

GOVERNING BODY

Minutes of the meeting of the full Governing Body held at Gearies Headquarters on Thursday 13 December 2018 at 6.00pm

PRESENT: Margaret Partridge (Chair), Deanna Clarke (Vice-Chair),
Kathleen Atkins, Indu Barot, Councillor Stuart Bellwood, Joni Cunningham,
Christina Norman, David O'Donoghue, Mo Rahee,
Councillor Joyce Ryan and Councillor Anne Sachs.

Also in attendance: Janis Lane, Clerk to Governors.

- 541. APOLOGIES for absence** were received and accepted from Olive Hamilton-Andrews.
Apologies were received and accepted for having to leave the meeting due to another engagement from Mo Rahee (from minute 555) and David O'Donoghue (from minute 560).
- 542. DECLARATIONS OF INTEREST** – there were none. All Governors had completed a Pecuniary Interest Declaration Form for the new academic year.
- 543. MINUTES** of the meeting held on 27 September 2018 were confirmed and signed by the Chair.
- 544. AREAS FOR IMPROVEMENT IN SKILLS FOR INDEPENDENT LIVING & LEARNING**
(Matter Arising: minute 532 refers)

Governors asked for further update regarding capability procedure of the tutor in the LDD curriculum area. The Principal responded that this had not yet concluded, another graded observation had taken place with verbal feedback that the required standard had been achieved by the tutor concerned and a formal meeting would now be held to determine the outcome. Governors were pleased to hear of the progress. Governors noted in the Summary Self-Assessment that the LDD area had been graded Good and that this year there had been some inspirational work in this area such as using the Libraries services where all LDD learners had become members and some had signed up for the Library Reading Challenge Scheme. Governors recognised that there was still more work to be done but were encouraged by the inspirational work, the new appointment in LDD and that learners were well integrated. Governors were very pleased with the progress and improvement in this area.

- 545. PREPARATION FOR WORK PROJECT REPORT (Matter Arising: minute 534 refers)**

Governors asked for further update on how JCP referrals were progressing. The Principal responded that progress was still very slow and there was a small margin of gain in the first quarterly payment (5 more to follow). There were 2 other projects that the Principal was aware of and understood they were also low in referrals. In response to Governors, the Principal informed that the situation continued to be maintained under review and that during a recent visit to the Institute by a DfE official, to receive feedback on issues in the sector, the Principal had given feedback on this and that it would be more appropriate for funding to be managed

via DfE rather than DWP. Governors asked whether the Institute was given the opportunity to input before start of the project and the Principal responded that the Institute had not been involved in the set up but brought in for the Digital Skills Programme. Furthermore, the process for referral did not flow mainly due to the JCP structure, this was a tough contract that was not mandated and support, such as IAG, needed to be in a place.

546. GOVERNORS' CODE OF CONDUCT (Matter Arising: minute 536 refers)

The new Inspection Framework, as agreed at the last meeting, would be used to inform the Governance Self-Assessment but this was not yet available for Deanna Clarke and David O'Donoghue to complete on behalf of the Governing Body. It was anticipated that the new framework would be due in January 2019.

ACTION: Governors to receive a report from Deanna Clarke and David O'Donoghue at the next meeting of the full Governing Body in April 2019.

547. JOURNEY TO OUTSTANDING EVENT SEPTEMBER 2018 (Matter Arising: minute 539c refers)

Governors commended the event and the subsequent follow up by other organisations wanting to find out how the outstanding performance of the Institute could be used in their own organisations. Governors recognised the importance of sharing this externally with the presentations that had taken place by the Principal and other staff and commended the national influence this was having. The Assistant Principal Quality & Student Services had given a presentation and many people were visiting and looking at data and progression. The Principal informed Governors that it had not been anticipated that other organisations' practices would be different to the Institute and had become evident that they were not the same and had increased the demand for the Institute. The Principal further explained that the differences were mainly a lack of understanding in how to measure progression and particularly for LDD learners so this had been an eye opener. Teams from other organisations also wanted to meet with the Institute's IAG & Learning Support Manager including how to measure effectiveness of support. The IAG & LS Manager gave the team credit for their hard work and training that had been evident with the LDD learners going into mainstream services, the positive outcome of the Ofsted inspection and from the Matrix assessment. Governors acknowledged that there were also benefits for the Institute such as staff recruitment to an outstanding organisation, as the two new appointments to Family Learning, and also presentations such as the one by the Assistant Principal Quality and Student Services with 30 managers from Westminster would have reciprocating benefits. Governors emphasised that although the demand on the Institute was not expected to continue at the same level after the initial event and presentations, it was important to ensure that this did not overwhelm or overload the Institute in terms of demand on Institute staff and resources and this would be monitored for the future.

