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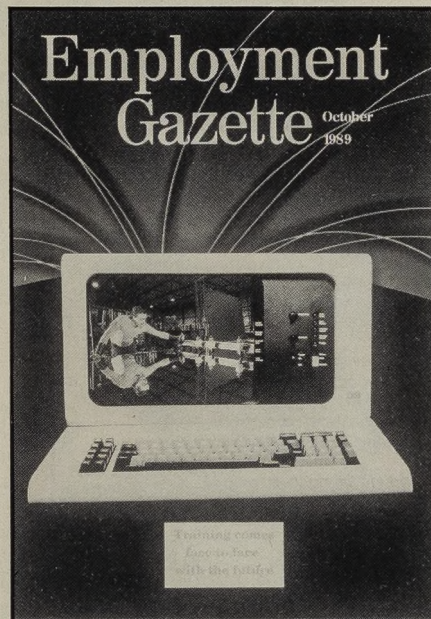
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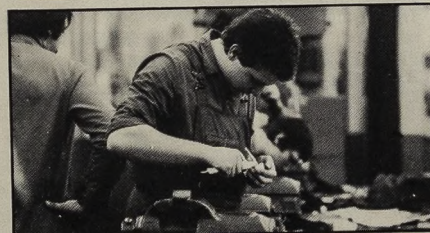


COVER PICTURE

Skilled cutting of mirrors for glass doors at Panavista Ltd, one of last year's National Training Award winners; but how will new demands, new standards and new technology affect training in the future? See the special features on p 521 and p 526. Photos: Steven Hunt/Image Bank and Crown copyright.



More and more women have been starting their own businesses, often with expert help. See p 529.



Details of the latest UK Census of Employment are on p 540, and its impact on employment figures is shown on p 560.

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Free Department of Employment leaflets

The following is a list of leaflets published by the Department of Employment. Though some of the more specialised titles are not stocked by local offices, most are available in small quantities, free of charge from employment offices, jobcentres, unemployment benefit offices and regional offices of the Department of Employment.

In cases of difficulty or for bulk supplies (10 or more) orders should be sent to **Publications, Information 4, Department of Employment, Caxton House, Tothill Street, London SW1H 9NF.**

Note: This list does not include the publications of the Training Agency or the Employment Service, nor does it include any priced publications of the Department of Employment.

General information

Your guide to our employment training and enterprise programmes

Details of the extensive range of DE employment and training programmes and business help PL856

Action for jobs

The above booklet translated into:

Bengali	PL843 (Bengali)
Cantonese	PL843 (Cantonese)
Gujerati	PL843 (Gujerati)
Hindi	PL843 (Hindi)
Punjabi	PL843 (Punjabi)
Urdu	PL843 (Urdu)
Vietnamese	PL843 (Vietnamese)

Employment legislation

A series of leaflets giving guidance on current employment legislation.

1	Written statement of main terms and conditions of employment	PL700 (1st rev)
2	Redundancy consultation and notification	PL833 (3rd rev)
3	Employee's rights on insolvency of employer	PL718 (4th rev)
4	Employment rights for the expectant mother	PL710 (1st rev)
5	Suspension on medical grounds under health and safety regulations	PL705 (1st rev)
6	Facing redundancy? Time off for job hunting or to arrange training	PL703
8	Itemized pay statement	PL704 (1st rev)
9	Guarantee payments	PL724 (3rd rev)
10	Employment rights on the transfer of an undertaking	PL699 (2nd rev)
11	Rules governing continuous employment and a week's pay	PL711
12	Time off for public duties	PL702
13	Unfairly dismissed?	PL712 (5th rev)
14	Rights of notice and reasons for dismissal	PL707 (2nd rev)
15	Union secret ballots	PL701 (1st rev)
16	Redundancy payments	PL808
	Limits on payments	PL827
	Union membership and non-membership rights	PL871

The Employment Act 1988

A guide to its industrial relations and trade union law provisions PL854

A guide to the Trade Union Act 1984

PL752

Industrial action and the law

A guide for employees and trade union members PL869

Industrial action and the law

A guide for employers, their customers and suppliers PL870

The law on unfair dismissal—guidance for small firms

PL715

Fair and unfair dismissal—a guide for employers

PL714

Individual rights of employees—a guide for employers

PL716

Offsetting pensions against redundancy payments—a guide for employers

RPLI (1983)

Code of practice—picketing

Code of practice—closed shop agreements and arrangements

Taking someone on?

A simple leaflet for employers, summarising employment law

Fact sheets on employment law

A series of ten, giving basic details for employers and employees

Unjustifiable discipline by a trade union

PL865

Trade union executive elections

PL866

Trade union funds and accounting records

PL867

Trade union political funds

PL868

Overseas workers

Employment of overseas workers in the UK

Employers' guide to the work permit scheme OW5

Employment of overseas workers in the UK

Training and work experience scheme OW21 (1982)

A guide for workers from abroad

Employment in the UK OW17

Wages legislation

The law on payment of wages and deductions

A guide to part 1 of the Wages Act 1986 PL810

A summary of part 1 of the Wages Act 1986 in six languages PL815

Industrial tribunals

Industrial tribunals procedure—for those concerned in industrial tribunal proceedings

ITL1 (1989)

Industrial tribunals—appeals concerning improvement or prohibition notices under the Health and Safety at Work, etc, Act 1974

ITL19

Recoupment of benefit from industrial tribunal awards—a guide for employers

PL720

Sex equality

Sex discrimination in employment

Collective agreements and sex discrimination

Equal pay

A guide to the Equal Pay Act 1970 PL743

Equal pay for women—what you should know about it

Information for working women PL739

Miscellaneous

The Race Relations Employment Advisory Service. A specialist service for employers

PL748

The Employment Agencies Act 1973

General guidance on the Act, and regulations for use of employment agency and employment business services PL594 (4th rev)

Prompt payment please

A guide for suppliers and buyers PL832 (1st rev)

A.I.D.S. and employment

An attempt to answer the major questions asked about employment aspects of A.I.D.S. but also part of a wider public information campaign PL811

Career development loans

A scheme offering loans for training or vocational courses. Open to people over 18.

Alcohol in the workplace

A guide for employers PL859

Drug misuse and the workplace

A guide for employers PL880

Working for yourself

What you need to know

News Brief

Union Commissioner's first annual report

The number of inquiries and applications to the Commissioner for the Rights of Trade Union Members is steadily increasing, according to her first annual report.

The report, which covers the first four months of Commissioner Gill Rowlands' appointment (December 1988 to March 1989), is largely concerned with the setting up of her office and its efforts to make sure that trade union members were aware of its existence and role.

Advice

The office of Commissioner was established by the Employment Act 1988 to give advice and assistance to union members considering or taking certain court proceedings against their union.

During its first four months of operation, the report says, there were 37 inquiries and ten applications for assistance. The majority of the inquiries related to alleged breaches of union rules. In the same period this financial year (April to July 1989), there have been 123 inquiries resulting in 15 formal applications.

The nature of inquiries has become much more relevant, the report says, as union members hear of and begin to understand, the Commissioner's role.

Commenting on her first report, Mrs Rowlands said: "I am increasingly confident that trade union members—the people I am here to serve—are becoming more aware of their rights and how I can help them uphold those rights."

National Insurance changes

Major changes to employees' National Insurance contributions came into force at the beginning of this month.

Employees will now pay only 2 per cent of their earnings up to a 'lower earnings limit' of £43 per week, and nine per cent between that limit and the 'upper earnings limit' (£325 per week). As before, people earning less than the lower earnings limit will not be liable to pay contributions.

Reduction

The new system will reduce the contributions paid by most employees, and be much simpler to administer. It will remove the possibility of an employee being worse off after an increase in pay because of the increase in the level of his or her contributions.



Mrs Gill Rowlands, Commissioner for the Rights of Trade Union Members.

"I anticipate a busy year to come," she continued, "but would not feel unhappy if I am proved wrong. If union members do not feel the need to come to me for assistance, it may simply indicate that unions are respecting their members' rights."

Copies of the report and further information can be obtained from the Commissioner's office at 1st Floor, Bank Chambers, 2A Rylands Street, Warrington, Cheshire WA1 1EN (tel 0925 415771).

Balloting code published

A draft statutory code of practice on industrial action balloting has been published by Employment Secretary Norman Fowler.

The code, *Trade Union Ballots on Industrial Action*, aims to promote good practice, and sets out both the existing statutory provisions, and recommendations on procedures which generally should be followed at each stage of the balloting process.

Scrutiny

These include measures to protect the secrecy of the ballot and ensure that the votes are fairly and accurately counted. In particular, the code recommends that the postal balloting method is more widely used and all ballots are subjected to independent scrutiny.

"The Government believes that trade union members should have an effective democratic right to decide for themselves whether to go on strike or take part in industrial action," Mr Fowler said. "It is vitally important that proper standards of democratic conduct are observed in the balloting process."

Impact

Mr Fowler said that the recommendations in the code should have a significant impact on union practice, and help to change attitudes and behaviour. "The aim is to encourage unions to resort to industrial action ballots only after all available means for resolving the matters in dispute have been exhausted," he said.

Approval

Mr Fowler was empowered to issue the code by Section 18 of the 1988 Employment Act. The draft code has been modified in the light of comments received on a consultative draft published last November.

Subject to Parliamentary approval, the draft code will be brought into effect by order. Although it will not be legally binding, it could be taken into account in court proceedings if relevant.

ET — the sky's the limit

An £87,000 programme to train long-term unemployed people as satellite dish installers has been started by Sky TV and British Satellite Broadcasting (BSB).

The training programme, which has been developed by the Skills Training Agency, Sky TV and BSB, is the latest initiative under Employment Training.

About 500 training places will be available in ten pilot areas. These are Leeds, Tyneside, Norwich, Birmingham, Portsmouth, Hillington, Bristol, Cardiff, Manchester and Twickenham.

The training course will consist of two weeks' training in a Skillcentre followed by a further ten weeks with an employer involved in the programme.

Trainees who complete the course satisfactorily will receive a new City and Guilds qualification. This has been approved by the Confederation of Aerial Industries (CAI) and follows its standards of practice.

The programme was announced as Employment Training celebrated its first anniversary. Commenting on this, Employment Secretary Norman Fowler

said: "Employment Training has got off to a better start than any other adult training programme ever launched in this country. All told, during the first 12-month period, over 400,000 people have benefited from an ET placement. The programme is now established. Opposition to it has rightly failed. The aim must be to make Employment Training better and better."

Mr Fowler said that, when ET was first planned, unemployment was still around the 3 million mark.

"Since then there has been a dramatic fall," he continued.

"Longer-term unemployment—those unemployed for more than six months—has fallen from 1.53 million in October 1987 to 920,000 today—a fall of 40 per cent.

"The opportunities for jobs are still there. We estimate that there are over 600,000 unfilled job vacancies.

"Employers cannot afford to ignore the potential of unemployed people. They are not unemployable. Employment Training will continue to provide the training and skills which are necessary in today's labour market," Mr Fowler concluded.



The British Skill Olympics team.

Photo: Simon Livingstone.

Skills squad returns triumphant

Britain carried off nine medals—including a gold—in this year's International Youth Skill Olympics competition.

The gold was won by 19-year-old Nicholas Williams-Cammack of Leamington Spa for men's hairdressing.

Excellence

Silvers were won for ladies' hairdressing, ladies' dressmaking, bricklaying, and automotive mechanics; and bronzes for house wiring, industrial wiring, agricultural mechanics and wood patternmaking.

Eight Diplomas of Excellence were awarded to British competitors, again for a wide variety of skills.

Teams from 21 countries competed in the event, which was held in Birmingham. South Korea came top of the medals' table with 11 gold, two silver and three bronze.

Britain came joint fifth with Australia.

Speaking at a reception for the competitors and team leaders at Warwick Castle, Employment Secretary Norman Fowler said: "For too long it has been the cost of training that has been uppermost in the minds of employers and not the returns that can follow.

"In Britain, employers are in the driving seat, they create the real jobs and are responsible for training. Individuals themselves also have responsibilities to keep themselves competent and their skills up to date."

Mr Fowler commended the efforts of the British Skill Olympics team, 15 of whom are YTS graduates.

The high standards of achievement were, he said, a clear reminder of the returns that can be realised from providing good quality training.

Health and safety: employees must be told

From October 18, all employers will be legally obliged to display a poster or distribute leaflets informing their employees in general terms about health and safety law.

This will be in order to comply with the new Health and Safety Information for Employees Regulations 1989, which come into force on that day.

The poster and leaflet, "Health and Safety Law—What You Should Know", have been approved by the Health and Safety Executive, and must be displayed so that they are in an accessible position and readable.

Copies of both publications are available now from HMSO, tel 01-873 8499.

In the mood

There are now more than one thousand employers and more than 30,000 young people taking part in inner-city Compacts.

Speaking at the launch of the Birmingham Heartlands Compact, the city's first such link between education and industry, Employment Secretary Norman Fowler said: "This is a remarkable and highly encouraging start and the notion of Compacts—where employers guarantee jobs with training for school leavers—has very much caught the mood of the time. It provides a very practical and attractive way of forging more effective industry-education links."

Early start

Mr Fowler said that the process of building a skilled workforce needs to begin well before pupils leave school. "Young people can benefit by having clearer goals, linked to tangible opportunities and from the extra dimension which direct links with employers can bring to the school curriculum," he said. "And employers themselves can undoubtedly benefit by raising awareness and improving perceptions of the world of work among both teachers and pupils. This can help share the curriculum to make it both more relevant and—for many people—more rewarding.

"The lessons are clear," Mr Fowler concluded. "Employers need a well educated, well trained and well motivated workforce. And for those who are able to meet the basic standards, there are plenty of good quality jobs with excellent prospects available. I have no doubt that we shall see more involvement of employers in schools as a result of the Compact initiative."

Skills Training Agency up for sale

Employment Secretary, Norman Fowler, has officially launched the sale of the Skills Training Agency (STA) with advertisements for potential bidders in the financial press.

In March Mr Fowler announced to the House of Commons that the STA was to be offered for sale, saying: "I am certain that the agency has a good future in the private sector. A successful move to the private sector will provide a better career for the

staff and a more effective contribution to our national training effort."

Since then Deloitte Corporate Finance, sale advisers to the Employment Department, has received over 80 initial expressions of interest, including one from some senior managers in the STA who would like to mount a management buy-out. The advertisements provide the opportunity for those who have not already done so to express their interest in bidding

and signal the start of the sale process.

All parts of STA are being offered for sale as training businesses. Accordingly, those who receive the Information Memorandum will be invited to bid for all or part of the Agency.

The STA comprises 60 Skillcentres providing training in a range of craft, technical and supervisory skills for private employers and for the Government's Employment Training programme.

Tourism comes of age

Tourism is now very big business. Far from being the frivolous industry it has often been dismissed as in the past, it is now a major economic force in Britain.

That was the message from Duncan Bluck, chairman of the British Tourist Authority, at the launch of the BTA's Annual Report for 1988 to 1989.

Growth

"Tourism is forecast to be the largest industry in the world by the year 2000," Mr Bluck said. "No other industry promises such outstanding growth, and offers so many opportunities—these opportunities must not be lost."

The BTA announced that last year the industry attracted more overseas visitors into the UK than ever before—15.8 million—and earned a record £14,000 million.

In the first six months of this year the number of overseas visitors—7.8 million—was up 15 per cent on the same period last year, and spending, at £2,700 million, was up 11 per cent.

Chief Executive Michael Medicott said: "Britain has increased its share of international tourism earnings faster than any other member country of the Organisation of Economic Development



The British Tourist Authority wants to attract more Japanese ladies—such as these enjoying themselves at Ascot—to Britain.

over the past 20 years."

Despite this, he added, the BTA must work even harder at projecting Britain's image abroad. "The race is swift, and the other runners fiercely competitive"

One market the BTA is keen to foster is that of Japanese tourists. Mr Medicott said it would "pull out all the stops" to do this.

Such a campaign will include efforts to change the 'masculine' image of Britain that many Japanese apparently have.

"We will heighten our 'Ladies Britain' promotion in Japan to emphasise the more feminine face of Britain and 'more tourist guides and service industry staff will be encouraged to speak Japanese," he added.

Jobstart under the microscope

A survey to assess the extent to which the Jobstart allowance helps people return to work finds most recipients live north of a line from the Severn to the Humber.

The survey, carried out for the Employment Service, also found people on Jobstart tend to be young. Half were under 25 and two in three were men. Overall, a quarter of the sample had dependents (a non-working partner or dependent children) with almost half continuously unemployed for two years or more.

About one in three said they would not have taken the job without the Jobstart allowance.

Over two-thirds of the nine-month sample were still with their employer at the time of the interview and although half had received a payrise, only 40 per cent had earnings over £80 a week. Of the rest, half were in other employment and half were unemployed.

Criticisms of the programme came from around a third of those interviewed and included the comment that it was not made sufficiently clear that the benefit is taxable.

The earnings limit of £80 also made it difficult for people to work overtime and according to the survey, often this could cause friction with employers.

More TECs announced

Two new Training and Enterprise Councils (TECs) have been granted development funding.

They are Rotherham and Norfolk and Waveney, and bring the total number of TECs to 28.

Announcing the news, Employment Secretary Norman Fowler said: "I am confident that next year we shall have in place a network of some 80 TECs covering the whole of England and Wales."

Top pay outstrips performance

A substantial mis-match between pay increases for chairmen and senior executives and improvements in company performance has been revealed by a report from Incomes Data Services' Top Pay Unit.

According to the report, the latest rises of many chairmen or chief executives have generally outpaced any performance improvements based on indicators such as earnings per share.

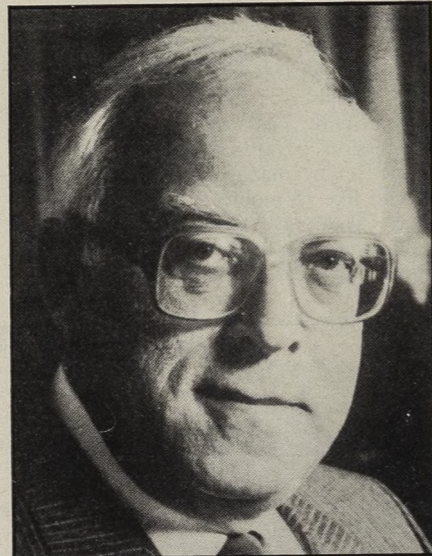
By the acid test of return on equity, several top executives have received "spectacular increases" at a time when returns had fallen.

Lord King, part-time chairman of British Airways, is singled out for his 117 per cent pay rise to £395,000 at a time when his company's return on equity had fallen.

The report also points out that, although there is some connection between the size of the top job, as measured by company turnover, and the pay level reached, it is not close. The chairman of Cable and Wireless, for example, with a salary of £389,000, earns more than the chairman of British Telecom (£285,000) with a turnover which is seven times larger.

IDS suggest that the choice of indicator used in determining company performance may be the problem. Indeed, some companies appear to have genuinely misled themselves by choosing an unsuitable indicator, the report says.

Relating remuneration to short-term



Ian Vailance (right), chairman of British Telecom, earns substantially less than Lord Sharp (left), chairman of Cable and Wireless, even though BT's turnover is seven times larger.

indicators is problematic, it says, because today's results depend heavily on plans and investment schemes launched in previous years.

To use long-term indicators is unsatisfactory too, as those at the top may have retired or moved before their efforts yield fruit.

It is current indicators which remain relevant, IDS says, insofar as they affect

shareholders' views of their directors and tolerance of their pay rises.

It is unclear why the pre-1980 established long-term trend of compressing pay differentials between top people and others has how been bucked by top management, adds the report.

The report is published in *IDS Monthly Review* no 103, available from 193 St John Street, London EC1V 4LS.

More in business with the Enterprise Allowance

A survey of participants in the Enterprise Allowance Scheme finds the proportion of women entrepreneurs is steadily increasing.

The survey, which follows up on scheme participants six months after setting up in business, shows women-owned businesses have increased by 4 per cent since the last survey and now stand at 30 per cent of all the respondents.

Participants' average age was in the mid-30s and 92 per cent described themselves as 'white' with only 1 per cent respectively indicating 'Afro-Caribbean' or 'Indian sub-continent' origin. 85 per cent of respondents set up in business as sole traders, 12 per cent as partnerships, 2 per cent as limited companies and just 1 per cent on an agency or commission basis. In total, 32 per cent said they would have been unable to start without the allowance.

The great majority of businesses (two-thirds) are in the service sector. The survey also found that by the six-month stage, out of every 100 businesses 13 full-time and 20 part-time jobs had been generated.

Noisy news

New regulations to protect employees from noise have been submitted to Employment Secretary Norman Fowler.

The Health and Safety Commission wants them to come into force on January 1. If workers are likely to be exposed to noise at 85 decibels (A) or more—loud enough to make people shout or raise their voices to be heard clearly two metres away—employers would have to make noise assessments, inform employees about the risk and make ear muffs or plugs available.

Where people have to shout to be heard clearly one metre away (90 dB A), employers will have to try to reduce the need for people to work in high noise level, and ensure that workers use the protection provided.

The regulations also require machinery suppliers to provide noise data with all machines likely to produce noise over 85 dB (A).

For a free leaflet outlining the proposals, *Noise, 1990 and you*, ring Sheffield (0742) 752539.



Northumberland Ambulance Service — winner of a National Training Award.

Effective learning

by Graham Kendall

Director of Qualifications Standards and Methods, Training Agency

Traditional learning methods are no longer appropriate, explains Graham Kendall; effective training is embedded in the job. The workplace must be used to achieve an occupationally competent workforce with new, widely recognised standards.

Since 1964 the thrust of Britain's efforts to improve the availability and quality of training, both for the unemployed and those in employment, has been largely based on pushing the supply of training. This has included levy grant arrangements; employer persuasion; incentives to employers and, of course, a range of schemes and programmes of training delivered by the Manpower

This article is based on a speech the author gave at the International Human Resource Development Week Conference this summer.

Services Commission, the Training Commission and the Training Agency.

The success of all these measures appears to have been limited, however. We still seem to lag behind our major international competitors when it comes to the amount of effort invested in the training and development of our workforce. Even if there are some who doubt we fall behind on effort, few would dispute that we fail to match the results they achieve.



Green for go. Jame McKinlay of Lytham St Annes invented a board game on environmental issues with help from the Enterprise Allowance Scheme. Called *The Green Game*, it has already been ordered by Harrods and was inspired by James' travels throughout the world. "Such experiences are bound to leave their mark and make you more aware," he says.

The missing ingredient, many believe, has been the motivation to learn. This appears to be true both for the unemployed—who of course primarily desire a job, but do not necessarily recognise they want to learn—and the employee who wishes to progress yet does not necessarily connect this with the need or desire to learn.

A demand for learning must, therefore, be created among these groups of individuals. We need to move away from traditional approaches to teaching and training which do not produce the type of people necessary for economic success. Traditional approaches do not encourage learners to be independent. They make people passive, dependent and unmotivated, whereas flexible learning makes them active, self-reliant and motivated.

A learner-centred approach puts the learner first and then goes on to explore the systems/providers aspects. This is not to say that the latter are unimportant nor that the needs of employment do not matter, but rather that much more effective learning can be obtained by avoiding unnecessary institutional constraints and thereby satisfying both learner and employer. This does not mean throwing a distance learning package at the learner and leaving it there. The learner needs:

- materials;
- information and guidance;
- practical training facilities;
- learning resource centre;
- student/tutorial support;
- flexible accreditation/qualifications.

Definitions of quality, especially in education and training, vary, but increasingly it is about people and their contribution to the organisation's products and services. It requires people to understand their organisations' objectives and their own part in meeting them. Too often such understanding is lacking, not least in training.

Integrated training

Too many training plans are directed towards improving performance in mechanical or task-specific functions. Frequently training is seen as taking place only when people go on courses and it is usually people at the bottom of the organisation who are expected to train—those at the top are too busy or have no need.

An integrated approach to quality requires us to consider and develop both the necessary mechanisms and the culture of the organisation.

The values, attitudes, style, and ethos are increasingly the areas that need attention in the rapidly changing environment in which we all work. In the past it may just have been acceptable to recruit and train people for tasks immediately envisaged but that is certainly no longer the case. Organisations need to plan on the basis of change and uncertainty and to develop strategies to develop their human resources to meet the challenge.

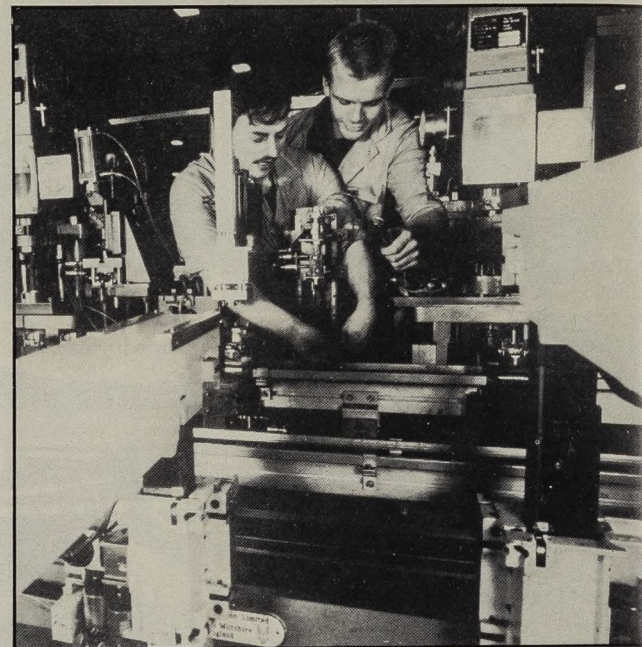
Bottom line

What are the challenges? What should we develop people for? Clearly, neither the Training Agency nor industry and commerce is in the business of training and development for its own sake. Moreover, the bottom line will only be positively affected if we develop the right skills in the right people at the right time.

Some clues to how this may be done are found in the Training Agency's own standards programme. This is the programme we were asked to lead in order to produce the building blocks for the new vocational qualifications. It is

an employment-led programme designed to identify the competences required for successful performance in jobs in all occupations at all levels, from the shop floor to the boardroom.

The intention is to develop through the National Council for Vocational Qualifications new qualifications which demonstrate what a person can do. These will be much more informative than has previously been the case and will concentrate more on the outcomes of learning than the 'what', 'how' and 'why' of the learning process. They will be very different from traditional qualifications, which told what people could not do in relation to their peer groups and then usually only in terms of applying knowledge on paper. It is not a great deal of use knowing who can jump a six foot hurdle if you only require the ability to jump a four foot one; or knowing about their inability to jump hurdles when the event is putting the shot.



Training at Black and Decker has been revamped. Now all apprentices are offered education to BTEC Higher Certificate level.

Defining standards

There is much jargon in use in this field but it should not disguise the plain fact that standards are essentially a language that describe what is required for successful performance in jobs and whether an individual has demonstrated such performance. They define what somebody has to do to carry a job out successfully and performance criteria to enable achievement to be measured.

These standards are not developed by technical experts sitting in ivory towers. Instead they are developed by groups of employers examining real jobs in real workplaces. They ask questions such as: what does somebody need to do to be competent or complete the job satisfactorily? And how would the supervisor or manager recognise when they have been successful? Standards have to be owned, recognised and used by real employers in the real world of employment.

The example of business and clerical administration gives a detailed feel for the process. The standards in this area were in fact developed by a group brought together by the agency representing most, if not all, areas employing these cross-sectoral skills. In financial record keeping, for example, the standard of competence is to

operate a petty cash system. The performance criteria are: to see that cash handling security and safety procedures are followed; that cash and petty cash book balancing procedures are followed; and that written records are up to date, legible and accurate.

This is just one of 30 units relating to basic level activities in the clerical area. In total they span all aspects of performance, including what might be described as task management or process skills. Other units cover such things as receiving and assisting visitors, maintaining the reception area, and preparing and issuing wage packets.

Our work programme is to ensure the complete development of standards for every occupation up to NCVQ level IV by 1991. Work will continue beyond that date to ensure coverage of levels beyond IV. Progress is good and we are on course to achieve this.

Standards offer very positive benefits to individuals, managers and providers of training and employers. They:

- keep training and retraining costs to a minimum;
- give employers assurance in the competence of their employees;
- let individuals demonstrate competence and improve employability;
- provide incentives and goals for individuals; and
- increase the relevance of education and training provision.

