

BOARD OF MANAGEMENT ACTION TRACKER

COMMITTEE: **Business Resources and Infrastructure Committee 08.09.20**

(Paper 1a)

DATE RAISED	ACTION No	ACTION	DUE DATE	OWNER	STATUS*	COMMENTS
16.03.18	4	The Board of Management and the College's Executive Management Team to ensure that SFC and the Scottish Government continue to be kept informed on the impact the contractual PFI payments are having on the fiscal health of the College, until an appropriate and agreed solution is found.	Position to be reviewed and reported back to the Committee in March 2020	Board Chair/Principal	In Progress Update to be provided at the June 2020 Meeting of the Committee	March 2018: This will remain a constant work in progress until an agreed solution is reached. Currently, and at the request of SFC, a 2-year Financial Sustainability Plan (2019 – 2021) is in preparation, based on the FFR submitted to SFC on 2 October 2018. SFC has offered to fund 50% of the PFI costs over the 2-year period covered by the plan.
11.09.18	9	From consideration of the HR&OD Report – the circulation of a calendar of activities for College events be circulated to members in September 2019	September 2019	J McKie	In Progress	Annual each academic year.
04.06.19	16	The Committee to receive future papers setting out the background relationship to HR Strategy, challenges, benefits, and, where appropriate, a cost benefit analysis of Investors in People	2019/20 Academic Year	J McKie	In Progress	Update on 19.11.19 – The first stage of the IIP review and re-accreditation process began in November 2019. When all stages of the process are complete, the requirements of this action will be fulfilled.
10.03.20	4	Update to be provided at the June 2020 meeting of the Committee (see Item 4 above)	June 2020	M Breen	In Progress	
10.03.20	24	Confirmation in relation to the points of governance in relation to	June 2020	M Breen	In Progress	A progress report on this action will now be made when deliberations

DATE RAISED	ACTION No	ACTION	DUE DATE	OWNER	STATUS*	COMMENTS
		the undertaking of the Future Skills Training Hub Project be confirmed at the next meeting of the Committee in June 2020.				resume following the Covid19 suspension.

* **Not Started** / **In Progress** / **Completed**

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Business, Resources and Infrastructure Committee Terms of Reference

Introduction

The Business, Resources and Infrastructure Committee is identified as a Committee of the Ayrshire College Board of Management. The approved Terms of Reference and information on the composition and frequency of the Committee will be considered as an integral part of the College Standing Orders.

The Committee will be known as the Business Resources and Infrastructure Committee of the College Board and will be a Standing Committee of the Board of Management. For the purposes of the Terms of Reference, unless otherwise indicated, 'The Board' means the Ayrshire College Board of Management.

Remit

The Committee will be responsible for:

- overseeing all matters related to the existing College Estate including land, buildings, moveable assets and equipment and/or regulations and also ensure that any guidance published by the Scottish Funding Council is observed.
- overseeing all matters related to the strategic and operational planning relating to the College's continuing organisational development, its human resource strategies and will consider and monitor the College wide strategies for the continuing development of an inclusive culture where the College mission, aims and values underpin everyday work and learning.
- overseeing all matters related to strategic and operational financial planning of the College, how this reflects upon the strategic resource management of the College, and provide assurance to the Board on the ongoing financial management and performance of the College.

Committee Membership

The Committee membership shall consist of a minimum of six members from the Board, including the Principal of the College and Chair of the Board who will be standing members of the Committee. The Board will seek to ensure that an appropriate range of expertise and knowledge related to the remit of the Committee is included within the committee membership.

The Committee Chair and remaining members will be appointed by the Board. Committee membership will be reviewed annually by the Board, taking account of the remaining terms of office of the Committee members.

Quorum

50% of the total membership of the Committee will constitute a quorum.

Attendance

The Committee may co-opt individuals as appropriate. Details of proposed co-opted individuals will be notified to the Chair of the Board in advance. The role, remit and term of membership of co-opted individuals will be determined by the Committee.

Attendance is open to all Vice Principals, and, where appropriate, other staff should attend meetings of the Committee to provide information and reports as appropriate.

Meetings

The Committee shall normally meet on a quarterly basis, but shall meet on a minimum of three occasions per annum.

Any Member of the Committee may convene additional meetings of the Committee as and when required by giving a minimum of ten working days' notice to the Secretary to the Board of Management to call a meeting.

The Committee Chair will instruct the Secretary to the Board of Management to call meetings of the Committee. The agenda and supporting papers will be sent to members at least five working days before the day of the meeting.

Duties

- Provide guidance and direction to College Management as appropriate.
- To agree Strategies within the Committee's overall remit subject to Board of Management Approval.
- To ensure that the mission, aims and values of the College promote a positive and inclusive culture for staff and learners and to monitor staff feedback to ensure open and transparent communication.
- To ensure that the College supports strong and effective leadership, personal and professional development and the empowerment of teams.
- To monitor the reports with regard to systems and processes to ensure that the College is managing and developing the organisation professionally and appropriately, with a focus on legislative requirements.
- To ensure that the College maintains its Organisational Development and Human Resources Strategy including arrangements for staff/management development and Continuous Professional Development to ensure alignment with organisational priorities and stakeholder needs.
- To ensure that the College reviews key performance indicators in relation to Human Resources and Organisational Wellbeing to ensure they reflect key elements of policy and strategy for staff and stakeholders and to monitor outcomes on a variance reporting basis for the purposes of continuous improvement.
- To ensure that the College embeds the principles of Equality & Diversity.

- To ensure that the College embeds the principles of Health, safety and wellbeing.
- To ensure that the College is managing and developing effective, open and transparent internal communications and dialogue with staff.
- To regularly review all property assets.
- To discuss and make recommendations to the Board on the annual capital expenditure programme and proposed estates projects, and to consider the strategic robustness and financial viability of the proposals.
- To oversee the major estates projects to ensure that projects are developed within the parameters specified by the Board of Management.
- To consider the College's property portfolio making recommendations to the Board for the disposal of and acquisition of land and buildings, including their financial liability.
- Ensure compliance with the Scottish Funding Council's Financial Memorandum with regard to the College's estate and all strategic financial decisions and actions
- Ensure the principles of sustainability in managing the College's estate.
- To receive and consider the Committee's extract from the current version of the Corporate Risk Register and to advise the Audit Committee accordingly
- Consider and make recommendations to the Board on the annual financial budget for the College.
- Monitor the receipt of funds in the form of financial allocations, together with supplementary income, ensuring all funds are applied for the purposes specified in the allocation.
- Monitor in-year expenditure against budget and advise the Board including any requirement for remedial action.
- Consider financial benchmarking and performance information on a variance reporting basis
- Agree the College's borrowing requirement and approve all borrowing/loan agreements, granting security and/or giving guarantees as appropriate within the regulations as set out in the Financial Memorandum with the Scottish Funding Council.
- Oversee and approve all requests for project funding prepared for submission to the Ayrshire College Foundation.
- Oversee the agreement and implementation of the Financial Regulations of the College and systems of delegated authority to ensure a robust financial control environment is in place.

- Consider the Statutory Annual Accounts of the College and report on them to the Board.

Authority

The Committee is authorised to investigate any matters which fall within its Terms of Reference.

The Committee is authorised to seek and obtain any information it requires from any Senior Manager or Employee of the College, its Advisors or Member of the Board of Management whilst taking account of policy and legal rights and responsibilities.

Reporting Arrangements

At the end of each meeting, the Committee will decide on the business of the meeting that may be fully published on the College website. Normally it would be expected that complete minutes and papers will be published: except where the exclusions listed in paragraph 2.8 of these Standing Orders apply.

Minutes will be kept of the proceedings of the Committee by the Board Secretary. These will be circulated, in draft form normally within ten working days to the Executive Management Team representative for checking and then to the Chair of the Committee for consideration. It is expected that minutes will be checked timeously and any amendments advised to the Secretary to the Board of Management.

Approved minutes will be published timeously on the College Website. The Chair of the Committee shall report on the work and recommendations of the Committee and submit approved Committee minutes to the Board meeting for information.

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Business, Resources and Infrastructure Committee Work Plan 2020-21

September	November	March	June
Reports to this meeting			
Terms of Reference & 2020-21 Work Plan	Statutory Accounts to July 2020 (Before Audit Finalisation)	2021-22 SFC Indicative Funding: Revenue & Capital	2021-22 Budgets for Academic Year ending 31 July 2020
SFC 5 Year Financial Forecast Return (FFR)	2019-20 Health, Safety and Wellbeing Annual Report	2021-22 First Draft SFC Funded Capital & Revenue Expenditure Programme	2021-22 SFC Funded Capital & Revenue Expenditure Programme
			FY 2020-21 SFC Resource Returns
			2021-22 Student Resource Funds Allocation
Reports to each meeting			
2020-21 Management Accounts	2020-21 Management Accounts	2020-21 Management Accounts	2020-21 Management Accounts
2020-21 Cashflow Projections	2020-21 Cashflow Projections	2020-21 Cashflow Projections	2020-21 Cashflow Projections
2019-20 Student Support Funds Final Position at July 2020	2020-21 Student Support Funds Position Update	2020-21 Student Support Funds Position Update	2020-21 Student Support Funds Position Update
2020-21 SFC Funded Capital Expenditure Position	2020-21 SFC Funded Capital Expenditure Position	2020-21 SFC Funded Capital Expenditure Position	2021-22 SFC Funded Capital Expenditure Position
HR and Organisational Development Reports	HR and Organisational Development Reports	HR and Organisational Development Reports	HR and Organisational Development Reports
2020-21 Corporate Risk Register (V1): BRIC Extract	2020-21 Corporate Risk Register (V2): BRIC Extract	2020-21 Corporate Risk Register (V3): BRIC Extract	2020-21 Corporate Risk Register (V4): BRIC Extract

Business, Resources and Infrastructure Committee

8 September 2020

- Subject:** 2019-20 Management Accounts at 31 July 2020 - Version 1
- Purpose:** This paper provides a summary of the College's financial position as at 31 July 2020 - Version 1 and outlines the key variances for members' information.
- Recommendation:** The Business, Resources and Infrastructure Committee approves the 2019-20 Management Accounts for period ended 31 July 2020 - Version 1.
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1 Background

The most recent set of management accounts presented to the Business, Resources and Infrastructure Committee were for the period to 30 April 2020. The April management accounts forecast an operating surplus to 31 July 2020 of £851,736 against a budgeted surplus of £925,106, an adverse variance of £ (73,370).

