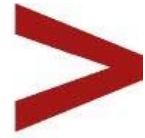




EUROPEAN UNION
European Social Fund



Learning+Skills Council

THE ARG PROJECT
ACTION RESEARCH FOR GROWTH
Objective 3 North Yorkshire

STATISTICAL DIGEST



11. STATISTICAL DIGEST

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ARG Registration of SMEs

TABLE 1 The ARG Project Registrations

	Total	%
Registered	120	
Richmondshire	66	55
Hambleton	54	45

Business Sector Profile – Richmondshire and Hambleton Districts

TABLE 2 Business Sector Profile for Richmondshire, Hambleton & The ARG Project

SECTOR	R & H	ARG
Wholesale/retail trade; repair, etc	23.5	27.0
Real estate, renting, business activities	18.3	12.0
Other community, social and personal service	11.6	46.0
Hotels and restaurants	11.2	1.1
Construction	10.2	0
Manufacturing	7.1	1.1
Transport, storage and communication	5.7	2.0
Health and social work	4.4	1.1
Education	2.6	5.3
Public administration; defence; social security	1.9	0
Financial intermediation	1.5	4.2
Agriculture, hunting and forestry	1.1	0
Mining and quarrying	0.2	0
Electricity, gas and water supply	0.1	0

[Business sector data Richmondshire & Hambleton (Annual Business Inquiry, 2001)]

Size of SMEs

TABLE 3 Size of Businesses

Employees	Total	%
Less than 5	101	84.1
More than 5	19	15.8

SGAs Conducted

TABLE 4 Skills Gaps Analyses Conducted

	Richmondshire	Hambleton	Total
SGAs Conducted	85	73	158

Training Action Plans Written and Approved

TABLE 5 Training Action Plans Created and Approved

	Richmondshire	Hambleton	Total
TAPs Written	83	73	156
TAPs Approved	72	67	139

Beneficiaries - Ethnicity

TABLE 6 ARG Beneficiaries - Ethnicity

	Total
Asian or Asian British - Bangladeshi	0
Asian or Asian British - Indian	0

Asian or Asian British - Pakistani	0
Asian or Asian British – Any Other Asian Background	0
Black or Black British - African	1
Black or Black British - Caribbean	0
Black or Black British – Any Other Black Background	0
Chinese	0
Mixed – White and Asian	1
Mixed – White and Black African	0
Mixed – White and Black Caribbean	0
Mixed – Any Other Mixed Background	0
White – British	141
White – Irish	1
White – Any Other White Background	4
Any Other	0
Not Known/Not Provided	14

TABLE 7 Ethnicity - Percentage of Total ARG Beneficiaries

Black or Black British - African	0.6%
Mixed – White and Asian	0.6%
White - Irish	0.6%
White – Any Other White Background	2.5%
White - British	87%
Not Known/Not Provided	8.6%

ARG - Gender

TABLE 8 ARG Gender Divisions

	Client Total	Richmondshire	Hambleton
Male	80	44	36
Female	82	43	39
Project Total	162		

TABLE 9 Richmondshire and Hambleton Gender Division

	ARG Total	Richmondshire	Hambleton
Male	49.5%	51.6%	49.3%
Female	50.4%	48.4%	50.7%

[2001 Census]

ARG - Disability*

TABLE 10 Indications of Disability

	Total	% Total
No disability	143	89.4
Disability	2	1.2
No information	15	9.4

* For those project beneficiaries who indicated a disability, health problem or learning difficulties.

