

**West Lothian College
Finance & General Purposes Committee
Thursday 27 February 2020 at 9.30 am**

Visit to Motor Vehicle area to see the hybrid car

Agenda	Paper
1 Welcome/Apologies	
2 Declarations of Interest	
3 Minute of Meeting of 21 November 2019	1 – Approve
4 Matters Arising from Minute of Meeting of 21 November 2019	2 – Note
5 Financial Progress –	
(i) January 2020 Management Accounts	3 – Information
(ii) Income Generation Report	4 – Information
6 Key Performance Indicators (KPIs) 2019-2020	5 – Discuss
7 Organisational Well-being –	
(i) Human Resources Report	6 – Discuss
(ii) Employers Association Update	Verbal
8 Infrastructure Update	7 – Approve
9 Complaints Report	8 – Note
10 Any Other Business	
11 Review of Meeting, Supporting Papers and Development Plan	9 – Discuss
12 Date of Next Meeting: 11 June 2020	

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Finance & General Purposes Committee

Minute of Meeting of the Finance & General Purposes Committee held on **Thursday 21 November at 9.30am** in the Principal's Room in the College.

Present: Moira Niven (Chair)
 Jackie Galbraith (Principal & Chief Executive)
 Frank Gribben
 Alex Linkston
 Richard Lockhart
 Julia Simpson
 Lynne Hollis

In attendance: Jennifer McLaren (Vice Principal, Finance & Curriculum Services)
 Simon Earp (Vice Principal, Curriculum & Enterprise)
 Derek O'Sullivan – (Senior HR Business Partner) items 19.47 to 19.49 only
 Karine McNair – Secretary to the Board

19.43 Welcome/Apologies

The Chair welcomed everyone to the meeting especially Sue Cook who was joining as an observer from the Audit Committee.

19.44 Declarations of interest

There were no declarations of interest.

19.45 Minutes of Meeting of 5 September 2019

The Minutes of the meeting of 5 September 2019 were approved as a correct record of the meeting.

19.46 Matters Arising from Minutes of Meeting of 5 September 2019

Action 2 was noted as ongoing and the Principal updated the Committee that all frontline staff will have deaf awareness training and key staff will have British Sign Language training.

The Committee noted all other actions as duly completed.

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19.47 Financial Progress**(i) Annual Report & Financial Statements 2018-19**

Vice Principal, Finance & Curriculum Services, presented paper 3 noting that the Financial Statements are prepared in accordance with Accounting Standards and guidance from the SFC. The Committee noted that the deficit was due to the impact of the actuarial revaluation of the pension provisions. The committee was asked to note the adjusted operating surplus position after adjusting for non-cash one-off or distorting items required by the SORP. The summary sheet showed the financial position of the College at the year-end as per the management accounts. The college achieved a reduced surplus compared to budget due to investment in the infrastructure and IT and was able to achieve this due to cost control and a strong commercial performance.

The Committee discussed the complexity of the Financial Statements and expressed concern that they do not clearly show the true financial position of the College. The Committee were concerned that, should outside organisations be looking to work with the College, the Financial Statements would present a misleading picture.

The Committee requested that the Principal provide an overlay 'executive summary' type of document highlighting the College's successes and challenges.

Action 1: Principal

The Principal requested that the Board Members send her 2 or 3 bullet points they would like to see highlighted in the 'executive summary' which she would send to MSPs, staff and the wider stakeholder community.

Action 2: Board Members

The Committee suggested that the 'executive summary' could be used to demonstrate that the College is able to manage resources and is an institution worth investing in given the growing population in the region and growing demand for its services in the community.

The Committee recommended the Financial Statements to the Audit Committee for their review.

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(ii) Reconciliation of Final Outturn for 2018-19 with Forecast at June 2019

Vice Principal, Finance & Curriculum Services, presented paper 4 noting that funding for job evaluation would only be allocated by SFC once the exercise was complete.

The Committee queried why some European funding had not been fully utilised. It was explained that due to unforeseen staff illness a trip had not been able to take place. The team involved in European trips had since worked on creating better contingencies to avoid a repeat of a trip cancellation in future.

The Committee noted the paper.

(iii) College Certificate 2018-19

Vice Principal, Curriculum & Enterprise, presented paper 5 noting that the final credit claim was 1% above target and therefore there would be no clawback of funding.

The Committee noted the paper.

(iv) Management Accounts

Vice Principal, Finance & Curriculum Services, presented paper 6 explaining that the deficit forecast was a worst case scenario and due to staff sick absence.

The Committee discussed the In Year Redistribution Request made by the College for £553k additional student funding largely due to supporting care experienced students. Due to Scottish Government policy, the College are obliged to make the extra payments regardless of whether the additional funding request to SFC is successful. Many Colleges have seen a sharp increase in the number of students identifying as care experienced. If the College does not receive additional SFC funding, the only contingency available to the College is to reduce spending in other areas which could impact the student experience.

The Senior HR Business Partner addressed the long term sickness cases currently being noted in the management accounts. The main reasons for absence are mental health, muscular skeletal and viruses. A number of these cases are curriculum staff where lecturing cover is required to ensure that classes can still be run. Where current staff cannot be redeployed, bank staff need to be

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brought in which increases the cost. The new Your Attendance Matters Policy for staff is in place and the new occupational health provider conducts face-to-face meetings with staff. All long term absences are discussed in detail at Senior Team meetings and health and wellbeing in general is being highlighted in the College.

The Committee suggested that staff could be reminded more frequently of the health and wellbeing benefits offered by the College e.g. free physiotherapy. The Committee also recommended that the College look into the cost and benefit of offering flu vaccinations to all staff through occupational health.

Action 3: Senior HR Business Partner

It was noted that there is a forthcoming managers meeting where the Senior HR Business Partner will highlight the need for managers to work with staff to manage absence.

The Committee noted the paper.

(v) Income Generation Report

Vice Principal, Finance & Curriculum Services, presented paper 7 and highlighted that the Part Time and Short Course income was lower due to the inconsistency of information around Individual Training Accounts and large employers accessing Flexible Workforce Development Fund ("FWDF") courses rather than short courses. In response, a College group has been set up to investigate the possibility of offering professional institute courses and targeting smaller employers not included in the FWDF.

The Committee requested that the College group conclusions be reported to the Learning & Teaching Committee.

Action 4: Vice Principal, Curriculum & Enterprise

The Foundation Apprenticeship target has been met and there has been some very positive outcomes from discussions with schools and employers. From January, the College will be the preferred provider for the childminding qualifications now required to register as a childminder with the local authority.

The Committee noted the paper.

(vi) Financial Workshop Report

Paper 8, Financial Workshop Report was approved.

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19.48 Key Performance Indicators (KPIs) 2018-19

Vice Principal, Finance & Curriculum Services, presented paper 9, which the Committee discussed and felt that the paper could be redesigned to show the KPIs for each Committee's particular responsibilities. A full paper combining all Committee KPI papers would then be brought to the Board. The redesigned paper could also look to benchmark against more similar Colleges e.g. South Lanarkshire. This would be taken forward in 2020.

Action 5: Vice Principal, Finance & Curriculum Services

19.49 Organisational Well-being

(i) Human Resources Report

The Senior HR Business Partner presented the report covering the quarter to 30 September 2019.

A new HR system will go live in March 2020.

Leave of Absence is to be discussed with the management team to ensure consistency. Although the policy is a reserved policy for national bargaining, the Committee advised that the College needs to develop some operational guidance to provide consistency and fairness for the College workforce.

Action 6: Senior HR Business Partner

The Committee noted the report.

(ii) Employers Association Update

The Chair of the Board confirmed that the Employers Association residential last week had been productive with the Fairwork Framework being discussed. The Employers Association are working with the SFC and College sector to introduce good employer guidelines.

The Job Evaluation process is being held up by GDPR claims by some Colleges.

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19.50 Complaints Report

Vice Principal, Curriculum & Enterprise presented paper 10. The Committee noted that there was some improved resolution of complaints with fewer escalation to higher levels.

The Committee noted the paper.

19.51 Any Other Business

No other matters of business were raised.

19.52 Review of Meeting, Supporting Papers & Development Plan

The Committee were content with the meeting, the information received and the Development Plan.

The Committee considered that some relevant campus visits could be to the hybrid car in Motor Vehicle (February) and the outdoor classroom (June).

19.53 Date of Next Meeting

The next meeting was scheduled for 27 February 2020 at 9.30am.

Note: There were no matters discussed during the meeting, during which Members declared any conflict of interest, or the Secretary to the Board was aware from the Register of Interests that discussion could give rise to such a conflict.

Signed
Chair, Finance & General Purposes Committee

Date

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Finance & General Purposes Committee

Matters Arising / Action update from the Finance & General Purposes Committee of 21 November 2019.

Action 1: Principal

Financial Progress (i) Annual Report & Financial Statements 2018-19

The Committee requested that the Principal provide an overlay 'executive summary' type of document highlighting the College's successes and challenges.

Deferred to the Board of Governors.

Action 2: Board Members

Financial Progress (i) Annual Report & Financial Statements 2018-19

The Principal requested that the Board Members send her 2 or 3 bullet points they would like to see highlighted in the 'executive summary' which she would send to MSPs, staff and the wider stakeholder community.

Duly completed. Email sent 11 December 2019 requesting Board Member feedback. One response received which was forwarded to the Principal for information.

Action 3: Senior HR Business Partner

Financial Progress (iv) Management Accounts

The Committee suggested that staff could be reminded more frequently of the health and wellbeing benefits offered by the College e.g. free physiotherapy. The Committee also recommended that the College look into the cost and benefit of offering flu vaccinations to all staff through occupational health.

Duly completed

Action 4: Vice Principal, Curriculum & Enterprise

Financial Progress (v) Income Generation Report

A College group has been set up to investigate the possibility of offering professional institute courses and targeting smaller employers not included in the FWDF. The Committee requested that the College group conclusions be reported to the Learning & Teaching Committee.

Ongoing project work being undertaken by Corporate Engagement Committee.

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Action 5: Vice Principal, Finance & Curriculum Services Key Performance Indicators (KPIs) 2018-19

The Committee discussed (paper 9) and felt that the paper could be redesigned to show the KPIs for each Committee's particular responsibilities. A full paper combining all Committee KPI papers would then be brought to the Board. The redesigned paper could also look to benchmark against more similar Colleges e.g. South Lanarkshire. This would be taken forward in 2020.

Duly completed. Agreed that KPIs will be re-visited at the Strategic Away Day in May 2020.

Action 6: Senior HR Business Partner Organisational Well-being (i) Human Resources Report

Leave of Absence is to be discussed with the management team to ensure consistency. Although the policy is a reserved policy for national bargaining, the Committee advised that the College needs to develop some operational guidance to provide consistency and fairness for the College workforce.

Duly completed

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Finance & General Purposes Committee**JANUARY 2020 MANAGEMENT ACCOUNTS****Introduction**

The January 2020 Management Accounts show comparisons of actual with budget income and expenditure for the six-month period ended 31 January 2020, and a forecast for the year to 31 July 2020.

Financial Results

The net trading position at 31 January 2020 is:

	Actual £'000	Budget £'000	Variance £'000
Income	9,215	9,555	-340
Expenditure	8,174	8,365	+191
Trading Surplus/(Deficit)	1,041	1,190	-149
Net I&E Transfer Surplus/(Deficit)	1,048	1,165	-117
Net I&E Transfer % of Income	11.4%	12.2%	-0.8%

The forecast outturn for the year to 31 July 2020 is:

	Forecast £'000	Budget £'000	Variance £'000
Income	17,696	17,330	+366
Expenditure	17,760	16,918	-842
Trading Surplus /(Deficit)	-64	412	-476
Net I&E Transfer Surplus/(Deficit)	-246	158	-404
Net I&E Transfer % of Income	-1.4%	0.9%	-2.3%

The most significant variances are detailed below:

Analysis of Income Variances	To Date £'000	Forecast £'000
Grant in Aid	-	31
Fees	(297)	(86)
Skills Development Scotland (SDS) Contracts	(150)	16
Income Generation	23	50
European Funds	(9)	240
Other income	(7)	(10)
Other Scottish Funding Council (SFC) funding	100	125
	(340)	366

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Analysis of Expenditure Variances	To Date £'000	Forecast £'000
Salary costs	(226)	(479)
Teaching Centres supplies	(3)	-
Teaching Support supplies	51	(54)
Administration supplies	247	4
Commercial & Enterprise supplies	(8)	(45)
Other Activity supplies	(26)	(270)
Estates & Catering supplies	(24)	(53)
Other Payroll Costs	180	55
	191	(842)

Comment on Specific Variances:

Teaching Centres		To Date £'000	Forecast £'000
		-590	-593
Areas of Concern	Napier / QMU articulation fees Lecturers sick absence costs		

The £250k Grant in Aid for the Support Staff and Middle Managers Job Evaluation which was previously accrued in 2018-19 has now been re-released into 2019-20.

Full-time Higher Education (HE) fees are £7k lower than budget, part-time Further Education (FE) fees £24k higher and part-time HE fees £18k higher. The part-time FE variance includes a £27k surplus on CITB fees due to the new contract arrangements. Napier and QMU articulation fees are expected to outturn £75k below budget due to there being 17 less associate students than planned. Overall fees are expected to outturn £34k below target.

Staff costs are £300k worse than budget and are forecast to outturn £590k worse by the year-end. This in the main is due to the cost of replacing lecturers who are on long-term sick leave. However other reasons for the overspends include servicing of the Flexible Workforce Development Fund (FWDF) contract and staff re-joining the pension scheme.

Supplies budgets are currently £3k overspent but these are expected to be on target by the year-end.

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Teaching Support	To Date £'000	Forecast £'000
	+79	+16
Areas of Concern	None	

Additional costs are expected from the projects approved through the new Learning and Teaching Innovation. Also SFC have awarded the college £83k in funding for counsellors as part of the Scottish Government initiative on mental health but this will all be spent on providing these services.

Administration	To Date £'000	Forecast £'000
	+249	+32
Areas of Concern	None	

There are no concerns in this category at this time.

Commercial & Enterprise	To Date £'000	Forecast £'000
	+12	+123
Areas of Concern	Short Course fees	

The current deficit in fees relates to commercial short courses. The Workforce Development (WD) courses are mainly contract based with contributions from Individual Training Accounts (ITA), Part Time Fee Grant (PTFG), employer and individual. As a result the billing of these can take some time but it is expected that WD will meet its fees target for the year. Commercial short courses however are expected to outturn similar to last year which would be £52k below target.