548. UNCONFIRMED MINUTES OF MOP COMMITTEE 2 NOVEMBER 2018

Governors received the unconfirmed minutes and made the following observations:

Matrix Re-accreditation September 2018 (minute 945 refers) – Governors noted the successful re-accreditation for a further 3 years and there would be annual continuous improvement checks. Governors noted the key strengths and particular reference to continuous improvement of IAG that was seamlessly embedded across the service. The Principal informed Governors of a pilot session carried out last week with a stall in the café and staff giving IAG on next steps and this was yet to be evaluated but there had been some useful feedback.

The Vice-Chair of Governors and Councillor Bellwood shared a pro forma with Governors that they had used on one of the Learning Walks in which feedback could be recorded and evidenced. Governors discussed this for reporting and consistency and agreed that the Principal would look at this further with the Vice-Chair of Governors. The current process was for the Governor to give verbal feedback to the relevant manager for the manager to take up with the member of staff and was usually taken into account by the manager. Governors reflected on the purpose of being involved in the Learning Walk was to gain insight into what goes on in the classroom; was a learning process for Governors; it was important for staff to see the process as a support mechanism; for Governors to be able to give feedback to the Board; and this was now embedded with staff and seen as a strength.

ACTION: Governors

- (i) noted the unconfirmed minutes of MOP Committee
- (ii) to receive, at the next meeting of the full Governing Body, a simple set of guidance for a standardised approach to feedback from Learning Walks.

549. UNCONFIRMED MINUTES OF STAFFING COMMITTEE 21 NOVEMBER 2018

Governors received the unconfirmed minutes and had no further comments.

ACTION: Governors noted the unconfirmed minutes of Staffing Committee

550. UNCONFIRMED MINUTES OF F&GP COMMITTEE 21 NOVEMBER 2018

Governors received the unconfirmed minutes and had no further comments.

ACTION: Governors noted the unconfirmed minutes of F&GP Committee

551. REPORTS OF COMMITTEES TO THE FULL GOVERNING BODY

Committees had considered the proposal for a verbal report from each Committee to the full Governing Body for discussion and any decision to be made but all Committees had agreed this should be referred back to the Governing Body for further consideration. The proposal had arisen from one of the Governance events and recommendation from Kevin Finnegan in his role working with Governors as National Leader of Governance. Committees all gave feedback that Governors wanted to maintain efficiency of meetings and avoid duplication of business at the full Governing Body meeting. Governors discussed further.

ACTION: Governors agreed that a summary of any key points should be identified in an item at the end of the minutes of each Committee as an overview and that this would be an item on each agenda. These would then be reported to the full Governing Body for attention and consideration.

552. STRATEGIC PLAN 2017-19 PROGRESS AGAINST KEY PERFORMANCE INDICATORS (KPI'S)

Governors discussed progress of KPI's where 7 were outstanding/very good, 2 with good progress and 4 areas where KPI's were of concern or where progress was slower than expected. One area of concern related to KPI 1 to increase the average satisfaction score on the National Learner Satisfaction Survey annually by 0.1 (from a score of 9.24 in 2016/17). Governors gave feedback that there had been a discussion at MOP regarding KPI 1 in that there had been a timing issue based on staff feedback. Governors discussed this further and asked if the survey was carried out the same time each year and whether would impact on results. The Principal responded that the survey period was from November to May but if done too early on would be more difficult to expect the learner at the beginning of their course to give good feedback about the impact on their progression. Furthermore, although the results were disappointing Governors were reassured in that the Institute was ranked 10th highest in London.

Governors noted that there were no red ratings but more work was needed to engage with disadvantaged learners. Governors were aware of Government's (GLA) intention to look at ways to determine measuring disadvantage as did not think there was enough uplift with the current measures based on ward/postcode. Once new measures were determined the relevant KPI's could be reviewed accordingly.

