

Adult Community Learning

Service Improvement Plan 2012 – 2013

Changing Lives, Building Futures•Newid Bywydau, Creu Dyfodol

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Directorate of Education and Leisure•Cyfadran Addysg a Hamdden

The Directorate of Education & Leisure will work with key stakeholders to increase educational opportunity, raise standards of attainment and quality in service provision. The development of community learning will improve the quality of life and enhance the life chances of adults, children, young people and communities in which they live.

Our aim is to secure equality of access by promoting and supporting the development of inclusive education and giving a commitment to providing the best possible quality of education and services within available resources.

Support will be provided by:

- facilitating the development of learning communities;
- promoting lifelong learning through increased opportunities for young people and adults to participate in learning activities and engage in a healthy active lifestyle;
- sharing good practice;
- supporting and challenging schools and other educational settings to improve;
- promoting inclusion whenever possible to meet the needs of all;
- providing a quality learning environment.

Delivering the 'Shared Planning for Better Outcomes' agenda is both challenging and exciting. Although there is no single blueprint or model, it is clear that effective leadership at a Council and school level will be at the heart of this change.

The Council recognises the need to provide leadership, vision and a framework, which will enable all learners to have an opportunity to succeed.

Vision Statement

The Directorate of Education and Leisure seeks to:

develop a network of learning communities which will provide an inclusive range of quality accessible services and opportunities to help meet the needs of adults, children, young people, their families and the wider community – thus promoting a culture of lifelong learning and wellbeing.

To achieve this vision services will be guided by the aspiration that all children, young people and adults:

- have a flying start in life;
- have a comprehensive range of education and learning opportunities;
- enjoy the best possible health and are free from abuse, victimisation and exploitation;
- have access to play, leisure, sporting and cultural activities;
- are listened to, treated with respect and have their race and cultural identity recognised;

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- have a safe home and a community which supports physical and emotional wellbeing;
- are not disadvantaged.

Commitment to this vision will be demonstrated by:

- working in partnership;
- listening to and respecting children and young people;
- creating and supporting opportunities;
- providing a platform to celebrate and share good practice.

The Council is committed to improving the learning environment and to the development of 21st Century Schools. It is accepted that schools are not the only places where learning takes place and teachers are not the only people who can support learning. Therefore, a school can be viewed less as a building and more as a community of individuals sharing learning experiences and activities, recognising that school buildings are important assets for the community they serve.

Opening doors to learning beyond the classroom.

The development of Community Focused Schools will play a major part in helping the Council realise its vision set out in the community strategy to make the county borough a place where people:

- like to live;
- want to stay and make a home;
- can find opportunities for (paid / unpaid) work that is rewarding;
- can develop a range of interests, knowledge and activities;
- can lead a full, healthy life, access treatment, support and care when required.

Schools can and should play an important part in helping to build strong and active communities. It is recognised that the key to raising achievement does not solely lie in good teaching, that pupil's general health, emotional and physical development and sense of values are also important. Schools alone are not equipped to deal with all of these relevant and important issues and therefore, must work in purposeful partnership with their community and other key stakeholders to maximise their potential to enhance learning and community cohesion.

The Council will work towards developing the concept of a learning community and in so doing will have clear aims for all stakeholders.

There is a strong commitment to promote high achievement and an enthusiasm for learning so that adults, children and young people will:

- value themselves and others;
- aspire to high achievement and lifelong learning;
- have high self esteem and motivation;
- respect, understand and enjoy the diversity of their community;
- contribute to their community through action;
- have the skills to meet the needs of a rapidly changing world;
- make informed life choices.

End of Year Evaluation
2011-2012

Key objectives

- (A) **Key Priority 1: Increase the opportunities and capacity for all to learn through adopting a multi-agency approach to providing quality services focused on the needs of the school and its local community**
Objective: To ensure that we work with partners to provide a comprehensive ACL service across the region
- (B) **Key Priority 2: Work in partnership to promote strategies which support wellbeing and respect for others**
Objective: To ensure that ACL continues to offer a range of learning programmes to enhance the wellbeing of all individuals
- (C) **Key Priority 3: Provide information, guidance, challenge and support to ensure children, young people and adults secure better outcomes**
Objective: To ensure that ACL responds to the new ACL policy and provides a wide range of courses and activities to meet need in communities, using ESF funding to provide additionality for learners with regard to advice, guidance and support
- (D) **Key Priority 4: Develop robust systems to improve efficiency and service quality**
Objective 1: To ensure that quality is reviewed on a quarterly basis and improvement actions are implemented
- (E) **Key Priority 4 Develop robust systems to improve efficiency and service quality**
Objective 2: Development of a Ffynnon system for ACL for quality and performance management

What went well?