The college has been allocated £329k FWDF funding for Academic Year (AY) 2019-20 and the budget has been based on this with £139k of associated salary costs. However, some of the lecturing costs are being absorbed within general teaching centres and other budgets as a result the forecast for FWDF salaries in this category has been reduced to £110k. The forecast for short course salaries has also been reduced from £38k to £7k in line with the expected shortfall in courses running.

Skills Development Scotland (SDS) salaries are expected to outturn £57k less than budget due to the delayed or non-recruitment of two new posts.

Overall the commercial area is forecast to be £123k ahead of target. However, the position is overstated as some of the additional contribution is derived from the reduction in the salary costs associated with delivery of the FWDF and short course activity. After adjusting for FWDF and

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short course salaries the commercial area is currently forecasting to be £64k above target.

Other Activities		To Date £'000	Forecast £'000
			-14
Areas of Concern	Platinum salaries		

Platinum Salon salaries are expected to outturn £19k over budget as a result of staff sickness. The fourth iteration of the Improving Skills through International Learning Exchanges Erasmus project was approved in July 2019. This is a two-year project providing eight groups of college students each year with overseas work experience opportunities. The net cost of these activities is neutral but the financial forecast has recognised the expected grant income and costs for this academic year.

Estates		To Date £'000	Forecast £'000
			-65
Areas of Concern	Refectory income Estates salaries		

Refectory takings are £32k below target although they are in line with last year's takings at this time. An additional income target was set this year but it seems unlikely this will be achieved. Some savings are being made on salaries which will limit the effect of the reduction in income.

The budget assumed £70k would be retained from the 2019-20 Fiscal Year (FY) estates grant allocation for use before March 2020 but due to an underspend on eligible costs last year an additional £32k has become available. It has been assumed this additional money will be used to reduce the budgeted overspend on these costs to March 2020 which is sitting at £87k.

Additional staffing costs are being incurred by Estates which relates to overtime and shift allowance payments.

The Senior Team is planning to upgrade Terrace 1/2 before the end of the academic year. This is to be funded from £53k of savings agreed from the QLS and Marketing budgets and £143k from existing estates budgets.

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Other Payroll Costs		To Date £'000	Forecast £'000
		+180	+55
Areas of Concern	None		

The budget in this category mainly represents the expected cost of the job evaluation exercise being carried out for support staff and middle management in the sector.

Restructuring		To Date £'000	Forecast £'000
		-8	-9
Areas of Concern	None		

There are no concerns in this category at this time.

Deferred Grant and Depreciation		To Date £'000	Forecast £'000
		+40	+78
Areas of Concern	None		

The last year-end audit identified that there had been an under-release of deferred grant on a number of non-revalued assets over the previous two years. This is being corrected this year and will result in an additional release of £78k above budget.

Student Funds		To Date £'000	Forecast £'000
		+0	+0
Areas of Concern	FY limit on funds from SFC		

The college was allocated an initial allocation of £3.603M in student funds for academic year 2019-20 (excludes Education Maintenance Allowance (EMA)). However, as a result of implementing the Scottish Government policy changes to funding for care experienced students, and students aged 18 or 19, the college made a request for £553k of additional funding through the In Year Redistribution exercise. SFC has now confirmed that this and all other sector requests will be met in full.

As in previous years the college is forecasting that it will pay out more in SFC student support by the end of March than it has received. The latest forecast, even with the additional £553k above, is that the shortfall at March will be £259k. This is due to both the funding changes above but also to a fiscal year limit on how much funding can be drawn down between August and March. As part of its in-year redistribution request the college has requested that

Action: Information

Paper 3

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more of its allocation be made available in the August to March period but this has still to be confirmed.

Investment Funds		To Date £'000	Forecast £'000
		+0	+0
Areas of Concern	None		

Due to the tight budget this year the college made no provision for any Investment spend.

Pension Funds		To Date £'000	Forecast £'000
		+0	-595
Areas of Concern	None		

Pension figures in the accounts forecast are based on the forecast in the actuarial report for the July 2019 accounts.

Balance Sheet, Cash Flow and Capital Expenditure

The Balance Sheet and Cash Flow forecast as at 31 January 2020 are appended. Net current assets are currently £53k positive but are expected to outturn £1,280k negative at the year-end. The year-end cash balance has assumed receipt of £281k of SFC funding in respect of the support staff and middle management job evaluation exercise and £553k for the additional student support funds requested. It also includes £114k of advance ESF monies in respect of the Improving Skills project.

Jennifer McLaren

Vice Principal, Finance & Curriculum Services

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WEST LOTHIAN COLLEGE
MANAGEMENT ACCOUNTS
JANUARY 2020

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	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020		
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000
SUMMARY							
INCOME							
GRANT IN AID	11,659	5,830	5,830		11,690	11,659	+31
FEES	2,647	1,975	2,272	-297	2,561	2,647	-86
SDS CONTRACTS	655	309	459	-150	671	655	+16
INCOME GENERATION	1,121	520	497	+23	1,171	1,121	+50
EUROPEAN FUNDS	13	3	12	-9	253	13	+240
OTHER INCOME	574	313	320	-7	564	574	-10
OTHER SFC FUNDING	661	265	165	+100	786	661	+125
TOTAL INCOME	17,330	9,215	9,555	-340	17,696	17,330	+366
EXPENDITURE							
SALARIES							
Teaching Centres	6,369	3,464	3,164	-300	6,959	6,369	-590
Teaching Support	1,078	542	535	-7	1,101	1,078	-23
Administration	1,754	866	865	-1	1,734	1,754	+20
Commercial & Enterprise	2,593	1,181	1,279	+98	2,439	2,593	+154
Other Activities	109	60	53	-7	133	109	-24
Estates	890	445	436	-9	906	890	-16
	12,793	6,558	6,332	-226	13,272	12,793	-479
SUPPLIES & SERVICES							
Teaching Centres	399	212	209	-3	399	399	
Teaching Support	274	112	163	+51	328	274	-54
Administration	1,442	517	764	+247	1,438	1,442	+4
Commercial & Enterprise	595	254	246	-8	640	595	-45
Other Activities	34	52	26	-26	304	34	-270
Estates	1,020	468	444	-24	1,073	1,020	-53
	3,764	1,615	1,852	+237	4,182	3,764	-418
OTHER PAYROLL COSTS	361	1	181	+180	306	361	+55
TOTAL EXPENDITURE	16,918	8,174	8,365	+191	17,760	16,918	-842
TRADING SURPLUS/(DEFICIT)	412	1,041	1,190	-149	-64	412	-476
RESTRUCTURING							
Voluntary Severance / Redundancy		-9		-9	-9		-9
Pension Transfers							
Apprenticeship Levy	-35	-17	-18	+1	-35	-35	
Holiday Pay Accrual							
	-35	-26	-18	-8	-44	-35	-9
INTEREST							
Interest receivable	2	1	1		2	2	
Interest Payable							
	2	1	1		2	2	
DEFERRED GRANT & DEPRECIATION							
Release of Deferred Grant	457	268	228	+40	535	457	+78
Depreciation	-771	-385	-385		-769	-771	+2
	-314	-117	-157	+40	-234	-314	+80
STUDENT FUNDS							
Student Funds Income	4,103	2,363	2,233	+130	4,375	4,103	+272
Student Funds Expenditure	-4,103	-2,363	-2,233	-130	-4,375	-4,103	-272
INVESTMENT FUNDS							
College Spend							
Transfer to ALF							
COLLEGE SURPLUS/(DEFICIT)	65	899	1,016	-117	-340	65	-405
PENSION							
FRS17 LPF	-732				-1,327	-732	-595
Early Retirement provision	-204				-204	-204	
	-936				-1,531	-936	-595
OPERATING SURPLUS/(DEFICIT)	-871	899	1,016	-117	-1,871	-871	-1,000
Transfer (To) / From Pension Reserve	732				1,327	732	+595
Transfer (To) / From Revaluation Reserve	297	149	149		298	297	+1
NET TRANSFER TO I&E RESERVE	158	1,048	1,165	-117	-246	158	-404

Variances

A + variance means an increase in surplus
A - variance means a decrease in surplus

Explanations

Explanations for variances are noted in the following papers

	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020		
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000
TEACHING CENTRES							
INCOME							
GRANT IN AID	10,238	5,119	5,119		10,269	10,238	+31 Note 1
FEES	1,806	1,519	1,806	-287	1,772	1,806	-34 Note 2
SDS CONTRACTS							
INCOME GENERATION							
EUROPEAN FUNDS							
OTHER INCOME							
OTHER SFC FUNDING							
TOTAL INCOME	12,044	6,638	6,925	-287	12,041	12,044	-3
EXPENDITURE							
SALARIES							
Business & Creative	750	441	373	-68	886	750	-136 Note 3
Beauty Therapy & Hairdressing	537	301	267	-34	603	537	-66 "
Computing & Engineering	1,094	612	544	-68	1,232	1,094	-138 "
Construction & Motor Vehicle	955	539	474	-65	1,083	955	-128 "
Childhood Practice & Sports and Fitness	1,065	535	529	-6	1,081	1,065	-16 "
Hospitality & Communities	1,067	551	529	-22	1,092	1,067	-25 "
Health & Social Care, SS & Science	901	485	448	-37	982	901	-81 "
	6,369	3,464	3,164	-300	6,959	6,369	-590
SUPPLIES AND SERVICES							
Business & Creative	49	21	35	+14	49	49	
Beauty Therapy & Hairdressing	50	43	26	-17	50	50	
Computing & Engineering	65	31	30	-1	65	65	
Construction & Motor Vehicle	69	31	32	+1	69	69	
Childhood Practice & Sports and Fitness	64	26	41	+15	64	64	
Hospitality & Communities	81	54	50	-4	81	81	
Health & Social Care, SS & Science	21	6	-5	-11	21	21	
	399	212	209	-3	399	399	
TOTAL EXPENDITURE	6,768	3,676	3,373	-303	7,358	6,768	-590
TRADING SURPLUS/(DEFICIT)	5,276	2,962	3,552	-590	4,683	5,276	-593

Notes

- The grant for increased SPPA contribution rate is expected to be £31k higher than budgeted.
- Full-time HE fees are currently £7k worse than budget, part-time FE fees £24k better and part-time HE fees £18k better. Fees have been helped by the new CITB contract which has generated £27k more in fees than budgeted. Napier / QMU articulation fees are expected to outturn £75k below budget due to a reduced number of associated learners (eight and nine respectively).
- Reasons for additional costs include lecturers on long-term sick leave, servicing of FWDF activity and staff rejoining the pension scheme.

	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020		
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000
TEACHING SUPPORT							
INCOME							
GRANT IN AID							
FEEs							
SDS CONTRACTS							
INCOME GENERATION							
EUROPEAN FUNDS							
OTHER INCOME	24	13	11	+2	24	24	
OTHER SFC FUNDING		33		+33	93		+93
TOTAL INCOME	24	46	11	+35	117	24	+93
EXPENDITURE							
SALARIES							
Quality & Learner services	787	382	389	+7	776	787	+11
External Engagement	131	77	67	-10	157	131	-26
Student Advice & Admissions	160	83	79	-4	168	160	-8
Course Approvals / Other							
	1,078	542	535	-7	1,101	1,078	-23
SUPPLIES AND SERVICES							
Quality & Learner services	243	92	145	+53	291	243	-48
External Engagement	20	8	11	+3	20	20	
Student Advice & Admissions	1	2	1	-1	2	1	-1
Course Approvals / Other	10	10	6	-4	15	10	-5
	274	112	163	+51	328	274	-54
TOTAL EXPENDITURE	1,352	654	698	+44	1,429	1,352	-77
TRADING SURPLUS/(DEFICIT)	(1,328)	(608)	(687)	+79	(1,312)	(1,328)	+16

Notes

- 1 The College received £23k for Men in Early Learning in Childcare in 2018-19 to be spent January to December 2019 and £10k of this has been carried forward. In addition SFC have awarded £83k for Funding for Counsellors.
- 2 Alteration to salary after budget set
- 3 Agreed reduction in QLS budgets -£35k, provision of SFC funded counselling services +£83k
- 4 New commitment in respect of the Learning and Teaching Innovation Fund £10k and assumes £5k of Men in Early Learning in Childcare will be spent.

	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020			
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000	
ADMINISTRATION								
INCOME								
GRANT IN AID								
FEES								
SDS CONTRACTS								
INCOME GENERATION								
EUROPEAN FUNDS								
OTHER INCOME	36	17	14	+3	44	36	+8	
OTHER SFC FUNDING								
TOTAL INCOME	36	17	14	+3	44	36	+8	
EXPENDITURE								
SALARIES								
Executive Office incl. Senior Management Team	734	344	363	+19	694	734	+40	Note 1
Finance	242	119	119		242	242		
HRM	199	104	99	-5	203	199	-4	
ICT	138	78	68	-10	150	138	-12	Note 2
Marketing	68	34	33	-1	69	68	-1	
MIS	275	135	135		275	275		
Student Funding	98	52	48	-4	101	98	-3	
	1,754	866	865	-1	1,734	1,754	+20	
SUPPLIES AND SERVICES								
Executive Office incl. Senior Management Team	87	43	43		87	87		
Finance	187	92	101	+9	187	187		
HRM	74	50	38	-12	88	74	-14	Note 3
ICT	364	98	262	+164	364	364		
Marketing	112	48	89	+41	94	112	+18	Note 4
MIS	617	186	231	+45	617	617		
Student Funding	1				1	1		
	1,442	517	764	+247	1,438	1,442	+4	
TOTAL EXPENDITURE	3,196	1,383	1,629	+246	3,172	3,196	+24	
TRADING SURPLUS/(DEFICIT)	(3,160)	(1,366)	(1,615)	+249	(3,128)	(3,160)	+32	

Notes

- 1 Assumes vacant Vice Principal position will not be filled until August 2020. Also includes additional costs for maternity cover.
- 2 Additional staff to cover extra workload at start of term and though holiday periods.
- 3 Additional costs in recruitment mostly to do with introduction fees for agency staff being employed at the college.
- 4 Agreed reduction in Marketing budgets.