Standards are a radical new language which can describe achievement and match that to jobs and development needs so as to facilitate the whole human resource development process. Their wider application falls into five main categories:

- 1) In the normal management function, they can be used to define staff responsibilities in terms of the outcomes required of job roles and to identify linkages between jobs.
- 2) They can be used in development plans or learning contracts to articulate the agreed outcomes to be achieved.
- 3) In the design of training programmes, standards provide clear objectives so that a coherent mix of learning opportunities—both on and off-the-job—can be readily identified and arranged.
- 4) In the area of general staff management and development, standards provide the basis for review interviews, recording achievement, and monitoring occupational performance.
- 5) And finally, on the crucial issue of motivating the individual, the use of standards allows for true credit accumulation and certification of achievement towards NVQs.

Many of the standards now emerging appear to be stronger on task specific skills than on task management or process skills. Frequently the latter are embraced within the standards but are 'hidden' within the overall occupational competence. The emphasis, though, is moving towards identifying broad occupational competence, and the importance of doing so is increasingly recognised. The work the Training Agency is just embarking on to define and develop competences required by managers illustrates the point well. The broad classification framework we are using embraces:

- managing people;
- managing others;
- managing finance;
- managing systems;
- communication and numeracy;
- personal effectiveness;

True competence embraces the whole work role. On the standards programme, competence is defined as 'the ability

ability to perform the activities within an occupation or function to the standards expected in employment'. This definition encompasses four inter-related components: task skills, task management skills, contingency management skills and job/role environment skills.

To return to the question of what we should be training or developing for, while the only thing that is certain is uncertainty itself, some parts of the future employment scenario are fairly well known in general terms. There will be growth in managerial, professional and higher skill occupations, and in service occupations. This will be accompanied by a decline in manufacturing and lower skilled jobs. Demographic trends are also increasingly being recognised outside the charmed statistical circles that have long been aware of their importance.

Tomorrow's jobs

As to whether we should be training people for today's jobs or tomorrow's—and if it is to be tomorrow's, how do we decide what they are and what competences they require?—there are no neat solutions, only more questions.

Is there a balance between the need to secure short-term profitability, possibly by concentrating on very task specific training, and the longer-term needs? Does flexibility mean equipping more individuals with several task specific skills—multi-skilling or, put more crudely, the kitchen fitter approach? Or is there a need to shift the emphasis more towards developing broader or process skills? Do we need to concentrate on those competences that underpin effective performance across a wide spectrum of employment and indeed life itself?

Definitions of what such skills are vary, as will the language; but they appear to be to do with number, communication, problem solving, planning, information technology, learning to learn and personal effectiveness. In an environment in which we do not know precisely what skills are required, it seems plausible that at least part of our effort should be devoted to developing flexible and adaptable people who can quickly acquire new skills as they become known. Motivation, initiative, confidence and the ability to learn must also play some part in future human development needs.

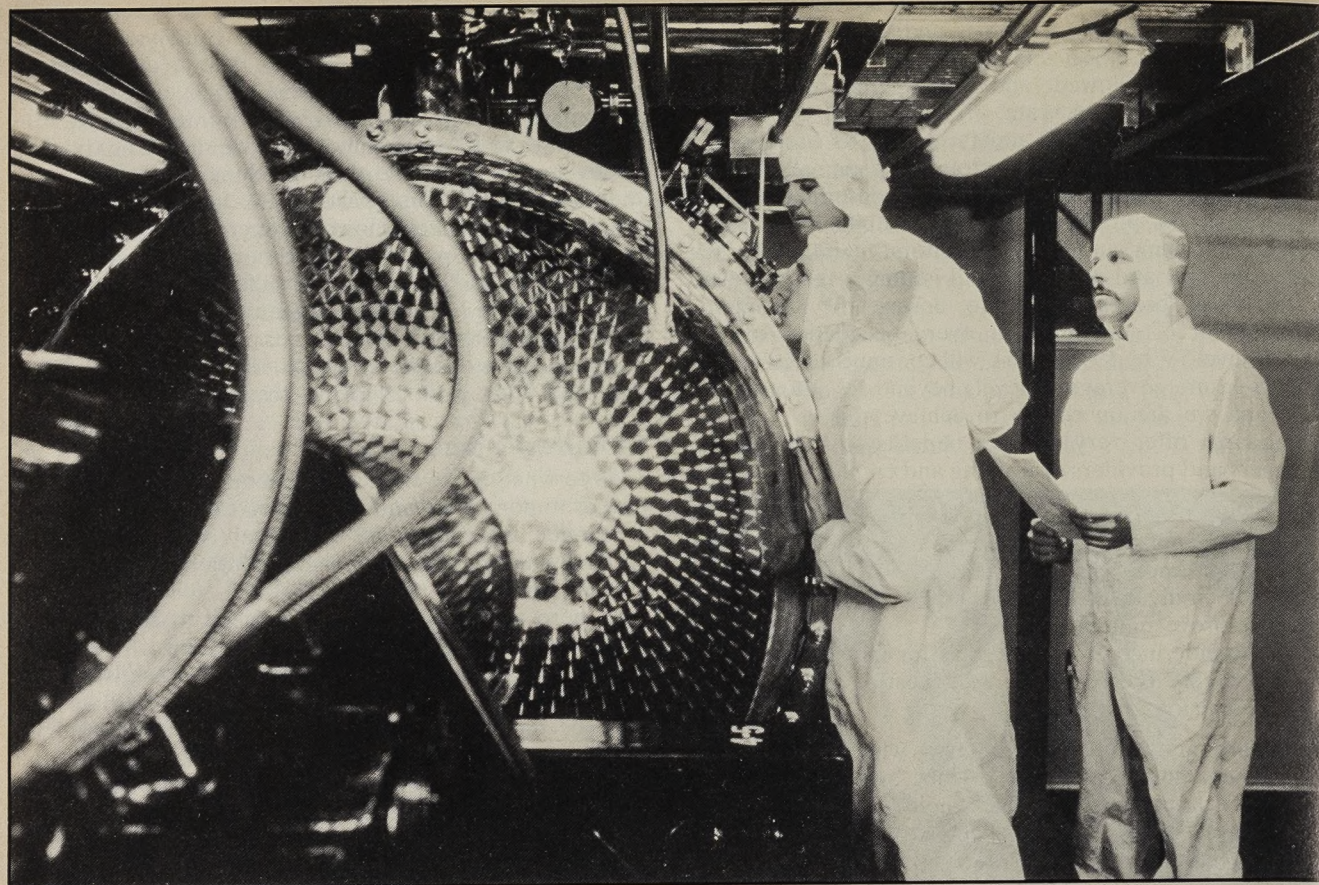
Moreover our assessment and certification systems—both in training and education—need to develop to capture achievement in these areas. The standards programme is moving in this direction. But it is not seeking to assess these qualities in the abstract. Instead the way forward appears to be to assess these qualities within the standards of competence, in particular occupational contexts.

Office workers, shop assistants and managers, for example, all display personal effectiveness in their own occupational environment. We need to be able to recognise and certify this in ways which have more general currency.

Our programme brings a single methodological framework to the work of identifying standards of competence across all occupational areas.

In addition it is designed to ensure that the achievements assessed can be explicitly certified. It should be possible to display separately individual achievement in these important process areas, thus greatly facilitating progression and transfer not only between different occupational areas but also between education, employment and training.

As far as the learner and the ways in which he/she learns or develops is concerned, there are important similarities between approaches to quality and the need for a strategic



Glaxo Chemicals, Ulverston houses some of the most advanced pharmaceutical manufacturing facilities in the world. Supervisors play a key role in the attainment of the site's business objectives, with a menu of courses and qualifications available to them.

approach to human resource development. Both should be about developing the people resource to meet the strategic objectives of the organisation, moreover each is concerned to integrate human resource development into operational and strategic planning systems to ensure that the customer's needs are satisfied.

Organisations planning strategically and aiming to get the best out of their workforce will embed learning into their jobs. They will not see learning simply as training courses, classrooms and knowledge, but as an integral part of jobs and as a process they can help continually. They will create a learning climate with expectations pervading their operations of what staff will do and will be helped to do. They will design people into their work systems.

Learning networks

The future worker needs to be able to deal with tomorrow's organisations. These will be looking for a self-sufficient workforce whose working groups have a capacity for solving problems, taking action, handling uncertainty, and taking initiative. Such groups will have a conversational familiarity with change and will see dealing with it as a routine part of their job if imposed, or as an ordinary item of their tool kit if self-started.

The members of the workforce will need the competences to create such working groups and particularly the skills and readiness to work as team members, to be part of learning networks, and to be committed not just to meeting objectives, but to finding better ways to meet them or even finding better objectives to meet.

Again, this implies a much more learner-centred

approach but certainly not one that ignores the organisation's or the country's needs.

A device the Training Agency has found helpful in managing these different, but linked, needs is the individual development plan or learning contract which we are using for both our internal human resource development and for major programmes like Employment Training.

Such a plan is a means by which all parties can be brought to some form of account. It represents a contract between the 'system' and the individual which the latter will expect to be delivered. In broad terms the aim of any plan would be to:

- take stock of current experiences and competences;
- clearly define development aim/objectives and means of delivering these objectives;
- plot an individual's progress through the 'system';
- act as a contract between the 'system' and the individual; and
- provide a basis for review and recording of achievement.

Clearly, development aims would need to balance carefully the aims of the individual with those of the organisation. But, if we are to develop a thinking workforce and one committed to the organisation goals, negotiation will have to be the order of the day. The plan would be revised and updated as a matter of course and would be linked to other planning systems within the organisation.

Development opportunities would of course be sought

from a variety of places and certainly not just from standard off-the-job courses.

As to the language for planning, one is rapidly emerging—namely that of standards, with its roots firmly in employment and the competence required to perform jobs successfully. The standards language can:

- describe an individual's current competence;
- describe competences required to perform in current and future jobs; and
- determine development programmes required to bridge the gap.

Moreover, their use affords entry to a nationally recognised credit accumulation system, the National Record of Vocational Achievement.

Using this system, individuals can both gain recognition for relatively small elements of achievement and build these into a full vocational qualification. The importance of such a system in motivating individuals should not be under-estimated: qualifications and credits matter to those gaining them, to employers and to parents.

Learning contract

Learning contracts may become vital elements in organisations' strategies for recruiting and retaining workers with the requisite skills and abilities. With the dramatic fall in the numbers of young people entering the labour market, and the general shortage of skills in the economy, not only will young people be able to be much more selective about the opportunities on offer but so too will existing workers. Individual development plans can and do encourage a sense of ownership by the individual, a sense of commitment, a pride in achievement and a belief that there is a future with the organisation.

It is easy to see that really effective learning occurs, in large part, in and around the workplace. This view has been reinforced by the development of standards of competence which reflect successful performance at work. A perusal of any such set of standards leads quickly to the conclusion that traditional learning approaches and even modern equivalents of such approaches can only ever be part of the answer. The workplace itself must be used systematically and with minimum intrusion in order to achieve the vision of an occupationally competent workforce.

This is the hardest nut of all to crack. It requires the commitment of those in charge of the workplace at all levels to that aspect of their role which might be described

as 'managing workplace learning'. This does not mean 'sitting next to Nelly', nor does it consist of instruction on the job to carry out detailed tasks. Rather, it means a creative approach to finding and managing learning opportunities which maximise the development of the individual.

The tools for managing learning in the workplace are:

- A comprehensive set of understandable and accessible standards of competence describing the whole work role. These need to cover not just the tasks involved but the communication, problem solving and human relations competences that are so important to real performance at work.

- A means of assessing and recognising the achievement of these competences continuously—with clear and open objectives in the form of the competences to be achieved, together with methods of review, assessment and accrediting performance. These are some of the key factors to motivate learning and to motivate manager and employer alike.

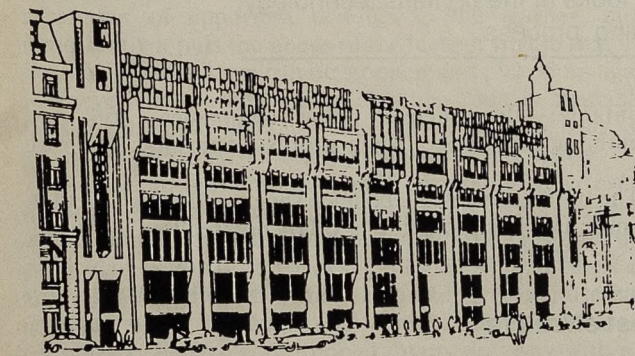
- A systematic way for people to look forward and plan future achievements with their line manager. The learning contract is a tool increasingly used by companies in their own HRD. The competence language provides the objectives to be aimed at and discussed, along with the route to get there.

- A process of accreditation—but this can only motivate the learner if their achievement is widely recognised. So standards incorporated into NVQs built around a lifetime credit accumulation system are crucial.

- A cohort of supervisors and line managers trained and committed to their role in managing development and assessing and recording achievement. Such a role is not a burdensome overhead but an integral high added value part of the work of supervision itself.

These tools should also provide the focus for the use of both more traditional approaches to learning and the applications of new technologies and methods.

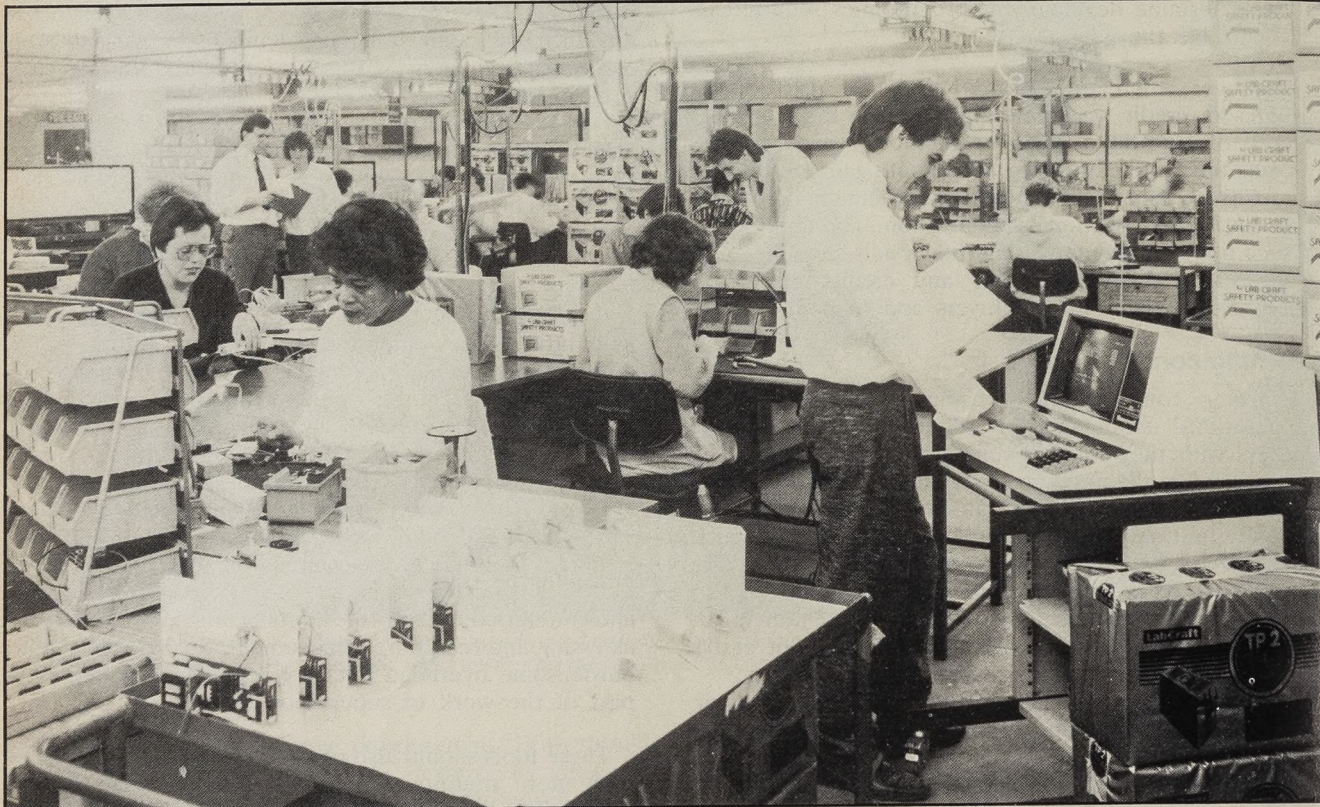
Learning outside the workplace will always be necessary to achieve competence but it is the workplace itself and standards of performance in work which should increasingly drive the appropriate use of off-the-job learning. Learning contracts are an important tool for harnessing the talents of workforces to the organisations' and individuals' objectives. They both motivate individuals to learn or develop and aid the identification of relevant and cost-effective learning opportunities. ■



News releases, pictures and publications for review should be sent to:

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Special Feature



The production floor at Lab-Craft Ltd, a specialised lighting and fire alarm system manufacturer. The computer terminal on the right relays production information from the shop floor to Lab-Craft's DPS4 computer system, which is also used extensively by the company's on-site training school.

Learning through technology

Many companies use their micro-computers for word processing, accounting and other administrative functions but don't realise their potential for providing training. This article looks at the benefits technology can bring to the learning process.

Although micro-computers have been used for learning and training purposes for a number of years, the idea of computer based training (CBT), or computer assisted learning (CAL), is still relatively new to a lot of companies, particularly the smaller company employing fewer than 50 people. Often a valuable piece of computer equipment is standing idle, while at the same time, valuable training opportunities are missed.

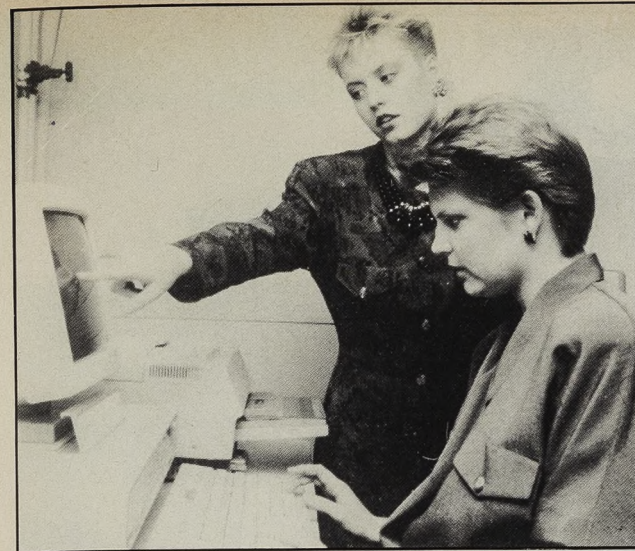
Government Ministers and senior industrialists have been continually telling British industry their best asset is their workforce, and that the company which trains its workforce will be more competitive and therefore more

profitable. Nevertheless many companies, still put training needs 'on ice' when profits or business begin to fall.

The bottom line is the balance sheet, and the effect that training can have on this is often not realised or, even worse, ignored.

Cost effective

One of the most persuasive arguments for using computers as a training asset is their cost effectiveness. A survey on the cost effectiveness of computer based



Computer training at Manpower Plc.

training has recently been carried out on behalf of the Training Agency's Learning Technology Unit by the National Computing Centre.

The report found that 67 per cent of the companies interviewed cited cost effectiveness as one of the reasons they introduced CBT. The main cost benefits were as a result of:

- reduced training time;
- reduced travel and subsistence costs;
- reduced waiting time for courses; and
- availability of training at a time and place convenient for both trainees and company.

One organisation which had carried out a ten-year cost analysis showed that CBT had achieved a 32.3 per cent saving when compared with the cost of traditional training methods.

While the findings of the report would seem to support the view that micro-computers can offer real savings, the report makes it clear that CBT is only a cost effective training solution when it is applied correctly and to a suitable situation.

Indeed, the report confirms the view of the Training Agency, that CBT should be considered as part of a multi-media approach to solving training problems rather than as a replacement for more conventional approaches.

Learner first

However, within the multi-media approach, CBT offers a number of important benefits to the learner, most importantly it puts the needs of the learner first in that it is flexible—the package can be stopped and picked up again whenever the learner wishes or when time is available. CBT is endlessly patient—the learner can go over old ground or lessons, as many times as is necessary.

In addition, the computer can be programmed to test an individual's understanding by checking over and over again, until it is satisfied that the learner has mastered that particular section of the package. Good CBT packages are very user-friendly—they have colourful screens, use easy to understand language and correct the learner in a supportive, helpful way. Indeed, many do away with any need for keyboard skills and, in some cases the keyboard itself. All this is possible because the learning process is on a one-to-one basis—the computer and the learner.

More time

Compared with traditional methods of training, CBT frees the trainer from the role of classroom teacher. Rather than having to address a group of trainees, the trainer can allocate more time to tutor those individuals who require it.

With a computer-managed system, the trainer can also be freed from much of the administration, and has all the information about the trainees at the touch of a button. The computer can automatically administer tests, and report on an individual's or a group's performance. Some computer-managed systems enable trainers to create their own tests. They can also produce printed reports.

Extra help

CBT can be enhanced even further by the addition of: **Simulation techniques**—where a micro-computer can be used to simulate the operation of real equipment which would be too costly or too hazardous to use in a training situation. For instance, a highly dynamic process such as a steam steriliser in a food processing plant operating a 24-hour shift system has been successfully simulated on micro-computers within the Mars Group. In the Plastics and Polymers Industry Training Board a system was developed which simulates injection moulding techniques. Again, the costs of practising on the real equipment would be very prohibitive.

Artificial intelligence/expert systems—a very recent innovation. These systems provide computers with a knowledge base and a set of logical rules which enable the computers to act as consultants. The computer can interact with the learner; it can analyse responses to questions and adapt the way in which the learning is provided.

One example of this technology is a CBT accountancy package, Sagesoft Accountant, which has a parallel expert system, called EMBOSS. This package was developed for small business owners and managers of medium-sized companies. It provides a financial planning and modelling package which is capable of interpreting data and supplying meaningful reports to the user.

Learning Technology Unit

Within the Training Agency, the Learning Technology Unit (LTU) is supporting a wide range of applications of these new technology approaches to learning. The LTU was established with the aim of helping to lower the unit



South Mersey College developed a training package for Baines Dairies Ltd in information technology.



One of two training rooms at the School of Maritime Operations at HMS Dryad, which deliver training on micro-computers to all ranks of naval personnel.

cost of learning by application of new technology. Its primary focus is the production of pilots and prototypes that address genuine training/learning needs through technology based approaches. This is often done with the collaboration of companies that have a training need that is not readily met by traditional training methods. The LTU also assists other parts of the Training Agency in finding solutions to training problems they may find in their work or within programmes and schemes. Some examples of the LTU's activities are:

The single European market—Earlier this year, a major project harnessing the user-friendliness of Apple's Hypercard to search mass data held on compact disc (CD-ROM) was undertaken on behalf of the Training Agency. The aim is to develop a database which will be supported by graphics, sound and animation.

The database will include information on courses, qualifications, education and training establishments and national organisations; background information on all EC countries, including environment, agriculture population, employment, education, industry and trade; 'survival information' including travel data, comparative costs and currency, mutual recognition of qualifications; and a glossary/encyclopedia, with definitions, examples (where possible), graphics for acronyms and concepts.

The material is intended for use by students, young workers, advisors to young people, employers, trade unions, and the general public. No keyboard skills will be required.

Direct Broadcast Satellite—'Starnet' is the name of a joint project, between the Training Agency and Polytechnic South West (formerly known as Plymouth Polytechnic). The project has been made possible by a new satellite called 'Olympus' and will be used to determine whether satellite-delivered training and education can be cost effective and what the benefits might be. It will also look at how satellites might improve the accessibility of training by providing a way of reaching people who might be

difficult to reach by more conventional methods.

'Olympus' has a powerful Direct Broadcasting facility which will enable viewers to receive high quality television with relatively cheap receiving equipment. The project will offer real training to real trainees; the two main courses on offer will be 'Information technology for engineers' and 'Business skills for small and medium-sized companies'. Each course will consist of around 12 broadcast programmes and these will be supported by high quality open learning materials.

Adult literacy and numeracy—In a range of projects, the LTU is supporting the development of computer-based learning (CBL) approaches to assist adults with literacy and numeracy problems. Currently there are projects exploring the use of wordprocessing—based on a BBC Master micro-computer fitted with a wordprocessor micro-chip; and interactive audio—based on a 'touch tablet' or touch screen rather than a conventional computer keyboard.

This year, the Unit has changed its method of working by outstationing much of its expanded workload with external project technology managers who have proven expertise in technology based training. The work these external managers will undertake on the LTU's behalf is focused on four areas: training needs, learning, delivery (including marketing) and technology.

The first two areas, training needs and learning, are closely interlinked and will form most of the Unit's activity. Delivery, encompassing marketing applications of new technology, will include the promotion and dissemination of the results of projects. The fourth area, technology, will overlay all three other areas of focus; in other words, new technology developments and applications. ■

• For further information about CBT or the work of the LTU, contact: Learning Technology Unit, Room W533, Training Agency, Moorfoot, Sheffield, S1 4PQ (tel 0742 594680).

Special Feature



Lynne Chapman with the 'perfect parfait' that gave her business its name.

She's the boss

by Margaret Stephens

Since 1981 there has been a continuing trend for women to want to be their own boss. The Small Firms Service offers expert advice on the practical problems and prejudices they may face.

□ The Small Firms Service was set up by the Government in 1973 to support small businesses. Advice and help can be sought by business people at the beginning of a venture or later when their businesses are up and running but they wish to expand or they have a problem that needs tackling.

In light of the 70 per cent increase in self-employed women between 1981 and 1987 compared to a 30 per cent increase in self-employed men¹, plus the unique pressures and problems females can face in self-employment, how is the Small Firms Service helping to meet the needs of this

advancing wave of businesswomen?

Starting up a small business is a critical time for most would-be entrepreneurs: How do I file VAT returns? At what level do I pitch my pricing? What is the best method of accessing my market? These and a thousand other questions must be resolved before many businesses can commence trading, let alone establish themselves and then compete successfully in the marketplace.

Running a business, too, is no bed of roses. Difficulties must be overcome, the right opportunities seized: Should I move to new premises now or wait until I'm more certain of the export market? Could I be advertising more, but where?

For many women, entry into the world of business,

¹ Research project commissioned by the Department of Employment and Shell (UK) Ltd in March 1987, as reported in *Employment Gazette*, October 1988, pp 565-571.



Rachel Mallows with the two basic tools of her trade (above) and with her wordprocessing manager, Carol Newcombe (below).



survival and success involves all these hurdles plus a major additional handicap: gender-related problems can place a great burden on females wishing to pursue self-employment and become the boss of their own firm. A recent research project¹ reported that women may find it more difficult to raise capital, manage men staff and collect bad debts than their male counterparts.

Friction

Many women also have households to run and families to manage. These additional duties can take up precious time and sap energy. Friction can arise in the home if husbands and children feel they are being neglected because mum's shop is absorbing too many hours of her day.

Jane Marsden, a Small Firms counsellor in Leeds, says: "Unfortunately women have many household pressures as well as normal business ones that eat at their confidence. Once this lack of confidence starts, it prevents or at least

¹ See footnote on p 529.

slows down many businesswomen pursuing their expansion programmes. This is to me a great loss of potential."

Despite these disadvantages, the last decade has seen the advent of a number of female high achievers in the business world—Anita Roddick (Body Shop), Debbie Moore (Pineapple), and Sophie Mirman (Sock Shop), to name just a few of the highest profiles. And behind them, there is a burgeoning army of self-employed women overcoming the barriers to success and prospering in their chosen field.

For many of them the Small Firms Service has provided an invaluable resource of free advice, counselling and practical help—all just a telephone call away.

Business services

Indeed a free telephone call to her local SFS marked Rachel Mallows' entry into the world of business. That was six years ago. Today she owns a thriving secretarial company in Wellingborough, employing five people—one of whom is her husband.

Rachel was 21 when she decided to set up on her own. Having worked as a temporary secretary she came to the conclusion that working for herself, rather than for an agency, would enable her to "earn a living and study for an Open University degree."

From such modest ambitions grew 'Rachel Mallows—Services to Business', currently offering a wide range of typing, wordprocessing, accounting, printing and desktop publishing services.

When Rachel made the 'phone call to the SFS, she was primarily after free information and advice about the basics of starting up on her own—bank accounts, VAT and so on. However, the SFS had considerably more to offer.

Rachel was put in touch with a counsellor who provided all the support and advice she needed. "He made me think more carefully about what I wanted and how to achieve it," she recalls. "He never dictated what I should do, but was full of suggestions. So I became aware of all the options open to me."

For the first four years, Rachel worked from home, with one part-time employee also working from home. But by the end of 1987, her client list had grown to such a degree that she and her co-worker were unable to meet demand.

Difficult decisions

"I realised at that point that I had to make a decision," she says. "We could either plod on much as before, or we could really make a go of it." The Small Firms counsellor was called in again for advice about moving into office premises, taking on more staff, marketing and publicity. "Oddly enough," Rachel remembers, "one of the most difficult decisions was what to call the business! The counsellor suggested continuing to use my name, and in the end I agreed with him."

