

# ADULT TRAINING NETWORK



ANNUAL REPORT FOR THE PERIOD  
AUGUST 2016 – JULY 2017

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Charity number	1093609
Company registration number	04286151
Business address	18 The Arches Business Centre Merrick Road Southall Middlesex UB2 4AU
Registered office	18 The Arches Business Centre Merrick Road Southall Middlesex UB2 4AU
Trustees	Satvinder Bahad Jaspreet Singh (resigned 23/6/17) P. S. Sagoo (resigned 4/8/2017) Lee Heavens(appointed from 23/6/17) Inderjit Ubhi (appointed from the 17/8/17)
Secretary Auditors	Sarjeet Singh Gill Rehncy Shaheen 1276/1278 Greenford Road Greenford Middlesex UB6 0HH
Bankers	HSBC Bank plc 12 Marlborough Parade Hillingdon Middlesex UB10 0LP

The trustees present their report for the year ended 30 September 2017. The trustees, who are also directors of Adult Training Network Limited for the purposes of company law and who served during the year and up to the date of this report are set out on page 1.

### Structure governance and management

The Adult Training Network is a Registered Charity Number 1093609, established in July 1999, and a Company Limited by Guarantee number 42866151. The Head Office is at Unit 18, Arches Business Centre, Merrick Road, Southall, Middlesex, UB2 4AU. The Adult Training Network has a Board of Trustees and a Managing Director, who is the main contact person for the organisation. Further information on the Adult Training Network can be found on the organisation's website at <http://www.adult-training.org.uk>. The Chair of the Board of Trustees was Mr P. S. Sagoo up to the 4/8/17. Mr Jaspreet Singh resigned on 23/6/17. A new Trustee Mr Lee Heavens was appointed on 23/6/17 and Mr Inderjit Ubbey was appointed on the 17/8/17. The appointment of a new chair is pending. The Managing Director is Mr Sarjeet Singh Gill. It is expected that the Head Office will transfer to Unit 3, Triangle Centre, 399, Uxbridge Rd, Southall, Middx, UB1 3EJ from the 6<sup>th</sup> Oct 2017.

### Objectives and activities

The Adult Training Network (also known simply as ATN) strives to provide the best quality education and training to socially excluded members of the community who have little or no access to mainstream education.

One of its main purposes is to build the skills and confidence of traditionally disadvantaged members of the community, including refugees and members of ethnic minority communities to support their entry into meaningful employment.

In addition, the Adult Training Network strives to integrate learners into the social and cultural fabric of society at large.

The organisation was formed to help address the educational disadvantage suffered by certain marginalised sections of the community.

- The main objectives of the educational programmes are to:
- Develop clients' employability skills
- Help to improve students' linguistic competence in English.
- Provide students with basic survival English for everyday life in UK.
- Provide students with Basic English for access to other college courses.

- Equip students to progress to the next level of ESOL provision.
- Support students in their chosen progression path.
- Build the self-confidence of students.
- Develop the ICT skills of people in the local community who have little or no access to mainstream education provision and ICT resources.
- Support learners to acquire job search techniques including interview skills and CV writing to enable them to successfully compete for and acquire sustainable jobs.
- Support learners with their well-being and mental health by conducting programmes in pain management, yoga, gardening and music.

#### MATRIX ACCREDITATION:

ATN is matrix accredited and gained accreditation in July 2007. The accreditation needs to be renewed every three years and ATN was re-inspected on 3 occasions between 26th and 28th July 2010 and 22nd November 2016. In Nov 2016 ATN undertook an accreditation review in the Matrix standard for information, advice and guidance. The standard was, once again, achieved and the report stated:

Staff, partners and learners interviewed were all very positive about ATN and what they gained from their relationship with the organisation. Comments included: (staff) 'We're very close as a team here. They have built my confidence. They 'live' filter people for jobs, not just by paper and qualifications'. 'The Company has supported me in my teaching qualification. They do support every one of us'. 'The impact of doing my advice and guidance qualification – I understand more about the detail, judging needs and how to meet them'. (partners) 'ATN is the only provider I know who gives us feedback on clients without us chasing them'. 'ATN have a very positive impact on our customers, and they're local too which is good'. (clients) 'What they are teaching us now is setting us up for life – to find work'. 'I'm comfortable about learning here, at ease and you can work at your own pace. They always support us'. 'I've been given the confidence to learn computers and apply for jobs online. They are very helpful'. ."

