



apse

**SKILLS, APPRENTICESHIPS
AND
TRAINING FOR FRONTLINE STAFF**

**Llandrindod Wells
Wednesday 22nd August 2012**

NPT Homes

**Creating Apprenticeships, Training & Employment Opportunities
Through a Housing Association**

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INTRODUCTION

- NPT Homes

Job Creation / Training

- WHQS
 - Major Works Programme & Procurement
- Offer Document
 - Promises to Tenants
 - Creating Employment

Early Outcomes – Future Outcomes



NPT Homes Ltd

A new not-for-profit organisation based on the community housing mutual model.

Set up in March 2011 specifically to take ownership and management of Council housing in Neath Port Talbot.

Has charitable status and is a Registered Social Landlord (registered with and regulated by the Welsh Government).

As a community housing mutual, NPT Homes is owned by its members who are tenants of NPT Homes.



NPT Homes Ltd

As a not for profit organisation, all surpluses will be ploughed back into the organisation and will be spent on tenants' homes and the communities within Neath Port Talbot.

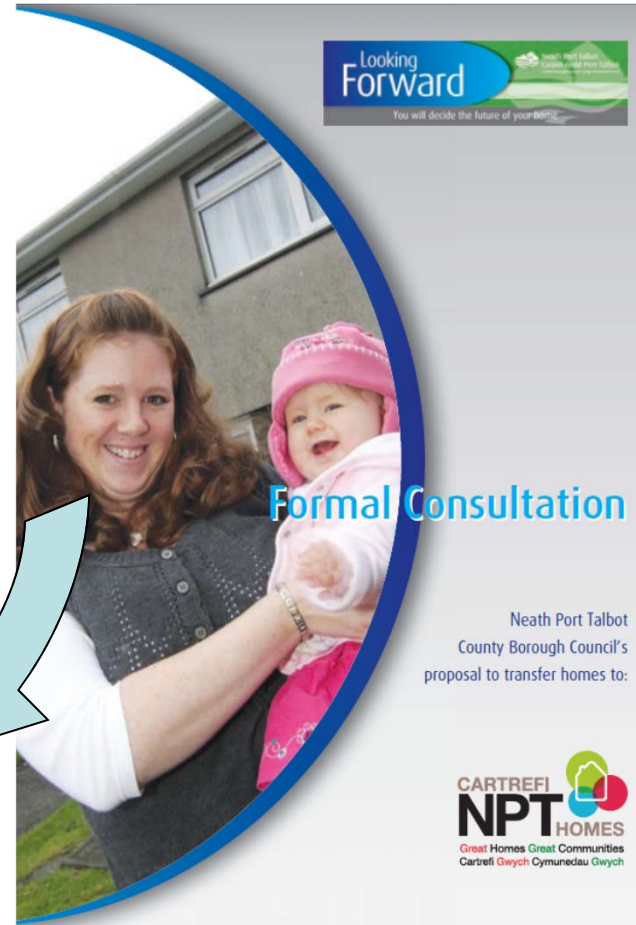
Will invest £220 million between 2011 & 2017 on maintenance and Improvements to bring properties up to the Welsh Housing Quality Standard.

Owns and manages around 9800 rented properties, leasehold flats & shops.

Employs 449 people



KEY DRIVERS



Welsh Housing Quality Standard

Massive increase in Improvement, Repairs & Maintenance budgets, resulting in:

- Significantly more work
 - Additional jobs
 - Training opportunities
 - Sustainable employment



Offer Document

More than service delivery improvements, physical property and other asset related improvement promises.



The Offer Document includes many promises in relation to employment and training opportunities with NPT Homes and indirectly with other organisations who are engaged on NPT Homes Investment Programme.



