



Tees Valley Works Development Plan 2006 – 2007

June 2007 Update



EUROPEAN UNION
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Leading learning and skills



Tees Valley Works Development Plan June 2007 Update

TVW Mission is:

Tees Valley Works will offer a unique, quality learning experience which will assist all learners to identify their aspirational goals and develop the necessary skills and knowledge in which to successfully progress into sustained employment or further education/other training opportunities.

TVW is committed to the following core values:

- We believe in equality of access, respect for diversity and elimination of discrimination;
- We recognise the diversity of our communities and will respect each person irrespective of their personal, social or cultural circumstances;
- We are committed to integrated service delivery and partnership working to benefit service users;
- We will ensure personal information and data is managed in accordance to legislation;
- We will ensure that information about its services is communicated in the widest variety of formats;
- We will work with service users to explore their emerging needs and develop individual action plans;
- We will use monitoring and evaluation to ensure continuous service improvement.

Background

Tees Valley Works is a consortium of five Local Authorities who developed training and employment projects and secured funding from the Learning and Skills Council (LSC). Tees Valley Works has been operational since February 2006 with Hartlepool Borough Council being the accountable body for the three contracts currently held. The project is delivered by a network of subcontractors, the majority being from the Voluntary and Community Sector.

The three projects currently being delivered by Tees Valley Works are:

Tees Valley Works in the Community

This project is aimed at unemployed people aged 16 to 65 across Tees Valley. Information and Guidance is provided with assistance to complete an accredited qualification training course and support in moving the beneficiary into employment, further education or other training. The project is delivered by the following subcontractors:

- Abu Bakr (Referral Agent)
- Breckon Hill Community Group (Referral Agent)
- Darlington YMCA
- The Five Lamps Organisation
- The Hope Foundation
- Manor Residents Association
- Positive People Development
- Routes to Employment (Redcar and Cleveland Borough Council)

Below are the overall targets and performance for the Tees Valley Works in the Community Project as of 1 June 2007:

STARTS/OUTPUTS/OUTCOMES	OVERALL PROFILE	ACTUAL
Beneficiary Starting the Project	485	455
Beneficiaries achieving a nationally recognised qualification	155	290
Beneficiaries achieving part of a nationally recognised qualification	68	20
Beneficiaries progressing into further education/training on leaving the project	189	111
Beneficiaries progressing into paid employment or self employment upon leaving the project	116	128
Beneficiaries working towards a nationally recognised qualification	314	455
Beneficiaries completing the course	343	344
Beneficiaries achieving a positive outcome	343	344

Tees Valley Works for Women

This project is aimed at employed and unemployed women aged 16 to 65 across Tees Valley. The project provides Information and Guidance during school hours and assistance to complete an accredited qualification training course. Support in moving the learner into employment, further education or other training and training which allows women to use the service on a drop in basis and ensuring

flexibility of training is also provided. Currently this project is being delivered by the following subcontractors:

- Darlington YMCA
- The Five Lamps Organisation
- The Hope Foundation
- Manor Residents Association
- Positive People Development
- Routes to Employment (Redcar and Cleveland Borough Council)
- Women's Support Network (Referral Agent)
- Accent Community Group

Below are the overall targets and performance for the Tees Valley Works for Women as of 1 June 2007:

STARTS/OUTPUTS/OUTCOMES	OVERALL PROFILE	ACTUAL
Unemployed Beneficiary starting the Project	180	174
Employed Beneficiary starting the Project	70	38
Beneficiaries achieving a nationally recognised qualification	162	89
Beneficiaries achieving part of a nationally recognised qualification	40	6
Beneficiaries progressing into further education/training on leaving the project	123	50
Beneficiaries progressing into paid employment or self employment upon leaving the project	65	33
Beneficiaries progressing into paid employment in a non-traditional sector on leaving the project	18	6
Beneficiaries trained as trainers	3	1
Beneficiaries receiving self employment support	20	8
Beneficiaries working towards a nationally recognised qualification	205	212
Beneficiaries completing the course	174	102
Beneficiaries still in employment on leaving the project	62	1
Beneficiaries achieving a positive outcome	213	102

