

Minutes of: CORPORATION  
 Date: 14<sup>th</sup> October 2021  
 Time: 5:00pm  
 Place: via Microsoft Teams (COVID 19)



Present: Mr S Brand  
 Mr P Cook (Principal)  
 Mr S Crick  
 Dr H Friend  
 Mr R Jones  
 Ms J Lewis-Bell  
 Mr I Pursglove (Chair)  
 Mr K Sonecha (from item 21/06)  
 Mr C Todd (Vice Chair)

In attendance: Ms S Dent (Vice Principal, Finance and Resources)  
 Ms R Herbert (Vice Principal, Quality and Curriculum)  
 Ms J Ferguson (Vice Principal, Safeguarding and Pastoral Care)  
 Mrs Y Doherty (Clerk to the Corporation)

#### **21/01 APOLOGIES**

Apologies for absence were received from Mr M Crook.

#### **21/02 DECLARATIONS OF INTEREST**

Mr Crick's employment was noted.

On the basis of the business to be considered there were no declarations of interest.

#### **21/03 MINUTES FROM THE PREVIOUS MEETINGS**

##### **3.1 Minutes from the meeting held on 1<sup>st</sup> July 2021**

The minutes of the meeting (circulated, document Oct 21/1) held on 1<sup>st</sup> July 2021 were considered.

It was **RESOLVED THAT** the minutes of the meeting held on 1<sup>st</sup> July 2021 be approved.

##### **3.2 Notes from the Strategy Event held on 15<sup>th</sup> September 2021**

The notes of the meeting (circulated, document Oct 21/2) held on 15<sup>th</sup> September 2021 were considered.

It was **RESOLVED THAT** the notes of the Strategy Event held on 15<sup>th</sup> September 2021 be approved.

#### **21/04 MATTERS ARISING**

There were no matters arising.

#### **21/05 CONFIDENTIAL ITEM 1**

See separate minutes.

## FOR INFORMATION

### 21/06 STANDING AGENDA ITEMS

#### 6.1 Principal's Report

The Principal presented a report providing an update on the continuing impact of the COVID 19 on college provision and a general update for the beginning of the new academic year (circulated, document Oct 21/4).

Detail was provided on

- Student numbers

There had been a record increase in student numbers for 2021/22 with detail provided.

- Staffing

Management of issues regarding requirements to self-isolate, staff vacancies and the use of agency staff.

- COVID measures

Management of outbreaks, liaison with Public Health and the LA.

Details of measures in place

- Catering

Some operational issues had been identified. Work with the catering company had led to a reduction in learner dissatisfaction.

- Strategic Plan

Events now planned with staff.

- CQC Inspection

Detail was provided on the recent inspection. No grades given. Draft report expected.

Discussion points included:

Positive upturn in learner numbers, especially residential learner numbers, was there any known basis for this, e.g. connected to COVID or general increased level of interest?

It was reported that this was considered to be a combination of factors, such as the development of provision for more a more complex cohort, issues associated with lockdowns, improved reputation with the region.

The college had seen an increase in learner applications from Warwickshire, Solihull and Staffordshire.

The issue of the potential for residential numbers to increase year on year and the impact the strategic plan and accommodation.

It was reported that there were 27 residential rooms and that the current number of residential learners could be accommodated comfortably, whilst allowing for spacing to support the management of COVID risks.

If numbers were to increase as described, issues such as compatibility if there were to be an increased mix of learners with medical or behavioural issues. The accommodation could be 'zoned'. At present it was divided into two zones, but this could be increased to four.

Would the uncertainty of residential numbers impact the forecast income from residential provision.

It was reported that the numbers were still in flux and to be confirmed. it was recognised that the figure considered necessary for the provision to be financially viable was 10. It was anticipated that the final number could be 11 or 12 so there would be no requirement to review staffing or structures.

COVID assessments were queried and what measures were possible to encourage those that might refuse testing etc.

It was reported that reliance would be placed on Health and Safety legislation, with risk assessments completed. This approach had the support of the LA.