2 Current Situation

At the end of the financial year the Finance Team produce a set of Management Accounts, which are described as Version 1. Version 1 to 31 July 2020 represents the "trading position" of the College for the year as set out against the approved budgets. This allows Members to assess the financial trading position prior to a number of high-level year-end accounting adjustments, which are required to be included for the statutory accounts. These accounting adjustments will be included within a Version 2 together with a summary reconciliation to Version 1 when the Committee meets in November 2020. Version 2 will be used as the basis for External Audit.

This paper summarises the actual position to date for the year ended 31 July 2020. A set of management accounts is included for reference within the background information section of Admin Control.

2.1 Actual Position to Date

The management accounts for year ended 31 July 2020 show a year to date operating surplus of £2,233,575. When compared to the expected budgeted position for July 2020 this is a favourable variance of £1,298,469. The year to date position, as at 31 July 2020, is set out in Table 1.

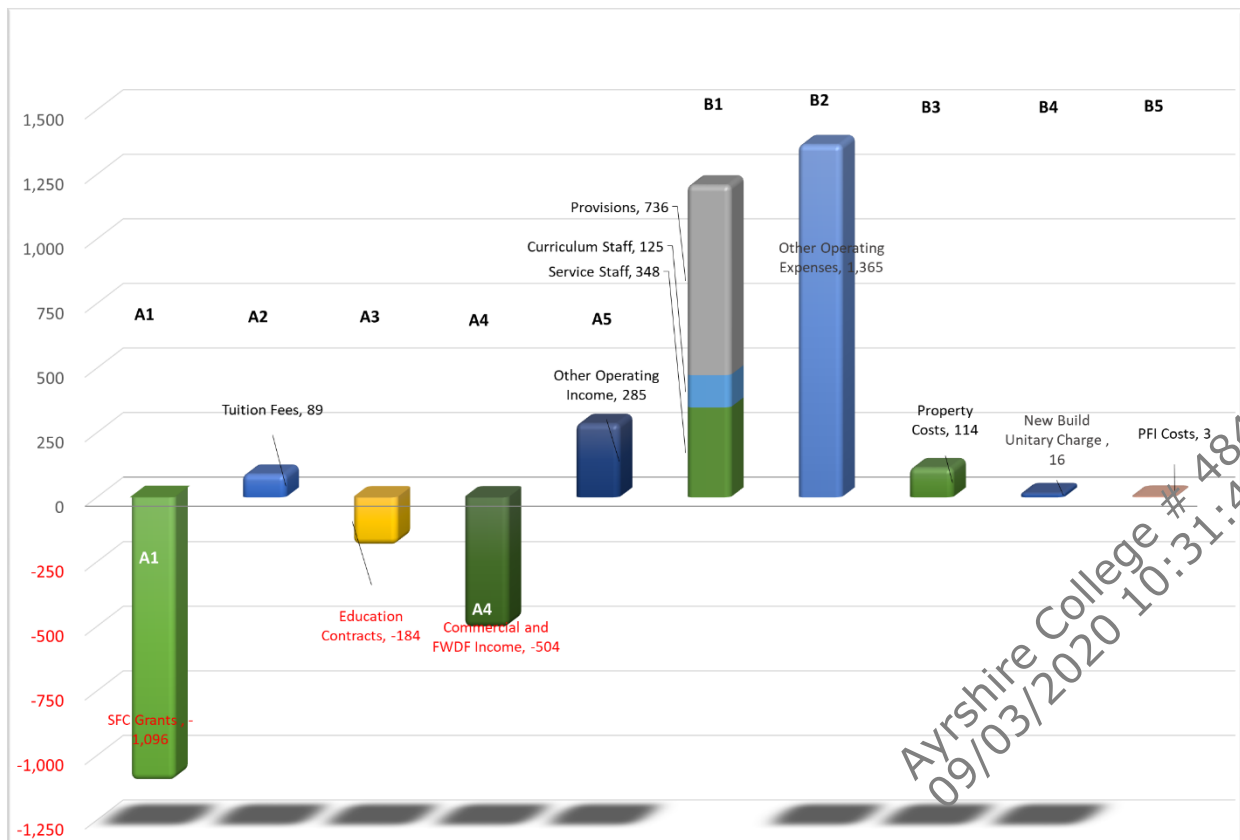
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Table 1 – Year to Date, as at 31 July 2020

	2019-20 Budget (£)	2019-20 Actual (£)	2019-20 Variance (£)
Total Income	£48,415,287	£47,005,034	£(1,410,253)
Total Expenditure	£47,490,181	£44,781,459	£2,708,722
Operating Surplus/ (Deficit)	£925,106	£2,223,575	£1,298,469
Exceptional Costs	£0	£10,145	£(10,145)
Operating Surplus/ (Deficit) after Exceptional Costs	£925,106	£2,213,430	£1,288,324
Net Depreciation	£(2,694,783)	£(2,760,223)	£(65,440)
Capital Income	£1,980,228	£1,980,228	£0
Operating Results after Net Depreciation and Capital Income	£210,551	£1,433,435	£1,222,884

Members will note that whilst there is an overall positive variance on the year to date position there are significant variances within both income and expenditure. The principal variances are shown in Diagram 1 with further information provided in the subsequent text.

Diagram 1 – Principal Variances Year to Date, as at 31 July 2020 (Excluding Exceptional Costs)



The main trading variances in the year to date amounting to a net £1,299,000 are as follows:

(A) Income variances (net £(1,410,000) adverse) being:

- (A1) SFC Core Grants - £ (876,000) adverse variance primarily due to job evaluation monies not being received. This is in line with SFC's decision to include the notional funding within their overall allocation to colleges but retain the cash allocations centrally.
- (A2) SFC Other Grants - £ (234,000) adverse variance. The variance is primarily the net effect of additional STSS funding announced in April of £245,000 along with funds not received in full for Childcare Funding of £ (489,000) (offset by reduced expenditure).
- (A3) SFC NPD Grants - £15,000 favourable variance
- (A4) Tuition Fees - £89,000 favourable variance.
- (A5) Education Contracts - £ (184,000) primarily due to adverse variance due to reduced Foundation Apprenticeships income achieved.
- (A6) Commercial Income and FWDF - £ (506,000) adverse variance due to commercial income and FWDF targets not being achieved. This reflects the college campuses being closed from end of March 2020 with no training being delivered.
- (A7) Catering Income - £ (208,000) adverse variance. The reflects the college campuses being closed from end of March 2020 and no further catering income was received after that date.
- (A8) Coronavirus Job Retention Scheme Funds - £548,000 favourable variance in relation to funds received from HMRC for members of staff placed on furlough.
- (A9) Other Operating Income - £ (50,000) adverse variance. This is primarily due to campus closure at the end of March 2020 and no further ELS, Salon or Restaurant income received after this date.
- (A10) Interest Income - £(4,000) adverse variance

(B) Expenditure variances (net £2,709,000 favourable) being:

- (B1) Salary Costs - £1,210,000 favourable variance. The College achieved salary savings of circa £474,000 in curriculum and service staff costs. The balance of the total salary costs variance relates to job evaluation expenditure of £767,000 not being incurred (No bottom line effect as this "saving" is offset by reduced income).
- (B2) Curriculum Expenditure - £423,000 favourable variance. This is primarily due to the closure of college campuses at the end of March 2020.
- (B3) Admin and Central Services - £792,000 favourable variance. £489,000 or 62% of this saving relates to SFC Funded Childcare expenditure being lower than budget (No bottom line effect as this "saving" is offset by reduced income).
- (B4) Commercial and FWDF Costs - £56,000 favourable variance. This is due to no further non-staff costs expenditure incurred after college campuses were closed.

- (B5) Catering Supplies - £94,000 favourable variance due to the closure of college campuses and no further costs incurred after March 2020.
- (B6) Property Costs – £114,000 favourable variance. This is mainly due to reductions in the cost of utility fees primarily due to the College’s campuses being closed.
- (B7)NPD and PFI Costs - £20,000 favourable variance against a budget of £5,200,000

2.2 Exceptional Costs

Exceptional Costs for 2019-20 were £10,145. The College made partial voluntary severance payments to eight members of its cleaning staff to support the alignment of cleaning staff’s hours with the revised campus opening times.

3 **Balance Sheet – Executive Summary Commentary**

The Management Accounts for period ended 31 July 2020 include the College’s balance sheet, as at 31 July 2020. A summary of the balance sheet position compared with the final position disclosed in the 2018-19 statutory accounts is set out in Table 3

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Table 2 – Balance Sheet as at 31 July 2020 and as at 31 July 2019



