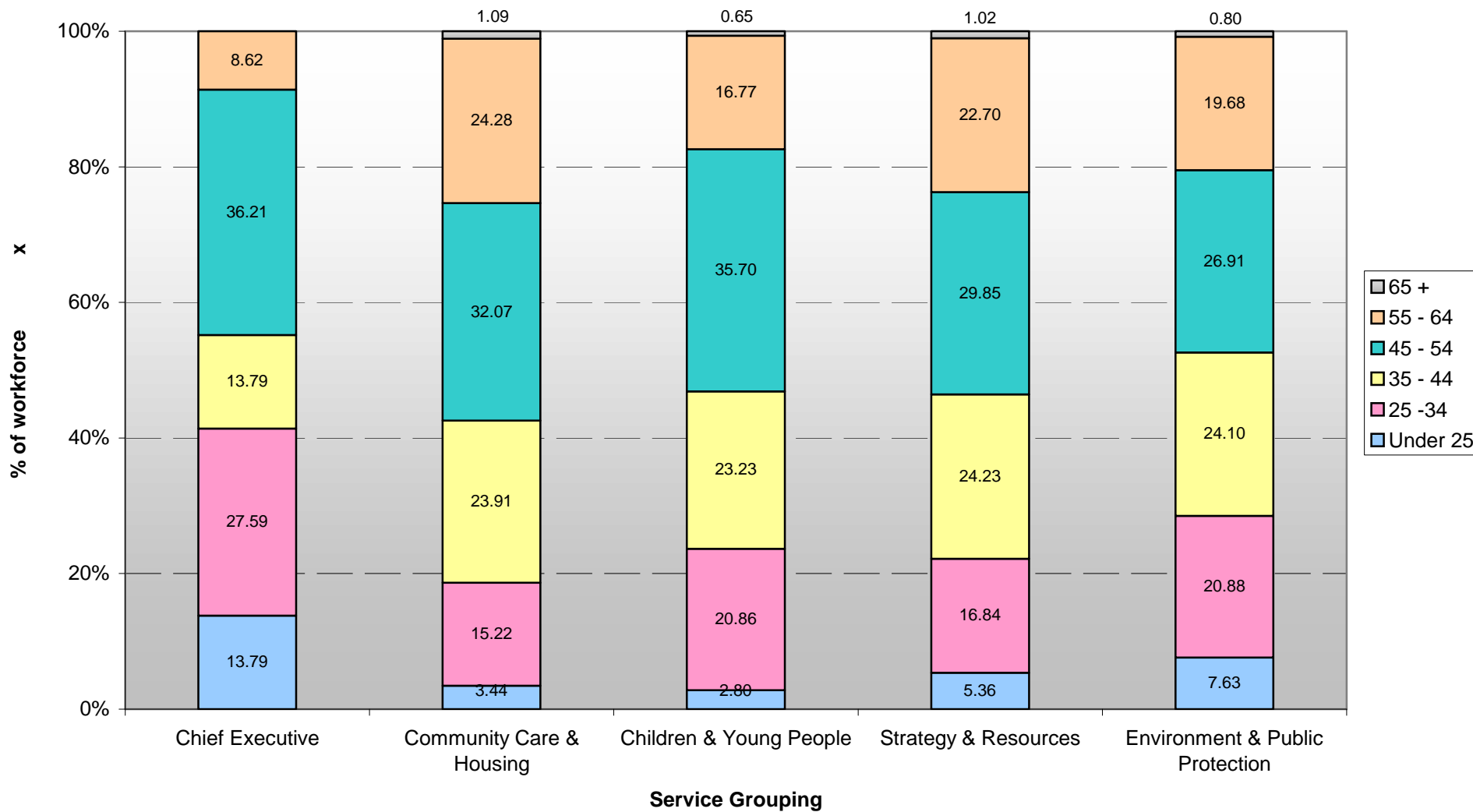
**Gender Profile at Management Level**



