



# Tees Valley Works Development Plan 2006 – 2007



EUROPEAN UNION  
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Leading learning and skills

Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
<b>Self Assessment Report process</b>	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.
		<b>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</b>	All providers will produce SARs and QIPs to inform the TVW SAR and QIP  Standardised approach to self-assessment and judgements that will reflect individual organisations and the whole consortium	Consortium providers to complete  Consortium providers and TVW Officers	Mar 07 – Aug 07  Mar 07 – Aug 07	Contract meetings - report  Review of first drafts  Provider Support Network meetings/agendas / minutes
<b>Review dated 20-03-07</b>	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.					
<b>Self Assessment Report process</b>	Poor understanding of Common Inspection Framework/Self assessment process.	Quality Workshops to be held for subcontractors over a six month period.  <b>NA: Agenda items for the</b>	Better understanding of Quality systems and procedures.  The CIF is continually part of all meetings of	TVW Contracts Officer.  TVW officers	31 July 2007.  April 07 and then bi-monthly	Attendance at workshops will be monitored via an attendance list.  QIP review

		<p><b>provider support network will be identified against the CIF key questions</b>  <b>Use some of the workshop activities to further reinforce consortium providers' understanding and to test knowledge</b>  <b>External review of the provision</b>  <b>Providers to get hold of copies of ALL documents including self-assessment toolkit</b></p>	<p>the consortium</p> <p>CIF is reinforced and checked by TVW all the time – each provider applies to their own organisation - projects</p>	<p>Consortium providers</p> <p>TVW Officers to organise</p> <p>Consortium Providers</p>	<p>April 07 and then bi-monthly</p> <p>Next QIP: Jan 08</p> <p>April 2007</p>	<p>Monthly contract meetings</p> <p>Contract outcomes</p>
<p><b>Review dated 20-03-07:</b></p>	<p>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 ..... Monthly contract monitoring reports will be completed by providers before the meeting and will require them to provide an update-against actions in the QIP.</p>					

<p><b>Self Assessment Report process</b></p>	<p>Some subcontractors do not have a Self assessment Report process.</p>	<p>Quality Workshops to be held for subcontractors over a six month period.</p> <p><b><i>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 TVWorks External Review</i></b></p>	<p>Better understanding of Quality systems and procedures. SAR produced which will meet the criteria of the CIF.</p> <p>All providers produce a SAR and QIP based on an inclusive process, from within their organisations with benchmarking data and input from TVWorks.</p> <p>All produce to the same timeframe</p>	<p>TVW Contracts Officer.</p> <p>Consortium providers</p> <p>TV Works to organise</p>	<p>31 July 2007.</p> <p>August 07</p> <p>1<sup>st</sup> draft by May 07</p> <p>Mar – August 07</p> <p>March 07</p> <p>Next QIP: Jan 08</p>	<p>Attendance at workshops will be monitored via an attendance list.</p>
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<b>Review 1 dated 20-03-07:</b>	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 SARs and QIPs 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. ....% providers attended the workshop on self-assessment and the other one on writing a QIP.					
Area for Development	Issue	How?	Impact	Responsibility	Timescale	Evidence source
<b>Equality and Diversity</b>	Equality and Diversity Impact Measures are not currently monitored by subcontractors.	Quality Workshops to be held for subcontractors over a six month period.  <b>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.</b>	Assurance that all potential beneficiaries are given equal opportunities to enrol onto a TVW programme of learning.  Targets within each organisation is appropriate for their projects and to meet TVWorks EDIMS	TVW Contracts Officer.  Consortium providers  TV Works Officers	31 July 2007.  May 07  March 07	Attendance at workshops will be monitored via attendance list.  Contract monitoring meetings Analysis of local labour market information
<b>Review 1 dated 20-03-07:</b>	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 EDIMS targets and actuals. TVWorks EDIMS actual against profile .....					

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<p><b>Equal opportunities</b></p>	<p>Some subcontractors do not regularly train staff on EO policies and procedures.</p>	<p>Quality Workshops to be held for subcontractors over a six month period.</p> <p><b>NA: Monitor the VLE to ensure that each provider is accessing relevant information Monthly contract meetings to monitor providers' procedures and staff training</b></p>	<p>Widening participation at ensure coverage of all target groups.</p> <p>TVWorks 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.</p>	<p>TVW Contracts Officer.</p> <p>TV Officers</p> <p>Consortium providers</p>	<p>31 July 2007.</p> <p>March and each month thereafter</p> <p>March and monthly</p>	<p>Attendance at workshops will be monitored via attendance list.</p>
<p><b>Review 1 dated 20-03-07:</b></p>	<p>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.</p>					
<p><b>Marketing</b></p>	<p>TVW does not have marketing literature that is understandable for all target groups.</p>	<p>TVW to produce updated marketing literature to be compiled for speakers of other languages. TVW to host a 1<sup>st</sup></p>	<p>Widening participation to ensure coverage of all target groups.</p>	<p>Tees Valley Works Project Co-ordinator.</p>	<p>31 March 2007.</p>	<p>Marketing literature produced. 1<sup>st</sup> Birthday event held.</p>

