

MONITORING OF PERFORMANCE COMMITTEE

Minutes of the meeting held at 5.30pm on Tuesday 5 June 2018 at Gearies Centre.

PRESENT: Margaret Partridge (Chair), Indu Barot, Councillor Stuart Bellwood, Deanna Clarke (Vice-Chair), Joni Cunningham and Councillor Anne Marie Sachs.

Also in attendance: Janis Lane, Clerk to Governors.

916. APOLOGIES for absence were received and accepted from Christina Norman. Councillor Bellwood apologised for having to leave the meeting from minute 925 to attend a Council meeting.

917. DECLARATIONS OF INTEREST – there were none.

918. MINUTES of the meeting held on 20 February 2018 were confirmed and signed by the Chair.

919. HEALTH & WELLBEING CURRICULUM MANAGER POST (Matter Arising Enrolments 2017/18: minute 904 refers)

In response to Governors, the Principal confirmed that an appointment had been made to the Health & Wellbeing Curriculum Manager vacancy and that he would take up post in a few weeks' time. Governors were very impressed with the appointed person who had a background in education and social work, a real interest and passion for arts, and was also an evening student with the Institute. Governors felt the appointment would make a valuable contribution, including health & wellbeing and arts, as well as experience of being an advanced practitioner with understanding of teaching, learning and assessment in a previous appointment in an FE college. Governors also recognised significant achievement of the Assistant Principal Community Learning during the period of the CM Health & Wellbeing vacancy for managing such a substantial post and with team members who were relatively new members of staff, that also indicated strong appointments, and furthermore at a time of inspection. The Principal confirmed that all managers were invited to the Governors' Conference on 5 July 18.

920. LEARNER SURVEYS SPRING 2017 (Matter Arising: minute 906 refers)

The Principal confirmed that the sample size had been achieved.

921. ENROLMENTS 2017/18 (Matter Arising: minute 907 refers)

Governors were updated that the Principal had met with RCVS this week and they had reported that sufficient additional courses had been planned to achieve the target of 120 learners.

Governors asked when to expect a further report on Marketing and also a full year planner. The Principal responded that the intention had been to provide a further report in March 2018 but did not happen due to the Ofsted Inspection but would now take place at the Governing Body Summer meeting. Governors raised whether promotion of the Institute could be expanded further with local businesses. The Principal advised that the partnership work the Institute already had,

working locally in different and innovative ways with local businesses and local communities, was the key focus and Institute's mission and some businesses may need a specialist provider rather than the Institute.

922. LEARNER SURVEYS 2017/18 AUTUMN TERM 2017 (Matter Arising: minute 909 refers)

- (a) Learner Induction Survey 2017/18** - In questioning the very small number of 'poor' responses Governors had previously discussed catering as an area for improvement. The Principal updated Governors that the current catering provider had, for personal reasons, decided to withdraw their service from the end of the summer term 2018 and that it may be difficult to find an alternative provider. However, a contact was being followed up with the local school catering provider that would be based on a detailed specification including healthy eating and sustainability. The company concerned provided services throughout the Borough and also supported local initiatives including Healthy Eating.
- (b) End of Course Survey 2017/18** – Further to learners' responses on feeling safe, Governors had considered improvements for the Reception area to improve safety and security. Governors were updated that work on new doors had started and when finished the swipe card system would be in place with authorised access to the 2 corridors. Ofsted Inspectors had also indicated their satisfaction of the arrangements having carefully looked at the updated Prevent Risk Assessment that had been sent to them in advance of the Inspection. The temporary post of Learner Ambassador was working extremely well in monitoring access in the area and there had been very good feedback on the post holder who was also proactively dealing with individual needs. Due to the demand and success of this role a permanent appointment would be made of the current post holder, within existing resources, and a further report would be made to Staffing Committee.

923. SAFEGUARDING & PREVENT REPORT (Matter Arising: minute 910 refers)

Governors commended training they had attended particularly the updated Safeguarding Training. The Principal informed Governors that during the Ofsted Inspection a tracking sheet was provided, as requested, that included refresher safeguarding training so was completely up to date. In response to Governors, the Principal confirmed that a training record for Governors was maintained by the Institute for training and courses attended. Governors asked if their training via other organisations should be included and informed that the record would usually only include training organised by the Institute to ensure that course, training content and quality met the Institute's expectations. Further Griffin training, to raise awareness of what was happening in the local community and staying safe, was being arranged and the Principal would inform Governors when confirmed. If Governors had attended relevant training elsewhere, they could pass in this information and it would be included in the record.