	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020			
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000	
COMMERCIAL & ENTERPRISE								
INCOME								
GRANT IN AID	1,421	711	711		1,421	1,421		
FEES	841	456	466	-10	789	841	-52	Note 1
SDS CONTRACTS	655	309	459	-150	671	655	+16	Note 2
INCOME GENERATION	1,121	520	497	+23	1,171	1,121	+50	Note 3
EUROPEAN FUNDS								
OTHER INCOME	46	17	25	-8	46	46		
OTHER SFC FUNDING	329	232	165	+67	329	329		
TOTAL INCOME	4,413	2,245	2,323	-78	4,427	4,413	+14	
EXPENDITURE								
SALARIES								
Commercial & Enterprise	374	128	186	+58	309	374	+65	Note 4
Childrens Hearings Scotland	613	298	304	+6	603	613	+10	
Workforce Development	1,307	622	643	+21	1,285	1,307	+22	
SDS Contracts	299	133	146	+13	242	299	+57	Note 5
Other Centres								
	2,593	1,181	1,279	+98	2,439	2,593	+154	
SUPPLIES AND SERVICES								
Commercial & Enterprise	14	22	6	-16	30	14	-16	Note 6
Childrens Hearings Scotland	403	171	133	-38	453	403	-50	Note 3
Workforce Development	57	37	28	-9	66	57	-9	
SDS Contracts	119	24	78	+54	89	119	+30	Note 7
Other Centres	2		1	+1	2	2		
	595	254	246	-8	640	595	-45	
TOTAL EXPENDITURE	3,188	1,435	1,525	+90	3,079	3,188	+109	
TRADING SURPLUS/(DEFICIT)	1,225	810	798	+12	1,348	1,225	+123	

Notes

- 1 Expected shortfall in short course programme as agreed with Centre Head Commercial & Enterprise.
- 2 Additional Foundation Apprenticeship income as per update supplied by Centre Head Commercial & Enterprise.
- 3 Recovery of additional costs as agreed by Childrens Hearings Scotland
- 4 Forecast for FWDF salaries reduced from £139k to £110k and short courses from £38k to £7k in line with expected shortfall in the short course programme.
- 5 Additional MA assessor post not filled.
- 6 Costs of FWDF courses including external training provider
- 7 Estimated savings based on spend to date

	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020			
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000	
OTHER ACTIVITIES								
INCOME								
GRANT IN AID								
FEEs								
SDS CONTRACTS								
INCOME GENERATION								
EUROPEAN FUNDS	13	3	12	-9	253	13	+240	Note 1
OTHER INCOME	64	63	35	+28	94	64	+30	Note 2
OTHER SFC FUNDING								
TOTAL INCOME	77	66	47	+19	347	77	+270	
EXPENDITURE								
SALARIES								
Terrace Restaurant	36	12	17	+5	31	36	+5	
Platinum Salon	73	44	36	-8	92	73	-19	Note 3
Europe		4		-4	10		-10	
Other Activities								
	109	60	53	-7	133	109	-24	
SUPPLIES AND SERVICES								
Terrace Restaurant	12	9	7	-2	12	12		
Platinum Salon	10	9	8	-1	10	10		
Europe	12	8	11	+3	252	12	-240	Note 1
Other Activities		26		-26	30		-30	Note 2
	34	52	26	-26	304	34	-270	
TOTAL EXPENDITURE	143	112	79	-33	437	143	-294	
TRADING SURPLUS/(DEFICIT)	(66)	(46)	(32)	-14	(90)	(66)	-24	

Notes

1 Income and costs related to new Erasmus project - Improving Skills 4

2 Income and costs related to student trips and other activities.

3 Additional staffing costs due to staff on sick leave.

	2019/20 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020			
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000	
ESTATES								
INCOME								
GRANT IN AID								
FEES								
SDS CONTRACTS								
INCOME GENERATION								
EUROPEAN FUNDS								
OTHER INCOME	404	203	235	-32	356	404	-48	Note 1
OTHER SFC FUNDING	332				364	332	+32	Note 2
TOTAL INCOME	736	203	235	-32	720	736	-16	
EXPENDITURE								
SALARIES								
Estates	645	345	316	-29	682	645	-37	Note 3
Catering	245	100	120	+20	224	245	+21	Note 1
	890	445	436	-9	906	890	-16	
SUPPLIES AND SERVICES								
Estates	841	370	339	-31	894	841	-53	Note 4
Catering	179	98	105	+7	179	179		
	1,020	468	444	-24	1,073	1,020	-53	
TOTAL EXPENDITURE	1,910	913	880	-33	1,979	1,910	-69	
TRADING SURPLUS/(DEFICIT)	(1,174)	(710)	(645)	-65	(1,259)	(1,174)	-85	

Notes

- 1 Refectory income is in line with last year but additional income target is not being achieved. This is being offset to some degree by savings in staffing.
- 2 Funding brought forward from last July £32k higher than budgeted.
- 3 Overtime and shift allowances.
- 4 Budget savings from QLS and Marketing to be used towards refurbishment of Terrace 1/2.

	2018/19 BUDGET £'000	As at 31 January 2020			Forecast to 31 July 2020		
		ACTUAL £'000	BUDGET £'000	VARIANCE £'000	ACTUAL £'000	BUDGET £'000	VARIANCE £'000
<u>TERRACE RESTAURANT</u>							
Income	44	29	26	3	44	44	
Salaries	-36	-11	-17	6	-31	-36	5
Other Costs	-12	-9	-7	-2	-12	-12	
NET	-4	9	2	7	1	-4	5
<u>PLATINUM SALON</u>							
Income	20	9	9		20	20	
Salaries	-73	-44	-36	-8	-92	-73	-19
Other Costs	-10	-9	-8	-1	-10	-10	
NET	-63	-44	-35	-9	-82	-63	-19
<u>REFECTORY</u>							
Income	404	203	235	-32	356	404	-48
Salaries	-245	-100	-120	20	-224	-245	21
Other Costs	-179	-99	-105	6	-179	-179	
NET	-20	4	10	-6	-47	-20	-27

Notes

BALANCE SHEET PROJECTION

	Actual 31 JUL 2018 £'000	Actual 31 JUL 2019 £'000	Actual 31 JAN 2020 £'000	Forecast 31 JUL 2020 £'000
Fixed Assets				
Land & Buildings	17,221	16,638	16,353	16,067
Equipment	1,639	1,435	1,335	1,236
New additions				
	18,860	18,073	17,688	17,303
Current Assets				
Trade Debtors	620	635	554	620
Europe	7	25		
Prepayments	177	155	196	155
Accrued Income	60	354	350	73
Bank	729	760	1,505	447
	1,593	1,929	2,605	1,295
Current Liabilities				
Trade Creditors	(526)	(654)	(160)	(691)
Payroll	(399)	(518)	(469)	(528)
Loans	(158)	(158)	(158)	(157)
Accruals	(307)	(570)	(523)	(289)
Deferred Income	(568)	(386)	(818)	(500)
Deferred Capital Grant	(457)	(457)	(457)	(410)
Unspent Student Funds	(13)	(47)	33	
	(2,428)	(2,790)	(2,552)	(2,575)
Net Current Assets (Liabilities)	(835)	(861)	53	(1,280)
Total Assets less current liabilities	18,025	17,212	17,741	16,023
Creditors: Amounts falling due after more than one year	(2,369)	(2,211)	(2,211)	(2,053)
Deferred Capital Grant	(12,306)	(11,849)	(11,581)	(11,361)
Provisions				
LPF Pension Liability	(2,783)	(6,904)	(6,904)	(6,904)
Early Retirement Provision	(3,688)	(3,756)	(3,654)	(3,756)
Total Net Liabilities	(3,121)	(7,508)	(6,609)	(8,051)
Reserves				
Income and Expenditure Account (Trading)	(111)	(148)	900	(552)
Income and Expenditure Account (Holiday Pay)	(153)	(174)	(174)	(174)
Income and Expenditure Account (PFI Loan)	(2,527)	(2,369)	(2,369)	(2,211)
Income and Expenditure Account (Early Retirement)	(3,688)	(3,756)	(3,756)	(3,756)
Income and Expenditure Account (LPF Pensions)	(2,783)	(6,904)	(6,904)	(6,904)
Revaluation Reserve	6,141	5,843	5,694	5,546
Total Reserves	(3,121)	(7,508)	(6,609)	(8,051)

2019/20 FORECAST CASHFLOW

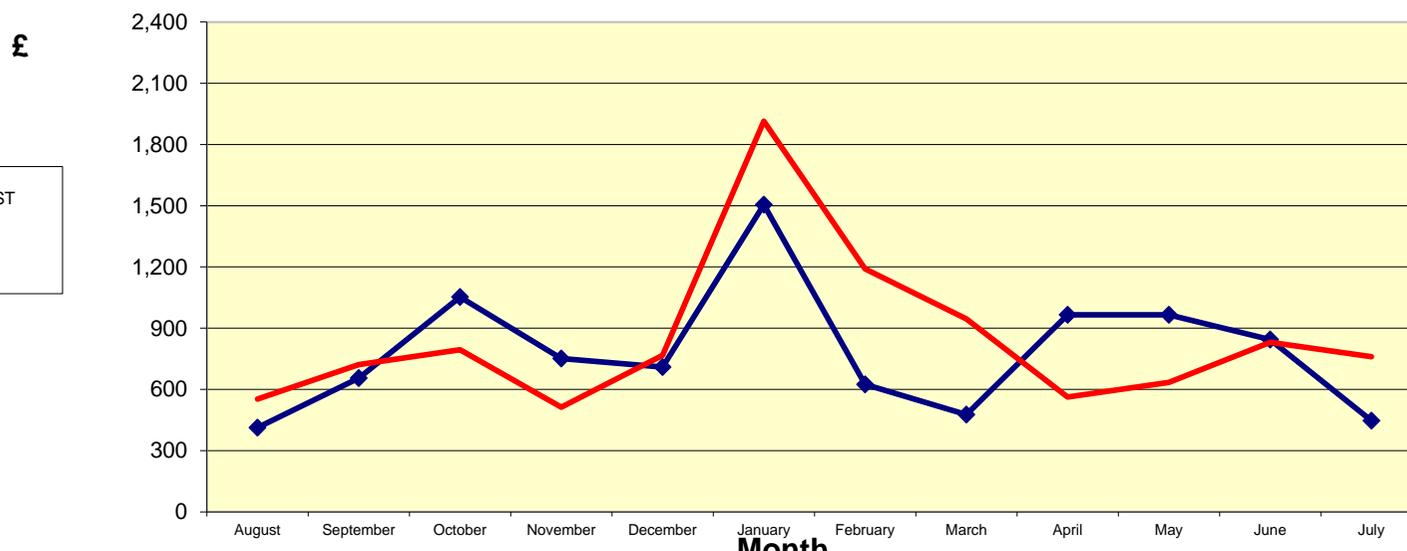
Income

SFC funding (including bursaries and hardship funds)	1112	1559	1,706	1,586	1,556	1,113	560	1,337	2,052	1,211	1,422	1,291	16,505
less loan repayments									-158				-158
Other cash received	429	374	588	402	263	1,475	309	574	591	430	238	167	5,840
Total cash in	1,541	1,933	2,294	1,988	1,819	2,588	869	1,911	2,485	1,641	1,660	1,458	22,187

Expenditure

Payroll	1,105	1,044	1,069	1,079	1,080	1,062	1,064	1,094	1,083	1,083	1,083	1,421	13,267
Other payments	719	419	354	502	491	291	226	568	517	190	409	434	5,120
SFC Student support payments	64	228	473	708	291	439	459	397	397	368	289		4,113
Interest payments													
Total cash out	1,888	1,691	1,896	2,289	1,862	1,792	1,749	2,059	1,997	1,641	1,781	1,855	22,500
Net cash inflow/(outflow)	(347)	242	398	(301)	(43)	796	(880)	(148)	488		(121)	(397)	(313)
Balance b/f (cash and overdraft)	760	413	655	1,053	752	709	1,505	625	477	965	965	844	760
Balance c/f (cash and overdraft)	413	655	1,053	752	709	1,505	625	477	965	965	844	447	447

West Lothian College Cashflow



2019/20 BUDGET £'000	History of Quarterly Forecasts for Year Ending 31 July 2020							
	October £'000	VARIANCE £'000	January £'000	VARIANCE £'000	April £'000	VARIANCE £'000	Jun £'000	VARIANCE £'000
SUMMARY								
INCOME								
GRANT IN AID	11,659	11,409	-250	11,690	+31			
FEES	2,647	2,555	-92	2,561	-86			
SDS CONTRACTS	655	655		671	+16			
INCOME GENERATION	1,121	1,121		1,135	+14			
EUROPEAN FUNDS	13	13		253	+240			
OTHER INCOME	574	536	-38	564	-10			
OTHER SFC FUNDING	661	703	+42	786	+125			
TOTAL INCOME	17,330	16,992	-338	17,660	+330			
EXPENDITURE								
SALARIES								
Teaching Centres	6,426	6,808	-382	6,959	-533			
Teaching Support	1,057	1,078	-21	1,101	-44			
Administration	1,754	1,771	-17	1,734	+20			
Commercial & Enterprise	2,593	2,426	+167	2,439	+154			
Other Activities	73	86	-13	133	-60			
Estates	890	912	-22	906	-16			
	12,793	13,081	-288	13,272	-479			
SUPPLIES & SERVICES								
Teaching Centres	399	399		399				
Teaching Support	274	286	-12	328	-54			
Administration	1,442	1,442		1,438	+4			
Commercial & Enterprise	595	595		640	-45			
Other Activities	34	44	-10	304	-270			
Estates	1,020	1,020		1,073	-53			
	3,764	3,786	-22	4,182	-418			
OTHER PAYROLL COSTS	361	25	+336	306	+55			
TOTAL EXPENDITURE	16,918	16,892	+26	17,760	-842			
TRADING SURPLUS/(DEFICIT)	412	100	-312	-100	-512			
RESTRUCTURING								
Voluntary Severance / Redundancy				-9	-9			
Pension transfers								
Apprenticeship Levy	-35	-35		-35				
Holiday Pay Accrual								
	-35	-35		-44	-9			
INTEREST								
Interest receivable	2	2		2				
Interest Payable								
	2	2		2				
DEFERRED GRANT & DEPRECIATION								
Release of Deferred Grant	457	457		535	+78			
Depreciation	-771	-771		-769	+2			
	-314	-314		-234	80			
STUDENT FUNDS								
Student Funds Income	4,103	4,103		4,375	+272			
Student Funds Expenditure	-4,103	-4,103		-4,375	-272			
INVESTMENT FUNDS								
College Spend								
Transfer to ALF								
COLLEGE SURPLUS/(DEFICIT)	65	-247	-312	-376	-441			
PENSION								
FRS17 LPF	-732	-1,327	-595	-1,327	-595			
Early Retirement provision	-204	-204		-204				
	-936	-1,531	-595	-1,531	-595			
OPERATING SURPLUS/(DEFICIT)	-871	-1,778	-907	-1,907	-1,036			
Transfer (To) / From Pension Reserve	732	1,327	+595	1,327	+595			
Transfer (To) / From Revaluation Reserve	297	297		298	+1			
NET TRANSFER TO I&E RESERVE	158	-154	-312	-282	-440			

Differences

A + variance means an increase in surplus

A - variance means a decrease in surplus

West Lothian College

27 February 2020

Finance & General Purposes Committee

INCOME GENERATION REPORT

Financials

The overall picture for the first half of the year is positive although there have been some variances from budgeted targets. As raised in the last report and the latest management accounts, short course income is down and is forecast to be £52k below target at the year end. Overall the commercial, Workforce Development and CHS areas are forecast to be £123k ahead of target.