APPENDIX II - ARG Assessment

ARG – Assessment

TABLE 11 ARG Skills Gap Analysis Evaluation Form Response

Total Number of Forms Returned		92		
QUESTION	YES	% TOTAL	NO	% TOTAL
Was the appointment for TNA made promptly following any initial contact with you?	91	98.9	1	1.08
Was the appointment date and time convenient to you?	88	95.6	0	-
Did the consultant conducting the TNA contact you to confirm the date and time of the TNA?	88	95.6	2	2.2
Did you feel that the consultant explained the process of the TNA sufficiently?	90	97.8	1	1.08
Did you feel comfortable with the method of discussion and the questions asked by the consultant?	87	94.6	4	4.3

TABLE 12 ARG Training Evaluation Form Response

Total Number of Forms Returned		40		
QUESTION	YES	% TOTAL	NO	% TOTAL
Were your needs assessed at the beginning of the training?	36	90	2	5
Did the activities suit your needs?	36	90	2	5
Were the learning materials provided easy to use?	37	92.5	1	2.5
Did you find you were able to learn easily from the materials?	36	90	1	2.5
Did you get support from someone in using the materials?	35	87.5	3	7.5
Was the pace of activity appropriate for you?	38	95	3	7.5
If you learned outside your own home, was the accommodation suitable?	31	77.5	1	2.5
If applicable, do you think the standard of teaching was good?	36	90	1	2.5

APPENDIX III Skills Gap Analysis

ARG Skills Gaps Identified

Summary

TABLE 13 Summary of Skills Gaps Identified by Category

Category	Number	% of Total
Finance	52	17.11
ICT	73	24.01
Job-Specific	57	18.75
Legislation	19	6.25
Marketing	30	9.87
Sales	21	6.91
Business Management	21	6.91
Communications	16	5.26
Strategy/Planning	4	1.32

TABLE 14 ARG Skills Gaps Identified by Category

Finance		
Book-keeping	12	
Business Finance	7	
Electronic accounting	3	
Electronic filing of tax, VAT	1	
Finance for Non-Finance Managers	1	
Gap Analysis	1	
Sage Accounting	26	TOTAL
Sage Payroll	1	52
		17.11

ICT		
Adobe Photoshop	3	
Adobe Premiere	1	
Apple MAC + Applications on MAC	1	
ASP Website Programming	1	
CAD for Kitchen and Bathrooms	1	
Electronic Prescribing	1	
Graphics Design/Manipulation	7	
IBT 3	1	
ICT Basic Skills	2	
Internet Skills	2	
Macromedia Director	1	
Macromedia Dreamweaver	2	
MS Access	7	
MS Excel	17	
MS PowerPoint	5	
MS Project	1	
MS Word	5	
Network/ICT Management	3	
Oracle Database	1	
QuarkXPress	1	TOTAL
Website Design/Management	10	73
		24.01

Job-Specific		
Abrasive Wheels (Stihl etc) Certificate	4	
Acrylic Nail Extensions	1	
Advanced Chiropody	1	
Airbrush Tanning Techniques	1	
Archery Leader's Certificate	1	
Balloon Sculpture	2	
Electricity Course/Electrical Installation	2	
Bricklaying	1	
British Canoe Union Level 2	1	
Chain Saw Licence	3	
Chocolate/Sugarcraft skills	1	
CITB Digger Licence	3	
Confined Space Working	1	
Construction Skills Certification Scheme	1	
Dog Grooming	1	
Electroforming Techniques	1	
Excavator Ticket	1	
First Aid	3	
Flag Laying/ Paving to high standard	2	
Floristry National Certificate Year 2	2	
Fork Lift Truck Licence	1	
Handheld Spray Licence	3	
HGV Licence >7.5 tonnes	1	
Knapsack Spray Certificate	1	
Law Cost Drafting skills	1	
Non-ferrous foundry/welding	1	
NVQ D32/3/4 training skills	2	
OFTEC Certificate (CORGI eqv of oil)	1	
Pattern cutting for accessories	1	
Physical performance/circus skills	2	
Plumbing NVQ Level 2	1	
Printer ink/cartridge filling technology	1	
Private utilities and Street Works ticket	1	
PSV Licence	1	
Saddle fitting	1	
Sailing trainer skills	1	
Specialist engine tuning	1	
Stock control using PC	1	
Theatrical make-up skills	1	
Training Needs Analysis	1	
	TOTAL	% ALL
	57	18.75