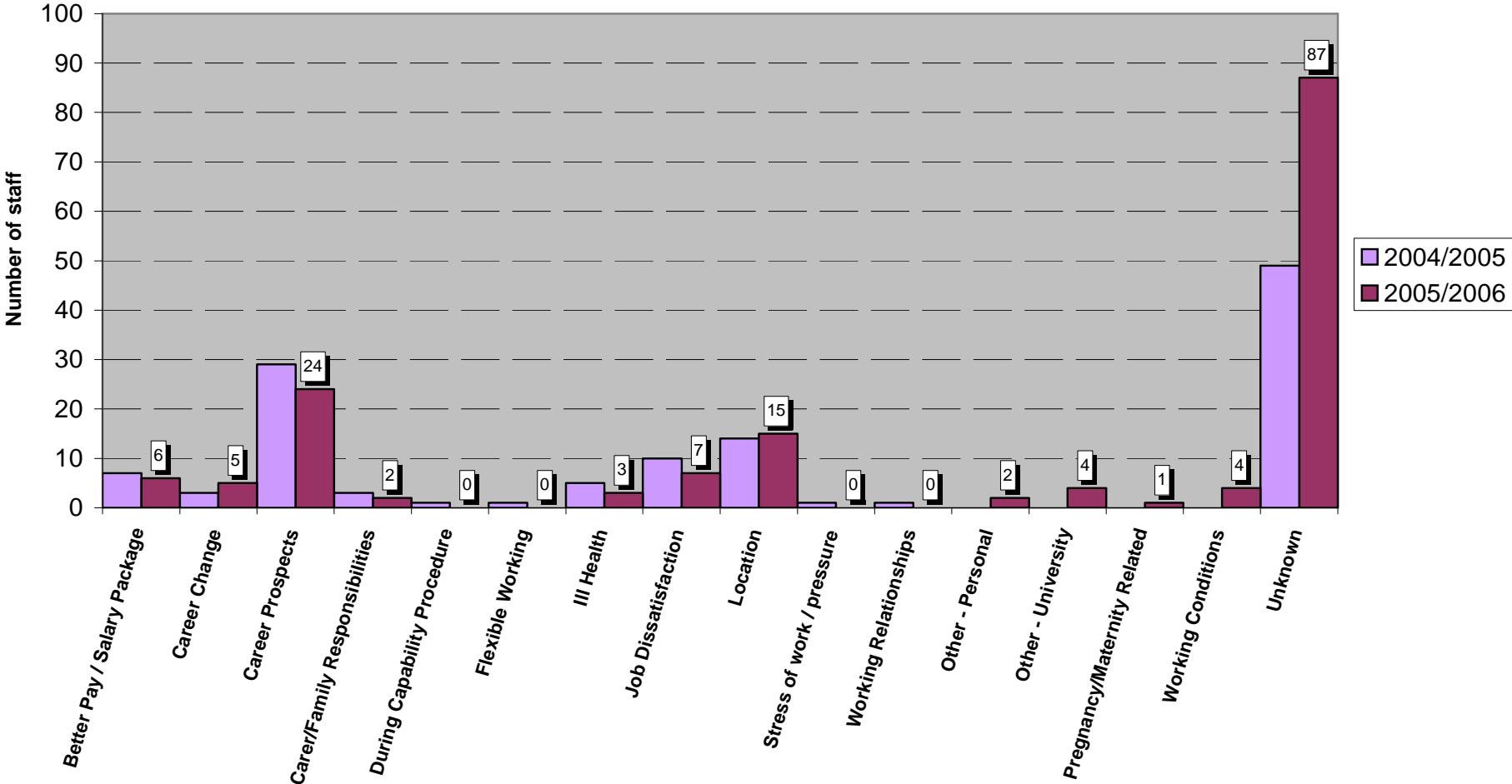
Ethnicity split for WBC current workforce



