

Provider Contract Monitoring Meeting

Thursday 12th April 2018

Present: Rose Barling (M of R), Justin Webb (CAR), Beatrice McDermott (OHG), Ruth Durant (REAL),
Barri Ghai (AFC), Hugh Dale (AFC).

Apologies: None

DRAFT Minutes

Action

1. Welcome, introductions and apologies

Justin Webb - Citizens Advice Richmond

Beatrice McDermott – Orleans House Gallery

Rose Barling - Museum Of Richmond

Ruth Durant – Richmond EAL Friendship Group

Barri Ghai – Achieving For Children (Community Learning)

Hugh Dale - Achieving For Children (Community Learning)

2. Minutes of Previous Meeting (18/01/2018)

All agreed actions completed. No matters arising.

3. Adult Achievement Awards 2017-18 – A Celebration Of Learner Achievement (Hugh)

- 1 Nomination Per Provider
- Nomination Form/ CL Awards Template 2017-18
- Letter of Recognition
- Awards: Gift Vouchers - £25.00
- Deadline for Completion and Return: 1st July 2018
- Location and Details of Awards Ceremony – The Venue, Heatham House, Youth Centre
- **Date of Awards: Monday 24 September 2018**
- **Time: 10:00am - 11:00am**

**Action
Point:
HD to
send
Providers**

4. Enrolment Forms/ Evaluation Forms/Invoices (Hugh)

The meeting was reminded of the following:

- Enrolment Forms need to be returned to CL fully completed once a course / activity **commences.**
- Feedback Forms need to be returned fully completed as soon as course / activity **finishes.**
- Registers of Attendance to be sent appropriately completed with documentation mentioned above
- Invoices need to be sent with CL Feedback Forms as soon as course / activity finishes **to begin the process of payment to providers.**
- Ryan Tolmia's final day with Community Learning was Thursday 5 April 2018. The above documentation should now be sent to Hugh and Barri

5. Provider Training: Integrating The Development of English and Maths Skills into Community Learning (Hugh)

Providers were reminded of details of the training:

- Tuesday 17 April 2018
- 10:00am – 1:00pm
- Room RBS 8, RACC, Parkshot, Richmond, TW9 2RE

Justin Webb (CAR) indicated he would be attending.

6. Community Learning 2017-2018: Quality Improvement Agenda (Hugh)

- Lesson Planning: CL Learning Plan Template was distributed. To be used as a model for lesson planning
- Tutor Observation Visits – Spring & Summer terms 2018 Reminder
- Copies of CL Flyer distributed to Providers **As above HD**
- CL Quality Improvement Plan for Providers 2017-18 – Providers were taken through a PowerPoint slide of achievements of Objectives/ desired outcomes for September 2017-March 2018. **As above HD**

Action Point
HD to send Providers

7. CL Provider Surveys 2017-18 – Update (Barri).

Barri informed the meeting of a selection of the results of the recent provider/tutor survey carried out by CL.

Q1 Do you feel that the (RCLP) Richmond Community Learning Partnership encourages and supports the development of Adult Learning in the Borough?

100%

Q2 How clear are you about Community Learning's current key strategic priorities?

78% Clear

22% Not clear

Q3 Please rate your overall satisfaction with the quarterly Provider Network meetings

77.7% Excellent, Very Good or Good

Q4 Do you provide learners with relevant (IAG) Information, Advice & Guidance during their learning activity?

Always 55.56%

Sometimes 33.33%

Never 11.11%

Action Point
BG to create a new You Said We Did document to reflect the outcome of the survey.

Not sure what IAG means?

Q5 Please rate your overall experience with the Richmond Adult Community Learning service.

100% Excellent, Very Good or Good

8. AOB. None

9. Date of Next Meeting

Thursday 11th October 2018
10:00- 11:00am
Committee Room
Heatham House, Twickenham, TW1 1BH

Hugh Dale
Community Learning Coordinator
Thursday 7 June 2018