



## Wandsworth Council Lifelong Learning Three Year Development Plan 2018-2021

Aiming to improve the quality of life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community.

**Updated August 2018**

# Wandsworth Council Lifelong Learning Three Year Development Plan: 2018-2021

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## Wandsworth Council Lifelong Learning Three Year Development Plan: 2018-2020

This Lifelong Learning Development Plan reflects the work of Wandsworth Council's Lifelong Learning service. It describes its strategy for the future, sets out measureable goals and shows how it will target funding to maximise economic and social inclusion. The Plan encompasses local and national priorities and is directly linked to Wandsworth Council's corporate objectives.

### Introduction and context

Wandsworth Council's Lifelong Learning service (WCLL) is part of the Council's Children's Services Department. It is responsible for a wide range of Lifelong Learning activities and courses across the borough.

WCLL's main functions are to deliver:

- \* an extensive programme of part-time **Community Learning** courses
- \* **Apprenticeships** to young people and adults
- \* **Accredited courses** through an Adult Skills budget
- \* **Work experience** and preparation for employment
- \* **a fundraising strategy which maximises income** for young people and adults learning in Wandsworth

There is a good level of participation in all programmes from learners of all ages, backgrounds and experiences. WCLL is continuing to increase its focus on those who are most disadvantaged to improve their access to learning and employment.

### The Purpose of Government Supported Community Learning

The following text has been extracted from '**New Chances, New Challenges**' a document published by the former Department for Business, Innovation and Skills in 2011.

- *To maximise access to community learning for adults, bringing new opportunities and improving lives, whatever people's circumstances.*
- *To promote social renewal by bringing local communities together to experience the joy of learning and pride that comes with achievement.*
- *To maximise the impact of community learning on the social and economic well-being of individuals, families and communities.*

See also: <https://www.gov.uk/government/collections/future-of-skills-and-lifelong-learning>, August 2017.

From the Adult education budget: funding and performance management rules (<https://www.gov.uk/government/publications/adult-education-budget-funding-rules-2018-to-2019>) –

The purpose of Community Learning is to develop the skills, confidence, motivation and resilience of adults of different ages and backgrounds in order to:

- progress towards formal learning or employment and/or
- improve their health and well-being, including mental health and/or
- develop stronger communities

Community Learning Courses are delivered and reported under the following four delivery strands:

- **Personal and Community Development Learning** - learning for personal and community development, cultural enrichment, intellectual or creative stimulation and for enjoyment (in most cases not leading to a formal qualification)
- **Family English, Maths and Language** - learning to improve the English, language and maths skills of parents, carers or guardians and their ability to help their children
- **Wider Family Learning** - learning to help different generations of family members to learn together how to support their children's learning
- **Neighbourhood Learning In Deprived Communities** - supports local Voluntary and other third sector organisations to develop their capacity to deliver learning opportunities for the residents of disadvantaged neighbourhoods

### Wandsworth Council's Corporate Objectives

The Council has identified five broad medium to long-term objectives to guide its work and service planning. They reflect residents' priorities and other significant policy developments or commitments within the Council as a high-level statement of its intent. Wandsworth Council will:

1. Deliver high quality, value for money services (cross-cutting objective).
2. Improve opportunities for children and young people with an emphasis on early intervention and preventative work.
3. Make Wandsworth an attractive, safe, sustainable and healthy place.
4. Promote health, independence and wellbeing for all adults with personalised and preventative care and support for adults in need – including carers and those in housing need.
5. Build a prosperous, vibrant and cohesive community.

