

Taking Part in the Contextualised Level 2 Adult Learner Support Programme:

The benefits from
different perspectives‘

Karen Rham – Crawley Borough Council

Crawley

- New Town born in the 50's
- Gatwick Airport within it's boundary
- 100,000 residents



Amenity Services



Background

- Identified need in the 90's
- Single Status/Job Evaluation
- Career Grading introduced
- Gaps in Training Plan
- Link to NVQL1 Horticulture
- Started programme in 2003



Classes

- 3 hours per week, paid time off to attend classes.
- Books and stationery paid for
- Tuition funded by LSC
- Classroom on-site
- Lessons based on NVQ Level 1 in Horticulture
- Started Sept 2003



Benefits to the Organisation

- Managers reporting improvements generally in attitude flexibility ability confidence and morale
- Crawley has been used as an example to help start other programmes in the Town.
- Socially inclusive learning



Benefits to the Organisation cont..

- Less accidents (reduction in student group by 25% over the last 3 years)
- Less time off sick (reduction in student group by 17%)
- Communication is more efficient
- Less evidence of concealment

Training News

Achieved

- Christine Aldous – MBA
- Susan Barrett – MBA Yr 1
- Carole Voss and D R – Certificate in Management
- Nicola Glemas, Paul Bigwood and Dave Clay – Diploma in Management
- Alan Letton Jason Taylor and Paul Upton – Executive Diploma in Management
- V C, T B, J L and A F – Level 1 Literacy GCSE level D-G
- T L – Entry Level 2 and 3
- K D and M M – Entry Level 3
- V C – NVQ2 Sport
- Ian Martin and R W – NVQ 2 Sporturf
- K M, T B – NVQ 2 Hort

Waiting to hear:

- Eric Chipperfield, Daniel Berti – RHS Diploma
- N H - RHS advanced certificate
- Boyd Worth – Executive Diploma
- Aaron Fitt, Lee Dearman and Darren Stanley – NVQ 3 Sport
- M B – NVQ 2 Hort
- Janet Rose- Bsc Hons Biological Sciences
- S C - Equine behaviour and psychology



Sussex Spring Winners

Employer Led Learning Award 2006



**And we all lived happily
ever after in Amenity
Services.....**

Nice thought ...



Review - Benefits

- Successful programme
- Good Attendance
- Well supported
- Qualitative and Quantative Benefits

Review - Unresolved

- Sustaining success and enthusiasm
- Hard to reach individuals in any part of the organisation.
- 1 to 1 tuition
- Life Skills

But most important...

Whole Organisation approach to SfL

Some of our Managers are unaware of the issues and effects of poor literacy/numeracy;

- “Skills for Life, well that’s for your people in Amenity Services and the bin men, that can’t read and write.”
 - “Surely people in the Town Hall haven’t got any Skills for Life needs, they work on PC’s.”
- “I find it offensive to be asked to consider Skills for Life in my own work.”
 - “I don’t like basic language or plain English - it doesn’t stimulate my level of intellect.”
 - “I can’t see why we have to deal with this, can’t they go to evening classes.”

Organisation Approach to SfL

Perceived Benefits of Undertaking the Contextualised Level 2 Adult Learner Support programme....

....Equipping people in the organisation with skills that will

- Support existing learners
- Encourage others to come forward
- Opportunity to raise the profile of this development
- Gain wider support
- Organisation better prepared
- Evidence of SfL support for liP
- Shares responsibility
- Easier access

So far.....

- 12 staff members from across the Council, attended a briefing session about the Adult Learner Support qualification
- 9 attended and completed Unit 1 – awareness raising
- 5 attended the full qualification programme, (2 Housing 2 Amenities and 1 from ODI)
- 6 more want to take the qualification but were unable to attend the briefing/course

Benefits from Different Perspectives

- Clear evidence, by numbers alone, that more learners have been supported in the workplace.
- ODI have spoken to a number of people about ways to access learning
- Programme will be celebrated, and has already been publicised in team brief.
- Report with the Chief Executive about the organisational benefits for committing to the Go Award.
- SfL action group now formed as a result of this programme.
- Our work will be used as evidence when we are re-assessed next year for liP
- Not just Amenities anymore, representation in ODI and Housing
- As part of the action plan – communicating a range of different ways that we can publicise promote and advertise provision

Indirect Benefits

- Better Customer Care
- Change = employee influence
- Rewarding work
- Social Inclusion
- Reflected in Charter mark assessment
- Opportunity to talk and network with you today!

Some real examples

Make the Change

Crawley Borough Council's Travel Plan

Why make the Change?

- Reduce air pollution and gases that cause climate change
- Reduce traffic jams and time wasted in traffic jams
- Get fit and save money

How?

Before **you** travel ask yourself, do you need to travel at all? If you do need to make a trip – think of different ways, such as:

- **Car Sharing** - Find a partner through the Crawley Car Share Scheme (part of WestSussexCarShare.com site).
- **Cycling** – Remember you can get interest free cycle loans.
- **Public Transport** - Interest free season tickets loans, discounted monthly and weekly Metrorider tickets are all available from Cashiers at the Town Hall.
- **Walking** – Get a step counter and see if you can do 10,000 steps a day.
- **Motorcycles** - discounts at P&H
- **Pool Vehicles** - Pool cars and vans are available for business trips.

Further Information from

Your Green Champion

The TravelWise Officer or

Anya Ledwith, Environmental Manager on ext 8570.



Childrens play area



This play area is designed for use by children of different ages.

Should any damage or other incident occur please contact

Tel: 0800 587 5888

quoting the Play Area name and number above.



X Please put litter in the bins provided or take it home.

X Dog owners are asked to exercise their dogs away from this area because fouling by dogs is unpleasant and a serious health hazard.



X Sorry but there are no ball games allowed in this area.

X Young children are not to be encouraged to use equipment that they are unable to access by themselves (other than cradle swings).



 cleaner greener
CRAWLEY

 CRAWLEY
FOOTBALL CLUB



CUSTOMER SERVICE EXCELLENCE





Questions?

Karen Rham - Grounds Maintenance Manager

[Karen.rham@Crawley.gov.uk](mailto:Karen.rham@ Crawley.gov.uk)

Tel: 07963 827899