

**The College of West Anglia**  
**Minutes of Performance Review and Quality Committee**  
**30 September 2009 – 10.00 am Board Room**

<b>Present</b>	Kate Atherton	Chair
	Paul Cotton	
	Cheri Crosley	
	David Pomfret	Principal
<b>Attending</b>	Andrew England	Head of Organisational Development and Quality
	Arlene Clark	Executive Director, Curriculum and Learning
	Glen Singleton	Director of Resources
	Jill Francis	Executive Director, Partnerships (part)
	Paul Adcock	Programme Manager (part)
	Neil Stapleton	ILT Co-ordinator (part)
	Hilary Reid	Clerk to the Corporation

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**1 Apologies**

Di Atkinson.

**2 Minutes of the previous Meeting – 20 May 2009**

The Minutes of the meeting of 20 May 2009 were agreed as an accurate record and signed by the Chair.

**3 Matters Arising**

*(i) Page 3 – item 7 Quality Policy*

The Quality Policy had been approved by Corporation at the meeting of 8 July 2009.

**4 Appointment of Vice Chair**

The Clerk invited nominations for the position of Vice Chair from within the membership of the Committee.

Cheri Crosley proposed Paul Cotton, seconded by David Pomfret.

There being no other nominations, **Paul Cotton was duly appointed Vice Chair of the Performance Review and Quality Committee for a further year.**

## 5 Towards a Strategy for the Teaching and Learning Unit

The Head of Organisational Development and Quality introduced the Programme Manager and ILT Co-ordinator, both members of the new team in the Teaching and Learning Staff Development Unit. A presentation followed, supported by Powerpoint, which outlined the role of the new unit and progress to date. The key points noted were:

- The new unit brought together teaching and learning, ILT and Organisational Development and Quality, and provided an opportunity to work together to improve teaching and learning.
- The structure and roles of individuals within the unit
- The use of fractional staff posts in order to develop and demonstrate good practice
- The improvement of internal verification and assessors' awards throughout the College
- The programme of structured events for the Learning Coaches within their own Faculties
- Links with the ILT Strategy Unit and roles of ILT staff within the team
- Current vacancies within the team including the pending appointment of an additional member of the teacher-training team
- The mission of the Unit: "To promote and actively encourage a professional body of teachers who desire to deliver structured sessions for the benefit of our students."
- A full detailed strategy was to be generated in due course.

The Head of Unit provided details of the strategies to be employed in order to raise standards and emphasised Ofsted's requirements within the new inspection framework. He highlighted the focus for the work of the Unit:

- Reactive strategies: coaching, improving observations, interventions, fast response to customer feedback, response to audits
- Proactive strategies: provide training interventions, lead by example, immerse the College in new Ofsted inspection methodology, develop resources, getting closer to the customer, widening research

Governors were concerned to ensure that there was specific support for part-time staff and sought, and were given, reassurance regarding the mechanisms for linking staff training and development needs to appraisal process.

The Head of Unit concluded the report with thanks to the Programme Manager and ILT Co-ordinator for their contribution.

**The report was noted.**

Paul Adcock and Neil Stapleton left the meeting at 10.55 am.  
Jill Francis joined the meeting at 10.55 am.

## 6 ILT Performance Report

The Director of Resources referred governors to his report which provided an update regarding ILT progress and developments. He placed his comments in the context of the College failing to secure a new build programme, Health and Safety requirements and the increased number of students on campus.

Key developments and activities were noted as follows:

- On-going work to improve ICT within the College
- On-going operational issues at Milton
- Electrical power failure at the commencement of the new academic year – further back-up had been provided
- Enrolment figures were exceptionally high – 3,600 16-18s enrolled. Issues which occurred last year were not repeated and the enrolment process was positive
- Because of the restrictions on working at height the wireless link between King's Lynn and Isle had not been able to be finalised
- De-commissioning work on the Tower Block was similarly held up
- The Internet TV project had made excellent progress and driven up enrolments on media courses
- The "Molenet" mobile learning project had concluded. The project had provided a range of mobile "small form" computers and data logging devices
- The college had been successful in its application to become a Becta Exemplar Provider, one of only 16 in the country. A press release was tabled for governors' information.
- MIS software issues had been resolved and an additional post in MIS had been agreed by SMT.
- Training for staff relating to implementation of Microsoft Office 2007 was on-going
- ILT training plans were being formulated for post Christmas implementation.

From discussion it was noted that the College governors' site had been re-established on the College web-site; that there was a new web name for the College; and, a new title and responsibilities for the Director of Resources.

**The report was noted.**

## **7 Safeguarding Child/Vulnerable Adult Report 2008-09**

The Executive Director, Partnerships, presented the annual review of the College approach to safeguarding. She emphasised the high profile given to this area within the new common inspection framework for FE and skills noting that safeguarding grades could be a limiting factor in the overall Ofsted award.

The Executive Director referred governors to the statistics in her report which detailed child protection referrals made by staff to the College Senior Child Protection Officer for the four years to 2008-09. She reported that all staff were being trained in child protection as a legal requirement. It was suggested that training for governors was required. Future training for all staff on the common inspection framework was being planned.