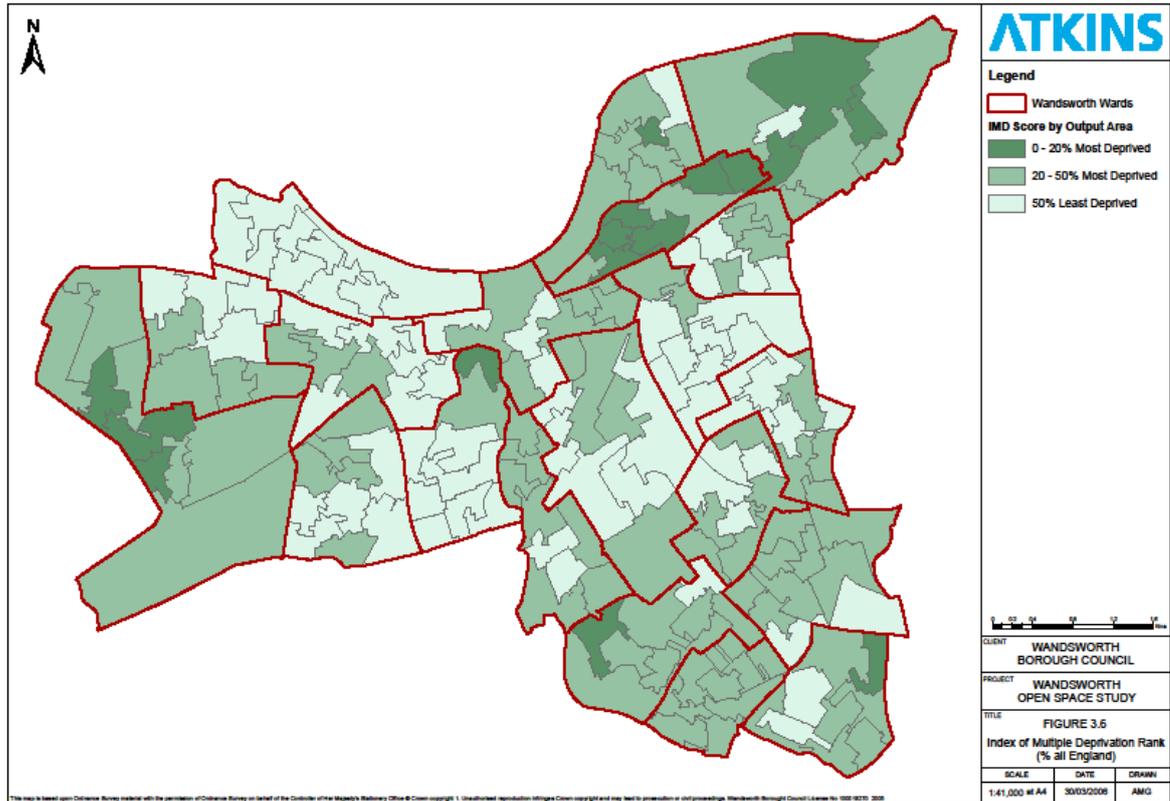
## Demographic Context

Wandsworth is the largest inner London borough with a population of approximately 316,000 – a rise from 272,000 in 2001. There are many more 20-44 year olds than is the case for London generally, with 54% of the population in this group.

Like most London boroughs, Wandsworth is ethnically diverse - 30% of the population is from ethnic minority groups with growing Black and Asian communities. Recent National Insurance data also show a rise in registrations from many European countries, particularly Italy, France and Poland.

The English Indices of Multiple Deprivation (2015) rank Wandsworth as 149 of 326 on the average score, where 1 is the most deprived, and the area ranked 326 is the least deprived. The highest levels of deprivation in the borough are concentrated in the wards of Latchmere, Roehampton and Queenstown. There are also concentrations of deprivation in the Tooting area.

As with most parts of London, areas of deprivation are closely located to areas of extreme advantage and the borough is set to benefit from the regeneration of the Nine Elms area which will provide up to 25,000 jobs over the next 20 years. The Nine Elms development is currently the largest regeneration project of its type in Europe.



## Key statistics

- 40% of Londoners leave school without basic English and Maths.
- There are 800,000 Londoners paid below the London Living Wage.
- Research shows that low pay is often persistent: in a national study, of every four people in low pay in 2001, three were still low paid a decade later.
- London creates jobs, but Londoners are not always well placed to get them.
- There is a growing older population.
- Unemployment is above national average and there are pockets of long term unemployed.
- There is a growing migrant population who require ESOL.
- People are spending longer in work, leading to a need for mid-life retraining.
- Almost 100,000 (10%) 16-24 years old Londoners are Not in Employment, Education or Training (NEET), a slightly lower rate than the national average.
- Groups such as young people and care leavers particularly miss out on the training and job opportunities that the capital offers.
- Londoners need to be equipped and supported to grasp the opportunities that living in a global city creates.
- The number of people with a disability is increasing, resulting in a growing LLDD need.

### Lifelong Learning Mission Statement

“All Wandsworth residents will have access to a wide range of high quality learning opportunities in a safe learning environment. Provision will be demand-led, flexible and held at times and in places designed to meet the needs of learners, employers and the local community. The Lifelong Learning team aims to improve the quality of life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community.”

## Section One: priorities, aims and objectives

### Lifelong Learning Priorities and Objectives

Priorities	Objectives
1. To lead and manage high quality learning	<ul style="list-style-type: none"> <li>• Develop staff, resources and infrastructure to ensure effective delivery of local and national policy objectives.</li> <li>• Continue to improve quality assurance and standards across Lifelong Learning in line with the Common Inspection Framework.</li> <li>• Continue to develop partnerships, funding and the procurement of high quality learning providers/subcontractors to ensure the long-term sustainability of Lifelong Learning services.</li> </ul>
2. To increase the number of learners achieving and gaining qualifications	<ul style="list-style-type: none"> <li>• Provide effective and relevant information, advice and guidance to assist learner achievement, accreditation and progression to further education, training and employment.</li> <li>• Where appropriate, expand the potential for accreditation across the curriculum, maximising use of new technologies.</li> </ul>
3. To meet the needs of individuals, communities and employers in Wandsworth to support effective pathways to employment	<ul style="list-style-type: none"> <li>• Consult and involve learners, employers, providers and other stakeholders to ensure the development of services which meet individual, corporate and community needs.</li> <li>• Work with employers to increase job outcomes in Wandsworth for young people and adults and close skills gaps.</li> <li>• Promote and provide access to English, Mathematics and other essential education and training required for the workplace.</li> <li>• Encourage learners to identify key experiences and skills to make the most of their opportunities to progress.</li> </ul>
4. To widen participation in learning	<ul style="list-style-type: none"> <li>• Provide an inclusive, responsive, innovative and broad offer to encourage and improve learner participation - promoting Lifelong Learning to all age groups.</li> <li>• Encourage learners to remain active, engaged and fit for longer.</li> <li>• Create learning environments where learners feel safe, respected and listened to regardless of their background or personal attributes.</li> </ul>

5. To link adult skills and community learning to other key strategies and initiatives

- Align the work of Lifelong Learning to wider, local, national and European strategies including employability, parenting and families and well-being for all ages.
- Contribute to the Council's work with care leavers, vulnerable families and learners with disabilities and learning difficulties.
- Participate in area reviews and partnerships, ensuring that appropriate provision is in place for Wandsworth residents.