Catering: recognising that there were issues was there any action that could be taken on the basis that it was a contracted service.

It was confirmed that it was considered strategically better for the College to continue to work with the contractors and progress was being made as the number of complaints had reduced.

It was **RESOLVED THAT** the Principal's update report be noted and received.

## **6.2 Quality Improvement Plan 2020/21**

The Vice Principal Quality and Curriculum presented a report on the Quality Improvement Plan (QuIP) (circulated, document Oct 21/5), confirming that the most recent, final, update had been considered in detail by the Quality and Standards Committee.

It was confirmed that updates were highlighted in yellow, with completed actions identified by the green RAG rating. Impact was yet to be seen due to the influence of the pandemic.

Some areas had been identified to carry forward for further development and included:

- Relationships with employers
- T level delivery
- Differentiation – via the Hereward Approach
- VR
- Safe use of social media (integrated into the PSD curriculum)
- Development of the employability team

It was stated that it was comprehensive report that evidenced good progress. It was considered positive that some areas would be carried forward to the 2021/22 QuIP

It was **RESOLVED THAT** the update report against the Quality Improvement Plan 2020/21 be noted and received.

## **6.3 Student Numbers**

The Vice Principal Quality and Curriculum presented a report on the Student Numbers (circulated, document Oct 21/6).

The report provided data on ESFA funded learners for previous academic years, the 2021/22 academic year and the 2022/23 academic year as known at the beginning of October 2021.

The sustainability of current learner numbers and the level of subsidy relating to Element 2 of the funding methodology was queried.

It was agreed that this would be covered as part of the finance papers to be considered later in the meeting.

It commented that the increased learner numbers and applications for the 2022/23 academic year were positive.

It was **RESOLVED THAT** the Student Numbers update report be noted and received.

#### 6.4 Data Dashboards Final position 2020/21

A report on the final performance against the Data Dashboard 2020/21 was considered (circulated, document Oct 21/7).

##### Improving Teaching Learning and Assessment

It was highlighted that the achievement data was still to be completely finalised, with the ILR return due for submission, but it was not expected to change.

It was reported that the update had been considered in detail by the Quality and Standards Committee.

Detail had been provided in regarding the dip in achievement rates for Functional Skills, which was attributable to the impact of the pandemic and issues such as a lack of opportunities to desensitise learners to assessment methods.

Overall achievement was a little lower, but not significantly so. It had previously been considered that it could be as much as 10 percentage points but this was not the case. National rates were awaited.

##### Working in Learner-centred structures & Delivering responsibilities in partnerships

Retention rates for learners with mentor support or clinical intervention were above target.

Safeguarding training had improved significantly.

Apprenticeship target had not been achieved, but there was one placement.

It was noted that the percentage of learners with EHCP having an annual review was below target. It was reported that this was attributable to the periods of lockdown. Reviews were usually completed in the spring term. The focus had been to complete reviews for those learners that were leaving the college.

##### Making the most of college resources

It was reported that the college was finishing in a good position:

Performance against the AEB allocation had been better than anticipated

There had been a slight dip in additional income earned

There was a good budget outturn

There had been an increase in voluntary staff turnover

There had been no improvement in the completion rates for staff appraisals.

It was **RESOLVED THAT** the final performance against the Data Dashboard 2020/21 be noted and received.

### FOR DECISION

#### 21/07 PROPOSED DATA DASHBOARDS 2021/22

The Principal presented a report on the proposed Data Dashboards for 2021/22 (circulated, document Oct 21/8).

It was confirmed that:

- In considering the Key Performance Indicators for 2020/21 the senior team had taken due regard of the effects of the pandemic.
- The majority of targets remained the same despite significant pressure on some of the services.
- Some targets had increased due to continued strong performance in various areas.
- It was the right time to have increased ambition for learners.

Proposed additions and amendments to the Data Dashboards for 2021/22:

Improving Teaching Learning and Assessment

Monthly Data

- Overall long retention rates – KPI target **increased** from 94% to 95% based on recent performance.
- Hereward Training timely achievement rates – KPI target **increase** from 87% to 90% based on recent performance.