Employment & Training Promises

Part A

The Council's housing transfer proposal

Tenants' aspirations	
 <p>• The Council cannot afford to pay for the additional services that tenants have asked for.</p>	 <p>Tenants have asked for a number of additional services. NPT Homes would be able to provide:</p> <ul style="list-style-type: none"> • a reward scheme for tenants who keep their terms of the tenancy • more training opportunities for young people by working with other agencies to develop their skills to become active participants in the community in which they live • more telecare for older tenants so that they can remain in their homes longer • the facilitation of social and estate based events to encourage tenants to get involved and have a say • the creation of an anti-social behaviour team • additional apprenticeship schemes • more social activities at sheltered schemes • an enhanced estate ranger service • a pre-arranged estate walkabout to identify issues and to discuss any problems with tenants • an optional assisted gardening and Housing Maintenance Handyman service for those who are unable through age and disability to do this themselves for which there may be a cost to tenants.

More training opportunities for young people by working with other agencies to develop their skills to become active participants in the community in which they live.

Additional apprenticeship schemes



Employment & Training Promises

Part D

Improving and repairing your home

What are NPT Homes' plans for the repairs service?

If transfer goes ahead NPT Homes would plan to:

- Introduce a new Housing Maintenance Handyperson's scheme to undertake small jobs for a charge
- Introduce a free phone repairs reporting helpline and more ways for you to report repairs directly, for example, through the internet or by e-mail
- Offer timed appointments through a new appointments system for all non-emergency repairs
- Extend the times during which day-to-day repairs are carried out, such as early evenings on weekdays and on Saturday mornings so as to be able to offer more convenient appointments for working tenants
- Continue to provide a 24 hour emergency service 365 days a year
- Be committed to ensuring that the in-house workforce maintains a central role in providing the day-to-day repairs service and planned maintenance service.

Will there be planned maintenance programmes?

Yes. Programmes of planned maintenance works would be carried out to help ensure your home is well maintained through a commitment to:

- Service all gas appliances each year through an appointments system
- Decorate internal communal areas in sheltered schemes and blocks of flats
- Maintain communal lifts, fire and smoke alarms, fire safety equipment and emergency lighting, inspect water storage vessels with

FACT

NPT Homes would aim to consult all tenants individually on improvement works to their homes including where there are special needs or cultural requirements.

- respect to legionella bacteria and carry out fire safety inspections to communal buildings
- Maintain appropriate 'open spaces' on estate and ensure that trees and shrubs are trimmed as necessary.

Be committed to ensuring that the in-house workforce maintains a central role in providing the day-to-day repairs service and planned maintenance service.



Employment & Training Promises

Part H

About NPT Homes

It would be based in the Neath Port Talbot area, which would be its main area of operation.

NPT Homes would also be registered with charitable objects. One advantage of charitable status is that charities pay less tax, which allows them to make best use of their income for the benefit of those persons they are assisting.

As a charitable organisation NPT Homes would be limited in who it could house and the activities that it would be allowed to carry out. It would generally not be able to:

- carry out commercial activities; or
- provide services to other organisations which are not charities; or
- provide accommodation for rent or sale at 'open market' prices.

If NPT Homes did want to carry out these activities in the future it would have to consider setting up a non-charitable subsidiary.

What are the core values and the objectives of NPT Homes?

Vision

Great homes, great communities

Values

- To be committed to providing excellent standards of service
- To be tenant focused and inclusive, with community involvement at the heart of our work
- To value our tenants, employees and stakeholders and treat them with honesty, respect and integrity
- To realise our employees' potential by fostering a learning culture allowing them to develop to their full potential
- To provide local services based on the needs of each community

FACT

If transfer takes place the board of management would have overall responsibility for running NPT Homes including setting policies and directing activities. The board would be made up of 5 tenant board members, 5 Council nominees and 5 independent persons.

- To embrace diversity and provide equality of opportunity
- To encourage feedback.

Objectives

- To be a strong but fair landlord, taking a lead in tackling anti-social behaviour
- To encourage local jobs and businesses
- To safeguard the job security of all NPT Homes employees
- To create opportunities for new jobs and apprenticeships
- To communicate regularly with tenants with a view to actively involving them in shaping and improving services
- To improve homes and make the best use of them to meet continuing demands for affordable housing
- To build on existing services and encourage change and innovation
- To work in partnership with the Council and others to help achieve safe, active and healthy communities and promote quality living

Committed to safeguarding job security for all employees.