## Section Two: summary of recent performance and impact

Just under 6,000 children, young people and adults of all ages took part in Lifelong Learning programmes in Wandsworth in 2016/17. They included:

- Community informal learning (non-regulated provision) for 3,229 adults (5,929 enrolments)
- Community learning leading to qualifications for 312 participants, up from 196 the previous year.
- 235 Apprenticeships on programme across 8 sector areas, 109 Starts in year.
- Employability courses leading to qualifications and effective preparation for employment.
- Functional Skills (English, Maths, ICT)
- English for Speakers of other Languages (ESOL)
- Widening participation to encourage people who do not normally take part in learning
- Programmes for young people who are NEET
- Work experience and internships for young people
- Programmes for people with learning disabilities and difficulties
- Courses that promote active ageing and well-being
- Family Learning for all family members
- European Projects which target specific groups in the community and encourage sharing of best practice

### Widening Participation

WCLL worked with an extensive range of providers and partners to increase participation, particularly from those who:

- are furthest away from work;
- are in low paid employment and/or are low qualified;
- have a government entitlement to Basic Skills and/or up to Level 2 qualifications;
- are socially isolated (or at risk of social isolation);
- live in an area of poor social cohesion;
- would benefit from improved health or wellbeing;
- have a learning difficulty or disability;
- are older learners who would benefit from more social interaction;
- are under-achieving or under-represented;
- need to retrain;
- are learners whose first language is not English;
- are learners without a Level 2 qualification;
- are men who are traditionally under-represented in adult learning.

## Funding opportunities

WCLL has a demonstrable track record of attracting a range of funding from diverse sources. In addition to the Education and Skills Funding Agency's (ESFA) annual main grant, it succeeded in securing European funding and direct revenue from clients. It will continue to develop its fundraising strategy and partnerships to maximise income for Wandsworth residents.

## Apprenticeships

WCLL has re-structured in line with Apprenticeship reforms and provides a direct offer of accredited qualifications and Apprenticeships, supplemented by contracted partners. One of the team's key priorities has been to improve the number, quality and access to Apprenticeships for local people and employers. This is being achieved through increasing direct delivery and optimising the role of the Council in helping to stimulate and support engagement with apprenticeships. All sub-contracting arrangements must demonstrate clear and tangible benefits for Wandsworth learners. Current subcontract arrangements are wind-down contract acts for existing learners.

The service has been maximising Apprenticeship funds for those already in employment as well as for those who are new to the labour market and continues to develop its partnerships with public and private sector employers and schools to increase awareness of, and participation in, the local programme.

## Work Experience

WCLL delivers the Education Business Partnership - known as BEST (Business and Education Succeeding Together) for most of the borough's schools' work experience placements. In the past 12 months, it worked with approximately 700 employers to create in the region of 1,500 placements. This also enabled the service to generate Apprenticeship starts both locally and in the travel-to-work area. BEST worked closely with the Council's Economic Development Office to forge strong links with new businesses and regeneration developments moving into the area, including major regeneration sites such as Nine Elms, Wandsworth Town Centre and Clapham Junction.

## Partnerships

Cross-sectoral partnerships both in and out-of-borough enable WCLL to work effectively at local sub-regional, pan-London, national and European level, expanding the breadth and depth of the service's provision and response to very specific individual, community and labour market needs. The Wandsworth Lifelong Learning Development Group (LLDG) provides a strategic forum for partners and other stakeholders to meet to discuss, agree and monitor performance across the service as a whole.

WCLL's main Community Learning partners in 2017-18:

- South Thames College
- Aspire Centre
- Libraries Service
- Specialist community and third sector agencies also provide a significant proportion of learning.

Other partnerships included:

- Local authorities - large-scale ESF projects targeting young people who are NEET and the delivery of Apprenticeships.
- Employers - the development and expansion of partnerships with employers has been central to the success of the ESF projects.
- 'Work Match' team - located in the Wandsworth Economic Development Office. 'Work Match' aims to increase local employment opportunities, with particular emphasis on those created through the regeneration of Nine Elms.
- European Union projects - partnerships with a wide variety of professionals across Europe provide an additional and rich source of alternative educational practice.

## Area Review

Wandsworth Lifelong Learning has participated in all aspects of the London Area Review, contributing to strategic meetings and focused local work with specific groups in London Central and London South. The Head of Lifelong Learning has worked closely with Hoxex (Association of Adult Education and Training Organisations) and LEAFA (Local Education Authorities Forum for the Education of Adults) and this work will continue as the skills budget is devolved to London in 2019. A key document relating to devolution is the Mayor of London Skills for Londoners strategy

(<https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/skills-londoners-strategy-2018>).

The service has also participated in Central London sub-regional partnership consisting of 17 ACL providers in central London. Monies from the DFE Transition Fund have provided the resources for collaborative working and a report setting out the key findings. The report identifies that there should be closer collaboration as providers of ACL in central London across the following four themes: Positioning and Influencing; Quality and a self-improving system; An ACL curriculum for London; and, Funding and planning.

## Section Three: how Lifelong Learning is planned and managed

WCLL's team consists of 25 staff led by the Head of Lifelong Learning who reports to the Assistant Director of Education, Planning and Performance (Department of Children's Services). The Head of Lifelong Learning is responsible for ensuring the curriculum is developed in response to central and local government priorities for example:

- improving and expanding functional skills provision
- analysing and assessing the needs of employers and the local labour market to build a relevant Apprenticeship programme
- ensuring the curriculum offer is as responsive as possible to the needs and demands of local learners.

### Curriculum planning

Wandsworth's Lifelong Learning Development Group (LLDG), chaired by the Assistant Director (Education, Planning and Performance of Children's Services) takes a strategic overview of curriculum development. The LLDG consists of representatives from the Lifelong Learning team, elected members, partner providers, employers, other interested groups and stakeholders. It meets termly to discuss strategy, monitor current provision and plan how best to address gaps and meet the wide range of needs in the borough.

