BOARD OF MANAGEMENT
ACTION TRACKER

Ayrshire College

COMMITTEE: Business Resources and Infrastructure Committee 17.11.20 (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.	To become a standing item on the agenda.	Board Chair/Principal	In Progress	UPDATE - September 2020: This will remain a constant work in progress and a standing agenda item for future Committee meetings.
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	March 2021	J McKie	In Progress	UPDATE – September 2020: The first stage of the IiP review and re-accreditation process began in November 2019 and was halted due to the COVID-19 lockdown. The process is expected to resume in late 2020 and the Committee will be provided with the requested information at its scheduled meeting in March 2021.
10.03.20	24	Confirmation regarding the points of governance in relation to the undertaking of the Future Skills Training Hub Project be confirmed at the next meeting of the Committee in June 2020.	November 2020	M Breen	In Progress	UPDATE – September 2020: A Progress Report, including the governance arrangements for the Project, will be made available at the next scheduled meeting in November 2020.

1

DATE RAISED	ACTION No	ACTION	DUE DATE	OWNER	STATUS*	COMMENTS
08.09.20	9	Communication to acknowledge and thank the HSW team for their support and hard work during this period of uncertainty to be drafted on behalf of the Board and Board Chair.	ASAP	Board Chair/Board Secretary	In Progress	

* Not Started / In Progress / Completed

2

Ayrshire College   (*Paper 4*)

Business, Resources and Infrastructure Committee

17 November 2020

Subject:	2020-21 Management Accounts at 30 September 2020
Purpose:	The paper provides a summary of the College's financial position as at 30 September 2020 and outlines the key variances for members' information.
Recommendation:	The Business, Resources and Infrastructure Committee approves the 2020-21 Management Accounts for period ended 30 September 2020.

1.   Background

The Budget for AY 2020-21 was approved by the BRIC Committee and the Board on 24 September 2020. This showed a budgeted income and expenditure deficit for the year of **£(635,363)** with an adverse cashflow impact of **£(327,676).**

2.   Current Situation

This paper summarises the actual position to date for the period ended 30 September 2020. A complete set of the management accounts is included for reference within the background information section of Admin Control.

Actual Position to Date

The management accounts for period ended 30 September 2020 show a year to date operating deficit of £(677,168). When compared to the expected budgeted position for September 2020 this is a favourable variance of £394,794. The year to date position, as at 30 September 2020, is set out in Table 1.

Table 1 – Year to Date, as at 30 September 2020

	2020-21 YTD Budget (£)	2020-21 YTD Actual (£)	2020-21 Variance (£)
Total Income	£6,861,791	£6,931,261	£69,470
Total Expenditure	£7,641,002	£7,307,725	£333,277
Operating Surplus/ (Deficit)	**£(779,211)**	**£(376,465)**	**£402,746**
Exceptional Costs	£0	£0	£0
Operating Surplus/ (Deficit) after Exceptional Costs	**£(779,211)**	**£(376,465)**	**£402,746**
Net Depreciation	**£(518,589)**	**£(526,540)**	**£(7,951)**
Capital Income	**£225,838**	**£225,837**	**£(1)**
Operating Results after Net Depreciation and Capital Income	**£(1,071,962)**	**£(677,168)**	**£394,794**

Members will note that whilst there is an overall positive variance on the year to date position there are 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 30 September 2020 (Excluding Exceptional Costs)
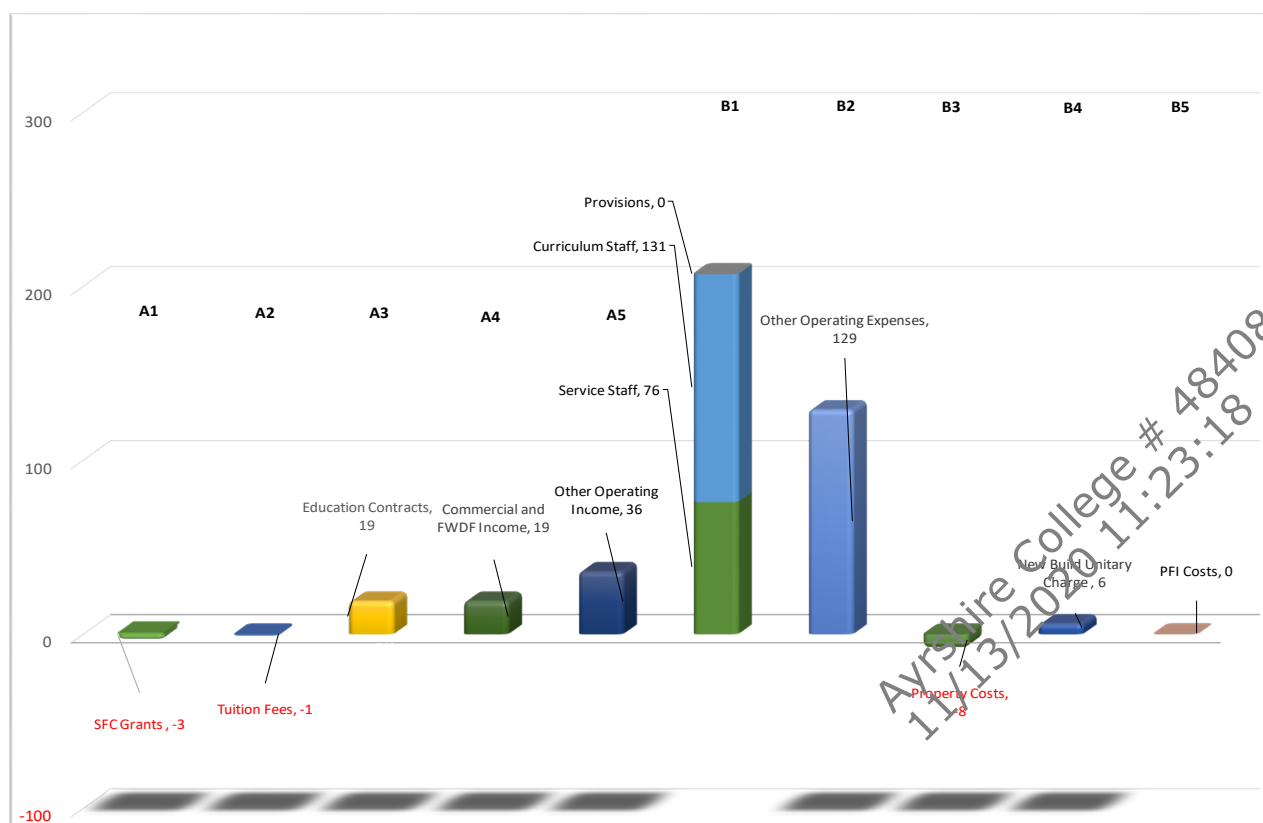
The trading variances in the year to date amount to a net £402,746. The main variances are as follows:

(A)   Income variances (net £69,470 favourable) mainly being:

- (A1) SFC New Build Funding - £(3,271) adverse variance.

- (A2)Tuition Fees - £(705) adverse variance.

- (A3)Education Contracts - £19,008 favourable variance. This is mainly due to £18,657 for apprenticeship team other projects that was not budgeted for.

- (A4)Commercial Income and FWDF - £18,990 favourable variance. Commercial Income of £8,387 has been received from work delivered to Spirit Aerospace of £8,387 and the College has received Flexible Workforce Development Fund income of £10,602. These were not expected until later in the year due to COVID-19 and therefore the budget had been phased accordingly. It is expected this will balance out throughout the year.

- (A5)Other Operating Income and Interest - £35,448 favourable variance. This is mainly due to an increase in the COVID-19 Job Retention Scheme income of £35,817, which was not included in the budget.

(B)   Expenditure variances (net £333,277 favourable) mainly being:

- (B1) Salary Costs - £206,925 favourable variance. This includes the turnover savings of (£290,000) already assumed in the period.

- (B2) Other Operating Expenses £128,931 favourable variance. This variance is comprised of a number of factors in the first two months. Curriculum Expenditure - £71,773 favourable variance. This is mainly due to savings in course consumable budgets for student visits £55,594 and £26,646 SDS trainees' expenses. Due to COVID-19 restrictions the phasing of the budget in this area has been challenging. It is however projected that the full year budget will be spent. Admin and Central Services - £55,442 favourable variance. At this stage of the year there are no emerging trends ,therefore, it is still expected that the full year funds will be spent and the year to date variances are due to budget phasing.

- (B3) Property Costs – £(8,397) adverse variance. Again, at this time there are no emerging trends and the variances are considered to be due to budget phasing. However, washroom supplies costs are above budget due to COVID-19.

- (B4/5) NPD & PFI Costs - £6,447 favourable variance

Exceptional Costs

There were no exceptional costs in the period ended 30 September 2020

Forecast at September 2020

It is forecast at this stage that the College will meet / exceed its budget position. Members are asked to note that the projections are made based on the first two months of activity and that this position will change during the academic year. The risk still

remains that during the remainder of this Financial Year that further COVID operational restrictions could impact adversely the financial position outlined above.

3. Balance Sheet – Executive Summary Commentary

The Management Accounts for period ended 30 September 2020 include the College's balance sheet, as at 30 September 2020. A summary of the balance sheet position compared with the final position disclosed in the 2019-20 statutory accounts is set out in Table 2. It is also included within the background information folder for this meeting on Admincontrol.