Governors referred to KPI 15 Governor Attendance and that although had increased on the previous year for Full Governing Body attendance there had been reduced attendance at Committees mainly due to other commitments and long term ill health absence. Governors asked for further information regarding KPI 19 to increase Gearies teaching room occupancy and the Principal responded that this was an efficiency measure to ensure rooms were used as much as possible in the evening and particularly on Saturday morning where there was less use that also affected the catering service and measures were in place to try and address this.

ACTION: Governors noted progress against KPI's.

553. FUNDED VALUE PERFORMANCE 2017/18 & FORECAST 2018/19

Governors noted that the final funding returns for 2017/18 had been submitted. These indicated that achievement against the total Adult Education Budget (AEB) was 105.5% and on this basis the Education & Skills Funding Agency (ESFA) indicated that the Institute would receive £66,251 additional payment for some of the over performance as additional payments were capped at 3% above funded value. Governors were pleased with the additional monies to be received. Governors noted that the under-spend in Loans Bursary would have to be repaid and Apprenticeship payments were made in line with delivery so there would be no reconciliation due. Governors further noted that in 2018/19 the funded value forecast as at the end of November 2018 indicated that the Institute was 2.53% above the AEB target. Governors commented that current enrolments of Adult Skills Programme were looking good particularly for growth and noted that there was additional ITQ level 1 provision with all courses generating funded value where last year this was ESFA funded. The Principal was due to meet with the GLA next week.

ACTION: Governors reviewed the funding outturn for 2017/18.

554. RISK REGISTER

Governors considered the updated Risk Register to date and noted one open risk 'devolution of AEB budget to London Mayor from September 2019' and 2 risks closed within the last term that included Funded Value and VAT. Governors discussed the open risk and that a GLA ESF AEB procurement exercise was underway for 10% of the devolved AEB budget and that Local London was submitting a bid (at stage 1) for ESOL for Work due in on 21 December 2018 and that the bid was worth £10million over 4 years for the sub region. The Institute would be managing a contract of £2.5m each year and there would be 15 sub-contractors across 9 boroughs in the sub region so was double size to the current contract. ACL providers including Redbridge would be included as subcontractors in the tender. If successful this would give stability for the Institute over the 4 years although a review was due to be included mid contract to see if any changes were needed in relation to the team of staff to manage that size contract and to check on procurement. Governors questioned risk involved for this size contract and whether there was sufficient staff resource and capability of engagement and managing the contract. The Principal responded that there was a vote of confidence from LBR and London Sub Region to back the Institute in this and the Institute anticipated enough staff resource including the 3 fte staff in MIS and the Senior Project Manager. Governors commended this provision particularly as all based on ESOL strategy that the Institute had been working on since June 2018 and Governors thought would help to support the whole infrastructure and not responsible for delivery but ensuring delivery was carried out. The Principal was due to meet the Director of the London Skills & Employment Board. Governors acknowledged the potential and financial security from the bid but questioned whether it was the Institute's purpose to manage contracts for other boroughs even though high profile to be asked to do so. The Principal reiterated that this would be supporting ESOL strategy that was important across the region. The Institute would have to build capacity, with staff learning skills needed, as there could be a risk that if not taking on a large contract Local London could take over management

and use the Institute's MIS system that could create a 2 tier governance system and also create more work for the Institute. Governors discussed the impact of Brexit and that this should again be included in the Risk Register. Governors understood the current government funding commitment was being honoured but were still concerned with the great deal of uncertainty and other factors that would impact on the Institute such as students who leave UK and the subsequent impact for staffing if this happened.

ACTION: Governors

- (i) noted the updated Risk Register
- (ii) agreed to include a risk to the Register relating to Brexit as a resource risk and that this would be clarified when there was greater certainty and to include a contingency plan to monitor and review on a regular basis.

555. PREVENT DUTY UPDATE & SITE SECURITY

Governors reviewed elements of the Prevent Duty December 2018. Governors discussed progress with Phase 1 (September 17 to March 18), Phase 2 (April 18 to September 18) and Phase 3 (October 18 to August 19) of the planned approach to improve site safety and security. Governors noted that most actions for Phases 1 and 2 had been completed and outstanding for Phase 1 was CCTV repositioning for greater deterrence and Phase 2 implementation of an agreed communication strategy. Phase 3 was outstanding for major site work for remodelling the entrance and new position for reception and in view of the budget position in the current year, as reported and considered by F&GP Committee, it had been proposed that this work be put on hold temporarily whereby the timeline for Phase 3 would be extended to 2021 and this would take into account 2 years of accumulated Building Maintenance Funding that would be used for associated costs for the remodelling. Feedback from the Security Advisor had been taken into account and a viable proposal was awaited from the Architect but may be expensive. Photo ID and security ID had achieved a lot in a short time frame with positive feedback from students. Governors were pleased with the feedback and good progress and also reflected on the positive feedback from Ofsted. Governors commended staff particularly the Facilities team.