All main curriculum areas are led by a senior manager and each subject sector's professional standards and development are supported by a specialist manager. The curriculum is also shaped by developments within Wandsworth Council and there are particular links with Children's Services, Adult Social Services, the Economic Development Office and Culture and Libraries. This strengthens targeted work for priority groups such as:

- Young people and adults who are NEET
- Young people in care and care leavers
- Adults with learning difficulties and disabilities
- Families in need of additional support
- Regeneration areas

### Equality, diversity and widening participation

Equality, diversity and safeguarding underpin all WCLL's programmes and activities. Staff promote the fundamental values of democracy, the rule of law, individual liberty and mutual respect and tolerance between those with different backgrounds, faiths and beliefs.

WCLL's Widening Participation programme is very successful and is now an established route to attracting under-represented groups into learning and developing new courses to engage them. A ring-fenced sum is allocated each year to WCLL's dedicated

'Widening Participation Fund' and the team includes outreach workers who collaborate with community partners to develop learning aimed at hard-to-reach and priority groups that experience diverse barriers to learning, for example:

- People with disabilities and learning difficulties
- Adults suffering from mental health issues
- Adults requiring employability skills
- BAME groups
- Lone parents
- Older learners

Typically, the Widening Participation Fund supports 10-15 community based projects each year. Over the next three years, WCLL and the Lifelong Learning Development Group will continue to work with partners to identify additional funding and opportunities to extend this programme. The impact of the Fund is measured through WCLL's robust management information systems which enables the service to monitor learners' achievements and progression across all areas of provision.

### **Quality, self-assessment and inspection**

WCLL's priority is to provide a high quality service to promote maximum participation in learning, achievement and progression. To support this, the service has developed a comprehensive quality assurance framework which covers all provision, i.e. both direct and sub-contracted. Sub-contracted learning providers are required to meet WCLL's rigorous standards and targets which are agreed and specified in their service level agreements and contracts.

WCLL promotes quality and sharing good practice through several mechanisms including the Lifelong Learning Development Group, curriculum leadership and quality groups. It also runs shared training events for new and existing providers supported by regular training in self-assessment and quality assurance.

The Quality Assurance Manager is responsible for leading quality assurance and the annual self-assessment process against Ofsted's Common Inspection Framework.

Self-assessment involves all staff and subcontracted providers and includes comprehensive feedback from learners and employers. The results of the process are set out in WCLL's Self-Assessment Report (SAR) and Quality Improvement Plan (QIP) which lists the actions needed to improve and develop the service over the 12 months following the report.

The service was last inspected by Ofsted in March 2016 when the provision achieved overall grade 2 (Good).

### **Governance**

The Lifelong Learning Development Group (LLDG) is the principal group responsible for monitoring the implementation of the Lifelong Learning Three Year Plan. The Group has

been re-configured to include two elected members (including the Cabinet Member for Employment, Skills and Business Development) and is chaired by the Assistant Director of Education, Performance and Planning. Other members include South Thames College, Roehampton University, the Council's Economic Development Office, Libraries and representatives of other training providers from both private and voluntary sectors.

The two elected members meet bi-monthly with the Assistant Director for Education, Performance and Planning, the Head of Lifelong Learning and the Deputy Head to discuss evaluation, strategy and implementation.

WCLL reports to the Education Standards Group (ESG) which reports in to the Education and Children's Overview and Scrutiny Committee. The service has agreed targets for both Adult Community Learning and Apprenticeships, with an expectation that the service will work towards achieving an overall Grade 1 (Outstanding) by August 2018.

## Learner Involvement

Learners are consulted and involved in a range of ways:

- FE Choices Annual Learner Satisfaction Survey
- through annual celebration of achievements and awards
- the annual learner survey at induction, during programme and completion
- providing structured feedback throughout their learning
- online in the Learner Evaluation page on the Lifelong Learning website
- informal feedback to tutors and via the Lifelong Learning website
- learner representatives at South Thames College and community based agencies
- through work-based learning providers and employers
- bespoke learner consultations to inform new provision

The 2018 FE Choices survey indicated that Lifelong Learning is within the top 10% of those providers that returned a score, for positive learner feedback and response rate.

## Information, Advice and Guidance (IAG)

Impartial, accessible IAG is essential for learners to help navigate the very wide range of education, training and employment options available in the borough and beyond. While WCLL has a dedicated lead IAG Adviser, the job role of most members of the team includes supporting young people and adults with their learning choices.

The service holds the **matrix** quality standard for information, advice and guidance.

## Tracking Learner Destinations

WCLL has comprehensive systems for collecting progression data on all learners. This essential information is used to inform planning and performance and ensure that the service is meeting the needs of learners.

## Fees and remission

Wandsworth Lifelong Learning's core curriculum is developed taking into consideration a number of elements including the [Skills for Londoners Strategy 2018](#), local needs and demographics relating to both participants and businesses.

Wandsworth Lifelong Learning deliver a number of courses using either council employed staff or sessional tutors. Wandsworth Lifelong Learning charge no fee to learners for attending a course, as the vast majority of participants are unemployed or on a low income and attending either a Key Skills course (English, Math's, ESOL) or a Family Learning Course. Personal and Community Development Learning courses tend to be delivered by subcontractors and may attract a fee.

Wandsworth Lifelong Learning has one main provider, South Thames College, and several smaller providers throughout the Borough that deliver a large range of courses.

The providers set the fees they charge locally and independently, however annual rises in charges must be agreed at the regular review meetings held with the Wandsworth Lifelong Learning team. The providers are encouraged to offer discounts to those who are on benefit (in particular those seeking employment) and those who are over the age of retirement.

WCLL's Commissioning Process is outlined in a Policy available online (<https://www.wandsworthlifelonglearning.org.uk/community-learning-commissioning-2018-19/>). All applications are approved by the Education and Children's Services Overview and Scrutiny Committee.

WCLL's Supply Chain Partners Management Fee Policy 2018/19 is updated annually and includes the latest on supply chain management methodology, learner fees, the Pound Plus Strategy and historic payments.

