

MONITORING OF PERFORMANCE COMMITTEE

Minutes of the meeting held at 5.30pm on Tuesday 4 June 2019 at Gearies Centre.

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

Also in attendance: Janis Lane, Clerk to Governors.

- 961. APOLOGIES for absence** were received and accepted from Councillor Stuart Bellwood.
- 962. DECLARATIONS OF INTEREST** – there were none.
- 963. MINUTES** of the meeting held on 26 February 2019 were confirmed and signed by the Chair.
- 964. PERFORMANCE 2018/19: ATTENDANCE (Matter Arising: minute 953 refers)**

Governors asked for an update on issues raised previously regarding attendance to Fitness provision and informed that there had been no change since the last meeting. This was still attributed to learners not feeling well enough to attend fitness provision but further analysis was being undertaken. Governors questioned whether the venue could be a contributing factor and if issues could have been identified earlier. The Principal responded that as most fitness classes were held at Gearies the venue was not expected to be an issue, there was regular monitoring of the situation and robust data but more in depth analysis was needed.

- 965. SAFEGUARDING & PREVENT (Matter Arising: minute 956 refers)**

The Principal updated that the young student had been given the opportunity to move forward and safeguarding measures had been put in place, including weekly reports from his LSA, to meet the learner's needs and ensure other learners were not at risk. The learner had difficulty with lack of concentration due to medication and this was in hand with parents and medical officials; there were no Prevent issues but concerns in class with disruption and this was being monitored. In response to Governors, the Principal confirmed there had been no negative feedback or issues raised by tutors to consider. Governors asked if the support and opportunity given to the learner had been appreciated and informed that the learner and parents fully appreciated what had been done for him. Governors complimented staff on the support given and progress made with the learner and particularly in giving him the opportunity to progress and achieve a qualification.

- 966. MATRIX POST ASSESSMENT ACTION PLAN (Matter Arising: minute 959 refers)**

Governors referred to the proposed development areas and asked whether the 'progression fortnight' approach would be taking place. The Principal informed that progress was being made with a 'progression week' being planned for December 2019 along with other events such as the Opportunities Fair later this month where students could meet with employers. Also, more was being done during vocational classes where organisations met and spoke with learners in class

registering students' interest and ability. There was also a lot of work alongside the Employability Hub working closely and as early as possible. Governors acknowledged the clear way forward with this and that a key factor would be in collating all that was taking place and how this was packaged/presented that would include the induction leaflet. Governors emphasised the Matrix focus on progression and in response the Principal informed that this was included in the action plan as considered but was not fully in place yet mainly due to timing considerations and although progressing more needs to be done in line with the Progression Strategy.

967. PERFORMANCE TO DATE 2018/2019

Governors discussed enrolments at 6,653 (based on 2,552 Community Learning learners and 2,733 Adult Skills learners) to date that were slightly lower this year in comparison with enrolments of 6,813 in the same period previous year. Governors commended achievement of 99.9% funded value that would put the Institute in good standing with the GLA. Governors reflected that over achievement on funded value in 2017/18 resulted in a growth payments capped at 3% over performance but this had changed in the current year where growth opportunity would need to be applied in the Autumn term.

Governors noted the enrolments across the different areas and were pleased with improved enrolments for Wider Family Learning with courses in Children's Mental Health Week, British Science Week, Digital Skills and working with Libraries. Governors questioned Family Learning English and Maths enrolments having gone down and informed that measures were being taken that included delivery in the community as Adult Skills with progression to Functional Skills. Governors asked for further information regarding low enrolments to the Keeping up with Children course and informed that this was not a model all schools readily took on being more difficult for schools to organise as it involves the teachers, parents and their children, some schools did not have spare space to accommodate with greater demand of higher pupil numbers and some schools were just better at promoting. The main resulting issue for the Institute was the reliance on schools to promote this with parents. Governors recognised further difficulty for parents where English was a second language but clearly valuable where possible. Governors suggested more information to parents could be considered although acknowledged that the Institute had other provision in place such as running English for Every Day, the Ministry Project (only started in April 2019). Governors were informed that the half day Family Learning Festival held in July each year would not be held this year and could have an effect on enrolments but was a necessary step primarily to save money particularly staffing and avoid overspend as happened last year. Governors agreed that it would be more valuable to focus on more robust courses with progression from this rather than a one off Festival and that there may be greater advantage in providing a smaller Family Learning Festival in one of the deprived areas.

In relation to Vocational Skills, Governors asked for more information regarding the UEL New Beginners course to start in the Autumn term and informed that UEL were now partners and visiting courses particularly Level 3 with a view to progression to HE provision, although finding that students were then going on to other provision and not UEL. Governors wondered whether UEL image was more for the younger age group and that this could have an effect. The Principal informed that this was a good link, another opportunity for learners and was highlighted in the Prospectus.