Creating new jobs and apprenticeships



Employment & Training Promises

Part H

About NPT Homes

NPT Homes would allocate homes in a similar way to the Council and would work closely with the Council to help ensure empty homes are allocated in a way that promotes choice, considers peoples' needs and encourages the development of sustainable and balanced communities.

Priority would be given to people in housing need in accordance with NPT Homes' policy. There would also be an agreement to allow the Council to nominate people in housing need to NPT Homes when NPT Homes has former Council properties available for letting. NPT Homes would try to match the properties available to the circumstances of people needing housing. It would continue to make appropriate lettings in sheltered housing schemes.

Like all registered social landlords operating in Neath Port Talbot, NPT Homes would assist the Council in fulfilling its legal duty to house homeless people. NPT Homes would aim to ensure that properties are let quickly and efficiently, and that the time lettable properties remain empty is kept to a minimum.

As with the Council, NPT Homes would operate a tenants' transfer policy. This would enable tenants who need to move to bigger or smaller properties or to another type or location of property to be considered for a move. Within its transfer policy NPT Homes would include measures to respond to the possible rehousing needs of victims of harassment and domestic violence.

As with the Council, tenants would have access to mutual exchange (home swaps), both in relation to NPT Homes' homes and other registered social landlords' homes. NPT Homes plans to participate in national mobility and home exchange schemes (or similar schemes) as appropriate.

NPT Homes also plans to work in partnership with the Council to maintain and enhance the choice based lettings scheme (or a similar scheme which may replace it in future). Under this scheme housing and transfer waiting list applicants need to respond to adverts that list available properties. NPT Homes would be able to provide applicants with up-to-date information on the demand for different types of property, indications of likely waiting times, details of rent and services and details of properties. This would give applicants the opportunity to make a much more informed choice when applying for properties.

For more information on the Council's role after transfer, see Part A.

What about NPT Homes' staff?

NPT Homes recognises that its staff would be its greatest asset and it would aspire to be an employer that people would want to work for. Its aim would be to retain and attract quality staff by making the working experience rewarding, challenging and enjoyable. There would be a comprehensive training programme for staff and a commitment to the expansion of apprenticeship schemes.

NPT Homes recognises that its staff are its greatest asset

Provides a comprehensive training programme for staff and is committed to the expansion of apprenticeship schemes



Employment & Training Promises

Part I

Community and economic regeneration

How would the economy of Neath Port Talbot benefit from transfer?

The planned investment of over £152 million over the first six years after transfer, and a total of over £694 million over a 30 year period, represents one of the largest investment programmes ever proposed for Neath Port Talbot.

Given the level of planned investment, the long-term spending power and the boost this would give to the local economy, this investment programme provides a unique opportunity to deliver benefits to the community way beyond the physical improvement of homes and estates.

Improving the quality of the housing would help transform the image and assist in attracting new investment while more training and employment opportunities for local people would help to tackle issues of economic inactivity.

The economic impact assessment shows that there would be increased employment opportunities for local people to undertake the work associated with the improvement of housing stock following the transfer. It has been calculated that the investment programme could result in up to 150 new jobs being created in the first year after transfer.

How would NPT Homes make this happen?

Social and/or community benefit clauses in contracts would require contractors and suppliers where possible to use local labour and source their supplies and services locally.

Consequently, a key part of ensuring maximum benefit to the local economy would be to build links between contractors, businesses and local residents that would help to reduce the amount of money 'leaking out' of the area. NPT Homes would aim to do this by:

- Using the major planned repairs work to provide local employment opportunities
- Working with local labour market intervention programmes to assist the long-term unemployed and economically inactive back into work
- Using apprentice schemes across the repair service
- Providing training with recognised qualifications to promote a multi-skilled workforce
- Promoting training and career opportunities by working in partnership with schools, educational establishments and existing local training providers
- Developing local supply chains and providing introductions to major contractors to develop longer-term working relationships and contract opportunities for local businesses
- Helping businesses promote themselves and win contracts, i.e. how to tender workshops, Meet the Buyer events
- Including community and social benefit clauses in contracts that encourage, as far as possible, local employment and training and sourcing of goods and services locally
- Supporting the development of community owned social enterprises to supply goods and services
- Work closely with residents and public bodies to help local communities tackle problems and improve the quality of life.