<https://www.wandsworthlifelonglearning.org.uk/wp-content/uploads/2019/01/1.-Wandsworth-Lifelong-Learning-Fees-Policy-2018-19-v1.pdf>

## Health and Safety

All learners should feel respected, comfortable and safe while they are learning. WCLL complies with the Council's Health and Safety policy and requires provider partners to have equally robust health and safety measures in place. It routinely monitors these arrangements through quality visits and service level agreements.

## Safeguarding

Safeguarding principles are embedded throughout Lifelong Learning and our partner providers are required to have up-to-date policies and procedures. The Lifelong Learning safeguarding strategy has been developed and aligned with the Council's overarching Safeguarding Policy. Safeguarding records are held centrally and this ensures that there is good oversight of safeguarding matters across the provision.

## Commitment to learners

WCLL is committed to providing the community with the best possible learning. All providers commissioned by Lifelong Learning must adhere to the following standards, which underpin all monitoring and review processes. Performance indicators for each standard are set out in the Quality Contract Compliance framework and Provider Guidance document.

It is an expectation that learners and apprentices:

1. Are recruited with integrity thereby ensuring that the large majority complete their programme successfully.
2. Receive detailed, comprehensive information, advice and guidance at entry so that they understand the demands and implications of their choice including opportunities for progression.
3. Undertake initial assessment/diagnostic testing (appropriate to their programme) that is used to inform the allocation of support, target setting, teaching strategies and progress tracking. This will be recorded in an Individual Learning Plan.
4. Will be provided with a safe and secure learning environment and receive training to understand their responsibilities and that of others.
5. Receive as a minimum, a consistently good learning experience based on well-planned teaching and assessment, delivered by qualified, enthusiastic teachers and assessors.
6. Improve their skills through the embedding and promotion of English and maths, with the large majority passing relevant national qualifications, including community learning, as appropriate.
7. Will regularly have their work accurately assessed and appropriately annotated with comments, their progress checked and explained to them, and be routinely set and achieve meaningful targets for success.
8. (Apprentices) will meet with their assessor and employer at a minimum of every 6 weeks to review and record progress, set meaningful targets and review/develop apprentices' understanding and application of wider learning, for example: equal opportunities, diversity, life skills and health and safety.

9. Routinely receive high quality advice and guidance and towards the end of their programme be guided towards appropriate lateral progression or towards relevant further/higher education, training or meaningful employment.
10. Will benefit from continuous programme improvements, driven by robust self-assessment that embraces the 'learner voice', lesson monitoring designed to improve their learning experience, comprehensive destination monitoring, detailed quality improvement planning and ongoing, customised professional development for all staff.
11. Will routinely celebrate, explore and develop their understanding of equality of opportunity and diversity issues, throughout learning programmes.

## Section Four: moving forward – performance targets and action plan

Community Learning Targets	2017/18	2018/19	2019/20	2020/21
	Actual	Target	Target	Target
<b>Number of Enrolments</b>	<b>5,929</b>	<b>6,300</b>	<b>6,500</b>	<b>6,700</b>
• South Thames College	4,576	4,300	4,300	4,300
• Community Development (Small Providers)	963	1,000	1,100	1,200
• Internal Delivery	390	1,000	1,100	1,200
• Number of Participants (Unique Learners)	<b>3,229</b>	<b>3,400</b>	<b>3,500</b>	<b>3,600</b>
<b>Retention and Achievement Rates</b>				
• Overall Retention	94%	95%	95%	95%
• Overall Achievement	92%	93%	94%	94%
• Overall Attendance	85%	88%	89%	90%
<b>English, Maths &amp; ESOL</b>				
• Non-Accredited Learners	713	750	775	800
• Progressing to accredited	312	320	335	350
<b>Learner Profile</b>				
• Wandsworth residents	60%	70%	70%	70%
• Declared disabilities / learning difficulties	8%	8%	8%	8%
• Male	19%	22%	23%	24%
• Ethnic minorities	51%	56%	56%	56%
• 60+	31%	30%	27%	26%
• Aspiration areas*	17%	20%	22%	24%
<b>Apprenticeship Targets</b>	2017/18	2018/19	2019/20	2020/21
	Actual	Target	Target	Target
<b>Apprenticeships - Performance</b>				
• Apprenticeship Starts	102	150	160	180
• Achievement Rate	84%	85%	85%	85%
• Timely Success Rate	74%	75%	75%	75%
<b>Apprenticeships - Progression Data</b>				
• In work/education at 6 months	58%	65%	70%	70%
<b>Apprenticeships - Learner Profile</b>				
• Employed in Wandsworth	51%	65%	70%	70%
• LDD	13%	11%	11%	11%
• Male	22%	25%	25%	25%
• BME	58%	56%	56%	56%

Classroom (AEB) Targets	2017/18	2018/19	2019/20	2020/21
	Actual	Target	Target	Target
<b>Classroom - Performance</b>				
• Starts	388	420	440	460
• Achievement Rate	84%	85%	85%	85%
• Timely Success Rate	83%	85%	85%	85%
<b>Classroom - Learner Profile</b>				
• LDD	13%	11%	11%	11%
• Male	22%	25%	25%	25%
• BME	58%	56%	56%	56%
Quality Targets	2017/18	2018/19	2019/20	2020/21
	Actual	Target	Target	Target
<b>Observation of Teaching Learning and Assessment – Good or Better</b>				
• Community Learning		90%	90%	90%
• Apprenticeships		90%	90%	90%
• Classroom		90%	90%	90%