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		Birthday Party to raise awareness.			<b>New Date: July 2007</b>	
<b>Review 1 dated 20-03-07:</b>	Action: TV works 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 .....					
<b>Area for Development</b>	<b>Issue</b>	<b>How?</b>	<b>Impact</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Evidence source</b>
<b>Communication</b>	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.  <b>NA: Agendas will now contain QIP up-dates and activities and inspection preparation activities.</b>  <b>Meetings to now be run bi-monthly.</b>  <b>Make it a requirement of contract that every provider (active) should attend each</b>	Better Quality Improvement and standards for all beneficiaries.  TVWorks will enforce the contract compliance.  All providers to work together to improve the consortium	TVW team.  TVW Officers  TVW Officers  Consortium Providers	31 January 2007.  <b>New Date: April 2007</b>  April 2007	Minutes from Provider Support Network Group meetings.  Attendance at the meetings

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		<i>meeting.</i>				
<b>Review 1 dated 20-03-07:</b>	Action: Attendance 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.	has in fact decreased from ... to..... Attendance and focus of these network groups has been reinforced				
<b>Communication</b>	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.  <b>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</b>	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.  <b>New Date: July 2007</b>  <b>May 2007</b>	Attendance list and copies of invitations.  Attendance lists Evaluation forms
<b>Review 1 dated 20-03-07:</b>	Action: This date has been moved due to		the Adult Learners	Week occurring at the	same time.	
<b>Employer Engagement</b>	Some subcontractors have poor engagement or do not have an Employer Engagement	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

	policy.	<p><b>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</b></p>		Consortium Providers	March 2007	will be available.
				Accent	April 2007	Analyse the practice captured in the monthly provider monitoring report
				Consortium providers	March 2007 and monthly Bi-monthly provider networks	
<b>Review 1 dated 20-03-07:</b>	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.					
<b>Area for Development</b>	<b>Issue</b>	<b>How?</b>	<b>Impact</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Evidence source</b>

<p><b>Data</b></p>	<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><b>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</b></p> <p><b>PPR format to be used by the consortium to</b></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 most The time taken to process outcomes reduces from 2 months to 1 month Standard format to analyse and</p>	<p>TVW Team/TVW subcontractors.</p> <p>Consortium providers</p>	<p>30 April 2007.</p> <p><b>ND: May 2007</b></p> <p>March 2007 and monthly</p> <p>April (provider Network meeting)</p> <p>April 2007</p> <p>July 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>
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		<i>training conducted by consortium providers. Conduct a review of all training provided outside consortium providers – design a schedule for observation or capture of QA evidence from these providers Review the risk assessment and monitoring of training providers</i>		providers/ TVWorks	End of March 2007	
				TVW Officers	End of March 2007	
				TVW Officers	End March 2007	
<b>Review 1 dated 20-03-07:</b>	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.					
<b>Area for Development</b>	<b>Issue</b>	<b>How?</b>	<b>Impact</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Evidence source</b>
<b>Quality Assurance</b>	IAG observations are not held on a regular basis	Exchange of good practice at Provider Support Network Group meetings and Quality Workshops. Subcontractors	Better standard of IAG.	TVW Team and subcontractors	31 July 2007	IAG formal feedback reports and attendance at Quality Workshops (attendance lists).

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		<p>will be invited to observe each other and feedback formally and informally.</p> <p><b>NA: See above for actions</b></p> <p><b>Routes to Employment to link with Accent and Hope Foundation on developing procedures and practices with particular emphasis on IAG.</b></p>		<p>Consortium Providers (identified)</p>	<p>April – May 2007</p>	<p>Monthly contract monitoring reports, Observation of IAG in Routes</p>
<p><b>Review 1 dated 20-03-07:</b></p>	<p>Action: Two providers have observed each others IAG. TVW 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.</p>					
<p><b>Quality Assurance</b></p>	<p>Poor use of Learner Satisfaction Questionnaire and data.</p>	<p>Fully implement TVW Learner Satisfaction Questionnaire and ensure a procedure is in place to use the information for future planning.</p>	<p>Improved level of satisfaction and improved retention rates.</p>	<p>TVW Team and subcontractors</p>	<p>30 April 2007</p>	<p>Copies of procedure, Learner Satisfaction Questionnaire forms and Contract Monitoring Report highlighting improvement in retention rate.</p>
<p><b>Area for Development</b></p>	<p><b>Issue</b></p>	<p><b>How?</b></p>	<p><b>Impact</b></p>	<p><b>Responsibility</b></p>	<p><b>Timescale</b></p>	<p><b>Evidence source</b></p>