Ayrshire College Balance Sheet

	Period		12/2020		
	ACTUAL	PRIOR MONTH	MOVEMENT ON MONTH	PRIOR YEAR END	MOVEMENT FROM PRIOR YEAR
FIXED ASSETS					
Land	4,690,000	4,690,000	0	4,690,000	0
Freehold Buildings - Ayr	30,455,485	30,553,212	-97,727	31,586,428	-1,130,942
Leasehold Buildings	522,658	529,230	-6,572	601,520	-78,862
Kilwinning	18,025,718	18,067,576	-41,858	18,528,007	-502,289
Kilmarnock	51,026,607	51,114,352	-87,745	52,079,550	-1,052,943
Computer Equipment	978,784	1,052,753	-73,970	1,593,625	-614,842
Other Equipment	797,310	820,902	-23,592	1,065,828	-268,518
	106,496,562	106,828,026	-331,464	110,144,958	-3,648,395
CURRENT ASSETS					
Stocks	29,915	29,915	0	20,954	8,961
Trade Debtors	178,343	280,760	-102,417	134,144	44,199
Other Debtors	81,069	7,144	73,925	150,705	-69,637
Prepayments and Accrued Income	1,459,366	1,850,731	-391,365	1,743,721	-284,355
Bank & Cash	3,912,447	4,803,343	-890,896	2,704,581	1,207,866
	5,661,139	6,971,892	-1,310,753	4,754,106	907,034
CURRENT LIABILITIES					
Bank Loans and Overdrafts	0	0	0	0	0
Trade Creditors	-163,565	-664,055	500,491	-434,765	271,201
Other Creditors	-1,053,835	-974,861	-78,974	-843,032	-210,803
SAAS	-17,990	-17,990	0	-6,425	-11,565
SFC Monies	-208,962	-971,944	762,982	-325,368	116,406
PAYE/NIC	-621,407	-617,142	-4,265	-877,356	255,949
VAT	-11,114	-4,162	-6,952	-8,004	-3,110
SSF (SFC and SAAS)	-197,557	-202,452	4,895	-14,919	-182,638
Accruals	-1,033,749	-1,088,434	54,685	-1,112,173	78,424
	-3,308,178	-4,541,039	1,232,861	-3,622,042	313,864
TOTAL ASSETS	108,849,524	109,258,879	-409,355	111,277,021	-2,427,497
Early Retiree Provisions	-1,190,453	-1,197,714	7,261	-1,277,289	86,835
Other Provisions	-461,287	-504,170	42,882	-854,265	392,978
PFI Capital Creditor	-5,476,625	-5,727,564	250,939	-6,480,380	1,003,755
NPD Capital Creditor	-43,209,593	-43,316,279	106,686	-44,489,821	1,280,228
Deferred Capital Grants	-10,264,108	-10,364,719	100,611	-11,361,244	1,097,136
	-60,602,066	-61,110,446	508,379	-64,462,998	3,860,932
NET ASSETS EX PENS LIABILITY	48,247,457	48,148,433	99,024	46,814,023	1,433,434
Pension Liability	-12,613,000	-12,613,000	0	-12,613,000	0
NET ASSETS	35,634,457	35,535,433	99,024	34,201,023	1,433,434
RESERVES					
Reserves brought forward	12,417,891	12,417,891	0	12,417,891	0
Year to date Trading	1,433,434	1,334,410	99,024	0	1,433,434
	13,851,325	13,752,301	99,024	12,417,891	1,433,434
Pension Reserve	-12,613,000	-12,613,000	0	-12,613,000	0
Total I&E Reserves	1,238,325	1,139,301	99,024	195,089	1,433,434
Restricted Reserves	465,482	465,482	0	465,482	0
Revaluation Reserve	33,930,650	33,930,650	0	33,930,650	0
TOTAL RESERVES	35,634,457	35,535,433	99,024	34,201,023	1,433,434

4 Resource Implications

No further resource implications require to be noted in this paper.

5 Consultation

No formal consultation is required to be completed. The Management Accounts have been approved by the College Senior Leadership Team (SLT) and financial monitoring meetings are held monthly with budget holders.

6 Risks

The failure to ensure financial sustainability is a key risk noted in the College's Strategic Risk Register. One of the existing controls in place to manage the risk is that Management Accounts are produced monthly and reviewed by SLT with summaries presented to the Business, Resource and Infrastructure Committee for approval at each meeting.

7 Equality Impact Assessment

An impact assessment is not applicable to this paper given the subject matter.

8 Recommendation

The Business, Resources and Infrastructure Committee approves the 2019-20 Management Accounts for period ended 31 July 2020.

Michael Breen
Vice Principal, Finance
28 August 2020

(James Thomson, Director of Finance, Student Funding & Estates)

Publication

This paper will be published on the College's website.

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Business, Resources and Infrastructure Committee**8 September 2020****Subject:** Human Resource and Staff Learning and Development Report**Purpose:** To provide members with an update for the reporting period May to July 2020**Recommendation:** That members note and take account of the reporting and monitoring information provided**1 Human Resources Update****1.1 Recruitment and Selection**

In recognition of the evolving Covid-19 pandemic, and the continued guidance from the Scottish Government regarding home working, the HR team revised the recruitment and selection process utilising the video conferencing technology within Microsoft Teams. This was launched in June 2020 and has proven successful in supporting the recruitment and selection process.

Subsequently, during the review period, a total of eight internal adverts and six external adverts were placed. Also in that period, two internal candidates were appointed to new roles within the College.

1.2 Sickness Absence

Sickness absence levels for the reporting period are as follows:

Term	May 2020	June 2020	July 2020
Long Term	2.26%	1.75%	1.11%
Short Term	0.29%	0.43%	0.19%
Total absence	2.55%	2.18%	1.31%

In comparison, the College sickness absence levels for the same period in 2019 were as follows:

Term	May 2019	June 2019	July 2019
Long Term	2.19%	1.78%	2.35%
Short Term	1.33%	1.84%	0.90%
Total absence	3.52%	3.62%	3.25%

Sickness Absence Reasons

Absence Reason	May 2020		June 2020		July 2020	
	Days Lost	Staff Affected	Days Lost	Staff Affected	Days Lost	Staff Affected
Depression/anxiety/psychological	104	7	88	7	33	4
Stress work related	69	4	66	3	24	3
Stress non-work related	61	4	50	3	16	2
Back pain/sprain/strain/musculoskeletal	57	3	36	3	25	2
Heart/cardiovascular	42	2	46	3	69	3
Cancer/malignancy	0	0	20	1	23	1

The HR Team are continuing to review the absence trends and the impact of these on the College during the pandemic period, to ensure the most appropriate support can be made available to staff, wherever practicable.

It is of particular note, in analysing the sickness absence data, that the short-term absence trend has continued to track significantly lower than normal, with very few short-term absence cases reported by staff during the ongoing working from home period. The number of long-term absence cases has also continued to track on a lower trend than in previous years, although those who remain on long-term absence are continuing to experience debilitating health conditions. These staff are being appropriately supported by their line manager and HR, where required. It is also of note that during the reporting period, two members of staff retired from their role within the College due to long-term ill health conditions.

1.2.1 Covid-19 Isolation Absence Information

In accordance with Government guidance, the HR team continued to record and monitor data related to those staff who were formally advised to shield and for those staff who were required to self-isolate for ten or 14 days, due either to them personally, or a member of their household, experiencing symptoms linked to Covid-19. The statistics remained static during the reporting period with only six staff continuing to be recorded as shielding, until the Scottish Government lifted the provision in August. At present, the College has no members of staff who are self-isolating, due to individual or household symptoms and/or post-holiday quarantine requirements.

1.3 Maternity, Paternity and Adoption Leave

During the reporting period May to July 2020, six members of staff were on maternity leave.

1.4 Employment Relations

Employee relations cases are also being supported through the video conferencing technologies or other correspondence to ensure that the work can progress while taking account of the Covid-19 restrictions on workplace attendance.

1.5 Employee Counselling – PAM Assist

The College launched the new employee counselling service in mid-February 2020 and has continued to promote the services provided, during the working from home period. The following datasets out the service usage during the reporting period, followed by the year to date statistics.

Usage Type	May 2020	June 2020	July 2020	Total
Telephone counselling/advice	2	1	-	3
Face to Face counselling (additional session)	4	-	-	4
Telephone appointment (first session)	-	1	-	1
Telephone appointment (additional session)	-	3	2	5
Website access	22	23	22	67

Usage Type Year to Date	Total
Telephone counselling/advice	10
Face to Face counselling (first session)	1
Face to Face counselling (additional session)	8
Advice on legal matters	1
Telephone appointment first session	2
Telephone appointment (additional session)	7
Website access	320

1.6 Staff Survey – Preparing Together for Safe on Campus and Remote Working

At the beginning of August 2020, the College introduced an all staff survey: '*Preparing Together for Safe on Campus and Remote Working*'. The first part of the survey was designed to gather data and receive feedback on how staff and the College had responded to the Covid-19 pandemic and the working from home period. The second section of the survey focused on the concerns and issues that staff anticipated may impact on their ability to return to campus. Questions were posed around health, caring responsibilities, transport arrangements and any other general concerns staff may have regarding returning to campus.

The survey was introduced on a phased basis, with support staff completing the survey during the first two weeks in August, followed by curriculum staff later in the month on their return from the summer break. The initial support staff return saw a response rate of approximately 60%, with a generally positive response overall to the questions posed. Support staff believed that the College had responded well to the pandemic and that the communication available ensured that staff were kept up to date. The health and wellbeing data provided by staff, through their survey responses, is being analysed by the HR team and shared with individual managers, to ensure that support can be put in place, where appropriate, to enable staff to return to campus and/or continue to work remotely.

A wider analysis of the staff survey data will be undertaken when the survey period closes for all staff, at the end of August 2020. The analysis will be shared with the College Leadership team to inform future planning arrangements for staff and services returning to campus, as required and appropriate. The data will also be widely shared across the College, to ensure appropriate feedback is provided to all staff.

1.7 Return to Campus Operations Steering Group

In June 2020, the Return to Campus Operations Steering Group (RCOSG) was established to lead the arrangements necessary for College activities returning to campuses. The Group has been chaired by the Principal, with a number of workstreams created to take forward the actions required to enable the campuses to re-open in a safe and supportive manner. The workstream groupings included:

- Physical Infrastructure
- Delivery of Learning and Teaching and Student Engagement
- Information Technology
- Workforce Support and Wellbeing

The RCOSG and workstreams continued to meet during the summer period and successfully completed an action plan of objectives. The group will continue to function as the Campus Operations Steering Group (COSG) under the leadership of the Principal, with updated workstreams.

2 **Staff Learning and Development Update**

2.1 Professional Teaching Qualifications

2.1.1 Teaching Qualification in Further Education (TQFE)

In the academic year 2020/21, the College is supporting a cohort of 20 lecturing staff to complete their TQFE through the University of Stirling. Applications were submitted to the University in June 2020, with the candidates due to commence their studies in September.

2.1.2 Professional Development Award (PDA)

The 2019/20 PDA cohort was disrupted by the Covid-19 pandemic, with a number of the participants unable to complete elements of the qualification. These candidates will complete their programme of study in 2020/21.

In conjunction with the College Development Network (CDN), the College is also preparing to introduce the revised PDA for Teaching Practice in Scotland's Colleges. The PDA has been updated to reflect the Professional Standards for Lecturers that were published in 2019. It is intended that approximately 15 curriculum staff will progress with the new PDA in this academic year.

2.2 June CPD Month

The Staff Learning and Development team developed and introduced an extensive and innovative online and virtual CPD month in June 2020. This included a range of external online conferences and webinars, as well as events facilitated internally. The focus of the CPD month was the digital skills and learning that staff require to support the blended learning model.

