

## **Report to Community Wellbeing O&S Committee following the Ofsted Inspection 12<sup>th</sup> – 15<sup>th</sup> June 2018**

Waverley Training Services (WTS) has been operating for over thirty years. WTS runs its own Apprenticeship and Study Programme in Surrey and other areas. WTS contracts with the Education and Skills Funding Agency for Apprenticeships, Study Programme and Adult Education Budget, although the latter has not been utilised by WTS historically so has been subcontracted out to date.

WTS offers Apprenticeships in Business Administration, Customer Service, Management, Accountancy, Social Media Design and Supporting Teaching and Learning in Schools.

WTS' Study Programme offers employability, English and maths qualifications to Learners aged between 16 and 19.

WTS also subcontracts a large proportion of their Apprenticeships and Adult Education Budget contracts with four other subcontractors, who deliver other areas of Apprenticeships including Early Years Care, Sport, Beauty Therapy and Health and Social Care. SCL Education and Training also deliver the majority of our Study Programme contract.

WTS charges a management fee to the subcontractors, which varies from 10% to 25%.

Over the last two years, WTS has concentrated on building the foundations of the business and working towards gaining Grade 2 Good from Ofsted. Although growth has not been at the forefront of the concentration, WTS has been asked to double their Study Programme contract with SCL for the last two years and the implementation of the Apprenticeship Levy has shown some growth.

For the first time in two years, we are exceeding our capacity for Learners and have just been successful in bidding for 150 Apprenticeships at Kingston NHS Hospital Trust. This is for 18 month duration. We have also been asked to deliver English and maths qualifications at the same hospital for their Health Care Assistants. We will deliver this via the Adult Education Budget.

An Ofsted Inspection took place at Waverley Training Services (WTS) between 12<sup>th</sup> and 15<sup>th</sup> June 2018. WTS have had eight inspections since 1999 and all previous inspections resulted in Requires Improvement or Inadequate.

Ofsted wrote to all Providers back in December 2017 and said that inspections in 2018 would focus on Quality of Teaching, Learning and Assessment and the management of Subcontractors.

The official report which was publicised for the first time on 20th July, confirms the provisional grades given at the end of the inspection. The report can be found here; <https://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/ELS/55287>

<b>Area of inspection</b>	<b>Previous Grade (2016)</b>	<b>Grade (2018)</b>
<b>Study Programme</b>	Requires Improvement	Good
<b>Apprenticeships</b>	Good	Good
<b>Observation of Teaching, Learning and Assessment</b>	Requires Improvement	Good
<b>Personal Development, Behaviour and Wellbeing</b>	Good	Good
<b>Outcomes for Learners</b>	Requires Improvement	Good
<b>Leadership and Management</b>	Requires Improvement	Good

This is fantastic news given the history of WTS and that the Common Inspection Framework (to which Inspectors inspect) changes on a bi-annual basis.

The even better news is that in most areas of judgement, we are not far off being Outstanding. We now have a period of time (Probably 4-5 years) where we can strive to become an Outstanding Provider.

Ofsted are not allowed to tell a Provider what to do however, during the feedback they can make recommendations but this will not be detailed in the report.

What do we need to do to be outstanding?

Area	Things we need to improve
<b>Overall Effectiveness</b>	<ul style="list-style-type: none"> <li>• Presence amongst our competitors.</li> <li>• Celebrating success of our Learners.</li> <li>• No succession planning with an ageing workforce and associated risks.</li> <li>• What's App Group for each cohort of Learners on SP. This would assist in tracking and progression.</li> <li>• Move to better premises.</li> </ul>
<b>Effectiveness of Leadership and Management</b>	<ul style="list-style-type: none"> <li>• Governance is still not strong enough.</li> <li>• SLA's with Subcontractors do not allow the CM to place sanctions on non performance.</li> </ul>
<b>Quality of Teaching, Learning and Assessment</b>	<ul style="list-style-type: none"> <li>• OTLA's are overly descriptive and under evaluative.</li> <li>• Evidence of good teaching and learning had to be searched for.</li> <li>• Blanket recruitment on Level 3 programme (SCL)</li> <li>• There were SPAG errors in the OTLA reports.</li> <li>• What help can we give Learners</li> </ul>

	<p>who change their mind 6 months in or become injured? (SCL Sport especially)</p> <ul style="list-style-type: none"> <li>• Written feedback needs to improve.</li> <li>• Target setting is too process driven.</li> </ul>
<b>Personal Development, behaviour and welfare</b>	<ul style="list-style-type: none"> <li>• Pastoral Care needs to be across the board, not just at WTS.</li> <li>• Attendance at maths classes needs to improve. (SCL)</li> <li>• Radicalisation needs to be reinforced within Apprenticeships.</li> <li>• Progression within subcontractors needs to be collected in line with WTS.</li> </ul>
<b>Outcomes for Learners</b>	<ul style="list-style-type: none"> <li>• Data discrepancies</li> <li>• Figures are good but too early to see if they are substantial and sustainable.</li> <li>• GCSE results are still below national averages.</li> </ul>
<b>Apprenticeships</b>	<ul style="list-style-type: none"> <li>• Target setting needs to be more detailed and explanatory.</li> <li>• Written feedback needs to be stronger.</li> <li>• Learners need to be challenged.</li> </ul>
<b>Study Programme</b>	<ul style="list-style-type: none"> <li>• Enrichment activity could be improved, particularly on WTS direct delivery.</li> <li>• Attendance is at 84%</li> </ul>

To achieve Outstanding;

- Social media presence will promote WTS and its successes. This has now been identified by Ofsted, Matrix (Accreditation for Information, Advice and Guidance) as well as our External Auditors)
- Succession planning – DBS takes so long which means the outgoing member of staff gives one months notice yet incoming staff takes three months. Online version is much quicker – can we consider?
- Allow WTS Staff to have access to what's App on staff mobile phones.
- Move to MH is imminent.
- Councillors need to challenge the CM more and have a greater understanding of where WTS is at and what needs to be done.
- Governance need to be improved with WTS.
- The legal team need to be involved in dealing with the legalities of the Subcontracting process.
- A restructure of WTS to include a Quality/Teaching and Learning Manager as well as audit, administration and exams officer roles to strengthen and focus on quality and timeliness.
- Audit function needs to be enhanced to reduce error rates further.
- Standardise with a Grade 1 Provider. Implement changes across the board.
- Further training for those carrying out Observation, Teaching and Learning Assessment.(OTLA)
- Increase standardisation across WTS and its Subcontractors.
- Greater evidence is required to demonstrate that British Values, Prevent and Safeguarding are being carried out during reviews and that the Learner explicitly understands them.
- Sports Study Programme needs to monitor non attendance at lessons for GCSE and Programme Manager needs to include this is part of their Quality Review.
- The data that is collected needs to be reviewed and ensure as from August 1st 2018, all OFSTED required data is collected for WTS and its subcontractors.
- Continue work which has been started within the Subcontracting Agreement in relation to performance indicators.
- WBL Manager needs to ensure robust detailed feedback is given as part of Quality Audit.
- WBL feedback should include strategies to improve for example, Spelling and Grammar (SPAG) errors.
- More Apprenticeship work is now being put out to tender and we must ensure we have the full infrastructure to deliver any successful bids.
- Expand curriculum to include courses such as First Aid, Health and Safety for our Learners.