Neath Port Talbot Adult Community Learning Service Report Card 2016 / 2017

Section 1: Brief description of the service

Adult Community Learning (ACL) provides a range of learning activities for post 16 year olds in Neath Port Talbot. It is non-statutory and around 60% of adult community learning courses provided in Neath Port Talbot County are delivered by Adult Community Learning (ACL) using two streams of external funding:

1. Welsh Government;
2. a franchise agreement with Neath Port Talbot College Group.

ACL acknowledges the importance of engaging adults in the learning process, developing their soft skills (including their confidence to learn) and ensuring progression into more formal learning and/or employment. An example of this is the Introduction to Childcare which raises awareness of opportunities and helps learners improve their learning skills in preparation for undertaking more formal training onto the QCF level 2 and then the level 3 in Children's Care, Learning and Development. Other courses delivered by ACL are literacy, numeracy, study skills, confidence building, employability skills, GCSE mathematics and English etc. Adult Community Learning ensures that costs are kept to a minimum with numerous classes being free e.g. literacy, numeracy, study skills, employability, retail, hospitality etc. to enable all residents in NPT to access learning to their improve skills.

Although the Family Learning grant ceased in 2015, ACL has continued to work with schools and provides as many free courses as possible to encourage parents back into education.

Adult Community Learning works with partners to guarantee that the best possible opportunities are available in NPT by utilising funding; this includes providing tutors to deliver courses for Communities First, Glynneath Training Centre, etc.

Adult Community Learning

The service employs 3 full time staff, 2 part time posts with substantive hours and 15 part time tutors.

Targeted provision:

Tackling Poverty remains a key overarching priority which is reflected in the Adult Community provision delivered in Neath Port Talbot. Provision is targeted at improving skills levels in literacy, numeracy and is also linked to clear progression routes to employability development in Neath Port Talbot. To ensure that ACL is working with people with low skills, in poverty etc., the service works in partnership with:

- NPTC Group
- WEA YMCA CC Cymru
- Swansea University Department of Continuing Education
- Library Service
- Neath Port Talbot Council for Voluntary Service
- Communities First
- Department of Work and Pension
- Shaw Trust
- Youth Service
- Dewis Housing
- NPT Mind
- DOVE
- Glynneath Training Centre
- Neath YMCA
- NPT Primary Schools
- Community Centres
- Skills and Training
- Community Groups/Clubs
- The Work Programme
- Remploy
- Coastal
- Workways+

Section 2: Overall Summary of Performance for 2015-16 Financial Year

During 2015-16 Neath Port Talbot Adult Community Learning delivered the saving required by the forward financial plan.

Since 2012/13 staffing levels have reduced considerably – present staffing levels are:

3 full time, 2 part time and 15 tutors.

In 2014, ACL had 7 full time staff, 3 part time and approximately 40 tutors.

The ACL direct funding grant from the Welsh Government increased slighly by 2% in 15/16. NPTC Group budget was cut by the WG by 50% in 2015/16 therefore, there was a cut to the franchise budget of 37%. Funding from the college covers the academic year – August - July and the service delivered the appropriate amount of learning to ensure the funding allocation. ACL has always worked within budget and our sickness records indicate the commitment by staff to provide a high quality of service.

In 2015-16, the number of learners enrolled onto classes within the authority was down by 20% which reflected the reduction of staffing, budget, etc. The number of completed learning activities submitted to the Lifelong Learning Wales Record (LLWR) by the NPTC Group increased by 7% - however, as the college started using a new system two years ago; enrolment data wasn't as accurate in 14/15 as in15/16.

Franchise data – successful outcomes has reduced from 95% in 14/15 to 86% in 15/16. The main problem has been issues with the new college system as some of the results which had been sent by ACL to the college haven't been recorded correctly on LLWR therefore, not giving a true reflection of the ACL data for 15/16. Unfortunately, 86% will be the franchise published data for 15/16 but this is still 2% above the national average. ACL direct delivery data has decreased by 1% to 94% which is 18% higher than the national average for 15/16.