Termly Data

- % of teachers and managers with level 4 SEN qualifications or above – KPI target to **increase** from 35% to 60% based on recent performance

Making the most of college resources

Monthly Data

- Annual budget outturn expressed as Retained Surplus/Deficit to be **changed** to Operating Surplus/Deficit in line with FE Commissioner requirements. The KPI target to be expressed as a percentage of budget in line with the way the FE Commissioner analyses college finances. The minimum figure for operating surplus recommended by the FE Commissioner is 1%.

Points of discussion included:

Overall long retention rates

Would this be at risk if there were changes in the type/mode of programme.

It was reported that this was not considered to be the case due to the management processes that would address any required amendments to mitigate any issues and increase the rate of achievement.

Catering

Should consideration be given to performance measures for sub-contractors and their contractual obligations.

This is covered under the LOOP survey completed by learners and included in the *Working in learner-centred structures* dashboard.

It was suggested that this could be considered more generally across all contracted services.

Learner pass rates

Were the targets too ambitious and they had not been achieved for the previous three years.

It was accepted that the targets were ambitious but it was believed that they could be achieved, with appropriate measures included in the curriculum and the removal of barriers for learners.

It was suggested that perhaps watching the trend over the year would help with understanding, but the dashboard did not support this as it was annually reported data.

It was reported that the reasons for non-achievement were normally attributable to the conditions of learners.

There was discussion of the inability to control such issues and possible exclusion from data, to avoid a target that could not be achieved due to reasons that could not be controlled.

It was confirmed that any exclusion was not possible due to required reporting submissions (ILR).

It was acknowledged that this was a very pertinent point, and that it is about why learners do not achieve.

It was reported that the Quality and Standards Committee received reports on predicted achievement, which included risks and mitigations. This allowed the SLT to offer explanation and provide assurance. It was suggested that this could be shared with the wider Board. It was noted that there needed to be a balance between the level of detail provided to Governors given the strategic remit and the need to be informed.

Operating surplus target

At what level would this be questioned, and potential issues raised about rates charged  
It was reported that the LAs considered it reasonable for a surplus to be made for the purpose of reinvestment. The percentage achieved in 2020/21 was high, and it was suggested that 2 – 3.5% could be considered reasonable.

The point of surplus being used to reduce debt/ investment was made. If there was a driver for cash investment this should be linked into the estates strategies to support the surplus. It was recognised that the purpose was not to hold cash but to invest for the benefit of learners.

It was **RESOLVED THAT** the proposed Data Dashboard 2021/22 be approved.

## 21/08 FINANCE and RESOURCES

### 8.1 Revised Budget 2021/22

The Vice Principal Finance and Resources reported on the Revised Budget 2021/22 (circulated, document Oct 21/9).

It was highlighted that the presentation also included some detail against the 3-year plan. It was intended to look ahead more frequently to allow for greater contribution throughout the year.

Key issues:

- Pay award
- Record number of learners
- Hourly rates

Attention was brought to the detail provided on:

*Student numbers*

*Fees*

*Fee income*

*AEB*

*Other income*

*Total income*

*Pay*

*Non-pay*

Points of discussion included:

On student numbers there was significant discussion on how sustainable the current growth was in light of the underfunded element 2 numbers. The Corporation remained concerned about the level of unfunded students and the impact on the financial position of the college and its ability to invest for future students.

Teaching/staff costs as a percentage of income – it was noted to be high in comparison to other colleges.

This was acknowledged as the data was generally for GFE colleges. Hereward delivered more staff hours per learner.

It was intended that there would be further detailed analysis to better understand costs.

Staff utilisation data in real time to support projections

It was reported that this was impacted by the complexity of processes.

Pay award – could this be justified given issues such as the rise in inflation and national insurance  
It was reported that a number of scenarios had been considered in detail which had included factors such as union expectations, market conditions and staff recruitment.

The proposal was in line with previous awards, had included consideration of advertised salaries for similar roles and allowed for long term sustainability and other complexities.