924. PRESENTATION ON HEADLINES FROM OFSTED INSPECTION MAY 2018

The Principal shared feedback from the Ofsted Inspection but the outcome of the inspection was to remain confidential until the final report was received and this was expected within the next two weeks. The Principal explained that the short 2 day inspection in May 2018 had transitioned into a further 2 day full inspection as Inspectors found that there had been significant improvements since the last inspection in 2014. There had been a very detailed check on data

including attendance. During the week of Inspection attendance had dipped and there was no obvious reason for this so Inspectors looked extremely closely at the data over a period of time. The Chair and Vice Chair of Governors had met with Inspectors and the Principal thanked both for their valuable contribution. The Chair and Vice-Chair acknowledged the massive contribution of the whole staff team and gave feedback that at one point the café was buzzing during exams in progress and was very impressive particularly with the efficiency of the exam arrangements.

Inspectors were impressed with the quality and content of the posters displayed and commended the facilities. The Principal informed Governors that feedback from the Inspection was very positive in all aspects and across the service including new services such as the Employability Hub. It was noted that Ofsted inspections would be moving into a new 5 year cycle from September 2018. A full report of the Ofsted inspection would be made to the Governors' Conference and full Governing Body meeting on 5 July 2018. The Principal thanked the Chair and Vice-Chair for being at the Inspection and thanked all Governors for their support. Governors commended the whole staff for all they had done and their hard work and sincere thanks and appreciation to the Principal.

Governors were invited to the Institute's Summer Celebration on 14 June 2018 from 12.00 pm to 1.00pm to celebrate achievements this year and where feedback would be given to staff on the final Ofsted report that should be received by that time. Governors also noted two further events including the Festival of Awards Evening on 22 June 2018 at 6.00pm and the Institute's Community Learning Showcase event on 26 June 2018 at 1.00pm as a celebration of community learning projects across the Borough and to which key people had been invited.

Councillor Stuart Bellwood left the meeting.

925. ENROLMENTS 2017/18

Governors considered enrolments to date at 6,796 compared to 6,297 for the same period last year of which 4,263 were for Community Learning and 2,533 for Adult Skills. Governors discussed enrolments across Community Learning and Adult Skills and also enrolments by Ward and Average Class Size. It was noted that there had been improvement in class sizes for Level 2 but others had remained as before. It was noted that sub-contractor RCVS had moved premises into a new building, but still in temporary accommodation with limited facilities for training, and this had resulted in lower enrolments.

Governors asked why Community English (ESOL) enrolments had dropped mid-year and informed was the result of moving 52 learners to accredited Functional Skills Entry 2 and this had followed a review of Community English that highlighted the fall in numbers, poor retention and learner feedback on lack of opportunities to gain qualifications. The change had taken place at the beginning of March 2018 so qualifications should be achieved. Governors understood the need for the change and would have been a waste of resources with low numbers in Community English. The review had indicated that monitoring was not as robust as expected and could be attributed to too many returning learners and not so much robust progression as should be. Governors asked whether more work could be done via schools and the Principal responded that this was being undertaken by the person who had been in the role of Project Co-ordinator with the RISE project (Refugees into Sustainable Employment) and seconded to develop Community English provision.

Governors noted that there had been a high demand for Basic IT courses with 35 more enrolments than last year. Also, the summer term Improvers IT courses had been converted to Entry Level 3 ITQ accredited courses and Governors thought this was priority as digital skills. Furthermore, as progression to ITQ courses from Community IT had been poor in previous years, development of the accredited IT course out in the community should strengthen this, particularly as was being well received in the community. Governors also commended development of the Employability Team and promotion of the new offer through the Employability Hub service where there were now 372 enrolments on employability provision which was 185 more than the previous year.

In relation to Adult Skills, Governors noted that at 2,533 enrolments there were 281 more than the previous full year and there were additional adult skills summer school courses planned that expected to boost enrolments further. The Principal advised that the Adult Skills provision end year position was not expected to be significantly different than predicted. Governors asked for more information regarding 278 learners enrolled on Maths where there had been a drop from the previous year (303). The Principal responded that this seemed to be happening with other providers and could also be seen similarly in Family Learning Maths taking place in schools, possibly due to a greater focus on English than Maths at the current time, so mainly attributed to less demand as a key reason for this and not linked to quality issues. Governors asked whether learners may want to move straight from Level 1 to GCSE but informed there were stringent requirements for GCSE courses to ensure suitability to meet that level.

Governors noted that the February 2018 funded value forecast to ESFA expected achievement of the full funded value (full funded value target £1,005,812) with a modest margin. The Institute had planned and started to deliver additional adult skills provision to address a potential shortfall of £146,788 in funded value. The latest forecast included the achievement of learners on short courses completing earlier in the academic year as well as enrolments for new English Functional Skills and Entry Level 3 ITQ provision in the community. It was anticipated that a funding value of £1,123,000 could be achieved this academic year but would depend on achievement of predicted retention and achievement rates. The further forecast this week, following interventions in place, confirmed the expectation to slightly overachieve.

