



Minutes of the Meeting of the Performance & Standards Committee, held on Monday 7 December 2020, 4.00pm via Microsoft Teams

Present: Andrew Brown (Chair)
Sarkis Mazmanian
Yvonne Kelly (Principal/CEO)

In attendance: Joy Kettle (Chief Operating Officer)
Andreas Galatoulas (Chief Technology & Innovation Officer)
Victoria Eastwood (Chief Governance Officer)
Until Agenda Item 13:
Ann McDaniel (Assistant Principal – Health, Science & Adult Skills)
Lisa Jarentowski (Head of Quality)
Michael Smith (Learning Innovation Manager)
Jason Turton (Assistant Principal)
Andrew Duffy (Technology Learning Manager)
Richard Roberts (Head of Apprenticeships & Traineeships)
Antoinette McLean (Head of English and Maths)

| | |
|-----------|--|
| 1. | <p>Apologies for absence Introductions were made by those present. Apologies for absence were received from Stuart Fraser and Doug Trengove.</p> |
| 2. | <p>Declarations of Interest Governors were reminded of their responsibility to declare an interest in relation to specific items on the Agenda if appropriate. Andrew Brown declared an interest in agenda item 3.</p> |
| 3. | <p>Appointment of Committee Chair and Vice-Chair The Chief Governance Officer (CGO) reported that discussions had taken place prior to the Committee and it was proposed that Andrew Brown be appointed as Chair of the Committee and Stuart-Fraser be re-appointed as Vice-Chair of the Committee. This was approved.</p> <p>The CGO recorded her thanks and appreciation to Sarkis Mazmanian for chairing the Committee during 2019/20.</p> <p>Approved: Andrew Brown be appointed as Chair of the Performance & Standards Committee and Stuart Fraser be reappointed as Vice-Chair of the Performance & Standards Committee for the remainder of 2020/21.</p> |
| 4. | <p>Minutes of the Previous Meeting – Monday 2 March 2020 The Minutes of the previous meeting held on Monday 2 March 2020 were agreed as a true and accurate record.</p> <p>Approved: The Minutes of the previous meeting, held on Monday 2 March 2020, were agreed as a true and accurate record.</p> |
| | |

| | | | | | |
|-----------|---|--|-----------------------|------------------------------------|---|
| 5. | Matters arising | | | | |
| | An update on outstanding actions from the March 2020 Committee meeting were provided: | | | | |
| | Agenda Item | Action | Responsibility | By (deadline) | Update |
| | Ongoing | The Committee to ensure that the Corporation are aware of the substantial governance changes with regards to Higher Education. | Chair | Ongoing- next Corporation Meeting. | Ongoing |
| | 8. | Headline QIP to be emailed to Committee. | Clerk | ASAP | Complete |
| | 8. | Members of the Committee (other than the Staff and Student Members) to be invited to join the next QRM 2 meetings. This to be included in the curriculum links scheme. | IVPCQ/Clerk | As part of the quality cycle | Could not take place due to College closure |
| | 9. | Action: Areas of complaints to be included in the next Quality report and provided to the Committee for reference. | IVPCQ/Clerk | ASAP | Complete |
| | 9. | Detail on all complaints with extended response times to be provided to the Committee. | IVPCQ/Clerk | ASAP | Complete |
| | AoB | English and Maths predicted achievements and outcomes and progression to be discussed at the next meeting of the Committee. | Clerk/IVPCQ | June 2020 | English and Maths included in the Agenda |
| | AoB | Follow up strategies to raise attendance and QAR in English | Clerk | July 2020 | Structure of the meetings changed from |

| | | | | |
|-----|---|-------|-----------|--|
| | and Maths to be discussed at the July Corporation Meeting | | | March 2020 – this will be picked up going forward. |
| AoB | Marketing implementation plan to be discussed at the June Performance and Standards Committee | Clerk | June 2020 | Marketing Plan presented to P&R Committee |

There were no additional matters arising that were not covered by the agenda. The CGO reported that the position had changed since the March meeting of the Committee but all actions had been incorporated going forward. The Chair added it was important to recognise how the pandemic had impacted on the College and whether there were longer term impacts and what was being done to highlight these.