In the summer of 1988, Rachel Mallows—Services to Business moved to offices in the Wellingborough New Business Centre, a project developed by Wellingborough Borough Council to encourage the growth of new and small businesses. Rachel can remain at the centre for up to two years.

"I really appreciated talking to someone who could provide expert and impartial advice," says Rachel. "I will certainly continue to consult the SFS about future developments in the business." And future plans include increasing staff levels and moving into their own premises.



Angela Gilbert adds the final éclair to a display of cakes.

The Open University degree is camping out on the back burner!

Catering for growth

Unlike Rachel Mallows, Angela Gilbert discovered her own personal recipe for business growth and expansion when she consulted the SFS three years after starting up her catering business, Angela's Kitchen.

From being a domestic science teacher, Angela's initial foray into the world of business was an outside catering service run from her own home. Later she resigned her

teaching post and opened up a coffee shop in Tynemouth to run alongside the catering.

"I had tested the water with my small catering operation and I knew I could make a go of the business," explains Angela. "The catering would keep things going while the coffee shop was quiet. We then branched out into making cakes and pies to order—this was a great success."

As business boomed, so Angela's problems grew. In the third year turnover increased by 26 per cent on the previous year which meant Angela's Kitchen was rapidly becoming unmanageable and there was an urgent need for

a move to larger and better placed premises.

"This was the turning-point for me," she recalls. "I approached the SFS for help. The first counselling sessions were very worthwhile. The Small Firms counsellors understood the problems caused by the business growing too fast and we discussed how I could cope with this rapid expansion.

"It was good just to have someone to talk over ideas with and someone to look at the business as an outsider from a detached point of view. The counselling led me to delegate more work—and, best of all, gave me the confidence to carry on with what I was doing."

In its fourth year of trading, Angela's Kitchen increased turnover by 78 per cent on the previous year, profiting from expansion into new premises and increased staffing levels.

Legwork

Angela Gilbert explains: "It was extremely useful that the SFS came up with all the contacts I needed and did all the legwork for me. They even put me in touch with the right person and organisation to help sort out the contracts and conditions of employment for my full-time and part-time staff—all free of charge. It was wonderful.

Angela fully expects to have grown out of her new premises within the near future; and when she does reach full capacity, will be returning to her SFS counsellor for guidance on the next stage of development. "It's nice to know I'll be able to discuss ideas and receive some useful and impartial advice when the time comes," she says.

Parfait route to profits

Pursuing a route that many successful women entrepreneurs have already travelled, Lynne Chapman has transformed a favourite hobby into a successful profit-making venture; she has exploited an avid interest in exotic cookery and her superb ice-cream making skills to create a thriving parfait business.

Once the toast of family and friends for her mouth-watering parfait—a luxury frozen dessert flavoured with Grand Marnier and chocolate, sherry and glace fruit or perhaps a hint of blackberry liqueur—Lynne now supplies a wide range of this delicious confection to shops, restaurants, hotels and private clients.

Originally a librarian, Lynne was on a temporary placement which was about to come to an end. It was at this point that she made the decision to use her recipe for parfait and set up her own business, working from home in Wollaton, Nottingham. She called the business Perfect Parfait.

Determined to make use of as much free information as possible, she spotted the Small Firms Service pamphlets in the library and rang Freefone Enterprise.

"He really brought me down to earth," she says of her SFS counsellor. "He made me realise that I was very green! He was very patient and helpful, and provided lots of advice. He put me in touch with the relevant health and planning authorities and told me I had to have a sample approved by the public analyst. He pointed me in the right direction, so I could get off to a good start."

Godsend

The SFS also recommended the Enterprise Allowance Scheme and Lynne was a delighted recipient of the weekly £40 EAS grant. "The money was a godsend," she says. "I miss it now that my year is up. I ploughed it all back into the business, investing in three second-hand food mixers,



headed stationery and special freezer-proof labels."

Lynne's counsellor had one further suggestion, that she attend a government-funded course for new businesses run by Trent Polytechnic, called Firmstart. "It was a great help," she enthuses. "I learned an awful lot about business skills, especially market research techniques. It was also marvellous to swap ideas with other people in a similar situation."

The only major hiccup in her short business career came when the salmonella scare hit the headlines, and Lynne had to switch to dried eggs from a supplier in Holland. That aside, she says Perfect Parfait "has made steady progress and shown slow, steady growth." Plans for the future include moving into a catering unit, taking on staff, and investing in a freezer van.

"When I set up Perfect Parfait," Lynne comments, "I thought of it as simply something to do. I am much more ambitious now because I realise the potential of the business. The advice and training I have received have been invaluable and I will continue to rely on the help and support of the Small Firms Service in the future."

Language consultancy

Like Lynne Chapman, Beatrice Greenough made full use of all the available free information and advice when she decided to start up a language consultancy. "Just when you need advice most, at the beginning of the business, is the time you cannot afford it," says Beatrice. "The SFS gave me advice that would have been out of my financial reach."

In July 1988, Beatrice gave up a well paid job as a senior secretary, approached the SFS for appropriate business advice, enrolled in a Business Enterprise Programme training course, and immediately proceeded to establish the consultancy.

Her bilingual background (German and English) gave Beatrice a head start. She also had excellent typing and shorthand qualifications plus experience of living in Germany, Italy and Japan.

Despite minimum investment in advertising, the language consultancy has swiftly gained a reputation for quality translation accuracy, presentation and speed. So far, her clients have been her main advertisers.

She also runs a language tutoring service for clients wishing to learn European languages, and English as a foreign language. The consultancy specialises in instructing local Japanese in English.



"Without the SFS I could never have run the business"

—Beatrice Greenough,
language consultant

Beatrice says: "Without the SFS I could never have run the business. Everything has gone very smoothly. I shall definitely go back to them if I have any problems. I've still got some free sessions left."

Thinking ahead, she is planning an informal interpretation service in German/English for UK companies. Beatrice is also about to launch a local advertising campaign. She is very optimistic for the future.

Knitwear

Deep in the heart of rural Yorkshire, Clare Bird runs a thriving knitwear business from a cottage on the moors, 'Elizabeth Richards Designer Knitwear'. Many top retail outlets stock Clare's exclusive hand-knitted creations in the UK, and she has a booming export trade with Japan, France, Bermuda and the USA. But only a year ago she was on the brink of abandoning her eight-year-old knitwear operation.

When Clare first came to see SFS counsellor Jane Marsden she was at a very low ebb: she was faced with a large bad debt in America and her brother, a co-partner in the business, had left to pursue an athletics career in the States. She proposed hiring a salesman, thus freeing herself to concentrate on the production side of the business.

Jane felt strongly that Clare was the best possible person to sell her own product and asked her to carry out a time management evaluation. The result—Clare retained her selling and marketing role by delegating other elements of the operation. She assigned the time-consuming handling of the garments and quality control to her most competent local knitter, and she also hired a part-time secretary.

"I couldn't believe that I could get such comprehensive advice and above all personal help," says Clare. "It was great to find someone who really understood my problems as an owner of a small firm."

Sponsorship

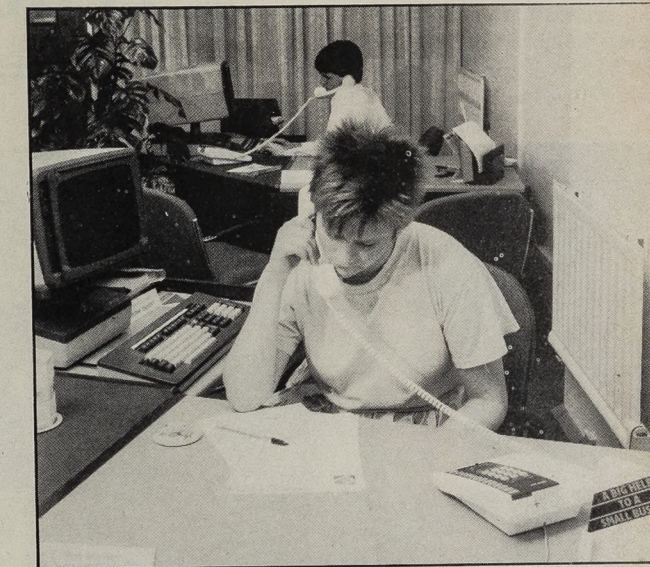
"Through Jane's help I got sponsorship for two large designer shows with many large export orders. Although I had been exporting before, I was now able to tackle a lot more orders efficiently and they were coming from some of the most exclusive shops in the world.

"Jane helped me organise press releases and even got me on local radio and in local and national newspapers. The opportunities were always there, but when you are so bogged down 'doing business' you can't always see it for yourself and that's where the SFS has been so useful. The help I have received has been invaluable. I can never thank Jane enough. I am now organising my next year's collection and I can't believe all this has happened."

"Jane Marsden, who used to run a debt collection agency, was also able to help Clare with the bad debt. One final important readjustment came when Clare reviewed her pricing structure, realising after the designer shows

that she was pitching her garments at too low a market.

Jane Marsden has no small measure of respect for Clare. She says: "Clare is typical of many women clients I have met who have the guts to start businesses and who work extremely hard building them up."



Inquiry staff giving advice over the telephone at Manchester Small Firms Centre.

SFS recruitment

The Small Firms Service recognises a need for more women counsellors like Jane Marsden, and is pursuing a policy of recruiting greater numbers to meet the needs of its growing businesswoman clientele. During the ten months from October 1988 to July 1989, the SFS increased its number of female counsellors by 65 per cent.

As women now represent 25 per cent of self-employed people in the UK¹ and small businesses are very important to Britain, any measures to exploit the potential of British businesswomen are not just liberating and satisfying for the women themselves, but economic sense for the country as a whole. ■

© Copyright: Margaret Stephens

The Small Firms Service

The Small Firms Service (SFS) is a Government-run, well established organisation offering advice and support to small businesses through a network of Small Firms Centres.

The SFS holds an enormous amount of information on any business problem from finance, diversification and industrial training to exporting, planning and technological advances.

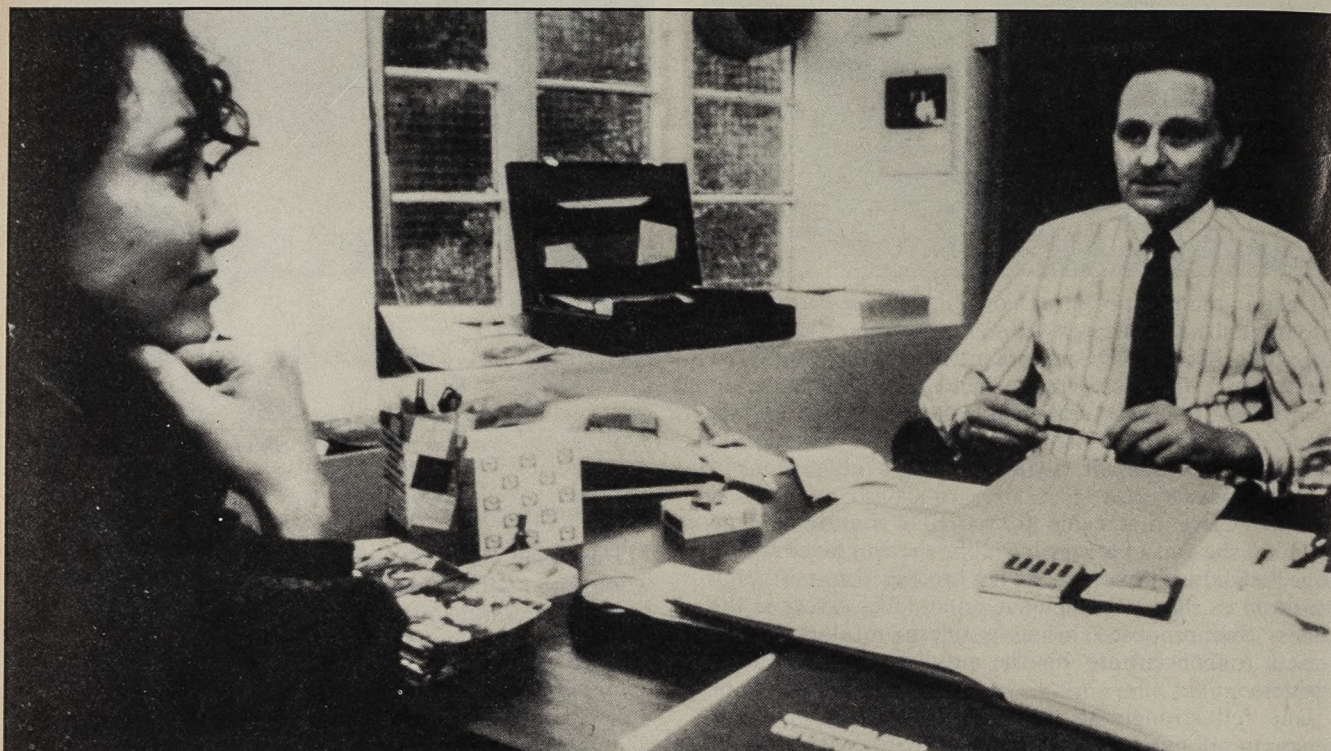
It is a confidential counselling service; the counsellors are all people with a successful history of running their own businesses. There is also a signposting service that can quickly put people in touch with relevant bodies, such as government departments, chambers of commerce and local authorities.

The information and signposting services are both free. If a counsellor is consulted, then the first three sessions are free; a modest charge is made for further sessions.

The SFS can be contacted free of charge by dialling 100 and asking for Freefone Enterprise.

¹ See footnote on p 529.

Special Feature



Business counselling, the core service offered by local enterprise agencies.

Photo: BiC

At the roots of enterprise

by David Grayson
Business in the Community

Britain's local enterprise agencies marked a decade of achievement this summer with a celebration in London's Docklands. David Grayson who runs Business in the Community's Enterprise and Operations Divisions, and is himself the founder of one of Britain's oldest enterprise agencies, Project North East in Newcastle upon Tyne, looks at how BiC is helping enterprise agencies to develop.

Local enterprise agencies (LEAs) began as a response to high unemployment, particularly where this was concentrated in local areas. Today, while just over half LEA clients are unemployed, the balance are individuals wanting to move from employment to self-employment; and, increasingly, existing smaller firms wanting to expand.

Local enterprise agencies—in Scotland known as enterprise trusts—are non-profitmaking companies. Typically they represent a public/private partnership, and are private sector led. While no two enterprise agencies are identical, the core activity of all LEAs is in providing

a business information and counselling service.

Many agencies now provide additional services such as business training, managed workspace, loan funds and small business clubs. Reflecting their local character and enterprise aims, they are becoming increasingly diverse and providing a wide range of services. There is no imposed national identikit or set programme for them to pursue.

LEAs are now sponsored by well over 5,000 companies, large and small, as well as local authorities. They also receive support from government departments. The Employment Department's Training Agency administers a grant scheme of core funding for agencies and an inner city

project scheme. Tax relief is available on donations to enterprise agencies. Many agencies also contract with the Training Agency as training providers or managers to deliver, for example, enterprise awareness days for people joining the Enterprise Allowance Scheme.

Agencies have been set up by a wide variety of organisations, including individual companies such as British Steel (Industry) and British Coal (Enterprise). A major promoter of the enterprise agency concept during the 1980s has been Business in the Community (BiC).

BiC is an association of 400 major companies and government departments (including the Employment Department Group) committed to the promotion of corporate community involvement whereby companies use some of their cash, people and other resources in support of economic and social regeneration initiatives.

Local enterprise agencies have been one of the major ways in which companies have become involved in communities. Now, LEAs have achieved almost total geographical coverage and the job of starting up new agencies is largely complete. The task from here on is to strengthen and develop the network.

There are currently more than 400 organisations with enterprise agency status in the UK. Of these, BiC recognises 314 which between them in 1988 helped in the creation or retention of some 110,000 jobs in 50,000 different businesses. BiC's Enterprise Division is in the unique position of both representing many of the largest sponsors of enterprise agencies (public as well as private) and simultaneously working with enterprise agencies.

BiC does not control or direct the work of the enterprise agencies—each of which is an independent company responsible to its board, local community and sponsors—but it advises, provides support services and promotes the interests of agencies.

Additionally, it is a national umbrella through which agencies can communicate collectively with government, sponsors and other small business support organisations as well as with each other. ScotBiC provides a similar service for the Scottish enterprise trusts.

Expanding role

Enterprise agencies began in response to high levels of unemployment. While the job of providing a free, confidential business advice service for unemployed people wishing to explore the self-employment option is likely to

remain an important part of the work of most enterprise agencies, their role is broadening.

Many agencies are now seeing more employed people switching to self-employment; and the workload of many agencies includes spending substantial time with existing firms which want to expand. Dudley Business Venture, in the West Midlands, reports that 35 per cent of clients are now existing firms. Hackney Business Venture, in North London, has more than 40 per cent of its client workload with existing firms. This is likely to continue.



Margaret Thatcher cuts the local enterprise agencies' tenth birthday cake at this summer's celebrations.

Photo: BiC

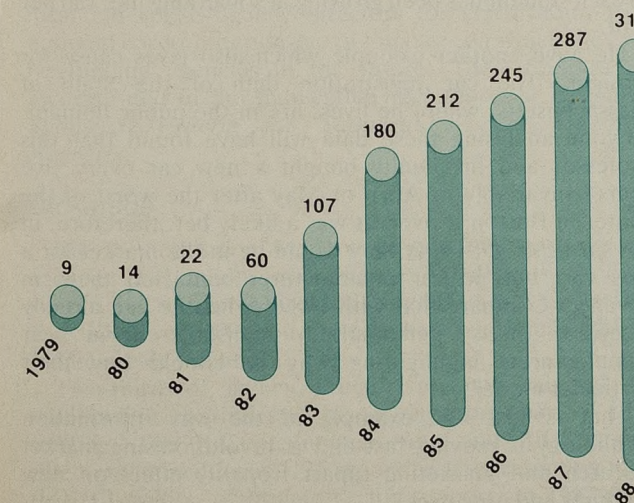
The small firms sector itself is still expanding rapidly. Alongside multinational companies and international brands, the opportunities for niche marketing and specialist projects able to respond fast to new opportunities will grow. New technologies create opportunities for small-scale batch production which did not previously exist; and organisations in the private and public sector alike are increasingly 'hollowing out' and contracting out non-core activities to small firms. All of this reinforces the major cultural changes of recent years in favour of working for yourself.

This broader range of clients, and increasing demands for help, create opportunities and challenges for the enterprise agencies. Many of the new clients will expect a different type of service, and will have different needs. Just as the banks and the retailers are increasingly segmenting their markets, so the enterprise agencies will also have to differentiate between a young school leaver with little or no work experience and only vague ideas, and the successful 30-year-old wanting to switch from employment to self-employment, or the early retired looking for their own business for salary top-up and for a meaningful occupation.

Already many enterprise agencies are providing additional services, such as introductions to venture capitalists running their own equity funds, providing more in-depth marketing consultancy and establishing export centres.

The Training and Enterprise Councils will create further opportunities. BiC believes the establishment of TECs provides an important opportunity for enterprise agencies to develop their work in the 1990s. TECs will make it possible to contract with government for business training and counselling, and to take a total view on the needs of small firms in their area. They should simplify the support for small firms, reduce duplication and provide a means for agencies which gain contracts to secure their future funding.

Figure 1 Growth of enterprise agencies



Source: BiC survey of enterprise agencies (1988)

In order to do this, the enterprise agencies need increased support to develop their standard and range of services, and to establish a higher profile.

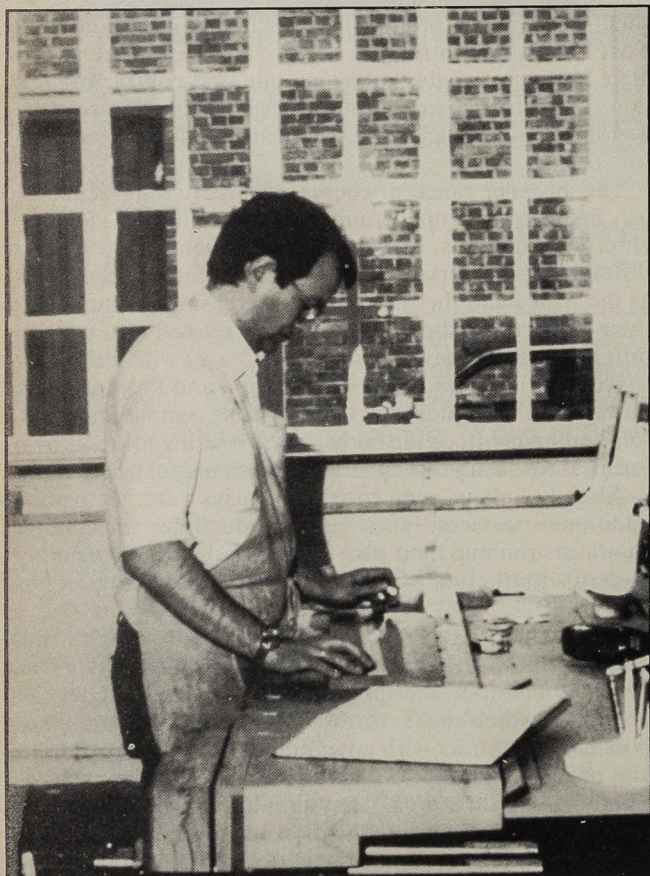
Through its 16-strong Enterprise Division, BiC is helping enterprise agencies with:

- training,
- information/good practice clearing-house,
- lobbying,
- marketing,
- brokerage between sponsors and agencies, and
- common services.

Training for agencies

More substantial start-ups and more existing firms as clients will mean agencies require increasingly sophisticated counselling expertise, faster access to back-up information and knowledge about what works and about what doesn't in the provision of additional services to clients. With generous support from the Employment Department Group and several member companies, BiC runs an extensive training programme at Durham University Business School. After a year in post, more experienced directors can go back to Durham for a week for a review and strategy development course to help them in planning future directions for their agency.

With the Industrial Society, BiC runs training workshops around the country on techniques for business counselling. As well as the interpersonal skills of being an effective business counsellor, there are specialist skills training workshops on a regular basis covering such topics as presentation skills, marketing for small firms, financial appraisal and use of the media.



Workshop in West London, developed by Enterprise Ealing.

This year there are several new training initiatives:

The Allied Lyons-BiC workshops for agencies: These are a series of ten one-day workshop sessions on topical issues such as agencies and 1992, income generation, and working with growing businesses. They are being run in different parts of the UK in collaboration with enterprise agencies and other partners. The results of each will be disseminated through briefing mailshots for directors.

The Telford course: This is a programme specially adapted from the Industrial Society's courses to enhance the career development of women in enterprise agencies.

Briefing for agency boards: Following the publication by BT of an LEA board members' handbook—which has already gone into reprint because of bulk orders from national sponsors wanting copies for their own staff—BiC is now able to run evening and half-day workshops for people serving on agency boards; the first was with IBM in January. IBM flew 23 staff who work on boards or who nominate others to serve on boards, to a one-day seminar in London. That represented a substantial cost to IBM as an agency sponsor but reflects its concern—and that of national companies nominating personnel to serve on agency boards—that those staff really will make a value-added contribution. BiC is doing further company sessions with Joshua Tetley and Allied Lyons, and is currently negotiating with several other national companies.

While there is a benefit in running some of the LEA training programmes on a national basis to ensure that ideas cross-fertilise between regions, much of the training can be done regionally and that is a major saving in travelling costs and time. BiC is already working with three regions to help them organise their own regional LEA training programme to supplement what is being run nationally.

More business expertise

The sheer pace of innovation in information technology is having a radical effect on the market research and marketing operations of all kinds and all sizes of companies.

A Harvard specialist in information technology recently gave a lecture on this theme. Each year this professor has to negotiate with computer suppliers for the recommended deals for the new intake of Harvard MBA students. Over the last four years, he reckons that the computing power which he has been able to negotiate for the same dollar cost to each student has been growing at something like 130 per cent.

He gave another example which also gives cause for thought. The car registration data of the State of Massachusetts, where he lives, are in the public domain. Anyone analysing these data will have found that this professor and his family bought a new car every five years—invariably in April or May after the worst of the winter in Boston is over. It was a likely bet, therefore, in the spring of 1984 that they would be in the market for a new car, but no car manufacturer contacted them in advance. Compare that with 1989—when he had already received three personalised mailshots from car manufacturers highlighting why he should buy their particular model.

That is just one example of the way information technology is moving fast and is revolutionising market research and marketing (apart from its effect on new products and processes).

However good any of us are in terms of our past business

experience and expertise, the pace of change is such that few of us can feel confident that we are still up to date. That is why it is so crucial that we are constantly updating our own skills and improving the access of enterprise agencies to the skills-base of others.

Range of activities

A major part of BiC's work for LEAs is concerned with spreading information and good practice. There is a monthly mail-shot to all enterprise agencies covering items of immediate interest, such as legislative changes, new initiatives from banks for small firms, and activities of other small business support organisations. A bi-monthly newspaper is issued for and about local enterprise agencies—again with support from the Employment Department Group. This newspaper, *BiC Post*, has recently been re-launched as *Enterprise World*. It is available free of charge to anyone interested in the work of the enterprise agencies.

BiC also produces an annual directory of LEAs in the UK, and a series of guidelines highlighting current good practice for enterprise agencies in matters such as setting up and running a small business loan fund, a managed workspace or a small business club.

There is a one-to-one information and consultancy service available to LEAs. Peter Quine, on secondment from BP, provides a telephone inquiry service for agency directors and chairmen about tax, finance and the law for agencies. Kevin Faulkner who is seconded from the Training Agency is advising LEAs on youth enterprise and most recently on responding to TECs. BiC can also access the Glasgow-based Planning Exchange's library and databases on behalf of agencies.

"Enterprise Works!" is a national marketing campaign aimed at demonstrating the contribution of LEAs to economic regeneration in the 1980s and their role in the decade ahead. The objectives are two-fold: to emphasise enterprise agencies are working with a much wider group of clients than simply long-term unemployed at pre-start-up; and to maintain the interest of existing sponsors while spreading the private sector sponsorship load.

A package of materials aimed at creating a corporate national identity has been developed. These include a corporate video, corporate brochures and revised sponsor/fund raising guidelines.

Corporate sponsors

A working group of major corporate sponsors met recently at the request of BiC in response to demand from local enterprise agency directors for clarification from national corporate sponsors of the basis on which they will be funding agencies in the future. Their findings are incorporated in the publication *Handbook of Corporate Sponsors' Criteria for Supporting Local Enterprise Agencies*.

Brokerage

BiC facilitates contact between potential sponsors and agencies. In London, for example, £700,000 was raised last year from City firms Morgan Grenfell Group, S G Warburg and Kleinwort Benson, which has been matched by public-sector funding.

Two-thirds of agency directors are now salaried, but secondment continues to be an important part of LEA staffing. The BiC secondment unit and BiC regional directors helped locate 125 secondees (representing more than £3 million of private sector support) in 1987-88 to supplement the full-time staff.



Enterprise agencies come in all shapes! Above: West Cumbria Development Agency. Below: A mobile advice centre, operated by North Derbyshire Enterprise Agency.



Regional support

Much of the day-to-day assistance to enterprise agencies comes via the network of BiC regional directors. These are mainly senior managers seconded from member companies such as Marks and Spencer, Tube Investments, and Rank Hovis McDougall.

Target teams

In 1988, a number of 'Target teams' of senior business leaders were established by BiC.

The Target team on finance for enterprise is chaired by Sir David Scholey, chief executive of merchant bankers Warburgs. His team has already generated funding to enable 16 enterprise agencies across the UK to have a direct on-line link to the Strathclyde University databases on sources of finance for business, and rules and regulations relating to entry to different market sources.

A Target team chaired by the Duke of Westminster is looking at the stimulation for enterprise in rural areas. John Neil, chief executive of Unipart, is heading a Target team to encourage local purchasing initiatives. It is also aiming to build up the expertise of strategically placed local enterprise agencies to handle local purchasing initiatives.

A new taskforce headed by the Midland Bank chairman, Sir Kit McMahon, is overseeing the new marketing campaign for enterprise.

This autumn, the Economist Enterprise Fellowship has been launched to attract high-flyers—normally aged 25-35 to work on major, innovative assignments with LEAs.

Smith and Wood: Industrial Law

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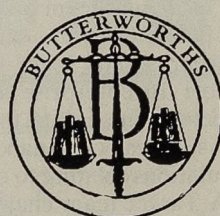
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Common services

BiC also provides a number of common services to enterprise agencies, such as a professional indemnity insurance scheme, advice on computerisation, a new car leasing scheme, and, most recently, a group personal pension plan for agencies.