Agree with the need to invest in staff but this needed to balance issues such as the complex cohort, increased staff costs, careful management of the existing and agency workforce and the need to be prudent.

There was a need to recognise that moving to support the complexities of learners could increase costs.

It was suggested that whilst the surplus could be used to invest in staff, a prudent approach would allow further assessment of the position late in the year.

It was commented that the proposed pay award may be perceived as very positive, but this was not the case when compared with the public sector position.

Budget assumptions regarding staff and welfare

Nothing specific had been included in the presentation, more detail would be provided.

Additional income – potential from staff expertise

This was being considered.

Staff retention, noting the pay award, what other options had been considered e.g. staff development

It was reported that the focus was support staff as a substantial number were long serving. Options included looking at the use of permanent and fixed-term contracts so as to manage risk and offer more stability.

More detail would be provided.

Current residential learner numbers

It was reported that there were 11, although 1 was likely to withdraw. However, there was a further two potential placements. Best case would be for 11 – 12.

Restructuring – Finance and Resources reduction, with more activity was appropriate.

It was confirmed that this was not the finance team. The restructure referenced was that related to the Employment Services department, where management responsibilities for a role had been reassigned to the Vice Principal Quality and Curriculum.

It was emphasised that appropriate infrastructure was required to support growth.

It was suggested that there should be clear policies and processes in place to cost packages and support appropriate recruitment.

Utilities

Electricity – level of confidence in budget forecast given that it appeared that national increases were much higher than had been allowed for.

Would the surplus be impacted

It was reported that the position changed on a daily basis and was impacted by the chosen 'fixed period'.

Yes initially

Should it be considered high risk

FRS102 Pension costs – how had this been accounted for  
This was not included as yet, but a reduction was expected for this year.

It was **RESOLVED THAT**

- i. the revised budget for 2021/22 be approved;
- ii. the proposed pay award of 1.5%, from 1<sup>st</sup> September 2021, be approved.

## **8.2 Health and Safety Policy**

The Vice Principal Finance and Resources and presented the reviewed Health and Safety policy (circulated, document Oct 21/10).

It was confirmed that the amendments were identified in red text.

The point of whether the policy adequately covered events such as the pandemic, and if it was flexible enough to deal with any eventuality, even if it was new and bespoke, was raised.

It was confirmed that this was believed to be the case, and that the risk assessment process allowed for bespoke situations.

It was **RESOLVED THAT** the Health and Safety Policy 2021/22 be approved.

## **8.3 Data Protection Policy**

The Vice Principal Finance and Resources presented the reviewed Health and Safety policy (circulated, document Oct 21/11).

It was confirmed that the minor amendments were highlighted for ease of reference. Attention was drawn to the included requirement for a Data Protection Impact Assessment (DPIA) to be completed prior to the introduction of new systems/processes.

It was suggested that DPIAs should be completed at the beginning/very early stages of a project to avoid wasted time and effort on systems/processes that would ultimately not be appropriate.

The issue of international data transfers was raised.

It was confirmed that all new providers were required to complete a third-party data processor checklist and a due diligence checklist.

Contracts were also reviewed were appropriate to ensure that there were no data transfers outside of the EEA.

It was **RESOLVED THAT** the Data Protection Policy be approved.

## **21/09 SAFEGUARDING and PREVENT**

### **9.1 Safeguarding Policy**

The Vice Principal Safeguarding and Pastoral Care presented the Safeguarding Policy (circulated, document Oct 21/12).

The executive summary detail where the Safeguarding Policy had been updated.

The changes were highlighted in the policy, for ease of reference.

It was noted that the policy referenced training for governors.

It was **RESOLVED THAT** the Safeguarding Policy be approved.

## 9.2 Prevent Strategy and Action Plan

The Vice Principal Safeguarding and Pastoral Care presented the Prevent Strategy and Prevent Duty Risk Assessment/Action Plan (circulated, document Oct 21/13).

The **Prevent Strategy** had been reviewed with the updates highlighted for ease of reference. It was highlighted that the revisions reflected changes to referral information and national threat levels.

It was **RESOLVED THAT** the Prevent Strategy be approved.