ACTION: Governors to receive a further report on the funded value forecast for 2017/18 at the full Governing Body meeting in July 2018

926. COMPLIMENTS, SUGGESTIONS & COMPLAINTS January 2018 – March 2018

Governors discussed the Report in comparison with the same period in the previous year and noted that the number of complaints (27) received in this period were 42% higher than the autumn term. The proportion of complaints for teaching and learning had increased by 220 percentage points compared to the previous period. Governors noted that further analysis had indicated that the reason for the highest increase was due to 17 learners from two particular courses - Patchwork (change in tutor) and French (facilities) representing 63% of the total complaints. The Chair was aware of the issue regarding the Patchwork course and this had been a long standing issue. The tutor had resigned although there had been feedback from some learners to inform that the bad behaviour of other learners had contributed to the issue by their

refusing to engage with the tutor and new learning which had not helped the tutor and may have affected her learning style. Governors were concerned that this may have been the result of repeat learners in the group over a long period of time and those learners wanting a 'club' rather than a learning experience. Governors asked about facilities regarding the French course and informed that this related to Wanstead House where there was a new tutor who did not have accommodation set up as needed and there had been lack of facilities support to help rearrange as the furniture was too heavy but the issue had now been resolved.

Governors noted and commended 22 compliments that had been received that was 22 percentage points higher compared to the same period in 2016/17 and that 86% of these compliments were for teaching and learning compared to the previous period. Governors discussed the improvements made as a result of learner feedback and noted there had been 5 suggestions which was a 66.7% increase compared to the same period last year.

ACTION: Governors noted the improvements made as a result of learner feedback.

927. LEARNER SURVEYS 2017/18 – SPRING TERM 2018

Governors commended the rating of Excellent for overall experience that had gone up for the Induction Survey (98%) and remained the same for the End of Course survey (99%). Governors felt that the survey results were consistent with what was happening at the Institute plus there had been improvements.

(a) Learner Induction Survey 2017/18 – Governors noted 232 learners had completed the survey and that this was 50% lower than the same period last year. In response to Governors, the Principal informed the reason for this was that priority had to be given to the National Satisfaction Survey in order to meet the minimum number target necessary as required by SFA to validate the responses. The Principal advised Governors that the National Learner Survey data was disappointing and the final outcome was awaited to see if there were any trends to consider and this was not what the Institute expected as may not indicate improvement on last year. Governors noted that of the total completing the Learner Induction Survey 91.79% were female, 71.56% were of BME background, 74.5% aged 25-50 years, 21.63% were aged 50+ and 5.94% considered themselves to have a health problem or disability; 60% learners rated their experience as excellent and this was 7 percentage points higher than the same period last year but 7 percentage points lower compared to autumn term 2017; Institute services and facilities were rated very high; 99% learners indicated they felt welcomed to the course and praised the induction process; 97% was also a high score for the registration and enrolment process; and Governors were pleased to note that for the first time 100% respondents responded they felt safe at the Institute.

(b) End of Course Survey 2017/18 – Governors noted that 823 learners had completed the survey in the spring term 2018; of the respondents 87.73% were female, 61.55% were of BME background, 61.2% were aged 25-50 years and 10.46% declared having a disability; 71% of learners rated their overall experience as excellent and was the same compared to the previous year. Further analysis of learners' experience indicated that overall 99% learners rated excellent or good with only 1% needing improvement although compared to the same period last year

there was a significant shift from excellent to good on the question of end of course information and advice with 3% indicating needs improvement. Governors questioned the 1% needing improvement and what this related to. The Principal responded that this could be in respect of the Hall Floor that had since been restored and refurbished and also could relate to toilet facilities as there had been issues on certain days around break times and issues with individual's usage of the facilities. Checks were in place to improve use of facilities including more vigilance when personal assistants were supporting learners. 71.65% learners responded that they had improved their English while on their course and the results for Maths and IT were 38.51% and 33.91% respectively which showed that more learners were benefitting in improving their English and Maths skills while on the course compared to the previous term. Governors also noted that qualitative feedback was received from 406 (49%) of all who had completed the survey and the comments made were positive particularly about tutors, excellence of tuition in a supportive environment and their achievements.

- (c) Ofsted Survey Results** - 52 learners had completed the Ofsted Learner View survey this academic year and the results indicated that, in almost all aspects, 100% of learners either strongly agreed or agreed with the expectations outlined in the survey except one aspect where 2% disagreed in relation to 'my work is assessed regularly'.

ACTION: Governors

- (i) noted the Spring 2017/18 Learner Induction and End of Course Survey results
- (ii) to monitor progress made on improving learner satisfaction.