Commercial and International

The latest report submitted at the end of January to the Scottish Funding Council (SFC) showed we have contractually committed 95% of our allocated Flexible Workforce Development Fund (FWDF) funding and have four companies on the waiting list. We have indicated to SFC that we could take additional funding should it become available in order to meet the needs of the companies on the waiting list.

We are on track to send 85 learners overseas funded by ERASMUS+ on two-week work placements this year. All planned trips are progressing well. The Health and Social Care trip to Paris has been cancelled though due to low take-up and a lack of supporting accompanying adults. We hope this will be redressed in 2021. All other Erasmus projects are progressing in line with expectations.

Individual Training Accounts (ITAs) continue to present some challenges. At the time of the last report we were of the understanding that applications for ITAs would be closed until April 2020, however we were notified in December 2019 that applications for ITAs would be re-opened on 13 December 2019 and then received an update on 12 February 2020, that applications would be closing on 18 February 2020 due to targets having being met. We are one of the largest users of ITAs amongst colleges so this stop/start approach causes us major issues with both companies and individuals who use ITA funding to support SVQs. Correspondence has been sent to Scottish Government from the Colleges Work Based Learning Group, at our instigation, raising concerns and requesting clearer information about ITA release dates and funding available.

We also received an audit visit from Skills Development Scotland (SDS) on ITA compliance. The initial report flagged up a wide number of issues and we have subsequently provided evidence to address the majority of them. There is ongoing dialogue with SDS on the outstanding matters. This is the first such audit visit we have received following the various changes to ITA funding

West Lothian College

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conditions introduced in 2019 and we expected there to be some points of learning. However, we were disappointed by the nature of issues which were raised, the majority of which centred on minor administrative matters and, in other cases, contradicted dispensations which we had already been granted. As it stands, we are facing a potential clawback of £1,180.

Foundation Apprenticeships (FAs)

Retention rate for FAs is currently at 86%. All courses evaluated well following the initial student survey undertaken in the autumn, with a follow-up survey due to take place in a couple of weeks' time. The good retention rates have meant we have not had a mid-year downward revision in income from SDS.

Recruitment activity for 2020 starts has started strongly. All schools have had direct engagement at various levels and all have fed in their forecasts for June 2020 starts. Based on these figures we are forecasting 220 starts.

On-campus delivery will be the same frameworks as this year with an extra cohort for ICT and an extra cohort for Engineering. Growth will come from the following additional cohorts:

- Three cohorts in Scientific Technologies (delivered at Armadale, Linlithgow and James Young)
- Two cohorts in Social Services Children and young People (delivered at Whitburn Academy and St Margaret's)
- One cohort in Food and Drink Technologies (delivered at Bathgate Academy)

We were successful in being awarded the FA Pilot in Raising Attainment. Recruitment was a challenge due to the late notification of the award but we were able to recruit nine students. We received a SDS oversight visit week commencing 3 February 2020 and they were pleased with both the programme and feedback from the learners.

Unfortunately, we were unsuccessful in our bid to the Construction Industry Training Board (CITB) Structured Fund, but we intend to submit a revised bid should the opportunity arise this year. We await the outcome of the bid to the Child Poverty Action Fund in partnership with the Voluntary Sector Gateway West Lothian. Up to three projects will be funded across Scotland which were due to start in April 2020 but we have been informed of a delay in hearing the outcome.

West Lothian College

27 February 2020

Workforce Development

Two recent requests were submitted to SDS for increased funding related to Modern Apprenticeships (MA) provision and both were successful. These currently bring the MA income up to £239,741, compared to an original allocation of £184,011.

Supported by the Centre for Commercial and Enterprise, we submitted our 2020-21 MA bid at the end of January 2020. We bid for 101 starts which represents 13% growth compared to the starts bid for the current contract.

The table below shows the contract value for the last three years.

Year	Starts Bid For	Value
2017-18	62	£163,168
2018-19	65	£163,618
2019-20	89	£184,011
2020-21	101	*

* Contract value for 2020-22 cannot be estimated until profile of the awarded places is made available.

We have included both construction and hairdressing frameworks in the bid for the first time. As with the Child Poverty Fund we have been informed that there may be delays in hearing the outcome of the MA bid.

Plans are well underway for the Apprenticeship Skills Showcase on Tuesday 3 March, which will be a joint event with West Lothian Council alongside a range of other partners.

Following a very positive meeting with Schuh, they are considering apprenticeships in Customer Service for 2020-21, with initial indications suggesting four places might be forthcoming.

Children's Hearing Scotland (CHS)

The first quarter of year two of the CHS national training contract (October to December 2019) saw further developments and consolidation of the work of the CHS Learning Academy. The quarter saw the publication of the interactive 2020 Academy training prospectus on the Academy's online portal.

New courses launched in the quarter were two e-learning courses for Child Development and Inclusion and Diversity and, in addition, a suite of e-learning courses were added to the portal to promote good cyber security and digital data protection.

West Lothian College

27 February 2020

The Academy met all the prescribed milestones in this quarter including delivering all training as agreed with CHS. The Academy continued to meet or exceed all the key performance indicators set out in the contract. These are reported on a monthly and quarterly basis. Learner satisfaction continues to be well above 90%.

The annual pre-service programme for new volunteer panel members is now underway with over 450 new trainees taking part in 17 online and face to face blended learning courses in 12 venues leading to a bespoke SCQF level 7 PDA. Early retention continues to be above 95% for this group.

On 5 February the long awaited Independent Care Review was published. The team undertook an initial review of the five published reports to identify recommendations that may impact on the Academy and potential future opportunities. Over the coming months, as the delivery plan for the Care Review is developed, the implications for the Academy will become clearer. The review will also be a key agenda item on the annual two-day Academy conference taking place in April 2020.

We have circulated to the committee the second annual report which was submitted to CHS. This provides a good overview of the full extent of the work of the Academy and the results it achieves.

Simon Earp

Vice Principal, Curriculum and Enterprise

27 February 2020



CHILDREN'S HEARINGS SCOTLAND LEARNING ACADEMY Annual Report

October 2018 – September 2019

1.0 INTRODUCTION

Welcome to the first Children’s Hearings Scotland Learning Academy Annual Report. From the Autumn of 2018 and since the Academy launch in January 2019, we have produced and delivered a wide range of online and trainer led learning opportunities for the panel community including new courses and delivery methods.

Child centred
Making sure everything we do is in the best interests of children and young people.

Within the report you will find some of the highlights and achievements the Academy has delivered during the year as well as progress towards supporting the panel community to deliver the national priorities. These included promoting the CHS values, child centred hearings, the digital agenda and evidence based practice.

Open
Listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions.

Challenging
Not being complacent, but questioning ourselves and others to help us improve.

The Academy cannot operate without the valuable contribution of very many volunteers and partners who have supported its first period of operation including advising on its priorities, direction and, most importantly, the curriculum it offers.

Creative
Considering innovative and imaginative ways of approaching the issues we face in the work we do.

Fair
Making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all.

Academy staff would like to thank all those who have assisted with training over the year including providing feedback and suggestions on current and planned learning. Not least the 100 volunteers who, as well as sitting on panels, helped the Academy facilitate skills development group work and offered valuable insights into content and delivery of courses.

Respectful
Treating children, young people, their families, partners and each other with care and consideration.

The Academy is looking forward to continuing its support to the panel community by promoting best practice for all. Specifically, we are proud to help panel members make the best possible decisions for vulnerable infants, children and young people across Scotland.

<p>2.0</p>	<p>EXECUTIVE SUMMARY</p>
	<p>This year has seen considerable change in delivering national training to the panel community as the new national training contract was finalised and implemented. This included the launch of the CHS Learning Academy, the online 2019 prospectus and the Learning Academy Online (LAO) with its suite of new bespoke and generic e-learning provision. The Academy is delighted at the reception, success and positive feedback from the launch of Learning Academy Online and particularly, the high satisfaction rates recorded by users of the new bespoke e-learning courses.</p> <p>These developments did not impact on the achievement of the contract related Key Performance Indicators and all were achieved or exceeded. The Academy demonstrated flexibility in responding to the ongoing needs of the Panel Community and Children’s Hearings Scotland (CHS), delivering additional and alternative provision within agreed budgets.</p> <p>The course satisfaction rates were consistently in excess of 90% and the pre-service programme retention and attainment, at 90%, remains one of the highest of any Scottish Qualification Authority (SQA) qualification of this type.</p> <p>The Academy continued to be prudent in ensuring that the best value for money options were sought at all times when awarding training facility contracts. This included the use of Execspace, the Scottish Government approved facility booking provider who were able to obtain cost effective venues with appropriate access, facilities and accommodation across the Country. The Academy continued efforts to maximise the use of non-profit making organisation resources including the new CHS offices in Edinburgh and Council premises where appropriate. As a result of these measures, the contract fixed costs were in line with those contracted and venue costs were within the budgets agreed with CHS in advance.</p> <div style="display: flex; justify-content: space-between;"> <div data-bbox="247 1182 507 1496" style="width: 30%;"> <p>The 1000th SQA PDA was awarded to a panel member</p> </div> <div data-bbox="478 1171 1436 1451" style="width: 65%;"> <p>The Academy continued its commitment to quality assurance and improvement with a wide range of initiatives introduced and comprehensive audits and validations undertaken. This included the identification and adoption of recognised best learning and teaching practice from the training sector.</p> <p>The Academy is proud that its launch coincided with the award of a SQA Professional Development Award for panel members to the 1000th volunteer since its introduction in 2014.</p> </div> <div data-bbox="1157 533 1423 846" style="width: 30%; text-align: center;"> <p>Course satisfaction rates were consistently above 90%</p> </div> </div>
<p>3.0</p>	<p>THE LEARNING ACADEMY</p>
<p>3.1</p>	<p>About</p> <p>The Children’s Hearings Scotland Learning Academy was launched in early 2019. This included the development of new trainer-led courses, the introduction of a dedicated virtual learning environment called Learning Academy Online (LAO) and a comprehensive portfolio of e-learning courses. These are designed to support Scotland’s panel community by delivering high quality training to equip them with the knowledge and skills to fulfil their roles - whether it is making the best possible decisions at a children’s hearing, managing volunteers or delivering a quality assurance programme.</p> <p>This national approach builds on the work undertaken by the previous CHS Training Unit and puts learning at its heart ensuring a consistent learning experience for the Children’s Hearings Scotland (CHS) community across Scotland.</p>

<p>3.2</p>	<p>The Academy Learning Team</p> <ul style="list-style-type: none"> • Is based in three offices, Livingston, Dundee and Glasgow - supporting the CHS community across Scotland. • Has extensive experience of the panel system, with all trainers and managers plus many of the support staff having held roles as Panel and Area Support Team (AST) members. • Liaises in regional clusters with specific ASTs including Learning and Development Coordinators. • Participates in extensive staff development including trainers attending a minimum of two hearings, external policy and practice update seminars and an annual two-day staff development Academy conference. In addition, all trainers have, or are working towards, a recognised teaching qualification. • Liaises closely with the CHS Policy and Practice Team to ensure that the content of the programmes is current and reflects best practice. • Completes annual course quality reviews for all courses and programmes based on input from young people, users, subject experts, CHS and trainers. • Delivers a range of programmes for the panel community, based on a blended learning approach that includes trainer led skills development, online learning and the sharing of good practice. • Develops and supports a range of online learning opportunities in conjunction with CHS and the panel community.
<p>3.3</p>	<p>Supporting Panel Member Learning Through:</p> <div data-bbox="240 931 512 1249" style="border: 1px solid black; border-radius: 50%; padding: 10px; text-align: center; width: fit-content; margin: 10px auto;"> <p>The Learning Academy Online helpdesk is open 363 days per year</p>  </div> <ul style="list-style-type: none"> • Continuously embedding reflective practice in learning to support learners to develop their own understanding and practice. • Collaboratively giving the panel community the opportunity to learn from key partners in the Children’s Hearing System and from the CHS community. Support for local Learning and Development Coordinators has ensured that national and local training is aligned and targeted. • Encouraging learner led training by giving users a choice of learning topics and modes. • Encouraging best practice using evidence based knowledge and skills development including primary research, academic publications and liaising with the CHS Policy and Practice team. • Ensuring the dedicated Learning Academy Online helpdesk is available 363 days a year.
<p>4.0</p>	<p>ACTIVITIES, ACHIEVEMENTS, MILESTONES AND RECOGNITION</p>
<p>4.1</p>	<p>CHS Learning Academy</p> <ul style="list-style-type: none"> • The CHS Learning Academy was successfully launched including its branding and style guides. • The design, build and launch of the bespoke Learning Academy Online (LAO) portal for pre-service trainees, Academy Facilitators, CHSLA and CHS staff and the Scottish Government sponsor team. • The registration of all Panel and AST members on the portal and the formal launch in January 2019. • A series of new panel member case studies and learning journeys were gathered and submitted to CHS for use in promoting the Academy and volunteering. • The on-line 2019 Academy prospectus was launched in early 2019 and updated throughout the year as new courses and dates were added. <div data-bbox="1177 1630 1449 1948" style="border: 1px solid black; border-radius: 50%; padding: 10px; text-align: center; width: fit-content; margin: 10px auto;"> <p>3600 panel community members were registered with LAO</p>  </div>

