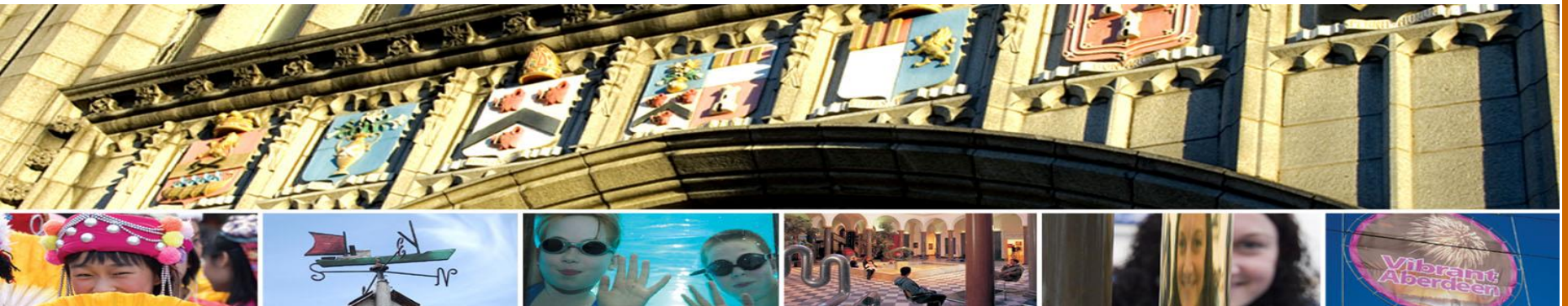


# Apprentice Mentor Scheme

## Building Services Team

### Aberdeen City Council



# Who We Are

Jan Gordon  
Business Improvement Manager  
Business Improvement Team  
Building Services



Doug Gibb  
Team Leader (Apprentices)  
Business Improvement Team  
Building Services



# Introduction

## Strategic Objective

Aberdeen City Council's Building Services Team is a property maintenance and investment service that innovatively delivers best value and meets the need of Aberdeen City by improving housing quality, increasing housing supply and regenerating communities.

## Service Objective

As part of our Service Planning process we have committed to ensuring that we have trained and competent staff with the knowledge and skills to sustain the delivery of quality services to our customers, which includes the apprentice scheme.

# What we do

## Services We Deliver

- We provide a repairs and maintenance service for the council's 21,000+ housing properties and 300+ public buildings and schools, including both response maintenance, statutory compliance and refurbishment projects.
- As well as repairs and maintenance we provide some specialist services such as the provision of Equipment and Adaptations for disabled or elderly tenants, Water System Control (Legionella), Gas Central Heating Installations and Upgrades.
- We are one of the largest employers of apprentices in Scotland. We employ around 60 apprentices at any one time and in order to ensure that this programme is successful a decision was taken to appoint an Apprentice Mentor to organise, manage and support apprentices through their training journey. This is fully supported by Senior Managers, Council Officers and Council Members.



# Pre Mentor Experience

- Lack of co-ordination
- Lack of clarity around management of apprentices
- Apprentice retention issues – during and after training
- Lack of support for the apprentices
- No variation in tasks/jobs
- No efficient process for apprenticeship training – costly and time consuming for all involved

# Apprentice Mentor Role

- Recruitment – including decision around trade requirements, attendance at jobs fair, selection and interviews
- Induction – preparation of PPE kits, Toolkits, apprentice information, rotation requirements and college dates
- Liaison – with teams, journeymen, line management, senior management and colleges
- Review Meetings
- Portfolios
- Travel
- Support
- Mentoring

# Apprentice 2017 Intake



# Apprentice Rotation

- Reactive and Planned Repairs
- Void Repairs – Minimum Letting Standard
- Housing Modernisations/Improvements
- School Refurbishments and Maintenance
- Repair/Maintenance of Prestigious Civic Buildings
- Specialist work (Equipment and Adaptations, Water System Control, Gas Central Heating Installations)
- Factoring for Multi-Storey properties
- Planned and Cyclical Maintenance
- Statutory Maintenance





# Post Mentor Experience

- Increased employee morale – both for apprentices, journeymen and line managers
- Greater number of apprentices completing their training
- Increase in the number of apprentices being retained by the Council
- Reduced number of agency employees required
- Consistency of approach in dealing with issues or problems
- Allowing Senior Managers time for dealing with other issues
- Supporting Line Management in dealing with apprentices
- Less time spent on recruitment of apprentices
- More varied work rotation which contributes to the apprentice experience

# Improvement Experience

The appointment of an Apprentice Mentor has allowed us to create an approach to recruitment, training, development and retention of apprentices to ensure a continuous supply of skilled staff

The success of this programme has resulted in the majority of the apprentices recruited achieving their qualifications and gaining full-time employment with the council following their training.



# Former Winner



Graeme Baird, Winner APSE 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Year Apprentice

# Any Questions?