The **Action Plan** provided evidence of compliance with the Prevent Duty. Additions were highlighted for ease of reference.

It was confirmed that the action plan had been revised in response to feedback last year. There had been a slump in lockdown and evacuation training, with a cycle of training now in place for this academic year.

Points of discussion included:  
Governor to serve to on the Prevent Steering Group  
This was currently being discussed.

Inclusion of animal rights groups was queried  
It was reported that this was in response to a government assessment of these activities being classed as terrorism in some instances.

It was **RESOLVED THAT** the Prevent Duty Risk Assessment/Action Plan be noted and received.

## 21/10 QUALITY and STANDARDS Complaints Policy

The Vice Principal Quality and Curriculum presented the Complaints Policy and Procedure (circulated, document Oct 21/14).

It was confirmed that the minor addition was highlighted for ease of reference.

It was **RESOLVED THAT** the Complaints Policy be approved.

### Dr Friend and Mr Sonecha left the meeting

## 21/11 GOVERNANCE

### 11.1 Corporation, Committees and Delegated Authorities

The Chair presented a report on the review of the business of the Corporation and its Committees and the avoidance of duplication of work (circulated, document Oct 21/15).

The process had involved reference to a number of resources including the Instrument and Articles of Government, the AoC Code of Good Governance and Eversheds Sutherland Governance Plus service.

The following policies were recommended for **delegated approval by Committee**:

#### Quality and Standards Committee

Personal and Social Development Policy

Fitness to Study Policy

Internal Quality Review Framework

Absence Policy

Admissions and Transitions Policy

Audit Committee

Treasury Management Policy

Value for Money Policy

Assurance of review and approval could be provided via the Committee reports to Corporation. Any agreed amendments/additions to the existing delegated authorities would be reflected in the ToR for each of the Committees and the Boards Delegation of Powers document.

It was further noted that the Corporation delegated further powers and assigned responsibilities to the Principal:

- determining the employment policies and reporting annually,
- setting framework for the conduct of staff and reporting annually

The review had also confirmed that the Corporation had previously constituted a Finance and General Purposes Committee which considered detailed reports on:

- Financial Statements (Annual Accounts)
- Student Union: budget and accounts
- Management Accounts
- Budget and 3-year plan
- Funding
- Enrolments and Admissions
- Marketing
- Estates: including Accommodation and refurbishments with detailed costings
- Capital Projects
- HR
- Organisational Reviews
- Reports from internal college committees in place at that time, e.g. Estates

Members were requested to consider agreeing to the Clerk reviewing the Terms of Reference and business considered by the previous Finance and General Purposes Committee (F&GPC) to inform further discussion on the possibility of reconstituting this additional Committee to provide detailed oversight and assurance to the Corporation.

This process would also include a review of the business delegated as part of the current Committee structure.

Points of discussion included:

If the Corporation was responsible for approving employment policies what would be the impact of an annual report, and should all policies be presented for approval.

The Chair confirmed satisfaction that the key policies were presented at Corporation and this would continue.

It was also suggested that those policies not specifically presented to the Corporation could be uploaded to the Governance Portal.

In principle agreement to proposed delegations as this would assist in allowing greater focus on strategy.

Further detail on context/driver for a reintroduction of the F&GPC was requested.

It was emphasised that this was not intended to forestall full discussion, but to allow for rigorous consideration and identification of any issues prior to presentation to the Corporation. This would assist in ensuring that the Corporation did not receive inappropriate operational detail.

It was reported that regionally a number of colleges were readopting this approach and that it also presented an opportunity for development and succession planning.

There was discussion of the required separation and interface of the work of any F&GPC with that of the Audit Committee. It was stressed that there would be need to ensure that the Audit Committee did not become backward looking. It should review, learn and take forward.

It was acknowledged that close collaboration between any F&GPC and the Audit Committee would be required, including careful assessment of how any revised structure would better serve the Corporation and provide assurance.