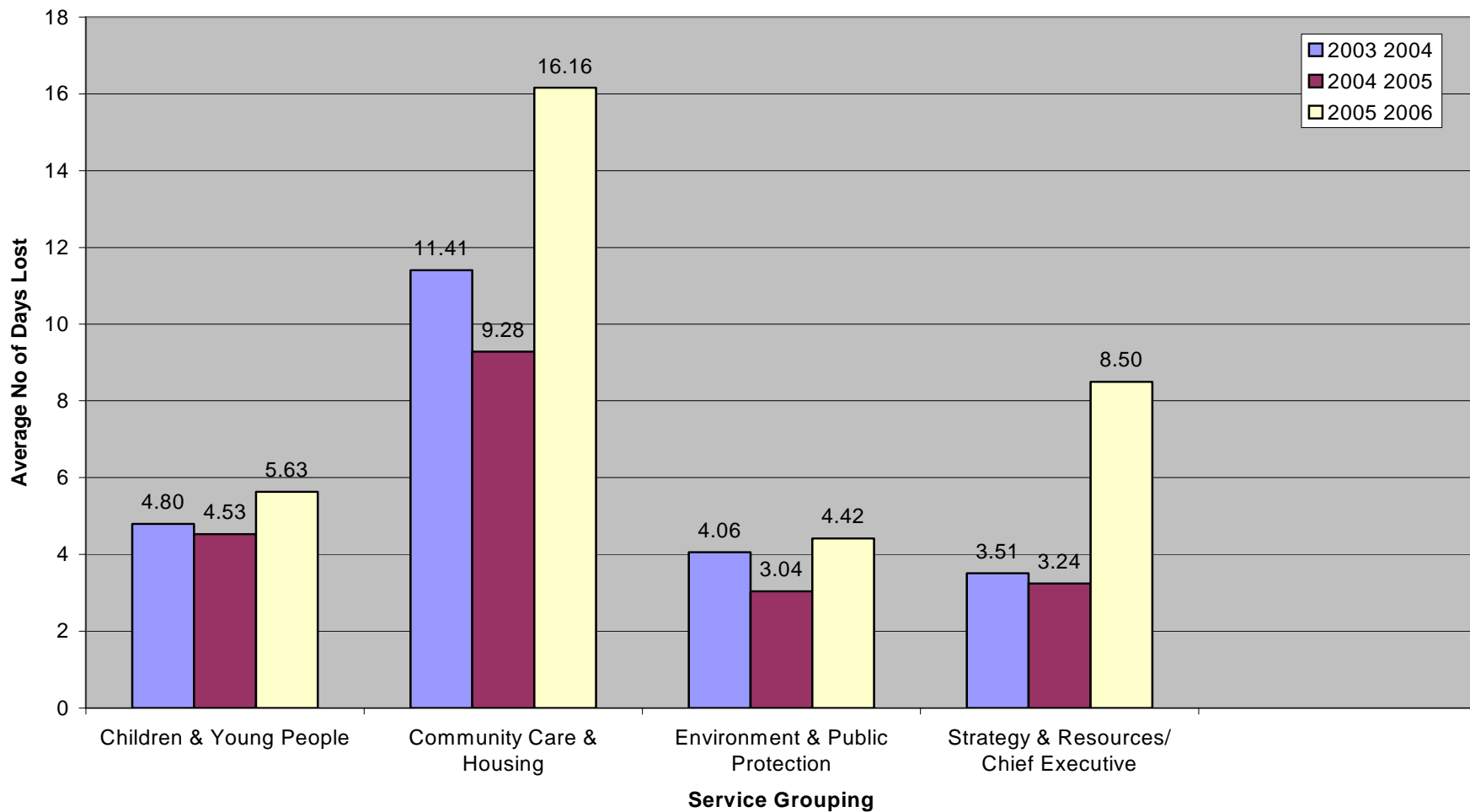
**Age profile by Service Grouping**