Consultations

In its role as an umbrella organisation for LEAs, BiC established three LEA-BiC area panels in 1987. Broadly the panels exist to provide:

- advice on BiC's support services for enterprise agencies—existing and potential—including quality and quantity of each service;
- a sounding board for BiC's Enterprise Division to test out new ideas and strategies;
- a forum for identification of issues effecting enterprise agencies in the future;
- advice on strategy towards government, local government and sponsors concerning enterprise agencies; and
- advice on BiC's positioning of enterprise agencies towards the private sector.

Into the nineties

Like the enterprise agency movement itself, BiC's relations with enterprise agencies have developed very rapidly. Initially, BiC helped stimulate the creation of many agencies. It then added the provision of support services to help agencies expand. More recently, the role has grown to include the representation of agencies of government and other outside bodies.

As LEAs begin their second decade, the focus is on:

- a marketing campaign and fund-raising drive for enterprise agencies and the creation of a common corporate identity for the agencies;
- a new training initiative;
- professional standards for enterprise agencies;
- support for agency computerisation;
- a matrix of counselling skills;
- developing the small business support programmes of the TECs and the LEAs' role as a key part of their organisation; and
- identifying good practice in the new services that agencies need to provide.

This is a substantial workload, but working together they can be implemented. They lay the foundations for the enterprise agencies in the 1990s. ■

Labour Market Data

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Publication dates of main economic indicators 1989-90

Labour Market Statistics: Unemployment, employment, vacancies, earnings, hours, unit wage costs, productivity and industrial disputes	Retail Prices Index	Tourism
October 19, Thursday November 16, Thursday December 14, Thursday	October 13, Friday November 17, Friday December 15, Friday	November 1, Wednesday November 29, Wednesday January 10, Wednesday

After 11.30 am on each release date, the main figures are available from the following telephone numbers:

Unemployment and vacancies: 01-273 5532.
Retail Prices Index: 0923 815281 (Ansafoone Service).
Tourism: 01-273 5507.

Employment and hours: 0928 715151 ext. 2570 (Ansafoone Service).
Average Earnings Index: 0923 815208/815214

EMPLOYMENT ADVICE AND INFORMATION

Department of Employment
leaflets are listed on page 516
Inquiry office:
Telephone 01-273 6969

Trends in labour statistics

Summary

The results of the 1987 Census of Employment are now available, and have been incorporated into the monthly and quarterly employment estimates.

Revised estimates show that the number of employees in employment rose by 1,339,000, and the workforce in employment rose by 2,697,000 to 26,261,000 (an all time high) between March 1983 (when the upturn began and March 1989). All regions shared in the growth over this period.

New figures for employees in manufacturing industry confirm that employment in this sector is again on a downward trend. Over the year to July 1989, the number of employees in employment in manufacturing industries fell by an estimated 39,000, compared with a rise of 72,000 in the previous 12 months.

Unemployment in the UK (seasonally adjusted) fell by 36,200 between July and August, to reach 1,751,000, the lowest level for 8¾ years. The unemployment rate fell to 6.1 per cent of the workforce. Unemployment has now fallen by 1,382,000 over 37 consecutive months since the peak in July 1986.

The underlying rate of increase in average earnings in the year to July 1989 was 9¼ per cent (provisional estimate). This is ¼ percentage point above the corresponding rate in June and a return to the rate recorded in each of the previous four months before June's fall of ¼ percentage point.

Latest productivity figures for manufacturing show that output per head in the sector in the three months ending July 1989 was 4¾ per cent higher than in the same quarter of 1988, the lowest annual growth rate since May 1988.

The rate of inflation, as measured by the 12-month change in the Retail Prices Index, fell to 7.3 per cent for August, compared with 8.2 per cent for July. The rate, excluding mortgage interest payments, fell slightly to 5.7 per cent for the 12 months to August from 5.8 per cent for July.

It is provisionally estimated that 4.9 million working days were lost through stoppages of work due to industrial disputes in the 12 months to July 1989. This compares with 2.2 million days lost in the previous 12 months and an annual average over the ten-year period ending July 1988 of 10.1 million days.

Overseas residents made an estimate 1.63 million visits to the United Kingdom in June 1989, while United Kingdom residents made about 3.2 million visits abroad.

Economic background

Latest estimates for Gross Domestic Product (GDP) show that it was effectively unchanged between the first and second quarters of 1989, following an increase of ½ per cent between the fourth quarter of 1988 and the first quarter of this year. GDP was 2 per cent higher in the second quarter of 1989 than in the second quarter of 1988.

Both the average and the output based estimates of GDP give this picture of the economy.

The quarterly path of the average measure of GDP now closely follows that of the output measure. This latter measure is

regarded by the Central Statistical Office as the best short-term indicator of movements in GDP. Adjustments have therefore been made to the other components of the average measure—expenditure and income—in order to bring them more in line with the quarterly path of the output measure. The anticipated effect of fuller expenditure information has also been included in the expenditure, and hence average, measure of GDP.

Output of the production industries in the three months to July 1989 is provisionally estimated to have fallen by ½ per cent compared with the previous three months and by 1½ per cent compared with the corresponding period a year earlier.

Manufacturing output in the three months to July 1989 was 1 per cent higher than in the previous three months and 4½ per cent higher than in the corresponding period a year earlier. Within manufacturing, between the two latest three-month periods, there were increases of 3 per cent in the

output of food, drink and tobacco, 2 per cent in the output of the engineering and allied industries, and 1 per cent in the output of the chemicals industry. The output of textiles and clothing fell by 1 per cent, the output of 'other minerals' by 2 per cent, and that of the metals industry by 6 per cent. The output of 'other manufacturing' was little changed.

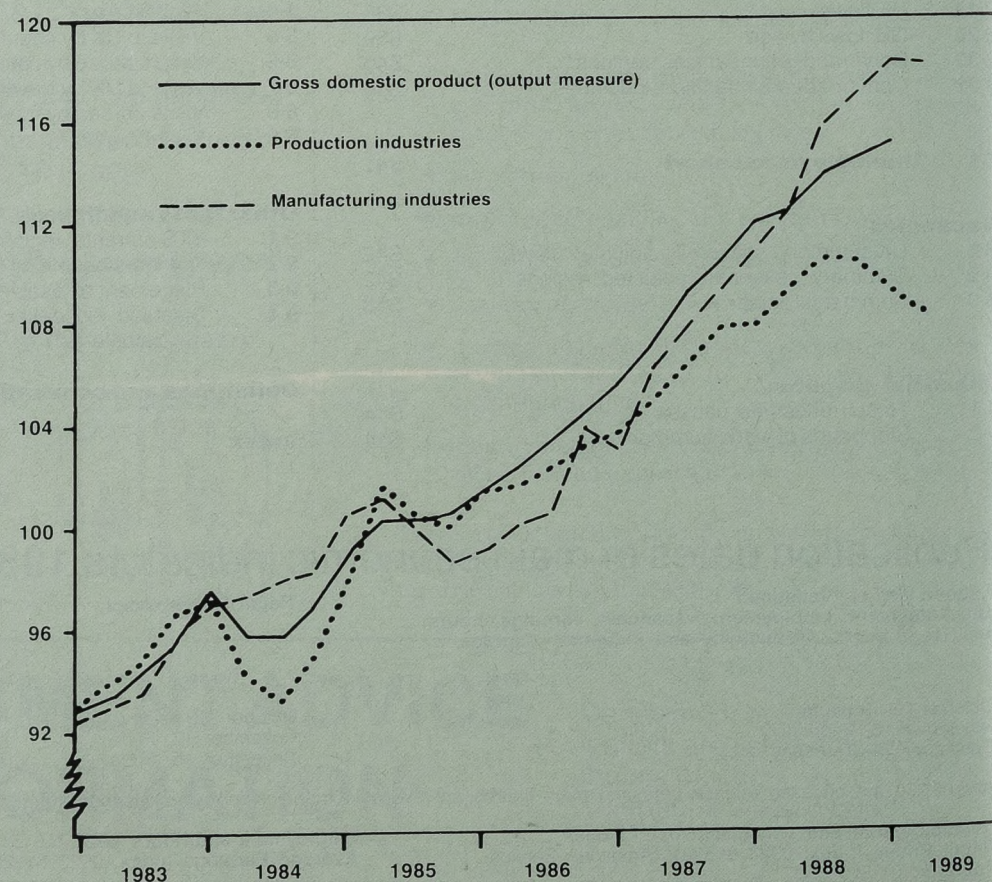
Interruptions to oil extraction, starting with the loss of production from Piper Alpha, have been affecting energy sector output since July 1988. In the three months to July 1989, total output of this sector fell by 5½ per cent compared with the previous three months but was 16½ per cent lower than in the corresponding period a year earlier.

Preliminary estimates suggest that in the second quarter of 1989 consumers' expenditure was £66.0 billion (at 1985 prices and seasonally adjusted), an increase of ½ per cent above the level of the first quarter of 1989 and 5 per cent above the same period last year. The estimate for the second

OUTPUT INDICES: United Kingdom

1985 = 100

Seasonally adjusted



quarter reflects the slower growth in retail sales.

The latest provisional figures for retail sales for August show little change from June and July and a similar level to last autumn. Comparison of the latest three months with the corresponding period last year shows a rise of just over 1 per cent in the volume of retail sales. This is the lowest such annual increase since June 1982.

New credit advanced to consumers in July 1989, excluding loans by banks on personal accounts, by insurance companies, and credit advanced by retailers (for all of which information is available only quarterly) is estimated at £3.2 billion. This is less than the comparable figures for each of the previous four months and lower than the averages for the first six months of 1989. Total consumer credit outstanding is estimated to have been £44.8 billion (seasonally adjusted) at the end of the second quarter of 1989.

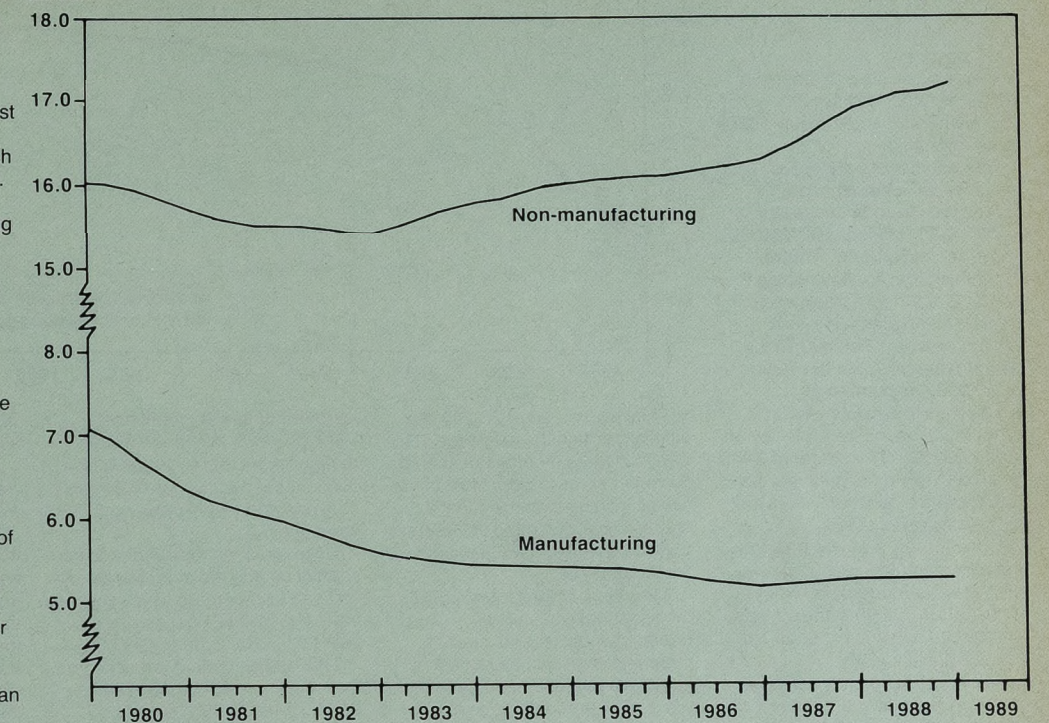
The provisional estimate of the manufacturing industries' capital expenditure in the second quarter of 1989 is £3,138 million (1985 prices and seasonally adjusted). This is over 13 per cent higher than that for the previous quarter, and almost 8 per cent higher than that for the second quarter of 1988. In the latest 12 months, investment was 6½ per cent higher than in the preceding 12 months.

The provisional estimate of stockbuilding by manufacturers, wholesalers, and retailers in the second quarter of 1989 is £466 million (1985 prices and seasonally adjusted), following a fall in stocks of £41 million in the previous quarter. Manufacturers increased their stocks by £92 million following a rise of £337 million in the first quarter of 1989. Wholesalers' stocks rose by £93 million in the second quarter following a fall of

MANUFACTURING AND NON-MANUFACTURING EMPLOYEES IN EMPLOYMENT: United Kingdom

Million

Seasonally adjusted



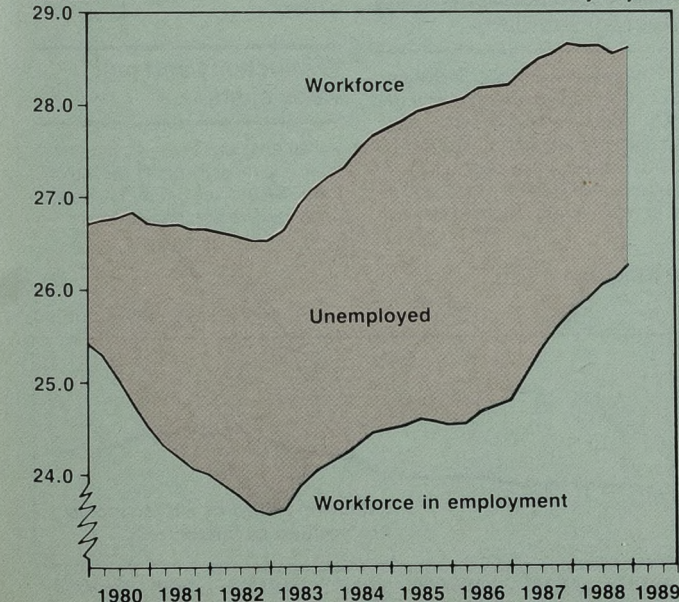
£176 million in the first. Retailers' stocks rose by £281 million, more than offsetting the fall of £202 million in the previous quarter.

The current account of the balance of payments in the three months ended July 1989 is estimated to have been in deficit by £4.9 billion, compared with a £5.0 billion deficit in the previous three months. It should be noted, however, that trade flows during the period April to July 1989 may have been disturbed following industrial action in some National Dock Labour Scheme ports.

WORKFORCE AND WORKFORCE IN EMPLOYMENT: United Kingdom

Million

Seasonally adjusted



Visible trade in the three months ended July was in deficit by £6.1 billion, little different to the deficit for the three months ended April. In the later three-month period a surplus on trade in oil of £0.3 billion was offset by a deficit on non-oil trade of £6.4 billion. The volume of exports rose by 5½ per cent in the three months ended July 1989 and was 2½ per cent higher than in the corresponding period a year earlier. Total import volume in the three months ended July was 3 per cent higher than in the previous three months and 8 per cent higher than in the corresponding period a year earlier.

Sterling's effective exchange rate index (ERI) for August 1989 fell by 1 per cent to 91.6 (1985=100). The currency fell by 1½ per cent against the \$US and the Japanese yen, but was little changed against the deutschemark. ERI was 4½ per cent lower than in the corresponding month a year earlier; over the period, sterling fell by 6 per cent against the \$US, by 4 per cent against the deutschemark, and by ½ per cent against the yen.

The UK base lending rate increased by 1 percentage point to 14 per cent on May 24, 1989. It was 9 per cent on February 1, 1988, fell to a trough of 7½ per cent by May 17, and then increased, to reach 13 per cent on November 25, 1988, before moving to its present level.

The Public Sector Borrowing Requirement (PSBR, not seasonally adjusted) in August 1989 is provisionally estimated to

have been £0.7 billion, bringing the total for the first five months of 1989-90 to minus £0.7 billion (ie: a net repayment). In the first months of 1988-89 the PSBR was minus £4.8 billion. Privatisation proceeds were close to zero in August. The PSBR excluding privatisation proceeds is provisionally estimated to have been £1.1 billion in the first five months of 1989-90, compared with £0.2 billion in the first five months of 1988-89.

Employment

The results of the 1987 Census of Employment have now been published; see the two articles "1987 Census of Employment: Results for the United Kingdom" and "Revised employment estimates incorporating 1987 Census of Employment results" in this issue of *Employment Gazette*. Figures for employees in employment and, therefore, the workforce in employment in the United Kingdom have been revised to incorporate the results of the 1987 Census of Employment.

Between March 1983 (when the upturn in employment began) and March 1989, it is now estimated that the number of employees in employment in the UK grew by 1,399,000. In the year to March 1989, employees in employment have increased by 300,000.

The revised estimates show that the workforce in employment now stands at 26,261,000 (an all time high), increasing by 161,000 in the first quarter of 1989, by 522,000 in

the year to March 1989, and by 2,697,000 since March 1983. All regions shared in the growth between March 1983 and March 1989. Nearly 50 per cent of the growth since March 1983 was in full-time jobs.

New figures are available this month for employees in the production industries in July 1989 in Great Britain.

The number of employees employed in manufacturing industry in Great Britain fell by 6,000 in July having fallen 33,000 in the second quarter of 1989, confirming that employment in this sector is again on a downward trend following the fairly level picture seen in 12 months to the second quarter. Over the year to July 1989, the number of employees in employment in manufacturing industries fell by an estimated 39,000, compared with a rise of 72,000 in the previous 12 months and a fall of 57,000 in the 12 months to July 1987.

In the energy and water supply industries employment continues on a downward trend, falling by 4,000 in July, 7,000 in the second quarter of 1989 and by 22,000 in the year to July 1989.

The hours series have also been revised to take account of the 1987 Census of Employment results. Overtime working in manufacturing industries in Great Britain fell slightly to an estimated 13.27 million hours per week in July, which is a little less than the level seen 12 months ago (13.57 million hours per week in July 1988) and little changed from the 13.31 million hours per week in June 1989. Hours lost through short-time working in manufacturing in Great Britain remain low at 0.27 million hours per week in July.

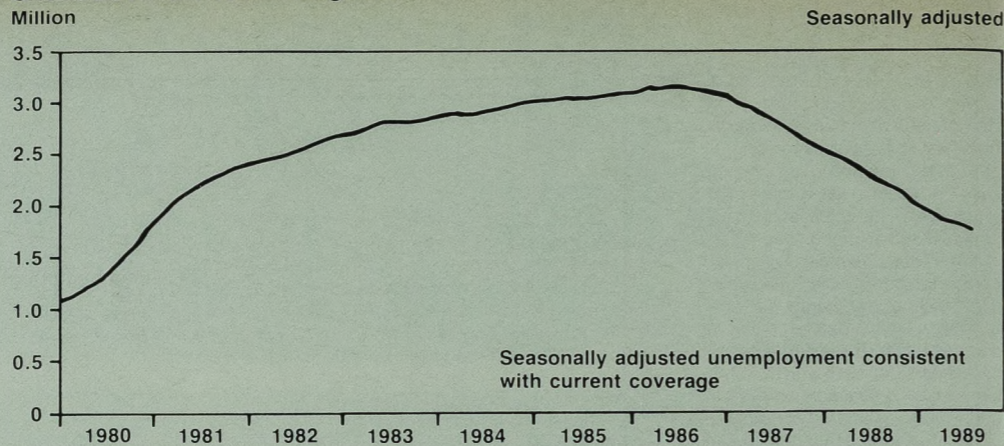
A revised index of average weekly hours will be published shortly in *Employment Gazette*. It will take into account the revised employment and hours figures.

Unemployment and vacancies

The seasonally adjusted level of unemployment in the United Kingdom fell by a further 36,200 between July and August to 1,751,000, 6.1 per cent of the total workforce. On a consistent basis the continuous fall since July 1986 has now reached 1,382,000 over 37 consecutive months, the longest and largest sustained fall since the Second World War. Unemployment is now at its lowest level for 8¾ years.

The average fall in unemployment was 33,000 per month over the last six months, while over the past three months the average monthly fall has been 28,300. The downward trend is still estimated to be around 30,000 a month.

UNEMPLOYMENT: United Kingdom



This month's fall of 36,200 is a little larger than the falls seen in the previous three months but should be regarded as erratic. Most of the erratic influence on this month's figures is concentrated in Greater London, the West Midlands and the North West.

Over the 12 months to August the seasonally adjusted unemployment rate fell in all regions of the UK. The largest fall in the rate over the period was in Wales (2.4 percentage points) followed by the West Midlands (2.3 percentage points) and the North (2.1 percentage points). The fall in the UK rate was 1.7 percentage points.

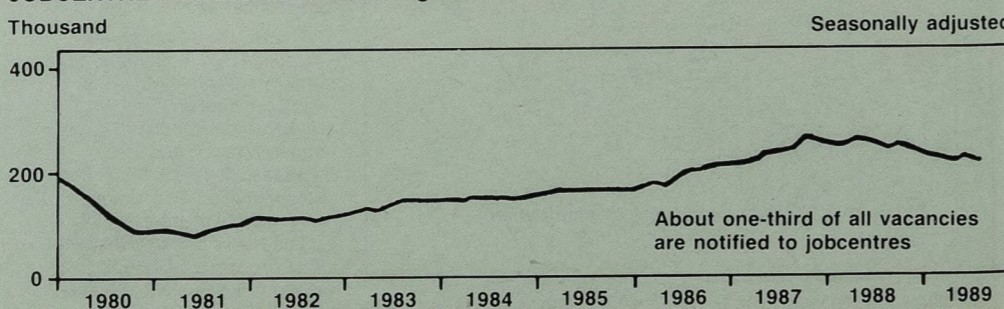
The unadjusted total of unemployed claimants in the UK was 1,741,091 in August (6.1 per cent of the workforce), a fall of 30,291 since July. The unadjusted total fell in all regions.

The number of long-term unemployed (claimants unemployed for a year or more) in July showed a further sharp fall of 70,000 since April, bringing the level down to 675,000. Long-term unemployment has now been falling for over three years, by some 650,000 altogether. Over the past two years alone the total has fallen by over half a million.

Long-term unemployment has continued to fall sharply among both younger and older claimants. The number of long-term unemployed aged 18 to 24 is now down by more than a third compared with a year ago and by nearly two-thirds compared with three years ago, to 107,000.

Among those aged 25 and over,

JOBCENTRE VACANCIES: United Kingdom



long-term unemployment has fallen by nearly 45 per cent over the past three years, to 568,000 in July. This includes a fall of 34 per cent over three years among those aged over 50.

Unemployment has begun to fall sharply among those unemployed for five years or more, whose numbers fell by 24 per cent in the year to July, to stand at 199,000.

The total of all claimants aged 18 to 24 numbered 520,000 in July, a fall of 339,000 or 39 per cent compared with two years ago. Unemployment among those aged 25 and over numbered 1,249,600 in July, down by 680,000 or 35 per cent over the past two years.

The stock of vacancies at jobcentres (UK seasonally adjusted) fell to 216,700 in the month to August, the majority of the fall being concentrated in the South East, Yorkshire and Humberside, the North West and Scotland showed a small increase in vacancy stocks. There was no change in Northern Ireland. All other regions showed decreases in vacancy stocks. Recorded placings by jobcentres remained high for the month of August, at 157,000.

Average earnings

The underlying rate of increase in average earnings in the year to July 1989 was 9¼ per cent (provisional estimate). This is ¼ percentage point above the corresponding rate in June, and a return to the rate recorded for each

of the previous four months before June's fall of ¼ percentage point.

In the production industries the provisional underlying increase in average earnings in the year to July was 9¼ per cent, unchanged from the corresponding rates in May and June (the latter revised up from 9 per cent). Within the sector the underlying increase for manufacturing was unchanged from the 9 per cent figure of each of the previous six months. Over this period, however, the estimated contribution of overtime working to the rate of increase in manufacturing earnings has reduced from about ½ percentage point to zero.

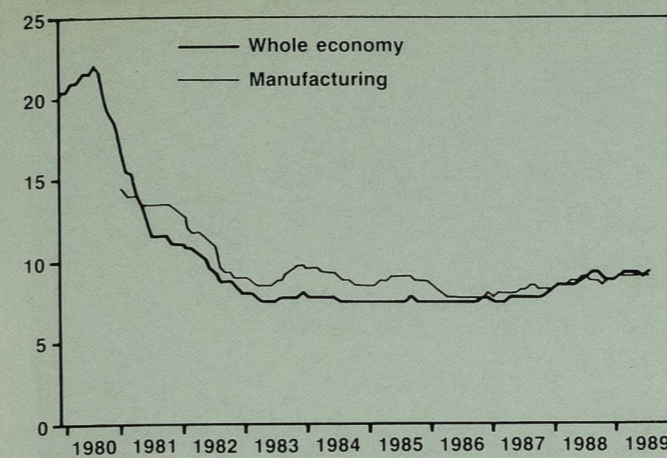
In the service industries the provisional estimate for the underlying increase in average earnings in the 12 months to July was 8¾ per cent. This is unchanged from the corresponding rates for May and June.

Some of the recently publicised high settlements agreed earlier in the summer for agriculture, the railways, the electricity industry, and health service administration now feature in the index and have begun to have an impact. In the summer, major bonus payments were also above their corresponding level one year earlier.

Productivity and unit wage costs

The revisions to the employment figures in the light of the results of the 1987 Census of Employment, described earlier, have in turn

AVERAGE EARNINGS INDEX—UNDERLYING: Great Britain, increases over previous year



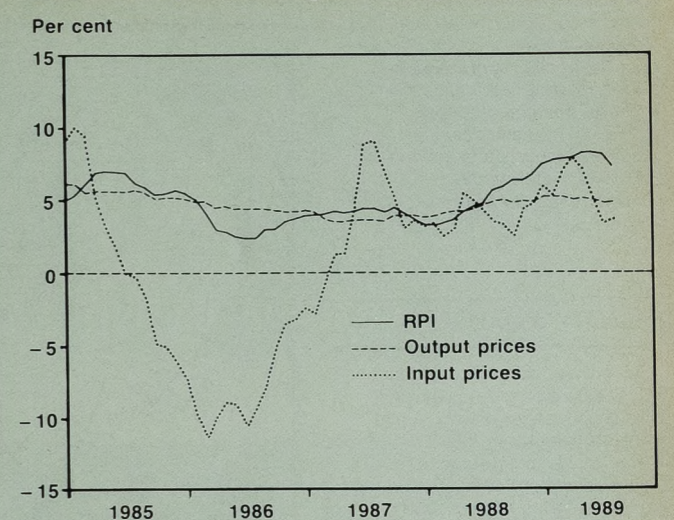
brought about some small changes to the measured rate of productivity growth and, through that, to the measurement of unit wage costs. As the growth rate of manufacturing employment over the last 12 months remains largely unchanged by these revisions, the effect on manufacturing productivity is small. The effect is, however, more marked in the whole economy figures, where the size of the revisions is between ½ and 1 percentage point on the rates of change.

For the three months ending July 1989, manufacturing output was 4¾ per cent above the level for the corresponding period of 1988. However, the figures for the last few months suggest a slow down in growth and the estimated trend growth rate is now put at 4 per

cent. With employment levels now slightly below those of a year earlier, the annual growth rate in productivity for the three months ending July, at 4¾ per cent, was the lowest since May 1988. For the past year the annual rate of increase has been mainly between 5 and 6 per cent.

Wages and salaries per unit of output in manufacturing in the three months to July 1989 were nearly 4 per cent higher than in the same period a year earlier. For the latest period the average level of actual earnings in manufacturing (seasonally adjusted) grew by over 9 per cent but this was offset by the increase in productivity of 4¾ per cent. The current trend rate of growth in unit wage costs is assessed to be 4 to 4½ per cent per year.

RETAIL PRICES AND PRODUCER PRICES (INPUT AND OUTPUT): United Kingdom, changes over previous year



Productivity figures for the whole economy show that output per head in the first quarter of 1989 was over 1 per cent higher than in the same quarter of 1988. Output rose by nearly 3 per cent in the year to the first quarter of 1989, but this was accompanied by a 1¾ per cent increase in the employed labour force. It is estimated that the growth in output and productivity would have been about 1 percentage point higher in the first quarter of 1989 (and about ½ percentage point higher in each of the previous two quarters) but for the loss of output due to the Piper Alpha disaster and other recent oil industry interruptions.