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<p><b>Initial Assessment</b></p>	<p>Delivery of Initial Assessment is not consistent across TVW network.</p>	<p>Providers will need to adhere to the guidance within the TVW Provider Guidance and ensure there are robust systems implemented.</p> <p><b>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 100% of providers are using initial assessment correctly, recording the results and using the results to develop the ILP</b></p>	<p>There will be a consistent approach to IA across the network of subcontractors.</p> <p>Share good practice, moderate to a standard across the consortium Identify specific areas to develop</p>	<p>TVW Team and subcontractors.</p> <p>Consortium providers</p> <p>Consortium providers</p> <p>TVW project asistant</p>	<p>Initial Assessment systems to be fully implemented by 31/1/07.</p> <p><b>New Date: June 2007</b></p> <p><b>April 2007</b></p> <p><b>April (as part of provider network meeting)</b></p> <p><b>April (as part of provider network meeting)</b></p> <p><b>April and July 2007</b></p>	<p>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.</p> <p>Analysis of observations Analysis of monthly provider reports</p>
<p><b>Review 1 dated 20-</b> Action: From the audit it was identified which providers were not conducting appropriate initial assessment. Now 100% of</p>						

<b>03-07:</b>	active providers are initial assessing however some are not using the information.					
<b>Individual Learning Plans (ILP)</b>	ILPs are not used consistently across the network or completed to an acceptable standard	<p>Providers will need to adhere to the guidance within the TVW Provider Guidance and ensure there are robust systems implemented.</p> <p><b>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</b></p>	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.	<p>TVW Team and subcontractors.</p> <p>Consortium providers</p> <p>Consortium providers</p> <p>TVW Assistant</p>	<p>ILP systems and procedures to be fully implemented by all subcontractors by 31/1/07.</p> <p><b>ND: June 2007</b></p> <p><b>May 2007</b></p> <p><b>June 2007</b></p> <p><b>April – July 2007</b></p>	<p>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</p> <p>Analysis of audit results</p> <p>Observations of KLP</p>
<b>Review 1 dated 20-03-07:</b>	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.					



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<b>Review 1 dated 20-03-07:</b>	Actions: No activity on this action as yet.					
<b>Schemes of Work</b>	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.  <b>NA: As above</b>  <b>Consortium providers that have SLCs to share Standards</b>	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.  <b>ND: June 2007</b>  <b>April (provider network meeting)</b>	Increased levels of achievement via CMR, updated lesson planning.  Analysis of observations  Capture and sharing of good practice
		<b>Unit materials at provider network meetings</b>				
<b>Review 1 dated 20-03-07:</b>	Action: No work on this action as yet.					
<b>Quality</b>	Some	Providers will need	Better	TVW Team and	31 March	Updated Quality

<p><b>Procedures</b></p>	<p>subcontractors do not have appropriate Quality Assurance procedures in place.</p>	<p>to adhere to the guidance within the TVW          Provider Guidance and ensure there are robust systems and procedures implemented.</p> <p><b>NA: As above</b></p> <p><b>Develop a QI framework for the consortium Pqasso to be implemented by individual providers QA procedures to be developed by Routes to Employment. TVW to develop the monitoring of training providers as part of the risk assessment procedure All providers to develop SAR and QIP procedures</b></p>	<p>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-assessment are accurate.</p>	<p>subcontractors</p> <p>Consortium providers</p> <p>TV Works</p> <p>Routes to Employment and buddy organisation          TVW QA officer</p> <p>Consortium providers</p>	<p>2007.</p> <p><b>ND: June 2007</b></p> <p><b>April 2007</b></p> <p><b>April 07 – provider network meeting End of April 2007</b></p> <p><b>April 2007</b></p> <p><b>March 2007</b></p>	<p>procedures.</p> <p>Analysis of monthly provider monitoring report.</p> <p>Analysis of observation and QA evidence</p> <p>SAR and QIPs to contain this procedure.</p>
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<b>Review 1 dated 20-03-07:</b>	Action: Audit showed that providers were not adhering to the provider guidance (see above). One provider does not have any QA procedures for their TVWorks 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.					