Priority 1:

The service has worked locally with partners to develop quality systems that are benchmarked across providers of ACL in Caerphilly. Information regarding courses for 2011/12 was collected and information on courses organised throughout Adult Learners week were placed on the Intranet.

A Ffynnon performance system for ACL across all providers, for benchmarking and target setting across the region has been developed. Caerphilly have been part of the pilot for this and part of the steering group for development

The service has worked closely with both the 4 partner UA's in the Gwent partnership and with other delivery organisations across the 5 counties in order to develop sustainable systems for ACL and ensure value for money through delivery models. There is now an established strategic and operational 5 County group that reports to the Welsh Government

Priority 2:

A wide range of learning activities to support the well-being of learners including 50+ and learners with learning difficulties has been delivered throughout 2011/12. Provision has been expanded to more lifestyle choice courses at learner request. These courses are non- accredited.

An action plan to link to the Learner Involvement Strategy both regionally and locally has been developed and is being used with staff and learners to improve the service

Priority 3:

Enrolment forms have been updated in order to collect relevant information on learners. Target enrolments 3,200

ESF projects have continued to work closely with Community Education and its partners in order to maximise the effect to residents of Caerphilly, meeting targets across the 6 County partnership

Priority 4:

The SAR and QDP have been used as part of the SIP to avoid duplication of recording

The service has continued to conduct class observations in order to check standards of teaching and learning. Target, 50 observations: 90% performing above the benchmark has been achieved. This will continue to be a priority and in the academic year 2011/12, SIP 2012/13 the benchmark will be raised.

What do we need to do to improve?

Priority 1

MIS system COMET has not been completely modified in order to integrate the changes from the enrolment forms and produce relevant reports to send to DfES. There were many changes needed in order to ensure that data being sent to DfES was accurate in order that it could effectively populate Ffynnon (ACL) but there are still issues with the system. Due to this the data populating the new ACL Ffynnon system is inaccurate. This will continue to be a priority for 2012/13.

Priority 2

The service needs to develop further the local planning systems and joint advertising initiatives for marketing of courses across providers.

Priority 3

Basic Skills in the workplace has been re-branded as Essential Skills in the Workplace (ESiW) and the model has been reviewed in order to attract more employers to participate in the scheme. This ESF project will begin working with the new apprentices within the council in April 2012 so this priority will roll over to 2012/13.

Next steps

Priority 2 - Objective 1

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Look to purchase a bespoke MIS system currently used by partners in Caerphilly.

Work with providers of new system to ensure links to the LLWR and ultimately ACL Ffynnon are robust and that data is accurate

Priority 3 - Objective 1

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Develop further links with the Caerphilly partnership members regarding advertising and promoting courses for learners

Priority 3 - Objective 4

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Develop an action plan of the delivery of ESiW to ensure inclusion of apprentices in the council.

Priorities 2012/13

1. Establish and implement robust QA processes between the LA and the IAS to ensure statutory requirements are met.
2. Embed the culture of Performance Management to drive continuous service improvement.
3. Improve levels of skills, health & wellbeing in schools and communities

DIRECTORATE OF EDUCATION, LIFELONG LEARNING & LEISURE
Adult Community Learning
Improvement Plan 2012/13

Key Priority 2: Embed the culture of performance management to drive continuous service improvement
Objective 1: Use the new ACL Ffynnon system to improve performance management

Officer Responsible
 ACL Senior Manager



Directorate Plan commitments

Reason for selection	The new ACL Ffynnon system is now installed within the service and will be used for self- assessment and for quality development. It will provide benchmarking and targets for retention and successful completion of courses within Adult Community Learning	National / Local / Strategic Theme Delivering Community learning for Wales ACL transformation agenda ACL 5 County Strategic Plan ACL 5 County Operational Plan
Predicted overall performance impact	This system model will form the vehicle for both returns to the Welsh Government (DfES) and Inspection information for Estyn. Performance will be continually monitored against measures set.	
Current position	The system is installed and the service has received benchmarked data for 2009/10. Awaiting 2010/11 data and benchmarks in order to write the 2010/11 SAR and 2011/12 QDP on the system. Measures are currently being agreed and training on this system will be rolled out.	