Tees Valley Make it Happen

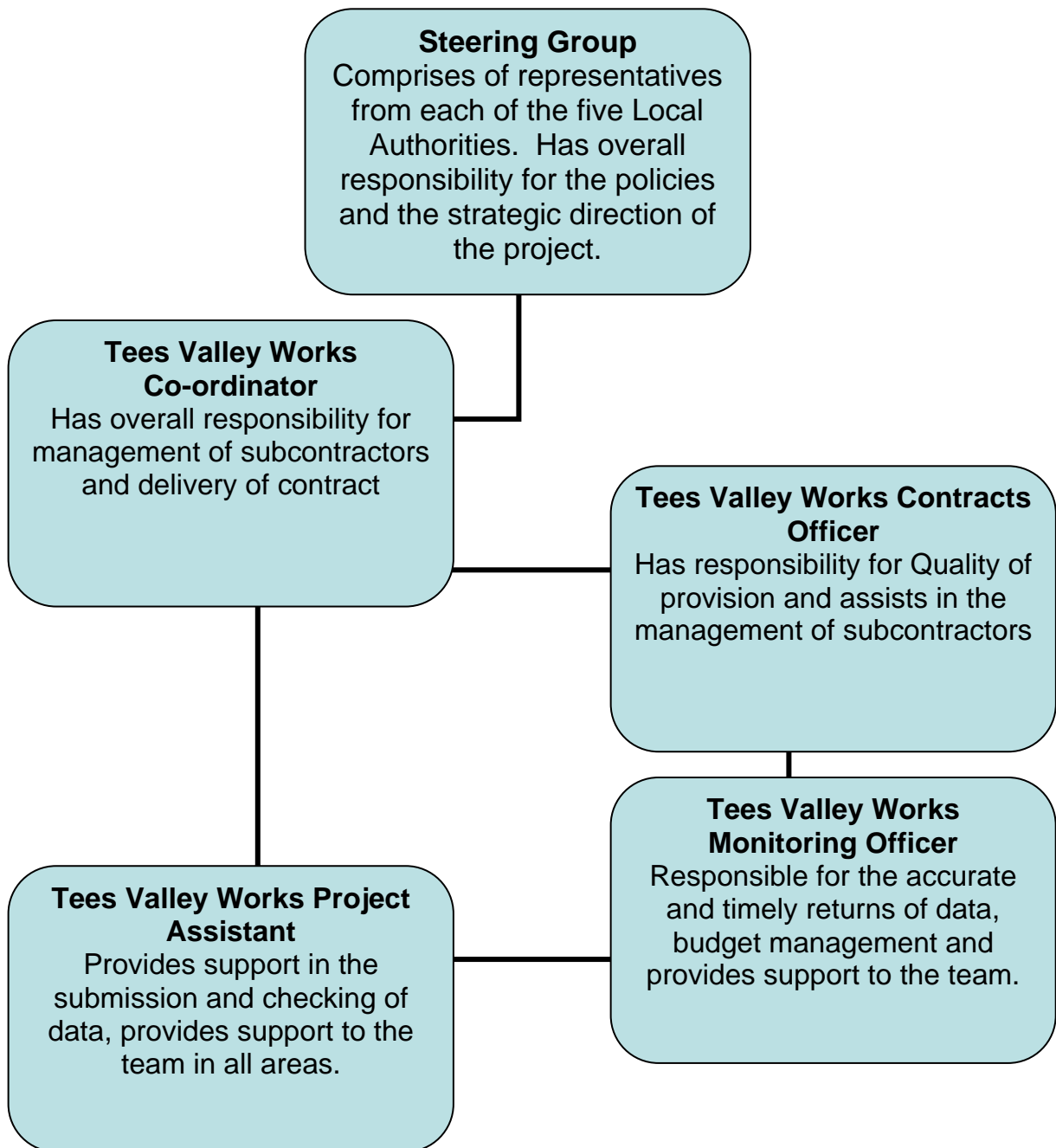
The project offers unemployed people aged 25 to 60 the opportunity to develop the skills, attitude and attributes that are essential to employers and enable the beneficiary to move seamlessly into employment. The project provides innovative employability courses across Tees Valley. Each course lasts a minimum of six weeks and incorporates a number of soft skills including team building, Communication, Information Technology, Confidence Building, Health and Safety and Interview Skills. Currently, the subcontractors associated with this project are:

- Training and Employment Services (Stockton Borough Council)
- Routes to Employment (Redcar and Cleveland Borough Council)
- Learning Links (Europe) Limited

Below are the overall targets and performance for the Tees Valley Works Make it Happen as of 1 June 2007:

STARTS/OUTPUTS/OUTCOMES	OVERALL PROFILE	ACTUAL
Beneficiary Starting the Project	150	80
Beneficiaries progressing into paid employment or self employment upon leaving the project	101	39
Beneficiaries taking part in an employability programme	150	80
Beneficiaries completing the course	110	44
Beneficiaries achieving a positive outcome	110	44

Management Structure of the organisation is as follows:



TVW Strategic Overview

TVW is a partnership agreement between the five Local Authorities which has been developed to respond to sub-regional approaches to the worklessness agenda through the implementation of employment and training initiatives.

Within each of the five Local Authority Community Strategies there are cross-cutting Jobs & the Economy objectives such as increasing the number of business start-ups; increasing the employment rate; reducing long term unemployment and youth unemployment. The objectives outlined compliment our vision and goals of reducing worklessness by increasing access to lifelong learning, targeting the hardest to reach residents to offer better employment and training opportunities, thereby helping to break the cycles of disadvantage and poverty.