It was **RESOLVED THAT**

- i. the suggested list of policies to be delegated for Committee approval, be approved;
- ii. the Clerk review the Terms of Reference and business considered by the previous Finance and General Purposes Committee (F&GPC) to inform further discussion on the possibility of reconstituting this additional Committee to provide detailed oversight and assurance to the Corporation. This process was to also include a review of the business delegated as part of the current Committee structure.

### **11.2 Committee Terms of Reference**

The Clerk presented a report on the reviewed Terms of Reference for

- Quality and Standards Committee
- Search and Governance Committee

It was noted that the Terms of Reference for the Quality and Standards Committee had been amended to include an addition to the KPIs (in red text) and delegated authority to approve specific policies (in red text) as considered and approved in the previous business item

It was **RESOLVED THAT**

- i. the Terms of Reference for the Quality and Standards Committee 2021/22 be approved
- ii. the Terms of Reference for the Search and Governance Committee 2021/22 be approved

## **FOR INFORMATION**

**21/12 CONFIDENTIAL ITEM 2**  
See separate minutes.

**Ms Lewis-Bell left the meeting**

**21/13 FINANCE and RESOURCES**

**13.1 ESFA Interim CEO; Letter to Chief Accounting Officers** (document Oct 21/18)

Attention was drawn to the content on related party transactions and audit committees.

It was **RESOLVED THAT** the ESFA Interim CEO; Letter to Chief Accounting Officers be noted and received.

### 13.2 Monthly Management Accounts (Month 12)

The Vice Principal Finance and Resources presented the Monthly Management Accounts for Month 12 (circulated, document Oct 21/19).

The report detailed the final outturn financial position against the budget for 2020/21.

A summary of the position was provided:

The revised budget agreed in October 2019 showed an operating surplus of £83,000. The outturn position was a surplus of £292,000, subject to the auditing of the annual accounts.

Detail of key issues was provided and included

- Financial health with the current set of results is “Good”.
- Updated forecast
- The cash balance at the end of the period
- Banking covenants were being met
- Updates on the management of previously identified risks

Discussion points included

Staffing costs: vacancies/agency – was this sustainable

As per previous discussion there was a need to better understand the detail of hours delivery. This required review and developed reporting.

A key factor in the operational surplus was the vacancy factor, without this the surplus would have been lower and closer to breakeven.

Explanation of increased spend on premises and computer costs.

This was attributable to the DSA office based in Birmingham and changed ways of working necessitating IT expenditure, e.g. MFA, cyber security, updated equipment.

It was **RESOLVED THAT** the Month 12 Management Accounts be noted and received.

### 13.3 CONFIDENTIAL ITEM 3

See separate minutes.

### 13.4 Data Protection/GDPR Update Report

The Vice Principal Finance and Resources presented an update report on Data Protection/GDPR (circulated, document Oct 21/21).

Key highlights included:

- There had been 12 data subject data access requests during the summer term
- The GDPR group had met and continued to work on the agreed action plan
- Covid-19 continued to impact the work of the GDPR group and the associated risks incorporated into the action plan.
- All privacy notices were reviewed and updated
- Classroom GDPR training was updated and recommenced in the summer term
- The group continued to monitor the updating of student consents and emergency contact information

There was discussion of the level of DSARs and the impact/time taken

It was **RESOLVED THAT** the Data Protection/GDPR update report be noted and received.

### **13.5 Annual HR Report 2020/21**

The Vice Principal Finance and Resources presented the annual HR report (circulated, document Oct 21/22).

Key HR metrics indicated:

- Staff turnover rate of 7.41%
- % of workforce with formal employee issues 1.9%
- Vacancy rate of 23.03%
- Sickness absence rate of 3.47%
- Workforce profile analysis shows:
  - 73% are aged 40 and over
  - 13% have declared a disability
  - 81% are female
  - 83% are White British

It was **RESOLVED THAT** the annual HR report 2020/21 be noted and received.

### **13.6 Annual Health and Safety Report 2020/21**

The Vice Principal Finance and Resources presented the annual Health and Safety report (circulated, document Oct 21/23).