Legislation		
Company/Business legislation	3	
Employment legislation	5	
Environmental law	1	
Food safety & hygiene law	9	
Intellectual Property/Copyright law	1	
	TOTAL	% ALL
	19	6.25

Marketing		
E-marketing	2	
Marketing skills	28	
	TOTAL	% ALL
	30	9.87

Sales			
E-selling	1		
Negotiation skills	1		
Psychology of selling	1	TOTAL	% ALL
Sales skills	18	21	6.91

Business Management			
Change management	2		
Facilitation skills	1		
Management techniques (General)	1		
Office Administration skills (General)	1		
People/Team Management skills	3		
Project Management	2	TOTAL	%ALL
Time management	11	21	6.91

Communications			
Interviewing skills	2		
Meetings Skills	1		
Moderation skills (Advanced)	1		
Motivation skills	1		
PR skills	5		
Presentation skills	3		
Public speaking skills	2	TOTAL	% ALL
Staff counselling	1	16	5.26

Strategy/Planning			
Business planning	4	TOTAL	% ALL
		4	1.32

APPENDIX IV ARG Training

ARG Training Progression

TABLE 15 Training Progression and Non-Progression

	Richmondshire	% TL	Hambleton	% TL	ARG
Progressed to Selection/Training	56	60.2%	46	49.5%	93
No progress to Selection/Training	38	55%	31	45%	69

ARG Beneficiary Qualifications

TABLE 16 Beneficiary Qualifications

No qualifications	2
Level 1	7
Level 2	23
Level 3	36
Level 4	17
Level 5	40
Level unknown	19

ARG Training Options / Delivery

TABLE 17 ARG Training Options

	Number	% Total
Number of clients receiving a training options form	133	
Number of clients returning a training options form	93	69.9
Number of clients receiving 2 or more training option forms:		
Returners and Non-Returners	33	24.8
Returners	30	32.2

ARG Beneficiary Qualification Achievements

TABLE 18 Qualification Achievement Levels

	Actual	Target
Level 4 and above	29	55
Level 3	64	45
Total ARG Training	93	100

TABLE 19 ARG Mentoring Plan [Keystrokes]

	Type of Learning	Month Before Learning Commences	Week Before Learning Commences	First Month of Learning	After First Month (where applicable)	Post - Learning
Option A	Short Event (1/2 days)	no action	Contact learner to check they have all the details of the course and are OK to attend.	no action	not applicable	Contact learner to check that the learning event was successful and that learning objectives were met. Next Step??
Option B	Medium Term Event (3 days - 1 mth)	no action	as above	Contact learner after first day to check how the event is going. For courses of more than 1 week repeat this contact each week or as required.	not applicable	as above
Option C	Extended Programme more than 1 month	Contact learner to check they have all the details of the programme and are OK to attend.	as above (if required)	as above	Contact the learner on a monthly basis throughout the learning programme.	as above
Option D	CBT Learning Option	no action	Contact learner to check they have received everything they require regarding their learning. Arrange date/time of next call.	Contact learner as arranged and then weekly or as required.	as above	as above

TABLE 20 Mentor Contact Report [Keystrokes]



Mentor Contact Report

Personal Details		Learning Details	
Name of Learner:		Description of Learning Objectives:	
Location/Organisation:		Course Title:	
Telephone:		Length of learning:	
E-mail:		Start Date:	
Learning Type:		Planned End Date:	
Learning Provider:			

Date	Type of Contact	Learning Stage	Contact Notes	Action Required/Taken
	<i>(E.g. email, or phone)</i>	<i>(E.g. pre-course, post – course).</i>		

TABLE 21 ARG Mentoring Plans

	Richmondshire	Hambleton	Total
Mentoring Plans Created	69	60	129
Plans as % of SMEs Registered	42.6%	37%	79.6%