TVW will have a Steering Group representing Senior Officers from the five Local Authorities with the aim of providing strategic direction, joint collaboration with major recruitment and skills initiatives and jointly co-ordinating the delivery of the projects. These representatives will also liaise with key stakeholders across the sub-region to maximise employment opportunities for local people through a new approach in public procurement. This aims to incorporate local labour market clauses into major housing redevelopments across the Tees Valley such as Housing Hartlepool and Parkfield, Mandale and Hardwick in Stockton and also the five key Tees Valley Regeneration (TVR) programmes which include:

- Central Park, Darlington
- Victoria Harbour, Hartlepool
- Middlehaven, Middlesbrough
- Coatham Enclosure, Redcar & Cleveland
- North Shore, Stockton

TVW will continue to engage with employers across the sub-region and through initiatives such as Building Futures, North East Construction Employment Integrator (CEI) and Routeways into Construction projects which link learners to programmes and provide sector specific skills qualifications to enable employment opportunities to be met.

TVW will respond to the City Regions policies relating to economic strategy and skills and where required will align operational activity to the key objectives as outlined by Tees Valley Unlimited's Multi Area Agreement (MAA) and each Local Authorities Local Area Agreement (LAA).

We will continue to lead in Tees Valley on the development of Foundation Learning Tier (FLT) through our role as the consultative site working with key agencies and providers who have a vested interest in the opportunities created via this programme. The FLT will provide an improved learning experience for

young people and adults at entry level and level 1 and will focus on identifying progression pathways for these learners.

To continue to recognise the significance of the voluntary and community sector in contributing to the local economy and engaging with residents from the most deprived wards, TVW will provide capacity building support to assist with the sustainability of these organisations.

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Self Assessment Report process	The Self Assessment Report process has been condensed into a short period of time.	The Self Assessment Report process will be better planned to ensure the process is fully embedded.	Better quality of Self Assessment Report.	TVW Contracts Officer.	31 July 2007.	This will be monitored at Supervision and team meetings.
		NA: Providers will be supplied with a template for SARs and QIPs (as given during workshops). New monthly provider contract monitoring report will identify potential S and AOI	All providers will produce SARs and QIPs to inform the TVW SAR and QIP	Consortium providers to complete	Mar 07 – Aug 07	Contract meetings - report Review of first drafts
			Standardised approach to self-assessment and judgements that will reflect individual organisations and the whole consortium.	Consortium providers and TVW Officers	Mar 07 – Aug 07	Provider Support Network meetings/agendas / minutes
Review dated 20-03-07	Actions – developed a self-assessment schedule for the consortium. Shared this with consortium members who have agreed to work to the timeframes and will provide their own SARs and QIPs or up-dates to TVW by August 2007. This is the first review of this QIP and providers have also imputed into the actions and up-dates through a series of workshops during Feb/Mar 2007.					
Review dated 20-06-07	The updated QIP was an agenda item at the PSN meeting dated 24 April 2007. All providers agreed the new actions and this will be standard agenda item at all future PSN meetings. All providers signed up to producing and submitting a SAR and DP/QIP by August 2007. A Contract Monitoring Report (CMR) document has been produced and has been implemented; this document is completed by providers prior to contract reviews.					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Self Assessment Report process	Poor understanding of Common Inspection Framework/Self assessment process.	Quality Workshops to be held for subcontractors over a six month period.	Better understanding of Quality systems and procedures.	TVW Contracts Officer.	31 July 2007.	Attendance at workshops will be monitored via an attendance list.
		NA: Agenda items for the provider support network will be identified against the CIF key questions Use some of the workshop activities to further reinforce consortium providers' understanding and to test knowledge External review of the provision Providers to get hold of copies of ALL documents including self-assessment toolkit.	The CIF is continually part of all meetings of the consortium	TVW officers	April 07 and then bi-monthly	QIP review Monthly contract meetings
			CIF is reinforced and checked by TVW all the time – each provider applies to their own organisation - projects	Consortium providers	April 07 and then bi-monthly	Contract outcomes
				TVW Officers to organise	Next QIP: Jan 08	
		Consortium Providers	April 2007			
Review dated 20-03-07:	Series of 9 workshops were held during Feb and Mar 07. Attendance from all consortium providers – there was at least one representative from each provider at least one of the workshops. Continuity of attendance was not good, sometimes the wrong level of person attended and in some cases there was no attendance on topics that were particularly relevant to individual providers. A VLE has been established as a result of this LSN work enabling providers to access a vast range of materials around the CIF. Analysis of evaluations from workshops 1 and 8 indicate that the workshop met the expectations and partnership working showed vast improvement. Monthly Contract Monitoring Reports (CMR) will be completed by providers before the meeting and will require them to provide an update against actions in the QIP.					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Review dated 20-06-07	VLE continues to be utilised but not as effectively as it could. Over the next two PSN meetings we will promote the use of this resource. As identified the Contract Monitoring Report has been fully implemented and completed. It has been identified that the CMR does need "tweaking" to make it fully fit for purpose.					
Self Assessment Report process	Some subcontractors do not have a Self assessment Report process.	Quality Workshops to be held for subcontractors over a six month period. NA: All providers to develop a self-assessment process that is aligned to TVWorks. Each provider to produce a SAR and QIP for August 07 or at least an up-date. Providers to use the monthly provider contract report as the basis for judgements. Standard format to be used by providers with some tailoring to suit as agreed with TVW External Review	Better understanding of Quality systems and procedures. SAR produced which will meet the criteria of the CIF. All providers produce a SAR and QIP based on an inclusive process, from within their organisations with benchmarking data and input from TVW. All produce to the same timeframe.	TVW Contracts Officer. Consortium providers TV Works to organise	31 July 2007. August 07 1 st draft by May 07 Mar – August 07 March 07 Next QIP: Jan 08	Attendance at workshops will be monitored via an attendance list.