Table 2 – Balance Sheet as at 30 September 2020

Ayrshire College Balance Sheet

Period 2/2021

	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	30,260,035	30,357,763	-97,728	30,455,485	-195,450
Leasehold Buildings	509,514	516,086	-6,572	522,658	-13,144
Kilwinning	17,941,013	17,982,940	-41,927	18,024,869	-83,856
Kilmarnock	50,851,116	50,938,862	-87,746	51,026,607	-175,491
Computer Equipment	986,265	1,063,622	-77,357	1,037,584	-51,318
Other Equipment	749,777	773,539	-23,762	797,310	-47,533
	105,987,721	106,322,812	-335,091	106,554,513	-566,792
CURRENT ASSETS					
Stocks	39,590	40,160	-570	29,915	9,675
Trade Debtors	7,191	45,314	-38,122	178,343	-171,152
Other Debtors	107,589	95,905	11,684	74,244	33,345
Prepayments and Accrued Income	2,118,108	2,204,403	-86,295	2,317,454	-199,346
Bank & Cash	5,960,496	4,635,258	1,325,238	3,912,447	2,048,049
	8,232,973	7,021,039	1,211,934	6,512,402	1,720,571
CURRENT LIABILITIES					
Bank Loans and Overdrafts	0	0	0	0	0
Trade Creditors	-132,471	-140,786	8,314	-163,565	31,093
Other Creditors	-787,350	-802,277	14,927	-856,704	69,354
SAAS	-28,270	-19,275	-8,995	-17,990	-10,280
SFC Monies	-524,278	-204,119	-320,158	-208,962	-315,316
PAYE/NIC	-588,447	-595,037	6,590	-621,407	32,960
VAT	-3,071	-13,532	10,461	-11,114	8,043
SSF (SFC and SAAS)	-1,810,012	-894,523	-915,489	-197,557	-1,612,455
Accruals	-2,315,578	-2,146,374	-169,204	-1,899,337	-416,242
	-6,189,477	-4,815,924	-1,373,553	-3,976,635	-2,212,842
TOTAL ASSETS	108,031,217	108,527,927	-496,710	109,090,281	-1,059,064
Early Retiree Provisions	-1,459,898	-1,467,159	7,261	-1,474,420	14,522
Other Provisions	-461,382	-461,382	0	-461,382	0
PFI Capital Creditor	-5,476,625	-5,476,625	0	-5,476,625	0
NPD Capital Creditor	-42,983,756	-43,096,675	112,919	-43,209,593	225,837
Deferred Capital Grants	-10,118,945	-10,189,714	70,769	-10,260,482	141,537
	-60,500,607	-60,691,555	190,948	-60,882,503	381,896
NET ASSETS EX PENS LIABILITY	47,530,610	47,836,372	-305,762	48,207,778	-677,168
Pension Liability	-27,344,000	-27,344,000	0	-27,344,000	0
NET ASSETS	20,186,610	20,492,372	-305,762	20,863,778	-677,168
RESERVES					
Reserves brought forward	14,761,070	14,761,070	0	14,761,070	0
Year to date Trading	-677,168	-371,406	-305,762	0	-677,168
	14,083,902	14,389,664	-305,762	14,761,070	-677,168
Pension Reserve	-27,344,000	-27,344,000	0	-27,344,000	0
Total I&E Reserves	-13,260,098	-12,954,336	-305,762	-12,582,930	-677,168
Restricted Reserves	465,482	465,482	0	465,482	0
Revaluation Reserve	32,981,226	32,981,226	0	32,981,226	0
TOTAL RESERVES	20,186,610	20,492,372	-305,762	20,863,778	-677,168

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 2020-21 Management Accounts for period ended 30 September 2020.

Michael Breen
Vice Principal, Finance
11 November 2020

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

Publication

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

(Paper 5)

Annual Health, Safety & Wellbeing Report

August 2019 – July 2020

RAISING ASPIRATIONS/
INSPIRING ACHIEVEMENT/
INCREASING OPPORTUNITIES/

Ayrshire College # 484082
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Contents

1 Introduction

The Annual Health, Safety and Wellbeing Report provides a summary of the College's health and safety performance for the 2019/20 academic year.

This report provides an overview of the work carried out by and on behalf of Ayrshire College. It highlights key projects undertaken and issues considered over the past year.

The report also provides a summary of incident statistics for the period August 2019 - July 2020, based on the incident reports submitted to the Health, Safety and Wellbeing Team.

The College has continued to raise awareness of a range of Health, Safety and Wellbeing issues during the year through regular communication, training and update sessions. Wherever possible, the College has collaborated with other agencies working in the area of Health and Safety, and engaged in joint projects that would benefit the College.

The report also summarises the work that is currently planned for the future period. To meet these aims, the College will continue to align its Health and Safety activities to changes taking place within the sector and nationally.

The College will also continue to promote wellbeing themes in partnership with NHS Ayrshire & Arran and other agencies.

2 Executive Summary

The Annual Report covers the period 1 August 2019 to 31 July 2020.

This report provides an overview for Board Members, the College leadership teams, managers and all staff of the actions taken to protect our staff, students, contractors, clients and members of the public over the past 12 months.

The approach to health, safety and wellbeing management within Ayrshire College is documented in the College Health, Safety and Wellbeing Policy.

This annual report also provides an opportunity to review the progress of the College with regard to Health, Safety and Wellbeing. The data contained within the report provides a benchmark for trend analysis for future years.

3 Health and Safety Reporting and Monitoring

3.1 Regulation Action and Visits

During the reporting period, the College has consulted with representatives from Local Authorities, the Health and Safety Executive and Scottish Fire and Rescue on a range of statutory and reporting matters.

In accordance with the requirements of The Fire (Scotland) Act 2005 and the associated Fire Safety (Scotland) Regulations 2006, the following evacuations were recorded as fire drills.

3.2 Planned Fire Drills

Campus	Date
Kilwinning (evening class)	17 September 2019
Ayr – Riverside (evening class)	03 September 2019
Ayr – Dam Park (evening class)	08 October 2019
Kilmarnock (evening class)	08 October 2019
Kilmarnock (evening class)	10 October 2019
Nethermains	30 October 2019

3.3 Unplanned Fire Drills (false alarms)

Date	Campus	Details
26 Aug 2019	Irvine	Deodorant in school changing room activated detector head.
27 Aug 2019	Irvine	Deodorant in school changing room activated detector head.
30 Aug 2019	Kilmarnock	Science experiment activated detector head.
05 Aug 2019	Kilmarnock	Alarm activated at 01:24, cause unknown.
12 Aug 2019	Irvine	Alarm activated on fourth floor of school.
16 Aug 2019	Ayr - Riverside	Suspected cause – blow dryer possibly being held too close to Sally doll.
07 Oct 2019	Irvine	Sensor fault in school activated alarm.
04 Nov 2019	Ayr – Dam Park	Break glass call point accidentally activated by mop handle
05 Nov 2019	Kilwinning	Fire alarm activated after smoke emitted from a vehicle engine entered the building
02 Dec 2019	Ayr – Dam Park	Smoke/fumes from workshop activated nearby detector
09 Dec 2019	Ayr - Riverside	Suspected water ingress (level 3)
09 Dec 2019	Ayr – Riverside	Suspected water ingress (level 4)
10 Dec 2019	Ayr – Dam Park	Hot water tap jammed in the on position causing steam
16 Jan 2020	Ayr – Dam Park	Water ingress to detector in basement
03 Feb 2020	Irvine	Alarm activated in the school's music department.
06 Mar 2020	Kilmarnock	Steam from hot water activated detector in hospitality cleaning cupboard.
03 Jun 2020	Kilmarnock	Alarm activated by detector in the sprinkler pump room. No issues identified and the alarm was reset.