<p>4.2</p>	<p>A Blended Flexible Curriculum</p> <ul style="list-style-type: none"> • Online learning elements were introduced for all trainer led courses. Each course has pre-attendance preparation work to be undertaken and successful course completion is not awarded until further online reflection and feedback has been submitted. • Following agreement on the full Academy curriculum to be offered in 2019 to the Panel community including learning formats, dates and locations, this was successfully delivered. • The full curriculum to be offered in 2020 to the Panel community was developed and approved including course content, formats, dates and locations. • Due to demand from the panel community, the Academy reviewed the autumn 2019 courses and ran a number of additional courses including Quality Assurance, Complaints and Management of Hearings.
<p>4.3</p>	<p>SQA Professional Development Award (PDA)</p>  <p>The SQA verifier gave the PDA the highest grade in every area</p> <ul style="list-style-type: none"> • During 2019 the 1000th PDA was awarded to a serving panel member since its introduction in 2014. • Quality systems internal verification and moderation of PDA assessments was completed including moderation meetings, double marking and new assessor verification processes. • The Academy hosted a SQA External Verifier visit in June 2019 to examine the PDA. This was very successful and the Academy received the highest grade in every area verified. • 20 volunteer Academy Facilitators successfully completed their SQA PDA via a fast track / assessment only route.
<p>4.4</p>	<p>Pre-service</p> <ul style="list-style-type: none"> • Pre-service programme registration, course allocation and log-on details were distributed, online course development was finalised and SQA PDA assessments were launched for all pre-service trainees in November 2018. • Supporting ASTs to facilitate 21 Pre-service Evening 1 sessions for new volunteer panel members. • Updating and redesign of the pre-service course material in line with feedback and Academy guidelines. • Internal verification and moderation of PDA assessments completed as per SQA and qualification quality assurance guidelines. • The pre-service programme was successfully delivered to 475 trainees through 17 separate courses in 11 locations across Scotland. Retention and achievement remained above 90% for a fifth year. • A Conduct and Values policy was introduced for the pre-service programme. This traffic light system allowed early intervention by staff and signposting of trainees if conduct or CHS values were not evidenced. • The revised pre-service programme included a new simulated hearing on day one using children and young people as actors. Also a revised and extended input from young people with care experience was provided by Who Cares Scotland? • A number of regional facilitator roadshows were run to gather feedback on the 2019 Pre-service programme. These informed a CHSLA and CHS staff workshop held to consider evaluation feedback from trainees, facilitators and staff. This led to an action plan for 2020 improvements.  <p>Pre-service retention and achievement was above 90% for the 5th year</p>

4.5	<p>Enhanced Practice</p> <ul style="list-style-type: none"> • A new Enhanced Practice course as a replacement for the existing Review and Revision course was piloted in autumn 2018 with excellent feedback. As a result, the new course was introduced across the country in autumn 2019. • 18 courses were delivered during the autumns of 2018 and 2019 in 11 locations across Scotland.
4.6	<p>Management of Hearings</p> <ul style="list-style-type: none"> • 20 of these two day courses were delivered in 12 locations across Scotland. Although this was above the contracted number, the Academy and CHS recognised that there was a need to maximise the number of panel members who could chair hearings therefore additional courses were delivered within the contract.
4.7	<p>Panel Member Learning Programme (PMLP)</p> <div data-bbox="240 779 512 1099" style="border: 1px solid black; border-radius: 50%; padding: 10px; text-align: center; width: fit-content; margin: 10px auto;"> <p>Training was introduced at CHS offices with very positive feedback</p>  </div> <ul style="list-style-type: none"> • Autumn 2018 saw the completion of the three-year panel member core training programme. Completion reports were distributed to ASTs. CHS and learning certificates were sent to all panel members who had participated over the three-year period. • After consultation with the panel community, a revised panel member learning programme was introduced in late spring 2019. Two new trainer led courses were developed and launched: Leadership in the Hearing Room and Improving Outcomes for Children and Young People. • Almost all PMLP and AST courses scheduled for the Edinburgh area were held in CHS offices in Thistle House. Feedback has been very positive.
4.8	<p>Area Support Team Learning Programme</p> <ul style="list-style-type: none"> • A new integrated programme for trainee Panel Practice Advisors (PPAs) was introduced in three venues cross Scotland. Learning alongside trainee panel members, PPAs also had bespoke workshops and group work to complete. • A range of new AST courses were developed and delivered during the year: An Introduction to the Hearing System, Quality Assurance at CHS, Complaints: Policy and Investigation, Having Supportive Conversations and Leadership and Volunteer Management.
4.9	<p>Area Support Team Support</p> <ul style="list-style-type: none"> • The launch of the Learning and Development Coordinators' (LDC) online resource and discussion forum. • Facilitating and supporting the national LDC forum. • Attending AST meetings and local evenings to promote the Academy and support AST members. • Input into the PPA quality system and forum. • The Academy continued to send all attendance records to AST clerks. • Monthly reports were sent to all ASTs detailing progress towards their PDA. Further reports were introduced during the year detailing all panel and AST member attendance at and completion of training.
4.10	<p>E-learning Programme</p> <ul style="list-style-type: none"> • Development and launch of four bespoke, CHS defined online learning courses. • Update, launch and promotion of the mandatory Information Governance programme for 2016 appointees and CHS staff.

	<ul style="list-style-type: none"> • A suite of learning modules was launched on the Knowledge Hub section of the Learning Academy Online portal. A further set of courses added to the Knowledge Hub during the year promoting good cyber security and digital data protection. • The e-learning programme developed by a tripartite partnership between the Academy, CHS and eCom Scotland were shortlisted for, and highly commended at, the national Herald e-learning business awards. <div data-bbox="1161 163 1433 479" style="text-align: right;">  <p>The e-learning programme was highly commended at the national e-learning awards</p> </div>
4.11	<p>Academy Staffing</p> <ul style="list-style-type: none"> • Successful staff recruitment ensured that staffing levels remained optimal with no training cancelled due to staff shortage for the sixth year in a row. • Successful staff recruitment during the year continued the practice of all trainers having experience as panel members with many also having held AST roles. • For the third year, a member of the CHSLA staff was invited to deliver a series of lectures at the University of Geel, Belgium on the Hearing System in Scotland. • A two-day Academy staff development conference was held that included workshops on diversity and inclusion, getting the views of the child through avatars, practice updates from SCRA and CHS and course development and review sessions. • A member of the training team successfully completed an SQA verifiers' award and joined the internal verification team. • Academy staff were asked to deliver a series of seminars to Further Education lecturers to disseminate their expertise in Adverse Childhood Experiences and e-assessment. • All training staff attended a minimum of two Children's Hearings per FTE. • All training staff participated and achieved their CPD PLP (Professional Learning Plan Targets). • All training staff have, or are working towards, a recognised teaching qualification.
4.12	<p>CHS Policy and Practice Support</p> <ul style="list-style-type: none"> • Academy staff have input into the CHS PPA quality policy, the chairing policy and the complaints policy. • Academy staff were consulted on, and contributed to, the revised Panel Practice Manual. • Academy staff were consulted on and contributed to the new CHS digital portal. • A robust system of course content, signed-off by CHS and course development project management, was implemented to ensure key performance indicators were met.
4.13	<p>National Training Contract Monitoring</p> <ul style="list-style-type: none"> • The contract operational group met monthly and the strategic contract management group met quarterly. • A strategic joint risk register was developed and was reviewed quarterly.
5.0	<p>CHALLENGES</p>
5.1	<ul style="list-style-type: none"> • The development and implementation of the new online platform and subsequent launch of the CHS Learning Academy resulted in a significant additional work load for Learning Academy staff in addition to the development and delivery of the busy Pre-service programme. However, the pre-service programme was delivered successfully and to a high standard with 93% of participants rating the training as good or very good.

	<ul style="list-style-type: none"> • 2019 saw a large increase in the number of pre-service trainees who could not attend any one of the 17 course days and this resulted in the Academy running 13 additional sessions over and above the agreed pre-service courses. This is being addressed through recruitment and robust trainee information. However, the additional provision ensured that trainee retention and success was maintained above 90%. • Due to the limited timescales in late Spring of 2019 there were reduced opportunities to pilot the new panel and AST member courses ahead of full delivery. A revised system of course sign-off and project management has been implemented to eliminate this. • Despite extensive marketing, low recruitment was an issue during May and June but demand was high for autumn courses. Additional and reassigned courses were scheduled and delivered in the autumn to meet this demand. • Non-attendance and late call offs at some courses remains an issue. The 2020 prospectus and Frequently Asked Questions document now reinforces attendance messages.
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6.0	PERFORMANCE AGAINST KEY PERFORMANCE INDICATORS		
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6.1			
		Performance Target	Annual Performance

		Performance Target	Annual Performance
KPI 1	Respond to CHS and AST written/ email and / or telephone enquiries relating to national training	100% within 5 working days	100%
2	Notify Panel and, where appropriate, AST Members of their required attendance at formal training 8 weeks in advance	90% (reported quarterly)	100%
3	Report on the number and type of complaints received and the percentage of complaints that the Service Provider has responded to within previous 20 working days	100%	None received
4	Unresolved complaints. Resolution of all complaints within 5 working days unless there are exceptional circumstances that require more detailed investigation, in which case resolution to be achieved within 20 working days.	100%	N/A
5	Meet target and report on annual number of new Panel Members completing Pre Service Training	90%	90%
6	Meet target and report on number of Panel Members completing the Management of Hearings training	90%	90%
7	Meet target and report on number of Panel members who have completed all academic elements of their PDA	90%	94%
8	Meet target and report on number of Panel members who have completed their PDA Target	90%	96%
9	Meet target and report on number of Panel members completing Annual Panel Member Learning Programme courses	75%	30% (this is year one of the three year programme)

10	Achieve evaluation survey response rates of at least 50% for every course	90%	100%
11	Courses to achieve a mean evaluation score of at least 4 out of 5	50%	94%
12	Report on number of Panel Members who have attended (face to face) or completed (online) national Service Provider training courses in the last 12 months and report on the percentage that felt the training courses were of a good quality or above	75%	94%
13	VLE availability (with the exception of planned maintenance)	95%	100%
14	Availability of VLE Helpdesk (between 09:00 and 19:00 on working days)	100%	100%
15	Submission of Management Information and Reports by Specified Deadlines (or otherwise agreed date)	100%	100%
16	Timeous submission to Purchaser of Training Content (i.e. on a Contractually specified or otherwise agreed date)	100%	100%
17	Training Implemented on Agreed Dates	100%	100%
18	Timeous submission of invoices as per Management Arrangements	100%	100%
19	Respond to requests for information in relation to audit requirements, year-end accounts, budgets and provision of financial monitoring information within 5 working days	100%	100%

7.0 SUMMARY OF TRAINING ACTIVITY



All agreed training activity was delivered in all programmes during the year as specified in the contract. The Academy responded to changes in requirements during the year by offering additional and alternative courses as demand changed.



	Programme	Courses delivered	Attendees
7.1	Programme 1 Professional Development Award	175	3917
7.2	Programme 2 Panel Member Learning Programme	73	742
7.3	Programme 3 Area Support Team Learning Programme	27	286
7.4	Programme 4 E-learning Programme	30	6277
7.5	Programme 5 LDC Forum	3	39
	Total	308	11261

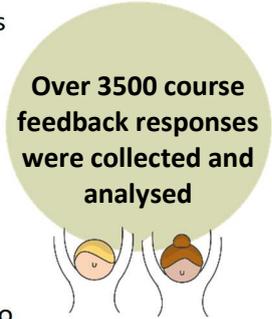
8.0 SUMMARY OF LEARNING ACADEMY ONLINE ACTIVITY

8.1 The table below details access to e-learning from the launch of the Learning Academy Online.

Course	Individual accesses
CHS Digital systems	860
CHS Systems & Hearing Laptop	477
Information Governance	331
Introduction to Panelpal	1020
Panelpal for Rota Managers 1	51
Panelpal for Rota Managers 2	32

	Introduction to ACES (from February 2019)	993
	Neglect (from February 2019)	671
	Contact (from August 2019)	293
	Blended Learning Courses	1549
	Total Participants	6277
9.0	TRAINING PARTICIPANT SATISFACTION SURVEY	
	Programme	Participants reporting the course was good/very good
9.1	Programme 1 Professional Development Award	93%
9.2	Programme 2 Panel Member Learning Programme	95%
9.3	Programme 3 Area Support Team Learning Programme	98%
9.4	Programme 4 E-Learning Programme	98%
10	SUMMARY AST SUPPORT	
10.1	<p>The following support was given to ASTs during the year:</p> <ul style="list-style-type: none"> • The launch of the Learning and Development Coordinators' (LDC) online resource and discussion forum. • Three national LDC forums were facilitated and supported. • Attendance of Academy staff at over 30 AST and LDC local meetings, local learning and development evenings, receptions and service award events. • Input into the PPA quality system and forum. • The Academy continued to send all training attendance records to AST clerks. • Monthly reports were sent to all ASTs detailing progress towards the new panel member Professional Development Award. • Further reports were introduced during the year detailing all panel and AST member attendance at training including completion data. 	
11	IMPACT REPORT	
	<p>This year the Academy has had over 11,000 training interactions through its trainer led and e-learning programmes. Here are a few case studies to illustrate the impact the panel community and learning can have on individual members:</p>	
11.1	<p>LR – New Panel member</p> <p>I am 33 years old and I am Brazilian by birth and Norwegian by marriage. I grew up in a small town in Brazil near Sao Paulo. In 2012 I moved to Norway, then Scotland, got married and after I had my son, I realised that my love for children and their well-being is much bigger than I ever thought.</p> <p>I want to be a panel member because I know that not everybody is as privileged as my son to have comfort, love, and support. I want to make a difference and achieve changes in the life of children and young people who face hardship in their lives and are often facing it by themselves. I want to ensure they know they are not alone at the beginning of their long journey through life. Children are the future and like Frederick Douglass once claimed: "it is easier to build up strong children than to repair broken men". Therefore, there is no role more rewarding than supporting vulnerable children and ensuring they are nurtured, respected, healthy, safe, achieving, active and included to build adults who are confident, successful, responsible and effective contributors to our future society.</p>	
11.2	<p>AD – Panel Member</p> <p>As a child I was brought up in the care system. I attended five different primary schools and was always known as 'the girl from the home'. My education was affected quite badly because of this. As I got</p>	

	<p>older, I began to resent the label that had been placed on me and thought if everyone thinks I'm so bad, I must be really bad.</p> <p>I was 30 years old before I understood the things that happened to me as a child were not my fault. That I was not a bad child and I was not stupid.</p> <p>I wanted to be a panel member because children should know that there are adults sitting in that panel room who understand exactly what they are going through because they have been through it too. I want to make a difference in a child's life by protecting them from the things I went through.</p> <p>The training for me was fantastic. I enjoyed meeting different people. The PDA work at first was a bit tough to get through. But as the weeks went on, I began to understand everything. My motto was 'read the question a couple of times` to understand it before answering.</p>
11.3	<p>PA - New Panel Member</p> <p>I am 19 and currently a student studying to become a Mechanical Engineer. I moved from the Philippines in 2016 so everything is still quite new to me. I enjoy going to gigs and volunteering.</p> <p>I wanted to apply to become a Children's Panel member because I have always loved to volunteer and make children's life better. I did have quite a difficult childhood, hence, if my country had a system like the Children's Hearing, I might have felt secure knowing that someone is looking out for me.</p> <p>Going through the training to become a panel member was tough. However, it allowed me to gain knowledge to be able fulfil my role. Moreover, it also opened my eyes to a whole new world, and it did really change me as a person. After training, it allowed me to become more open to people and become more understanding.</p> <p>It was mind boggling how much children need our help and it's nice to know that we have this avenue to be able to hopefully make a good difference in their life.</p>
12	<p>CONTINUOUS IMPROVEMENT</p>
12.1	<p>Quality assurance</p> <ul style="list-style-type: none"> • Internal quality verification systems continued to play a major role in quality assurance. To ensure there is a consistency across the country there was an agreed programme of peer review, cross area review and whole Academy review using robust college-wide systems and procedures. • All staff were observed facilitating learning at least once during the contract year by a qualified teaching assessor from the Academy. • As part of the 'feedback, analyse, improve' quality loop, the Academy undertook a number of actions that led to improvements to programmes. These, along with feedback from participants, facilitators and trainers were used to improve all programmes for 2019 through the Academy's quality review groups. • The Academy undertook an annual self-evaluation exercise where the whole team contributed to the positive aspects of the work the Academy delivered as well as an improvement plan for the coming year.
12.2	<p>Following consultation with learners, facilitators, trainers, CHS and subject experts each programme was reviewed and updated. These included:</p> <p>Programme 1 Professional Development Award</p> <ul style="list-style-type: none"> • Pre-submission of all training material to CHS for quality assurance and approval.