Despite funding cuts ATN has continued to provide opportunities for people in line with its mission, and continues to be pro-active in bidding for further funding to maximise opportunities to support people into sustained employment.

ATN has a climate of 'growing its own', employing people who started as learners and enabling them to develop their potential through gaining experience and providing opportunities to gain qualifications. All members of staff are well qualified for their roles, including those with teaching, assessor and Internal Quality Advisor qualifications, and three members of staff who have qualifications in

advice and guidance, two at Level 3 and one at Level 4, with one who is hoping to progress on to Level 4.

Effective partnerships have been developed to help people access provision, and maximise their opportunities. In addition to well-established funding partnerships, one partner whose provision was described as more 'grass roots' provides pre-ESOL courses for referrals, who can then return to ATN to go on to the next level to gain qualifications and progress further towards employment. The same partner has also provided volunteering roles for some learners, with a few going on to successful employment.

ATN has also successfully completed a continuous improvement check in Nov 2017. ATN will next be due for Matrix re-accreditation in October 2019.

### ACTIVITIES AUGUST 2016 – JULY 2017

In the year 2016 – 2017 ATN offered a variety of projects and courses from 5 locations across London, for various funders and prime contractors.

#### Richmond upon Thames College

In 2016/17 the following courses were conducted: SKILLS FOR LIFE: - ICT Courses: - Start IT (ITQ) Entry Level 3 Award for IT Users, Level 1 Award for IT users and Level 1 Certificate for IT Users. ESOL (Courses covering all levels from Entry Level 1 to Entry Level 3 and including Speaking & Listening as well as the full award), Functional Skills in English and Mathematics (Courses covering levels from Entry Level 1 to Level 2). Through these learning programmes learners were able to acquire skills to support their progression into work. Learners also acquired new skills to help them perform various roles in their social and personal life more efficiently as well as to gain promotion in their current jobs.

In 2016 -2017, there were 517 enrolments which are slightly higher than the 501 enrolments during the period 2015-16. However, in the previous years, 2014 – 15 and 13/14, enrolments were greater: 600 & 718 respectively. There were a total of 60 ESOL enrolments, which represented 12% of the total enrolments, 166 Functional Skills Maths enrolments (32%), 221 Functional Skills in English enrolments (43%) and 70 ICT enrolments (14%).

During 2016/17 highest number of learners (221) was enrolled for Functional skills in English qualifications, an increase of 43 from 2015/16. Enrolment for this subject was 194 in 2014-2015. Functional Skills in Maths has marked decrease in enrolments. In 16/17 there were 166 registrations compared to 186 in the previous year and 183 enrolments in 2014- 2015.

In 2016/17 enrolments for ESOL qualifications rose to 60 from 49 in 2015/2016. In 14/15 the number of enrolments was 92. More tellingly, in 2013-14, there were 404 ESOL enrolments. This significant reduction year on year is mainly because of several factors such as reduction in funding, low referrals from JCPs, stricter eligibility criteria to attract sufficient customers to run ESOL programmes, increasing administration fees by the awarding body and learner preferences to undertake various other courses such as Functional skills in English & Maths. Enrolments for ICT qualifications fell to 70 in 2016/17. In the previous year 88 learners were registered for ICT courses. However, in 2014/15 there 131 ICT enrolments.