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		NA: TVW to produce working instructions for CMR to standardise the data which is to be captured and analysed	A standardised approach in completing the CMR and will assist the consortium in developing judgements in line with CIF and supporting evidence.	TVW Officers	August 2007	Working instructions and completed CMR's
Review 1 dated 20-03-07: Review 2 dated 20-06-07:	<p>Self-assessment reports for 05-06 have been received from 5 Lamps, Darlington YMCA (draft), Stockton TES and PPD as at February 2007. Each provider is tasked with producing their own SAR's and QIP's for August 07. One provider received 5 days support in production of their SAR – being internally validated at this time – due to be handed-in by end of March 2007.</p> <p>At the PSN meeting held 24 April 2007 all providers signed up to producing and submitting SAR and QIP for August 2007. The SAR mentioned in the first review (20 March 2007) has now been validated, with the grades agreed internally and has now been submitted to TVW.</p> <p>The CMR has been used by providers prior to contract reviews but there is an inconsistency with data produced. The content of the CMR was discussed at PSN meeting 24 April 2007 with feedback received from providers highlighting the need for clear working instructions.</p>					
Equality and Diversity	Equality and Diversity Impact Measures are not currently monitored by subcontractors	<p>Quality Workshops to be held for subcontractors over a six month period.</p> <p>NA: All providers to produce EDIMS as part of their SAR and QIP TVW Officers negotiate with each provider as to what their EDIMS should be for 07-08.</p>	<p>Assurance that all potential beneficiaries are given equal opportunities to enrol onto a TVW programme of learning.</p> <p>Targets within each organisation is appropriate for their projects and to meet TVW EDIMS</p>	<p>TVW Contracts Officer.</p> <p>Consortium providers</p> <p>TV Works Officers</p>	<p>31 July 2007.</p> <p>May 07</p>	<p>Attendance at workshops will be monitored via attendance list.</p> <p>Contract monitoring meetings Analysis of local labour market information</p>

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Review 1 dated 20-03-07:	Actions: A template was provided during the workshops to each provider for EDIMS – gender and ethnicity. Each provider is to complete this for their SAR and QIP. The new monthly provider contract report contains a section on EDIM's targets and actuals.					
Review 2 dated 20-06-07	Providers now have to submit EO information via the CMR prior to monthly contract reviews. Whilst a few providers have submitted information, improvement is required and the production of the working instructions will assist in this improvement.					
Equal opportunities	Some subcontractors do not regularly train staff on EO policies and procedures.	Quality Workshops to be held for subcontractors over a six month period.	Widening participation at ensure coverage of all target groups.	TVW Contracts Officer.	31 July 2007.	Attendance at workshops will be monitored via attendance list.
		NA: Monitor the VLE to ensure that each provider is accessing relevant information Monthly contract meetings to monitor providers' procedures and staff training.	TVW is kept informed of how each provider is training staff and what procedures they have in place. Providers take ownership of ensuring EO is effectively managed.	TV Officers	March and each month thereafter	
Review 1 dated 20-03-07:	Action: The workshops during Feb and March 07 covered procedure writing and EDIMS. Providers are now clearer on their understanding of how Equality and Diversity is embedded into their projects and what procedures should be covering EO. The CIF and Equality of Opportunity was also covered as a workshop topic. The VLE contains the materials to support providers.					
Review 2 dated 20-06-07:	A number of providers attended a HBC event held 19 June 2007 related to raising the awareness of EO. This event included an update on new legislative information, and provided recent government statistics. The VLE has not been utilised as effectively and this resource will be marketed to providers at the forthcoming PSN meeting 10 July 2007.					
Marketing	TVW does not have marketing literature that is understandable for all target groups.	TVW to produce updated marketing literature to be compiled for speakers of other languages. TVW to host a 1 st Birthday	Widening participation to ensure coverage of all target groups.	Tees Valley Works Project Co-ordinator.	31 March 2007. New Date: July 2007	Marketing literature produced. 1 st Birthday event held.