	<ul style="list-style-type: none"> • A clearer online resource and assessment area using the new online platform. • The introduction of 100% online quality assurance and internal verification of assessments. • To eliminate plagiarism an online protocol was introduced. • Simplified procedures for on-line feedback to trainees within three days of attending training. • More time for skills development during trainer led sessions. • 100% anonymous web-based feedback and evaluation of the training by participants with over 3500 responses being collected and analysed. • The implementation of a clearer pathway of support for trainees with additional needs. • New learners were given the opportunity at recruitment to choose up to three preferred course date choices. Management of Hearings candidates were given a choice of 20 course dates. • A clear adverse weather policy was introduced and implemented. This resulted in no training days being lost or extra cost incurred by CHS. • A Conduct and Values policy was introduced for the pre-service programme. This traffic light system allowed early intervention by staff and signposting of trainees if conduct or CHS values were not evidenced. • The revised pre-service programme included a new simulated hearing on day one using children and young people as actors. • A revised and extended input from young people with care experience was provided by Who Cares Scotland? <div data-bbox="1177 241 1449 560" style="text-align: right;">  <p>Over 3500 course feedback responses were collected and analysed</p> </div>
<p>12.3</p>	<p>Programme 2 Panel Member Learning Programme</p> <ul style="list-style-type: none"> • Two new trainer led courses were developed and delivered in conjunction with the panel community, including subject experts and the Policy and Practice team at CHS: <ul style="list-style-type: none"> Leadership in the Hearing Room Improving Outcomes for Children and Young People. • All trainer led courses employed a blended learning methodology with participants completing pre-attendance preparation and post-attendance reflection on their practice. • Improved reporting to ASTs on registrations, attendance and non- attendance ensured panel members were given additional support to aid participation and engagement. • The new Learning Academy Online platform was launched. • Three new panel specific e-learning courses were developed and launched. • The online platform also hosts a Knowledge Hub area that offers more generic e-learning content including personal development, IT and cyber security.
<p>12.4</p>	<p>Programme 3 Area Support Team Learning Programme</p> <ul style="list-style-type: none"> • Five new trainer led courses were developed and delivered in conjunction with the panel community including subject experts and the Policy and Practice team at CHS: <ul style="list-style-type: none"> Leadership and Volunteer Management An Introduction to the Panel System for new PPAs Quality Assurance at CHS Complaints Investigation Recruitment, Selection and Reappointment. • All trainer led courses employed a blended learning methodology with participants completing pre-attendance preparation and post-attendance reflection on their practice. • Improved reporting to ASTs on registrations, attendance and non-attendance ensured AST members were given additional support to aid participation and engagement. • The new Learning Academy Online platform was launched. • Academy staff attended AST meetings and local evenings to foster relationships with the panel community and promote the work of the Academy.

	<ul style="list-style-type: none"> Academy staff input into the revised PPA quality assurance system and the PPA forum. 	
12.5	<p>Programme 4 E-learning</p> <ul style="list-style-type: none"> To coincide with the launch of the CHS Learning Academy in early 2019, the bespoke Learning Academy Online portal was launched. This replaced the previous generic Moodle Virtual Learning Environment. Four bespoke online learning courses were developed and launched in conjunction with CHS and eCom Scotland. A suite of learning modules were launched on the Knowledge Hub section of the Learning Academy Online portal. A further set of courses were added to the Knowledge Hub during the year promoting good cyber security and digital data protection. All SQA PDA assessments except the practical hearing observations were conducted and assessed on the new platform. All SQA PDA quality assurance internal and external verification was used the new platform. All feedback and reflections from learners was collected and analysed using the new platform. 	
	<p>Programme 5 LDC Forum</p> <ul style="list-style-type: none"> The Learning and Development Coordinators' (LDC) online resource and discussion forum was launched to allow LDCs to share ideas and resources. Three national LDC forum days were facilitated and supported including best practice sessions. 	
13	RECOMMENDATIONS FOR SERVICE IMPROVEMENT	
	Timescale	Category
13.1	<p>January 2020 - June 2020</p> <p>October 2019 onward</p>	<p>Staff Team</p> <p>Mental First Aid: Academy staff to complete mental health first aid course to offer immediate support when supporting trainees on training days who may make a disclosure or suffer PTS triggered by training content or discussions. This will be included in 2020 personal learning plans.</p> <p>Counselling: Trainers have been provided with access to a service via 'HR Assist' so that they are supported when dealing with the mental first aid issues or difficult work situations. Anonymised issues could be reviewed quarterly at team meetings to improve support to learners and training team members.</p>
13.2	<p>January 2020</p>	<p>Inclusion and accessibility</p> <p>Questionnaire deployed to provide bespoke or additional support to learners declaring additional learning needs.</p> <p>Sans serif and/or 'dyslexia font' to be used as appropriate for training materials.</p>
13.3	<p>December 2019 - March 2020</p> <p>January 2019 - March 2020</p>	<p>CHS National Digital System</p> <p>Training of Academy staff on the transition to the new national integrated digital system to improve efficiencies and information management.</p> <p>Explore a dynamic data link between the LAO prospectus to the new national digital system.</p>

13.4	<p>December 2019</p> <p>December 2019</p> <p>March 2020</p>	<p>Panel Community communications and publicity</p> <p>CHS Newsletter to be uploaded and published on LA online simultaneously with email release. Views to be tracked and reported.</p> <p>CHS Newsletter to be emailed to all Academy Team members at the time of the general email release.</p> <p>Review the monthly Academy reports sent to ASTs and Partners.</p>
13.5	<p>October 2019</p> <p>March 2020</p> <p>March 2020</p> <p>June 2020</p> <p>March 2020</p> <p>March 2020</p> <p>January 2020</p>	<p>Training and learning</p> <p>Launch the 2020 national training prospectus on the LAO platform with courses viewed targeted by role within the panel community.</p> <p>Clarify, confirm and communicate ‘Mandatory’ courses to be completed by the Panel Community via the 2020 prospectus.</p> <p>Consider LDCs undertaking the PDA.</p> <p>Review the full SQA PDA in conjunction with SQA, CHS and the panel community. This will include a review of the structure of the current delivery programme.</p> <p>Facilitators to pilot and test all new trainer led courses to inform delivery.</p> <p>Review feedback data from ‘Improving Outcomes for Children and Young People’ course and use this to update content and teaching approaches.</p> <p>Ensure ‘Course development Template/Partner agreement’ is implemented for all new or reviewed courses and used to inform course reviews.</p>
13.6	<p>August 2020</p>	<p>Partnership working</p> <p>The Academy, in conjunction with CHS, will explore how other organisations who engage with the panel community might benefit from access to the LAO platform and its learning resources.</p>
14	FINANCIAL AND REGULATORY STATEMENTS	
14.1	West Lothian College, as contractors for the national training contract, assure Children’s Hearings Scotland that all monies received from CHS are in line with those agreed in the contract and / or with CHS in advance.	
14.2	An Academy Business Continuity Plan is in place and reviewed annually.	
14.3	A joint Academy and CHS Risk Register is in place and reviewed quarterly.	
14.4	The Academy maintains a GDPR Article 30 Register and this is reviewed annually.	

West Lothian College

27 February 2020

Finance & General Purposes Committee

KEY PERFORMANCE INDICATORS (KPIs) 2019-20

The attached table show the college's key financial performance indicators for 2017-18 and 2018-19 and a forecast for 2019-20. Explanations for variances from target are provided.

In addition, and for benchmarking purposes, financial KPIs are provided for Borders College, Dumfries & Galloway College and Forth Valley College for 2016-17 and 2017-18. 2018-19 data will be provided for the June 2020 meeting of the Finance & General Purposes Committee.

Provisional early withdrawal statistics are also provided, these will be subject to change as the data cleansing process takes place. A further update will be provided at the next meeting of the committee. As the college is predicting to meet its credit target for 2019-20, there is no financial clawback expected.

The college has also indicated to SFC that it would be prepared to deliver additional credits in 2019-20 should any become available.

Action

The committee is asked to discuss the financial KPIs and note the latest early withdrawal statistics for 2019-20.

Jennifer McLaren

Vice Principal, Finance & Curriculum Services
27 February 2020

West Lothian College -Key Financial Performance Indicators 2019-20

	Target 2019-20	Forecast For the six months ended 31 January 2020	Forecast For the year ended 31 July 2020	Actual For the year ended 31 July 2019	Actual For the year ended 31 July 2018
College Surplus (£'000)	65	899	(340)	4	70
Operating Surplus (£'000)	(871)	899	(1,871)	(4,386)	1,765
Non SFC Income as % of total income	27%	32%	28%	28%	29%
Trading Surplus on commercial activities as % of income from commercial activities	28%	36%	30%	35%	32%
Staff costs as % of total income (excludes exceptional costs)	69%	67%	70%	69%	67%
Ratio of Current Assets to Current Liabilities	0.6:1	1.0 :1.02	0.5:1	0.7 :1	0.7:1
Days Cash to Total Expenditure	16	67	9	16	15

Comments	Actions
Below target largely as a result of higher than budgeted salary costs in curriculum centres due to the cost of backfilling long-term sick absence	HR working proactively with centres and Senior Team monitoring the position
Below target as a result of higher than budgeted salary costs in curriculum centres due to the cost of backfilling long-term sick absence and movement in the FRS17 pension provision following the 2018-19 actuarial revaluation	HR working proactively with centres and Senior Team monitoring the position
On target for year.	
Above target as a result of saving in FWDF salary costs and posts not being filled. FWDF salary costs being absorbed within the academic centres.	Monitor through Corporate Engagement Committee
Above target as a result of higher than budgeted salary costs in curriculum centres due to the cost of backfilling long-term sick absence	HR working proactively with centres and Senior Team monitoring the position
Below target largely as a result of higher than budgeted salary costs in curriculum centres due to the cost of backfilling long-term sick absence	Monitor through monthly management accounts
Below target largely as a result of higher than budgeted salary costs in curriculum centres due to the cost of backfilling long-term sick absence	Monitor through cash flow forecast to SFC and monthly management accounts

	2016-17			
	Borders	Dumfries & Galloway	Forth Valley	West Lothian
Non SFC Income as % of total income	27%	19%	32%	30%
Staff costs as % of total income (excludes exceptional costs)	70%	65%	68%	65%
Ratio of Current Assets to Current Liabilities	1.23:1	0.73:1	0.76:1	0.7:1
Days Cash to Total Expenditure	76	49	29	35

	2017-18			
	Borders	Dumfries & Galloway	Forth Valley	West Lothian
Non SFC Income as % of total income	29%	16%	27%	29%
Staff costs as % of total income (excludes exceptional costs)	66%	68%	74%	67%
Ratio of Current Assets to Current Liabilities	1.5:1	0.5:1	1.1:1	0.7:1
Days Cash to Total Expenditure	72	22	60	15

Early Withdrawals						
	2019-20 Early Withdrawal @ 12-2-20 (%)	2019-20 Early Withdrawal Actual Number of Enrolments @ 20-2-20	2019-20 Total Number of Enrolments@ 12-2-20	2018-19 Early Withdrawal (%)	2018-19 Early Withdrawal Actual Number of Enrolments	2018-19 Total Number of Enrolments
FEFT	8.7%	109	1,259	7.9%	97	1,236
HEFT	4.6%	36	791	6.1%	47	767
FEPT	2.0%	53	2,659	2.0%	75	3,807
HEPT	3.0%	18	592	1.9%	22	1,140
Total		216	5,301		241	6,950

West Lothian College

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Finance and General Purposes Committee

HUMAN RESOURCES REPORT

The Human Resources Report for the quarter 01 October to 31 December 2019 is attached to this paper.

The key points from the report are:

THEME	SUCCESS INDICATOR	CURRENT POSITION
Recruitment & Retention	Zero unfilled vacancy rate	4 posts not filled this quarter
	Stable employee turnover	9.47% (previous 3 years' average is 13.29%)
	Favourable exit interview feedback	No significant issues reported
Health, Safety & Wellbeing	Sickness absence at or below 4%	5.94% YTD (previous YTD was 4.22%)
	Healthy Working Lives accreditation	Silver Award achieved Q2 2019-2020
	Favourable Staff Experience Survey feedback in areas associated with health & wellbeing	99% of respondents agree that the College takes positive action on health & wellbeing (+3% on 2018)
	Zero reportable Health & Safety incidents	Reported on separately at Audit Committee
Reward	Zero unfilled vacancy rate	4 posts not filled this quarter
	Stable employee turnover	See 'Engagement' section
	Favourable Staff Experience Survey feedback in areas associated with reward	77% of respondents satisfied with the extent to which the College values their work (+6% on 2018)
Engagement	Stable employee turnover	9.47% (previous 3 years' average is 13.29%)
	Favourable Staff Experience Survey feedback in areas associated with engagement	84% of respondents enthusiastic about their job (-2% on 2018)

West Lothian College

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<p>Employee Relations</p>	<p>Constructive climate of management-Trade Union partnership working</p> <p>Favourable Staff Experience Survey feedback in areas associated with decision-making and communication</p> <p>Grievance processes</p>	<p>Current local dispute with EIS (in regards to introduction of Instructor role)</p> <p>75% of respondents feel involved in deciding changes (-3% on 2018)</p> <p>No grievances</p> <p>The college has received the good news that it has won the recent Employment Tribunal Hearing.</p>
<p>Equality & Diversity</p>	<p>Candidate attraction and recruitment reflecting the diversity of the community</p> <p>Favourable Staff Experience Survey feedback in areas associated with equality and diversity</p>	<p>2019-2020 report to be provided in Q4</p> <p>3% of respondents perceive experiencing discrimination at work (no change on 2018)</p>

Action

For discussion.