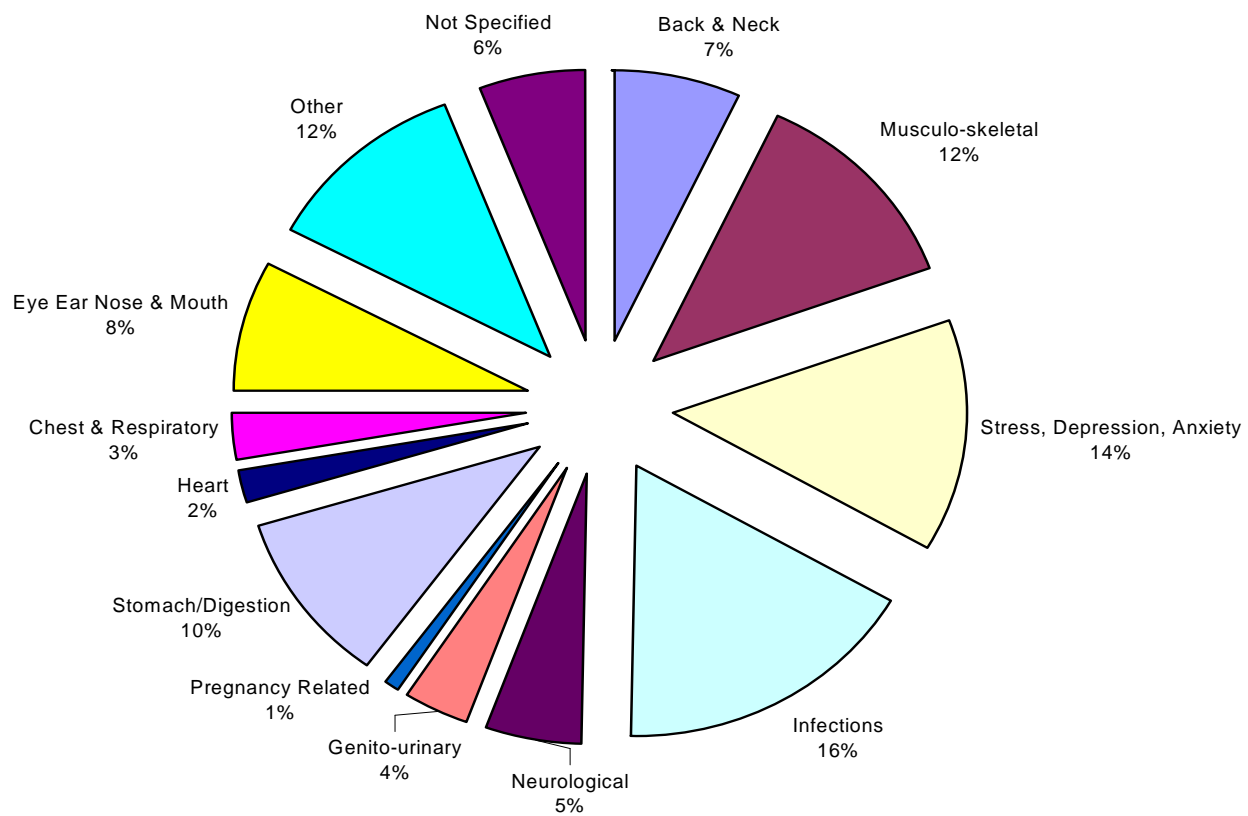
**Comparison of Reasons for Resignation 2004/05 & 2005/06**