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		Party to raise awareness.			New Date: September 2007	
Review 1 dated 20-03-07:	Action: TVW liaised with Everyday Language Solutions; they produced leaflets in Punjabi as this was a specifically targeted group during Sept – Oct 2006. As a result this activity one provider was able to show 100% engagement from this minority ethnic group. This figure was higher than their normal engagement of this group which was around 80%					
Review 2 dated 20-06-07	As identified above translation services have been available, however, HBC is currently looking at ways of improving this type of service across the Authority. TVW will also continue to encourage speakers of other languages onto the programmes. TVW Birthday event has been further re-scheduled to ensure it does not clash with Adult Learner's Week or Summer Holidays; it is now to be held in September at the Innovation Centre, Hartlepool.					
Communication	Some subcontractors do not have effective communication with each other to share good practice relating to Quality Improvement.	Better use of Provider Support Network Group meetings. Meetings will now be held at different subcontractor's premises every meeting.	Better Quality Improvement and standards for all beneficiaries.	TVW team.	31 January 2007.	Minutes from Provider Support Network Group meetings.
		NA: Agendas will now contain QIP up-dates and activities and inspection preparation activities.	TVW will enforce the contract compliance.	TVW Officers	April 2007	Attendance at the meetings
		Meetings to now be run bi-monthly. Make it a requirement of contract that every	All providers to work together to improve the consortium	TVW Officers/ Consortium Providers		

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		<i>provider (active) should attend each meeting.</i>				
Review 1 dated 20-03-07:	Action: Attendance has in fact decreased over the past months. Attendance and focus of these network groups has been reinforced during the quality workshops. Next meeting in April it is expected that at least 85% of all providers (who are active on projects) will be present.					
Review 2 dated 20-06-07	To date one PSN meeting has been held, there was a dramatic increase in attendance, and it is hoped that this will continue at the next meeting (26 June 2007). This date has now been re-scheduled to 10 July 2007 due to the relocation of TVW to the Innovation Centre, Hartlepool. The "Celebration of Success " or Birthday event will be an agenda item at the next PSN where it is hoped the network can agree how to take this event forward with the proposed new date of September 2007. From the PSN meeting held 24 April 2007, three providers have assisted each other in developing policies and procedures, referring potential beneficiaries to partner organisations and making links available to provider's employer engagement strategies.					
Communication	Further marketing is required so that a wider audience of the public are made aware of TVW project.	TVW will hold an event to celebrate the first year of delivery. NA: Key note speakers to be invited and hosts for workshops. Workshops – celebration of successes and topics around local and strategic issues facing the consortium	Widen participation; ensure that the consortium is recognised across the Tees Valley. 100% participation by all active providers in the consortium. Celebration of successes over the last year Joint planning and awareness of where the consortium is likely to develop. Engage potential new consortium members.	TVW Project Officer and Project assistant. As above Consortium Providers	To be held by 31 March 2007. New Date: July 2007 New Date: September 2007 May 2007	Attendance list and copies of invitations. Attendance lists Evaluation forms

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Review 1 dated 20-03-07:	Action: This date has been moved due to the Adult Learners Week occurring at the same time.					
Review 2 dated 20-06-07:	The Celebration of Success event has been further re-scheduled to September 2007 due to clashes with summer holidays and TVW relocating to new premises. Marketing the event has been discussed with TVW Graphic Designer and further details will be presented to providers at the next PSN which is to held 10 July 2007.					
Employer Engagement	Some subcontractors have poor engagement or do not have an Employer Engagement policy.	Exchange of good practice at Provider Support Network Group meetings and Quality Workshops.	Better employer engagement and subcontractors awareness of the needs of employers.	TVW Team	31 July 2007	Attendance at workshops will be monitored via attendance list and updated Employer engagement policy for each provider will be available.
		<i>NA: Providers are to be buddied together to share good practice and to develop their areas of improvement around employer engagement. Providers to share procedures and practices to monitor sustained employment All activities are to be recorded on the contract provider monitoring report and shared at provider network meetings</i>		Consortium Providers	March 2007	Analyse the practice captured in the monthly provider monitoring report
				Accent	April 2007	
				Consortium providers	March 2007 and monthly Bi-monthly provider networks	