928. SAFEGUARDING AND PREVENT REPORT – SAFEGUARDING INCIDENTS FEBRUARY TO MAY 2018

Governors discussed the Safeguarding incidents for the period February 2018 to May 2018 for the different nature of incident and three year trend and also incidents by Curriculum Area. Governors noted the status of all the safeguarding cases reported and that, as at the end of May 2018, there were 16 Safeguarding incidents of which 2 were still live and all other cases closed. All incidents involved 19+ learners. Governors noted there had been 9 Safeguarding incidents reported in the autumn term 2018 resulting in a total of 25 Safeguarding incidents to date this academic year. The report included reference to 4 non-cases in the spring term and Governors agreed that future reports to Governors did not need to include non-cases.

Governors noted feedback from key meetings attended in the autumn term 2017 and also training attended by Staff and Governors. Priority actions for June and July 2018 were discussed including scheduling further Learning walks with Prevent Link Governor Margaret Partridge; further Griffin training for completion by all frontline staff; architect plans to be arranged for remodelling entrance to improve security; and Safeguarding, Prevent, Equality & Diversity training for new staff.

Verbal feedback on Safeguarding and Prevent was given regarding the Ofsted Inspection in May 2018 in that the overall judgement was 'Effective' and this was still a provisional outcome. Strengths and positive feedback were outlined and Governors noted these and were pleased to see that learners had confirmed they had a good understanding of Prevent, able to talk about this confidently and the values and that this was having a positive impact in the wider

community. The Principal informed that the Ofsted Inspection noted good links and local knowledge and the Safeguarding & Prevent Adviser's connections with different agencies. Areas to consider in the future included DBS checks for Governors; safer recruitment training for HR staff; and L3 training for the designated safeguarding lead. Governors thought that systems were in place for Safer Recruitment in that this was covered by current Senior Officers who had this included within their professional training. Governors would give further consideration to the areas raised by Ofsted.

ACTION: Governors:

- (i) noted the Report.
- (ii) noted the expected Ofsted Inspection outcome (May 2018) that Safeguarding was effective.
- (iii) would give further consideration to areas to consider for the future raised by Ofsted including DBS checking for Governors that would be considered when the Safeguarding & Prevent Policy was next reviewed.

929. LEARNER QUALIFICATION ACHIEVEMENT RATE FORECAST FOR 2017/18

Governors considered the new report that was a forecast regarding 2017/18 results. Governors noted that during September 2017 to April 2018 there had been 450 completed courses that included 315 Community Learning and 135 Adult Skills courses representing 2931 and 1265 enrolments respectively. Governors discussed the overall trends of achievement and retention over the past 3 years for both Community Learning and Adult Skills. Analysis of performance, based on completed courses, indicated that overall retention and the qualification achievement rate (QAR) were very good at 95.5% and 91.8% respectively representing 91.3% QAR for Community Learning and 93% QAR for Adult Skills. The average attendance rate for Community Learning and Adult Skills was also high at 84% and 88% respectively. It was further noted that completed courses were already included and those outstanding were on track to improve overall achievement and retention rate this year and Governors commended this. Governors noted the Ofsted Inspection had greater focus on Adult Skills rather than Community Learning. Governors thought the line charts were very useful, particularly giving a monthly breakdown so very clear to see a dip in attendance rate for Adult Skills in March 2018 and similarly a dip in attendance rate for Community Learning in December 2017. Governors discussed reasons for this that could definitely be attributed to the flu epidemic regarding Community Learning that affected learners, staff and where schools were closed during bad weather; and for Adult Skills this was not so clear and possibly due to holidays taken with an early Easter break in March.

ACTION: Governors noted the:

- (i) Report and
- (ii) the performance position and expected improvement in 2017/18

930. OUTCOME BASED SUCCESS MEASURE RESULTS FOR 2014/15

Governors were informed that in November 2017 the Government published statistics showing the destination outcomes of learners completing further education training between 2014 and

2015 based on longitudinal education outcomes data. This was National Data, not Institute data, and was based on data from HMRC and the Unique Learner Number. Governors noted that the Sustained Positive Destination rate for the Institute had improved by 2 percentage points compared to the previous year and in addition 40% of learners had sustained positive destination above the National rate of 71%. The top 3 areas of learning were Level 3 Education & Training, GCSE Maths and GCSE English with 82%, 80% and 79% for positive destination respectively.

In comparison with similar London based providers the Institute's results were high and continued to be one of the top 10 Adult Skills providers in London with the highest positive destination rate and Governors agreed this was the outcome of the Institute having focused on progression, employability and better IAG. Governors noted that one of the top 2 providers had a huge Apprenticeship programme so would expect sustained positive destinations for that provider plus their data indicated a much smaller group of learners. Governors commended the outcome for the Institute.

ACTION: Governors noted the improved sustained destination.

931. FUTURE MEETINGS

Governors noted that future meetings of the Monitoring of Performance Committee for the following year would be scheduled at the next meeting of the full Governing Body in July 2018.

Meeting closed 7.55pm

Chair.....

Date.....