Success rates have been high for the past three years in the majority of learning programmes. Results are consistently very good across the range of qualifications and levels. For example, overall improved pass and achievement rates compared to last academic year. 2016-17 had an outstanding pass rate of 96% with an increase of 1% from the previous year. In 2015 – 16 pass rate had fallen to 95% from the previous academic year's remarkable 98% for basic skills qualifications. In 2016-17 ATN achieved 87% of achievement rate. 2015 – 16 had a lower achievement of 86% for Basic Skills qualifications. However, in the previous 2 years, 2014/15 & 2013/14, ATN had achieved higher achievement rates of 91% and 88% respectively. Excellent retention (91.67%), pass (98.18%) and achievement (90%) gained for ESOL qualifications. However, ICT qualifications suffered a decline in retention, pass and achievement rates. Pass rate dropped to 96% from previous year's 100% along with a significant decrease by 12% in achievement rate to 85% from the 97% of 2015/16. ICT qualifications had a 100% retention rate in 2015/16 but this has dropped to 93% in 2016/17.

All teaching and learning staff had a graded lesson observation. The results of the 2016-17 Teaching Learning and Assessment Observation Programme show that 100% of staff observed achieved a Grade 2, (Good).

In the period September 2016 – July 2017 Ealing (ATN Southall) employed a total of 12 staff members and one part time apprentice who served the RUTC programmes. It included a Director, Centre Manager, one full time administrator, one Quality Assurance inspector, an Outreach Officer, 2 part time ESOL/Functional Skills tutors, one part time ICT tutor, one Finance Coordinator, one part time cleaner, one full time HR Administrator and full time Network Engineer.

In Hillingdon (ATN Hayes) there were a total of 4 members of staff employed to serve the RUTC programme. It included one part time administrator, 2 part time ESOL/Functional skills, one full time ICT tutor and one part time cleaner.

ATN ceased RUTC operations from Hounslow centre due to closing down of the branch in Dec 2016. Some members of staff were reappointed in Southall & Hayes

centres. Although shortage in funding led to the closure of this centre, ATN will reopen a centre in Hounslow if more funding is available.

### Partnership with HAFLS

ATN established new partnership with Hertfordshire council to deliver adult skills development programmes such as ESOL & Functional skills from Sep 2016. A new branch was opened in Letchworth Garden city for the funded learning programmes in September 2016.

There were 84 enrolments. 78 for ESOL qualifications and 6 for Functional skills in English. There were good overall pass (92%) and achievement rates (83%) for ESOL qualifications. Pass rates have been high for ESOL S/L (90%) & FA (93%) learning programmes. Overall good retention rate (92%) recorded in 2016/17 with 100% retention achieved for nearly 60% of courses.

The high standard of teaching, learning and assessment has been key to the success of ATN. Graded lesson observations were carried out by ATN's quality team and OTLA reports evidence that 80% of observed sessions were graded 'Good', which reflects the good quality of teaching and learning that is undertaken at ATN. Just 1 session observed was graded 'requires improvement'.

There were exceptional rates of positive progression. ATN's current records show that majority of learners (80%) had positive progression. 8% obtained employment after or during the learning programmes at ATN. An impressive 67% of earners were able to progress to higher level courses, which are planned with clear progression routes from Entry level 1 to higher levels and another 5% progressed to learning with other organizations. However, approximately 13% of learners' progression information has been unknown. Although 8% learners progressed to employment, there exists a need to establish extensive employer network as identified in a meeting held in July 2017 to ensure not only educational achievement but also good levels of progression into sustainable work destinations.

### Key Strengths

- Outstanding positive progression achieved by learners by entering into further higher level training and/or employment.
- Good overall pass (92%) and achievement rates (83%) for ESOL qualifications.
- Good quality teaching learning and assessment as evidenced in lesson observations and learning walks.
- Very effective embedding of employability skills and ICT into lessons



## Key Areas for Improvement

- Ensure more effective use of learner feedback by administering exit questionnaire effectively. Continue to use a standard learner survey provided by the prime, which will make data analysis easy and simple and which will lead to easy identification of learner needs and interests and adapt the course content to suit the needs and interests of the learners.
- Identify, as early as possible, learners, who are at risk of poor attendance and develop more effective strategies to tackle issues in relation to attendance and punctuality.
- To improve pass rate of male learners
- To establish more effective links with local employers and recruitment agencies to improve job opportunities for learners who are ready for the job market.