6. College Self-Assessment & Impact Assessment 2019/20

The Chief Operating Officer (COO) reported that slides had been prepared to highlight the key points of all the reports. With regard to the self-assessment the following key points were discussed:

- Reflection on last year
- Highlights from the SAR – proposing a Good grade for the College
- Validation - courses and curriculum areas had been validated and validation of the internal SAR was awaited
- Adverse impact of lockdown – particularly lower level learners, ESOL
- Achievement down by 10%
- C500 learners incomplete and continuing in 2020/21
- High needs learner attendance reduced
- High speed in developing remote learning opportunities
- Positive staff and student engagement
- Summary of different groups of learners – 16-18; Adults; Apprenticeships
- Curriculum Area Grades
- Notice to Improve Areas
- QIP: Quality of Education – focus on formative assessment and feedback
- QIP Behaviours, Attitudes, Personal development
- QIP L&M

The Chair noted that it had been a demanding year with lots of good things and lots of challenges and asked how this compared with other colleges in terms of impact. The COO replied that the position was similar and the catch up fund was precisely for that reason as there were lots of lower level learners and ESOL learners who were struggling and needed support to achieve this year. The College was hopeful that the small groups would make a big impact.

The Chair stated that that was a need to expose the digital skills need to learners and parents etc and to be aware that people used technology in different ways. There were currently challenges with remote working and there was a danger this would exacerbate existing problems unless these issues were dealt with. The COO advised that the College was very mindful that practical learners were attending practical sessions within College whilst some learners were remote – there was some good innovation in the

practical areas as well but some staff were more confident than others and sharing of good practice needed to be ensured.

The Chair stated that the sharing of innovation was also important and good practice needed to be disseminated.

The Principal/CEO reported that performance data tables would not be published this year but the College showed a similar pattern to the rest of the sector. Adult and apprenticeships were the worst affected in addition to lower levels being impacted the most, variances by sector and ethnicity. The issue was the recovery this year to turn that around to make improvements in areas that already required improvement. The Chair highlighted the challenges around high needs learners – there were an increasing proportion of learners in that category and demands on those who supported these learners outside of the College.

The Chair queried the prospect of making up ground in apprenticeships. The Head of Apprenticeships & Traineeships replied that there was potential particularly around Construction and Engineering. A number of apprentices had been furloughed and this had impacted on professional licences. There was a majority still engaging but there had been a timed delay.

The Chair referred to the 500 incomplete learners and stated that there was a question around resources and implications. The COO advised that the position was being monitored very closely and the College was mindful of those learners to bring forward to complete. The catch up fund for 16-18 year olds was more challenging for apprenticeships and they needed to be supported to ensure they could achieve.

The Chair thanked the COO for the update. The COO advised that a number of other issues would be raised through the remainder of the agenda.

Agreed: That the current position be noted.

7. English and Maths Update

The Head of English & Maths 16-18 (HE&M) provided an update on the following:

- 2019-20 reflections areas of strength and areas of development– how to grow going forward
- Functional Skills Entry Levels
- Functional Skills Level 1
- GCSE English Grades
- GCSE Maths Grades

The Chair advised that this was a really challenging area and asked whether the Covid measures had helped or hindered the integrations in place. The HE&M responded that blended learning resources had been considered before Covid and the department was familiar with the blended learning consortium. Resources were ready and a small pilot on blended learning had been completed so when the pandemic hit the College almost had a Covid toolkit in place and Covid assisted in accelerating the position.