No fire safety enforcement visits were undertaken during the reporting period, however, a number of operational crews did undertake familiarisation visits to our campuses.

4 Advice and Support

The primary health and safety advice resource for the College is through the Health, Safety and Wellbeing Manager and Advisors who provide specialist advice on all aspects of health, safety and wellbeing for both staff and students.

The Team's core activities involve:

- Health and safety management audits
- Safety inspections
- Accident investigations
- Assessing new and proposed health and safety legislation and its impact on the College
- Consulting on health and safety policies and procedures
- Attending relevant meetings and committees
- Developing and circulating guidance on a variety of health and safety related subjects.
- Analysis of statistics and appropriate reports for committees, local safety and working groups
- Supporting risk assessment processes including person specific
- Liaising on first aid matters including first aider training
- Administration of the display screen equipment assessment process
- Administration of eye care vouchers
- Health and Safety training – Fire, Stress, Risk Assessment and Wellbeing topics
- Liaising with occupational health providers
- Liaising with enforcement organisations

5 Health and Safety Training

5.1 Online Training

Details of the mandatory health and safety course completions: An Introduction to Working Safely and Fire Detection and Response, during the reporting period are shown below in Table 1. Due to Covid-19, the College included the infection control module as a mandatory unit for staff to complete.

Table 1
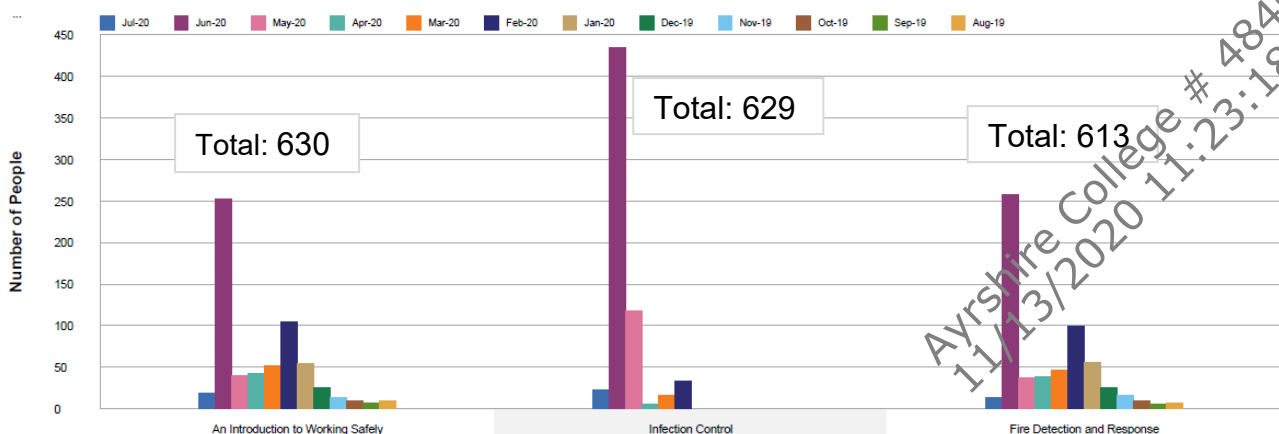
In addition to the mandatory courses, a comprehensive suite of health and safety eLearning courses are also available to staff.

5.2   Bespoke Training

Training was delivered to a number of individuals who fulfil the role of Evening Duty Supervisor and Evacuation Controller. Due to Covid and staff working from home, the College directed staff to complete the Display Screen Equipment (DSE) Awareness course.

6   Audits

Seventeen health, safety and wellbeing audits and one health and safety tour were undertaken across the College during 2019 – 20.   The audit programme was halted due to campus closure as a result of lockdown in March 20.

Total No. of Actions	Completed Actions	Actions in Progress
106	87 (82.1%)	19 (17.9%)

The main themes from across the Areas audited included:

- Departments to review and follow procedural documentation e.g. disposal of sharps.
- Confirmation items of equipment have been maintained and tested in line with statutory obligations.
- Line Managers to ensure mandatory health and safety training is completed by their teams.
- Review departmental risk and Control of Substances Hazardous to Health (CoSHH) assessments.
- Displaying of health and safety signage within departments, e.g. fire action notices, first aid information, and hazard signage etc.

Work will continue with the departments to ensure that the actions in progress are completed by their due date. The health, safety and wellbeing audit programme will be reinstated once Covid restrictions ease. The Team provided extensive advice and guidance to managers and teams in preparation for the new academic year.

7   Health, Safety and Wellbeing Committee

The Health, Safety and Wellbeing Committee is formed under statute and is the principal consultation forum on health and safety within the College. The Committee meets on a regular basis and is chaired by the Vice Principal – People or nominated deputy. Membership represents all work groups, including trade unions and student representation. The meeting dates were as follows:

- 10 December 2019
- The meetings scheduled for March and June were postponed due to the lockdown and the formation of the Return to Campus Operations Group and associated workstreams.