Adult Community Learning is fully web enabled, this means that learners are able to enrol and pay for their course online. We still provide other methods for people, so that they can choose how to enrol onto a course. All staff use the website to record learners' progression, complete/review registers and pay claims, view internal feedback and external reports, view and respond to their observations etc.

ACL developed good links with Department of Work and Pensions (DWP), Remploy, Communities First, The Work Programme, NPT Primary Schools, etc. DWP started holding weekly drop in facility at Tirmorfa in 2015/16.

Learners were able to log onto the ACL system and view their progress and certificates, however there is a need in 2016/17 to encourage more learners to use this facility.

ACL did start using WEST in 15/16 assessing learners on the literacy/numeracy and childcare courses. However, more learners will need to be screened as directed by the Welsh Government. Learners will also need to be encouraged to use resources etc. on the system to help progression.

Section 3: Service Priorities 2016-17				
Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or outcomes
1. To ensure that ACL data is above the National Comparator	To ensure that all data is recorded accurately by staff on the ACL website to reflect service delivery.	ACL Manager	2016/17	• Outcomes for direct and franchise delivery are uploaded to the Lifelong Learning Wales Record (LLWR). Data is reported via LLWR Inform and reported via the Learner Outcomes Report (LOR) which is published in March 2017.
2. To develop the ACL website to guarantee an effective tracking system – all learners to be tracked to ensure learners	To ensure that all learners' programmes are correctly recorded and updated when completed. To encourage learners to use the system to view own progression.	ACL Manager	2016/17	• Record number of learners that have progressed. • Report generated from MIS will show progression routes. • Learners able to access

achieve to their full potential.				system to see progress and certificates.
3. To improve literacy/ numeracy levels.	To ensure that all learners are screened using WEST tool (introduced in 2015) for those enrolled onto literacy/numeracy and courses of more than 5 hours per week, to ensure levels are suitable for need. Literacy and numeracy embedded into the lesson. Support learners who have been screened to continue using WEST so progress can be monitored. Pilot screening Floristry learners on C&Gs course.	ACL Manager	2016-17	• Report from WEST showing number of learners screened and distance travelled during the academic year. • LLWR data. • Learners to access their progress on the ACL website.

Section 4: Service Performance Quadrant 2016-17

The ACL budget for 2017/18 has increased by 13% to £254,770 – franchise budget at the moment remains the same as in15/16. For 2016-17 enrolments are up on this time last year – number of enrolments so far this academic year is 1002 with 66% of learners coming from Communities First areas – total enrolments for 15/16 was 1310. Increase in enrolments is partly because of funding ACL receives from Communities First to deliver courses and by the service providing accreditation to external/internal organisation e.g. Children's Welfare Rights, Playworks etc.

The service will be piloting HWB this year and will report suitability of using the platform within ACL back to the Adult Learning Wales Partnership Network.

WEST (Wales Essential Skills Toolkit) is a new system which all post 16 providers are required to use from August 2016 to support learners' needs for skills success. 98% of learners enrolled this academic year and are attending a Literacy/Numeracy course or the QCF Childcare programme have completed a WEST assessment with more literacy and numeracy classes being delivered by ACL in 16/17. Majority of Childcare learners will be completing the digital literacy and numeracy assessments this year. GCSE learners have completed the screener on WEST and some learners have asked to complete the full assessment.   ACL has yet to assess Floristry learners on WEST.

ACL is also delivering a range of programmes in schools e.g. since September, classes that have been delivered in Gnoll Primary School includes Phonics, Numicon, Retail, Food Hygiene, British Sign Language, Health and Safety in the Workplace etc. More schools are requesting these types of courses to encourage parents back into learning.

ACL has gained links this year with Admiral and the first Call Centre course that was delivered following this partnership had two learners gaining employment with the company and another was offered a position with Virgin. Another learner did reach the final stage of the process with Admiral but was unable to progress because of personal problems. Following this success, Admiral is keen for ACL to deliver more courses. ACL is also delivering a Call Centre course starting this February, linking with HSBC.