## Section Five: WANDSWORTH LIFELONG LEARNING THREE YEAR ACTION PLAN 2018-2021

AIMS	ACTIONS	Progress 2017/18
<p><b>To increase numbers on Community Learning and develop provision in line with Government strategy.</b> (Links to WBC corporate objectives 1-5)</p>	<p>1. Work creatively with main providers to develop provision in line with ESFA guidance.</p> <p>2. Conduct market research to ensure that the offer matches community needs &amp; aspirations.</p>	<p>The service has continued to develop provision in line with national priorities for adult learning; however, this restructuring of provision has resulted in a reduction in overall numbers in the academic year.</p> <p>The number of unique learner numbers (e.g. separately registered learners) has decreased by 8.5% from 3,529 in 2016/17 to 3,229 in 2017/18. This represents a total of 5,929 individual enrolments, meaning that many adults registered for more than one course. To put this in context, nationally there has been a 21% decrease in the number of adult learners since 2012/13.</p> <p>In 2017/18 there will continue to be a focus on re-shaping the curriculum and the service has set a target of 3,400 unique participants in 2018/19, representing a small increase of 5.3%.</p> <p>The service has an increased outreach activity that has informed the development of a new curriculum e.g. new work in Children's Centres, work with the Youth Council and specific needs analysis with targeted groups of adults. This process will continue 2018/19.</p>
<p><b>To continue to develop strategies to engage hard-to-reach learners and increase their participation in learning, particularly in community settings.</b> (Links to WBC corporate objectives 4 and 5)</p>	<p>Funding panels meet monthly to ensure the most relevant and coherent learning offer</p> <p>Work with potential partners and maximise links with community and economic regeneration.</p>	<p>Bi-monthly meetings take place with the Council's Economic Development Team and there is improved joint planning, particularly in relation to national activities focussing on Careers, Apprenticeships and Enterprise. There is particularly strong link in ensuring e-communications</p> <p>There is a highly effective funding panel consisting of</p>

AIMS	ACTIONS	Progress 2017/18
		representatives from the Lifelong Learning development Group which makes allocations from the Widening Participation Fund. In 2017/18 a total of 963 enrolments (524 unique adult learners) from 9 organisations were funded from this allocation.
<p><b>To improve and increase the capacity to deliver apprenticeships</b> (Links to WBC corporate objective 5)</p>	<p>Improve significantly quality of apprenticeship provision, increasing success and timely completion rates above national rates.</p> <p>Increase level of direct apprenticeship delivery and numbers of apprentices from Wandsworth.</p> <p>Respond to opportunities from introduction of apprenticeship levy/digital accounts for employers</p>	<p>In 2017/18 a total of 235 people (Occupancy) participated in the apprenticeship programme with an achievement rate of 84% (+12.2%) which is above the average overall national success rate of 69.7%. This performance is a marked improvement on performance in 2015/16 when the overall success rate was 72%.</p> <p>The strategic decision to deliver the majority of apprenticeships and reduce the over-reliance on sub-contracting has been implemented. This has resulted in improved achievement rates and quality assurance processes. 2 'run down' contracts with Banham Academy and Let Me Play are due to complete in 2018/19..</p> <p>Apprenticeship Levy - the service delivered 104 starts against a target of 150. Although this was not as positive as expected, this is a solid performance. Interest in apprenticeships, particularly through the levy, seems to have 'plateaued', making this a challenging area. In order to reverse this trend a significant marketing campaign is scheduled for November and December 2018.</p>
<p><b>To maximise the number of learners on accredited programmes</b> (Linked to Wandsworth Council corporate objective 5):</p> <p>5. Build a prosperous, vibrant and cohesive community</p>	<p>Review and develop Maths, English and ESOL provision.</p> <p>Deliver employability programmes</p>	<p>206 Learners progressed from a non-regulated Community Learning programme onto an accredited Classroom based provision. Qualifications included; Conflict Management, Customer Service, Personal Behaviour for Success, Team Leading Principles, ESOL Mixed Levels, ICT, Maths and English.</p>

AIMS	ACTIONS	Progress 2017/18
		<p>Access to effective English, Maths and ESOL provision remains a priority for the Government and the Lifelong Learning service. In 2016/17 there were 312 accredited learners and 713 unaccredited learners. All apprentices must achieve the required standards in English and Maths as part of their chosen framework/standard. 68 English and 79 Maths Certificates were issued to Apprentices, in addition to the figures above.</p>
<p><b>To continue to access European funds to deliver additional provision &amp; support the development of best practice</b> (Linked to Wandsworth Council corporate objective 5):</p> <p>5. Build a prosperous, vibrant and cohesive community</p>	<ol style="list-style-type: none"> <li>1. Develop fund-raising strategy to maximise available funding opportunities.</li> <li>2. Attend updates &amp; seminars to ensure that the service is fully appraised of new funding opportunities &amp; how new themes might gel with &amp; enhance current Lifelong learning work.</li> </ol>	<p>The service has continued to work as part of 2 ESF Careers Clusters (Pan Out and Wandsworth Ambitions). In total the service has secured in the region of £400,000 to deliver agreed objectives. On Pan Out this has included: Young Chef, Tooting Street Food Challenge, Work Experience and coordination of schools. On Wandsworth Ambitions there has been particular support on the development of careers strategies and supporting events such as Ready Steady Go.</p> <p>WCLL has had 3 successful Erasmus+ applications. In total, the projects have been awarded €680,078. €379,026 is for Wandsworth Council and €301,052 is divided across the remaining project partners: <b>ALLIES</b> – Vocational Education and Training Project offering 60 work based learning opportunities to young people aged 18+ in Spain and Italy; <b>Take Over Days for Young People In Europe (TO:DAY)</b> To create engagement tools co-designed with young people and youth workers to encourage young people to take part in 'Takeover Days'. 'Takeover Days' (based on the concept of the 'Takeover Challenge' in the UK) are events that enable young people to 'take over' for one day a service in a local authority or other large institution; and <b>Building Resilience and Enterprise for Women in a Digital World (BREW)</b> The project will develop training &amp; coaching resources in entrepreneurship and digital skills to enable</p>

