

# The Wiltshire Council

Re-inspection monitoring visit report

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**Unique reference number:** 50245

**Name of lead inspector:** Steven Tucker HMI

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**Type of provider:** Local authority

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## Monitoring visit: main findings

### Context and focus of visit

This is the third re-inspection monitoring visit to The Wiltshire Council following publication of the inspection report on 1 December 2016 which found the provider to be inadequate overall.

At the inspection in October 2016, inspectors judged overall effectiveness; the effectiveness of leadership and management; teaching, learning and assessment; outcomes for learners; adult learning programmes and apprenticeships to be inadequate. Personal development, behaviour and welfare were judged to require improvement.

During this monitoring visit, the inspector focused on themes and priorities for improvement identified at the second monitoring visit on 19 June 2017.

### Themes

**The extent to which decisions about the courses planned for 2017/18 are based on information about the specific needs of families in Wiltshire and feedback from the survey of learners that took place before the previous re-inspection monitoring visit in June 2017.**      **Reasonable progress**

Since the previous re-inspection monitoring visit, senior leaders have used information held by the council well to inform the strategy for the family learning service. They have analysed data about the employment, income, health and safety of people in Wiltshire communities. As a result, they have identified communities in which people are most disadvantaged and in most need of family learning.

Managers have also identified the characteristics of people who are to be targeted by the service. These include vulnerable families, people who do not work and people who have yet to achieve a full level 2 qualification.

Currently recruitment is focused on learners who have not achieved a full level 2 qualification. Managers have worked closely with children's centres and schools to ensure that staff in these settings know that they should promote courses to these learners. As a result, all but one learner enrolled to date in 2017/18 is in this target group. While this strategy is successfully targeting provision at people with low achievement, other learners in the target groups may be excluded if they already have a full level 2 qualification.

Managers have analysed the results of the learner survey that took place in June 2017. They used this effectively, along with information from partners such as children's centres and primary schools, to inform the curriculum plan for 2017/18.

The strategic plan that managers have produced links well to council priorities such as enabling residents to be independent and lead fulfilling lives, decreasing the proportion of the working age population with no qualifications and giving young people a positive start in life.

**How council leaders have used information about the local communities served by the family learning service to set performance targets for the service. Reasonable progress**

Council leaders have set a target of enrolling 450 people in 2017/18. Managers expect each learner to enrol, on average, on two courses. Managers fully recognise that learners who enrol on more than one course should develop new skills and knowledge on each course. At the time of the monitoring visit, 63 learners had enrolled on courses in 2017/18.

In 2017/18, managers expect only a small number of learners to progress into a job, as they focus on recruiting those who are least prepared for employment. Managers have set a clear pathway for progression from one course to another and are able to identify whether learners progress to a course that further develops their skills for employment.

Managers have set an ambitious target for 99% of learners to achieve their learning goal. However, their definition of achievement is too generous. On one course that has been completed in 2017/18, learners only needed to complete four out of eight parts of their learning goal in order to achieve.

**Progress on implementing the quality improvement plan. Reasonable progress**

Managers have replaced the post-inspection action plan with a quality improvement plan that incorporates actions to improve features of the service that have emerged since the previous inspection. This action plan is self-critical and focuses well on features of the provision most in need of improvement.

Council leaders have taken the necessary steps identified at the previous re-inspection monitoring visit to put in place a governing board which has clear responsibilities. They have recruited people to the board with the experience necessary to advise and challenge managers. However, the board has not been in place long enough to have had an impact on the quality of provision.

Managers have responded well to the concerns raised during the previous re-inspection monitoring visit about the lack of dates in the post-inspection action plan by setting realistic deadlines. In their improvement plan, managers have identified the actions they need to take to review, revise and implement a curriculum for 2017/18. However, they do not evaluate sufficiently whether each action has been fully completed.

Managers have developed a range of new systems for monitoring the quality of teaching, learning and assessment. They have trained staff in their responsibilities for planning and delivering courses and for assessing learners. However, service

managers have not spent enough time evaluating whether these systems have led to high-quality education and training on the courses that have taken place in 2017/18. They have not looked at the documents produced by tutors and learners closely enough to give tutors sufficient guidance on how to achieve the highest standards in their planning, assessment and teaching.

**The quality of information available to potential learners and the extent to which staff in children's centres successfully promote family learning.**      **Reasonable progress**

Managers have addressed the concerns raised about information, advice and guidance at the previous re-inspection monitoring visit by producing an informative website that is easily found through a search engine. They have also produced leaflets for courses that many children's centres and schools are passing on to potential learners. Council staff recognise that they need to continue to work closely with staff in schools and children's centres to ensure that they gain a better understanding of the courses available, how they can help the people in the communities they serve and the characteristics of people the council aims to recruit to courses.

**How learners are benefiting from the courses they attend.**      **Reasonable progress**

Currently only a small number of learners have enrolled on courses. During this re-inspection monitoring visit, the inspector sampled records of learners' achievements and spoke to a small number of learners and tutors. The courses are clearly recruiting learners from the most disadvantaged communities in Wiltshire and learners are gaining confidence. For example, learners attending a course with their young children identified how the course had helped them gain the confidence to leave their houses and to read with their children.

While all learners set themselves targets as part of their induction to the course, some of these are too general and not focused sufficiently on the skills and knowledge they can reasonably expect to achieve on the course.

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