New courses being delivered this year are – Working With Parents, Introduction to Health and Social Care and Level 3 Education and Training. In partnership with the college, ACL has started to deliver a full time pre-access course in Glynneath Training Centre/ DOVE. At the moment, only 5 learners have enrolled onto this programme.

Measure	2013-14 Actual (Full Year)	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Actual (Full Year)	2016-17 Qtr. 3 (cumulative)
Service Measure 1: Benchmarking data **No of learners completing an activity:**				Wales data- 15/16		
Direct funding (Service Priority 1)	99%	98%	99%	93%	99%	N/A
Franchise funding	99%	99%	99%	92%	99%	N/A
Service Measure 2: Tracking data **No of successful completed activities:**				Wales data- 15/16		
Direct Funding (Service Priority 1)	95%	95%	94%	76%	94%	N/A
Franchise Funding	86%	95%	86%	84%	86%	N/A

Service measure 3: Literacy/ Numeracy internal data No of learners screened	N/A	N/A	95%	N/A	N/A	N/A
No of learners gaining accreditation – internal data for entry and level 1 (Priority 3)		94%	94%	N/A		
Corporate measure (CM01): **a)** Number of transactional services fully web enabled **b)** Number of transactional services partially web enabled		100%	100%	One other authority in Wales provides a fully online enrolment facility	100%	100%

Section 5: Financial Quadrant 2016-17:

Direct Delivery – Grant from the Welsh Government

The service area is fully maintained by grant budget. The grant will be fully spent by the 31st March.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 3 (projected to year end)

Corporate Measure (CM02): % revenue expenditure within budget	100%	100%	100%
Service Budget £			On budget
Corporate Measure (CM03): Amount of FFP savings at risk	0	0	0

Section 5: **Financial Quadrant 2016-17:**			
Franchise - agreement with NPTC Group The service area is fully maintained by the external budget.			
Measure	**2014-15**	**2015-16 Actual**	**2016-17 Qtr. 3**

	Actual (Full Year)	(Full Year)	(projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget	61.38%	92%	100%
Service Budget £	-89.390 Underspend -145,623	-64,422 Underspend -70.000	On budget -98,440
Corporate Measure (CM03): Amount of FFP savings at risk	n/a New	£0	£0

Section 6:
Employee Quadrant 2016-17

The main reason for staff sickness this year has been the flu or colds. ACL sickness is consistently below the council average.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 QTR. 3 (cumulative)	2016-17 QTR. 3 (cumulative)
Corporate Measure (CM04): Average FTE (Full time equivalent) working days lost due to sickness absence				
Adult Community Learning -. Total Service FTE working days lost in the period	58.1	18	8	3.6
Average FTE working days lost per employee	**5.7**	**2.2**	**1.0**	**0.5**
Directorate: ELLL: Average FTE working days lost per employee.	**9.4**	**9.0**	**6.2**	**6.4**
Council: Average FTE working days lost per employee.	**9.4**	**9.7**	**6.8**	**7.3**

Section 7:

Customer Quadrant 2016-17

Adult Community Learning is a public facing service where we receive a huge amount of compliments from learners and partners. In 2016, ACL sent out a learner survey using survey monkey which was carried out in May 2016 and a follow up survey was sent out in December 2016. In previous years, the Welsh Government used IPSOS to record learners' voice information. IPSOS was not commissioned in 15/16.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 3 (cumulative)
Corporate Measure (CM07): Total number of complaints			
Internal	None	None	None
External (from the public)	None	None	None
Corporate Measure (CM08): Total number of compliments			
Internal	See above information	See above information	See above information
External (members of the public)			
Corporate Measure (CM09): customer satisfaction measure/s			
How do you rate Adult Community overall – Very Good/Good	89% (148 responses)	93% (118 responses)	
How likely are you to recommend your course to others – Very likely/likely (Dec 2016)			91% (68 responses)