## Big Lottery Fund – Launch Pad Extra Programme

ATN continued to deliver Big Lottery funding under the Reaching Communities Programme in 2016/17. This is a 3 year project with the objective of working with partner organisations in West London Boroughs to support customers with a range of activities to reduce isolation, build skills and employment routeways, to alleviate long term health limiting conditions and to conduct life coaching workshops.

Launch Pad Extra started its first delivery of Year 2 on 29th September 2016 at the Mael Gael Group with 13 enrolments. Sessions and classes were run at the Sunrise Tamil Community Centre with 9 participants from Ealing and Hillingdon Boroughs in November 2016; 10 participants from Hammersmith and Fulham from the Somalian community in February 2017; 19 participants from the Hillingdon Borough in February 2017; and 15 participants from the Hounslow Borough in March/April 2017.

Learners completed various activities on employability skills, team building, interpersonal skills and key aspects of gardening skills through gardening sessions and better health following yoga sessions. They also gained more confidence, self-realisation and identified their goals and their individual potential through life coaching sessions.

An inter-generational activity was also held in the month of July 2017 with 37 participants which included children aged 4-15, parents and grandparents. The gardener engaged three different generations in a variety of team

building activities, planting and they were introduced to a variety of plants. They all had an opportunity to plant flowers and vegetables. At the end of the session they each took a pot home. As part of the activity the elderly participants shared their childhood stories with the children where they emphasised the importance of playing outdoors and the amount of fun they had without game consoles, TV programmes and the Internet. The children also had the opportunity to play some games that their earlier generation used to play.

In the second year ATN exceeded the target of 60 as predicted by enrolling 66 participants.

#### MANLEY SUMMERS (Skills support for the workforce)

ATN were successful in bidding for the Skills Support for the Workforce which commenced in January 2017 and will continue until the 31<sup>st</sup> March 2018. The project was designed to improve the prospects of employees in low paid and insecure employment (zero-hours contracts). The objectives were to support employees of local businesses through Information Advice and Guidance (IAG), training and in work support sessions. ATN supported 176 learners from the period January to September 2017.

#### PROSPECTS – National Careers Service

ATN was successful in securing a contract to deliver the National Careers Service Information, Advice and Guidance from July 2017 till March 2018 for Prospects across London.

The objectives are to provide information, advice and guidance to help clients make decisions on learning, training and work opportunities. The service offers confidential and impartial advice. Clients are being supported in developing their potential through the advice and guidance and the skills necessary to help them find meaningful employment and to progress in the workplace.

The individual needs and circumstances of every client are being addressed when providing high quality and flexible employment support and/or training options tailored to meet the needs of each person combined with a detailed knowledge of national, regional and local labour markets.

Support is being provided to low skilled adults and those from different backgrounds and at different points of their careers to progress in the workplace.

Range of activities:

Clients are offered service options like:

- Drop in face to face
- Scheduled Face to face
- Telephone

- Scheduled group
- During their meeting they get an opportunity and support on
- CV building (creating, updating and tailoring)
- Workshops on confidence building
- Session on writing covering letters, telephone skills and interview techniques
- One to one support on applying for jobs and following up on job application
- Explore career options and discover further learning/training options

The cumulative figures for July 17 - Sept 17 for Customer Satisfaction Outcomes (CSO), Career Management Outcomes (CMO) and Job and/or Learning Outcomes (JLO) are in the table below.

2017	Jul	Aug	Sep
CSO	6	30	72
CMO	6	28	67
JLO	0	0	13
	12	52	152

### NEW CONTRACTS

ATN has been successful in securing new contracts from Swindon Borough Council and Buckinghamshire County Council for Adult Education delivery, for the academic year 2017/2108.