Improvement Actions	Success Criteria	Timescale	Progress to September 2012
Staff complete training on the system	Staff trained to use system to its full potential	May 2012	To date 3 staff have been trained. More staff training is planned for October and November 2012
Service SAR and QDP will be completed on the Ffynnon system	System is utilised to generate the SAR and QDP.	May 2012	Completed and permission given for the WG to view on the 31st May 2012
System will be used to generate a 5 county partnership SAR and QDP	5 County SAR and QDP generated through Ffynnon	March 2013	5 county partnership has been dissolved Welsh government have been informed. New partnerships arrangements have been proposed but as yet there

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			has been no response form the welsh Government
Data management group will use the information on the system to identify problem areas early and respond with appropriate interventions	Problems identified within a month and interventions put in place to improve retention and successful completion on courses	From September 2012	Retention Improvement implemented for courses from September 2012 through identification of failing courses through MIS records.
Purchase a fit for purpose MIS system	MIS system will feed the LLWR and accurate returns will feed Ffynnon	Sept 2012	EBS Tribal system purchased and installed and training currently taking place

Risk Assessment

	Risk	Rating	Mitigating Action	Progress
1	In order that the Ffynnon system works effectively the service MIS system needs to be fit for purpose as it generates the data that feeds Ffynnon. Currently COMET (MIS) is not fit for purpose	4x4 High	Consider the purchase of a bespoke MIS system through procurement. The purchase of a tried and tested system currently being used by partners that is fit for purpose would ensure that data received into Ffynnon was accurate.	Purchased and installed
2	The generation of a 5 county SAR and QDP on Ffynnon is very difficult with existing resources and with no clear direction from WG as to how this could be achieved	4x4 High	Write an individual service SAR and QDP. Work with partners to overcome the problems related to writing a joint SAR and QDP. Look at models across Wales who are writing partnership SAR's and QDP's on the system once the roll out gets underway in April 2012. Ask all providers to allocate funding to a post to deliver this work for the partnership	Individual SAR and QDP written. Discussions regarding the future partnership model are ongoing. No partnership SAR written as yet

Key
Red – High
Orange – Medium
Green – Low

Improvement Plan 2012/13

Key Priority 3

Improve levels of skills, health and well being in schools and communities

**Objective 1 - Plan and deliver a wide range of courses across the
Caerphilly partnership to meet the needs of Caerphilly residents**

Officer Responsible
ACL Senior Manager

Reason for selection	Well being is a feature of the new ACL strategy and a key directorate priority	National / Local / Strategic Theme Well being strategy Delivering Community learning for Wales Strategy for older people Estyn report on older learners
,Predicted overall performance impact	Learners will continue to report on the support given for their wellbeing and courses will continue to be planned in line with the wellbeing agenda	
Current position	This is included in the current learner satisfaction questionnaire used across all programmes of learning. The service is responding to the learner voice by supplying more non- accredited courses across the borough. Advertising of courses is provider and not partnership led.	

Improvement Actions	Success Criteria	Timescale	Progress to September 2012
Continue to plan and deliver a wide range of learning activities in partnership to support the well being of learners including 50+ and learners with learning difficulties	Wide range of programmes delivered. Programmes planned in partnership and advertised jointly Learners continue to feedback positively re their well being Well being is reflected through the developments and positive outcomes of the Learner Involvement Action Plan (LIAP)	Ongoing to March 2013	Programme developed Website complete and brochure produced. Learner feedback continues to be positive Learner Involvement Action Plan review November 2012.

Improvement Plan 2012/13

Key Priority 3

Improve levels of skills, health and well being in schools and communities

Objective 2 – develop fit for purpose learning environments for ACL

Officer responsible
ACL Senior Manager

Reason for selection	The physical environment is important to the care of the learners within the service and equal opportunity is a key factor in this. Oxford House is currently used to deliver a wide range of learning courses in Risca. However it is not DDA compliant and many of the learners are older. The age of the building means that it is expensive to maintain in good order. Risca Library has been identified as a possible alternative site. This is in line with Asset Management rationalisation	National / Local / Strategic Theme Well being strategy Delivering Community learning for Wales Strategy for older people Estyn report on older learners
Predicted overall performance impact	The new refurbished building would be DDA compliant. It would have better parking facilities and would provide an enhanced learning facility for residents in Risca and surrounding areas	
Current position	Potential part funding for the refurbishment of the old library has been identified by the Principal Officer. Initial plans have been drawn up	

Improvement Actions	Success Criteria	Timescale	Progress July 2012
Refurbishment of old library in Risca and transfer of ACL provision from Oxford House on completion	Completion of the new building and smooth integration of courses into the new building	March 2013	Currently no decision made regarding this possible move.