Unit wage costs figures for the

whole economy for the first quarter of 1989 show an increase of almost 7¼ per cent over the first quarter of 1988 (revised down from over 8¼ per cent). Wages and salaries per head rose by about 8¼ per cent in the year to the first quarter of 1989, but this was slightly offset by the increase in whole economy productivity. Here the rate of growth of unit wage costs would have been about 1 percentage point lower in the first quarter of 1989, and about ½ percentage point lower in each of the two previous quarters but for the recent oil industry interruptions.

Prices

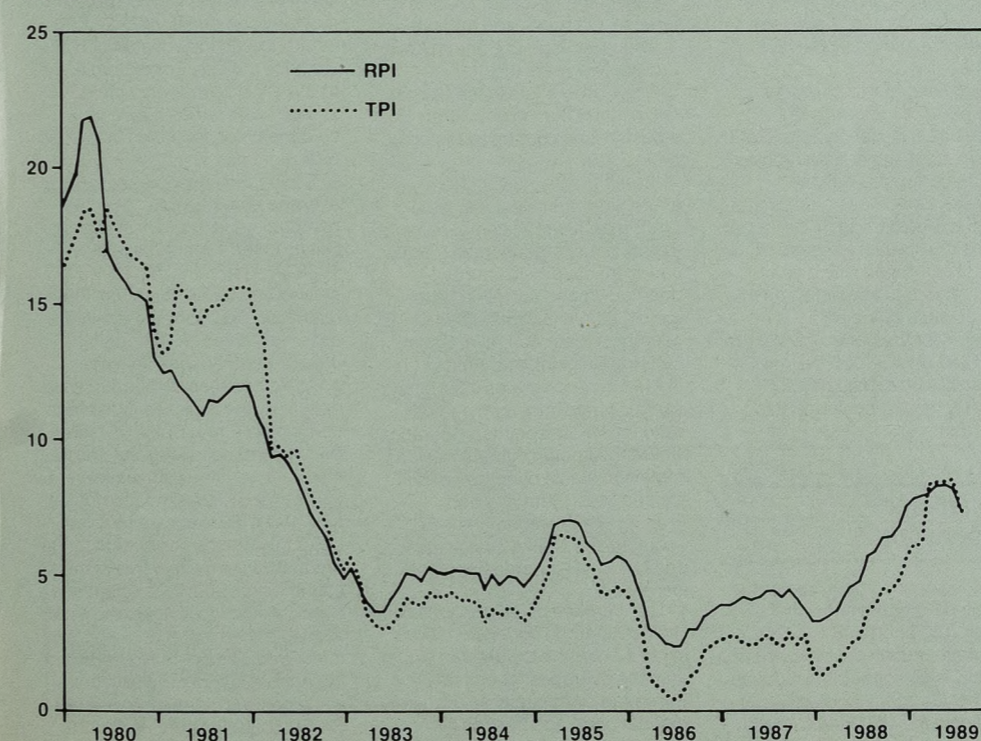
The 12-month rate of increase in the Retail Prices Index fell to 7.3 per cent for August, from 8.2 per cent in July. If mortgage interest payments are excluded, the annual rate fell by 0.1 point to 5.7 per cent, a further decline from the peak of 6.0 per cent for May.

Between July and August the overall level of prices increased by 0.3 per cent. This contrasts with an increase of 1.1 per cent over the corresponding month last year, of which about 0.7 points resulted from the sharp rise in mortgage interest rates in August 1988. Increases for this August included higher prices for some foods and for alcoholic drinks. These were, however, partly offset by lower petrol prices.

The annual rate of increase for the TPI fell back to 7.4 per cent in the year to August, from the 8.5 per cent recorded for July.

While the annual rate of increase of producers' output prices has been fairly stable, that for input prices has been falling. The 12-month rate of increase in the price index for home sales of manufactured products was 4.8 per cent for both July and August (provisional estimates), having been at 5.0 per cent or a little

RPI AND TPI: United Kingdom, increases over previous year



EMPLOYMENT 1.11

Overtime and short-time operatives in manufacturing industries

GREAT BRITAIN	OVERTIME					SHORT-TIME					Standing off for whole or part of week				
	Opera- tives (Thou)	Percent- age of all opera- tives	Hours of overtime worked			Stood off for whole week		Working part of week			Standing off for whole or part of week				
			Average per operative working over- time	Actual (million)	Season- ally adjusted	Opera- tives (Thou)	Hours lost (Thou)	Opera- tives (Thou)	Hours lost		Opera- tives (Thou)	Percent- age of all opera- tives	Hours lost		
									(Thou)	Average per opera- tive working part of the week			Actual (Thou)	Season- ally adjusted	Average per opera- tive on short- time
R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	
1982	1,198	29.8	8.3	9.93		8	320	134	1,438	10.7	142	3.5	1,776		12.4
1983	1,209	31.5	8.5	10.19		6	244	71	741	10.2	77	2.0	1,000		12.9
1984	1,297	34.3	8.9	11.39		6	238	40	402	10.4	43	1.5	645		14.4
1985	1,329	34.0	9.0	11.98		4	165	24	241	10.2	28	0.7	416		15.1
1986	1,304	34.2	9.0	11.72		5	192	29	293	10.1	34	0.9	485		14.4
1987	1,350	36.0	9.4	12.63		4	149	20	199.6	10.0	24	0.6	348		14.6
1988	1,413	37.9	9.5	13.42		3	101	15	143	9.8	17	0.5	244		14.4
Week ended															
1987 May 16	1,353	36.4	9.3	12.65	12.50	3	129	23	229	10.1	26	0.7	358	369	13.9
June 13	1,396	37.2	9.3	12.97	12.96	3	129	14	132	9.4	17	0.5	262	336	15.2
July 11	1,334	35.3	9.4	12.54	12.58	4	172	16	153	9.9	20	0.5	325	354	16.4
Aug 15	1,268	33.5	9.4	11.88	12.82	3	116	15	124	8.4	18	0.5	240	299	13.6
Sept 12	1,377	36.0	9.5	13.09	13.10	2	89	12	104	8.7	14	0.4	193	265	13.6
Oct 10	1,427	37.9	9.7	13.80	13.13	2	97	13	122	9.5	15	0.4	219	254	14.3
Nov 14	1,474	39.2	9.6	14.14	13.19	2	97	14	189	13.3	17	0.4	287	292	17.2
Dec 12	1,452	38.6	9.7	14.08	13.17	2	87	12	108	8.7	15	0.4	195	253	13.4
1988 Jan 16	1,338	35.9	9.2	12.34	13.37	3	116	17	161	9.7	20	0.5	277	235	14.2
Feb 13	1,387	37.2	9.3	12.86	13.09	2	85	21	227	11.0	12	0.6	312	257	13.7
Mar 12	1,398	37.5	9.3	13.02	13.11	2	75	17	179	10.4	19	0.5	254	219	13.3
Apr 16	1,386	37.3	9.1	12.63	12.96	2	80	18	161	9.1	20	0.5	241	214	12.2
May 14	1,443	38.7	9.3	13.39	13.26	2	81	16	159	9.8	18	0.5	240	232	13.2
June 11	1,378	36.9	9.4	12.95	13.04	2	60	16	143	9.2	17	0.5	203	256	11.9
July 16	1,392	37.3	9.7	13.54	13.57	4	148	12	133	11.1	16	0.4	281	284	17.8
Aug 13	1,309	35.0	9.6	12.53	13.46	3	111	12	118	10.1	14	0.4	229	264	15.9
Sept 10	1,385	36.9	9.6	13.28	13.36	2	97	10	86	8.8	12	0.3	183	231	15.1
Oct 15	1,509	40.3	9.7	14.68	13.92	3	138	13	110	8.8	16	0.4	248	259	15.5
Nov 12	1,525	40.7	9.8	14.87	13.87	3	126	13	125	9.8	16	0.4	251	230	15.7
Dec 10	1,515	40.5	9.9	14.98	14.04	2	95	13	119	9.4	15	0.4	214	252	14.2
1989 Jan 14	1,375	37.0	9.4	12.91	13.87	2	88	19	205	10.7	21	0.6	293	234	13.7
Feb 11	1,439	38.9	9.4	13.51	13.75	3	133	23	228	10.0	26	0.7	360	288	13.8
Mar 11	1,391	37.6	9.5	13.26	13.43	3	104	25	258	10.3	28	0.7	362	311	13.1
Apr 15	1,400	38.1	9.5	13.30	13.64	3	135	24	250	10.3	28	0.7	384	335	14.0
May 13	1,405	38.3	9.6	13.47	13.35	3	135	23	230	10.2	26	0.7	365	353	14.1
June 10	1,367	37.1	9.6	13.17	13.31	2	94	15	134	9.2	17	0.5	228	295	13.5
[July]	1,353	36.6	9.8	13.25	13.27	4	154	13	109	8.5	17	0.5	263	270	15.7

2.13 UNEMPLOYMENT Students: regions

	South East	Greater London*	East Anglia	South West	West Midlands	East Midlands	Yorkshire and Humber-side	North West	North	Wales	Scotland	Great Britain	Northern Ireland	United Kingdom
MALE AND FEMALE														
1988 Aug 11	17,885	9,633	1,775	5,487	9,700	5,980	10,737	14,853	6,224	7,321	16,323	96,285	6,959	103,244
1988 Sept 8	20,634	10,629	2,112	6,421	11,253	7,106	12,600	17,351	7,333	8,501	16,698	110,009	7,647	117,656
1988 Oct 13	2,436	1,677	119	462	874	446	745	1,314	396	586	1,398	8,776	—	8,776
1988 Nov 10	724	592	36	92	185	147	119	248	51	95	283	1,980	—	1,980
1988 Dec 8	450	375	11	57	134	71	66	135	26	55	156	1,161	—	1,161
1989 Jan 12	358	284	14	42	118	53	49	122	33	60	113	962	—	962
1989 Feb 9	342	274	10	41	112	56	46	117	32	55	94	905	—	905
1989 Mar 9	321	264	14	39	106	61	51	128	35	56	90	901	—	901
1989 Apr 13	349	268	13	41	107	68	76	158	50	75	216	1,153	—	1,153
1989 May 11	316	249	11	36	120	70	77	153	47	67	205	1,102	—	1,102
1989 June 8	509	378	35	89	286	170	241	412	198	133	2,010	4,083	1,559	5,642
1989 July 13	11,488	6,040	1,310	3,944	8,081	5,115	9,006	12,962	5,840	6,624	13,853	78,223	6,550	84,773
1989 Aug 10	12,618	6,993	1,230	3,904	7,677	4,936	8,579	13,037	5,338	6,094	13,949	77,362	6,961	84,323

Note: Students claiming benefit during a vacation are not included in the totals of the unemployed. From November 1986 most students have only been eligible for benefit in the summer vacation. *Included in South East.

UNEMPLOYMENT Rates by age 2.15

PER CENT

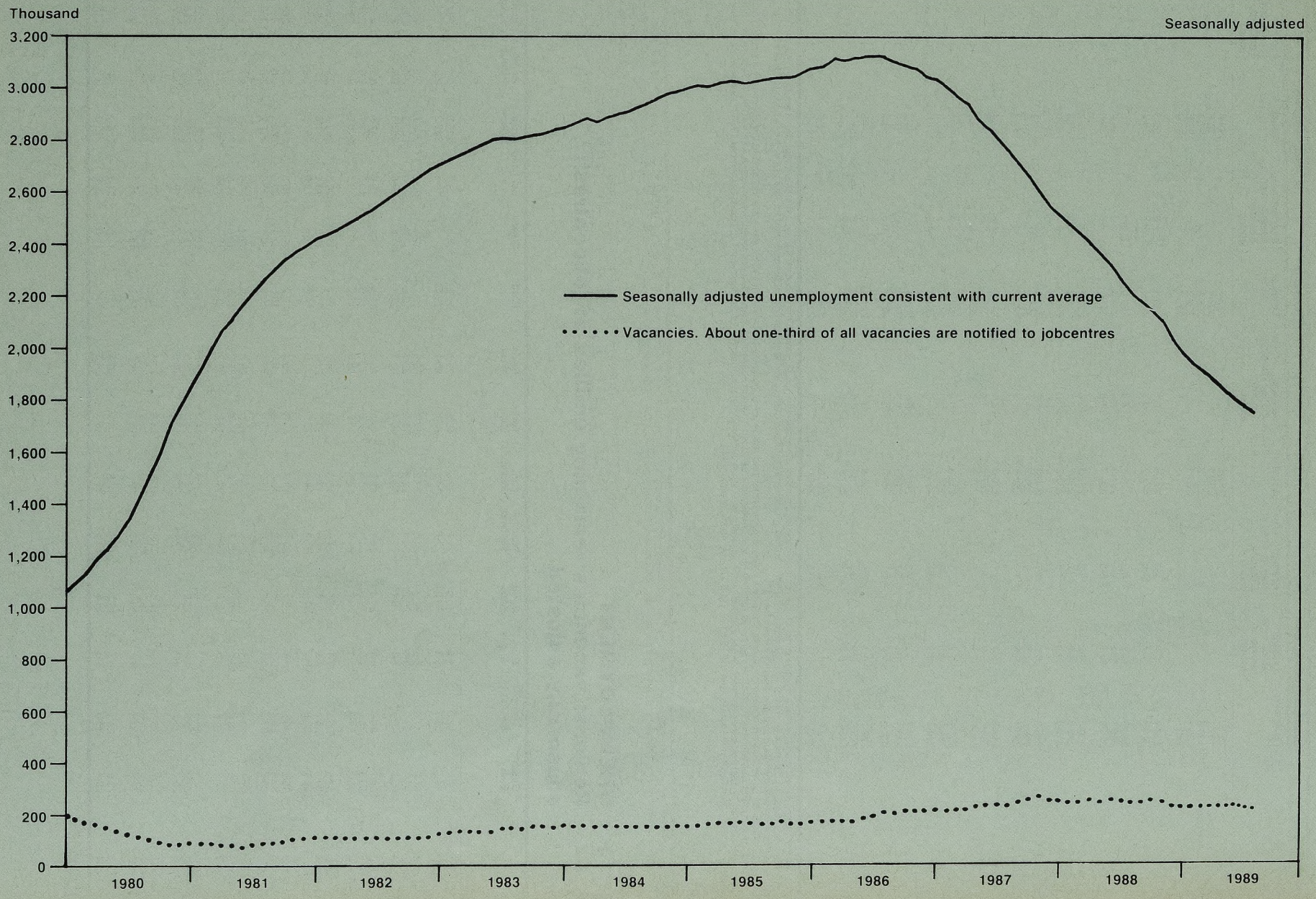
UNITED KINGDOM	18-19	20-24	25-29	30-39	40-49	50-59	60 and over	All ages *
MALE AND FEMALE								
1986 July	20.9	17.8	13.6	9.2	7.6	11.7	5.4	11.7
1986 Oct	20.8	16.6	13.4	9.1	7.6	11.8	5.5	11.6
1987 Jan	20.3	16.8	13.6	9.5	7.7	12.3	5.6	11.7
1987 Apr	18.4	15.7	13.0	9.1	7.4	12.0	5.3	11.0
1987 July	16.9	15.3	11.9	8.4	6.9	11.3	4.8	10.3
1987 Oct	16.3	13.6	11.2	7.8	6.6	11.0	4.4	9.7
1988 Jan	15.4	13.4	11.2	7.8	6.5	10.7	4.0	9.5
1988 Apr	13.6	12.2	10.5	7.3	6.2	10.3	3.7	8.9
1988 July	12.3	11.8	9.5	6.6	5.6	9.6	3.3	8.1
1988 Oct	12.0	10.6	9.0	6.2	5.3	9.4	3.2	7.4
1989 Jan	11.4	10.5	9.0	6.1	5.2	8.9	3.0	7.3
1989 Apr	9.9	8.3	5.6	5.6	4.8	8.2	2.6	6.6
1989 July	9.2	9.4	7.8	5.2	4.4	7.4	2.3	6.2
MALE								
1986 July	22.5	19.6	14.3	11.2	9.7	14.5	7.5	13.5
1986 Oct	22.1	18.4	14.0	11.0	9.7	14.6	7.6	13.3
1987 Jan	22.5	18.8	14.6	11.7	9.9	15.4	7.9	13.7
1987 Apr	20.6	17.7	14.0	11.2	9.6	15.1	7.4	13.0
1987 July	18.8	17.0	13.0	10.3	8.9	14.2	6.6	12.1
1987 Oct	18.0	15.3	12.2	9.7	8.5	13.8	6.1	11.5
1988 Jan	17.4	15.3	12.4	9.7	8.5	13.5	5.7	11.4
1988 Apr	15.4	14.0	11.6	9.2	8.0	12.9	5.1	10.6
1988 July	13.9	13.3	10.5	8.2	7.2	12.0	4.6	9.7
1988 Oct	13.5	12.1	10.0	7.7	6.8	11.7	4.5	8.9
1989 Jan	13.2	12.4	10.2	7.7	6.7	11.3	4.2	8.9
1989 Apr	11.6	11.3	9.6	7.2	6.2	10.3	3.7	8.1
1989 July	10.8	11.0	9.1	6.7	5.7	9.3	3.2	7.6
FEMALE								
1986 July	19.0	15.3	12.5	6.3	4.9	7.6	0.3	9.1
1986 Oct	19.2	14.2	12.5	6.2	4.9	7.8	0.3	9.0
1987 Jan	17.8	14.1	12.1	6.2	4.8	7.8	0.3	8.8
1987 Apr	15.9	13.0	11.2	5.9	4.6	7.6	0.3	8.1
1987 July	14.7	13.0	10.3	5.4	4.4	7.2	0.3	7.7
1987 Oct	14.4	11.3	9.6	5.0	4.2	7.0	0.3	7.2
1988 Jan	13.3	10.9	9.3	4.9	4.1	6.8	0.2	7.0
1988 Apr	11.6	9.9	8.7	4.6	3.9	6.6	0.3	6.5
1988 July	10.6	9.9	8.0	4.3	3.7	6.2	0.2	6.0
1988 Oct	10.3	8.5	7.4	3.9	3.4	6.1	0.2	5.3
1989 Jan	9.4	8.1	7.2	3.7	3.3	5.7	0.2	5.0
1989 Apr	8.0	7.0	6.3	3.3	3.0	5.2	0.2	4.5
1989 July	7.5	7.3	5.9	3.1	2.8	4.7	0.2	4.3

* Includes those aged under 18. These figures have been affected by the benefit regulations for under 18 year olds introduced in September 1988. See also note ** to tables 2.1 and 2.2.
Notes: 1 Unemployment rates by age are expressed as a percentage of the estimated workforce in the corresponding age groups at the relevant mid-year for 1986 and 1987 figures, and have been updated to incorporate mid-1988 denominators for the 1988 and 1989 figures. These rates are thus consistent with the rates (not seasonally adjusted) shown in tables 2.1, 2.2 and 2.3.
2 While the figures are presented to one decimal place, they should not be regarded as implying precision to that degree. The figures for those aged 18-19 are subject to the widest errors.

2.14 UNEMPLOYMENT Temporarily stopped: regions

	South East	Greater London*	East Anglia	South West	West Midlands	East Midlands	Yorkshire and Humber-side	North West	North	Wales	Scotland	Great Britain	Northern Ireland	United Kingdom
MALE AND FEMALE														
1988 Aug 11	74	57	34	41	158	153	430	218	202	127	977	2,414	792	3,206
1988 Sept 8	63	47	34	16	124	265	589	225	165	64	1,123	2,668	1,061	3,729
1988 Oct 13	62	46	42	28	164	149	657	383	74	172	1,695	3,426	1,019	4,445
1988 Nov 10	72	46	59	20	199	193	669	162	109	169	1,559	3,211	860	4,071
1988 Dec 8	57	36	44	30	112	232	747	226	127	176	1,484	3,235	0	3,235
1989 Jan 12	88	69	53	17	237	292	731	706	259	182	2,524	5,089	986	6,075
1989 Feb 9	107	73	39	32	297	424	1,016	630	344	196	1,979	5,064	997	6,061
1989 Mar 9	321	288	49	44	280	592	843	1,766	298	291	2,284	6,768	1,512	8,280
1989 Apr 13	132	101	183	40	394	825	1,161	1,216	349	262	1,513	6,075	1,876	7,951
1989 May 11	172	150	233	26	4,339	674	956	197	213	271	1,237	8,318	1,534	9,852
1989 June 8	114	85	28	14	270	434	341	177	117	228	1,250	2,973	1,590	4,563
1989 July 13	214	139	10	22	112	301	279	281	59	127	1,142	2,547	1,053	3,600
1989 Aug 10	124	56	6	11	98	257	342	176	87	117	842	2,060	916	2,976

Note: Temporarily stopped workers are not included in the totals of the unemployed. *Included in South East.



Selected countries: wages per head: manufacturing (manual workers)

EARNINGS

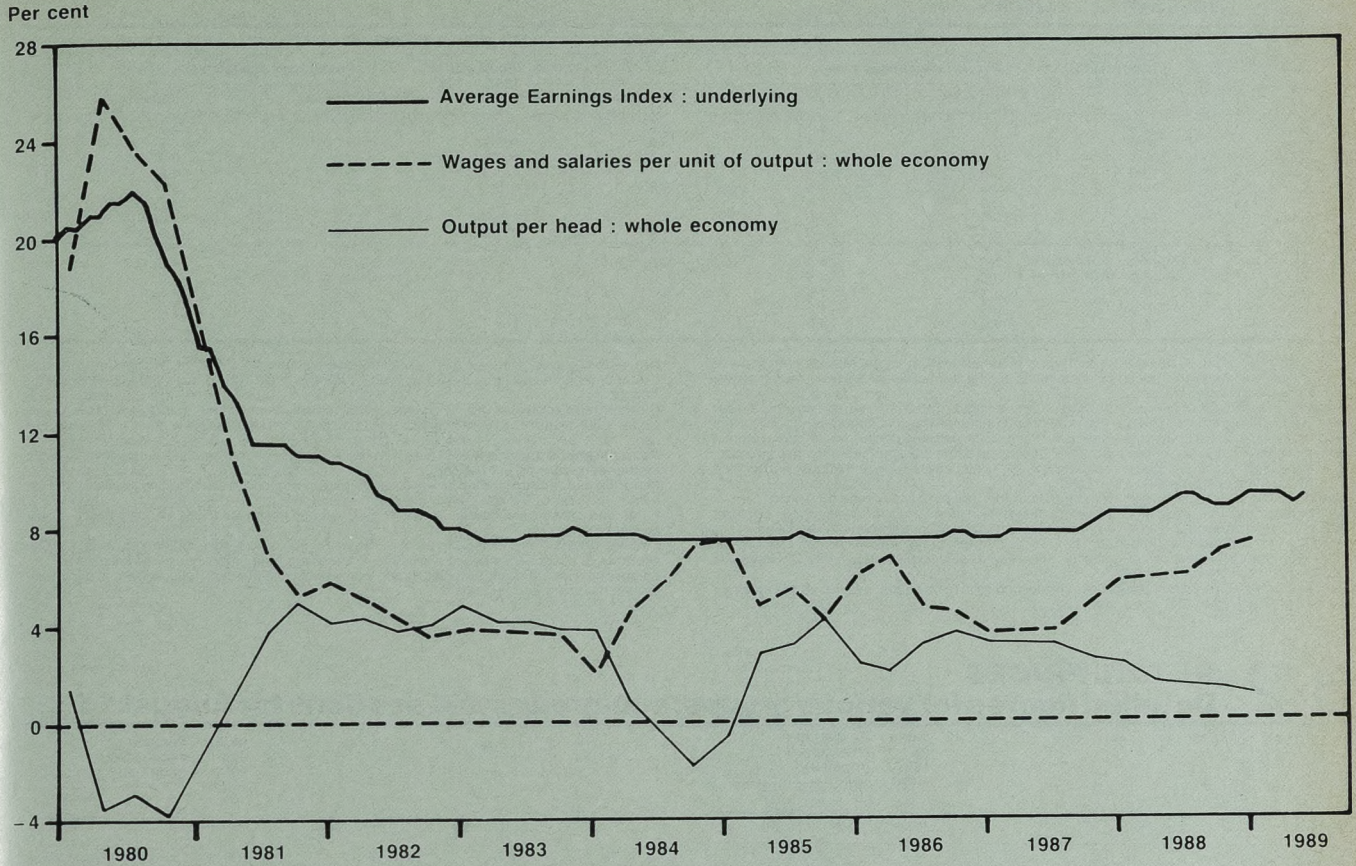
5.9

	Great Britain	Austria	Belgium	Canada	Denmark	France	Germany (FR)	Greece	Irish Republic	Italy	Japan	Netherlands	Norway	Spain	Sweden	Switzerland	United States
	(1)(2)	(2)(5)(6)	(7)(8)	(8)	(6)(8)	(4)	(8)	(8)	(8)	(4)	(2)(5)	(4)	(3)(8)	(2)(8)(9)	(6)(8)	(5)	(8)(10)
Indices 1985 = 100																	
Annual averages																	
1977	39.5	63.2	59	55	51.9	40.8	69	17	35	27.8	..	73	54	..	51.8	90.0	60
1978	45.3	66.8	64	58	57.2	46.0	73	21	40	32.2	..	77	58	..	56.3	93.1	65
1979	52.3	70.2	69	64	63.8	52.0	77	26	46	38.5	..	80	59	..	60.7	95.1	70
1980	61.5	76.2	75	70	70.9	59.8	82	33	56	47.0	..	83	65	..	66.0	100.0	76
1981	69.6	80.9	83	79	77.7	67.2	86	41	65	57.8	..	86	72	..	72.9	105.1	84
1982	77.4	85.9	88	88	85.4	78.9	90	55	74	67.7	..	92	79	..	78.7	111.6	89
1983	84.4	89.8	92	92	91.0	87.8	93	66	83	80.9	..	94	86	..	84.9	119.2	92
1984	91.7	94.3	96	96	95.3	94.6	96	83	92	90.2	97.0	95	93	90.9	93.0	..	96
1985	100.0	100.0	100	100	100.0	100.0	100	100	100	100.0	100.0	100	100	100.0	100.0	..	100
1986	107.7	104.5	102	103	104.8	104.3	104	113	108	104.8	101.5	102	110	110.9	107.4	..	102
1987	116.3	107.7	104	106	114.5	107.6	108	124	113	111.5	103.2	103	128	119.3	114.3	..	104
1988	126.2	111.8	105	111	122.0	110.4	113	146	..	118.3	107.8	104	135	127.0	123.4	..	107
Quarterly averages																	
1988 Q2	125.0	111.4	104	110	122.2	109.9	113	144	115	117.9	107.2	104	136	125.3	124.0	..	106
Q3	127.0	111.7	105	111	123.2	111.0	114	146	..	119.2	108.0	105	135	127.3	123.7	..	107
Q4	130.6	113.5	109	113	124.7	111.9	114	154	..	120.6	109.5	105	136	133.4 R	126.4	..	108
1989 Q1	133.2	..	109	115	125.2	112.8	114	122.4	111.6	105	137 R	..	127.5	..	109
Q2	136.1	124.7	..	105	109
1988 Nov	130.2	115.5	..	113	123.8	121.1	109.4	105	125.7	..	108
Dec	132.4	114.8	109	112	126.0	121.3	109.6	105	127.7	..	109
1989 Jan	133.2	113.3	..	115	125.1	113.0 R	114	122.1	112.6	105	127.0	..	109
Feb	133.2	113.0	..	115	124.8	122.1	110.3	105	127.0	..	109
Mar	133.4	..	109	115	125.8	122.8	111.8	105	128.6	..	109
Apr	136.5	116 R	123.0	112.2 R	105	128.6	..	109
May	136.1	116	125.5	112.6	105	109
June	135.7	125.8	..	105	109
Increases on a year earlier																	
Annual averages																	Per cent
1977	10	9	9	11	10	13	7	21	15	28	..	7	10	..	7	2	9
1978	14	6	7	7	10	13	5	24	15	16	..	5	8	..	9	3	8
1979	16	6	8	9	11	13	6	20	15	19	..	4	3	..	8	2	9
1980	18	8	9	10	11	15	6	27	21	22	..	4	10	..	9	5	9
1981	13	6	10	12	9	12	5	27	16	24	..	3	10	..	11	5	9
1982	11	6	11	12	10	17	5	33	15	17	..	7	10	..	8	6	7
1983	9	5	4	4	7	11	3	19	12	20	..	3	9	..	8	7	4
1984	9	5	5	5	5	8	3	26	11	11	..	1	7	..	10	8	4
1985	9	6	4	4	5	7	4	20	8	11	3	5	7	10	8	..	4
1986	8	4	2	3	5	4	3	13	8	5	1	2	11	11	7	..	2
1987	8	3	2	3	9	3	5	10	6	6	2	2	16	8	6	..	1
1988	8	4	1	5	7	3	5	18	..	6	4	1	6	6	8	..	3
Quarterly averages																	
1988 Q2	9	4	-1	5	6	3	5	17	5	6	5	1	8	5	6	..	2
Q3	8	3	2	5	7	3	4	19	..	6	4	1	6	8	9	..	3
Q4	9	..	1	5	6	3	5	18	..	5	5	1	2	8	9	..	3
1989 Q1	9 R	..	6	6	6	3	4	6	..	1	3 R	..	8	..	3
Q2	9	6	..	1	2
Monthly																	
1988 Nov	9	6	..	5	5	5	4	1	9	..	3
Dec	9	3	1	4	6	5	5	1	9	..	3
1989 Jan	9	9	..	6	7	4	4	6	6	1	8	..	3
Feb	10	1	..	6	7	6	3	1	5	..	4
Mar	8	..	6	5	5	6	5	1	6	..	3
Apr	9	5	6	5	1	4	..	3
May	9	5	6	5	1	3
June	9	6	..	1	3