The following covers the primary issues considered by the Health, Safety and Wellbeing Committee:

- Monitoring accident reports and investigations
- Planning for proposed Health and Safety legislative changes
- Reviewing the Health, Safety and Wellbeing Policy and subsequent procedures
- Reviewing the Health, Safety and Wellbeing Committee Constitution
- Monitoring Wellbeing and Safety initiatives across all College campuses
- Monitoring the actions arising from the Campus Safety Groups

During the year 2019-20, regular reports on Health, Safety and Wellbeing were received by the Executive Leadership Team. In addition, regular Health, Safety and Wellbeing reports were also received by the Business, Resources and Infrastructure Committee, across the Board Committee cycle as follows:

- 10 September 2019
- 19 November 2019
- 10 February 2020
- 02 June 2020

8 Campus Safety Groups

The College has an extensive consultation framework in respect of Health, Safety and Wellbeing.

In addition to the Health, Safety and Wellbeing Committee, all main campuses have a dedicated Campus Safety Group which meet on a regular basis. Representatives from these groups attend the Health, Safety and Wellbeing Committee.

Periodically, task groups are formed to address specific subjects and examples during the review period included graduations, staff wellbeing days and a range of work groups to support campus preparations in response to Covid.

9 Policies and Procedures

Health, Safety and Wellbeing procedures and guidance documents are reviewed and updated on a regular basis. The procedures reviewed within session 2019-20 include:

| Procedure Title |
| --- |
| Health, Safety and Wellbeing Policy |
| Fire Safety Policy |
| Lifting Operations and Lifting Equipment |
| Working at Height |
| Provision and Use of Work Equipment |
| Lone Working |

Noise
Manual Handling
Driving for College Business
Audits and Inspections
Legislation Tracker
Work at Height
Off Campus Activities

10 Accident and Incidents

The College is required by statute to record and maintain records of accidents that occur in connection with its work and activities. The regular reports on Health, Safety and Wellbeing received by the Executive Leadership Team, Business, Resources and Infrastructure Committee and Health, Safety and Wellbeing Committee also include quarterly accident and incident data for consideration and review. .

During the reporting period, there were 192 accidents and incidents reported to the Health, Safety and Wellbeing team, details are shown in the following tables.

Table 3: Incidents by Type and Campus August 2019 – July 2020
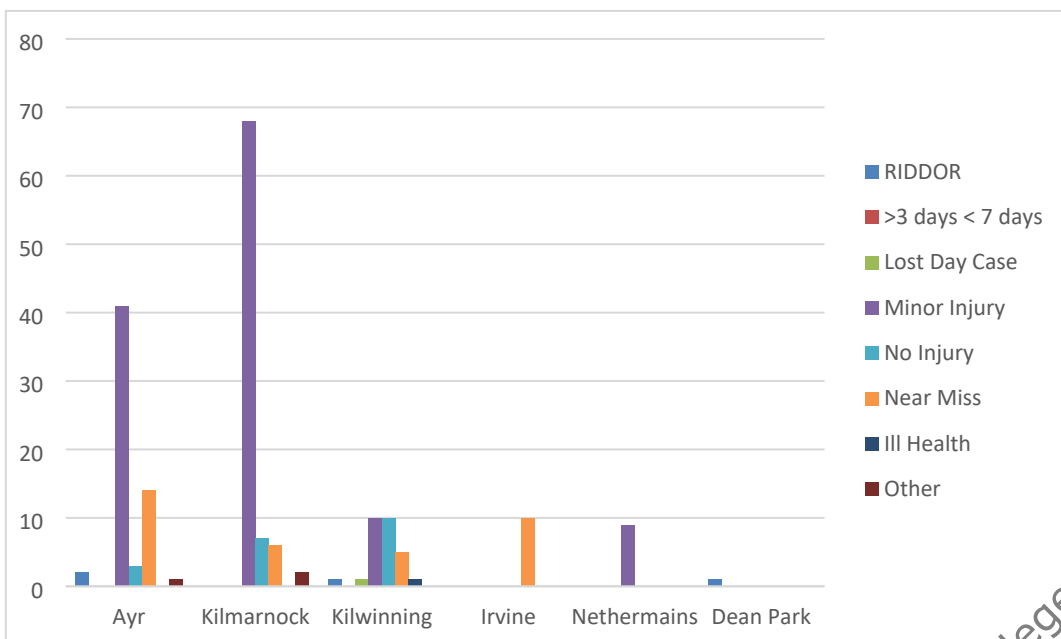
Incidents	Ayr	Kilmarnock	Kilwinning	Irvine	Nethermains	Dean Park
RIDDOR	2	0	1	0	0	1
>3 days < 7 days	0	0	0	0	0	0
Lost Day Case	0	0	1	0	0	0
Minor Injury	41	68	10	0	9	0
No Injury	3	7	10	0	0	0
Near Miss	14	6	5	10	0	0
Ill Health	0	0	1	0	0	0
Other	1	2	0	0	0	0
Total	61	83	28	10	9	1

The total number of incidents represents a 44.8% decrease in the number of incidents reported during 2018–19. The decrease is attributed to our campuses closing on 20 March 2020. Of the above statistics, seventeen members of staff and 87 students sustained a minor injury.

The Health, Safety and Wellbeing team continue to support areas by attending staff team meetings to promote good practice and raise awareness.
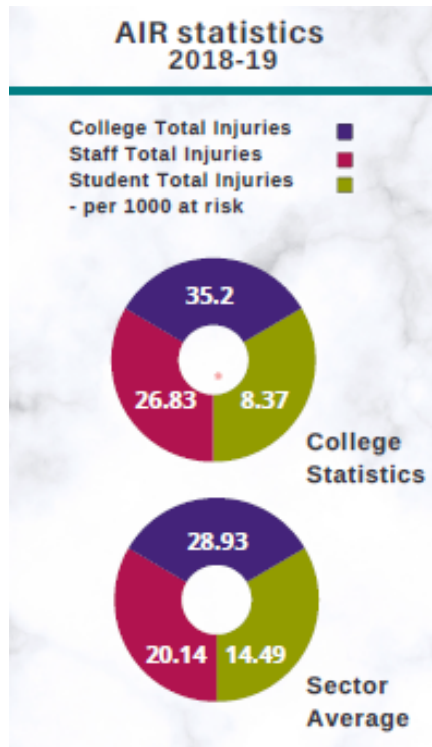
Department specific statistics by campus are provided in Appendix 1. Working with portable tools, e.g. hand tools and knives, and burns and scalds continue to cause the highest number of minor injuries and the HSW team are working with these Curriculum areas to reduce this figure.