In respect of Counselling, Governors noted Teen Challenge (adult male rehabilitation centre) and commended this offsite provision by the Institute at the Centre for Excellence in Ilford and was really successful in training for staff working with young males that was also associated with the Lighthouse project. Governors further noted that the Institute had been approached by London Borough Barking and Dagenham who was setting up a counselling service in secondary schools across the Borough and as a result the Curriculum Manager Vocational/Safeguarding & Prevent Adviser providing them with expertise input.

Enrolments by Ward were noted and that 32.9% of all enrolments were from learners in one of the 7 most deprived wards in Redbridge compared to 33% in the previous year; and 20% of learners were in receipt of a disadvantage funding uplift.

Governors discussed average class sizes and noted that, compared to previous year, class sizes had fallen in Adult Skills Entry Level, Level 1 and 2; in community learning class sizes at Entry Level and Entry Level 1 had improved but fallen in Neighbourhood Learning; successful interventions in Family Learning were beginning to improve class sizes. Governors noted attendance was good with excellent attendance above 90% on many vocational courses; and attendance was lowest in Fitness with average monthly attendance remaining at 78%.

ACTION: Governors noted the report.

968. COMPLIMENTS, SUGGESTIONS & COMPLAINTS January 2019 – April 2019

Governors discussed the Report and analysis of feedback from the spring term 2019 in comparison with the same period in the previous year, together with the analysis of complaints by ethnicity, gender and disability. Governors noted that the number of complaints (20 received in this period) was 67% higher than the previous autumn term 2018 and the proportion of complaints for teaching and learning had increased by 47 percentage points. Governors asked for further clarification regarding more complaints and further analysis had indicated that the increase was due to 4 life coaching and 5 counselling learners who had complained about their tutors and the quality of teaching they had been receiving and this accounted for 82% of the total. Governors asked further of the Counselling course and informed that the tutor had been stood down and cover was in place. Governors commended the successful course progression (some up to Level 4) achieved by the replacement tutor but Governors were concerned of the effect on learners prior to the replacement tutor. The Principal explained that these matters were followed through in a robust way and a dismissal was expected could take time to manage for improvement, whilst trying to lessen the negative impact on learners, but in this instance should have happened at a much earlier stage. The Principal further informed that Life Coaching was a new course and the Institute had been over confident in the tutor to deliver the programme and monitoring planning/preparation should have been in place much earlier.

Governors noted that a very high number of 25 compliments had been received which was significantly higher than the same period previous year and 88% of these compliments were for teaching and learning and the remainder facilities. Governors asked to what extent students were aware of complaints made and the action taken to remedy these as was important for

learners to be aware of the Institute's response and action taken as well as prevention of recurrence. The Principal responded that this depended on the complaint as if for example an HR matter may have to remain confidential but otherwise students were aware. Governors noted 6 suggestions that had been received including a learner request for Read-out software to support Dyslexia and the Learning Support Manager was dealing with this.

Governors complimented the complaints system and its openness that was good and encouraging for learners to articulate their issues as well as the system being seen to work and having outcomes.

ACTION: Governors noted the improvements made as a result of learner and staff feedback and particularly installation and use of read out software to support learners.

969. LEARNER SURVEYS SPRING TERM 2019

(a) Learner Induction Survey Spring 2018/19 – Governors noted 210 learners had completed the Survey. Those who responded 89.1% were female, 74.49% were of BME background, 66.2% were aged 25-50 years, 30.5% were over 50 years old and 8.3% considered themselves to have a health problem or disability. Governors noted 67% learners had rated their experience excellent which was the 7% higher than the previous year and in particular 100% of learners indicated that the course induction was excellent or good 1% higher than the previous year; 99% felt being welcomed to the course; 9% felt the quality of refreshment was poor which was higher than last term; all respondents except 1 (lower than last term) felt safe at the Institute and no comments were received regarding the negative responses. There were 63 (30%) respondents who gave qualitative feedback regarding their experience. Governors commended the spring term results as all had improved including the café.

(b) Internal End of Course Survey Spring 2019/20 – Governors noted 451 learners had completed the survey. Of those who responded 84% were female, 78% were of BME background, 64% were aged 25-50 years and 7.4% considered themselves to have a health problem or disability. 79% of learners rated teaching and learning as Excellent which was 28% higher than the same period last year and 221 (49%) learners gave qualitative feedback.

(c) Education and Skills Funding Agency National Learner Satisfaction Survey – Governors noted 572 learners had completed the National Survey in 2018/19 and final results had been published today at 97.5% for the Institute and hadn't improved beyond last time.

Governors emphasised the importance of ensuring students were clear on the value of surveys showing purpose/impact/outcome of surveys and acknowledged that results could be shown on the website and social media and could also be included in Google Classroom.