AIMS	ACTIONS	Progress 2017/18
		<p>older women (50+) to develop higher skills and qualifications to enter or re-enter work.</p> <p>The funding has been approved until the end of the projects in 2020</p>
<p><b>To improve the quality and range of provision to maximise outcomes for learners</b> (Linked to Wandsworth Council corporate objective 5):</p> <p>5. Build a prosperous, vibrant and cohesive community</p>	<p>All learning provision to be graded 2 (Good) or better.</p> <p>To track all learners to monitor progression and to inform future planning.</p>	<p>1. The SAR for 2017/18 confirms that the service is still an overall Grade 2. There has been progress in the 3 improvement areas identified by Ofsted:</p> <p>2.</p> <p>(i) Improve the attendance of learners by: supporting providers to develop strategies to improve attendance, setting ambitious targets for the attendance of learners and monitoring the effectiveness of these arrangements: <b>Attendance policy implemented from 2017 which includes targets. RAG rating providers attendance rates on a monthly basis and discussing and agreeing actions to address areas of concern</b></p> <p>(ii) Increase the availability of accredited English and mathematic courses <b>Worked with two providers to increase the number of accredited courses within schools and children centre's across the borough. Significant take up of accredited English courses when comparing 2016/17 to 2017/18. Maths engagement still remains low.</b></p> <p>(iii) Increase tutor confidence in promoting British values and improving learners' understanding of radicalisation and extremism <b>A number of CPD events have been held</b></p>

AIMS	ACTIONS	Progress 2017/18
		<p><b><i>including training from the Borough. Prevent officer and standardization meetings which have included opportunities to share best practice. Online module purchased to update and improve understanding of radicalisation and extremism.</i></b></p> <p><b>Key changes since the last Self Assessment Report</b></p> <ul style="list-style-type: none"> <li>(i) Increased range and volume of short courses available through direct delivery</li> <li>(ii) Projects – INTEGR8, BREW, ALLIES (Work Experience abroad)</li> <li>(iii) Increased achievement and timely rates for Apprenticeships</li> <li>(iv) Increased number of delivery locations across the borough</li> <li>(v) Increased links with external partners that target the most disadvantaged /hard to reach learners</li> <li>(vi) Provider CPD, support and monitoring has improved quality assurance within providers</li> <li>(vii) Effective performance management of subcontract provision</li> <li>(viii) Standardised training for managers across subcontractors to improve consistency in observation of teaching, learning and assessment</li> <li>(ix) Increased learner voice activities</li> <li>(x) Increased working with “grass roots” organisations to inform and develop the curriculum</li> </ul>

AIMS	ACTIONS	Progress 2017/18
<p><b>To develop a range of employability programmes in community settings</b> (Linked to Wandsworth Council corporate objectives 2, 4 and 5).</p> <p>2. Improve opportunities for children and young people with an emphasis on early intervention and preventative work</p> <p>4. Promote health and wellbeing for all adults with personalised and preventative care and support for adults in need – including those in housing need</p> <p>5. Build a prosperous, vibrant and cohesive community</p>	<p>Consult with other agencies/attend trainings on possible qualifications.</p> <p>Deliver level 1 certificate in Health &amp; social Care in Battersea &amp; Roehampton.</p> <p>Set up level 1 certificate in retail/customer service in appropriate location.</p> <p>Deliver courses providing access to security and cleaning job opportunities.</p> <p>To ensure programmes are designed as viable 'feeders' into 9 Elms development employment opportunities</p>	<p>Capacity building has taken place to deliver level 1 programmes in Health and Social Care and Childcare with increased outcomes expected in the next academic year.</p> <p>Regular meetings are taking place with the Economic Development Office which are resulting in referral to course and apprenticeship vacancies.</p> <p>Level 1 Customer Service course taking place at Mushkil Aasaan in Tooting.</p>
<p><b>To further develop &amp; improve IAG within the Service</b> (Linked to Wandsworth Council corporate objectives 1,2,4 and 5):</p> <p>1. Deliver high quality, value for money services (cross-cutting objective)</p> <p>2. Improve opportunities for children and young people with an emphasis on early intervention and preventative work</p> <p>4. Promote health, independence and wellbeing for all adults with personalised and preventative care and</p>	<p>Ensure designated staff are upskilled (level 4 IAG diploma)</p> <p>Maintain a comprehensive progression map to use as a guidance tool.</p> <p>Ensure frontline staff are fully trained in giving progression advice and using progression map</p>	<p>2 staff qualified to level 4 with a further member of staff undertaking this course.</p> <p>There is a career plan for apprentices and further work is taking place with participants on classroom and Community Learning courses to standardise this approach across programmes.</p> <p>This is a high priority CPD area with further training taking place, particularly in relation to ensuring effective safeguarding, awareness of mental health, and welfare of learners.</p>

