

SB1 & 3 Coventry City Council Employment and Skills Team
and Organisation Development Team
Citywide and Council Apprenticeship Update
Appendix 3- Severn Trent Information and Case Studies

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Overview:

Supporting young people and investing in skills sits at the very heart of our corporate DNA at Severn Trent and we truly believe that participation in apprenticeship schemes is a vital element of futureproofing our workforce. Over 200 individuals have completed their apprenticeship with us over the last few years, all of which have gone onto fulfil permanent roles within the business. We see our apprentice programmes as a mechanism to increase the diversity of our workforce, fulfil the future skills needs of our sector, drive innovation and become truly representative of the communities we serve. For example, this year alone over 46 percent of our new apprentice intake have come from social mobility cold spots.

Severn Trent has a long history of recruiting apprentices into our organisation, which dates back to the Victorian era and many of our senior leaders started their career as apprentices. Traditionally our apprentices have been in our front line technical and operational workforce, however with the introduction of the levy, it has enable us to diversify our programmes into some of the non-traditional areas, such as finance, HR, legal and comms.

We have an annual intake of circa 50 apprentices a year, and are proud that we were able to continue our apprentice recruitment in 2020 and during the pandemic recruit and hire 42 apprentices into the business. The introduction of the apprenticeship incentives allowed us to utilise the additional funding we will receive for our 2020 intake, to recruit an additional 2 apprentices into our Head office in Coventry.

We are currently in the recruitment stage for our 2021 intake with again over 50 roles available and a number of these being Coventry based and are aiming to host 500 kick start placements over the next 12months.

The main challenge to us as an organisation in recruiting more apprentices into the organisation is salary and headcount cost, we would welcome a change to the flexibility of the use of Levy funds that would allow these costs to be contributed to.

The below table shows the breakdown of Apprentices based in our Coventry Office and those who are Coventry residents:

Year	Based in Coventry	Coventry Resident (CV1-CV6 postcodes)
2016	8	5
2017	4	9
2018	7	4
2019	6	2
2020	8	1

We quickly had to switch from face to face assessment centres to virtual assessment centres for our 2020 intake, this experience taught us a lot and had enabled us to adapt of processes for 2021

Our ambitions are for our programmes to reflect the communities we serve, it would be great if the council would be able to support us with links and promoting vacancies in the harder to reach areas.

Case Study 1: Georgia Brown



- Joined Severn Trent as an Operational Technician Apprentice in August 2016-

-Completed my apprenticeship in water treatment in 2018 after working in the treatment process team covering two major water treatment works

-After my apprenticeship I secured a role as a Process Commissioning Engineer working with new technology on wastewater sites

-I am now working as a Treatment Process Engineer for wastewater & commissioning, designing new plant to meet key company drivers

-In 2019 I decided to continue my education after the apprenticeship, and I am now completing a masters degree in water and wastewater engineering

Case Study 2: Jazz Panesar

Age: 21
Job title: Level 6 IS Apprentice (Cloud Engineer rotation)
<p>A brief description of their role:</p> <p>I am an apprentice working as a Cloud Engineer for my fourth and final rotation. I work in a Scrum team and alongside various stakeholders to develop cloud infrastructure and previously optimised the cost and performance of cloud infrastructure to support Severn Trent Water's Cloud migration strategy.</p>
<p>Apprentice quote(s):</p> <p>"I decided to take the apprenticeship route as an alternative to university as I wanted to go against social norms and preferred the hand-on nature of an apprenticeship. Not to mention I escape the university debt and gain valuable on the job experience which is relevant to my future career. I chose the Utilities sector as it's a business for "needs" rather than "wants" and water is a necessity for us all and vital for survival!"</p>
<p>I've included some opportunities outside of my day-to-day role below should you require it:</p> <p>I received Highly Commended for the BAME Apprenticeship Awards 2020: https://www.stwater.co.uk/news/news-releases/severn-trent-apprentices-make-the-shortlist-for-bame-awards/ https://bameapprenticeshipawards.co.uk/winners-2020/</p> <p>Severn Trent have committed to a Social Mobility Pledge with Justine Greening MP (co-founder). This is all about giving people opportunities, regardless of their background or class: https://www.facebook.com/watch/?v=279978029528577</p> <p>Severn Trent also have signed up to an Inclusive Leadership Pledge which "encourages organizations to increase diversity within its leadership teams": https://www.stwater.co.uk/news/news-releases/west-midlands-mayor-andy-street-visits-severn-trent-as-company-j/</p> <p>I visited the House of Commons in March 2018 to represent STW's Digital Apprenticeship Programme alongside the company CEO: https://www.harriettbaldwin.com/content/severn-trent-ceo-liv-garfield-apprentices-heeran-basi-georgia-brown-and-jazz-panesar-harriet https://www.harriettbaldwin.com/content/mp-backs-severn-trent-efforts-tap-apprenticeships</p> <p>I have also attended the NEC Skills Show and school visits to promote apprenticeships.</p>

Case Study 3: Dylan Patel

- 1. What's your name/current job role (or apprenticeship programme you're on) –** Dylan Patel, I am currently a Non Infra Senior Technician in Waste Water Recycling. I will be starting my new role as a Waste R&M Specialist on March 1st in Waste Network Operations.
- 2. When did you start your apprenticeship?** – I started my apprenticeship the same year as I left secondary school, my start date at Severn Trent was in August 2017. My apprenticeship took 2 years to complete, the first year consisted of a fortnight at college and then a fortnight onsite. The second year was purely site based.
- 3. What have you enjoyed the most?** – I really enjoy the variety of my current job role, there's a massive range of work that is covered in this role which makes no two days the same, and keeps everyday interesting. One day I could be dealing with an operational incident at one of our 150 sites in the area, and the next I could be dealing with our customers first hand trying to resolve an issue they have.
- 4. What's the most interesting thing you've learnt?** – I've learnt a huge range of things during my time at Severn Trent, the most interesting is probably our brand new Nereda plant at Barston STW, this is one of the most technically advanced works in the country, and to top it all off we have one of the strictest permits in the whole of the UK. It's incredibly interesting to see how the plant runs compared to a conventional ASP or filter bed works.
- 5. What would you say to other people thinking of doing an apprenticeship?** – Do it! The apprenticeship scheme is a great way to get into a large company, you are cared for by a great New Talent Team and also by the team who you will work with on a day-to-day basis. As well as this, it is also a great start for an amazing career. After completing my original apprenticeship, I am now mid-way through a level 5 apprenticeship on Management & Leadership to help further progress my career within Severn Trent

Example of Severn Trent Apprenticeship Role

ST Classification: OFFICIAL COMMERCIAL

UTILITIES OPERATIONAL TECHNICIAN APPRENTICESHIP - WASTE

Year 1:

The first year of the apprenticeships consists of a mixture of spending time at college getting qualifications such as CABWI (Level 2) & Water Process Technician (Level 3), the other half will be spent onsite getting on the job experience with other operators who have years of experience.



Year 2:

The second year of the apprenticeships consists of being onsite and starting to take ownership of your own jobs. You will start to become a vital part of the team, whether this be completing routine site visits or attending incidents throughout your area.

Waste water:

As a waste water operational technician, you will be looking after our sewage treatment works, ensuring we are compliant with our permits which are set by the Environmental Agency. You will also be looking after sewage pumping stations, this could range from doing routine checks to having to lift and derag pumps. No matter what we're doing, we always have the environment on forefront of our minds.



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