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Review 1 dated 20-03-07:	<p>Actions: Community project as at March 2007 is 97% against job outcomes. Women's is 62% and Make it Happen is 76%. Community is over the original profile. One provider is particularly good at getting jobs and 56% of the Community achievements are down to them. Another two providers are around 98% against their contract. However, another two providers are not performing so well. Learners going into non-traditional employment is also high against contract outcomes.</p>					
Review 2 dated 20-06-07:	<p>A number of providers have met to share good practice. Particular areas providers were looking at were Initial Assessment and Employer engagement. Three of the providers are due to be inspected in July and all have been offered the support of the network.</p>					
Data	<p>Subcontractors do not have in place robust systems and procedures to collect data relating to retention, achievement and progression.</p>	<p>All subcontractors to have in place a suitable system to collect and monitor appropriate data.</p> <p>NA: Providers to complete a monthly contract monitoring report before their contract meeting. Providers to instigate a RAG system Providers to use the PPR as a template for capturing, analysing and actioning. TV works audit to take place monthly on provider premises</p>	<p>Effective monitoring of contracts and better levels of retention and delivery.</p> <p>Providers to prove the accuracy of their data. Providers to use various tools internally to analyse key data to inform their SAR and QIP.</p> <p>Provider error rate reduces to at the most 33% Final project audit down to 20% at the</p>	<p>TVW Team/TVW subcontractors.</p> <p>Consortium providers</p>	<p>30 April 2007.</p> <p>ND: May 2007</p> <p>March 2007 and monthly</p> <p>April (provider Network meeting)</p> <p>April 2007</p> <p>July 2007</p> <p>March 2007</p>	<p>Comprehensive set of procedures and a suitable monitoring system. As part of new SARs and QIPs</p> <p>Analysis bi-monthly of monthly contract monitoring reports</p> <p>Audit analysis</p>

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		<i>PPR format to be used by the consortium to capture and analyse QI data</i>	most The time taken to process outcomes reduces from 2 months to 1 month Standard format to analyse and present data for the consortium in line with Ofsted		<i>New Date: September 2007</i>	
<p>Review 1 dated 20-03-07:</p> <p>Review 2 dated 20-06-07:</p>	<p>Action: Providers have received specific training from the TV Works project assistant during Jan – March 2007. Individual providers received surgeries from the LSN consultant during the quality workshops some of which were around data capture, procedures and key learning processes. One provider has been given the TVW internal data capture system. 100% audit has been undertaken between Nov – Jan 07 – findings showed a 99.9% error rate. New monthly provider monitoring report has been produced which will require providers to analyse their data and present it to TVW. During the workshops the RAG system was started with standardised approaches to reviews against RAG.</p> <p>A new paperwork procedure has been implemented whereby TVW Contracts Officer meets with each individual provider at their premises on a monthly basis and carries out an audit check of presented evidence. This is only accepted if it complies with contractual requirements. Whilst there are still a high number of errors these are now minimised. The LSC carried out an audit of 25 beneficiary files to ensure compliance with contractual requirements whereby no errors were found. This has resulted in the LSC considering TVW for additional allocation of funding.</p> <p>Due to reduced staffing and the relocation of TVW there has been a delay in fully implementing the PPR format. This will be addressed at the PSN meeting 10 July 2007 with full implementation by September 2007.</p> <p>The RAG system was discussed at PSN meeting 24 April 2007 and although it was deemed good practice some providers advised that they had a capacity issue in implementing this and would need clear working instructions and RAG criteria. As providers have almost achieved and in some cases over achieved the contracted outputs it was agreed that the RAG system should be developed and implemented in future projects.</p>					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Quality Assurance	Teaching & Learning observations are not held on a regular basis	Exchange of good practice at Provider Support Network Group meetings and Quality Workshops. Subcontractors will be invited to observe each other and feedback the findings.	Better standard of teaching. Systematic approach across the consortium on observing with grades both T&L and KLP. Clear monitoring of QA of T&L where learning takes place outside of consortium providers	TVW Team and subcontractors Training providers	31 July 2007	Teaching & Learning formal feedback reports and attendance at Quality Workshops (attendance lists). Analysis of grades produced. Analysis of external evidence provided from training providers Analysis of KLP observations
		NA: Provide consortium provider identified staff with training in observing T&L Develop a observation matrix (draft provided TVWT) to include KLP. Develop a schedule of observation for training conducted by consortium providers. Conduct a review of all training provided outside consortium providers – design a schedule for observation or capture of QA		TVW	April 2007	
				Consortium Providers	April (provider support network)	
				Consortium providers/ TVW	End of March 2007	
			TVW Officers	End of March 2007		