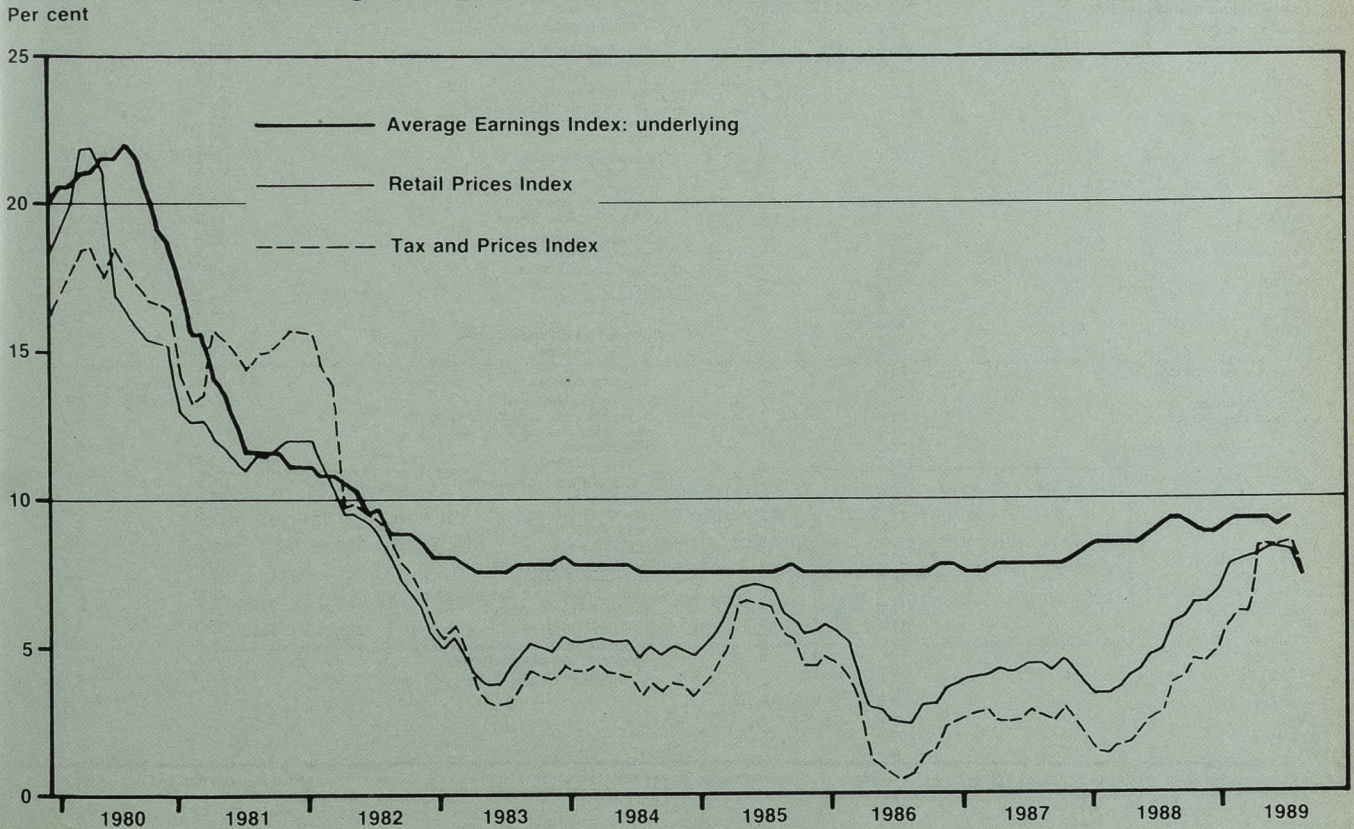
Source: OECD—Main Economic Indicators.

Notes: 1 Wages and salaries on a weekly basis (all employees).
2 Seasonally adjusted.3 Males only.
4 Hourly wage rates.
5 Monthly earnings.
6 Including mining.7 Including mining and transport.
8 Hourly earnings.
9 All industries.
10 Production workers.

Earnings and output per head: whole economy—increases over previous year



Earnings and prices: whole economy—increases over previous year



6.4 RETAIL PRICES

General index of retail prices

UNITED KINGDOM January 15, 1974 = 100	ALL ITEMS	All items except food	All items except seasonal food	Nationalised industries	Food			Meals bought and consumed outside the home	Alcoholic drink
					All	Seasonal food	Non- seasonal food		

Weights 1974	1,000	747	951.2-925.5	80	253	47.5-48.8	204.2-205.5	51	70
1975	1,000	768	961.9-966.3	77	232	33.7-38.1	193.9-198.3	48	82
1976	1,000	772	958.0-960.8	90	228	39.2-42.0	186.0-188.8	47	81
1977	1,000	753	953.3-955.8	91	247	44.2-46.7	200.3-202.8	45	83
1978	1,000	767	966.5-969.6	96	233	30.4-33.5	199.5-202.6	51	85
1979	1,000	768	964.0-966.6	93	232	33.4-36.0	196.0-198.6	51	77
1980	1,000	785	966.9-969.8	93	214	30.4-33.2	180.9-183.6	41	82
1981	1,000	793	969.2-971.9	104	207	28.1-30.8	176.2-178.9	42	79
1982	1,000	794	965.7-967.6	99	206	32.4-34.3	171.7-173.6	38	77
1983	1,000	797	971.5-974.1	109	203	25.9-28.5	174.5-177.1	39	78
1984	1,000	799	966.1-968.7	102 Feb-Nov	201	31.3-33.9	167.1-169.8	36	75
				87 Dec-Jan	190	26.8-29.7	160.3-163.2	45	75
1985	1,000	810	970.3-973.2	83 Feb-Nov	185	24.0-26.7	158.3-161.0	44	82
1986	1,000	815	973.3-976.0	60 Dec-Jan					

UNITED KINGDOM January 13, 1987 = 100	ALL ITEMS	All items except food	All items except seasonal food†	All items except housing	All items except mortgage interest	Nationalised industries	Consumer durables	Food			Catering	Alcoholic drink
								All	Seasonal food†	Non- seasonal food†		

†For the February, March and April 1988 indices the weights for seasonal and non-seasonal food were 24 and 139 respectively. Thereafter the weight for home-killed lamb (a seasonal item) was increased by 1 and that for imported lamb (a non-seasonal item) correspondingly reduced by 1, in the light of new information about their relative shares of household expenditure.

6.4 RETAIL PRICES

General index of retail prices

Tobacco	Housing	Fuel and light	Durable household goods	Clothing and footwear	Miscel- laneous goods	Transport and vehicles	Services			
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43	124	52	64	91	63	135	54			1974 Weights
46	108	53	70	89	71	149	52			1975
46	112	56	75	84	74	140	57			1976
46	112	58	63	82	71	139	54			1977
48	113	60	64	80	70	140	56			1978
44	120	59	64	82	69	143	59			1979
40	124	59	69	84	74	151	62			1980
36	135	62	81	75	65	152	66			1981
41	144	62	64	77	72	154	65			1982
39	137	69	64	74	75	159	63			1983
36	149	65	69	70	76	158	65			1984
37	153	65	65	75	77	156	62			1985
40	153	62	63	75	81	157	58			1986

Tobacco	Housing	Fuel and light	Household goods*	Household services*	Clothing and footwear	Personal goods and services*	Motoring expendi- ture*	Fares and other travel*	Leisure goods*	Leisure services*			
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* These sub-groups have no direct counterparts in the index series produced for the period up to the end of 1986 but indices for categories which are approximately equivalent were published in the July 1987 edition of *Employment Gazette* (pp 332-3) for the period 1974-86 (using the January 1987 reference date). These historical indices may be helpful to users wishing to make comparisons over long periods but should not be used for any calculation requiring precision of definition or of measurement. (See General Notes below table 6.7.)

9.1 OTHER FACTS AND FIGURES YTS entrants: regions

Provisional figures	THOUSAND										
	South East	London	South West	West Midlands	East Midlands and Eastern	Yorkshire and Humber-side	North West	Northern	Wales	Scotland	Great Britain
Planned entrants April 1989-March 1990	29.7	18.8	20.8	33.2	33.5	31.0	40.0	20.6	17.4	40.5	285.5
Entrants to training April - August 1989	13.0	6.0	10.7	17.4	18.6	18.8	23.9	12.1	7.9	15.1	143.5
Total in training August 31 1989	40.3	21.7	31.2	46.4	49.2	49.7	64.9	32.7	24.7	50.3	411.1

Note: All figures include YTS and Initial Training.

9.2 OTHER FACTS AND FIGURES Numbers of people benefiting from Government employment measures

Measure	Great Britain		Scotland		Wales	
	August	July	August	July	August	July
Community Industry	7,000	7,000	1,902	1,847	845	740
Enterprise Allowance Scheme	81,000	82,000	6,998	7,151	5,897	5,972
Job Release Scheme	6,000	5,000	273	295	218	230
Jobshare	196	208	24	24	20	19
Jobstart Allowance	4,000*	4,000†	653*	659†	424*	409†
Restart interviews (cumulative total)	696,251**	538,403††	94,882**	75,053††	43,600**	33,602††

* Live cases as at July 28, 1989.
† Live cases as at June 30, 1989.
** April 1, 1989 to July 28, 1989.
†† April 1, 1989 to June 30, 1989.

9.3 OTHER FACTS AND FIGURES Jobseekers with disabilities: registrations and placement into employment

Employment registrations† taken at jobcentres, July 10 to August 4, 1989
Placed into employment by jobcentre advisory service, July 10 to August 4, 1989*

6,721
3,027

† For people aged 18 and over there is no compulsory requirement to register for employment as a condition for the receipt of unemployment benefit. These figures relate to people with disabilities who have chosen to register for employment at jobcentres, including those seeking a change of job.
* Not including placings through displayed vacancies.

9.4 OTHER FACTS AND FIGURES Jobseekers and unemployed people with disabilities registered* for work at jobcentres and local authority careers offices

GREAT BRITAIN		Disabled people †							
		Suitable for ordinary employment				Unlikely to obtain employment except under sheltered conditions			
		Registered disabled	Of whom unemployed	Unregistered disabled	Of whom unemployed	Registered disabled	Of whom unemployed	Unregistered disabled	Of whom unemployed
1988	July	20.3	17.1	45.6	33.5	4.0	3.5	2.7	1.9
	Oct	18.5	15.7	43.4	31.6	4.0	3.4	2.3	1.6
1989	Jan	18.0	15.2	41.9	30.0	3.9	3.3	2.2	1.6
	Apr	17.9	15.2	41.0	29.6	3.8	3.3	2.1	1.6
	July	17.3	14.9	41.3	29.3	3.6	3.1	2.2	1.6

* For people aged 18 and over there is no compulsory requirement to register for employment as a condition for the receipt of unemployment benefit. These figures relate to people with disabilities who have chosen to register for employment at jobcentres, including those seeking a change of job.
Note: Registration as a disabled person under the Disabled Persons (Employment) Acts 1944 and 1958 is voluntary. People eligible to register are those who, because of injury, disease or congenital deformity, are substantially handicapped in obtaining or keeping employment of a kind otherwise suited to their age, experience and qualifications. At April 17, 1989, the latest date for which figures are available, 366,768 people were registered under the Acts.
† Includes registered disabled people and those who, although eligible, choose not to register.

DEFINITIONS

The terms used in the tables are defined more fully in periodic articles in Employment Gazette relating to particular statistical series.

EARNINGS

Total gross remuneration which employees receive from their employers in the form of money. Income in kind and employers' contributions to national insurance and pension funds are excluded.

EMPLOYEES IN EMPLOYMENT

A count of civilian jobs of employees paid by employers who run a PAYE scheme. Participants in Government employment and training schemes are included if they have a contract of employment. HM forces, homeworkers and private domestic servants are excluded. As the estimates of employees in employment are derived from employers' reports of the number of people they employ, individuals holding two jobs with different employers will be counted twice.

FULL-TIME WORKERS

People normally working for more than 30 hours a week except where otherwise stated.

GENERAL INDEX OF RETAIL PRICES

The general index covers almost all goods and services purchased by most households, excluding only those for which the income of the household is in the top 4 per cent and those one and two person pensioner households (covered by separate indices) who depend mainly on state benefits—that is, more than three-quarters of their income is from state benefits.

HM FORCES

All UK service personnel of HM Regular Forces, wherever serving, including those on release leave.

HOUSEHOLD SPENDING

Expenditure on housing (in the Family Expenditure Survey) includes, for owner-occupied and rent-free households, a notional (imputed) amount based on rateable values as an estimate of the rent which would have been payable if the dwelling had been rented: mortgage payments are therefore excluded.

INDUSTRIAL DISPUTES

Statistics of stoppages of work due to industrial disputes in the United Kingdom relate only to disputes connected with terms and conditions of employment. Stoppages involving fewer than 10 workers or lasting less than one day are excluded except where the aggregate of working days lost exceeded 100.

Workers involved and working days lost relate to persons both directly and indirectly involved (thrown out of work although not parties to the disputes) at the establishments where the disputes occurred. People laid off and working days lost elsewhere, owing for example to resulting shortages of supplies, are not included.

There are difficulties in ensuring complete recording of stoppages, in particular those near the margins of the definitions; for example, short disputes lasting only a day or so. Any under-recording would particularly bear on those industries most affected by such stoppages, and would affect the total number of stoppages much more than the number of working days lost.

MANUAL WORKERS (OPERATIVES)

Employees other than those in administrative, professional, technical and clerical occupations.

MANUFACTURING INDUSTRIES

SIC 1980 Divisions 2 to 4.

NORMAL WEEKLY HOURS

The time which the employee is expected to work in a normal week, excluding all overtime and main meal breaks. This may be specified in national collective agreements and statutory wages orders for manual workers.

Conventions

The following standard symbols are used:

- .. not available
- nil or negligible (less than half the final digit shown)
- [] provisional
- break in series

Where figures have been rounded to the final digit, there may be an apparent slight discrepancy between the sum of the constituent items and the total as shown. Although figures may be given in unrounded form to facilitate the calculation of percentage changes, rates of change, etc by users, this does not imply that the figures can be estimated to this degree of precision, and it must be recognised that they may be the subject of sampling and other errors.

OVERTIME

Work outside normal hours for which a premium rate is paid.

PART-TIME WORKERS

People normally working for not more than 30 hours a week except where otherwise stated.

PRODUCTION INDUSTRIES

SIC 1980, Divisions 1 to 4 inclusive.

SEASONALLY ADJUSTED

Adjusted for regular seasonal variations.

SELF-EMPLOYED PEOPLE

Those who in their main employment work on their own account, whether or not they have any employees. Second occupations classified as self-employed are not included.

SERVICE INDUSTRIES

SIC 1980 Divisions 6 to 9.

SHORT-TIME WORKING

Arrangements made by an employer for working less than regular hours. Therefore, time lost through sickness, holidays, absenteeism and the direct effects of industrial disputes is not counted as short-time.

STANDARD INDUSTRIAL CLASSIFICATION (SIC)

The classification system used to provide a consistent industrial breakdown for UK official statistics. It was revised in 1968 and 1980.

TAX AND PRICE INDEX.

Measures the increase in gross taxable income needed to compensate taxpayers for any increase in retail prices, taking account of changes to direct taxes (including employees' National Insurance contributions). Annual and quarterly figures are averages of monthly indices.

TEMPORARILY STOPPED

People who at the date of the unemployment count are suspended by their employers on the understanding that they will shortly resume work and are claiming benefit. These people are not included in the unemployment figures.

UNEMPLOYED

People claiming benefit—that is, Unemployment Benefit, Income Support (formerly Supplementary Benefit up to April 1988) or National Insurance credits—at Unemployment Benefit Offices on the day of the monthly count, who on that day were unemployed and able and willing to do any suitable work. (Students claiming benefit during a vacation and who intend to return to full-time education are excluded.)

VACANCY

A job opportunity notified by an employer to a Jobcentre or Careers Office (including 'self employed' opportunities created by employers) which remained unfilled on the day of the count.

WEEKLY HOURS WORKED

Actual hours worked during the reference week and hours not worked but paid for under guarantee agreements.

WORKFORCE

Workforce in employment plus the unemployed as defined above.

WORKFORCE IN EMPLOYMENT

Employees in employment, self-employed, HM Forces and participants on work-related government training programmes.

WORK-RELATED GOVERNMENT TRAINING PROGRAMMES

Those participants on government programmes and schemes who in the course of their participation receive training in the context of a workplace but are not employees, self-employed or HM Forces.

- R revised
- e estimated
- nes not elsewhere specified
- SIC UK Standard Industrial Classification, 1980 edition
- EC European Community

Regularly published statistics

Employment and workforce	Frequency	Latest issue	Table number or page	Earnings and hours (cont.)	Frequency	Latest issue	Table number or page
Workforce GB and UK	M (Q)	Oct 89: Apr 89:	1-1 159	Average weekly and hourly earnings and hours worked (manual workers)	B (A)	Oct 89: Apr 89:	5-4 173
Labour force estimates, projections				Manufacturing and certain other industries			
Employees in employment				Summary (Oct)			
Industry: GB	Q	Oct 89:	1-4	Detailed results	M	Oct 89:	5-9
All industries: by Division class or group	M	Oct 89:	1-2	Manufacturing	A	Apr 89:	211
: time series, by order group	M	Oct 89:	1-3	International comparisons	M (A)	Oct 89:	5-5
Manufacturing: by Division class or group				Agriculture			
Occupation				Coal-mining			
Administrative, technical and clerical in manufacturing	A	Dec 88:	1-10	Average earnings: non-manual employees			
Local authorities manpower	Q	Oct 89:	1-7	Overtime and short-time: manufacturing			
Region: GB				Latest figures: industry	M	Oct 89:	1-11
Sector: numbers and indices	Q	Aug 89:	1-5	Region: summary	Q	Sept 89:	1-13
Self-employed: by region				Hours of work: manufacturing	M	Oct 89:	1-12
: by industry							
Census of Employment:				Output per head			
GB and regions by industry (Sept 1984)		Jan 87:	31	Output per head: quarterly and annual indices	M (Q)	Oct 89:	1-8
UK and regions by industry (Sept 1987)		Oct 89:	540	Wages and salaries per unit of output	M	Oct 89:	5-7
International comparisons	M	Oct 89:	1-9	Manufacturing index, time series	M	Oct 89:	5-7
Apprentices and trainees by industry:				Quarterly and annual indices			
Manufacturing industries	A	Aug 89:	1-14				
Apprentices and trainees by region:				Labour costs			
Manufacturing industries	A	Aug 89:	1-15	Survey results 1984	Quadrennial	June 86:	212
Employment measures	M	Oct 89:	9-2	Per unit of output	M	Oct 89:	5-7
Registered disabled in the public sector	A	May 89:	243				
Labour turnover in manufacturing	Q	Sept 89:	1-6	Retail prices			
Trade union membership	A	May 89:	250	General index (RPI)			
				Latest figures: detailed indices	M	Oct 89:	6-2
				percentage changes	M	Oct 89:	6-2
				Recent movements and the index			
				excluding seasonal foods	M	Oct 89:	6-1
				Main components: time series			
				and weights	M	Oct 89:	6-4
				Changes on a year earlier: time series	M	Oct 89:	6-5
				Annual summary	A	May 89:	242
				Revision of weights	A	Apr 89:	197
				Pensioner household indices			
				All items excluding housing	M (Q)	Oct 89:	6-6
				Group indices: annual averages	M (A)	Oct 89:	6-7
				Revision of weights	A	July 89:	387
				Food prices	M	Oct 89:	6-3
				London weighting: cost indices	D	May 82:	267
				International comparisons	M	Oct 89:	6-8
				Household spending			
				All expenditure: per household	Q	Oct 89:	7-1
				: per person	Q	Oct 89:	7-1
				Composition of expenditure			
				: quarterly summary	Q	Oct 89:	7-2
				: in detail	Q (A)	May 89:	7-3
				Household characteristics	Q (A)	May 89:	7-3
				Industrial disputes: stoppages of work			
				Summary: latest figures	M	Oct 89:	4-1
				: time series	M	Oct 89:	4-2
				Latest year and annual series	A	July 89:	349
				Industry			
				Monthly: Broad sector: time series	M	Oct 89:	4-1
				Annual Detailed	A	July 89:	349
				Prominent stoppages	A	July 89:	380
				Main causes of stoppage			
				Cumulative	M	Oct 89:	4-1
				Latest year for main industries	A	July 89:	357
				Size of stoppages	A	July 89:	356
				Days lost per 1,000 employees in recent years by industry	A	July 89:	356
				International comparisons	A	June 89:	309
				Tourism			
				Employment in tourism: industries GB	M	Oct 89:	8-1
				Overseas travel: earnings and expenditure	M	Oct 89:	8-2
				Overseas travel: visits to the UK by overseas residents	M	Oct 89:	8-3
				Visits abroad by UK residents	M	Oct 89:	8-4
				Overseas travel and tourism			
				Visits to the UK by country of residence	Q	Oct 89:	8-5
				Visits abroad by country visited	Q	Oct 89:	8-6
				Visits to the UK by mode of travel and purpose of visit	Q	Oct 89:	8-7
				Visits abroad by mode of travel and purpose of visit	Q	Oct 89:	8-8
				Visitor nights	Q	Oct 89:	8-9
				YTS			
				YTS entrants: regions	M	Oct 89:	9-1

Notes: * Frequency of publication, frequency of compilation shown in brackets (if different).

A Annual. S Six-monthly. Q Quarterly. M Monthly. B Bi-monthly. D Discontinued.



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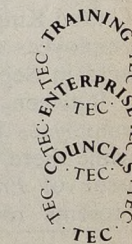
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Special Feature



The number of employees in the United Kingdom increased by 432,000 since the previous census.

Photo: Ford

1987 Census of Employment Results for the United Kingdom

This article presents the results of the 1987 Census of Employment, analyses the main changes since the previous 1984 census, and describes the Census of Employment operation.

The results of the September 1987 Census of Employment, which covers only employees in employment and excludes the self-employed, show an estimated 21,778,000 employees in employment in the United Kingdom. This represents an increase of 432,000 employees since the previous Census of Employment, held in September 1984.

Between the two census dates, the number of employees in the services sector increased by 808,000 while there were falls in other sectors. Elsewhere in this issue of *Employment Gazette* (pp 560-566) an article presents revised quarterly and monthly employment

estimates for dates from September 1984, incorporating the results from the 1987 Census of Employment.

Summary results

Tables 1, 2 and 3 present summaries of the Census of Employment estimates for September 1984 and September 1987. Between the two census dates, the number of employees in the United Kingdom increased by 432,000 (2 per cent) to a level of 21,778,000. Service sector employees increased by 808,000 (6 per cent), while there were reductions of 224,000 (4 per cent) in

manufacturing, 105,000 (17 per cent) in the energy and water supply industry division, 27,000 (2½ per cent) in construction, and 20,000 (5½ per cent) in the agriculture, forestry and fishing division.

The number of female employees in employment increased by 576,000 (6 per cent), reflecting the growth in service sector employment, while male employees fell by 143,000 (1 per cent). Employees in part-time jobs increased by 382,000 (8 per cent) and there was also an increase of 50,000 (½ per cent) in the number of employees in full-time employment.

Notes to tables

- (1) Because the figures have been rounded independently, rounded totals may differ from the sum of the rounded components.
- (2) Except for agriculture, part-time employees are defined as those working for not more than 30 hours a week.
- (3) When a change of business activity is notified by an employer the industrial classification in the census is amended accordingly.

* Excludes private domestic service.

† Estimates for agriculture are based on figures provided by the Ministry of Agriculture, Fisheries and Food, the Department of Agriculture and Fisheries for Scotland and the Department of Agriculture (Northern Ireland).

‡ National and local government employees engaged in, for example, building, education and health are included under the industries appropriate to those activities. HM Forces are excluded. Comprehensive figures for all employees of local authorities, analysed according to type of service, are published quarterly in *Employment Gazette*.

Table 1 Employees in employment in the UK, September 1984 and September 1987 by sex, full or part-time

Industries and services (Divisions of SIC 1980)	Census 1984	Census 1987	Change	
			Number	Per cent
All (0-9)			+432	+2.0
Male and female	21,346	21,778	+432	+2.0
Full-time	16,610	16,660	+50	+0.3
Part-time	4,736	5,119	+382	+8.1
Male	11,970	11,827	-143	-1.2
Full-time	11,173	10,919	-254	-2.3
Part-time	797	908	+111	+13.9
Female	9,376	9,952	+576	+6.1
Full-time	5,437	5,741	+304	+5.6
Part-time	3,939	4,211	+271	+6.9
Manufacturing (2-4)			-224	-4.1
Male and female	5,435	5,211	-224	-4.1
Full-time	5,054	4,848	-206	-4.1
Part-time	381	363	-18	-4.7
Male	3,834	3,644	-189	-4.9
Full-time	3,779	3,590	-188	-5.0
Part-time	55	54	-1	-1.8
Female	1,601	1,567	-35	-2.2
Full-time	1,275	1,258	-18	-1.4
Part-time	326	309	-17	-5.2
Services (6-9)			+808	+5.8
Male and female	13,877	14,684	+808	+5.8
Full-time	9,680	10,089	+409	+4.2
Part-time	4,197	5,596	+1,399	+33.3
Male	6,398	6,593	+195	+3.0
Full-time	5,714	5,802	+88	+1.5
Part-time	684	791	+107	+15.7
Female	7,479	8,092	+613	+8.2
Full-time	3,966	4,287	+321	+8.1
Part-time	3,513	3,805	+292	+8.3

There was a particularly strong growth of 16 per cent (323,000) in employees in the 'banking, finance, insurance and business services' industry division, and an increase of 7½ per cent (470,000) in the 'other services' industry division.

The sharpest decline, 17 per cent (105,000), was recorded in the 'energy and water supply' industry division, reflecting the loss of jobs in coalmining. There was a decrease of about 13½ per cent (108,000) in the 'other mineral and ore extraction, etc' industry division. However, part of this fall (some 14,000 employees) was due to an industry coding change affecting the September 1984 estimate of employees in the iron and steel industry; more details of industry coding changes between the 1984 and 1987 censuses are given below.

All regions of the United Kingdom—with the exception of Scotland, where there was a fall of 1 per cent (23,000)—experienced a growth between September 1984 and September 1987 in the number of employees in employment. The strongest growth rates were 5 per cent (76,000) in the South West and 4 per cent (38,000) in Wales.

Detailed results by industry and by regions of the United Kingdom are presented in tables 5 and 6 respectively. The equivalent of table 5 for Great Britain (that is, excluding Northern Ireland) will be published in the November 1989 issue of *Employment Gazette*.

Table 2 Employees in employment in the UK, September 1984 and September 1987 by industry division

Divisions of SIC 1980	Census 1984	Census 1987	Change	
			Number	Per cent
All (0-9)	21,346	21,778	+432	+2.0
0 Agriculture, forestry and fishing	368	348	-20	-5.5
1 Energy and water supply	613	508	-105	-17.1
2 Other mineral and ore extraction, etc	807	699	-108	-13.4
3 Metal goods, engineering and vehicles	2,466	2,355	-111	-4.5
4 Other manufacturing	2,161	2,156	-5	-0.2
5 Construction	1,054	1,027	-27	-2.5
6 Distribution, hotels, catering, repairs	4,277	4,336	+60	+1.4
7 Transport and communication	1,347	1,302	-45	-3.3
8 Banking, finance, insurance, business services, etc	2,017	2,339	+323	+16.0
9 Other services	6,237	6,707	+470	+7.5

Table 3 Employees in employment in the UK, September 1984 and September 1987 by region

	Census 1984	Census 1987	Change	
			Number	Per cent
South East	7,219	7,400	+182	+2.5
East Anglia	717	739	+22	+3.0
South West	1,553	1,628	+76	+4.9
West Midlands	1,981	1,989	+8	+0.4
East Midlands	1,457	1,508	+51	+3.5
Yorkshire and Humberside	1,774	1,783	+9	+0.5
North West	2,296	2,345	+49	+2.1
North	1,060	1,074	+14	+1.3
Wales	886	924	+38	+4.3
Scotland	1,904	1,881	-23	-1.2
Great Britain	20,846	21,271	+425	+2.0
Northern Ireland	500	507	+7	+1.4
United Kingdom	21,346	21,778	+432	+2.0

Industrial classification changes

In order to monitor industrial changes accurately, every effort is made to ensure the consistency of industrial coding and classification between each Census of Employment. The classification used, the 1980 Standard Industrial Classification (SIC), has not changed. However, classification according to industry cannot be an exact process because the activities of some employers cross industrial boundaries (for example, they may involve both manufacturing and retailing of goods). Moreover, the ways in which employers describe their activities may differ from the standardised descriptions, and the interpretation put on descriptions may differ according to who does the coding.