Ensuring local employment through Major works programme

Work with local agencies to assist long term unemployed back into work

Provide training with recognised qualifications to promote a multi skilled workforce

Promote career opportunities by working in partnership with local schools and colleges

Promote contract opportunities for local businesses (contractors & Supply chain) to benefit and expand through use of community and social benefit clauses in contracts to encourage local employment and training opportunities



Maximising & Ensuring Employment and Training Opportunities With External Contractors

Social Clauses

The successful Contractor will be required to actively participate in forming a joint supply chain for use by all Contractors engaged on the framework agreement with NPT Homes.

Every vacancy on site, including those with subcontractors, is to be notified to those agencies set out in Schedule 10 to this Partnering Contract, and candidates identified by those agencies are to have an equality of opportunity in the selection process.

Furthermore, the Contractors and the supply chain will be required to actively participate in the achievement of social and/or environmental policy objectives relating to recruitment and training and the employment of small and medium enterprises. Accordingly, the Works Contract performance conditions will relate in particular to social and environmental considerations.



Social Clauses (Cont)

Tenderers are required to provide details of:

The training and induction procedure to be provided to the staff and supply chain that will work on the programme and details of any asbestos training.

Proposals for providing training and recruitment opportunities for those in long term unemployment.

Tenderers should indicate the proposed investment in training and recruitment for each £1million of work awarded and showing the breakdown of the different opportunities available.

Tenderers should invest a minimum of 52 person weeks per £1million of work awarded but are encouraged to add value. All proposals should comply with the Can Do Toolkit prepared by i2i.



Social Clauses Evaluation

Employment & Training Opportunities

Within four weeks of completion of each thirteen week period following implementation of each Sectional Commencement Agreement the Constructor shall provide the Client with a Targeted Recruitment and Training Performance Statement setting out in relation to the period and the contract to date

The postcodes of all people engaged on site in any capacity, including the number that have their main residence in one of the following post-code areas [] [enter the relevant 3 digit postcodes].



Contractors

Internal Improvement Programme

Kitchens & Bathrooms & Heating Works

4 Contractors 48 new jobs created
16 Training places provided

Electrical Works

1 Contractor ** new jobs created } 6 Weeks in
** Training places provided } Awaiting Data

CESP Works

2 Contractors ?? new jobs created } Short term
?? Training places provided } Maximise Grants



Direct Employment & Training

NPT Homes

Transfer 323 Employees

2012 449 Employees

DLO / Assets

Transfer 222 Employees
4 Apprentices

2012 246 Employees
8 Apprentices

Short term training placements provided 18 Construction Students
Provided with Work Experience
(NPT College Students & NPTCBC Skills & Training Unit Placements)



maximising housing investment benefits

Source: Welsh Government Improving Lives & Communities homes in wales 2010

Make best use of investment in housing and other regeneration activity to create more jobs and training opportunities, and to improve the look and feel of communities, and the services and facilities available to local people.

Investment in housing and housing-related support services does not only meet people's needs for a home. It brings with it benefits for the economy, for jobs and training opportunities, for people's health and well being, and for the environment. It also helps tackle poverty and inequalities and opens up new opportunities for people.

Source: WHQS Plus i2i

Whilst the range of skills will be extensive, the nature of the WHQS works means there is likely to be a move toward *multi-skilling* i.e. workers with basic competence in a number of skilled areas.



GOING FORWARD

MANY MORE WORKSTREAMS TO PROGRESS

(More Works, More Jobs, More Training Opportunities)

MAINTAIN INCREASE EMPLOYMENT GAINS

MEASURE & MONITOR IMPACT ON LOCAL COMMUNITIES

IT'S A MARATHON NOT A SPRINT

WHQS by 2017 CONTINUED COMPLIANCE NEVER ENDING

(Sustainable employment tomorrow for those trained today)

FURTHER PROGRESS MULTI SKILLED BUILDING MAINTENANCE ROLE

(Recognised & accepted qualification/apprenticeship, training provision & funding)



Thank You

Questions

&

Discussion



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