AIMS	ACTIONS	Progress 2017/18
<p>support for adults in need – including carers and those in housing need</p> <p>5. Build a prosperous, vibrant and cohesive community</p>	<p>Continue with Matrix development plan to keep strong focus on driving up quality of IAG.</p>	<p>The service has retained the Matrix standard and is implementing the development plan.</p> <p>Outreach IAG is effective, however, there are plans to further develop and structure this work in the new academic year.</p>
<p><b>To maintain and develop provision for older learners</b> (Linked to Wandsworth Council corporate objective 4):</p> <p>4. Promote health, independence and wellbeing for all adults with personalised and preventative care and support for adults in need – including carers and those in housing need</p>	<p>Commission health and wellbeing courses</p> <p>Actively seek out bidding opportunities that focus on older learners</p> <p>Develop accredited employability programmes for older learners to recognise growing number of 50+ unemployed in Wandsworth</p>	<p>The service continues to prioritise provision for older learners. As people are living and working for longer, there is a rapidly changing employment and well-being agenda. In the last year the percentage of learners aged 60+ increased by 9% to 31% of the overall number of learners participating in Community Learning. This represents 800 participants aged 60+.</p> <p>The BREW project will target women aged 50+, with the expectation that some participants will be significantly older than 50.</p> <p>Provision at Hestia and Randall Close Resource Centre particularly targets participants aged 60+, focussing specifically on well being activities such as: Dance, ICT, Art, Drama</p> <p>Marketing has focussed on encouraging applications across the lifelong learning range.</p> <p>Apprentices range in age from 16-67, with 6 60+ learners generally working in Health &amp; Social Care.</p> <p>Those on accredited Classroom courses range in age from 19 to 81. There are 32 50+ learners generally undertaking ESOL qualifications.</p>
<p><b>Wherever appropriate to compete for additional</b></p>	<p>To partner and link with sub-</p>	<p>The service continues to implement a funding strategy which</p>

AIMS	ACTIONS	Progress 2017/18
<p><b>funding to meet the needs of Wandsworth learners.</b> (Linked to Wandsworth Council corporate objectives 1-5):</p> <p>1.Deliver high quality, value for money services (cross-cutting objective)</p> <p>2.Improve opportunities for children and young people with an emphasis on early intervention and preventative work</p> <p>3.Making Wandsworth an attractive, safe, sustainable and healthy place</p> <p>4.Promote health, independence and wellbeing for all adults with personalised and preventative care and support for adults in need – including carers and those in housing need</p> <p>5.Build a prosperous, vibrant and coh cohesive community</p>	<p>regional funding opportunities.</p> <p>To identify and lead on appropriate bids on behalf of the Authority.</p>	<p>has focussed on the following:</p> <ul style="list-style-type: none"> <li>(i) Increasing revenue from the ESFA. In the last academic year the AEB budget increased from £1,493,762 to £1,598,733 (+£104,971).</li> <li>(ii) Increasing revenue through the apprenticeship levy. There were 104 starts in the last year.</li> <li>(iii) Maximising income from ESF programmes – currently involve in 5 live projects.</li> <li>(iv) Working in a number of local and sub-regional networks to establish partnerships</li> </ul>
<p><b>To develop and deliver a marketing strategy to recruit target groups of learners and meet contractual targets</b></p> <p>Links to Wandsworth Council corporate objectives 1-5:</p> <p>1.Deliver high quality, value for money services</p> <p>2.Improve opportunities for children and young people with an emphasis on early intervention and preventative work</p> <p>3.Make Wandsworth an attractive, safe, sustainable</p>	<p>Ensure that there are appropriate electronic and hard copy methods of engagement. Use social media effectively to maximise publicity and recruitment</p> <p>Deliver a range of events (awards evenings, information days, fun days) to communicate the range of services available</p>	<p>The service has developed a highly effective marketing plan that has produced new materials that can be marketed in hard copy and e-formats as well as improved social media presence with a new website and information on LinkedIn and Twitter. The service is entering a second phase of development to look at assessing analytics and impact, and to fine tune strategies to achieve required outcomes. For example, improved number of starts on apprenticeships.</p> <p>A high number of events have been delivered (Awards, Young Chef, TSFC, Info Days, Work Experience info sessions for Care Leavers) Fun Days).</p>

AIMS	ACTIONS	Progress 2017/18
<p>and healthy place</p> <p>4.Promote health and wellbeing for all adults with personalised and preventative care and support for adults in need – including those in housing need</p> <p>5.Build a prosperous, vibrant and cohesive community</p>		
<p><b>Carry out a comprehensive survey in order to capture progression and destination data for learners in each academic year.</b></p> <p>Links to Wandsworth Council corporate objectives 1-5:</p> <p>1.Deliver high quality, value for money services</p> <p>2.Improve opportunities for children and young people with an emphasis on early intervention and preventative work</p> <p>3.Make Wandsworth an attractive, safe, sustainable and healthy place</p> <p>4.Promote health and wellbeing for all adults with personalised and preventative care and support for adults in need – including those in housing need</p> <p>5.Build a prosperous, vibrant and cohesive community</p>	<p>Carry out a comprehensive survey of identified learners.</p> <p>Collate and share information with stakeholders and through formal reports to the Lifelong Learning Development Group, the Education and Standards Group and the Children’s Services Education Overview and Scrutiny Committee.</p>	<p>1. Of 483 learners surveyed on Community Learning courses in 2017/18:</p> <ul style="list-style-type: none"> <li>• 97% Overall Excellent or Good Responses</li> <li>• 98.76% of responses Excellent or Good for Our ability to deliver the course content in an interesting and enjoyable way</li> <li>• 97.1% of responses Excellent or Good for Our ability to embed British Values into the course</li> <li>• 98.14% of responses Excellent or Good for Our ability to provide a positive and professional service and listen to your concerns</li> <li>• 94.41% of responses Excellent or Good for Our ability to provide you with information for progression routes</li> <li>• 95.86% of responses Excellent or Good for Our ability to provide you with information regarding what to do if you have any concerns regarding your safety and the safety of others</li> <li>• 97.30% of responses Excellent or Good for Our ability to support you in enhancing your personal development</li> <li>• 97.31% of responses Excellent or Good for Our ability to treat you fairly and with respect</li> </ul>

## Wandsworth Lifelong Learning

### Three Year Development Plan

#### Revision history

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Contact details:	sfragola@wandsworth.gov.uk
Location on system:	Lifelong Learning G: drive

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