These general difficulties aside, there were two specific problems affecting the industrial classification of returns from the iron and steel industry and from area health authorities.

Table 4 Estimated effect of incorrect industry coding in the 1984 Census of Employment

Activity heading	Industry	Thousands
AH 2210	Iron and steel	+16.1
AH 2220	Steel tubes	-0.1
AH 2234	Drawing and manufacture of steel wire and steel wire products	-0.2
AH 2235	Other drawing, cold rolling and cold forming of steel	-1.7
AH 2246	Copper, brass and other copper alloys	-0.1
AH 2247	Other non-ferrous metals and their alloys	-0.1
AH 2437	Other building products of concrete, cement or plaster	-0.1
AH 2481	Refractory goods	-0.1
Division 2	Other mineral and ore extraction, etc	+13.7
AH 3111	Ferrous metal foundries	-5.3
AH 3120	Forging, pressing and stamping	-1.1
AH 3137	Bolts, nuts, washers, rivets, springs and non-precision chains	-0.3
AH 3138	Heat and surface treatment of metals including sintering	-0.1
AH 3142	Metal doors, windows, etc	-0.5
AH 3163	Metal storage vessels (mainly non-industrial)	-0.1
AH 3164	Packaging products of metal	-0.2
AH 3169	Finished metal products nes	-1.3
AH 3204	Fabricated constructional steelwork	-0.5
AH 3205	Boilers and process plant fabrications	-0.6
AH 3245	Chemical industry machinery; furnaces and kilns; gas, water and waste treatment plant	-0.8
AH 3255	Mechanical lifting and handling equipment	-0.1
AH 3284	Refrigerating machinery, space heating, ventilating and air conditioning equipment	-0.4
AH 3289	Mechanical, marine and precision engineering nes	-0.9
AH 3290	Ordnance, small arms and ammunition	-0.1
AH 3420	Basic electrical equipment	-0.2
AH 3444	Components other than active components mainly for electronic equipment	-0.3
Division 3	Metal goods, engineering and vehicles	-12.8
AH 4630	Builders carpentry and joinery	-0.1
AH 4724	Packaging products of paper and pulp	-0.1
AH 4942	Sports goods	-0.1
Division 4	Other manufacturing industries	-0.3
AH 6120	Wholesale distribution of fuels, ores, metals and industrial materials	-0.3
AH 6210	Dealing in scrap metals	-0.1
Division 6	Distribution, hotels and catering; repairs	-0.4
AH 8396	Central offices not allocable elsewhere	-0.3
AH 9111	National government service nes	+28.8
AH 9510	Hospitals, nursing homes, etc	-28.8
Division 9	Other services	nil
All industries and services		nil

"+" denotes overstated in 1984.
 "-" denotes understated in 1984.
 Revisions to monthly and quarterly employment estimates (see pp ??-???) take account of the coding changes affecting the health authority returns but not the iron and steel industry corrections.

After the publication of the results from the 1984 Census of Employment, the Employment Department received representations from the Iron and Steel Statistics Bureau which claimed that the 1984 census estimates of employees in the iron and steel industry were too high. With help from the Iron and Steel Statistics Bureau, the British Steel Corporation and the Business Statistics Office, an investigation into all units coded to activity heading (AH) 2210 (the iron and steel industry) of the 1980 SIC was mounted.

The investigation revealed that a number of units connected with the iron and steel industry had been coded to AH 2210 which, according to strict ECSC Treaty definitions, should have been coded to another industry.

A summary of the changes affecting AH 2210 is shown in table 4. In total some 16,000 of the employees classified to the iron and steel industry in 1984 should have been classified elsewhere.

During the processing of the 1987 census results, it was discovered that a number of health authority returns containing the business description 'health authority' had been classified in the 1984 census to AH 9111 ('national government service', which includes the administration of the National Health Service); on closer inspection the correct classification should have been AH 9510 ('hospitals, nursing homes, etc').

The 1987 census results reflect the correct coding but it is estimated that some 29,000 employees classified to AH 9111 in 1984 should have been allocated to AH 9510 instead. It should be noted that the published figures for the 1984 census have not been corrected to take account of these coding changes.

A more detailed version of table 4, giving a breakdown by the standard economic regions, can be obtained from the address given at the end of this article.

Census of Employment coverage

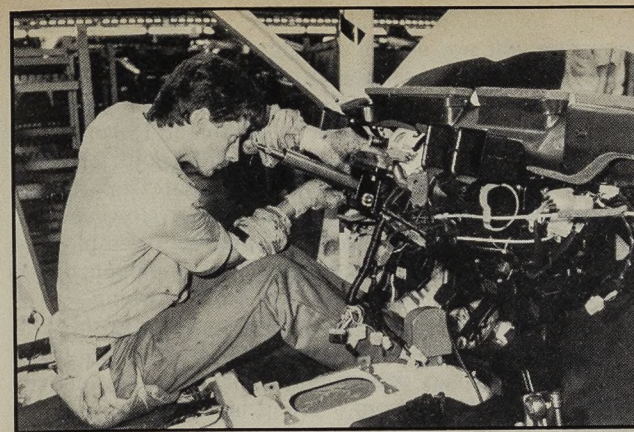
Before 1971, estimates of the number of employees were based on counts of national insurance cards. Since 1971, Censuses of Employment have provided detailed statistics of employees—that is, excluding the self-employed—analysed by industry and area and covering virtually the whole economy. The only sectors excluded are HM Forces and employees in private domestic service.

To avoid duplication of inquiries, the figures for agriculture are based on figures provided by the Ministry of Agriculture, Fisheries and Food, the Department of Agriculture and Fisheries for Scotland and the Northern Ireland Department of Agriculture.

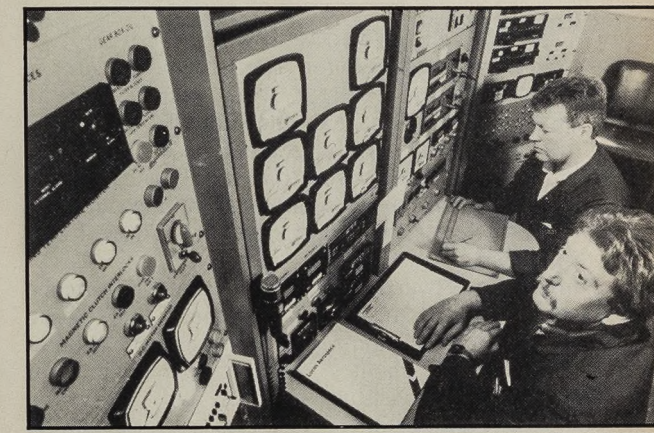
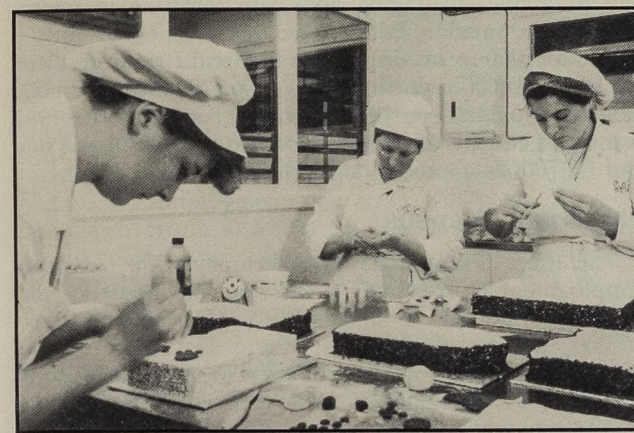
Purpose and operation

Censuses of Employment were conducted annually from 1971 to 1978. Then, following the Rayner review of the Government Statistical Service, it was recommended, in order to minimise the cost of the census operation on public funds and also to reduce the burden on employers who have to complete inquiry forms, that the census should normally be conducted triennially (the precise frequency depending on the overall employment situation and prevailing circumstances). Since then, censuses have taken place in 1981, 1984 and 1987.

The main purpose of the Census of Employment is to provide accurate national and regional 'benchmark' figures with which to realign the employment estimates obtained from quarterly and monthly sample inquiries among employers and the labour force; an article on pp 560-566 of this issue describes the consequential effects



Employees in motor vehicle manufacturing, nursery education, catering and electronic engineering.



Photos: Nissan and Crown Copyright

the new benchmark figures from the 1987 Census of Employment have had on the quarterly and monthly estimates.

A second important objective is to provide detailed local area employment estimates, including data for counties, local authorities, travel-to-work areas and parliamentary constituencies; these data can be obtained from the address for inquiries given at the end of this article.

Because of the importance of the information which the Census of Employment collects, the inquiry is conducted under the provisions of the Statistics of Trade Act 1947 and the Statistics of Trade Act (Northern Ireland) 1949. The statutory nature of the inquiry facilitated a 97 per cent response to the 1987 census.

Introduction of sampling

To further reduce costs and the form filling burden on employers, the 1984 and 1987 Censuses of Employment operations in Great Britain have been conducted on a sample basis; the Northern Ireland Census of Employment has continued to be a full census. The introduction of sampling has reduced the number of forms sent to employers in the United Kingdom by about two-thirds, from about 1.2 million to approximately 400,000.

Timing of results

Although publication of the 1987 census results is later than originally intended, the national and regional results have been published three months earlier than the corresponding information from the 1984 census. Significantly, the local area results for 1987 are available

ten months earlier than those for 1984.

In producing the 1987 results, census procedures and methods have been substantially overhauled to ensure the quality and reliability of the estimates meet the required standards. In particular, new procedures have been established to deal with problems of duplication and omissions from the register of employers (see below).

Inevitably, operating problems occur during processing and this can cause delays to publication. Timeliness of the census results is also heavily dependent on the prompt receipt of accurate returns from employers.

The streamlining of procedures should benefit the timetable for publication of the results of the 1989 census. The procedures for estimating the short-term employment series are being revised as part of the 1989 census process and this work will be accommodated in the timetable.

Employers' addresses

Before describing in more detail the sampling strategy used in the 1987 census, it should be noted that the addresses to which census forms are sent do not correspond to the commonly used terms 'firms', 'companies' or 'establishments' by which employers are sometimes identified. This is because the register used for the census is derived from the Inland Revenue's register of addresses for collecting employers' income tax under Pay-As-You-Earn (PAYE) schemes, and employers can choose to have more than one PAYE arrangement with the Inland Revenue—for example, one for monthly paid staff and another for weekly paid staff, or separate arrangements for each of a firm's regional divisions.

For this reason, the address to which the census form is sent is called a 'reporting unit', and each reporting unit is asked to provide details of the numbers of employees for

each worksite and distinct industrial activity. Each unit for which separate information is obtained is called a 'data unit'. Most commonly, the data unit will represent an entire factory, office or shop.

However, there are a substantial number of cases where there are two or more data units for the same address, reflecting the PAYE arrangements which the employer may have with the Inland Revenue or where there is more than one distinct business activity carried out at an address.

In spite of the above difficulties, the Inland Revenue PAYE register is the most comprehensive coverage of businesses with employees available to the Employment Department and, with the exception of the known omission of some firms employing only staff earning below the income tax threshold (affecting mainly the retail industry), there are no major exclusions.

Sampling strategy

The sampling strategy for the 1987 Census of Employment operation in Great Britain was to cover all large reporting units with 25 or more employees, which accounted for about 85 per cent of employees, and to take a sample of the smaller units. A further objective was to have about 300,000 reporting units contributing to results; and to achieve this target, approximately 377,000 forms were dispatched.

The difference between the number of forms dispatched and contributing to results is explained by closed businesses, duplication, non-response, businesses without employees, PAYE schemes without employees (for example, employee incentive schemes and occupation pensioners only) and certain exclusion cases (for example, domestics in private households).

The population to be sampled was stratified according

to size, location and industry. The current size of each reporting unit was not known but could be deduced with some uncertainty, either from employment figures reported in the previous, 1984 Census of Employment, or from a size indicator provided by the Inland Revenue and derived from the amount of tax paid (note: the size indicator was passed to the Employment Department, information about the tax paid was not). However, tax paid can be a poor indicator of the number of employees; for instance, when the actual tax paid by employers differs from the average because of part-time working.

Location was based on the addresses given in the 1984 census or the address on the Inland Revenue register.

The industry was determined either from the activity reported in 1984, or from a broad industry classification provided by the Inland Revenue.

All large units with 25 or more employees were polled and a sample, averaging approximately one in seven, taken from smaller units.

The 377,000 forms dispatched in Great Britain resulted in about 290,000 reporting units giving details on 670,000 data units, which contributed to the results of the 1987 census. In Northern Ireland 37,000 forms were dispatched and 38,700 data units contributed to results.

Errors in the census

The effect of sampling on the accuracy of the Census of Employment is extremely small (the 'all industries and services' total has a standard error of approximately 10,000 employees). However, there are other types of error which are not large in relation to the main national and regional aggregates of employees but which for some small employment aggregates could be relatively large. The main sources of error in addition to sampling variation are:

- duplication
- large unit omissions
- large units in the sample
- non-response

A full discussion of how these types of error arise is given in the August 1987 issue of *Employment Gazette* (pp 407-409). Briefly, duplication can arise because an employer is sent more than one census form (the main reason being that the employer has more than one PAYE arrangement).

Large unit omissions can arise because of a misleading Inland Revenue size indicator or a business experiencing a rapid increase in employment since the previous census.

Large units in the sample create problems because the employer's response can be grossed up by a factor of ten or more, thereby inflating the estimate for a particular area or industry.

Non-response to the census, at 3 per cent, is small and estimates are imputed based on units with similar size, location and industry characteristics. However, the imputed estimates could differ from the actual position.

The Employment Department is confident that a number of new procedures introduced into the 1987 Census of Employment operation will have helped to keep such errors to a minimum, thereby improving the quality of the small employment aggregates. Nevertheless, some undetected errors could still remain.

In addition, comparisons with the 1984 and earlier censuses will be affected by similar errors in these censuses. The procedures introduced into the 1987 Census of Employment operation to minimise error included:

- using employer VAT numbers to help detect duplication;
- introducing some controlled duplication to ensure that large units responding to a previous census, but which could not be matched to a large unit

- entry on the Inland Revenue register, were polled;
- spreading grossed employment across all units in the stratum where a large sample unit was selected; and
- increasing the effort put into obtaining a response from large employers.

Inquiries

Employment estimates, subject to the confidentiality restrictions of the Statistics of Trade Act 1947, are available from Employment Department, Statistics Branch D4, Level 3, Exchange House, 60 Exchange Road, Watford WD1 7HH.

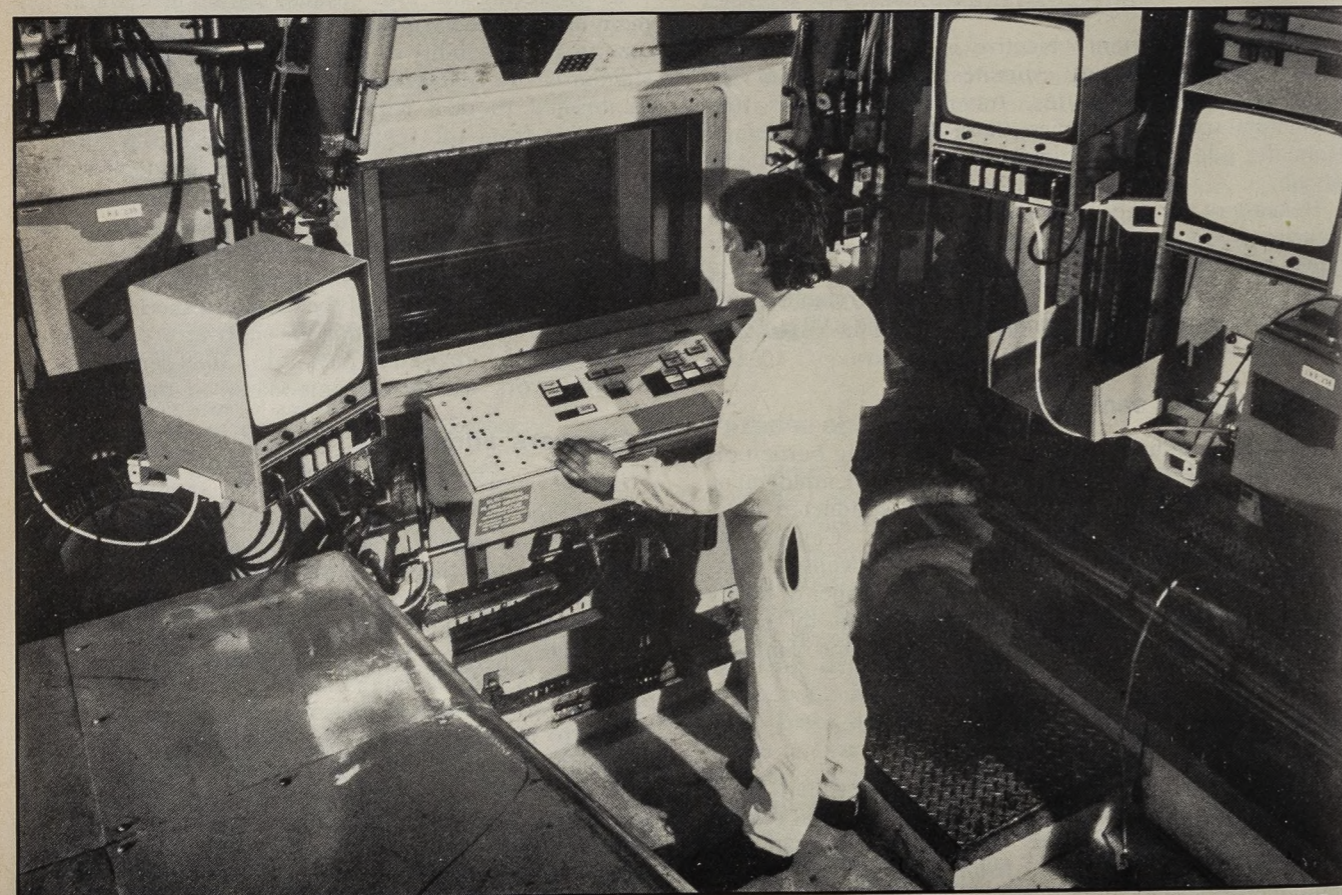
The corresponding information in respect of Northern Ireland is available from the Department of Economic Development, Statistics Branch (Room 122), Netherleigh, Massey Avenue, Belfast BT4 2JP. ■

Bibliography

Results of the September 1984 Census of Employment were published in the following issues of *Employment Gazette*:

- September 1987, pp 444-454, results for the United Kingdom
- August 1987, pp 407-408, "1984 Census of Employment" describes the changes which took place in the 1984 Census of Employment and discusses sampling and other possible sources of error in the census
- January 1987, pp 31-53, results for Great Britain and the standard regions together with a description of the purpose and operation of the census, the use of sampling and comparisons with the figures from the 1981 census.

Results of the September 1981 Census of Employment for the United Kingdom, Great Britain and regions were published in Supplement 2 to the December 1983 issue of *Employment Gazette*.



The fuel handling plant of a nuclear power station. Nearly 16,000 people work in nuclear fuel production.

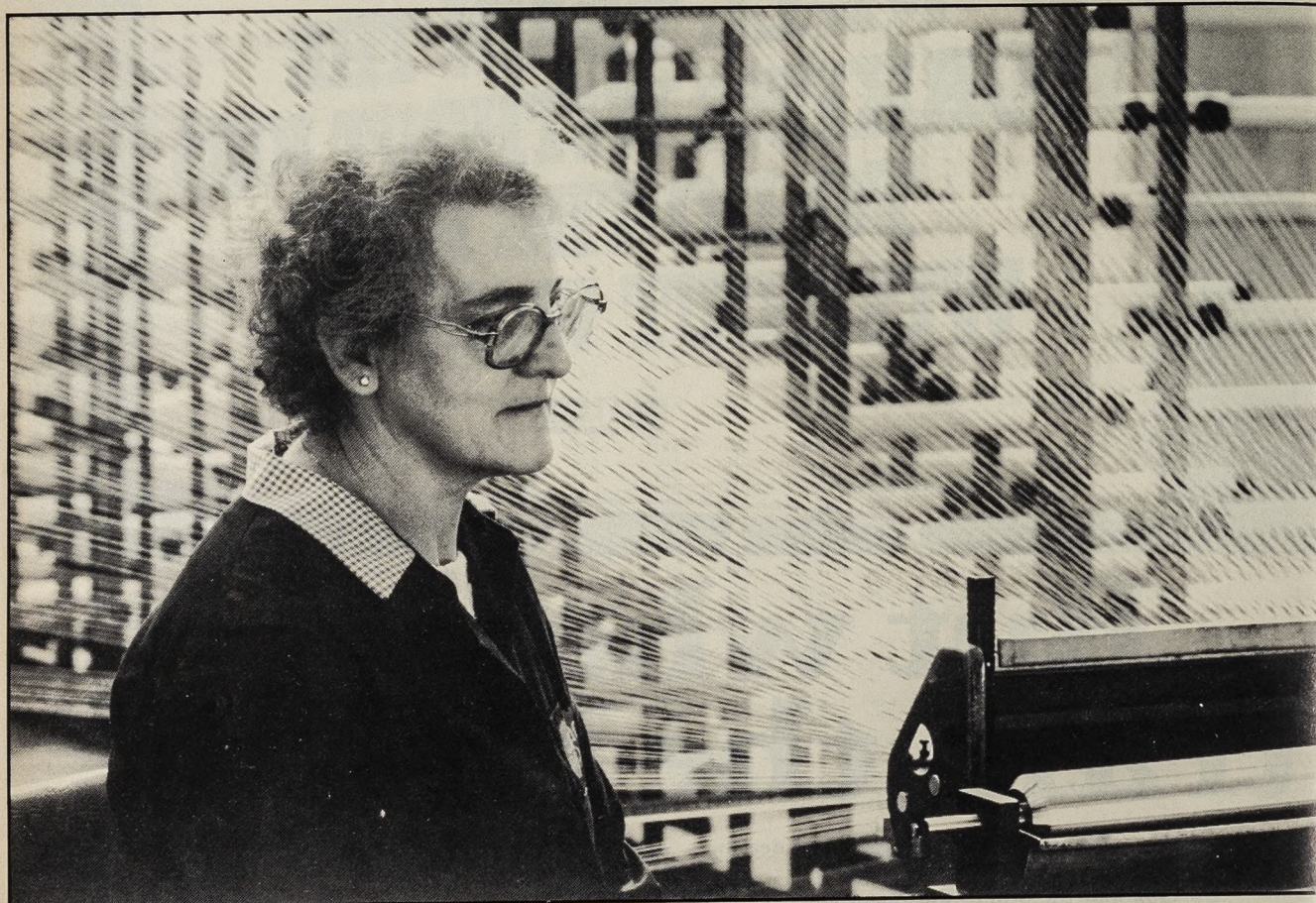
Photo: British Nuclear Fuels.

Table 5 Employees in employment in the United Kingdom: by industry (SIC 1980): September 1987

Thousands

Division	Class	Group	Activity	Male			Female			All
				Full-time	Part-time	All	Full-time	Part-time	All	
			All industries and services*	10,918.9	907.7	11,826.6	5,740.9	4,210.8	9,951.7	21,778.3
0			Agriculture, forestry and fishing †	211.9	44.3	256.2	58.8	33.1	91.9	348.1
1-5			Index of production and construction industries	4,905.5	72.4	4,977.9	1,394.7	373.2	1,767.8	6,745.8
2-4			Manufacturing Industries	3,590.1	54.3	3,644.3	1,257.6	309.0	1,566.5	5,210.9
6-9			Service Industries *	5,801.5	791.0	6,592.5	4,287.4	3,804.6	8,092.0	14,684.5
0			Agriculture, forestry and fishing †	211.9	44.3	256.2	58.8	33.1	91.9	348.1
	01	010	0100 Agriculture and horticulture †	198.1	43.5	241.6	56.3	32.0	88.4	329.9
	02	020	0200 Forestry	9.2	0.2	9.5	1.8	0.7	2.5	12.0
	03	030	0300 Fishing	4.6	0.5	5.1	0.6	0.4	1.0	6.1
1			Energy and water supply industries	428.0	0.7	428.7	65.2	14.0	79.1	507.8
	11	111	Coal extraction and manufacture of solid fuels	135.4	0.1	135.6	5.5	1.8	7.3	142.9
			Deep coal mines	127.1	0.1	127.2	4.9	1.7	6.6	133.8
			Opencast coal working	7.0	—	7.0	0.4	0.1	0.5	7.5
			Manufacture of solid fuels	1.3	—	1.3	0.1	0.1	0.2	1.5
	12	120	1200 Coke ovens	2.4	—	2.4	0.1	—	0.1	2.5
	13	130	1300 Extraction of mineral oil and natural gas	29.3	0.1	29.4	5.0	0.3	5.3	34.7
	14	140	Mineral oil processing	17.9	0.1	17.9	3.3	0.4	3.8	21.7
			Mineral oil refining	14.1	—	14.1	2.3	0.3	2.6	16.7
			Other treatment of petroleum products (excluding petrochemical manufacture)	3.8	—	3.8	1.0	0.2	1.2	5.0

Special Feature



Female employees in employment increased by 1.4 million between 1983 and 1989.

Photo: ILO/J Mailla

Revised employment estimates —incorporating 1987 Census of Employment results

This article presents revised estimates of employees in employment and consequential revised workforce in employment figures from September 1984, incorporating the 1987 Census of Employment results.

The results of the 1987 Census of Employment are presented on pages 540 to 558 of this issue. One of the primary purposes of the census of employment is to provide 'benchmark' figures on which to realign the short-term estimates of employees in employment which are derived from monthly and quarterly short-term sample inquiries. The 1987 Census results provide a new benchmark from which estimates for later dates can be calculated using proportionate changes derived from the sample surveys.

The estimates for the inter-censal period, September 1984 to September 1987, also require revision to bring them into line with the 1987 results.

The revised estimates are presented in the tables and graphs in this article and in the Labour Market Data section of *Employment Gazette*. A full series giving historical estimates showing the revised series in the context of earlier estimates on the new basis will be included in a supplement to be published with *Employment Gazette* later this year.

Table 1 United Kingdom, seasonally adjusted

Thousands

		Employees in employment				Workforce in employment			
		Level		Change on previous quarter		Level		Change on previous quarter	
		Previously published	Revised	Previously published	Revised	Previously published	Revised	Previously published	Revised
1983	Mar	21,024	21,026	-77	-76	23,562	23,564	-55	-54
	June	21,053	21,054	30	28	23,613	23,613	50	49
	Sept	21,108	21,107	55	53	23,869	23,867	257	254
	Dec	21,168	21,169	59	62	24,038	24,040	169	172
1984	Mar	21,202	21,204	34	35	24,132	24,134	93	94
	June	21,227	21,229	25	24	24,224	24,226	93	92
	Sept	21,285	21,281	58	53	24,353	24,350	129	124
	Dec	21,389	21,363	104	81	24,478	24,452	125	102
1985	Mar	21,450	21,397	61	35	24,548	24,495	69	43
	June	21,496	21,414	46	17	24,608	24,527	61	31
	Sept	21,533	21,427	37	12	24,703	24,596	94	69
	Dec	21,556	21,418	22	-9	24,715	24,577	12	-19
1986	Mar	21,560	21,395	4	-23	24,696	24,531	-19	-46
	June	21,570	21,379	10	-17	24,744	24,553	49	22
	Sept	21,598	21,380	28	1	24,891	24,672	146	120
	Dec	21,637	21,389	39	9	24,978	24,730	87	57
1987	Mar	21,698	21,416	61	27	25,074	24,792	96	62
	June	21,878	21,575	180	160	25,368	25,065	294	273
	Sept	22,057	21,740	179	164	25,651	25,333	283	268
	Dec	22,266	21,956	208	216	25,872	25,562	221	229
1988	Mar	22,475	22,125	209	169	26,089	25,739	216	177
	June	22,560	22,220	85	95	26,203	25,864	115	125
	Sept	22,671	22,322	111	102	26,371	26,022	168	158
	Dec	22,737	22,332	67	10	26,506	26,100	135	79
1989	Mar	22,850	22,425	113	93	26,687	26,261	181	161
Changes									
Mar 1983-Mar 1989		1,826	1,399			3,125	2,697		
Mar 1988-Mar 1989		376	300			598	522		

Impact on employees in employment

The availability of 1987 Census results enables the quarterly and monthly series of employees in employment to be revised onto a firmer basis. The impact of the census results is largely on the level rather than the recent trend in employees in employment. However, the revised series does now show small falls in employment during late 1985 and early 1986 in place of the consistent but slow rising trend published previously.