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		<i>evidence from these providers Review the risk assessment and monitoring of training providers</i>		TVW Officers	End March 2007	
Review 1 dated 20-03-07:	Action: TVW have developed a standardised procedure and documentation for providers to use in observing teaching and learning. To be sent out to providers in April 2007.					
Review 2 dated 20-06-07:	Due to ALI and Ofsted merging and the change in criteria of inspections for Local Authorities the T&L checklist has been reviewed and two options have been pursued. Discussions with LSN Consultant have took place with a look at holding a two day workshop with providers to agree the criteria of T&L, develop working instructions and provisionally timetable in the observations, the other option is for TVW to adopt HBC Adult Community Learning (ACL) existing T&L procedures which will align and standardise the process across HBC. A representative from ACL is to attend the next PSN meeting 10 July 2007 and will present a T&L/IAG observation checklist, provide an overview of the process and will arrange a number of training sessions to be held so that this can be fully implemented.					
Quality Assurance	IAG observations are not held on a regular basis	Exchange of good practice at Provider Support Network Group meetings and Quality Workshops. Subcontractors will be invited to observe each other and feedback formally and informally. <i>NA: See above for actions Routes to Employment to link with Accent and Hope Foundation on developing</i>	Better standard of IAG.	TVW Team and subcontractors Consortium Providers (identified)	31 July 2007 April – May 2007	IAG formal feedback reports and attendance at Quality Workshops (attendance lists). Monthly contract monitoring reports, Observation of IAG in Routes

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		<i>procedures and practices with particular emphasis on IAG.</i>				
Review 1 dated 20-03-07:	Action: Two providers have observed each others IAG. TVW have instigated some observations by an external partner. Improvements have been seen by other providers in their practice, process and documentation capture. One provider has produced procedures for IAG and IA with the LSN consultant. Two providers are going for IAG accreditation during 2007.					
Review 2 dated 20-06-07:	TVW are keen on implementing systems relating to IAG observation. An IAG checklist has been compiled and discussed at the last PSN meeting; however, it is felt that the form in its present format is not fit for purpose. TVW has investigated ways of gaining additional support. Anne Ashworth has been contacted with regard to this and has a colleague from the WEA, however, it is now believed that partnership working with HBC Adult Community Learning is the most appropriate way forward. Initial discussions have taken place however, these needs to be formalised.					
Quality Assurance	Poor use of Learner Satisfaction Questionnaire and data.	Fully implement TVW Learner Satisfaction Questionnaire and ensure a procedure is in place to use the information for future planning.	Improved level of satisfaction and improved retention rates.	TVW Team and subcontractors	30 April 2007	Copies of procedure, Learner Satisfaction Questionnaire forms and Contract Monitoring Report highlighting improvement in retention rate.
Review 2 dated 20-06-07:	There is spasmodic use of TVW Learner Satisfaction Questionnaire. Many providers are still capturing this information with their own systems. TVW will ensure that this topic is an agenda item at the next PSN meeting to ensure that the questionnaire is fully implemented and that the information captured is used effectively in the planning process of the provider and TVW. TVW is currently reviewing all procedures of this and is an area that will be developed further.					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Initial Assessment	Delivery of Initial Assessment is not consistent across TVW network.	Providers will need to adhere to the guidance within the TVW Provider Guidance and ensure robust systems are implemented.	There will be a consistent approach to IA across the network of subcontractors.	TVW Team and subcontractors.	Initial Assessment systems to be fully implemented by 31/1/07.	Contract Reviews will ensure that this action has been met and there has been adherence to TVW guidelines. This will be minuted within Contract Review minutes.
		NA: Observations to take place Share procedures across the consortium Set up KLP specific working groups to develop good practice and conduct observations Audit to identify that all providers are using initial assessment correctly, recording the results and using the results to develop the ILP.	Share good practice, moderate to a standard across the consortium Identify specific areas to develop	Consortium providers	April 2007	Analysis of observations Analysis of monthly provider reports
				Consortium providers	April (as part of provider network meeting)	
			TVW project assistant	April and July 2007		
Review 1 dated 20-03-07:	Action: From the audit it was identified which providers were not conducting appropriate initial assessment. Now 100% of active providers are initial assessing however some are not using the information.					
Review 2 dated 20-06-07:	All providers are using IA with varying success. Discussions at the next PSN meeting will allow a forum for discussion on how different partners carry out IA and also how this information is used.					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Individual Learning Plans (ILP)	ILPs are not used consistently across the network or completed to an acceptable standard.	Providers will need to adhere to the guidance within the TVW Provider Guidance and ensure there are robust systems implemented.	There will be a consistent approach to ILPs across the network of subcontractors. Learners use their ILPs as a working document. Consortium providers up-date ILPs, keep learners on target and ensure that any stakeholders receive copies.	TVW Team and subcontractors.	ILP systems and procedures to be fully implemented by all subcontractors by 31/1/07.	Contract Reviews will ensure that this action has been met and there has been adherence to TVW guidelines. This will be minuted within Contract Review minutes
		<i>NA: All providers to ensure that ILPs are used during review, up-dated and monitored against targets. Employers and other training providers receive copies of ILPs and the input is recorded. Audit will show 100% use of ILPs linked to reviews</i>		Consortium providers	<i>ND: June 2007</i>	Analysis of audit results
				Consortium providers	<i>May 2007</i>	Observations of KLP
				TVW Assistant	<i>June 2007</i>	
					<i>April – July 2007</i>	
Review 1 dated 20-03-07:	Actions: Little work has been done on this action at this time. TV works audit showed that 100% of ILPs were sub-standard. During subsequent audits and work with providers there is a high return rate to individual providers.					
Review 2 dated 20-06-07:	Providers continue to use ILP's inconsistently; many providers do not adhere to the guidance within TVW provider manual. At the next PSN meeting discussions with the network will ensure that ILP and IA are discussed and identify how improvements can be implemented quickly. Contract Reviews have not shown that this process is being managed effectively and TVW is considering a mock inspection which may further highlight this is an area for development.					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Lesson Plans	Some subcontractors are using out of date lesson plans or do not regularly review the lesson plans.	<p>Providers need to adhere to the guidance within the TVW Provider Guidance and ensure there are robust systems implemented.</p> <p>NA: Differentiate for those training providers that are bought in for specific training – eg review of risk assessment and QA.</p> <p>Each provider to hold a central file of lesson plans for all course they offer under TVW.</p>	There will be a consistent and improved approach to Lesson Planning across the network of subcontractors.	<p>TVW Team and subcontractors</p> <p>TVW Contracts officer.</p> <p>Consortium providers</p>	<p>Lesson Planning systems and procedures to be fully implemented by all subcontractors by 31/1/07.</p> <p>ND: June 2007</p> <p>March 2007</p> <p>April 2007</p>	<p>Increased levels of achievement via CMR, updated lesson planning.</p> <p>Observations of T&L confirm that there are centralised records of ILP's and SoW</p>
Review 1 dated 20-03-07:	Actions: No activity on this action as yet.					
Review 2 dated 20-06-07:	Teaching and Learning observations will help to improve the planning process. As identified earlier, arrangements are now in place whereby a process will be implemented with immediate effect.					