Further details of the attendance on the internal facilitated events are provided below:

Internal Event Type	Number of attendees
Moodle (VLE)	199
Introduction to Iris Connect	31
SMART Learning Suite	34
Introduction to OneFile	30
OneFile Q&A	12
Third Party Apps	66
Tips for Creating Video Demonstrations and Presentations	88
Introduction to Mentimeter	43
Using Microsoft to Deliver Innovative Online Learning	84
Microsoft Office 365 (various)	29
GDPR Awareness	20

All staff who participated in a CPD event were provided with the opportunity to feedback on the event attended. Survey questions were based around satisfaction with the event, content and delivery, relevance to role and the duration of the session, as well as whether they would recommend the workshop to others.

The feedback received was positive overall, with staff commenting on their ability to participate in short and structured sessions online that enabled them to select events that fitted around their work commitments. The interactive nature of sessions was also highlighted as a positive, with staff enjoying engaging with knowledgeable subject experts, particularly where these were peer colleagues sharing good practice. The feedback gathered has informed the August and September CPD programmes.

2.2.2 LinkedIn Learning

In July 2020, the College extended its contractual term with LinkedIn Learning for a further 36-month period. This will enable the Staff Learning and Development and Digital Integration teams to continue to develop focused and appropriate learning collections and pathways to meet the development needs of the wider staff population. This will also directly support the digital skills development of the College, following the launch of the Jisc digital skills survey in the coming months, where on completion staff will be directed to digital skills collections and pathways on LinkedIn Learning, based on their current level of digital competence. This will ensure the learning is targeted and tailored to an individual's own development needs.

During the period June to July 2020, staff completed 70 courses and viewed 1870 videos. The range of materials accessed included the following:

- Wellbeing content
- Remote working content
- Digital skills, including office 365, social media, online learning platforms
- Communication and engagement skills content
- Teaching techniques in a virtual and online environment

2.23 Mandatory Training

As part of the June CPD month, a particular focus was on the completion of mandatory training for all staff where their training had expired or was due to expire. The total number of mandatory training modules completed by staff in June was 2343. The table in Appendix A sets out the departmental breakdown. In addition, at the end of the review period, 77% of staff had successfully updated their annual mandatory training.

Jane McKie
Vice Principal People
31 August 2020

(David Davidson, Director HR and Organisational Development)

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DEPARTMENT	An Introduction to Working Safely	Copyright Awareness	CyberSecurity Awareness	Equality & Diversity in the Workplace	Fire Detection & Response	GDPR	Infection Control	Safeguarding the College Community
HROD	4	4	11	2	2	4	10	2
Marketing & FOH	1	0	4	0	0	0	4	0
Quality	1	1	5	1	2	3	6	4
Student Experience	16	16	44	16	18	3	44	15
Finance, Student Funding & Estates	11	19	32	16	17	12	34	19
Business Growth	1	0	8	1	2	2	6	1
BIIS & Student Records	3	9	17	5	3	0	17	2
ICT	1	0	5	2	4	2	2	1
Aerospace, Engineering & Science	15	14	32	19	16	20	29	20
Construction & Trades	21	15	27	22	19	22	27	21
Apprenticeships & VQ Assessors	4	4	10	5	4	3	10	3
Business & Computing	25	22	30	25	23	24	28	21
Health, Social Care & EY	68	54	84	68	70	64	83	61
Arts & Fashion	20	10	17	14	16	12	24	14
Hair & Beauty	13	13	35	13	13	15	38	11
Sports & Social Science	26	21	26	25	24	22	25	26
Hospitality	6	8	16	10	7	11	18	4
Catering	2	3	6	4	2	2	3	3
Schools, Essential Skills & Widening Access	14	12	28	13	14	13	28	14
TOTALS	252	225	437	261	256	234	436	242

Business, Resources and Infrastructure Committee

8 September 2020

Subject: Health, Safety and Wellbeing and Equality and Inclusion Report

Purpose: To provide members with an update for the reporting period May to July 2020

Recommendation: That members note and take account of the reporting and monitoring information provided

1 Health, Safety and Wellbeing Update

1.1 Mandatory and Online Training

As part of the CPD week in June, mandatory and a range of other health, safety and wellbeing courses were completed on the Staff Learning Portal. The relevant data is provided within the Staff Learning and Development section of Paper 7.

1.2 Accidents and Incidents

There were two incidents recorded during the reporting period, detailed as follows:

Campus	Riddor	Minor Injury	No Injury	Near Miss	Total
Ayr	0	0	0	0	0
Kilmarnock	1*	0	0	1	2
Kilwinning	0	0	0	0	0
Dean Park	0	0	0	0	0
Irvine	0	0	0	0	0
Nethermains	0	0	0	0	0
Total	1	0	0	1	2

Zero accidents involved members of staff.

One incident was not reported to RIDDOR, as the accident did not happen as a result of, or in connection with, a College activity. However, the incident has been recorded on the Ayrshire College Safety Hub.

*Kilmarnock Campus	July 2020	College	Fall from Height
<p>The campus CCTV system partially captured footage of a young male scaling the fence to climb out of the MUGA pitch and falling backwards on to the pitch. The footage indicated that an injury had been sustained. However, the College has no further information on the matter, which occurred during the working from home period.</p> <p>The MUGA facility was secure at the time and the group of youths had scaled the fence to play football.</p> <p>Spie's specialist contractor inspected and maintained the MUGA pitch on 09 July 2020 and found no defects with the fence.</p>			

1.2.1 Notable Incidents

No other notable incidents were reported in the period.

1.3 Fire Safety

Fire Evacuations (*included as near misses in incident statistics*)

Date	Campus	Details
03/06/2020	Kilmarnock	Alarm activated by detector in the sprinkler pump room. No issues identified and the alarm was reset.

1.4 Claims

The claim previously reported to the Committee as being ongoing was settled during the reporting period.

The College currently has zero outstanding liability claims.

1.5 Risk Assessment

The College overarching Covid-19 risk assessment was approved by the *Return to Campus Operations Steering Group* and is available to all staff. The risk assessment will be reviewed fortnightly by the group. This risk assessment takes account of the guidance from Scottish Government, NHS and the Health, Safety and Executive (HSE). In addition, individual departments are also undertaking their own risk assessments, based on the overarching document.

An addendum to the fire risk assessment for each campus has been undertaken to incorporate the arrangements for Covid-19 and the increase of alcohol sanitiser in each campus.

1.6 Campus Reopening Planning and Preparations

1.6.1 Returning to Campus Operations Steering Group

The Health, Safety and Wellbeing team have supported all of the workstreams associated with the Returning to Campus Operations Steering Group. The functions of the Group are described in the HR and Learning and Development report.

The HSW team have developed and supported the preparation of risk assessments and advised on all arrangements associated with the reopening of campuses including people flows, campus signage, room capacity, hygiene and cleaning regimes.

A homeworking Display Screen Equipment (DSE) form and guidance document was made available to all staff through the College's Safety Hub. The HSW team are currently reviewing the completed forms and providing feedback to the staff members and line managers.

1.6.2 College Development Network (CDN)

The HSW team members have regularly attended CDN Health and Safety meetings throughout the period. These meetings were pivotal for the Sector in making the necessary arrangements for reopening College campuses. Ayrshire led on the development of first aid guidance for the group which was shared across the Sector.

1.7 Health and Wellbeing Themes

- Wellbeing campaigns have been communicated to staff including healthy eating, sun awareness and wellbeing tips
- A College-wide Staff Wellbeing page was created for all staff to join. This page is arranged in different categories – *Care to Share; Kiddies Corner; and Time to Talk.*
- The Staff Wellbeing Day was held virtually on 19 June. In the morning, staff were encouraged to participate in a range of activities including fitness workouts, yoga, a cooking demonstration, baking competition and make-up tutorial. In the afternoon, staff were encouraged to 'get outside' and participate in a gratitude walk, cycle or run.

1.8 Legislative Update

No legislative updates within the period.

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2 Equality and Inclusion Update

2.1 Mainstreaming Equality and Equality Outcomes 2017-2021

The Scottish Government has notified Public Sector bodies that they will still be legislatively bound to meet the requirements of the Public Sector Equality Duty (PSED) by 30 April 2021. This follows a previous notification from the Equality and Human Rights Commission (EHRC). It has, however, been acknowledged that the fulfilment of the requirements at this time, because of Covid-19, may be challenging. Preparations for the College to continue to fulfil the PSED requirements are now in place and a number of online engagement activities are being planned to inform the development of the next set of Equality Outcomes (EOs).

The SFC are still to update colleges and universities in Scotland as to what role they will play in setting or recommending Equality Outcomes.

2.2 Shared, regional Equality Outcomes 2017-2021

It has been agreed by all of the community partners involved in the shared, regional EOs, that the next set of EOs will remain the same. It was felt that these EOs still reflect the aspirations and priorities of the Ayrshire region. However, each partner will now have a set of actions relevant to their organisation and as such, there will be no shared, regional actions moving forward. All partners remain committed to working in partnership to tackle the continuing inequalities in the communities of Ayrshire.

Partners are now working together to review progress made and have also jointly planned activity for Hate Crime Awareness week and Black History Month during October. As part of this programme, a week-long webinar series aimed at raising awareness of hate crime in the context of other key characteristics, such as race, has been scheduled.

2.3 Promoting Wellbeing Group

To support staff and student wellbeing, the Promoting Wellbeing Group (PWG) has been active in raising awareness of positive wellbeing through, for example, the Staff Wellbeing Team on Microsoft Teams and their Twitter account @group_promoting.

The PWG has also continued to host fortnightly cross-college virtual catch-ups. These catch-ups have been successful in bringing staff together to connect and share experiences as well as to share general wellbeing activities to promote positive mental health and wellbeing.

Preparations are now underway for the #mymentalhealthmatters month long campaign (10 September to 10 October 2020). The theme this year will be 'Change the Conversation' and aims to support a model of Covid-19 recovery. Activities will include, for example, online staff 'in conversation with' themed wellbeing sessions.

2.4 Student Mental Health Agreement

The Student Mental Health Agreement progress report was submitted to the NUS in July. Feedback received so far has been very positive.

It has been agreed with the Students' Association that the current Student Mental Health Agreement largely still reflects key actions and as such, will roll forward for the new academic year 2020-2021.