ACTION: Governors:

- (i) approved the extension of the timeline in Phase 3 of the Site Security Plan to August 2021
- (ii) to receive, at the next meeting of F&GP, proposals and costs for upgrading CCTV and installation of an intercom system in classrooms.

556. SECURITY UPDATE: CCTV & PA SYSTEM

Governors considered installation of a new CCTV system including new internal and external cameras as the current system was no longer as effective as it should be. The new cameras would be repositioned to more appropriate locations to provide better coverage of the site including the café, LRC and communal areas and cameras would have movement sensors to alert the facilities team of a potential intruder. External cameras would also improve site security and safety when the building was closed. Governors further considered installation of a

PA system that would be positioned in each corridor and used in the event of an emergency situation where people should stay in the building rather than leave and this would safeguard staff and learners where the lock down scenario would be in place. Quotes were being sought.

ACTION: Governors approved, as proposed, installation of:

- (i) a new CCTV system
- (ii) a PA system
- (iii) external cameras.

557. COMMUNITY LEARNING ATTENDANCE 2017/18 REPORT

Governors had requested further information and breakdown of attendance issues as overall attendance in Community Learning had been maintained in 2017/18, as in the previous year, but there had been dips in some areas with no overall improvement. Governors discussed the areas of good performance and areas of concern including Community English courses; some low performance on Family English and Family Maths courses; Modern Foreign Languages although Governors were informed this was mainly due to a specific problem with IT courses at Wanstead House that had now been resolved; Fitness & Health underperformance that had not improved mainly due to learner medical reasons although learners were returning after illness and still engaging. In response to Governors, the Principal confirmed that action points were being carried out.

ACTION: Governors noted the actions taken to improve attendance in Community Learning

558. POLICIES

Governors reviewed the following policies:

(a) Health & Safety Policy - Governors considered the policy due for annual renewal. There were no major changes necessary and Governors noted the proposed minor revisions mainly due to changes in staff roles and responsibilities.

ACTION: Governors approved the revised Health & Safety Policy

(b) Learner Code of Conduct Procedure – Governors considered the procedure due for renewal. There were no major changes necessary and Governors noted the proposed minor revisions. Governors were informed of a current case under precautionary suspension and this was proving a useful measure. The Principal further confirmed that the issues in relation to use of mobile phones were often with carers of learners and could be difficult to uphold but standards were monitored. Governors asked if this could be included within the Institute's induction process and the Principal responded was difficult to do this if the issue was with the carer.

ACTION: Governors approved the revised Learner Code of Conduct Procedure.

(c) Assessment & Internal Quality Assurance Policy – Governors considered the policy, previously known as the Assessment and Verification policy, due for renewal. Governors noted changes needed including sector change from ‘Verification’ to ‘Internal Quality Assurance’; changes in roles and responsibilities; additional emphasis on preparing for the introduction of new qualification and staffing implications and on timely completions; inclusion of internal assessment disputes informal process; inclusion of appeals process and application; and data protection statement. Governors noted the change for a higher level staffing requirement to ensure appropriate approval for special considerations. Governors noted the significant amount of work undertaken by the Assistant Principal Adult Skills for review and update of this policy.

ACTION: Governors approved the revised Assessment & Internal Quality Assurance policy

(d) Admissions Policy

Governors considered the policy due for renewal and noted feedback on the current policy had been sought from members of the Learner Forum and from managers. Governors noted the main proposed revisions included more emphasis on learners disclosing their need for learning support and commitment from the Institute that this would not affect the learners’ chance of place on a course; reference to use of complaints and appeals if a learner considered they had been treated unfairly; clarity about poor attendance that this could result in withdrawal; and 16-18 adult learners with learning disabilities and difficulties must have next of kin details and risk assessments in place before start of their course. Governors noted that the policy now included an appeals procedure. Governors asked if next of kin details was retained for all learners and the Principal would check this. Governors asked whether an apprenticeship student was expected to pay for their own DBS check and informed that the student would unless a fully funded learner.