All staff were subject to CRB checks, contractors coming on site were subject to List 99 checks, and college organised transport for students was subject to County guidelines for safeguarding. An anti-bullying policy and guide had been drafted for dissemination to staff.

In addition, the College had produced a safeguarding SAR, a draft of which was attached to the report for information.

Governors commented on the emphasis on references to child protection/safeguarding and requested further consideration be given to the safeguarding of vulnerable adults.

Governors acknowledged there was a need to go beyond compliance and possibly to establish more formal relationships with external agencies. The risks associated with the security of confidential files and dissemination of confidential information were acknowledged.

**The report was noted.**

Jill Francis left the meeting at 11.45 am.

## **8 The Work of the PHAB (Peer Review and Development) Group**

The Head of Organisational Development and Quality informed the committee of the work of the Peer Review and Development Group comprising four colleges – Peterborough Regional College, Hertford Regional College, the College of West Anglia, and Bedford College.

The purpose of the Group was to improve SAR grades, inspection profiles, teaching and learning observation grade profiles, share good practice and participate in development projects for the benefit of all the colleges. The Group had been established in June 2008 and during the period to date had shared good practice and undertaken SAR moderation activity assisting Bedford and Hertford to achieve better grades at inspection.

A review of the year's activities had led to proposals to increase SAR moderation activity and possibly involve clerks to Corporations and some governors in sharing good practice and observing the work of other Boards. The Head of Organisational Development and Quality described the planned work of the Group for the coming year.

Governors welcomed the initiatives arising as a result of the Group and were supportive of further development involving the Clerk and Board.

**The report was noted with interest.**

## **9 Complaints Received from May 2009 to September 2009**

The Head of Organisational Development and Quality reported that 39 complaints had been received from May to September 2009. It was noted that 13% of complaints were received from the Land-based Faculties, not 5% as stated in the report.

Governors commented on the negative wording in the action statements and requested further consideration be given to the way in which comments were recorded.

**Action: AE**

**The report was noted.**

## **10 Report on Session Observations undertaken in 2008-09**

The Head of Organisational Development and Quality referred governors to his report on session observations undertaken in 2008-09. In interrogating the figures he commented on the following:

- Overall, grades 1 and 2 were 5% above the national benchmark of 72%
- Full time staff observations were significantly above benchmark at 84% compared to the benchmark of 72%

- Fractional staff observations were 4% above benchmark
- Hourly paid staff observations were below the benchmark and triggered the need to address issues in this group of staff
- Entry level observations were significantly above the national average at 88%
- Level 1 observations were above national averages by 11%
- Level 2 observations were at the national average but the high percentage of unsatisfactory lessons needs to be addressed
- Level 3 were 3% above benchmark

There was concern as to whether grade inflation had occurred over the year and for 2009-10 compulsory training has been put in place for Programme Managers and Faculty staff to ensure they had the confidence to grade with sensitivity and rigour.

It was noted that external moderation also took place.

**The report was noted.**

## **11 The Student Survey Easter 2009**

The report of the Head of Organisational Development and Quality and extracts from the Student Survey were presented for consideration and comment. He informed members that 5,624 responses had been analysed and briefly explained the matrixes attached to the report. In particular, he drew attention to the headline issues identified from the Survey, as follows:

- When compared to the college mean response, HE, 16-19, full-time, A level, GCSE and WBL students had issues across many question categories; HE, Sport-leisure, Uniformed Services, Care and Technology had issues across a range of question categories; and HE, 16-19, full-time and WBL tended to report more issues.
- Virtually all ethnic minorities, with the exception of the Chinese, reported issues in most question areas. Bangladeshi and Pakistani students provided very negative responses when compared to the college mean (32 respondents) as did group "Other" (108 responses).
- In general, there were issues with computers and access to them when students were not in sessions; insufficient resources in the Learning Centre; teachers not setting realistic and clear targets; the food in the refectory/café not being good value; and, the college buildings were not clean. These results were in the lower quartile.
- Results in the upper quartile demonstrated that students knew when they had to come to college and at what time; how and on what they were to be assessed; that students joined in with trips out and sports teams; and, students knew what to do if they were unhappy about the course.

The Head of Organisational Development and Quality continued his report by reviewing the huge quantity of data gathered and the ways in which it had been interpreted in the attachments to his report.

Governors were concerned about the continued references in student surveys for the past few years to the cleanliness of the buildings and the quality of the catering facilities and sought re-assurances that these would be addressed as a matter of urgency.

Governors shared the concern of the Head of Organisational Development and Quality around the negativity expressed by the Bangladeshi and Pakistani students and agreed that urgent attention should be given to exploring and, where appropriate, addressing their issues.

**Action: AE**

**The detailed report was noted.**

**12 Any Other Business**

The Principal provided updates to brief members on the organisational re-structure and the actions taken to address problems with certain college buildings at the commencement of the new academic year.

**13 Chair's items for briefing to Corporation**

- PHAB Group
- Safeguarding
- Spring Survey

**14 Date and time of next Meeting**

Wednesday, 2 December 2009 at 10.00 am.

**The meeting closed at 1.20 pm**