A student friendly summary of the progress report will be made available and promoted during #mymentalhealthmatters month with an online Q&A session taking place on Saturday 10 October, for students and staff.

2.5 Equally Safe

Engagement with Fearless Glasgow and local Violence against Women (VAW) partnerships continues.

Through Fearless Glasgow, a Community of Practice of colleges and universities in Scotland, discussions are ongoing to influence the SFC to fund a sector-wide 'report and support tool'. A tool such as this would allow a student, for example, to report online any form of harassment. The College's last Outcome Agreement included an action to produce data in reference to gender-based violence (GBV) and, therefore, a tool like this would support ongoing data collection. It would mean also, data from across the Sector would be comparable to understand the national picture and going forward, potentially identifying key actions for the College's Equality Outcomes.

2.6 Gender Action Plan (GAP) 2020-2023

A College Gender Action Plan (GAP) 2020-2023 has now been shared, for comment, with the SFC. The GAP report provides an analysis of curriculum areas with the most significant male and female imbalances in relation to recruitment. It also provides some analysis in relation to retention and attainment. Through this process, it was identified that the Engineering and Aeronautical curriculum area had achieved the SFC target of 5-percentage points increase in the minority gender share of female students. The three curriculum areas where most significant female and male imbalances exist are:

- Hairdressing, Beauty, Complementary Therapies and Make-up Artistry
- Construction, Technology and Trades
- Early Years

The GAP includes collective College actions, to be taken forward by the Gender Leadership Group, and individual curriculum area actions.

2.7 Positive about Disability: supporting staff with a disability or long-term health condition

Making positive use of the College's Microsoft Teams software capability, a virtual team has been established for staff with a disability or long-term health condition. In May, a virtual catch-up was held with further sessions planned to take place after the main summer break.

2.8 Trans Edu Community of Practice (CoP)

The Trans Edu CoP continues to support the sector regarding trans student and staff inclusion. The most recent meeting, held in June, invited colleagues to share approaches on supporting trans and gender diverse students and staff in the context of Covid-19 and particularly, key issues around social isolation.

In response to these concerns, the College's Students' Association established a student LGBT+ virtual team using Microsoft Teams to facilitate online engagement.

2.9 Ayrshire LGBT+ Education Network

The Network will resume this academic year and hold three online 'Meets' from October 2020 with key themes being mental health and wellbeing, gender-based violence, and LGBT+ inclusion within the curriculum.

2.10 Declaration of Anti-Racism

The Principal has endorsed the sector-wide 'Declaration of Anti-Racism'. The College issued its anti-racism position statement and will continue to tackle racism on campuses. The 'Declaration of Anti-Racism' comes from the SFC funded 'Race Project' following the publication of the Equality and Human Rights Commission (EHRC) inquiry 'Universities Challenged' (2019) which revealed high incidences of racism in UK universities.

Jane McKie
Vice Principal People

(David Davidson, Director HR and Organisational Development)

31 August 2020

Ayrshire College # 484082
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**Quarterly Complaints Report
2019/2020
Quarter 4 (May – July 2020)**

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Total Issues Received

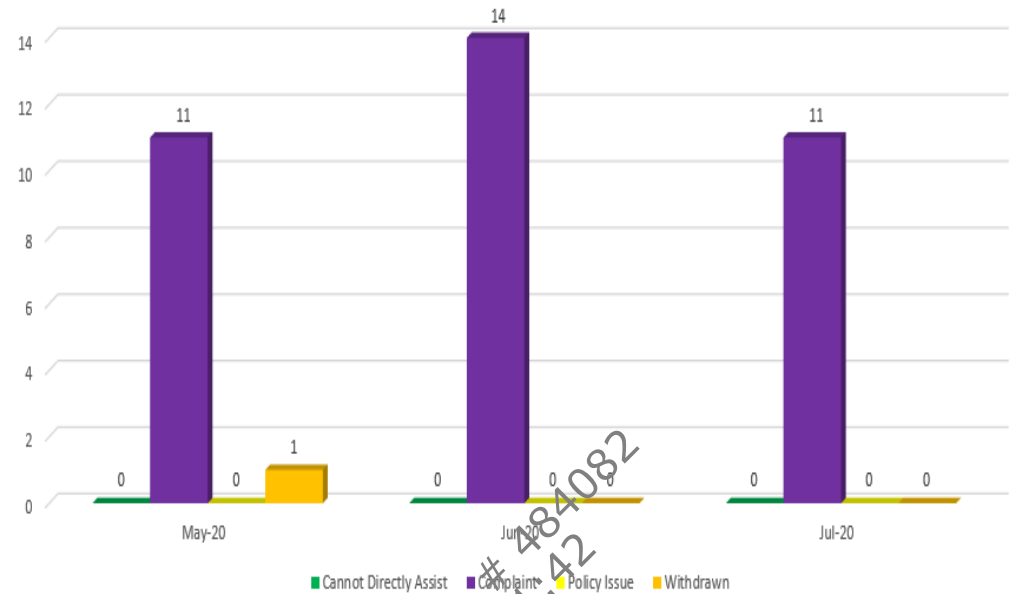
37 issues were received. The chart on the right shows the number of issues received each month, split by the type of issue.

37 complaints were received, 1 of these was withdrawn.

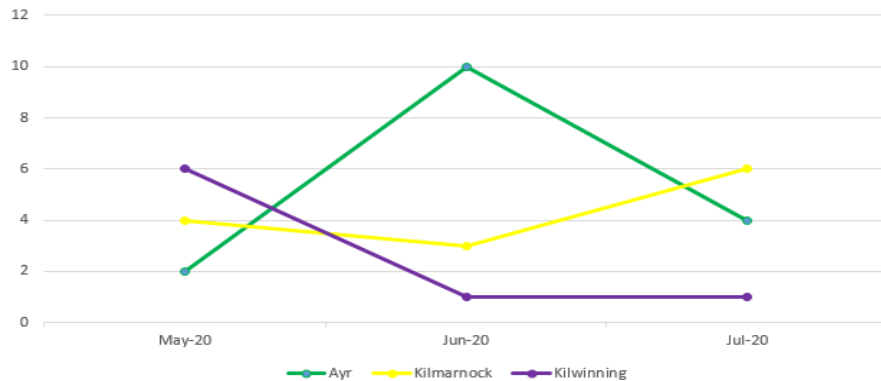
There were no issues recorded as cannot directly assist or policy issue.

The charts below show the total issues received each month by campus and the total issues received split by campus and type of issue.

Issues received, split by month and type of issue



Issues received, split by month and campus

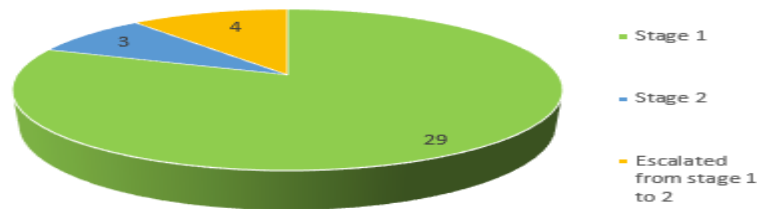


Issues received, split by campus and type of issue



Complaints Received

Complaints received, split by stage



37 complaints were received, 1 of these was withdrawn.

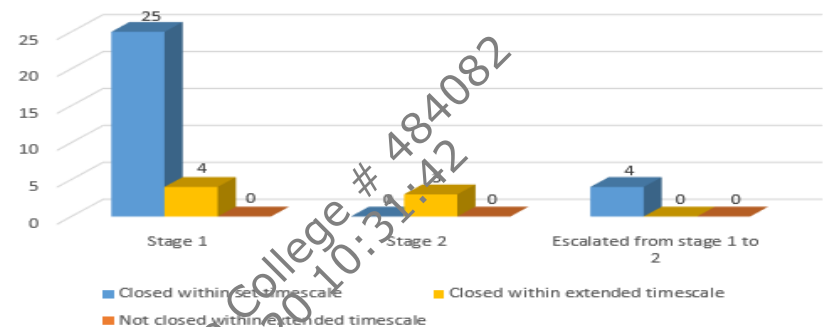
The chart on the left shows the remaining 36 complaints received, split by stage.

29 out of 36 complaints received were dealt with at stage 1, which equates to 81% of complaints.

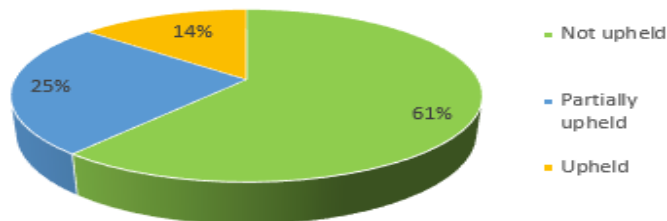
- Stage 1 – SPSO set timescale is 5 working days and extended timescale is 10 working days
- Stage 2 – SPSO set timescale is 20 working days and extended timescale is 40 working days
- Escalated from stage 1 – 2 - SPSO set timescale is 20 working days and extended timescale is 40 working days

81% of complaints were closed within the SPSO set timescale.

Complaints received, split by stage and timescale closed in



Complaints received, split by outcome as a percentage



Of the 36 complaints received, 14% of complaints were upheld, with a further 25% partially upheld. This combines to 14 out of 36 complaints.