The Chair stated that the challenge was considering what was best undertaken online or face to face and there was a need to ensure the correct activities were allocated to the correct mode. The Principal/CEO replied that the College needed to focus on engagement with the schools - there was the appetite to collaborate as those learners who were border line grade four were returning to school and resitting. The Chair advised that the level of performance on intake was a difficulty and there was a danger of presenting to learners what they had already failed at. The College needed to ensure learners were re-motivated not demotivated.

| | |
|------------------|---|
| | <p>The Chair advised that he was the link Governor for Maths and English and asked how he could help the area with what they were trying to achieve. The HE&M replied that attending these meetings was useful to be able to talk to Governors who could discuss the strategy. Forums like this were good for advice and feedback.</p> <p>The Chair stated that with the implementation of the online work the Learning Mentors had a key role to play and questioned how well prepared they were. The HE&M responded that the College was keen to ensure they were involved this year and discussions were being set up to talk about learners who had not attended. Engagement strategies with the internal marketing team to promote English and Maths had been implemented and an embedded session to team teach with curriculum had taken place.</p> <p>The Chair advised that he would arrange a virtual meeting with the HE&M to follow up.</p> <p>Agreed: That the current position be noted.</p> |
| <p>8.</p> | <p>Teaching, Learning & Assessment Report</p> <p>The Head of Quality (HoQ) advised that HE and Young College had not been included as they were not part of the College SAR. The following points were highlighted:</p> <ul style="list-style-type: none"> • HE Headlines – prescribed HE courses • Curriculum Review – Young College to take place in 2021. • League Table KPI's - retention, attendance, learner satisfaction • Learners incomplete in 2019/20 and progress to date <p>The Head of English and Maths provided an update on the following:</p> <ul style="list-style-type: none"> • English & Maths 2020/21 - start to the year – BDC approach • Strategies for Attendance • English and Maths Progress: Autumn Term • Mock Assessment and Standardisation • TLA – approach to observations of TLA and progress to date • Learning Walks, sharing good practice • Blended learning framework – resources, activities, support, assessment • Digital – community approach <p>The Chair stated that it was a pity that extenuating circumstances led to people not being included in the statistics. It needed to be clear if people with these circumstances were counted in but this would result in the College looking short of targets.</p> <p>The Chair advised that learning walks were resource intensive and the sharing of good practice was really important to provide rich examples to be used. A lot of quality measures were mundane and a sense of the complexity could assist in better outcomes.</p> <p>The Technology Learning Manager (TLM) presented the digital journey from March 2020 through self-assessment including:</p> <ul style="list-style-type: none"> • Individualised feedback • Training materials • Expectations • Student digital assessment • Blended learning practitioners <p>The Chair questioned the impact of focussing on current staff and building on best practice in recruitment for teaching staff and expertise. The COO replied that the skills of teachers were always changing and the principles of good teaching and learning were the same whether this was physical or online. All good practitioners seemed to want to adapt.</p> |

| | |
|-----|--|
| | <p>The Chair stated that the College needed to counter the message regarding online blended learning and the promote the model to demonstrate this was improving teaching and learning.</p> |
| | <p>Agreed: That the current position be noted.</p> |
| | |
| 9. | <p>Quality Update The HoQ presented that Quality Cycle 2020/21 advising that the College was currently into term 1. The Committee were informed of the monitoring and performance elements of the cycle.</p> <p>Agreed: That the current position be noted.</p> |
| | |
| 10. | <p>Learner Voice The HoQ updated the Committee on the position regarding learner voice and highlighted the following:</p> <ul style="list-style-type: none"> • First 6 weeks • Digital right start 83.5% satisfaction • Embedded into QA/QI process learning walks, MAPS & NTI • Induction survey outcomes • Dashboard – improved monitoring & reporting <p>The Chair stated that the meetings were good for the teams and he had previously been involved in the quality review meetings and acknowledged the importance of the ongoing dialogue. Learner voice was important and the data needed to be good and the feedback needed to be diverse. The more diverse the modes used, the more diverse the range of staff who were involved. Building confidence of both learners and staff in data was key. The HoQ reported that the College intended to also target HE learners, apprentices, employers and parents going forward.</p> <p>The Chair referred to the NTI list advising that the College needed to keep working away at this but quite a few of the areas remained from previous years.</p> <p>Agreed: That the learner voice report be received.</p> |
| | |
| 11. | <p>Student Support Update The COO provided an update on student support: ALS & High Needs Learners, focussing on:</p> <ul style="list-style-type: none"> • Growing number of learners • Support needs by type – social, emotional and behavioural needs • Counselling & Wellbeing <p>The Chair stated that this was an area of strength within the College but there was an incredible demand under current circumstances and with the increase of high needs learners there was a need to ensure quality of support was maintained.</p> <p>Agreed: That the current position be noted.</p> |
| | |
| 12. | <p>Complaints Annual Report 2019/20 The HoQ presented the live dashboard for complaints and advised that this was assisting in resolving response time to complaints. The HoQ presented:</p> <ul style="list-style-type: none"> • Breakdown by curriculum areas, average days to completion, resolved • Comparison to 2019/20 |

