

Investing in People

GRANT RECEIVED

Future Skills Now, Audit and Training Grant

Future Skills Now is funded by the UK Government through the UK Shared Prosperity Fund (UKSPF). It is supported by North Norfolk District Council and delivered in partnership with Norfolk County Council



Sanders Coaches Limited is a family-owned business, renowned for its bus operation across Norfolk and its community focus. They have been named 'Top Independent Operator' at the UK Bus Awards two years running.

Like many north Norfolk businesses, recruitment and retention of staff is a key issue for Sanders Coaches. Sanders collaborated with North Norfolk District Council, taking advantage of the Future Skills Now audit and grant funding to support their ambitions of 'growing their own' workforce.

North Norfolk District Council, in partnership with the Future Skills Now programme, provided Sanders with a comprehensive skills and training audit. Through the audit, it was recognised that the people who could help support their supervisory gaps were individuals who were already employed by the company. The free audit helped identify the right training partner, who in turn supported Sanders in the delivery of training to these individuals. The training provided helped the individuals to adapt to their changing role, equipping them with the skills they needed in their new supervisory position.

At Sanders all the staff are part of a family business. The business is keen to invest in their people and provide learning and training so they can progress. They want to hear from their staff about efficiency opportunities and better ways of operating. This in turn supports the retention of the existing staff, and acts as an incentive for others to join the company. They are seen not just as a cog in a larger wheel, but their skills, experience and voice are integral to the success of the business.

“North Norfolk District Council approached us with some funding through the Future Skills Now project, which allowed us to train some of our supervisory team into developing their skills to enhance their roles and jobs in north Norfolk.”

**Martin Sanders, Business Manager
Sanders Coaches Ltd**

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