Jennifer McLaren

Vice Principal, Finance & Curriculum Services

27 February 2020

Human Resources Report – 01 October to 31 December 2019

RECRUITMENT & RETENTION

For the period 01 October to 31 December 2019 18 vacancies were dealt with and a total of 108 applications reviewed.

Unfilled Vacancy Rate

Four vacancies were not filled during this period.

Applicant: Vacancy Ratio

The applicant to vacancy ratio for Lecturing posts is 6:1 (decreased from 12:1 from the previous quarter) and for Support posts is 7:1 (a decrease from the previous quarter which was 12:1).

Recruitment Activity

Recruitment for the following staff vacancies was underway or completed:

Lecturing:

Job Status	Job Title	Centre	Total Number of Applicants	Number of applicants - Hired
Closed/Filled	Lecturer - Sport and Fitness	Childhood Practice & Sports & Fitness Centre	1	1
Closed/Filled	Bank Lecturer - Sport and Fitness	Childhood Practice & Sports & Fitness Centre	27	3
Closed/Filled	Bank Lecturer - Creative	Business & Creative Centre	7	3
Closed/Filled	Lecturer - IOSH	Commercial & Enterprise Centre	2	1

Job Status	Job Title	Centre	Total Number of Applicants	Number of applicants - Hired
Closed/Filled	Lecturer Assisted Programmes	Hospitality & Communities & Assisted Programmes Centre	5	2
Closed/Filled	Bank Lecturer - Construction (Carpentry and Joinery)	Construction & Motor Vehicle Centre	4	2
Closed/Filled	Bank Lecturers - Motor Vehicle	Construction & Motor Vehicle Centre	3	1
Closed/Filled	Lecturer - Mechanical/Electrical Engineering	Computing & Engineering Centre	6	1
Closed/Filled	Lecturer - Computing	Computing & Engineering Centre	2	1
Unfilled	Bank Lecturer - Childhood Practice	Childhood Practice & Sports & Fitness Centre	4	0
Unfilled	Lecturer - Communications/IT	Beauty Therapy & Hairdressing Centre	3	0
Unfilled	Lecturer - Barbering	Beauty Therapy & Hairdressing Centre	3	0

Support:

Job Status	Job Title	Centre	Total Number of Applicants	Number of applicants - Hired
Closed/Filled	Catering Assistant	Estates & ICT Services Team	12	2
Closed/Filled	Cleaning Operative - Fixed Term	Estates & ICT Services Team	10	1
Open	Work Based Assessor - Social Service and Healthcare	Workforce Development Centre	7	TBC
Candidates to be interviewed				

Job Status	Job Title	Centre	Total Number of Applicants	Number of applicants - Hired
Closed/Filled	Cleaning Operative - Perm	Estates & ICT Services Team	5	1
Closed/Filled	Cleaning Operative - Perm	Estates & ICT Services Team	3	1
Unfilled	Bank Cleaning Operative	Estates & ICT Services Team	4	0

New Starts

25 new members of staff joined the College between 01 October to 31 December 2019.

Centre	Position	Date Joined
Commercial & Marketing	Project Administrator - FWDF	01/10/2019
Commercial & Marketing	Project Administrator - SDS	07/10/2019
Commercial & Marketing	Employer Engagement Officer	08/10/2019
Childhood Practice, Sports and Fitness	Bank Staff	21/10/2019
Learning Support	Support for Learning Assistant	21/10/2019
Business & Creative	Temp Lecturer Business	22/10/2019
Workforce Development	Work Based Assessor	01/11/2019
Business & Creative	Bank Staff	01/11/2019
Business & Creative	Bank Staff	01/11/2019
Beauty Therapy & Hair	Bank Staff	05/11/2019
Business & Creative	Bank Staff	05/11/2019
Beauty Therapy & Hair	Temp Lecturer Beauty Therapy	08/11/2019
Learning Support	Support for Learning Assistant	11/11/2019
Facilities Management	Catering Assistant	18/11/2019

Centre	Position	Date Joined
Business & Creative	Bank Staff	18/11/2019
Beauty Therapy & Hair	Platinum Assistant	20/11/2019
Business & Creative	Bank Staff	21/11/2019
Business & Creative	Bank Staff	21/11/2019
Business & Creative	Temp Lecturer Business	21/11/2019
Construction & Motor Veh	Assessor - Construction	02/12/2019
Hospitality and Communities	Bank Staff	04/12/2019
Hospitality and Communities	Bank Staff	04/12/2019
Childhood Practice, Sports and Fitness	Bank Staff	12/12/2019
Facilities Management	Catering Assistant	16/12/2019
Facilities Management	Cleaning Operative	16/12/2019

Leavers

There were 9 leavers between 01 October to 31 December 2019.

Date of Leaving	Position	Centre	Due to expiry of Fixed Term Contract?
13/10/2019	Catering Assistant	Facilities Management	No
22/10/2019	Work Based Assessor	Workforce Development	No
18/11/2019	Lecturer Healthcare	H&S Care Social S & S	No
22/11/2019	Lecturer Communities	Hospitality & Communities	No
24/11/2019	Temp Lecturer Healthcare	H&S Care Social S & S	Yes
01/12/2019	Catering Assistant	Facilities Management	No
03/12/2019	Work Based Assessor	Workforce Development	No
04/12/2019	Lecturer Beauty Therapy	Beauty Therapy & Hair	No

Date of Leaving	Position	Centre	Due to expiry of Fixed Term Contract?
04/12/2019	Cleaning Operative	Facilities Management	No

Employee Turnover

The employee turnover for this period was 9.47%. This is a decrease on the turnover during the same period last year which was 11.16%. For comparison the median annual employee turnover rate for the CIPD's most recent UK survey was 16.5% (Source: CIPD's Resourcing and Talent Planning Survey 2017).

For sector comparison, the median annual turnover rate for the Education Sector is 14% (Source: Office for National Statistics Industry Turnover up to December 2018 – Published October 2019)

Comparative employee turnover for previous full academic years are shown below:

Year	Employee Turnover
2017/18	14.26%
2018/19	12.46%

HEALTH, SAFETY & WELLBEING

Staff Absence

The absence figures for 01 October to 31 December 2019 are as follows:

Month	Long Term Sickness		Short Term Sickness		Total	
	%	Days	%	Days	%	Days
October 19	6.71	395	1.9	112	8.61	507
November 19	5.50	324	2.48	146	7.98	470
December 19	6.01	354	3.06	180	9.07	534

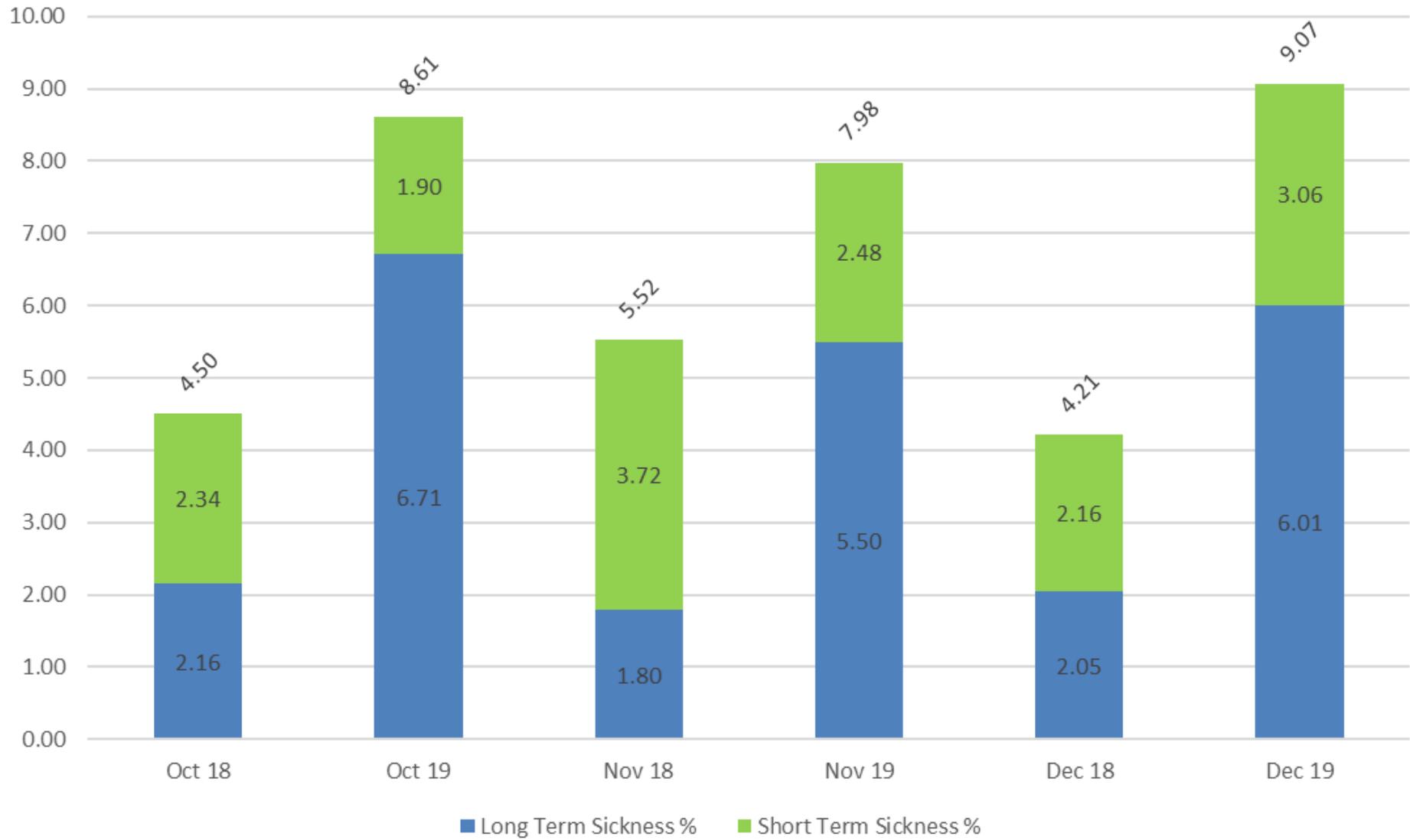
The following charts show absence trends in further detail:

Sickness Absence – 01 October to 31 December 2019 chart: Shows month on month absence trend compared to previous year.

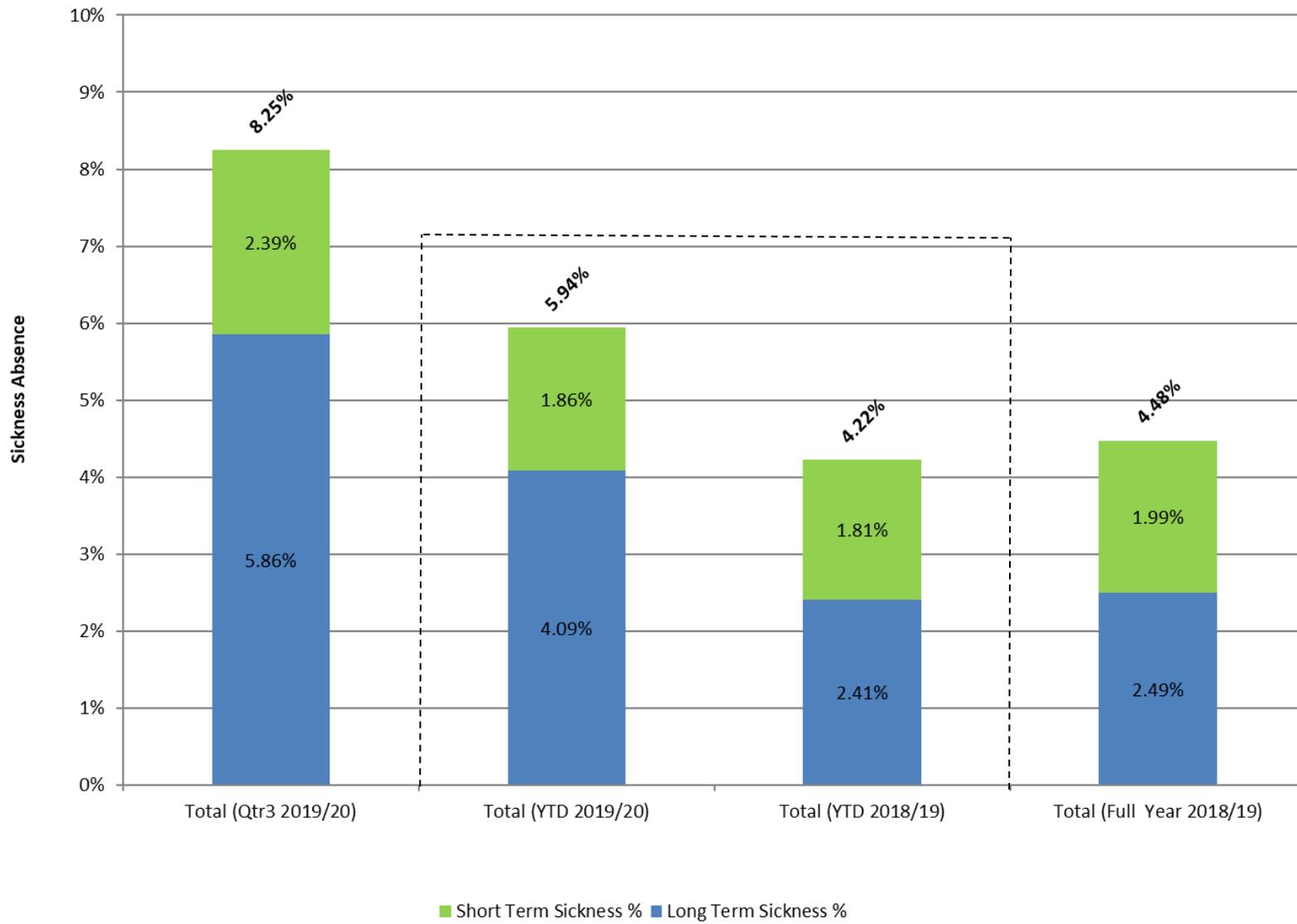
West Lothian College – Sickness Absence chart: The first bar shows absence for current Quarter (01 October to 31 December 2019), the second and third bar shows absence for the current Fiscal Financial Year 2019-2020 and the previous Year to Date figure for 2018-2019 respectively. The fourth and final bar shows the absence for the full Fiscal Financial Year 2018-2019. This allows a year-on-year comparison to be made.