### EXTERNAL VERIFICATION & INSPECTION REPORT (City and Guilds)

The Adult Training Network continued to receive excellent reports from External Verifiers, College Franchise Managers and Contract Managers from the various funding bodies. There were 3 External Verifier sampling activities from ESOL, Business Administration and Functional Skills in English and Maths and ICT qualifications. Functional Skills in English and Maths and ICT qualifications were verified by City and Guilds in Feb 2017. ESOL EV visit was arranged in Jan 17 in Letchworth centre. Business Administration external verification was carried out in March 2017.

### EV report on Functional Skills in English & Mathematics and ICT

The centre was awarded Direct Claim Status for Functional Skills in English, Mathematics and ICT qualifications following the sampling process carried out by Mr Justin O'Connor the External verifier from City and Guilds on 14<sup>th</sup> Feb 2017. The External Verifier commented as follows:

The centre delivery staff work in accordance with SOW's which incorporate the qualifications expected GLH. The centre provided a copy of staff CPD logs which are kept centrally. The evidence was accessible via Hard-copy documents. Due to the timing of the sample activity (half term) it was not possible to undertake

observations or learner interviews. There are no concerns with the centre's internal quality assurance processes. There are no previous action points. IQA staff give appropriate feedback to assessors regarding their assessment decisions.

There are no concerns with the learner evidence which has met the outcomes which has been confirmed via both assessment and quality assurance. There is a clear IQA strategy in place which is comprehensive and informative – the IQA ensures that all cohorts have a ratio of sampling across the units. The assessment strategy and process is embedded within the organisation – no issues identified.

### EV report on ESOL Qualifications

The centre was recommended for Direct Claim Status for ESOL S/L & Full Award qualifications following the sampling process carried out by Ms Jabeen Ashiq, the External verifier from City and Guilds on 31/1/2017.

The External Verifier commented as follows:

This was a very good visit. Portfolios were available and well organized. All audio files were available showing discussions of S/L activities. The evidence was checked and marked and IQA records were available.

A standardisation meeting took place with an activity based around the ESOL E3 (previous improvement set by EQA) - this took place on the 26/01/2017. CPD records were available and some of the Tutors/IQAs are also working towards the Assessor and IQA qualifications. Centre Manager makes use of CPD activities for all staff in ESOL. ILPs are updated regularly by reviews and mock assessments which take place.

S/L activity was observed for 1 candidate at E2, who has previously achieved the E1. The topic of discussion was 'Me and My Home'. Feedback given by the assessor was observed as well as feedback from the IQA to the assessor. 2 candidates were interviewed both at E2. Both candidates were happy with the support provided on the programme.

All policies and procedures were available in the quality file. IQA records were available and are up to date. The IQA is consistent across all assessors and standardisation activities are relevant. There is a clear audit trail that can be seen in records shown.

### EV report on Business Administration

The centre was recommended for Direct Claim Status for Business Administration qualifications (9645-03) following the first sampling process carried out by Mr Justin O'Connor on 24/3/2017.

The External Verifier commented as follows:

There are no concerns with the learner evidence which has met the outcomes which has been confirmed via both assessment and quality assurance. The apprenticeship framework consists of 5528-03; 3748-01; 3748-02; 3748-03. Functional skills has been previously sampled with no issues. IQA staff facilitate regular standardisation activities. Minutes of the last standardisation meeting were provided 26.01.2017. IQA staff give appropriate feedback to assessors regarding their assessment decisions. There is a clear IQA strategy in place which is comprehensive and informative – the IQA ensures that all cohorts have a ratio of sampling across the units. The assessment strategy and process is embedded within the organisation – no issues identified. There are no concerns with registrations and certification. All claims for certificates meet the necessary requirements.

#### Financial review

The trustees believe that the company is financially sound. The company is using its resources economically and efficiently in a difficult funding climate for the sector. The charity has maintained steady funding while expending further resources to improve service quality.