**Improvement Plan 2012/13
Risk Assessment**

	Risk	Rating	Mitigating Action	Progress
1	<p>We continue to be part of franchise arrangements with Coleg Gwent and Ystrad Mynach College. Each year the service does not get the allocation of funding until June/July for the following academic year. In the past funding allocations have been reduced.</p> <p>If the service's allocation is reduced this impacts on the amount and nature of courses it is able to offer.</p>	<p>3x3 Medium</p>	<p>Other sources of funding are sourced Numbers of learners in classes could increase</p>	<p>Continued funding has been agreed and franchise agreements received.</p> <p>No reduction. Increase in the Welsh for adults allocation to deliver courses in the North Rhymney Valley</p>
2	<p>Monies identified for the refurbishment of the old library is not sufficient to provide a fit for purpose ACL centre on the old Risca library site</p>	<p>4 x 3 High</p>	<p>Continue to deliver ACL from Oxford House to serve the Risca area</p>	<p>There has been no further development on this</p>

Key

Red – High

Orange – Medium

Green – Low

Improvement Plan 2012/13

Key Priority 3

Improve levels of skills, health and well being in schools and communities

Objective 3 – Develop a range of provision within Adult Basic Education to meet the skills strategy

Officer responsible
ACL Senior Manager



Directorate Plan Commitments

Reason for selection	Targets for the delivery of Basic Skills courses are increasing. The service is now involved with a Families first project (Integrated family Learning) where the focus is skills development. This is in addition to the WG grant for Family Programmes (FP) and Learning and Play (LAP) and Number and Play (NAP)	National / Local / Strategic Theme Skills that work for Wales Delivering Community learning for Wales Caerphilly Skills Strategy
Predicted overall performance impact	The increase in provision in this area has grown significantly over the past 2 years and continues to grow. In order to ensure quality and excellent performance there needs to be a change in the structure of this aspect of the service and more staff need to be employed to undertake the additional face to face work and coordination of programmes.	
Current position	Delivering all aspects of Basic Skills learning with a small core team set up when the amount of delivery and intervention was considerable less	

Improvement Actions	Success Criteria	Timescale	Progress for September 2012
Revise the structure of the Adult Basic Education service	New structure approved	April 2012	Revised and new development officer recruited.
Recruit posts appropriate to new structure from the grant allocation in order to run the service efficiently and to reach more potential learners in the community	New staff appointed from the grant New learners identified and supported Project aims and targets are met	April 2012 April 2012 ongoing April 2012 ongoing	All posts recruited and teams working toward targets for Families First project and Welsh Government grant

Risk Assessment

	Risk	Rating	Mitigating Action	Progress
1	Hard to reach potential learners do not engage in the service	2X3 Low	Work with partners within the project team and within the TAF model to identify referrals Work with advisors in schools to identify those with significant need	Expanding Family Learning engaging more people to progress on to other courses. New development worker started to engage hard to reach learners. Awaiting further information from the LEI as to how information sharing can take place with Education Achievement Service

Improvement Plan 2012/13

Key Priority 3

Improve levels of skills, health and well being in schools and communities

Objective 4 – Utilise the ESF projects effectively within ACL to ensure additionality For provision and meet ESF targets

Officer responsible
ACL Senior Manager

Directorate Plan Commitments

Reason for selection	Current ESF projects are delivering within the service area improving skills for residents both in work and those currently economically inactive. These projects have been successful over the past 2 years in supporting learners with their skill development. (See Ffynnon)	National / Local / Strategic Theme Skills that work for Wales Delivering Community learning for Wales Caerphilly Skills Strategy
Predicted overall performance impact	These projects will continue to provide added value to the ACL curriculum and support learners within work or back into work	
Current position	Genesis, (Gen) Bridges into Work (BiW0 and Working Skills for Adults (WsfA) are to date reaching targets but have challenging targets to meet in the future. Essential Skills in the Workplace (ESiW) has just been re-branded by the Welsh Government and the specification broadened to make it easier for enable employers to engage.	