Average Working Days Sickness Absence per person per Service

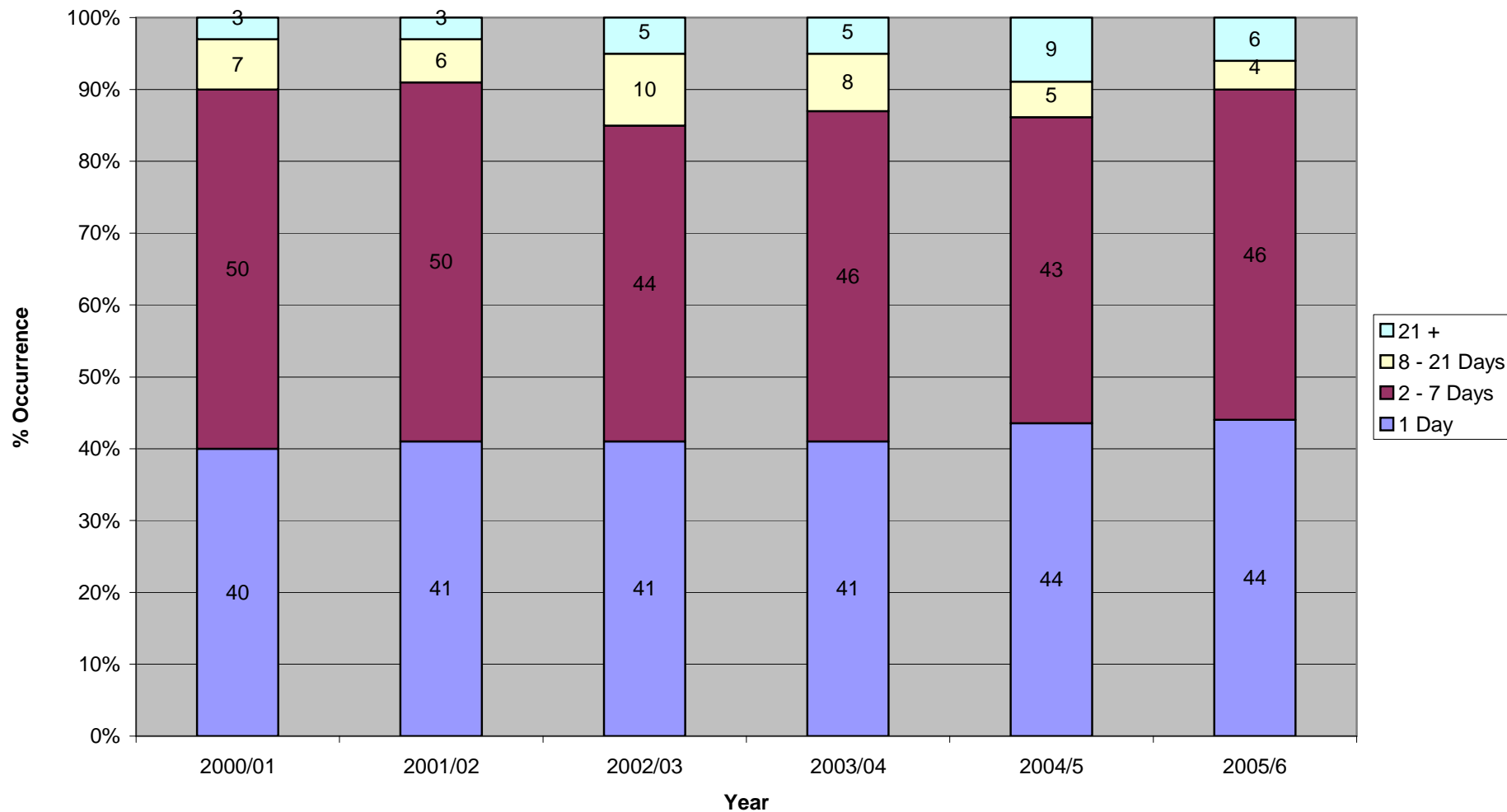


### % Reasons for Sickness Absence





### % of Absence Occurrences



### Distinction between Headcount and Establishment

It is important to recognise the difference between figures quoted for headcount and the Establishment Report. It is anticipated that the difference between the figures will reduce over time as further employees move from variable hour contracts to Universal rotas with a set established FTE.

The Establishment Report which is reported to the Executive each quarter gives the full time equivalent for established (or 'approved') posts. The headcount within establishment posts at 31 March 2006 was 1624. This means that these figures will not include the whole WBC workforce. Those on variable or zero hours contracts are not included as they do not work guaranteed contractual hours and therefore do not have an established FTE to represent their working week.

The headcount at 31 March 2006 which includes permanent and fixed term employees regardless of FTE was 1717. It does not include relief or casual staff however, but includes those on variable or zero hour contracts (for example home care assistants). This figure excludes schools.

This is comparable to a headcount of 1668 (WBC & Amey) for 31 March 2005. It is important to note that the headcount figure reported here is different to that contained within the establishment reports. This is due to this headcount including all those employees with a WBC contract where hours are variable or zero, (e.g within Home Care) in addition to those with an established FTE.

The overall headcount increase for the year 2005-2006 is 49 employees. The majority of this increase is related to the creation of 31 new positions which have been funded externally or jointly. Of this 31 posts, 12 employees transferred internally to be externally funded and therefore through backfill have increased the headcount figure, but have required no additional revenue. WBC also appointed 12 new employees who are new externally funded posts. The remaining 7 employees are joint funded and increase the headcount figure due to backfill. In addition, the Rapid Response team was created within Community Care and Housing, and required the appointment of 8 additional employees. The remaining increase of 10 employees are employed throughout the organisation.