#### Financial management policy

The Board of Trustees of ATN recognises the need to manage its finances in a way which is transparent, defensible and ensures the financial well-being of the charity. The Board of Trustees is responsible for ensuring that charity funds are used to further the objectives of the charity. The Board of Trustees will ensure that all appropriate policies and procedures are in place so that the charity's finances are managed correctly and in line with Charity Commission guidance. The members of the Board of Trustees are collectively responsible for the financial decisions of the charity.

The Board of Trustees will set the financial direction and priorities of the charity. Members of the Board will receive regular updates on the accounts; any projects linked to finances and may request to see copies of bank statements as well as any other documentation. This is so that they can satisfy themselves that the charity finances are being managed appropriately and the Board is not exposing itself to unnecessary financial risk.

The Treasurer is responsible for managing the charity accounts, ensuring that reports are prepared in good time, the accounts are inspected each year and that the Board is kept informed of any financial matters which affect the long-term viability of the charity.

The Treasurer will provide the Board with an up-to-date summary of the accounts at regular intervals. This should include income and expenditure and should also provide a summary of the overall state of the accounts.

The accounts should be inspected each year in line with Charity Commission guidelines, and the accounts should be prepared and submitted to the Independent Examiner as soon after the end of the financial year as possible. Any income received should be banked as soon as possible and should always be paid into the current account. Money can then be transferred between accounts as required. Similarly, all payments should be made promptly and should also be paid from the current account.

All payments should be authorised by two trustees. Similarly, all cheques should be signed by two trustees and those signing the cheques should not normally be the payee. However, in exceptional circumstances it may be necessary for the payee to sign a cheque and this should be recorded in the next Board Meeting minutes. The person responsible for keeping the accounts should ensure that funds are always available so that all payments will be honoured and the charity does not become overdrawn, thus avoiding bank charges. Before entering into any agreement, the Board of Trustees and the CEO of ATN should be fully aware of the financial cost, what will be delivered, the timescale for delivery and if there is likely to be any variation in cost.

The Board and the CEO should regularly review the agreements into which it has entered to ensure that it continues to receive value for money and that all money being spent continues to further the aims of the charity. If concerns are raised relating to any form of financial irregularity this should be investigated immediately. In the first instance any perceived irregularity should be brought to the attention of the Treasurer or Chair. The Board will also need to consider whether the irregularity should be reported to the Charity Commission, the Police and any other financial organisation.

#### FUTURE DEVELOPMENTS & PRIORITIES

ATN is committed to continue to deliver its high quality provision in all the realms of its operation. One of the main aims of ATN is to continue to improve the quality of teaching, learning and assessment with a target of moving all tutors to 'outstanding'.

There is high probability to continue partnerships with HAFLS and Barking and Dagenham College in the new academic year. ATN has also been successful with Swindon Council to deliver adult skills development programmes in the new academic year and will continue to serve NCS contract more efficiently and effectively. The long-term relationships that exist with Richmond upon Thames College will continue to be fundamental to Adult Training Network's ability to deliver qualification courses in the communities we serve and every effort continues to be made to further develop this relationship.

Very positive reports have been received from all these organisations appreciating ATN's contribution. Unfortunately, the core funding to the colleges

has been further reduced and this in turn will have an effect on the value of the sub-contracts delivered by ATN. The Director is seeking additional contracts from other skills and qualifications providers to supplement any shortfall. Currently talks are in progress to establish a new partnership with Buckinghamshire county council for skills for life programmes.

#### Disabled employees

ATN aims to ensure that all employees, students and others who use, or assist in, the provision of our services, are treated equally and according to their needs. This Disability Policy sets out ATN's commitment to both potential and actual employees with a disability, and provides a framework to ensure that ATN offers a supportive environment for any employee or student with a disability.

#### Statement as to disclosure of information to auditors

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

#### Statement of trustees' responsibilities

The trustees (who are also directors of Adult Training Network Limited for the purpose of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice. Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### Auditors

Rehncy Shaheen are deemed to be reappointed in accordance with Section 487(2) of the Companies Act 2006.

#### Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.