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Improvement Actions	Success Criteria	Timescale	Progress for September 2012
Increase the number of 'Working skills for Adults' Learners supported into further learning to meet target of 365	Numbers increased and future targets met	March 2013	22 participants have progressed into further learning. With the new academic year approaching, team are focussing on tracking all project leaver outcomes as participants move onto new courses and learning.
Reach the target of 208 'Bridges into Work' learners supported into employment by the end of the project in August 2012	Future targets met	August 2012	161 participants supported into work. Learning advisors contacting all participants to track outcomes of project leavers. Continuing to deliver job search, CV and interview technique workshops.
Re-profile of the 'Essential Skills in the Workplace' project	Profile is agreed across the partnership and targets are met. Links to the apprentice scheme are cemented	April 2012	Discussions have taken place with 4 organisations, all of which have shown a strong indication to participating in ESIW. This is the number of companies profiled for entire project. Focus is on getting 2 care companies Action Plans signed and activity started by October 2012. CCBC advert placed on intranet, initial discussions with Braces Bakery have been positive. PE
Increase the number of lone parents supported by the project to fit the new eligibility criteria and meet the target of 748.	Future target met	March 2013	New eligibility criteria focussed on lone parents. Business plan submitted September 2011, still awaiting sign off from WEFO. STEPS programme introduced,

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			initial workshops showing good success levels. Currently 443 participants are lone parents.
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Improvement Plan 2012/13 Risk Assessment

	Risk	Rating	Mitigating Action	Progress
1	<p>Bridges into Work is due to complete in August 2012 with no confirmed extension. The potential loss of this project will impact both on the delivery model of ACL and on current and potential learners within the project.</p> <p>BiW currently provide additional support for learners on the programme. It also provides the funding for the accreditation and qualifications associated with the learners. Currently BiW and WSfA learners are integrated in the same classes (neither are charged for their learning)</p>	4X4 High	<ul style="list-style-type: none"> • Work with the 6 county steering group to investigate other possible options for the delivery of this project and write a business plan for submission to WEFO • Consider integrating BiW into the Genesis project to ensure continued support for learners • Look at alternative fee structures for WSfA learners 	<p>BiW is continuing to December 2013. Official confirmation from Welsh Government is expected at the end of Oct 2012</p>

Key
Red – High
Orange – Medium
Green – Low

Caerphilly County Borough - Annual Equalities Monitoring Form

What contribution does your service make to:	Key evidence - what has your service area achieved in the last year?	What additional contribution could your service make?	Actions for next 12 months (Transfer to main Service Improvement Plan)
General Equalities Information - <i>What has your service area achieved in Equalities terms, in relation to the following?</i>			
<ul style="list-style-type: none"> • Policy Development (i.e. in terms of Links to Strategy in council reports; have policies been sent for consultation with relevant individuals or groups?) 	<ul style="list-style-type: none"> • Community Education and Libraries seek to include the views of representative service user groups in the development of strategies and appropriate plans. • The views of young people and older residents were included in the review of Library provision to Aberbargoed. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • A Library Older Persons Plan is being prepared to support wider use by residents 50+. The Council's 50+ Positive Action Partnership will be consulted as part of this process.
<ul style="list-style-type: none"> • Staff / Member Awareness and Training (i.e. have staff been offered places on the Equalities courses on the Learning and Development Intranet site? any other Equalities related training?) 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

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	<ul style="list-style-type: none"> • Equality Impact Assessments (i.e. have service-specific policies, procedures and functions been impact assessed in line with the corporate list?) 	<ul style="list-style-type: none"> • The review of Public Library provision in Aberbargoed included an Equality Impact Assessment. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Equality Impact assessment processes will be incorporated into Community Education and Libraries policy development, report preparation work, and strategy formulation.
	<ul style="list-style-type: none"> • Recruitment and Selection (i.e. what use have you made of the quarterly HR Equalities statistics?) 	<ul style="list-style-type: none"> • Community Education and Libraries work to the Council's Corporate HR strategies and process in all matters of recruitment and selection which include Equality considerations. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

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	<ul style="list-style-type: none"> • Monitoring / Complaints / Feedback (i.e. are your systems able to record such information by Equality category and what actions have resulted?) 	<ul style="list-style-type: none"> • The Council's Adult and Child Public Library User Surveys (PLUS) include specific questions relating to a range of equality factors. • County Borough Library Service comments forms are produced in large print and are bilingual. All responses received in Welsh are replied to in the same language. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
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Specific Equalities Information - *What changes have been made to your service to meet the needs of the following?*