### Details of Training and Development Courses 2005/06

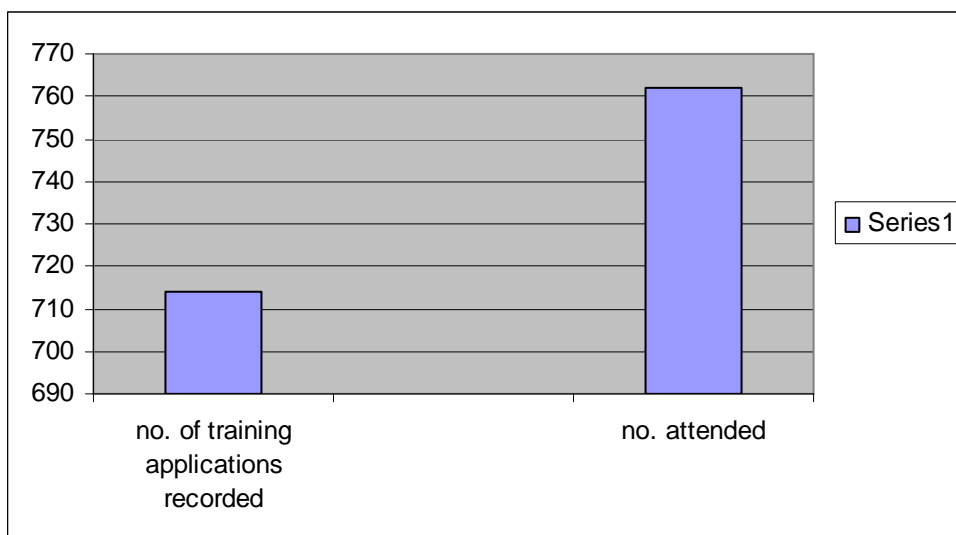
#### Corporate Learning and Development Calendar

The Corporate Learning and Development Calendar 05 06 offered a range of courses from Induction courses to Business Skills and Personal Effectiveness. The table below details the range of learning events and number of attendees:

Event	No. of Events	No of Delegates
Assertiveness	4	36
Coping at the Sharp End	3	19
Copywriting	1	10
Corporate Induction	7	68
Dealing with Difficult People	3	27
Disability Awareness	5	33
DSE Assessor	1	30
Effective Presentations	3	12
Employee Wellbeing	1	13
Employee Wellbeing – the role of the Manager	2	7
EPM for Employees	4	22
EPM for Managers	6	33
Exploring and Challenging Racial Discrimination	4	25
Facilitation Skills	2	13
Fire Awareness	3	32
Fire Warden	3	28
Job Evaluation	1	12
Managing and Developing Teams	3	19
Managing Safely	1	1
Manual Handling	2	10
Minute Taking	3	15
People Management	2	19
Recruitment and Selection	2	14
Risk Assessment	2	6
Risk Management	2	28
Safety Matters	4	62
Time Management	3	19
Valuing Difference	19	139
Valuing Difference (Managers)	5	21
Writing Effectively	2	11
<b>Total</b>	<b>103</b>	<b>784</b>

The percentage take up of Corporate Training in 2005/06 was 55%. Overall, 79% of delegates rated the training as good or excellent.

The chart below shows the number of training applications recorded against the number of attendees on corporate training courses:



### Leadership & Management Development

As in previous years, regular Senior Management Seminars have been held every quarter for all Third tier Managers and above. Corporate Management Team Meetings for all Heads of Service and Corporate Directors were held in conjunction with the Seminars. Topics covered in these seminars include the Councils Medium Term Financial Strategy, Corporate Plan and priorities. The Corporate Calendar provided a number of Management Development opportunities, and the review of the fast Track Management Development Programme has been concluded. The decision was taken to look at organising nationally accredited Management Development courses in the future.

### Member Development

The Member Development Group is committed to developing Members in order to enable them to achieve the Council's aims and objectives. The Member Development group has been set up to provide an overview and review of Member Development activity, on an on-going basis, to ensure that the Strategy and Development Modules continue to meet the needs of Members. The Group is responsible for overseeing the roll out and development opportunities associated with ICT for Members. To provide a forum for discussion and resolution of Council related issues, which are raised by Members. Member Development Modules in place that clearly identify the development activities which will make a difference for Members in better understanding and operating within the national and local context of local government in order to ensure that the quality of life for residents of West Berkshire is improved..