The definitions of accident, near miss, dangerous occurrence and incident are set out at Appendix 2.

10.1   Sector Benchmarking

Eighteen colleges submitted returns to allow accident incident benchmarking of the sector to be undertaken. The College figures were slightly higher than the Sector average for staff total and staff injuries but lower for student total injuries per 1000. It is important to note that there is no single, uniform approach to recording health and safety data across the sector and this will be discussed at a future College Development Network (CDN) HSW Group meeting.

AIR statistics 2018-19

College Total Injuries ■
Staff Total Injuries ■
Student Total Injuries ■
- per 1000 at risk

College Statistics: 35.2, 26.83, 8.37

Sector Average: 28.93, 20.14, 14.49

Appendix 3 provides the full return.

10.2   RIDDOR Reporting

There were 3 incidents reported to the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences) detailed in the following table.

*Kilwinning Campus	September 2019	Student	Slip / trip / fall
Chair leg collapsed and injured person (IP), struck their head on a desk. First aider attended and an ambulance was requested. Emergency paramedic advised that the wound required to be glued. IP transported to hospital for treatment. The chair was removed from use and all other chairs in the classroom were checked. The IP made a full recovery.			
*Dean Park	November 2019	Student	Hit by moving, flying or falling object
Students were building a rustic fence. Two students were working on the same section of the fence. The student who was injured (the IP) was working directly below the other student who was inserting screws at the top of the fence. A piece of wood at the top of the fence split and fell towards the student at the lower level. A screw which was in the piece of wood punctured the IP's right hand. Corrective action taken: instruction ensuring only one person working on each section of a fence. The IP made a full recovery.			

Ayr Campus	January 2020	Staff	Slip, trip, fall from same level

A member of staff slipped on mud while unloading furniture from a van. The injured person (IP) sustained an injury to his leg and arm. This was notifiable to the HSE due to the duration of absence from work.

Corrective actions identified:

Improve lighting in the skip area at the back of the Dam Park building, where the unloading was taking place.

Ensure the ground around the skips is regularly cleared of any wet leaves/mud/debris to minimise the risk of slips, trips & falls.

The vehicle that was used for the furniture removal included a tail gate, however, the tail lift was not used to unload the items. The use of the tail lift was not considered necessary. The safe system of work has been reviewed to ensure that appropriate methods are used when loading and unloading vehicles.
The member of staff (IP) made a full recovery.

Ayr Campus	March 2020	College	Report of a dangerous gas fitting

The College is currently refurbishing the Gas Training facility on Ayr Campus. The contractor engaged a sub-contractor to undertake part of the work; however, the sub-contractor did not have the correct qualifications to be working on non-domestic systems. Work immediately stopped and sub-contractor was asked to leave site. The contractor ensured that a qualified individual returned to the site and confirmed that the site had been made safe.

The College ensured that an individual with the relevant gas safe accreditations returned to the site and confirmed that the site had been made safe.
Full investigation undertaken and recommendations identified for implementation. The recommendations have been enacted by the College in preparation for when contracts can be resumed following Covid-19 lockdown.
F2508G2 report of a dangerous gas fitting submitted.

10.3   Trend Analysis

Table 4: Incident trend by Type August 2017 – July 2020
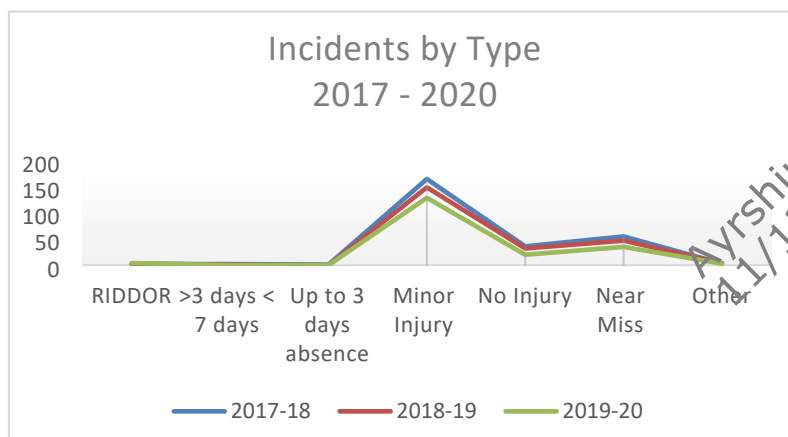
Incidents by Type	2017-18	2018-19	2019-20
RIDDOR	2	3	4
>3 days < 7 days	2	1	0
Up to 3 days absence	1	0	0
Minor Injury	165	149	129
No Injury	36	32	20
Near Miss	55	47	35
Other	3	4	3

Since 2017-18, the number of incidents within the College annually, has reduced from 264 to 192 (27.3%).

11 Civil Action Claims

Three claims were closed during the reporting period.

Person Involved	Injury	Current Position
Student	Slip, trip and fall	Settled out of court and now closed
Staff	Occupational Asthma	Settled out of court and now closed
Student	Slip, trip and fall	Closed with no payment issued.