In the whole period between the 1984 and 1987 censuses, the number of employees in employment in the United Kingdom (seasonally adjusted) is now estimated to have increased by 458,000 rather than 773,000, as published previously.

However, while the revisions to the level of employment and therefore to the rate of change between 1984 and 1987 are large, the revisions to the changes since September 1987 are smaller. For example, it was previously estimated that employees in employment increased by 793,000 between September 1987 and March 1989, and this increase has now been revised to 685,000—still a very substantial growth in employment in this period.

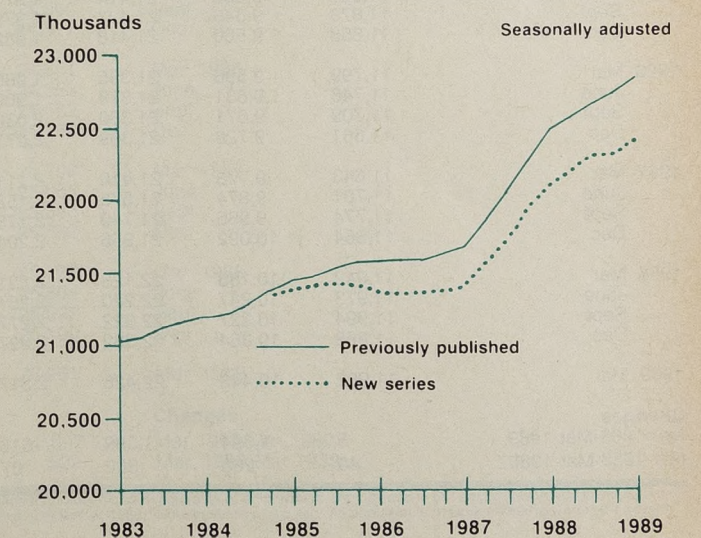
Table 1 sets out the quarterly series for recent dates as previously published and shows the effects of the revisions on the quarterly changes. Figure 1 shows the new series compared with that published previously, which included the results of the 1988 Labour Force Survey. It illustrates the effect of the revisions on the level of employment in September 1987 and on the trend between 1984 and 1987 (minor changes to the 1983 figures are explained below). It also shows that the growth since September 1987 is little affected.

The revised estimates of employees in employment by industry, set out in table 2, show a growth of 1,399,000 in

the last six years in all industries and services; this comprises a growth in the service sector of 1,983,000 offset by a decline of 584,000 in manufacturing and other industries.

The relatively small increase in the service sector in the fourth quarter of 1988 can be attributed to the run down of the Community Programme, whose participants were counted as employees and allocated to the service sector. This programme has been replaced by Employment Training. Participants in ET are counted as in work-related government training, not as employees.

Figure 1 Revised estimates of employees in employment





Birds Eye's fishfinger factory in Grimsby—workplace for more than 2,000 employees.

Technical note

Estimates of employees in employment are based on the following sources:

- the census of employment conducted triennially from 1978 to 1987; a 1989 census is currently under way;
- monthly and quarterly surveys of employers (ie: the L2 and L5 panel inquiries and the L42 to all local authorities);
- inquiries conducted biennially by the Ministry of Agriculture, Fisheries and Food for employment in agriculture and quarterly by the Department of the Environment for employment in the construction industry;
- 'centralised returns' covering employment in some nationalised industries, government departments and other large organisations such as British Coal, and the London and Scottish Clearing Banks Association; and
- the Labour Force Survey (LFS).

For census of employment dates, the estimates given by the census are used without adaptation. Between censuses, sources b, c, and d are used to estimate monthly and quarterly trends in employees in employment. However, in recent years employment estimates calculated in this way have also been supplemented for known underestimation of employment growth as measured by these panel surveys.

These supplements are based on aggregate whole economy trends from the annual LFS (e, above) and include an assumed continuance of the quarterly rate of cumulation of the bias observed between the two most recent surveys. The supplements are spread across industries and regions in a way which reflects the industry mix of the biases which build up between censuses.

As explained when the 1988 LFS results were incorporated (see April 1989 issue of *Employment Gazette*), the methodology for extrapolating the latest LFS results for quarters after March 1988 has been modified slightly.

Previously, the degree of underestimation was assumed to continue accumulating at the rate observed in the previous year, but for the period since spring 1988 an average of the degree of underestimation over the previous three years has been used. This change was made because the exceptionally high rate of growth in employees observed between the spring 1987 LFS and the spring 1988 LFS is not considered to be an adequate basis for carrying forward the degree of underestimation in the period since spring 1988, the reference period of the latest Labour Force Survey.

Estimates for Great Britain are published at industry class (SIC 80) level and regional estimates at division level, with some finer detail where estimates are considered reliable. Reliability is judged on the basis of the revisions to the detailed figures which are necessary when census results are produced.

The employees in employment series may be revised at a number of stages:

- the 'supplements' are revised annually on receipt of the LFS results, usually in the spring following the LFS date;
- there are revisions to and delays in the provision of centralised return data (d, above); and
- on receipt of the results of a census of employment, all the estimates are rebenchmarked and estimates for inter-censal periods are revised.

Seasonal adjustment

As a result of the revisions to the employees in employment estimates there have been minor changes to the seasonal patterns in the series. Seasonal factors have been revised and applied to the new series to produce a new seasonally adjusted series from the beginning of 1983. The series are shown in the tables in this article and in tables 1-1 and 1-2 of the Labour Market Data section. ■

the census of employment and the short-term inquiries on the one hand and the LFS on the other.

More work is planned on these coverage differences, and the Employment Department's methods of estimating the employee series will be further examined in the light of this work.

The revisions to the series post-September 1987 result from:

- the new benchmark supplied by the census from which rates of change can be measured;
- the inclusion in the panel of employers addressed by the quarterly and monthly surveys of a sample of new establishments set up between September 1984 and September 1987 (this has particularly reduced the September to December 1988 growth in the service sector, where many of the Community Programme (CP) employees were employed in new establishments not previously included in the quarterly estimates, so that the run-down of CP is now better reflected); and
- the reworking of the supplements based on LFS data, in the light of the census results.

There has been one small correction to the 1984 Census of Employment results because some hospitals were wrongly classified to central government. This has amended the 1984 Census results for activity headings 9111 and 9510 and has had a resulting impact on the series for 1984-87 for these two industries. More details of this are given in the article describing the 1987 Census results on p 540.

It should also be noted that special amendments to the short-term series have not been made for the other industry coding problems described in that article.

Young inventors set for success

A 19-year-old from Middlesbrough has won the title "Young Engineer for Britain 1989".

Nigel Herbert carried off the trophy and £1,250 for his school—South Park Sixth Form College in Normanby, Middlesbrough—for inventing a 'Viscometer', a device to measure and read out the viscosity of fluids.

Nigel beat 52 national finalists, aged 11 to 19, in the Engineering Council's annual competition. They had been selected from 450 young people at 11 regional finals.

The great advantage of Nigel's invention, developed as a project he devised for his 'A' levels, is that it is portable and can therefore be used at oil and chemical sites, among others, to give a quick reading. Its low retail cost—£170—brings it within the financial scope of schools too.

Nigel, due to read dentistry at Liverpool University before winning the competition, is now considering setting up a small business or reading engineering instead. Courtaulds, the textile manufacturers, have offered to sponsor him for a university engineering course.

The Engineering Council's



Sarah Millington, age 14, winner of the Woman into Science and Engineering prize, with 19-year-old Nigel Herbert, winner of the Young Engineer for Britain title 1989.

Women into Science and Engineering (WISE) award of £200 was won by 14-year-old Sarah Millington of Holm Rook, Cumbria, for her invention 'Separ-A-Ball'. This is a kitchen device which gives effective separation of fats or oils from other liquids.

At the award ceremony in London, Sir William Barlow,

chairman of the Engineering Council, announced that last year's "Young Engineer for Britain", Paul Dagley-Morris from Cheltenham had sold the rights to his invention, a sophisticated radio transmitter alarm system, 'Rapidcall'. "I hope that is setting him on the way to being a budding entrepreneur," Sir William said. □

Women—not a substitute for young workers

Most people are now aware of the so-called 'demographic timebomb' whereby fewer young workers will be coming onto the labour market in the next few years. It is often assumed that older women will make up the shortfall.

However, Hatfield Polytechnic has just published the results of a study it did of women with young children who are considering returning to work.

The survey covered North Hertfordshire and Stevenage. Key findings include:

- At least two-thirds of the women questioned intended to return to work in the next three years.
- Women have skills and experiences that are qualitatively different from those of school leavers and during a career break they gain other skills which, more often than not, are ignored by prospective employers.
- The provision of employer

provided childcare facilities would lead to an increase in the hours worked by women.

- The demand for training opportunities is high. Nearly three-quarters of potential returners felt they needed additional training to re-enter the labour force. A lack of training provision could be wasteful. For example, several former nurses said that they would take other jobs even though they wanted to rejoin the health service.

- Many women wanted to change jobs from what they did before having children but were conscious that any desire for occupational change would be frustrated unless they received training or retraining.
- Women felt they had lost confidence while being at home with young children and wanted to attend courses that emphasised confidence building and personal development.

The researchers present a number of policy recommendations and suggest that existing training provision needs to be more directly targeted to women returners. The report adds that employers, in particular, need to re-examine their recruitment and promotion procedures so that women's previous employment experience and the transferable skills gained during the time spent bringing up children are recognised and valued. Such procedures should also avoid potentially discriminatory age ceilings.

Employers also need to consider access to employer provided training, flexible working hours, job sharing, childcare facilities and renewal of contacts with employees who have taken a career break if they want to attract women back into the labour market. □

The report, *Women Returners in the North Hertfordshire Labour Market*, is available (price £6) from Local Economy Research Unit, Hatfield Business School, Mangrove Road, Hatfield SG13 8QF.

Euro directive on unsafe products

The Department of Trade and Industry has published a consultative document on what it describes as a "far-reaching European Commission directive aimed at prohibiting the supply of unsafe products." If adopted the directive would apply to all products, including food and drink, transport, medicines and medical devices.

Comments in response should be sent to the Consumer Safety Unit, DTI, Room 414, 10-18 Victoria Street, London SW1H 0NN by October 13. □

New strategy for hotel development in London

The London Tourist Board (LTB) has identified over 60 potential hotel sites in 18 non-central London boroughs and is urging major property developers to take up the sites with a view to hotel development.

A recent study commissioned by LTB and the London Planning Advisory Committee stresses the need for additional hotel accommodation and points to a shortfall of 19,000 bedrooms in London by the year 2000.

LTB Managing Director, Tom Webb, said: "If London is to benefit from the projected increase in visitors when the Channel Tunnel opens in 1993, it is essential that additional accommodation is provided of the right quality and price.

"The aim is to increase the stock of low cost accommodation but due to high land values, budget hotel development is often perceived to be commercially unviable," joint arrangements between a local authority and developer, budget hotels can be viable.

"The relocation of many firms to outer London has created a demand for business hotels in these locations. At the weekend they are well placed to tap the growing short break market," said Mr Webb. □



Calderdale (near Halifax). The area, a current recipient of European tourism funding, is benefiting from European youth tourism visits through town-twinning programmes.

Deadline for European tourism grants

December 20 has been set as the deadline for applications for European Community funding towards the cost of European Tourism Year projects.

Grant aid of up to 40 per cent is available, but entries must be submitted to Britain's Examining Committee, drawn from right across the tourism industry in Britain, before its final meeting in January 1990.

Entries chosen by the committee will be forwarded to Brussels for approval by the European Commission.

Only £145,000 is available for the whole of Britain, and priority will be given to proposals that cover as many of the EC criteria for 'Community Projects' as possible.

The criteria laid down by the EC say that projects should contribute to:

- community character—they should facilitate intra-Community travel;
- the Single Market;
- off-season employment;
- development of new destinations.

They should also be innovative, of an exemplary nature—serving as a pilot for projects in other countries or regions—and environmentally friendly.

Official grant application forms and further information can be obtained from Joan Williams, British Tourist Authority, tel 01-846 9000. □

Bosses' communication chasm

Leaders of Britain's biggest companies claim it is their workforce who more than anything else affects profits. Yet the workforce says it is not told what is going on in the company or even encouraged to make suggestions.

These are the findings of a survey by Vista, an employee communications company, which questioned managers in 400 of Britain's largest businesses. The companies employ in excess of 2½ million people.

The workforce was asked whether employees were given sufficient information on a range of essential items. Less than a quarter said they had sufficient information on plans and objectives for their business and only 39 per cent felt they had sufficient information on changes which affect their job.

Exactly 50 per cent felt their companies had any clear and consistent policies, while just 42 per cent said they were encouraged to make suggestions on how to

Employee share register

Over the past decade there has been a considerable expansion in profit sharing and employee share ownership. As a consequence, many companies have experienced an improvement in employee attitudes, especially in securing commitment to the firm's success.

Further measures to stimulate wider share ownership and profit sharing were introduced by the Chancellor in his Budget earlier this year. Following this, the Industrial Participation Association (IPA) announced that it planned to compile a comprehensive UK Register of Profit Sharing and Employee share Ownership Companies. The project is being funded by the Employment Department and the register is due to be published in mid-1990. It will cover:

- profit sharing (cash and/or shares)
- profit-related pay
- savings-related (SAYE) share schemes
- share purchase or contributory share schemes

Explaining the IPA's reasons for wanting such a register, director Bryan Stevens said: "An up-to-

date register of organisations that have profit sharing or share ownership schemes will help to dispel any prevailing ignorance about them, encourage other organisations to consider introducing them, and provide data for further research. It is very much in line with the Government's encouragement of profit sharing and wider share ownership."

A simple questionnaire has been widely distributed to companies and other organisations. The IPA is urging all those who have received a questionnaire to ensure they complete it and return it as soon as possible.

If any company with a profit sharing scheme has not received a questionnaire, it should contact the project director, D Wallace Bell, at: The IPA, Freepost, London SE1 2BR (tel 01-403 6018). □

Diary dates

• *Working Together*. British Computer Society conference to help industry and disability organisations understand each other's needs. November 7 and 8. IBM, Warwick. Contact: 01-874 0637.

• *Recruiting and Employing Graduates for 1990 and Beyond*. Institute of Manpower Studies (IMS) seminar for graduate recruiters to review their policies. October 19 or November 23. Scandic Crown Hotel, Victoria, London SW1.

• *Career Management Strategies*. IMS workshop on career policies and practices. November 7 to 9, or April 3 to 5, 1990. Institute of Manpower Studies, University of Sussex, Brighton.

• *Managing Labour Turnover*. IMS course focuses on how to find out why employees leave and how this can be prevented. December 6 and 7 or June 6 and 7, 1990. Institute of Manpower Studies, University of Sussex, Brighton.

For information on all three IMS events contact (0273) 678181.

• *Legionnaires' Disease*. HSE conference on the disease for senior managers and those in charge of building services. November 17. Queen Elizabeth II Conference Centre, London SW1. Contact 051-951 4456.

• *Flexible Training '89*. National exhibition and conference on flexible training technologies, methods and materials, sponsored by the Training Agency. November 28 to 30. Novotel Exhibition Centre, Hammersmith, London W6. Contact: 01-727 1929. □

Panorama

A catalogue of industries in European Community countries has been published by the EC Commission. *Panorama of Industry '89* covers more than 125 branches of manufacturing and service industries.

It presents a structural overview of the relevant industries, the development of their workforces, market shares, position in foreign trade and future prospects. *Panorama* will be updated annually.

For further information contact: EC Commission, Directorate General III, Jean-Francois Marchipont, Rue de la loi 200, B-1049 Brussels, Belgium. □

improve output.

"What this picture represents is one where although the British boardroom sees employee performance as crucial, the workers are neither being told what is going on nor being listened to," said Peter Walker, managing director of Vista.

"The refusal to adopt the more open management style of successful European companies could cost Britain dear as 1992 approaches." □

Photo: Simon Warner

Force of change on the traditional working day

The nine-to-five working day is fast becoming a thing of the past. New technology, concern for cost effectiveness, reduced working hours and customer demand for more extensive services mean that more and more employers are changing traditional hours.

Falling numbers of young people in the labour market will put additional pressure on employers to operate more flexible working patterns so they can recruit and keep the employees they need, particularly women who have

family responsibilities.

A new ACAS booklet, *Hours of Work*, comes to their aid. It outlines the different types of working patterns, from shiftwork and annual hours working to part-time working and job-sharing. The advantages and disadvantages of each approach are outlined, and there is clear, practical advice about how different patterns can be introduced and made to work well.

Copies, which are free, can be obtained from ACAS, 27 Wilton Street, London SW1X 7AZ. □

Cashing in

More and more employers are installing automated cash dispensers so that their employees can withdraw cash from their banks while on work premises.

The Staffcash machines, which are made by Philips, enable employees to withdraw money at any time of the day or night. They help employers too by overcoming the problem of employees who wish to continue to be paid weekly in cash, and also mean that an accounts clerk does not need to spend time dispensing cash.



Philips Staffcash machine.

When a withdrawal is made, details of the transaction are sent to the Bankers Automated Clearing Services, the employee's bank account is debited, and the company's account is credited.

Richard Beaton, general sales manager for finance at Philips Business Systems, says: "The market for cash dispensing machines at work is really taking off, with Staffcash users in many diverse industries, including banking, media, chemicals, computers and electronics."

For further information, contact Andrew Thompson, Philips Business Systems, Elektra House, Bergholt Road, Colchester, Essex (tel. 0206 575115). □

Diploma in human resources

A new distance learning course, The Henley Diploma in Human Resource Management, has been produced by management specialists Henley College.

The new course has been specially designed to meet the needs of potential and existing managers who want to focus on human resource management in a broader business and international context, as well as covering the Institute of Personnel Management's (IPM) Stage II professional education scheme. Participants will be able to become graduate members of the IPM on completion of the Stage II exams. The IPM has been closely involved in the course's development and has just designated Henley as an IPM approved centre.

As with all Henley distance learning courses, help and support is offered throughout the programme by Henley tutors. Assessment will draw on the participants' working experience and be relevant to their immediate working environment. The first students will begin the course in January 1990, and they should complete it in 18 months to two years.

Participants will also have access to Henley's 'Helpline' service and its unique computer system, HELP. This will enable students to access tutors and each other and so create an electronic classroom.

A tailored version of the course will be offered to companies who require a programme which is designed to meet their specific needs.

For further information, contact (0491) 571454 ext 2233. □

Cultural messages

Getting your message across in the single European market of 1992 and beyond is the subject of a new training course.

After lengthy consultations with language and cultural experts, Oxford Training has produced a three-day course 'Persuading and Negotiating in an Assertive Europe'.

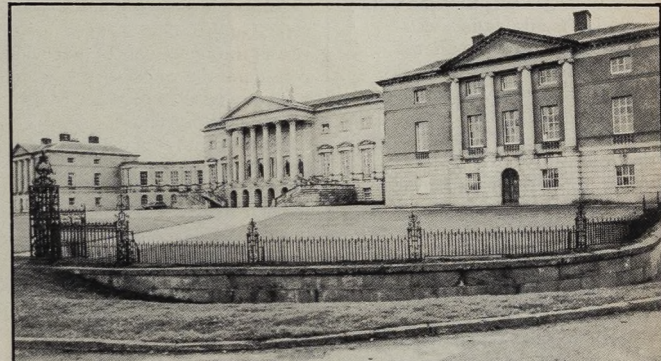
Said Greg Nutt, programme designer at Oxford Training: "Different cultures have their own distinctive ways of communicating but common ground can be found."

"Gist is more important than detail. In other cultures, expression

of feelings and creation of mood through intonation and non-verbal signals say much more than the words alone.

"In the UK, words have traditionally been the main focus. We are now offering practical training in the direct communication of these other 'un-British' expressions. This style of expressive assertiveness is emerging as the norm in Europe and lies at the heart of the new course."

Further information is available from Greg Nutt (tel 0993 883338). □



Kedleston Hall, Derbyshire, Britain's fastest growing historic attraction last year.

Historic attraction

England's historic attractions are the country's biggest tourism crowd puller, according to the English Tourist Board's latest annual report on the country's historic properties, *The English Heritage Monitor*.

A record 67 million people visited heritage buildings last year, 3 per cent more than in 1987. Earnings—from admissions, souvenirs and catering—are also up, by 13 per cent to £122 million.

Westminster Abbey was the favourite, with 3.25 million visitors, followed by St Paul's Cathedral with 2.5 million. As in 1987, the Tower of London had the highest number of paying visitors (2.1 million). Bolton Abbey in North Yorkshire was the favourite parish church, with 400,000 visitors. In fact, nearly half the 54 historic buildings attracting over 200,000 visitors in 1988 were cathedrals and churches.

Eighteenth century Kedleston Hall, a National Trust property in Derbyshire, grew in popularity faster than any other historic building in 1988. Visitors to it increased by 96 per cent to 71,800. The report puts this down to the property opening for five days a week in 1988 as compared with three days a week in 1987. An

appeal for the purchase of contents also aroused much public interest.

Celebrations to mark the Armada's 400th anniversary were among the unusually large number of anniversary promotions during 1988 which helped to boost visitor numbers.

The report also cites improved marketing and signposting, together with special events and extra attractions, as playing a major part.

Although increased revenue is largely due to a rise in entrance fees, the report says attractions are also now offering more facilities to visitors. For the average admission price of £1.39 (10 per cent up on 1988) many places also offer museums, exhibitions, tours, festivals, gardens and historic re-enactments.

Despite the boom, however, the report warns that historic properties are constantly under threat from increasing traffic and road construction. Escalating repair costs and VAT are also making it more difficult for properties to be maintained.

Copies of *The English Heritage Monitor 1989* are available from the English Tourist Board, 4 Bromells Road, London SW4 0BJ, price £11 including postage. □

Photo: National Trust

Part-time points

Part-time work to some can be a precarious form of employment and a source of unequal treatment of women workers. It is also defended as a regular, well-protected way to reconcile the needs and preferences of workers with the operational requirements of enterprises; to create jobs; and to benefit workers with family responsibilities, workers approaching retirement and other special groups.

The latest issue of the *Conditions of Work Digest* on part-time work provides details of the latest statistics, legislation, national programmes, civil service rules, positions of employers and trade unions, and enterprise-level practices in over 30 industrialised countries.

The introduction gives insights into the advantages and problems which already affect more than 50 million workers in the industrialised market economies.

There is information on the many forms of part-time work, from phased retirement to parental part-time, plus reference to pay and access to social security benefits. □

Conditions of Work Digest, vol 8, no 1, 1989
Price £17.60 is available from the International Labour Office in London (tel 01-828 6401).
ISBN 92 2 106508 1.

Writing off

A new publication that provides a step-by-step guide to compiling a CV has been produced by the Cambridge-based National Extension College for the British Refugee Council.

Writing a CV is a self-study course aimed at helping adult refugees, other ethnic minorities and native English speakers.

Written by Robert Leach, the book takes the student through each stage of compiling a CV—starting with an understanding of the employer's viewpoint and concluding with referees, supporting letters, the importance of layout and getting feedback. Throughout, students are encouraged to sell themselves by selecting and focusing upon specific qualities and experience relevant for a particular job.

Writing a CV also addresses the issues of gender and cultural differences which may have implications for a CV. □

Writing a CV is available from The National Extension College, 18 Brooklands Avenue, Cambridge CB2 2HN. Price £6.95. ISBN 0 86082 9391.

REVIEWS

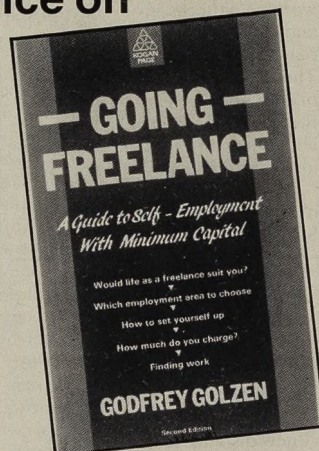
Turning freelance on a shoestring

Budding entrepreneurs who haven't yet taken the step of starting their own business could well find *Going Freelance* by Godfrey Golzen helps them make up their mind.

Written in a clear, readable style, Godfrey Golzen takes the reader through a mass of practical considerations which vary from the right mental attitude to the details of invoicing procedure.

Golzen points out that starting a new business doesn't necessarily need large amounts of money, but to make a success of it, you have to market your skills in the right way to the right people.

The second part of the book looks at over 40 opportunities for freelance work in a step-by-step guide covering business services, home and DIY services, right



through to the performing arts sector. This is a book to stir the entrepreneurial spirit and laden with practical advice. □

Going Freelance by Godfrey Golzen is published by Kogan Page. Price £7.99. ISBN 1 850918082.

Keeping the workforce fit

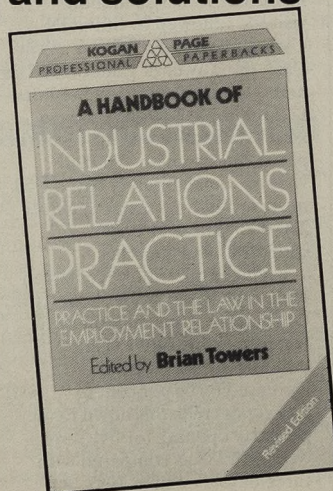
Counselling, by Michael Megrnahan looks upon the topic of workplace counselling from the employers' point-of-view and explores how such problems as stress, relocation and debt as well as newer areas of AIDS, substance misuse and psychological testing should

be handled.

Almost every conceivable field where counselling may be required is covered, with useful contacts listed for specialist information. □

Counselling by Michael Megrnahan is published by the Institute of Personnel Management. Price £14.95 (non-members), £11.96 (members) plus £1.13 p and p. ISBN 0 85292 397X.

Industrial relations—problems and solutions



A comprehensive guide to industrial relations practice has been fully updated by its editor, Brian Towers, to take account of the 1988 Employment Act and the Government's draft code of practice on trade union industrial action.

A Handbook of Industrial Relations Practice provides guidance and strategies for managers and trade unionists on a host of topics with close reference to practical situations and case studies. Subjects covered include: collective agreements; employee participation; new technology impact and single union agreements. □

A Handbook of Industrial Relations Practice edited by Brian Towers is published by Kogan Page. Price £14.95. ISBN 1 85091656.

People power

Poorly motivated staff can make the difference between success and failure for new businesses, says David Robinson, author of *Getting the Best Out of People*.

Written specifically for owners of young and growing businesses, the book provides a lively introduction to the theory and practice of personnel management. Using examples and case studies it shows owner/managers how to ensure that their own behaviour draws the best from their staff.

The book is a useful tool for anyone needing to develop management skills and looks at effective leadership, human behaviour at work, ethics and coping with corporate growth. □

Getting the Best Out of People by David Robinson is published by Kogan Page. Price £5.95. ISBN 1 850915296.

Pensions in Europe

The 11th edition of *Guide to Pensions in Western Europe* has been published by international actuarial services group, Noble Lowndes. The guide gives details of social security and private sector pension practice in 17 European countries. It shows that there is still a wide diversity in the level of State pension provision within the European Community. 50 per cent of member states do not have common retirement ages for men and women. Also only half of the countries allow individuals to receive a social security retirement pension earlier than the stipulated retirement age, with Denmark, France and the UK offering the best deals to early leavers from occupational plans. □

Further information on the guide is available from Noble Lowndes, PO Box 144, Croydon CR9 3EB.

Britain abroad

The British Tourist Authority has launched the latest edition of its guide to marketing Britain abroad. Advertising, research mail services, and overseas distribution of operators' literature are just some of the BTA services outlined.

The handbook includes dates and details of international travel shows, promotional events and BTA sales missions for each major overseas market. □

Copies of the 1989-90 edition of *Promoting Tourism to Britain* are available free of charge from: BTA Marketing, Thames Tower, Black's Road, London W6 9EL (tel 01-846 9000).

Printed in the United Kingdom for Her Majesty's Stationery Office