The Group will ensure that learning and development Modules are effective in building political capacity across the Member Group and the organisation as a whole.

The following 14 Member Development Sessions were held in 2005/06:

#### Activity 05/06

Learning Event	Frequency	% attendance
Scrutiny Session	Once	No record

Disability and the Law	Once	6 Members
Code of Conduct	Once	7 Members
LAA Briefing	Once	13 Members
British Muslim Community Presentation	Once	No record
Mainstreaming Community Safety	Twice	12 Members
Risk Management	Once	8 Members
Valuing Difference	Twice	23 Members
Local Government Finance	Once	5 Members
West Berkshire Council Staff Data – Now and the future	Once	No record
Library Service Overview	Once	17 Members
Work of the West Berkshire DAAT	Once	12 Members

### Key achievements in 05/06

- 14 sessions held for Members
- Establishment of the Member Development Group
- Production of the Member Development Strategy 2006 – 2009
- Review and Implementation of new Induction process

### Social Care Training and Development

The Social Care Training Team provide a comprehensive learning and development programme for both Social Care employees at West Berkshire Council and for Managers and employees working in the private, voluntary and independent sector.

The Social Care Training and Development team commissioned 530 courses and trained 4,944 people. Funding was provided for a further 800 people to attend courses. Details are available on the intranet or via Sarah Knapp.

### School and Governor Support

The Advice, Information and Training team are part of the Education Service. The School Support Team is responsible for managing and co-ordinating all aspects of Continuing Professional Development (CPD) for school staff. The team provides advice, information and training for school staff. In 2005/2006, a total of 3,113 were trained on various topics under the following categories; curriculum, Leadership and Management, Safeguarding, Briefings, In House training and Newly Qualified Teachers. Participants were asked to complete an evaluation form after the course. The areas analysed were *Objectives met*, *Quality of Training* and *Quality of Course Materials*, scored from 5 (Excellent) to 1 (Poor). The average satisfaction rating was 4.5.

The Governor Support Team is part of the Advice, Information and Training unit within the Children and Young People service. The team provides advice, information, **training** and support for all governors of West Berkshire schools. We aim to assist governors in undertaking their roles and responsibilities confidently and effectively, thus enabling Governing Bodies to play their full part in promoting school improvement.

## Activity 05/06

Learning Event	No. of hours delivered	No. attending
Central training for Governors	124	487
In-house (school based)	14	69
Cluster (> one Governor body in-house)	4	23
Clerks training	26	160
Total	168	739

## Adult and Community Learning Team

The continuing mission of the ACL team is to assist adult and family learners, particularly those experiencing barriers to learning or who are under-represented in learning, to achieve their potential through adult and community learning (ACL). The five key principles underpinning West Berkshire Council's adult and community learning provision are:

- improving quality and effectiveness and ensuring value for money
- increasing participation and responding to local priorities and learners' needs
- extending provision and promoting learning
- working in partnership
- raising employability skills and promoting learning organisations.

## Adult and Community Learning Activity: 1<sup>st</sup> April 2005 – 31<sup>st</sup> March 2006

Learning Event	Date	No. attended*
Recognising and Recording Progress and Achievement	3 <sup>rd</sup> May 2005	14
Project Manager Training	9 <sup>th</sup> May 2005	11
ACL Staff Network Forum	28 <sup>th</sup> June 2005	36
Project Manager Training	14 <sup>th</sup> December 2005	9
Observation of Teaching and Learning	10 <sup>th</sup> January 2006	9
Recognising and Recording Progress and Achievement	20 <sup>th</sup> January and 24 <sup>th</sup> February 2006	17
E-learning workshops	4 <sup>th</sup> , 11 <sup>th</sup> and 18 <sup>th</sup> March 2006	18

## IT Training

The IT Training team provide courses in Microsoft Windows, Word, Excel and PowerPoint (for Windows NT and XP users); plus Internet Explorer, GroupWise and Goss iCM. These courses are available free of charge to 1500+ members of WBC staff. School staff and Members are also eligible for training (charges apply). A total of 572 were trained during 2005/06. Evaluation shows that 95% of trainees consider their training as being rated either Good or Excellent.