	<ul style="list-style-type: none"> • People with different forms of disabilities (Disability Issues) 	<ul style="list-style-type: none"> • Delivery of a wide range of learning activities in partnership with other ACL providers and organisations that support residents with learning needs. • All static Libraries now offer improved disabled access including automatic entrance doors and ramped access where required. • Disabled parking bays have been introduced at Bedwas Library during 2011-12. • New Bargoed and Risca Palace facility, completed in 2011-12, are DDA compliant. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ongoing programmes of learning delivery. • Abercarn, Newbridge Memo, and planned new Library in Caerphilly will all be DDA compliant. • New Blackwood Youth Centre being constructed on the local Comprehensive School site will be fully DDA compliant.
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	<ul style="list-style-type: none"> • Different Ethnic Groups (Race Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support the needs of their users regardless of race or ethnicity. • Where requested Library book materials in a number of different languages can be provided to support residents from different ethnic/racial backgrounds. 	<ul style="list-style-type: none"> • Collections are available upon request at any of the County Borough's Library sites. 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • Men, Women and Transgendered people (Gender Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support the needs of their users regardless of gender. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

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	<ul style="list-style-type: none"> • Welsh speakers, BSL users and speakers of other languages (Language Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support the needs of Welsh speakers and strive to other facilities that are accessible to residents with hearing impairments. • The County Borough Library Service fully supports the Welsh language in all of its static service points and 'Housebound' provision. The County Borough Library Service currently meets the Welsh Government Public Library Standard that relates to materials in Welsh and spend on these resources. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Adult Community learning will, continue to offer courses through the medium of welsh where need is identified
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	<ul style="list-style-type: none"> • Young People 0-25 or People aged 50+ (Age Issues) 	<ul style="list-style-type: none"> • Community Education and Libraries support residents of all ages to access its facilities, resources, and services including young people and those 50+. • The Adult Education service collects data regarding the percentage of learners and enrolments of both younger 16-25 and older 50+ age groups. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ongoing delivery of Adult learning programmes. Wellbeing reflected through developments and positive outcomes of the Learner Involvement Action Plan. • The Library Service is preparing an Older Person's Strategy during 2012-13. The aim is to improve the Library Services core usage with older residents (50+). • Increased promotion to and training of young people in the participation toolkit. • Target to increase by 10% the number of young people achieving accredited qualifications and outcomes. • Youth Service and Pre-Vent project will work to decrease the numbers of young people 'Not in Education, Employment and Training'. • Bridges into Work and Working Skills for Adults projects will continue to work to meet targets in the 16-25 and post 50 age ranges
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	<ul style="list-style-type: none"> Members of the LGB community (Sexual Orientation issues) 	<ul style="list-style-type: none"> Community Education and Libraries support the needs of their users regardless of sexual orientation. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
	<ul style="list-style-type: none"> People and groups from different or no Faith backgrounds (Religion and Belief Issues) 	<ul style="list-style-type: none"> Community Education and Libraries support the needs of their users regardless their religion or belief system. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Ffynnon Scorecard: Adult Community Learning

Title	Actual 10/11	Actual 11/12	Target 12/13	Actual To date	Owner	Comments
% Customer Satisfaction	98%	98%	98%		LT	Customer satisfaction for 12/13 academic year will not be available until August 2013
% Sickness Absence – quarterly	5.33	2.80	4.00		LT	
Average number of days lost to staff sickness per FTE quarterly	3.36	1.79	2.6		LT	
Number of Adult enrolments	4006	4756	4800	859	LT	Information of current enrolments for academic year Sept 2012-December 2012 will be available in late December 2012 as currently we have installed a new MIS system and this is not yet operational.
Number of adults participating in Genesis 2 project	648	914	1020	1156	LT	
Number of adults participating in Basic Skills in the workplace			22	4	LT	Activity due to start October 2012.
Number of adults participating in Bridges into Work project	560	1760	2281	2876	LT	
Number of adults participating in Working Skills for Adults project		554	1765	1436	LT	
Quality Assessment Grades	95%	89%	90%		LT	Class observation takes place in November 2012 and March 2013 information will be available from December 2012
Quality Assessment Visits	49	54	50		LT	As above
The number of adults entering employment from Bridges into Work		108	208	161	LT	