Complaints – Sub-category

Quarterly Complaints Report – Q4, 2019/2020

The chart below shows the complaints received, split by sub-category and outcome. Noted below are the reasons for complaint in each of the top 6 sub-categories:

Progression, Articulation & Withdrawal

- Not offered a place on higher level course for next academic year
- Not offered options to complete course to be able to progress
- Not received unconditional offer letter yet
- Not heard about 2nd and 3rd choice courses

Staff Conduct

- Treatment of students by staff member
- Delay in responding/no response to emails and staff members unsupportive
- Staff member changing requirements of task set
- Staff member not marking work submitted and lack of communication

Application, Admission, Interview, Enrolment, Induction

- Not successful in securing a place on the course applied for
- Received correspondence referring to interview that did not take place

Course Management

- Lack of support for SVQ element of the course, delay in replacing assessor
- Not received any tasks or feedback on work submitted on SVQ course

Assessment & Exams/Certification

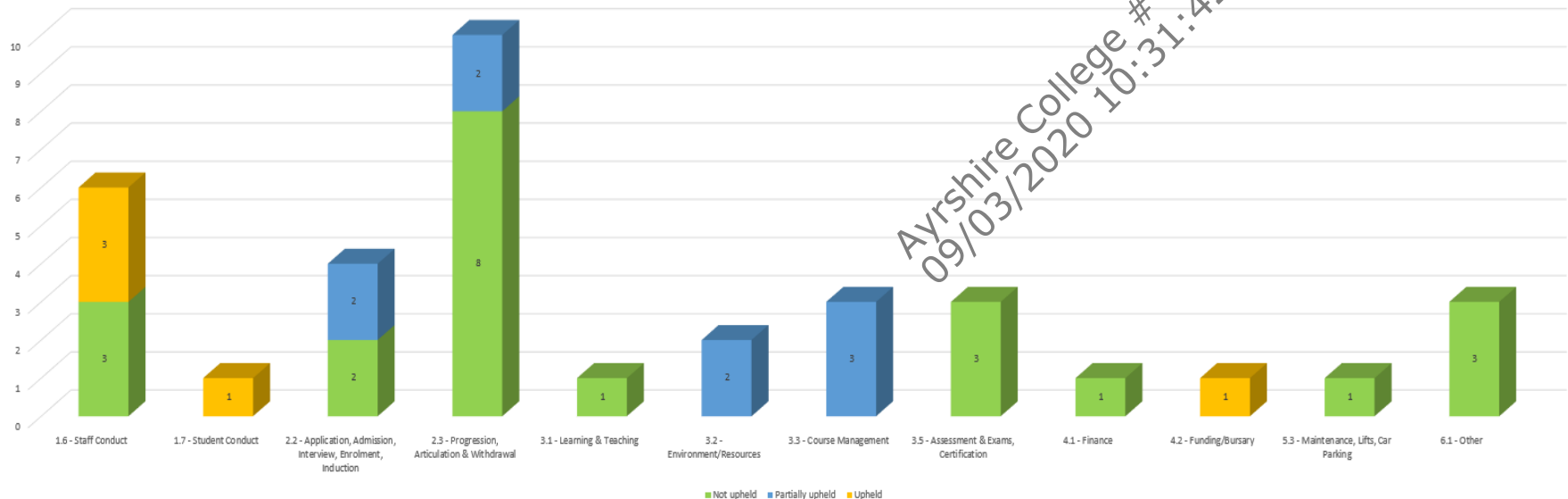
- Not certified for group award due to unit not being completed during lockdown

Other

- Unhappy students will not return for 2020/2021 academic year until September and only in College one day a week

*Pages 10-12 show all the categories and sub-categories available

Complaints received, split by sub-category and outcome



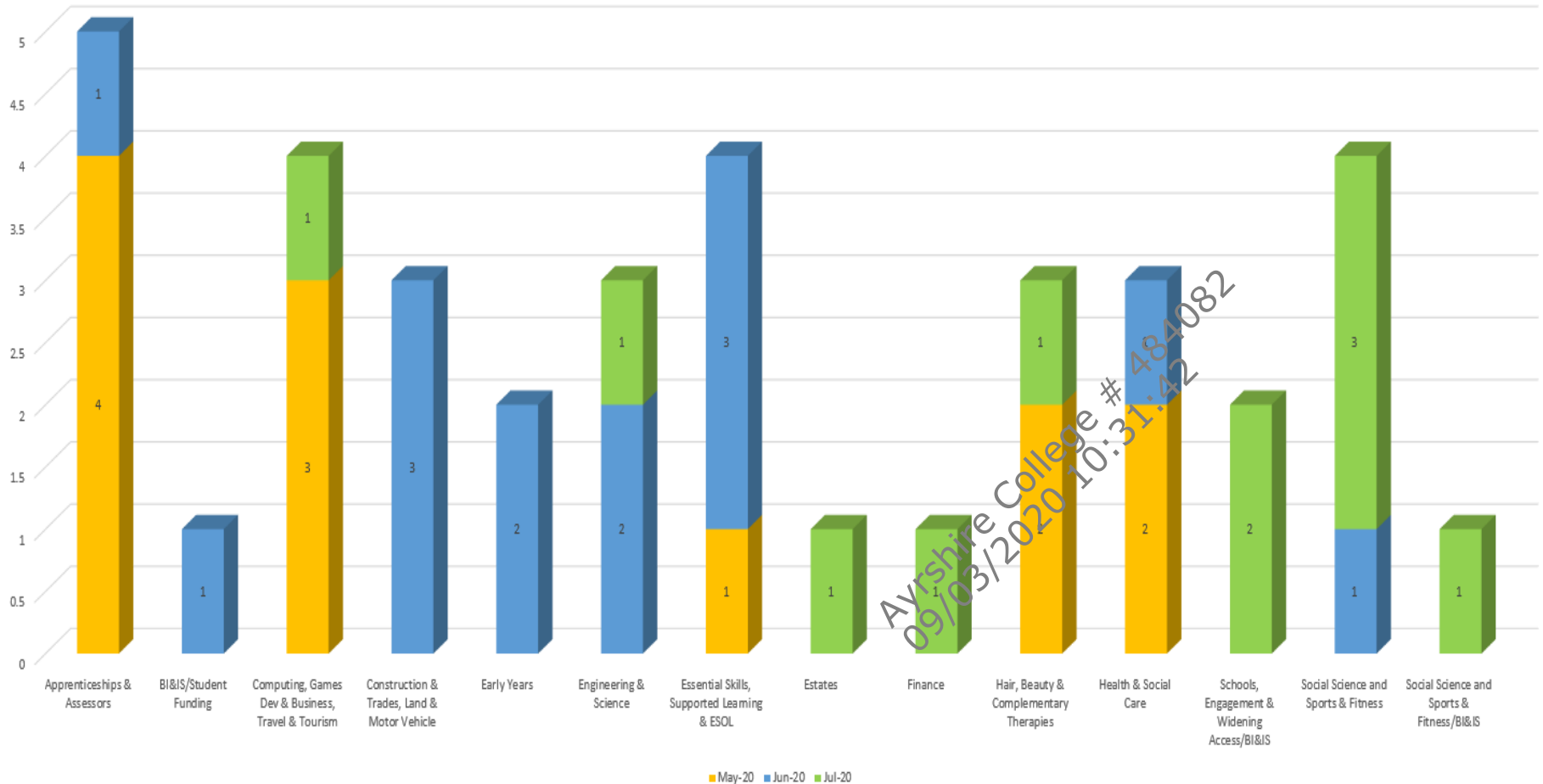
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Complaints – Curriculum/Service Area

Quarterly Complaints Report – Q4, 2019/2020

The chart below shows issues received each month, split by curriculum/service area.

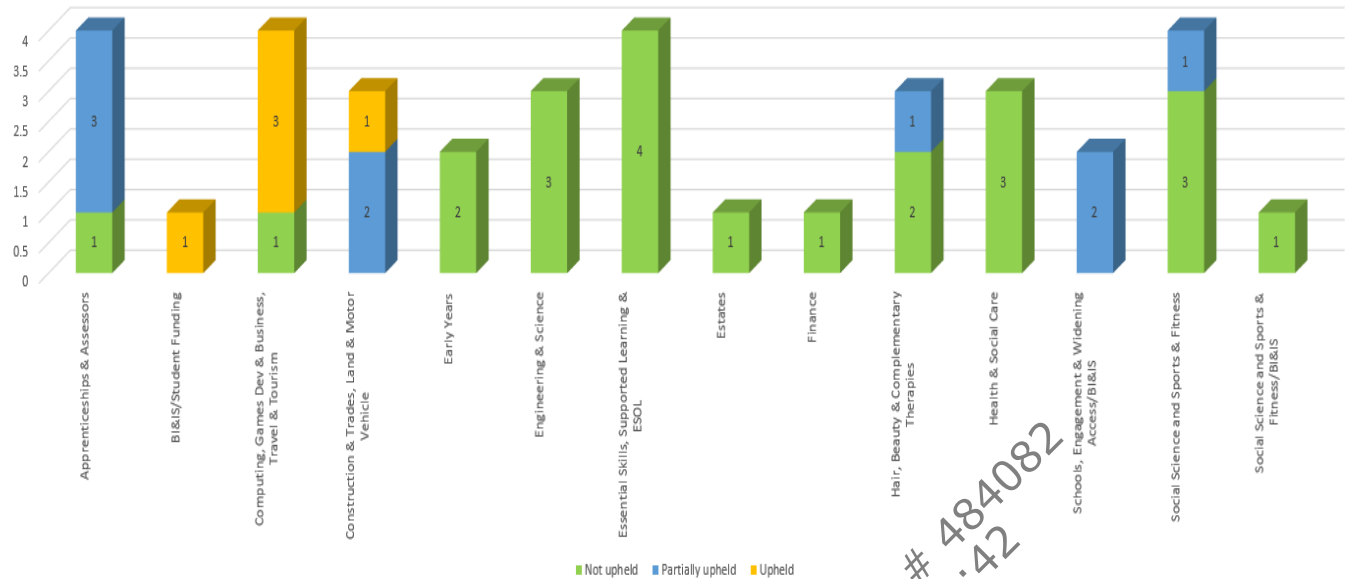
Monthly complaints (inc withdrawn) received, split by curriculum/service area



Complaints – Curriculum/Service Area

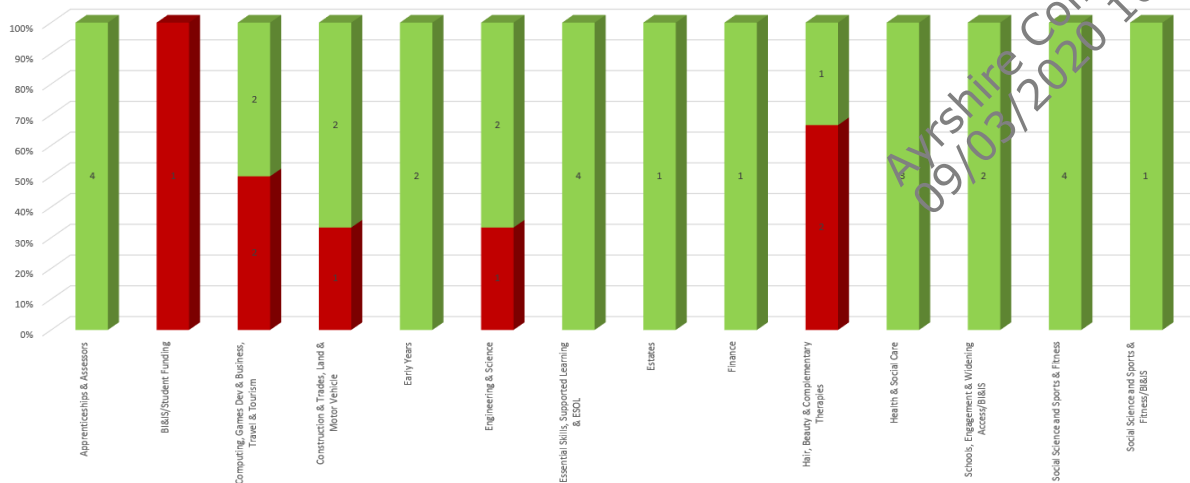
Quarterly Complaints Report – Q4, 2019/2020

Complaints received, split by outcome and curriculum/service area



The chart on the right shows the complaints received, split by outcome and curriculum/service area.