| | |
|-----|--|
| | <p>The Chair stated that the dashboard was a good tool and enabled people to focus on what they needed. The HoQ reported that there had been a reduction in the number of complaints in exams and assessments but an increase in the number of informal complaints around the predicted grades for last year.</p> <p>The Chair noted the uptick in complaints between October – December for treatment by staff and course management due to the changed way of working and advised that the College needed to keep a check on what was generating these. The Chair added that as the College became more effective at acting on complaints it made staff more likely to do so. Timeliness was important and if complaints logged in the system remained unresolved this could lead to big problems.</p> <p>The HoQ reported that there had been no appeals last year. When managers issued responses to appeals they were now double checked to ensure each element was responded to. Learner voice now included all feedback not just surveys. Managers had also been more responsive to pick up the phone with those who raised the complaint. The Chair stated that this built confidence in the system and was an important part of professional development to ensure staff knew what they could do.</p> <p>Agreed: That the position be noted.</p> <p>The Chair thanked the COO and team for the presentations and advised that these could be built on for subsequent meetings. There was also a need to ensure that the wider Corporation was informed and engaged. The Principal/CEO added that it was key to ensure the Corporation were aware of the highs, lows and the risks.</p> <p><i>All staff other than the COO and CTIO left the meeting.</i></p> |
| 13. | <p>Review of Committee Terms of Reference 2020/21</p> <p>The CGO advised that the Terms of Reference remained unchanged for 2020/21. The Chair stated that this should be kept under review to reflect any changes during the year. This was agreed.</p> <p>Approved: The Committee Terms of Reference were approved for 2020/21 to be ratified by the Corporation.</p> |
| 14. | <p>Committee Schedule of Business 2020/21</p> <p>The CGO reported that the statutory business had been included in the schedule but it was difficult to predict what business would need to be discussed in such changing times. The CGO advised that she would meet with the COO prior to the meetings to discuss the agendas and the agendas would then be forwarded to the Chair for approval.</p> <p>Approved: The Committee Schedule of Business 2020/21 was approved to be ratified by the Corporation.</p> |
| 15. | <p>Curriculum Links Update</p> <p>The CGO reported that she had met with the COO and it had been agreed that virtual learning walks for Governors would be implemented in the New Year to ensure the continuation of the curriculum links scheme.</p> <p>The Chair advised that link governors should be encouraged to continue. This was agreed.</p> <p>Agreed: That the position be noted.</p> |
| 16. | <p>Committee Risks</p> |

| | |
|------------|--|
| | <p>The CGO reported that the risks specific to this Committee had been highlighted and advised of any changes from the March meeting. It was noted that the full Risk Register had been discussed at the Audit Committee earlier that evening and would be presented to the Board at the December meeting.</p> <p>The Chair advised that the risks fed through the agenda and a number of issues had been discussed that evening that related to these. Stakeholder voice, quality and learner data were integral to the Committee and the targets and the impact of the pandemic needed to be monitored.</p> <p>Agreed: That the current risks be noted.</p> |
| | |
| | <p>AoB It was agreed that a review of membership of the Committee would take place in the New Year.</p> <p>The Chair recorded his thanks to Sarkis Mazmanian for chairing the Committee to this point.</p> |
| | |
| 17. | Date and time of next meeting – Monday 8 June 2020, 4pm. |

The Chair thanked all those in attendance for their contributions. The meeting closed at 17.58pm.

Signed..... Date.....

Andrew Brown (Chair)

| Agenda Item | Action | Responsibility | By (deadline) | Update |
|--------------------|---------------|-----------------------|----------------------|---------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