The College currently has no outstanding claims.

12 Health and Wellbeing

12.1 <u>Occupational Hygiene</u>

During the reporting period, occupational hygiene assessments were undertaken in the following areas:

- Air and noise monitoring assessments were completed for the Student Experience office in Ayr. The monitoring assessment indicated all temperature and humidity levels were within the guidance limits. The noise levels were such that they are unlikely to be considered a nuisance in an office environment. They are also significantly below any levels which would be considered to cause harm to unprotected hearing.

- Internal noise assessment undertaken for music department in Ayr and recommendations provided. An external noise assessment will be arranged when full activities resume.
- Asbestos management survey was undertaken for the areas not accessed during the previous Ayr Campus – Dam Park building survey.
- A full re-inspection survey of known asbestos within the Dam Park building was completed in July 2020.

12.2   Occupational Health

Occupational Health is a specialist branch of medicine which focuses on health in the workplace and is concerned with the physical and mental wellbeing of staff.

The College's external occupational health provider offers support on work-related illnesses and accidents, carry out medical health checks for new and existing staff and monitor the health of staff. They also assist in the management of short and long term absences. A total of 48 occupational health referrals were supported during the period.

12.3   Health Surveillance

In total, 37 staff received health surveillance in August 2019. In terms of outcomes, all individuals assessed were considered fit to continue in their role. A breakdown of the assessments undertaken is provided in the following table:

Year	Month	Audiometry 1st	HAVS Initial Paper Screen (Tier 2)	Respiratory 1st	Skin 1st	Total
2019	Jun	63	13	115	201	**392**
	Aug	11	4	29	41	**85**
Total		**74**	**17**	**144**	**242**	**477**

Due to Covid, health surveillance moved to remote screening and this was undertaken in August 2020.

12.4   Staff Counselling

Staff counselling services provide confidential advice and support via telephone or through private consultation with staff. The College moved to a new provider, PAM Assist, and since February 2020 staff engagement with the service has comprised the following:

Staff Engagement	
Telephone Counselling	10
Face to Face Counselling First Session	1
Face to Face Counselling Additional Session	8
Legal Advice	1
Telephone Appt First Session	2
Telephone Appt Additional Session	7
Web Site	320

12.5   Staff Support Programme and Wellbeing Activities

A programme of cross campus wellbeing events and campaigns was delivered:

Yoga (All Main Campuses)	Throughout year
My Mental Health Matters	September/October 2019
Promoting the Daily Mile	September 2019
12 Days of Christmas	December 2019
College and Corporate Gym memberships promotion	January 2020
Healthy Eating roadshow	February 2020
Ayrshire College Walking Challenge	February 2020
Row Britannia	February – March 2020
Wellbeing Teams page (College wide)	March 2020
No Smoking Day	March 2020
National Walking week	May 2020
Sun Awareness week	May 2020
Virtual Staff Wellbeing day	June 2020

The College achieved the Healthy Working Lives silver award and is progressing towards the gold award, taking account of the Covid-19 pandemic. The College was shortlisted in the Ayrshire Chamber of Commerce Active Travel at Work Award. The HSW team continue to contribute to the NHS strategies for Tobacco Action Planning and Mental Health and Wellbeing Action Planning.

To aid staff's wellbeing during lockdown, a wellbeing Teams page was established which allowed staff to join and share resources with each other in order to promote wellbeing during this period.

The Staff Wellbeing Day was held virtually on 19 June. In the morning, staff were encouraged to participate in a range of virtual 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.

13   Covid Arrangements

13.1   Supporting the Community during Covid-19

13.1.1   Protective Visors

The College used its two 3D printers to create 150 PPE visor headbands for NHS Ayrshire and Arran.

13.1.2   Hand Sanitiser and Personal Protective Equipment (PPE)

During the national lockdown period, the College donated hand sanitiser, and supplies of PPE equipment including masks, goggles, gloves and aprons to key community partners, (NHS, Police Scotland and local authorities) to support their work during the Coronavirus emergency.

13.1.3 Welfare

The College donated stocks of food from its training restaurants and catering outlets to food banks and other local charities. In addition, the College has made financial donations to local foodbanks in Ayrshire.

13.2   Preparing for Academic Year 20/21

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 is reviewed fortnightly by the group.   This risk assessment takes account of the guidance from Scottish Government, NHS and the Health and Safety Executive (HSE).   In addition, the HSW team supported individual departments in undertaking their own departmental Covid risk assessments.

In preparation for campus re-opening, the College ordered freestanding and wall mounted hand sanitiser dispensers, 150 litres of hand sanitiser and 70,000 antibacterial wipes.

The Health, Safety and Wellbeing team have supported all of the workstreams associated with the Campus Operations Steering Group and liaised with Trade Unions on health and safety matters concerning Covid.   The team led a short life working group as part of the CDN HSW group producing guidance on first aid and fire safety.

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.

14   Future Direction

14.1   Strategy and Action Plans

All stakeholders are charged to give due care and consideration in their work to health and safety issues and our corporate vision. As part of their duties they must also take all reasonable care for themselves and others, use safe and healthy practices, report hazards and unsafe practices according to College procedures.

Further, they are also required to assist in the development of and take a full and active part in any health and safety initiatives in order to meet the health and safety

aims of the College. It is vital that health and safety implications must be considered when reaching decisions about other priorities e.g. procurement of new equipment. Health and safety must, therefore, be considered not as an add-on but, as an essential core factor in everything we do.

