



CITYWIDE SERVICES - APPRENTICE PROGRAMME

APSE EDUCATION CATERING NETWORK

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Salford City Council

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BACKGROUND

- Citywide part of Salford City Council's Place Directorate.
- Offers school meals and building cleaning services to internal and external customers across Salford and Greater Manchester. Both services run in conjunction with the other.
- Combined turnover of approximately £9 million per annum (£6 million school catering, £3 million cleaning).
- 827 members of staff across the service - 95% female workforce.
- Providing cleaning services to approximately 145 buildings across Salford and Manchester.
- School Meals provided to 62 Schools, 5 Nurseries & 4 Pupil Referral Units.



STRATEGIC PURPOSE

"To create the best possible quality of life for the people of Salford"

- By ensuring Salford children and young people have access to healthy, balanced and value for money school meals, thereby helping to reduce childhood obesity and promote healthier lifestyles from an early age.
- By creating much needed permanent and casual employment opportunities for local Salford people. Both Schools Catering and Building Cleaning Services play a very valuable role in creating entry level career opportunities for local people. The training and development opportunities, along with other benefits, such as the living wage, help people to access, and advance in, the labour market.
- Delivering a healthy and nutritious school meal service which makes a significant contribution to Salford's anti-poverty strategy by contributing to educational attainment and supporting families in some of our most deprived communities.

WHY DO WE NEED AN APPRENTICE PROGRAMME?

- In 2021 Citywide had over 50% of Cook Supervisors looking towards retirement within 5 years. Losing a huge wealth of experience and knowledge.
- Recruitment of within this service area particularly for experienced qualified cooks is challenging - apprentice programme attempting to create home grown qualified cooks.
- Ensuring business continuity by ensuring the service has a fully trained workforce, capable now and in the future.
- To provide fantastic employment/development opportunities and provide robust succession planning.



DEVELOPING AN APPRENTICESHIP PROGRAMME



- Gain the support of key stakeholders, some of these included Director of Place, Lead Member, HR & OD, Finance to commit money and resources to the apprentice program.
- Build upon existing partnership with Salford City College to provide Apprenticeship Program tailored to our service with the additional capacity for places we required.
- Developing the Citywide training kitchen and resources within it.
- Study the Citywide structure and where we could place apprentices to benefit their learning and the service.
- Sell the apprentice program to the Area and Cook Supervisor team as these key individuals need to provide the day-to-day support to the Apprentices.
- Representatives from Citywide sit on Salford College Hospitality Employer Curriculum Board to provide an employer's view.
- Regular reviews with Salford City College and the Apprentices to look at the program and alter as needed.

CHALLENGES

- Budgets are tight and the apprentice levy doesn't cover all cost for an apprentice therefore as a service we have to find additional money to cover this.
- Aptitude of the applicants applying for the apprenticeship roles.
- Ability of College partner to accommodate the number of Citywide Apprentices within the College timetable.
- Changing the culture of kitchens to encourage progression and mentoring of apprentices in the workplace
- Many of our Apprentices are returning to education after a significant period away. In most cases additional support from both us as employers and the college.
- Balancing work / life / college is demanding on apprentices.



WIDER COMMUNITY BENEFITS

Upon completion of the course all apprentices will be 'job ready' to take cook supervisory positions within the service. Providing apprentices with permanent job opportunities but also providing the service with a conveyor belt of talent to fill roles where sector demand is high and suitably qualified staff are becoming harder to recruit.



APPRENTICE SUCCESSES

- 18 Apprentice Assistant Cooks (Level 2) currently training with Citywide and Salford College with a further 14 due to start College in January 2025.
- 9 Citywide established cooks are enrolled on our new 'Cooks Enrichment Program' with Salford College which on completion will give them a Level 3 Qualification and hopefully set them up for higher supervisory positions.
- All Citywide's last cohort of Apprentices have now achieved promotion to Cook Supervisor over a Citywide kitchen.
- Lyndsey Knowles collected the 2024 LACA Apprentice of the Year Award.
- Citywide Apprentices have been named Salford College Hospitality Apprentice of the Year in 2023 & 2024.



THANK YOU AND QUESTIONS