

Report of Head of Projects and Programmes

Report to Chief Officer Employment and Skills

Date: 22 February 2019

Subject: Appointment of provider to undertake telephone destination surveys

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Contracts 2018-23, rule 10.4 (3)		
Appendix number: CONFIDENTIAL Appendix 1 REPORT DN391369 Cat 5 Learner Surveys		

Summary of main issues

- 1.1 The Best Council Plan 2018/19, sets out the Council's ambition for Leeds to have a strong economy and to be a compassionate city, tackling poverty and inequalities. Supporting residents into work, including apprenticeships, is an important contributor to this ambition. In 2017/18 the Employment and Skills service helped 6,204 people into work and 384 people into apprenticeships.
- 1.2 In the same year, 7121 local residents were supported to acquire new skills through the Council's Adult Learning Programme. Funded by the Education Skills Funding Agency (ESFA) under the Adult Education Budget, this provision offers a broad and balanced programme of adult learning in Leeds. Managed by the Employment and Skills Service on behalf of the Council, the majority of activities are delivered by external providers including third sector organisations.
- 1.3 Adult Learning is regulated by Ofsted according to the Common Inspection Framework (CIF) and rated as a 'Good' provider at the last inspection. In

response to CIF best practice guidance and the ESFA funding rules, the Council monitors the *intended* destination of learners.

- 1.4 The service continuously seeks to improve the offer to learners. Whilst it is appropriate to gather information on intended destinations, a follow up sample of *actual* learner destinations would considerably enhance the Council's ability to judge the long term effectiveness of its activities to inform future delivery. The cost of this type of survey could be fully met through the Council's externally funded Adult Education Budgets.
- 1.5 Following a competitive mini-competition on the Employment and Skills Dynamic Purchasing System under Category 5 Professional Services, This report seeks authorisation to contract J2 Research Limited to undertake future destination surveys of adult learners each year.
- 1.6 Subject to approval and signing of a £0 value five year contract, a delivery call-off order will be raised for J2 Research Limited to undertake an initial survey in March 2019 with the survey results report available in May 2019. In their mini-competition response J2 Research Limited affirmed they have the resources and capacity to undertake the initial survey in the required timeframe.

Recommendations

The Chief Officer Employment and Skills is asked to approve:

- The award of a five year contract for £0 value to appoint J2Research Ltd to undertake destination surveys of learners as set out in the Confidential Appendix 1.
- Authorise call-off orders up to the maximum annual value described in Confidential Appendix 1 for J2Research Ltd to carry out this work. The costs to be fully met from the Council's externally funded Adult Education Budgets.

1 Purpose of this report

- 1.1 The report seeks authority to award a five year £0 value contract to a J2Research Limited commencing 01 March 2019 and running through to 31 December 2024, to undertake annual sample surveys of the destinations of learners on the Council's Adult Learning and Apprenticeships Programmes.

2 Background Information

- 2.1 Funded by the Education and Skills Funding Agency (ESFA) under the Adult Education Budget, the Council delivers a broad and balanced programme of adult learning in Leeds. Managed by the Employment and Skills Service on behalf of the Council, the majority of activities are delivered by external providers including third sector organisations.
- 1.7 Adult Learning and Apprenticeships training are regulated by Ofsted according to the Common Inspection Framework (CIF) and the Council was rated as a 'Good' provider at the last inspection in February 2017. In response to CIF best practice guidance and the ESFA funding rules, the Council monitors the *intended* destination of learners. In response to CIF best practice guidance and the ESFA funding rules, the Council records and reports the *intended* destination of learners as part of the annual Self-Assessment Review (SAR).
- 2.3 The service continuously seeks to improve the offer to learners. Whilst it is appropriate to gather information on intended destinations, a follow up sample of *actual* learner destinations has considerably enhanced the Council's ability to judge the long term effectiveness of its activities and is likely to be viewed positively in a future Ofsted inspection.
- 2.4 The cost of this type of survey would be fully met through the Council's externally funded Adult Education Budgets.

3 Main Issues

- 3.1 Surveying a relatively large cohort of learners is a time consuming and specialist activity. The Council does not currently have the internal resources or expertise to undertake this work effectively.
- 3.2 Subject to approval, destination surveys will be conducted by telephoning learners who completed their courses each academic year. Whilst there may be some differences in the questions asked each year, surveys will generally entail the following key elements:
- Contacting a 10% sample of the previous academic year learners
 - Identifying *actual* destination of those learners and comparing this with their previously recorded *intended* destinations
 - Identifying benefits to their employment, health and wellbeing and also the social impacts as a result of their learning
 - Provider engagement to address any identified unmet learning needs in relation to progression

- Provide an ambitious, yet realistic and sustainable, action plan to support planning and delivery of future provision, in line with Council priorities.
- 3.3 The timing of the destination survey is also a consideration. Best practice suggests a follow up sample of learner actual destinations should take place no later than 6 – 12 months after the learners courses have completed.
- 3.4 The anonymised results from the survey will be presented to the Employment and Skills Senior Leadership Team (SLT), the Council’s Adult Learning Trust Board (ALTB) and the Making Leeds the Best City to Grow Old In Project Board, which includes NHS, public health, voluntary sector and other City stakeholders. In addition, anonymised findings will be shared with city region local authorities and other learning providers in the LEAFEA region, as part of a wider piece of work that the Council is involved in focused on the development of a more collaborative partnership approach across the region, to the benchmarking, planning and delivery of adult learning.
- 3.5 A previous survey provided valuable insight into the positive changes to people’s lives after they had completed their Adult Learning courses. The survey identified that a higher percentage of learners (25.3%) had actually progressed into work than their previously indicated intentions at the end of their course (7%). It also showed that those seeking work (69.8%) felt that their course had taken them closer to being able to work. The survey also highlighted that 47.1% of learners surveyed indicated their health and wellbeing had improved over the duration of the course.

4. Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 The Executive Member for Learning, Skills and Employment has been consulted on the proposals.
- 4.1.2 The views of local skills providers and the Council’s Adult Learning Trust Board on the benefits of having a more informed understanding of current and planned adult learner destinations were used to inform these proposals, and will be integral to the completion of the survey.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 An equality screening was carried out on 20 February 2019. The screening identified that some of the more vulnerable learners, such as those with learning difficulties or disabilities (LLDD) might not be in a position to respond to a telephone survey. Alternative survey methods will be used to accommodate vulnerable cohorts of learners to ensure their outcomes are included in the results.

4.3 Council policies and best council plan

- 4.3.1 The information outlined in this report will contribute to the achievement of the Best Council Plan 2018/19 priorities, namely to support inclusive growth and

access to economic opportunities, supporting communities and raising aspirations, by providing skills programmes and employment support.

4.3.2 The Council's Adult Education Budget Programmes also help to deliver outcomes that support the integration of skills support and health interventions including people with mild to moderate mental ill-health.

4.4 Resources and value for money

4.4.1 The expenditure proposed can be met in full from the externally funded Adult Education Budgets (AEB), allocated to the Council by the Education Skills Funding Agency, each year, to support the delivery of Ofsted regulated adult learning and apprenticeships activities in Leeds.

4.5 Legal Implications, Access to Information and Call In

4.5.1 Following a competitive mini competition one provider was selected from the Council's Employment and Skills DPS and will be awarded five year £0 value contract, commencing 01 March 2019 and running through to the closure of the fifth academic year on 31 December 2024 in accordance with the Council's Contract Procedure Rules.

4.5.2 The Council Procurement Manager advises this decision to award contracts is an officer delegated Significant Operational Decision subsequent to the previous Key Delegated Decision in December 2017 to establish the DPS, and is not subject to call in.

4.6 Risk Management

4.6.1 The Employment and Skills Service has robust contract management and quality assurance procedures in place. The performance of the provider will be overseen by Employment and Skills Programme Managers and monitored by the Head of Projects and Programmes.

4.6.2 J2 Research Limited is registered at Companies House and the audited accounts were requested for the original contract award in January 2017. The company will also be required to report on expenditure and outcomes to an agreed timetable in each call-off order.

4.6.3 There is no financial implication to the Council if this specific activity is not achieved. However, there are quality standards and best practice implications if the decision is not supported, which could impact on the outcome of a future inspection (the Council's Adult Education Programmes are currently in scope for a short notice Ofsted inspection).

4.6.4 A Data Protection Impact Assessment was carried out on 21 February 2019 and identified that GDPR data protection considerations can be managed in contract with the Council as Data Controller and J2 Research Limited as the Data Processor, combined with the secure communication of learner's contact details between the two parties using the Council's secure data transfer system.

4.6.4 All candidates in each survey sample will only be chosen from those learners that indicated their consent to be contacted on their course enrolment forms. The consent preferences are recorded in the Councils Management Information System for each learner.

5. Conclusions

5.1 The Council's Adult Learning and Apprenticeships Programmes are funded by the Education Skills Funding Agency (ESFA) under the Adult Education Budget. The provision is regulated by Ofsted according to the Common Inspection Framework (CIF). It is a best practice requirement of CIF and also part of the ESFA funding rules, that the Council collects the *intended* destination of each learner at the end of their course.

5.2 It is best practice to undertake a follow up sample of *actual* learner destinations (6-12months) after completion of their courses to enable the Council to more effectively judge the long term effectiveness of its work, and help shape future learning provision in Leeds.

5.3 A previous survey provided valuable insight into the positive changes to people's lives after they had completed their Adult Learning courses. The survey identified that a higher percentage of learners (25.3%) had actually progressed into work than their previously indicated intentions at the end of their course (7%). Also those seeking work (69.8%) felt that their course had taken them closer to being able to work. Another indicator of positive change over the elapsed time since their course ended was that 47.1% of learners surveyed indicated their health and wellbeing had improved.

5.4 Following a competitive mini-competition on the Employment and Skills Dynamic Purchasing System under Category 5 Processional Services, this report seeks approval to award a £0 value five year contract to J2 Research Limited.

5.5 Subsequent Call-Off orders up to the maximum annual value described in Confidential Appendix 1 may be raised for J2 Research Limited to undertake future destination surveys of learners who have completed their courses.

6. Recommendations

6.1 The Chief Officer Employment and Skills is asked to approve:

- The award of a five year contract for £0 value to appoint J2Research Ltd to undertake destination surveys of learners as set out in the Confidential Appendix 1.
- Authorise call-off orders up to the maximum annual value described in Confidential Appendix 1 for J2Research Ltd to carry out this work. The costs to be fully met from the Council's externally funded Adult Education Budgets..

6.2 To note the Head of Projects and Programmes in the Employment and Skills Service will be responsible for the implementation of the decision.

7. Background documents

None