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
Schemes of Work	Some subcontractors do not regularly review the schemes of work.	Providers need to adhere to the guidance within the TVW Provider Guidance and ensure there are robust systems implemented. NA: As above. Consortium providers that have SLCs to share Standards Unit materials at provider network meeting.	There will be a consistent and improved approach to reviewing and revising the schemes of work across the network of subcontractors.	TVW Team and subcontractors. Accent, Learning Links, Stockton TES.	Schemes of work systems and procedures to be fully implemented by all subcontractors by 31/1/07. ND: June 2007 April (provider network meeting).	Increased levels of achievement via CMR, updated lesson planning. Analysis of observations Capture and sharing of good practice.
Review 1 dated 20-03-07:	No action to date.					
Quality Procedures	Some subcontractors do not have appropriate Quality Assurance procedures in place.	Providers will need to adhere to the guidance within the TVW Provider Guidance and ensure there are robust systems and procedures implemented. NA: As above	Better performance, better quality of service. Minimum standards across the consortium. QA across all aspects of learning. Evidence of SAR and QIP is based on sound evidence/data. Grades in self-	TVW Team and subcontractors	31 March 2007. ND: June 2007	Updated Quality procedures

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
		<p>Develop a QI framework for the consortium Pqasso to be implemented by individual providers</p> <p>QA procedures to be developed by Routes to Employment.</p> <p>TVW to develop the monitoring of training providers as part of the risk assessment procedure</p> <p>All providers to develop SAR and QIP procedures</p>	assessment are accurate.	<p>Consortium providers</p> <p>TVW</p> <p>Routes to Employment and buddy organisation TVW QA officer</p> <p>Consortium providers</p>	<p>April 2007</p> <p>April 07 – provider network meeting End of April 2007</p> <p>April 2007</p> <p>March 2007</p>	<p>Analysis of monthly provider reports.</p> <p>Analysis of observation and QA evidence.</p> <p>SAR's and QIP's to contain this procedure</p>
<p>Review 1 dated 20-03-07:</p> <p>Review 2 dated 20-06-07:</p>	<p>Action: Audit showed that providers were not adhering to the provider guidance (see above). One provider does not have any QA procedures for their TVW contract. Other providers have procedures but they are not being adhered to. Data systems need developing. A new risk assessment of training providers has been developed and has been piloted in February on behalf of Darlington YMCA. Monitoring of training by other providers is still not adequate.</p> <p>Routes to Employment have begun to implement quality procedures and are currently looking to recruit a Quality Manager who will have responsibility of further developing these procedures and will have overall responsibility of the production the SAR & QIP. A job description has been written for this job, however, due to the lengthy process of recruitment R2E are now looking at appointing a consultant to carry out the duties in the interim period. TVW have developed a process which is carried out at training provider premises to ensure that procedures and legislative requirements are met.</p> <p>PQASSO quality standard – No action has been developed to date.</p>					