Absence Costs: An indicative figure for the cost of long term absence (hours lost multiplied by average salary of £22,500) is £92,855.77.

Sickness Absence - Oct to Dec 19



West Lothian College - Sickness Absence



The total absence percentage for the three month period 01 October to 31 December 2019 was 8.25% which is an increase of 3.51% compared to last year's figure of 4.74% for the same period. This is due to high levels of long term sickness absence.

The current YTD figure is 5.94% which is an increase of 1.72% compared to the same point last year. This is due to a significant increase and high levels of long term sickness absence (+1.68%). There has been only a very slight increase in short term sickness absence (+0.05%).

HR Business Partners meet Centres'/Departments' management bi-monthly to review sickness absence to ensure appropriate management action is taken, as well as providing advice and guidance on an ongoing basis.

Any employees who reach the short term sickness absence Policy 'trigger' are managed appropriately under the Policy. Any employees on long term sickness absence are supported and a return to work, where appropriate, is facilitated through relevant advice from Occupational Health and ongoing communication between the employee and their line manager. During this period three employees were formally managed under the Absence Management Policy with Stage 1 meetings being conducted.

In regards to long term sickness absence 9 curriculum delivery employees have had sickness absence since approximately the beginning of the academic year. Two sickness absence cases have recently come to an end. Reasons for remaining long term absences are musculoskeletal, psychological and other serious disease.

Absence reports are sent out to the Centre Heads/Deputes monthly. The reports show absence episodes for the previous 6 months for all staff in the Centre, assisting in appropriate management action being taken, in line with the College's Your Attendance Matters Policy.

Leave of Absence

The main reasons for Leave of Absence (in terms of the number of instances rather than the number of days) over the three month period are:

- Bereavement
- Family Care
- Hospital and other medical Appointments
- Attending a Funeral
- Jury Duty

The total numbers of days granted this period were:

Month	Leave of Absence	
	%	Days
October 19	0.55	32.5
November 19	0.25	14.5
December 19	0.40	23.5

Occupational Health

Activity and performance information is shown in the table below (December 2019 data was not available at time of report preparation):

	KPI Target	October 2019	November 2019	December 2019
Pre-employment screening		7	6	N/A
Face to Face Consultations		4	4	N/A
Telephone Assessments		7	3	N/A
KPI performance (number of working days for completion of consultation)	5.0	5.67 (Face to Face) 1.29 (Telephone)	7.5 (Face to Face) 0.67 (Telephone)	N/A

REWARD

A survey was undertaken with staff in regards to feedback on the Staff Recognition event held each summer – ‘Celebrating Success’ – as well as feedback on employee recognition more broadly. Feedback was collated and a report with recommendations will be made to the Senior Management Team in January 2020.

ENGAGEMENT

The Staff Experience Group continued its work. The group comprises 20 staff members from across the College with Lecturing, Support Staff and Management all represented.

Within the Group there are four Sub-Groups and details of activities in this quarter are:

- Health & Wellbeing’ (promoting and improving health & wellbeing at work):
 - All staff ‘Tea and Talk’ day to mark held World Mental Health Day was held on 10th October 2019 which raised funds for the *Mental Health Foundation* charity.
 - Awareness raising about reducing the risks and being aware of the symptoms of heart attacks for women.
 - Promotion of the College’s Boxercise and Seated Yoga classes for staff during lunchtimes.
 - Event held on the 5th November 2019 to mark Stress Awareness Day with a Stress Awareness Space being created in the Staff Room to share thoughts and feelings about this topic.
 - Promotion of the College’s free physiotherapy service took place and an awareness-raising session was delivered by the provider (Connect Health) to all managers.
 - In December staff were offered free flu vaccinations.

- ‘Smarter Working’ (looking at ways to improve how workload can be managed and delivered on):
 - Tips on making the most of Microsoft Office packages were shared with staff.
 - A Microsoft Excel User Group was formed to mutually support colleagues who use this as part of their work.
 - A Staff Learning Hub was set up in the College Library to facilitate e-learning.

- 'Our College Community' (promoting College social events):
 - A coffee morning was held on 11th November 2019 which raised funds for the *Macmillan Cancer Support* charity.
 - An all staff 'Christmas Jumper' Day was held on 13th December 2019 which raised funds for the *Save the Children* charity.
 - A College Book Club for staff was launched.
 - The Employee Benefits Guide was updated and circulate to all staff.

- 'Ideas Lab' (considering, responding and taking forward any of the good ideas put forward via Staff Suggestion scheme):
 - The scheme was publicised further throughout the College with all staff.
 - Two ideas were proposed but could not be progressed due to operational reasons. Feedback was provided to the staff who had made the suggestions.

EMPLOYEE RELATIONS

Two JNCC meetings were held with EIS and one JNCC meeting with UNISON were held during this quarter.

Matters discussed included a discussion on the Trade Union & Management working relationship, the new HR System, a Smoke Free campus proposal and forthcoming mandatory training requirements for staff.

A Stage 2 EIS Dispute meeting took place in this quarter – the Dispute is regarding the Pilot of introducing a new Instructor role within one Curriculum Centre of the College. The meeting is adjourned and will reconvene on 5th February 2020.

EQUALITY & DIVERSITY

An Equality & Diversity monitoring report is now provided annually with the next report due at the end of this current Financial Year.

OPERATIONAL MATTERS

One Disciplinary Appeal Hearing took place.

Work is ongoing, in conjunction with West Lothian Council, for the implementation of a new HR/Payroll information system (iTrent) with a planned go-live date of April 2020 for the Payroll component.

Derek O'Sullivan
Senior HR Business Partner
27 January 2020

West Lothian College

27 February 2020

Finance & General Purposes Committee

INFRASTRUCTURE UPDATE

Purpose

The purpose of this paper is to inform the committee of the proposed infrastructure plans for the remainder of 2019-20.

Disabled toilet access

Two of the college buildings (Pavilion A/B and Pavilion C/D) do not have toilets for disabled staff and students on the upper floor. This has been problematic for disabled students particularly when the lifts have not been working. To remedy this the women's toilets in both buildings are being reconfigured during the Easter break. Although this will reduce the number of women's cubicles, facilities will be adequate for the number of people who use these toilets.

It is estimated that the cost of the work will be approximately £30k. However, given this is an equalities issue a request has been made to the Scottish Funding Council to fund the project.

Cyber Security Room

As the college is offering an HND course in cyber security from 2020-21 and this is an area of growth, a further cyber security room is to be created in Pavilion A at an estimated cost of £60k.

Refurbishment of skills workshop in Terrace 1/2

The workshop in Terrace 1/2 is shared by both construction and engineering students. The lack of necessary workshop space is constraining the delivery of courses required to meeting growing demand, for example electrical apprenticeships. There has also been negative feedback from local employers and students about the working environment with much of the engineering equipment needing replaced. In addition the lack of space means that the college is not able to provide welding facilities to engineering students who have to make their own way to SRUC College (located approximately 5 miles from the college) in order to do the training. This is a poor learning environment for our students who are using welding equipment which is out of date. It is also having a detrimental impact on student retention and attainment.

To address these concerns it is proposed that an additional mezzanine level floor is created in the workshop and engineering equipment is replaced. This would allow both construction and engineering facilities to be located on separate floors and with the extra floor space students would be able to undertake welding at the college.

West Lothian College

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The estimated cost of the project is £350k. From budget savings and estates capital grant £200k has been identified, however the college will make a request to SFC for strategic funding for the full costs of the project. This is an estimated cost at this stage as costings are still being worked on. Given the value of the project Finance & General Purposes Committee approval is required.

A further update will be provided at the June meeting of the committee.

Refurbishment of the street building

The college is currently engaging with a consultant to work up a business case to refurbish and extend the street building. The role of the consultant will be to put together a business case and work with stakeholders to secure funding for the project.

Action

The Committee is asked to approve a budget of £350K to reconfigure the workshop within Terrace 1/2 and to note the infrastructure update.

Jennifer McLaren

Vice Principal, Finance & Curriculum Services

27 February 2020

West Lothian College

27 February 2020

Finance & General Purposes Committee**COMPLAINTS REPORT – 1 NOVEMBER 2019 TO 31 JANUARY 2020**

From 1 November 2019 to 31 January 2020, 17 complaints were raised, three of which are ongoing.

Eleven complaints were Level 1 frontline resolution complaints and six of these were escalated to Level 2 for further investigation. Six complaints received were Level 2 complaints requiring further in-depth investigation.

Of the 14 complaints closed within this period, six were upheld or partially upheld and eight were not upheld. Eleven were resolved within agreed deadlines for their level and three were extended to allow for further investigation.

In the same period in 2019-2020, two complaints were raised. As discussed at the last meeting, we anticipated an increase in complaints as we have improved the recording and processing of Level 1 complaints.

Name of Course	Nature of Complaint	Date Received/ Level	Date Resolved	Escalated to L2?	Outcome	Improvement Action
NC Mechanical Engineering	Incorrect information received/issue with support	01/11/2019 (Level 2)	05/12/2019	No	Part Upheld	Procedural changes
NC6 Manicure	Nail service not satisfactory.	05/11/2019 (Level 1)	05/11/2019	No	Upheld	Staff briefings on points to reiterate to students
Mindfulness	Overdue notice received – did not attend course	12/11/2019 (Level 1-2)	05/12/2019	Yes	Upheld	Internal procedure review
Tuesday PDA Class	Unhappy with handling of a complaint.	13/11/2019 (Level 1)	19/11/2019	No	Not Upheld	No Action
N/A	Parent – issue with attitude of staff at gate – denied access to drop off disabled student.	13/11/2019 (Level 1-2)	21/11/2019	Yes	Not Upheld	No Action. Procedural changes
NC6 Hair	Hair colour service not satisfactory	04/11/2019 (Level 1)	09/11/2019	No	Upheld	Staff briefings on points to reiterate to students

West Lothian College

27 February 2020

Name of Course	Nature of Complaint	Date Received/ Level	Date Resolved	Escalated to L2?	Outcome	Improvement Action
NC Mechanical Engineering	Incorrect information received/issue with support	20/11/2019 (Level 2)	28/11/2019	No	Not Upheld	No Action
N/A	Recruitment and Training organisation - issue with student registration.	29/11/2019 (Level 1)	04/12/2019	No	Not Upheld	No Action
L4 Preparation for Childcare	Issues with staff	11/12/2019 (Level 2)	18/12/2019	No	Not Upheld	No Action
L4 Preparation for Childcare	Issues with staff	04/12/2019 (Level 2)	08/01/2020	No	Not Upheld	No Action
N/A	Parent - car park barrier issue	11/12/2019 (Level 1-2)	18/12/2019	Yes	Upheld	Procedural and infrastructure changes
N/A	Parent - car park barrier issue and attitude of staff	21/11/2019 (Level 2)	25/11/2019	No	Not Upheld	Procedural and infrastructure changes
ILM SCQF6 Level 9 Cert Leadership/ Management	Course content and organisation	06/01/2020 (Level 1)	09/01/2020	No	Upheld	Procedural changes
Transition in Action	Staff attitude/ communication issues	06/01/2020 (Level 1-2)	23/01/2020	Yes	Not Upheld	Procedural changes re attendance issues. More formal disciplinary procedures may be introduced.
N/A	Parent – issue with behaviour of students and bus driver towards parent parked in turning circle.	27/01/2020 (Level 2)	OPEN	No	OPEN	Ongoing. Disciplinary Hearing arranged with student concerned.
L5 Childcare	Bullying	27/01/2020 (Level 1-2)	OPEN	Yes	OPEN	Ongoing

West Lothian College

27 February 2020

Name of Course	Nature of Complaint	Date Received/ Level	Date Resolved	Escalated to L2?	Outcome	Improvement Action
COSCA Counselling Skills	Requesting payment to be waived as withdrew from course. Issues with course and lecturer.	29/01/2020 (Level 1-2)	OPEN	Yes	OPEN	Ongoing

Additional Information on Complaints - Update:

Access to Teaching SWAP/HNC Childhood Practice: Legal proceedings continue. The Options hearing took place on 20 November at which both sides presented their legal arguments. At the end of the Hearing a Diet of Debate (legal argument) was fixed to take place on 6 March 2020. We discussed internally whether to offer mediation ahead of the 6 March. Clearly there is tension between (a) the economic considerations, which steered us towards mediation and, in all likelihood, a negotiated compromise in the interests of achieving closure and (b) supporting our staff and not rewarding a vexatious and unjustified claim, even if that may mean having to incur costs which outweigh the value of that claim. We concluded that on a point of principle we should continue the case and various actions are underway to prepare for 6 March.

Action

The Committee is asked to note this paper.

The Committee are advised to read the Principal's Update for positive feedback on students and stakeholders.

Simon Earp

Vice Principal, Curriculum and Enterprise
27 February 2020

West Lothian College

27 February 2020

Finance & General Purposes Committee

DEVELOPMENT PLAN

June 2019 – May 2020

The Development Plan for the year ending in May 2020 as agreed at the Committee meeting in June 2019 is attached. The Development Plan is a live document which is to be reviewed at every Committee meeting.

Action

The Committee is asked to discuss the Development Plan and make any necessary amendments.

Secretary to the Board
27 February 2020

West Lothian College

27 February 2020

Finance & General Purposes Committee

Development Plan 2020

June 2019 – May 2020

Membership

HR Board Member recruited – Sue Stahly

Remit

Annual review of remit – reviewed June 2018, next review June 2019

Visits to Parts of the Campus

Visit to areas being improved over summer break – September 2019

Visit to hybrid car – February 2020

Opportunities for Strategic Discussion

None currently

Development Issues Identified in Meetings

Encourage members of other Committees to attend F&GP meetings as an observer.

Self-Evaluation

Annual self-evaluation of Committee – scheduled for February 2020

Version 4: February 2020