Percentage of complaints received, closed within timescale split by curriculum/service area



The chart on the left shows the percentage of complaints received, that were closed within the SPSO set timescale (5 or 20 working days), split by curriculum/service area.

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Actions

Quarterly Complaints Report – Q4, 2019/2020

Complaint Category	Number of actions	Number completed	Number outstanding
1. Customer Care	2	0	2
2. Applications, Admissions & Progression	6	2	4
3. Course Related	4	3	1
4. Services	1	0	1
5. Facilities	0	0	0
6. Others	1	1	0
Total	14	6	8

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Service Improvements

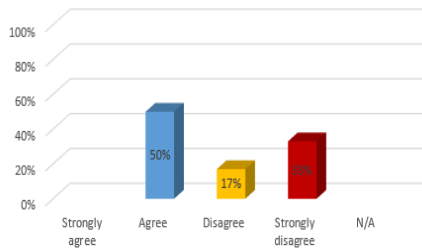
Quarterly Complaints Report – Q4, 2019/2020

Issue	Actions
<p>Unhappy with the lack of support in relation to the SVQ element of the course and assessors not being replaced. Concerns about observations needed to gain qualification.</p>	<p>Agreement to extend timescale for the whole class to complete SVQ section to end of July 2020.</p>
<p>Unhappy with the lack of progress being made on SVQ course. Only been set two assessments and taking a long time for any tasks/feedback on work submitted to be given.</p>	<p>Assessor set the students a project to work on and will provide help with progression during June 2020.</p> <p>Assessor will devote more time to students from end of June 2020 to get them back on track with their SVQ.</p>
<p>Student unhappy they have not been given a place to progress to the next level.</p>	<p>Guidance Employability and Engagement Officer and curriculum lecturers/Curriculum Manager to implement process to ensure there is joined up guidance communication for level 4 programs.</p>
<p>Unhappy with their lecturer as feel they are not interested in teaching the class, does not mark work that is submitted and there is a lack of communication.</p>	<p>Curriculum Manager with the support of HR Advisor will initiate Stage 1 of the formal process contained in the Staff Capability Policy.</p> <p>Curriculum Manager ensured that none of the students in the class have their achievement or progress affected due to the lecturer's performance.</p>
<p>Unhappy funding has been withdrawn for external course.</p>	<p>Curriculum Manager contacted all students on the course to ensure they have understood the updated message that funding has not been withdrawn but paused. Curriculum Manager will also confirm which students meet the criteria for the funding.</p>
<p>Received an email referring to an offer on the course and invited to apply for funding but had only received a waiting list place.</p>	<p>Review of the process for notifying Student Funding when an offer has been withdrawn so they can stop emails/reminders to apply for funding being sent.</p>
<p>Unhappy with decision that students will not return until September 2020 and that they will only be in College one day a week.</p>	<p>Updated our systems and are ensuring that we send letters out to parents and students, as well as the texts and emails students normally receive as updates during Covid.</p>
<p>Not been certificated for NC group award, as unable to complete one unit due to lockdown.</p>	<p>Review the wording of the course on the College website to make it clear there is no group award for this course.</p>
<p>Unhappy not been offered a place on the schools course for next year and no explanation given in the email. Email referred to an interview but an interview did not take place.</p>	<p>Review standard letter sent to ensure this does not refer to an in interview taking place, when there has not been an interview.</p>

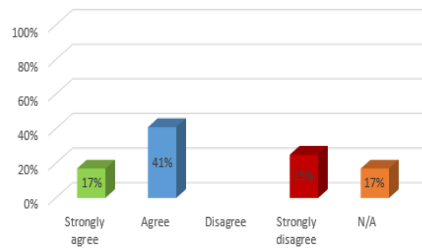
Customer Satisfaction

A total of 34 surveys have been sent, with 12 responses received, this equates to a 35% response rate. The results from the responses received are shown in the charts below.

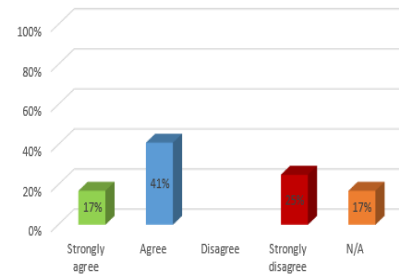
Q2 - I was aware of the complaints procedure before I needed to make a complaint



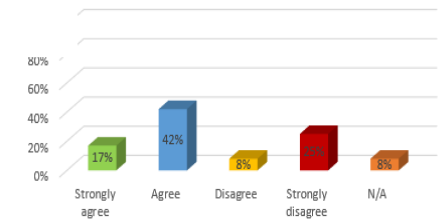
Q3 - I found the complaints process easy to access



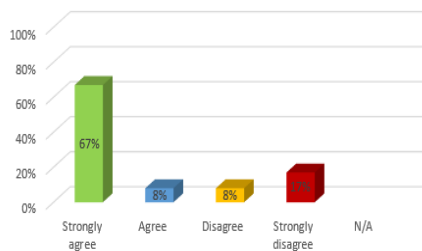
Q4 - I found the complaints form easy to use



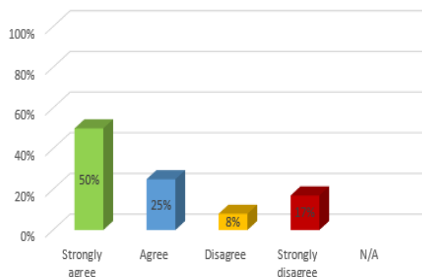
Q5 - I was able to access information and assistance in making my complaint where this was required



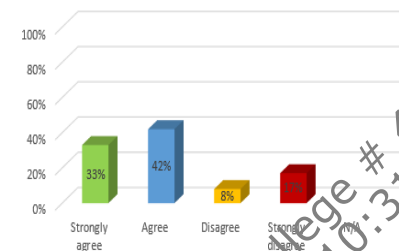
Q6 - I received a prompt acknowledgment of my complaint



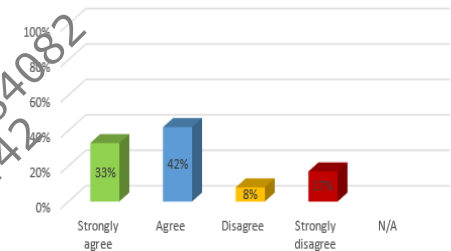
Q7 - I felt my complaint was taken seriously



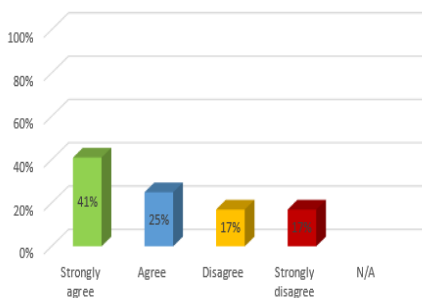
Q8 - I felt my complaint was thoroughly investigated



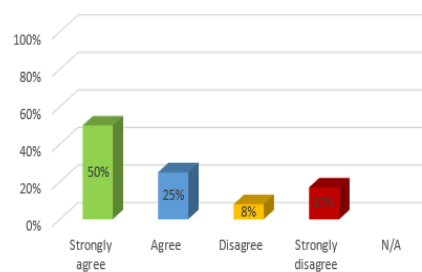
Q9 - I received a fair and objective response to my complaint



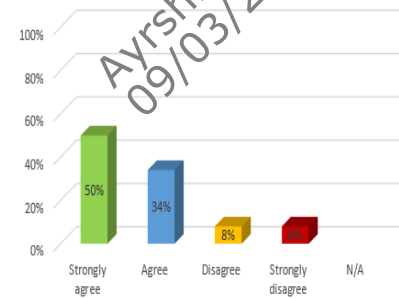
Q10 - I received a clear response to my complaint



Q11 - I received a response to my complaint within an appropriate timescale



Q12 - I was dealt with courteously at all times



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Appendix

The tables below show the College Development Network categories and sub-categories, which we have adopted.

1.0	CUSTOMER CARE	
	Sub-Category	Examples
1.1	Health & Safety	<ul style="list-style-type: none"> Alleged misuse of disability car parking spaces Subject to passive smoking in no smoking area Tripping hazards in workshop
1.2	Security	<ul style="list-style-type: none"> Theft of personal property Padlock on bicycle locker cut by Estates staff
1.3	Diversity & Equality <i>(Protected Characteristics)</i>	<ul style="list-style-type: none"> Failure to make reasonable adjustments under the terms of Equality Act Visitor complains of poor accessibility to toilets and lifts Student not allowed to progress on course due to additional support not being available to support disability Textbook contains racist material
1.4	Data Protection	<ul style="list-style-type: none"> E-mail address divulged to other people Staff shared student personal data with others during classroom discussion
1.5	Environmental	<ul style="list-style-type: none"> Housing Association complains of students littering outside tenants' properties Neighbour complains of noise from construction work at College Residents complain that students and staff used private car-parking spaces
1.6	Staff Conduct	<ul style="list-style-type: none"> Poor customer service Failure to respond to requests by e-mail/phone etc. Requests handled impolitely, discourteously
1.7	Student Conduct	<ul style="list-style-type: none"> Student complains that disciplinary procedure was applied unfairly Students damage neighbouring properties

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09/03/2020 10:31:42

Appendix cont...