ACTION: Governors

- (i) noted the Spring 2019 Learner Induction and End of Course Survey results
- (ii) to monitor progress made on improving learner satisfaction.

Indu Barot left the meeting at this point 7.15pm.

970. SAFEGUARDING AND PREVENT REPORT – SAFEGUARDING INCIDENTS FEBRUARY 2019 TO MAY 2019

Governors discussed the Safeguarding incidents for the period February 2019 to May 2019 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 2019, there were 14 Safeguarding cases; 1 case was still live and all other cases closed. All incidents involved 19+ learners. Governors discussed the impact in 2018/19 of the 14 safeguarding cases, that included 6 non-cases, and of those cases 2 learners had completed their courses and achieved; 7 were on target to complete and achieve; 2 had withdrawn from their courses which would impact on success rates for those curriculum areas although both learners had enrolled on alternative courses and were on target to complete and achieve; and 1 learner had enrolled on a course that had not yet started.

Governors asked for clarification of ‘non case’ and the Principal explained this was a matter raised by a learner with the Safeguarding and Prevent Adviser but had not been a safeguarding matter. In response to Governors, the Principal confirmed that 4 cases had been referred to the Redbridge Local Safeguarding Adults Board. The Principal informed Governors of new guidance in relation to ‘County Lines’ published for schools and an indication that there would be some further guidance for colleges/FE sector and the Safeguarding and Prevent Adviser would be attending a Conference soon. Governors noted that the guidance provided vital information to help raise awareness of how children and young people were being lured into gangs and Governors would need to consider how this could be applied to safeguarding and training. Governors commended the Safeguarding and Prevent Adviser for her work.

Staff and Governor training was noted including Safeguarding, Prevent, British Values and Equality & Diversity training for new staff members.

Governors noted the priority actions for 2018/19 that included continuing to schedule Learning Walks with Prevent Link Governor Margaret Partridge; a new date for advice and guidance session by Barkingside Safer Neighbourhood Team on ‘staying safe’; the Principal had been invited to join the LBR Prevent Strategic Group, that would be good for the Institute and networking. Governors noted the Group’s terms of reference and that the Principal had been invited to the next meeting in October 2019.

ACTION: Governors noted the Report.

971. QUALITY IMPROVEMENT PLANS 2018/19 REPORT ON PROGRESS

Governors discussed the Quality Improvement Plans (QIP’s) progress in areas where progress had been slower than expected as considered at the last meeting of MOP. Governors noted areas where good progress had been sustained and areas where progress had since been made. Areas where progress had been slower than expected included using social media to promote provision and celebrate learner achievement; improving retention in modern foreign languages provision; and improving QAR on Counselling Level 2. Governors discussed the key areas for improvement and the comparison of progress from February 2019 to June 2019.

The observations included a focus for improvement needed for retention in MFL as this had dropped; some courses had falling QAR and below national rate (QIP 12) such as Counselling Skills Level 2, OTQ Level 1, Bookkeeping Level 1, Business Administration Levels 1 and 2. The Principal explained that in respect of Counselling, managers had raised concerns and changed exam boards last year for strategic reasons but resulted in problems that now expect to be below national level and not hopeful for improvement so an early warning to Governors. In the other courses the majority of issues had been due to staff related leading to inconsistency in learners not being placed on the correct course.

Governors noted positive interventions by managers to improve performance had included opportunities for community learners to take accredited courses in Digital Skills, Maths and English in community settings and schools; offering Functional Skills in Digital Skills as well as Maths and English; developing a Summer Arts Festival and market to celebrate and promote work of creative arts learners; improvements to attendance in English, ESOL and Maths.

Governors noted that community based ESOL Hubs were being established across the Borough as part of the Ministry of Housing, Communities and Local Government Integrating Communities English Language provision contract and that this would increase the engagement of hard to reach learners (QIP 16) learners onto pre entry English courses.

Governors recognised that, although maximised to fullest extent, the Institute's marketing staff resource was much lower than most other providers but other avenues could be made greater use of including social media and Instagram as more people were choosing courses based on these. Governors emphasised the importance of using social media to promote provision and celebrate learner achievement and pleased to see that the rating for this progression had increased (QIP 24). Governors asked whether UEL may have short term staff placements to increase the staff resource but anticipated that this would need support and guidance so may not be beneficial. Governors acknowledged that the Marketing Co-ordinator's time had been consumed with the new Prospectus and now with the 1st Annual Arts Festival on 6 July 2019.

ACTION: Governors noted the report.
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972. FUTURE MEETINGS

It was noted that future meetings for the following year would be arranged at the meeting of the full Governing Body on 10 July 2019 (following the Governors' Conference).

Meeting closed 7.30pm

Chair.....

Date.....