The report provided detail on activities to promote and improve safety in 2020/21 including:

- Risk assessment review and evaluation
- Individual Student Risk Assessments
- Fire management
- Safeguarding
- Compliance testing
- Site security
- Asbestos management
- Water management
- Management of electricity
- Response to the pandemic
- Environmental/Green issues
- Incidents (including comparative data)

It was **RESOLVED THAT** the annual Health and Safety report 2020/21 be noted and received.

## **21/14 SAFEGUARDING and PREVENT**

### **14.1 Annual Safeguarding Report 2020/21**

The Vice Principal Safeguarding and Pastoral Care presented the annual Safeguarding report 2020/21 (circulated, document Oct 21/24).

The report provided detail on:

- Safeguarding during lockdown
- Local Authority 157 audit
- Ofsted review of sexual abuse in schools and colleges and subsequent new framework for inspection
- Prevent
- CPOMS audit
- Digital safety
- Safeguarding data
- Training for staff and governor
- Learner feedback

Governor training was raised, and that this remained at 75%

**The Chair requested that the Clerk email all governors to request that Governors prioritise the completion of training, and that any outstanding training be completed prior to the next meeting (December).**

YD

The grade of the previous 157 audit was queried.

This was confirmed to be the same as that reported.

It was **RESOLVED THAT** the annual Safeguarding report 2020/21 be noted and received.

#### **14.2 Safeguarding Update October 2021**

The Vice Principal Safeguarding and Pastoral Care, presented a Safeguarding update report October 2021 (circulated, document Oct 21/25).

The report provided a position statement with regard to Safeguarding at the start of the 2020/21 academic year.

Detail included:

- data on new student and safeguarding
- tiering system, with tier three learners overseen by member of the clinical team
- safeguarding induction for learners
- data on concerns raised via CPOMS

It was noted that the reported indicated that most concerns were considered 'low level', it was suggested that percentages be used, especially for those not considered 'low level'. There was discussion of using the referral criteria as a baseline.

It was **RESOLVED THAT** the Safeguarding Update October 2021 be noted and received.

### **21/15 QUALITY AND STANDARDS**

#### **15.1 Quality and Standards Committee Meeting – 22<sup>nd</sup> September 2021**

Members considered a report on the Quality and Standards Committee Meeting – 22<sup>nd</sup> September 2021 (circulated, document Oct 21/26).

The business considered and detail brought to the attention of the Corporation included:

Hereward Training

Employability and Enterprise

Quality Improvement Plan (QuIP)

*see minute 21/6.2*

Self-Assessment Report 2020/21

Data Dashboard

*see minute 21/6.4*

Annual Complaints Report 2020/21

*see minute 21/15.2*

Committee Terms of Reference

*see minute 21/11.2*

Deep Dives (future)

It was **RESOLVED THAT** the report on the Quality and Standards Committee Meeting – 22<sup>nd</sup> September 2021 be noted and received.

#### **15.2 Annual Complaints Report 2020/21**

The Vice Principal Quality and Curriculum reported on the Complaints 2020/21 report (circulated, document Oct 20/27).

It was reported that the report had been considered in detail at the Quality and Standards Committee.

The report summarised the key headline data from complaints received by Hereward College during the academic year 2020/21.

There had been a further reduction in the number of complaints received in the academic year 2020/21.

The annual total of complaints received by the College 2020/21 totalled two, compared to three in 2019/20.

One complaint was received in the Autumn term

One complaint was received in the Spring term and

No complaints were received in the Summer term.

No complaints were upheld.

Comparative data and diversity monitoring data was provided.

It was **RESOLVED THAT** the Annual Complaints Report 2020/21 be noted and received.

**21/16 ANY OTHER BUSINESS**

The Chair raised the issue of Ofsted inspections and for Governors to be aware of the need to be knowledgeable and to understand the college performance from the reports presented.

The work relating to the business of the Board and its Committees would also be informed by available detail and information on recent inspections and questions raised, to ensure that reporting could be developed as appropriate.

**21/17 DATE OF THE NEXT MEETING**

The date of next meeting was confirmed as Thursday 9<sup>th</sup> December 2021.