

Report on	Hospitality Mentor Programme
Date of Meeting	14 February
Reporting Officer	Michael Browne
Contact Officer	Mary Mc Gee

Is this report restricted for confidential business? If 'Yes', confirm below the exempt information category relied upon	Yes	<input type="checkbox"/>
	No	<input checked="" type="checkbox"/>

1.0	Purpose of Report
1.1	To seek approval for the delivery of a Hospitality Mentor Programme to the Hotel and Accommodation sectors in Mid Ulster.
2.0	Background
2.1	<p>The vision for Mid Ulster Tourism 2016-2021 is to;</p> <p>“Enhance Mid Ulster’s image and reputation for visitors and grow the economy to £50m by 2021 as measured by overnight expenditure”</p> <p>To achieve this the tourism section have developed an industry led Tourism Development Group and a series of tourism clusters including:</p> <p>Seamus Heaney Archaeology, History and Heritage Outdoor Activities Hotel cluster</p> <p>The hotel cluster has been established in response to two main factors namely:</p> <ol style="list-style-type: none"> As a response to the Mid Ulster Area skills Report & Action Plan 2018-2021 and feedback through the hotel cluster which identified shortcomings in the recruitment and retention of staff across the board in the hospitality sector, the Mid Ulster Skills report cites: <p>“The biggest challenges facing businesses in the sector are the supply and retention of talent across all levels of their business. The sector already struggles to recruit, with particular challenges in recruiting chefs, other kitchen staff, housekeeping and front of house staff, which are among the roles with the highest proportion of EU migrant workers”</p> The need for the tourism section to work with the sector to collate up to date overnight and country of origin data to give Council a relevant and concise picture of visitors to the district and overnights. These figures will contrast with the current collation of NISRA statistics, which are collated and published with a one-year lag.

	<p>There is an evident need for the tourism section to have more relevant and up to date tourism statistics to facilitate planning from both a Council and private sector perspective and the hotel cluster will work with Council to deliver this.</p>
	Main Report
3.1	<p>It is planned to deliver a Hospitality Mentor Programme across the sector locally whereby council will appoint a suitably qualified organisation to deliver one to one in-house mentoring to management and staff across the hospitality sector. As part of this programme, businesses will review their training needs across their team and work with their team and the appointed mentor to deliver relevant in house training to staff.</p> <p>It is planned that each business will receive 10 hours of specifically tailored training in house. Total cost of delivery of this programme is £10,000. It is also hoped to deliver this programme with the appointed company as a Phase 2 into 2019, budget permitting.</p> <p>An outline training needs analysis has been carried out across the hospitality sector as part of the work of the hotel cluster and managers have identified areas including train the trainer, customer service, strategic planning, bar skills, effective management as areas they need covered within their businesses.</p> <p>This spend will be complemented by a similar investment through the Innovate us programme in South West college where this programme will deliver an ICT mentor training programme for a further 10 small businesses in the region.</p>
4.0	Other Considerations
4.1	Financial, Human Resources & Risk Implications
	Financial: £10,000
	Human: Council staff will manage the In-house procurement and monitoring of the project.
	Risk Management: All risk will be managed throughout the procurement process and ongoing reporting throughout delivery of the programme.
4.2	Screening & Impact Assessments
	Equality & Good Relations Implications: N/A
	Rural Needs Implications: N/A
5.0	Recommendation(s)
5.1	Council to approve this proposal and agree to deliver the Hospitality Mentor Programme as a phase 1 with an option, budget permitting to deliver a phase 2 in FY 2019/2020
6.0	Documents Attached & References
	N/A