ACTION: Governors approved proposed revisions to the Admissions Policy.

559. PROJECTS / CONTRACTS

(a) Preparing for Work – Governors discussed the DWP funded project that the Institute was working in partnership with Work Redbridge, to provide information, advice and guidance and training to support those in receipt of benefits with the transfer to Universal Credit. Governors discussed the progress in relation to the target to train 100 individuals by February 2019 and that this was slow mainly due to lack of referrals and where some referrals had not been suitable resulting in only 29 to date. Governors noted measures in place to increase the number of referrals including the Welcome Fair held at Gearies and the Work Redbridge event held at Ilford Town Hall but there had been no referrals from either event. Further action had been planned to increase referrals including continued marketing with partners; identifying eligible learners who had received specific support in employability provisions; confirmation of course dates for the roll on/off programme; promotional leaflets on reception; and lunchtime coffee and chat sessions in Mildmay to

reach those on community learning programmes.

ACTION: Governors noted the Report.

(b) Learn My Way – Governors discussed project progress that had responded well to the digital inclusion agenda providing free on line courses to develop digital skills. Short CPD sessions continued to be delivered to Tutors; the Curriculum/Employability Manager regularly visited classes to help tutors with the registrations; and resources were available for learners in the classrooms. Governors further noted that Learn My Way was being used increasingly in the classrooms and that registrations and units completed on the project continued to increase indicating that during April 18 to November 18 there had been 340 registrations and 727 unique logins. Governors commended this and also top up funding. The Principal informed Governors that a student had completed every unit and tracked to see what difference this was making for her and in response to Governors confirmed that she would be recommended for Student of the Month Award. Furthermore, Governors commended Indu Barot, Student Governor, for also having completed all units.

ACTION: Governors
(i) noted the Report
(ii) to receive further impact information.

560. OPERATIONAL CALENDAR 2019/20

Governors considered the draft 2019/20 Operational Calendar and allocation of Efficiency Days. Governors had received a letter dated 11 December 2018 from some staff on permanent academic contracts who were objecting to having to take 2 of the 5 discretionary closure days as annual leave. The Chair of Governors had responded on behalf of the Governing Body that the staff concerned should raise their concerns with the recognised trade union UCU who had agreed this as part of a formal consultation process.

ACTION: Governors
(i) noted the Operational Calendar for 2019/20
(ii) approved the allocation of 5 efficiency days and the closure of the building between 23 December 2019 and 1 January 2020

561. CAFÉ CONTRACT UPDATE

Governors discussed progress with the current contractor ISS who had been providing the catering service since September 2018. Governors were reassured that the service had improved with a variety of meals on offer and fair pricing. Governors received positive feedback from the survey carried out with learners and staff and noted follow up with suggestions including different options for food containers and also installation of a coffee machine. Governors agreed with the Principal that the partnership with ISS catering had improved, was working well and also beneficial to ISS who used the main hall and teaching rooms for their

own training purposes. The Principal further updated Governors that there had been great improvement since the half term. There had been very positive feedback from students and staff including being able to get a meal that was also good value. Governors also gave positive feedback from their use of the service. Governors were concerned of students being able to heat their own food and any health and safety issue in this respect.

ACTION: Governors noted the Report and that the Café service would be kept under review.

562. SELF ASSESSMENT REPORT 2017/18

For information Governors received the Self-Assessment Report 2017/18 and the Summary. Governors were pleased to be informed that there was a featured article in the TES on 30 November 2018 on the Institute following an interview for the Community Learning Mental Health research project. There had been wide and detailed coverage for the Institute including “Is Learning the Best Medicine.” Governors commended this and also that the Institute had been nominated for the FE Awards 2018/19 Provider of the Year shortlist which was excellent recognition and achievement.

ACTION: Governors noted the Report.

563. ANNUAL REPORT 2018

The Annual Report 2018 would be circulated to Governors when available and this was expected to be in January 2019.

564. ANY OTHER BUSINESS

Governors thanked all staff for their work in all the reports.

565. FUTURE MEETINGS

Governors noted that the next meeting of the Governing Body would be held on:

Thursday 4 April 2019 at 6.00pm at Gearies

Meeting closed 8.30 pm.

Chair..... Date.....