2.0 APPLICATIONS, ADMISSIONS, PROGRESSION		
	Sub-Category	Examples
2.1	Marketing	<ul style="list-style-type: none"> • Unable to find evening class information on College website • Misleading information in College prospectus
2.2	Application, Admission, Interview, Enrolment, Induction	<ul style="list-style-type: none"> • No acknowledgement of application • Criteria for rejecting application was unfair • Placed on waiting list despite applying quickly • No information on College website to inform applicant course was already full and only found out weeks later • Applicant travelled long distance for interview only to be told they didn't have the necessary entry requirements • Applicant invited to wrong campus for interview
2.3	Progression, Articulation & Withdrawal	<ul style="list-style-type: none"> • Student unhappy that they were not allowed to progress to next level having successfully achieved the previous level • Student complains withdrawal process was not followed • University not supplied with student reference as requested

3.0 COURSE RELATED		
	Sub-Category	Examples
3.1	Learning & Teaching	<ul style="list-style-type: none"> • Quality of teaching not to the standard expected • Teaching from powerpoint for 3 hours without a break • Lecturer unapproachable when requiring support
3.2	Environment/Resources	<ul style="list-style-type: none"> • Classrooms/desks not fit for purpose • Wifi unreliable • Broken smartboard • Workshops too cold • Not enough computers for size of class
3.3	Course Management	<ul style="list-style-type: none"> • Class cancelled at short notice • No contingency for staff absence • Lecturer arrives late/finishes class early
3.4	Facilitated Learning Support	<ul style="list-style-type: none"> • Guidance class not held • Staff do not provide printed materials in format stipulated in PLSP • Staff unaware of changes to PLSP
3.5	Assessment & Exams, Certification	<ul style="list-style-type: none"> • Assessments crammed into end of block • Student not provided with opportunity for re-sit • Delay in providing results/certificates • Not receiving certificate due to College failing to attach student to group award • Noise disruption during exam

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Appendix cont...

4.0 SERVICES		
	Sub-Category	Examples
4.1	Finance	<ul style="list-style-type: none"> Former student unhappy to be threatened with legal proceedings for unpaid fees Student unhappy not to have course fees refunded after withdrawing from course
4.2	Funding/Bursary	<ul style="list-style-type: none"> Delay in processing bursary application Application for hardship fund handled unfairly
4.3	Student Records	<ul style="list-style-type: none"> Student personnel data is incorrect/not updated
4.4	Provided Learning Support	<ul style="list-style-type: none"> Delay in arranging DSA assessment Student unhappy that they could not have the same support worker for every class Student unhappy that additional support requirements have not been put in place
4.5	Library/Learning Technology	<ul style="list-style-type: none"> Student complained that library overdue book notification system was unfair Lack of support provided by the College with regards to provision of IT on evening class Library opening hours
4.6	College Services – Quality etc	<ul style="list-style-type: none"> Delay in handling complaint
5.0 FACILITIES		
	Sub-Category	Examples
5.1	Catering	<ul style="list-style-type: none"> Coffee shop frequently runs out of soya milk Choice on offer
5.2	Student Accommodation	<ul style="list-style-type: none"> Poor wifi service Cleanliness of accommodation
5.3	Maintenance, Lifts, Car Parking	<ul style="list-style-type: none"> Lifts out of order College does not provide sufficient car parking space College signage is misleading
6.0 OTHERS		
	Sub-Category	Examples
6.1		<ul style="list-style-type: none"> No College wide 2 minute silence on Remembrance Day

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Business, Resources and Infrastructure Committee**8 September 2020****Subject:** 2019-20 Student Support Funds Final Position at July 2020**Purpose:** To update Members on the Student Support Funds final position as at July 2020**Recommendation:** Members are asked to note the contents of this paper.**1 Current Situation**

The following sections of this paper provide details of the final position of each fund as at 31 July 2020.

1.1 SFC Funds provided for Bursary Support

Total 2019-20 SFC Student Support Funds were £10,218,480. Table 1 below details the bursary support funds provided by SFC for 2019-20 together with projected expenditure figures as at 31 July 2020. Additional funding was received from SFC during 2019-20 to provide further bursary support.

Table 1

Student Support Fund	Original Budget	Additional Funding	Revised Budget	Actual Expenditure	Difference
SFC Bursary	£8,690,480	£178,000	£8,868,480	8,916,485	£(48,005)
FE Childcare	£660,000	£0	£660,000	490,704	£169,296
HE Childcare	£350,000	£0	£350,000	220,665	£129,335
FE Discretionary	£340,000	£0	£340,000	565,116	£(225,116)
Total	£10,040,480	£178,000	£10,218,480	£10,192,970	£25,510

1.2 Educational Maintenance Allowance (EMA)

EMAs are provided by the Scottish Government to support eligible 16 to 18 year-old students. The College's EMA allocation for AY 2019-20 was £800,000 and the College spent £586,050.

1.3 SAAS Funds provided for Higher Education Discretionary support

The College is also allocated funding from SAAS for eligible students completing HE programmes. This budget is administered in line with SAAS guidance. The College received additional in-year funding of £8,782. In addition, the College

was able to drawdown HE discretionary funding from its 2020-21 allocation to provide additional support to students due to COVID-19.

Table 2 below details the HE Discretionary Fund Budget made available by SAAS together with expenditure as at 31 July 2020.

Table 2

Student Support Fund	Original Budget	Additional Funding	Revised Budget	Actual Expenditure	Difference
HE Discretionary 2019-20	£252,862	£8,782	£261,644	£252,945	£8,699
Early drawdown HE Discretionary 2020-21	£0	£31,442	£31,442	£31,442	£0
Total	£252,862	£40,224	£293,086	£284,387	£8,699

2 Consultation

No formal consultation is required given the subject of this paper.

3 Risks

The disbursement of student support funds and financial monitoring arrangements are key areas of financial risk for the College. In addition, issues arising from the management of the student support funds can impact significantly on the reputation of the College.

4 Equality Impact Assessment

An impact assessment was completed in respect of the 2018-19 Student Funding Policy and Procedures.

5 Conclusion

Members are asked to note the contents of this paper.

Michael Breen
Vice Principal, Finance
14 August 2020

(James Thomson, Director of Finance, Student Funding and Estates)

(P) Paper will be published on the College website

Business, Resources and Infrastructure Committee**8 September 2020**

- Subject:** 2020-21 SFC Capital Expenditure Programme Update at August 2020
- Purpose:** To provide an update to Members on the SFC Capital Expenditure programme at August 2020
- Recommendation:** The Business, Resources and Infrastructure Committee is asked to note the contents of this paper.

1 Background

SFC announced the final capital grant for FY 2020-21 on 7 April 2020 (i.e. for the period April 2020 to March 2021).

At its meeting on the 18 June 2020 the Board of Management agreed the projects and budgets as recommended by the BRIC committee. These are detailed in Table 1 below.

Table 1

Capital Project	Budget (£)
College capital contribution to North Ayrshire Future Skills Hub	300,000
ICT equipment (staff and students)	150,000
Miscellaneous capital projects*	37,000
Total	£487,000

* This can be used towards alterations and capital works due to COVID-19 requirements

Subsequent to the Board Meeting in June 2020 SFC issued two Circulars

(1) SFC/AN/11/2020 on 4 August 2020 which provided the College with £239,909 of "Additional capital funding to support economic recovery FY 2020-21"

The Circular outlines the purpose of the funding.

“4. This investment provides an opportunity to make an additional supportive contribution to the maintenance of college and university estates, and to build on what is already provided via SFC capital grant and financial transaction funding.

5. Funding can be used by colleges and universities to support a range of capital projects, which may have been put on hold as a result of the COVID-19 pandemic and the initial lockdown.

6. SFC expects institutions to reassess their capital spend plans with the aim of prioritising maintenance and construction activities to ensure the provision of core business in Academic Year (AY) 2020-21 and beyond”

(2) SFC/AN/12/2020 on 14 August 2020 which provided the College with £174,943 of “Additional capital funding to support digital provision in AY 2020-21”

The £174,943 is notionally split between FE and HE students being £127,603 and £47,340 respectively. The guidance from SFC confirms that:

“colleges have the discretion to use these funds flexibly between FE and HE to effectively meet the needs of students”. However, the guidance also notes that “This flexibility should ensure the best use of the funds available. Colleges must, however, account for spend separately for FE and HE when they report back to SFC”. Lastly, the funding is ring fenced and must be used for the sole purposes outlined by SFC.

2 Current Situation

Given the additional funding highlighted through the two Circulars and the criteria as set out it is proposed that the capital programme be revised to better reflect the ring funded additional allocations made while maintaining the same strategic priorities already approved by both the BRIC committee and Board of Management.

Table 2 below provides details of the revised capital programme with the main changes highlighted in yellow for ease of reference.

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Table 2

Capital Project	Capital Budget (£)
North Ayrshire Future Skills Hub	
- College capital contribution to	60,091
- Additional capital funding to support economic recovery	239,909
Sub-Total	300,000
ICT equipment (staff and students)	326,909
Miscellaneous capital projects, equipment and FF&E	100,000
Total-Core Capital	726,909
FE Digital Provision Support	127,603
HE Digital Provision Support	47,340
Total-FE/HE Digital Provision Capital Support	174,943
Total Capital	£901,852

3 Proposals

No further proposals are contained in this paper.

4 Consultation

No further consultation is required.

5 Resource Implications

All resource implications are detailed in section 2 above.

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6 Risks

A number of risks exist in relation to estates improvement projects, especially in older buildings. Cost and time overruns are key risks, particularly given limited funding. In addition, any major works over the winter period have to be carefully managed to ensure, for example, that they are not delayed beyond March 2020 due to adverse weather.

7 Equality Impact Assessment

Equality Impact Assessments have been undertaken where necessary.

8 Conclusion

The Business, Resources and Infrastructure Committee is asked to note the contents of this paper.

Michael Breen
Vice Principal- Finance
28 August 2020

(James Thomson, Director of Finance, Student Funding and Estates)

Publication

This paper will be published on the College website.

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