SUBJECT:	**Passenger Transport Training**
DIRECTORATE:	**Resources/Operations**
MEETING:	**Individual Cabinet Member**
DATE:	**10th July 2019**
DIVISION/WARDS AFFECTED: County-wide	

1.   PURPOSE:

1.1   To provide a sustainable solution towards the provision of training services for the passenger transport unit through a suitably qualified and competent team of people who can demonstrate continuous professional competence (CPC).

2.   RECOMMENDATIONS

2.1   For Individual Cabinet Member approval to the changes in structure, roles and responsibilities within the passenger transport team as detailed in this report. This is the most sustainable option which will ensure competence and compliance of transport training regulations.

3   KEY ISSUES

3.1   Monmouthshire County Council provides a variety of transportation services to customers in Monmouthshire ranging from statutory services such as home to school transport, private hire and community transport through the grass routes service.

3.2   There are identified challenges involved in the recruitment and retention of qualified drivers for buses and minibuses.

3.3   Drivers involved in the delivery of transport services must hold appropriate qualifications and be able to demonstrate ongoing (CPC) through access to a range of learning and development.

3.4   A number of current drivers in the Caldicot passenger transport team have previously been involved in the design and delivery of a (CPC) Programme which to date, has not been formally recognised as part of a clear strategy for transport (CPC) although some success has already been demonstrated.

3.5   Colleagues involved in design and delivery of transport training require a clear remit, role profile and measurable workload in order to enhance and grow organisational competence in our transport services.

3.6   There are currently 2 separate bases for the passenger transport team located in both Raglan and Caldicot areas.

3.7   We have our own "internal" capacity to deliver a quality transport training service across the organisation as well as enhancing our own corporate training team with the potential for external growth/enterprise and the ability to support unemployed people back into work.

4   EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING)

4.1   The proposed changes will build a sustainable service model which will ensure legal compliance and competence whilst enhancing the prospects of people who are employed in transport. The proposal also includes offering opportunities to those who are currently unemployed and looking to develop a career in transport services. Future Generations Evaluation completed and included (Appendix 4).

5   REASONS

5.1   The implementation of a structured training plan in conjunction with operational colleagues, will benefit approximately 50 transport colleagues who require access to a well-organised programme of (CPC) to ensure their individual and organisational compliance as well as customers having a reliable and quality provision of service available.

5.2   The passenger transport training function should be supported via our corporate training team (TalentLab) and be considered as part of our effort to attract, recruit and develop talents and skills across our workforce.

5.3   There are currently 4 people employed in the PTU office in Caldicot who undertake duties to support and provide training. These posts are all evaluated at Band D (Bus Driver) and these current staff are also receiving honoraria to reflect their role as trainers/co-ordinators as well as administrators of the transport service. This has been implemented as a short term solution which is not sustainable.

5.4   Current roles are unclear and there is a cross-over of duties which are partly operational and partly linked to training. This causes confusion and at times there is duplication of roles. Only 2 of the current 4 posts provide and undertake driver/escort duties and therefore the current structure is out of date.

5.5   The current structure does not support a planned and strategic approach to maintaining the competence of the wider transport team.

5.6   In order to move towards a more sustainable service design it is proposed that the 4 Current posts will be deleted and 3 new posts designed. The current team will be supported via Monmouthshire County Council At Risk Policy until the restructure is completed.

5.7 Specific role profiles (Attached) will ensure that the training function is relevant, sufficient and meets the requirements of awarding bodies as well as our own operational requirements, providing clarity of expectations and outcomes.

5.8 It is proposed that all posts become a part of the Corporate Training (Talentlab) team to enhance our organisational capacity to deliver work place learning.

5.9 It is anticipated that a (1.5 WTE) Trainer Post (Appendix 1) and (0.5 WTE) Transport Organiser (Appendix 2) will create sufficient capacity to meet our organisational needs for an ongoing (CPC) programme and the development of further organisational learning with a view to enterprise opportunities in the transport business market.

5.10 The proposed training structure set out in this report can also be used to support our internal teams, paying customers as well as helping unemployed people back into work through access to transport training and qualifications. This will enhance the availability of individuals across the County with the relevant skills and qualifications to work within transport services. The proposed approach will also contribute to workforce planning and development.

5.11 A wider restructure of the operational function of the PTU will be subject to a separate report.

5.12 Sharing of current training resources in Magor and Raglan such as office/training space will be necessary in order to implement these recommendations and discussions with the Raglan Training team have commenced in order to maximise our collective capacity and resources.

6 Options Appraisal

6.1 When considering this restructure three potential options have been considered:

Option 1
Do Nothing, i.e continue with current staffing of PTU providing ad hoc training.
Option 2
The PTU team providing training to remain within transport/operations section and is not coordinated by TalentLab.
Option 3
Restructure and realignment of training with central/corporate training function.

6.2 Option 3 is the recommended option which will provide both the best resilience and opportunities for the training services.

7. RESOURCES

7.1 4 Driver/Escort officers' posts currently receive additional honoraria for the provision of training and administration. The continuation of Honoria arrangements in the long term is not recommended and should only be used as a temporary measure.

7.2 The current and proposed structure is included in the attached diagram (Appendix 3).

7.3 The 4 officers will be ring fenced for the new positions. There are also opportunities for 2 employees to remain in Driver/Escort posts if they are unsuccessful in securing one of the new positions proposed.

7.4 The proposal places the 4 officers within the current team "at risk" whilst the restructure is agreed. The At Risk Policy will be implemented to offer guidance and support to those involved.

7.5 Any potential redundancy costs will be confirmed once the posts have been filled and restructuring completed. If there are redundancies as a result of this restructure, the costs will need to be met by the corporate budget in the event that funding is unavailable from the Passenger Transport budget.

7.6 The proposed structure and changes are cost neutral and details are included in the appendices.

7.7 Through the restructure there will be capacity to generate further income via offering training products on the commercial market (and via Job Centres) as well as improving our own organisational competence and compliance

8 CONSULTEES

PTU
Operational Team
Training Team
Entreprise DMT
Resources DMT

9 AUTHOR
John McConnachie

10 CONTACT DETAILS

Tel: 0788 6989703
E-mail: **johnmcconnachie@monmouthshire.gov.uk**