## Contact Centre

Learning and Development opportunities in the Contact Centre include training in Revenues and Benefits, Planning and Concessionary fares. Sessions on Freedom of Information, Disability Awareness and Challenging Customers were also provided. NVQs in Customer Service are available, 5 employees completed level 2 and 2 employees completed level 3.

## Other learning activity

Following the introduction of the new website and intranet, a series of Writing for the Web training sessions were ran by the Information Management team. 40 sessions were ran between July 2005 and April 2006 with a total of 257 employees trained.

80 Agresso training sessions with a total of 467 staff attending.

Public Protection provided 2 Introduction to Crisis Management and trained 29 employees. 11 employees attended Emergency Operations Centre training.

West Berkshire Council's Health and Safety team delivered a Risk Assessment session to WBC employees and various training sessions to schools as detailed in the table below:

<b>Topic</b>	<b>No of sessions</b>	<b>No of attendees</b>
COSHH Management	3	21
Asbestos Awareness	2	12
School Safety Management	3	23
Risk Assessment	3	11
Schools Risk Assessment	4	29
School Safety Management	3	23
Working at Height	1	15
General H&S in Schools	2	10
Total	21	144

Table illustrates other learning activity across the Council.

Human Resources delivered 5 sessions on Establishment Reporting. Training sessions were held for HR staff on the following;

- Copywriting
- Relocation
- Establishment reporting
- Employment Law
- Recruitment
- Maternity Scheme
- Job evaluation.

## Overview of Employment Issues in Schools 2005/2006

### Recruitment & Retention

To help us understand the reasons why people leave we have introduced the use of Exit Interview Questionnaires in schools. Once sufficient numbers of questionnaires have been received the data will be analysed and the information will help shape future recruitment and retention strategy for schools.

### Promoting teaching in West Berkshire schools

We have supported schools' recruitment needs by pro-actively promoting newly qualified teacher opportunities and the benefits of working in West Berkshire. We have produced an NQT information pack setting out some of the benefits of working in West Berkshire including the quality of West Berkshire schools, the comprehensive NQT induction programme, progression opportunities and access to housing support schemes.

During 05/06 391 newly qualified teachers registered their interest in working in West Berkshire schools. These details were circulated to Headteachers in a database. Schools can use the information to draw up a recruitment shortlist.

Registrations were obtained via:

- University Recruitment Fairs (Oxford Brookes, Reading, Winchester)
- Enquiries from NQTs at other universities where the careers library holds West Berkshire NQT information packs
- Generic advertising (Target Teaching)
- The West Berkshire Council web site
- Speculative enquiries direct to the local authority

We have received positive feedback from schools on the calibre of newly qualified teachers identified by these methods.

### Key Worker Housing

High turnover of newly qualified teachers (and more experienced teachers) has been identified as a particular issue in West Berkshire. Survey data confirms that one of the key contributory factors is the high cost of housing in the area. To address this we have promoted take up of the government Key Worker Housing scheme. Information sessions have been held locally where details of how to access Key Worker housing funding were covered and mortgage advice could be obtained.

Zone agents Catalyst have recently announced details of the new eligibility criteria and methods of allocating shared ownership properties.

Shared ownership properties will no longer be ring fenced for designated Key Workers but will also be available to applicants from social housing. Decisions about local priorities will be determined mainly by local authority housing officers. For this reason it is now very important that we gather quantifiable evidence about the impact of housing issues on recruitment and retention within the WBC district. It is hoped that the current pan Berkshire Housing need survey commissioned by the unitary authorities of Berkshire will provide some useful data.

With immediate effect the categories of employee eligible for 'Open Market Homebuy' (Equity Loans) has expanded to include:



- Qualified Teachers
- Social Workers
- Educational Psychologists
- Planners
- Nursery Nurses

Planners and Nursery Nurses are newly eligible groups and we will be working with zone agents Catalyst to plan local information sessions for all eligible West Berkshire staff. New promotional literature and posters are currently being produced and these will be circulated as soon as they are received. We continue to work with zone agents 'Catalyst' to promote take up of the scheme locally.

Seventeen West Berkshire teachers successfully purchased their own homes through the KWL scheme administered by Sovereign during 05/06.