

FAIR WORK CONVENTION
FAIR WORK IN HOSPITALITY INDUSTRY
INQUIRY GROUP (HIIG)

MINUTES

DATE: 15 NOVEMBER 2022

Attendees: Co-Chair Linda Johnston Auchrannie Resort, Co-Chair Satnam Ner Prospect and Fair Work Convention, Academic Advisor Professor Tom Baum Strathclyde University, Scott Anderson Vice President Heriot-Watt University Student Union, Steven Beattie Sodexo UK, Carina Contini Edinburgh, Marc Crothall Scottish Tourism Alliance, Lawrence Durden Skills Development Scotland, Anna Hirvonen Poverty Alliance, Mike Jones The Stand, Jonny Kinross Grassmarket Community Project, Caitlin Lee Unite the Union, Bryan Simpson Unite the Union, Leon Thompson UKHospitality Scotland, Paul Togneri, British Beer and Pub Association, Tam Wilson Better than Zero,

The Inquiry was joined by a panel of industry professionals representing education and training in the sector.

- David Cochrane HIT Scotland
- Inga McVicar Springboard
- Professor Anna Leask Edinburgh Napier University
- Jane Carr-Gomm City of Glasgow College

Apologies

Apologies were noted from:

- Mark McHugh, Bakers, Food and Allied Workers Union
- Susan Martindale, Mitchells and Butlers
- Chris Wayne-Wills, Crerar Hotels
- Violetta Andeme
- Moira Tasker, Inclusion Scotland
- David Trotter with Steven Beattie from Sodexo Live! as substitute

Welcome

It was noted that a range of guest speakers and observers made up of officials from the Scottish Government and Public Health Scotland were joining this session.

Minutes

The minutes from the previous meeting were agreed and members were reminded to put forward suggestions on speakers or best practice examples that could be included in the meetings to the secretariat.

Members agreed the light touch minute of the previous meeting.

2) Discussion of 'Worker Story' drawn from the Research undertaken by National Institute of Economic and Social Research

The secretariat opened this session by providing some context on why these stories were chosen. The stories are a prompt to aid discussion. One of the stories chosen looks at an issue that was highlighted a number of times in the research, that people don't move uniformly upwards in the industry and in many instances people move back down due to stress and burnout. It was a recurring theme in the research. It was included in today's discussion so that the inquiry can get a better understanding of why this might be happening. Is it an isolated incident or something more widespread that the inquiry needs to look at?

The other story highlights that training can be a way of encouraging commitment and interest in the sector. It also highlights how it can support people to move through the sector in a career focused channel. There were still issues for the worker in this story.

The secretariat asked members to consider if employers are getting the return on investment for their training?

The Chair spoke about Mike's story regarding the positives and highlighted the issues the industry has in delivering fair work and the inappropriate response from employers and how it affected his progression within the industry. The Chair asked members to consider if these issues present barriers for recruitment into the industry if qualified staff are choosing to work in more junior positions due to burnout. The Chair opened for comments from members.

The Chair asked how an employer can support people to train and also work.

3) Presentation from David Cochrane from HIT Scotland

David Cochrane presented on behalf of HIT Scotland
David offered his thoughts on the current skills offering in Scotland to help members to consider and understand all that is available.

The Chair thanked David Cochrane for his presentation.

4) Roundtable discussion on Skills in Hospitality

The roundtable comprised of David Cochrane HIT Scotland, Inga McVicar Springboard, Professor Anna Leask Edinburgh Napier University, and Jane Carr-Gomm City of Glasgow College.

The Chair asked each of the panel members to give a short introduction on their reflections as to where the industry is in terms of skills, training and professional development (including leadership and management training)

The Chair thanked the panel for their input. The Chair commented about the huge amount of work going into attracting young people into the industry. She commented that there are complex needs in the industry and funding is not always clear or simple for business to access. She asked members to get involved in the discussion

and comment on how can skills, training and professional development be improved to support workers? What is working and what can be improved?

The Chair commented that employers find the skills system complicated. The challenge for small businesses who don't have HR support is having the time and the resource to spend on figuring out the vastly complicated systems. We need to find a way to modularly build skills while a person is working and in a flexible way with clear pathways for development. Currently there is an overwhelming choice which is not clear to access. There also needs to be a consideration for how this is delivered in rural businesses where day release is not easy to facilitate. An approach where there is one to one engagement with businesses would be one to be considered.

The secretariat extended an apology for the technology issues experienced in this meeting.

The Chair reminded members to feedback to secretariat any further comments.

The secretariat mentioned the worker and business surveys that will be sent out during the course of the inquiry.

AOB – no further business

Next meeting 21st February 2023 10 am in-person