14.2   Specific Requirements

1   Suitably competent and trained staff will be appointed and supported by adequate training.

2   Control of health and safety risks will be achieved through the risk assessment process and the provision of information, regular communication, consultation and the cooperation of staff at all levels in the organisation to maintain safe and healthy working conditions, equipment and safe systems of work.

3   Procedures will be established following the risk assessment process and reviewed and revised to ensure that plant and equipment provided is maintained and safe for use by staff, students and others.

4   Accidents, incidents and 'near misses' will be recorded, investigated and the appropriate action taken to reduce the likelihood of their recurrence.

5   Regular monitoring will be carried out to measure our performance against the College's set objectives.

6   The Corporate Health and Safety Committee will oversee the functioning of the policy and reporting to the Board of Management.

7   The policy will be kept up to date and the way in which it has operated will be reviewed each year.

14.3   Objectives for Health and Safety Performance

1   H&S Policy - Review and revise H&S Policy. This is the cornerstone document for Health, Safety & Wellbeing (HSW) Management with objectives set for continued improvements to enhance the HSW culture. The policy will be available for all staff to access via the College intranet portal.

2   H&S Management Support Software – Continue to maintain and develop the Ayrshire College Safety Hub to support the management of all HSW requirements across the campuses.

3   H&S Training – Deliver specific H&S training to College Managers and staff.

4   Occupational Health - Ensure continued or enhanced provision of Occupational Health support to staff for the purpose of statutory health surveillance, health monitoring, counselling and general support. Deliver appropriate health and wellbeing events across the campuses. Maintain and enhance as necessary the, outsourced health surveillance program for staff. Attain Healthy Working Lives (HWL) Gold Award and maintain HWL Bronze and Silver Awards.

5   Maintain support to staff and students - HSW Team continue to provide support, training and advice to all staff and students to enhance the H&S Culture.

Maintain the Intranet portal content for all staff H&S materials including: procedures, responsible persons, forms, information.

6   Monitoring and Review – Monitor all aspects of the H&S Management system of the College via proactive and reactive approaches including accident/incident reporting and investigation and inspections, surveys and audits. The allocation of responsibilities for health and safety matters and the particular arrangements in place with which to carry out the policy are reviewed on a regular basis.

7   Support the ongoing management of the College and its campuses during the Covid-19 pandemic.
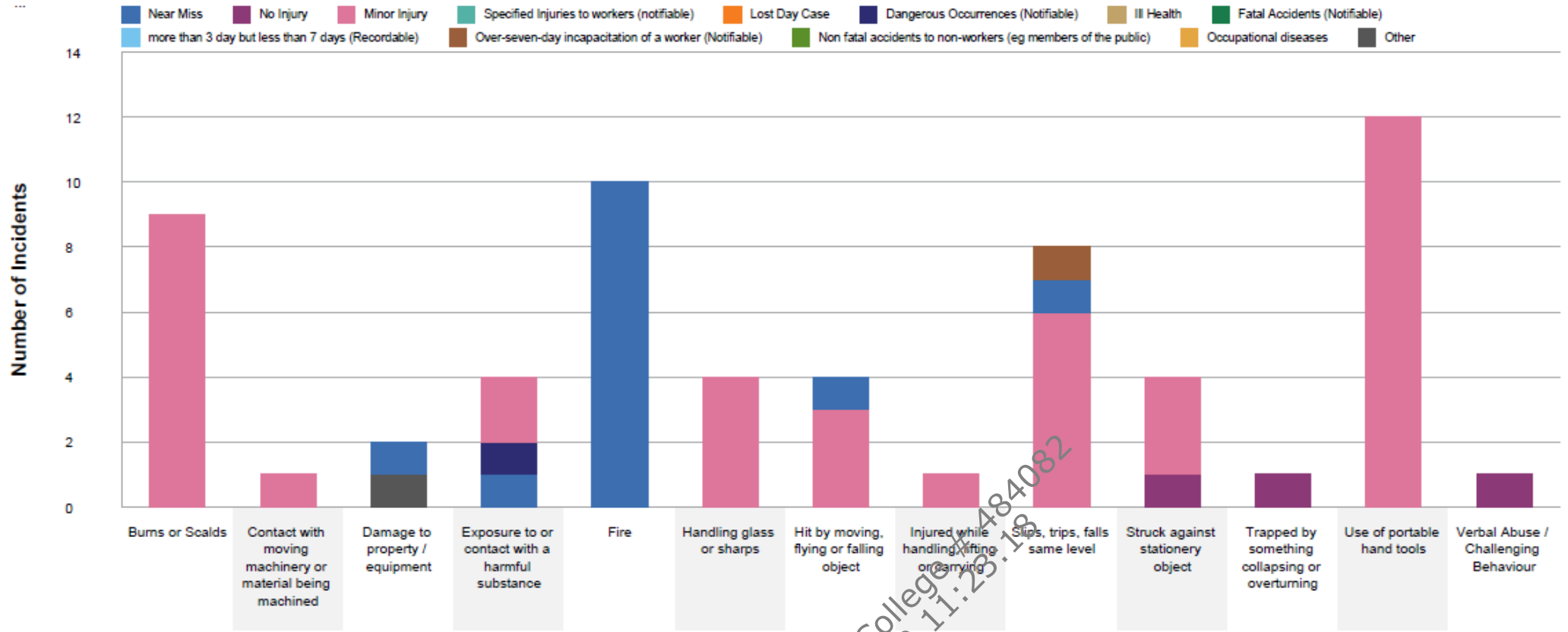

Jane McKie
Vice Principal People

(Martin Hammond, Health, Safety and Wellbeing Manager)

3 November 2020

Appendix 1
Ayr Campus

Kilmarnock Campus incl. Dean Park
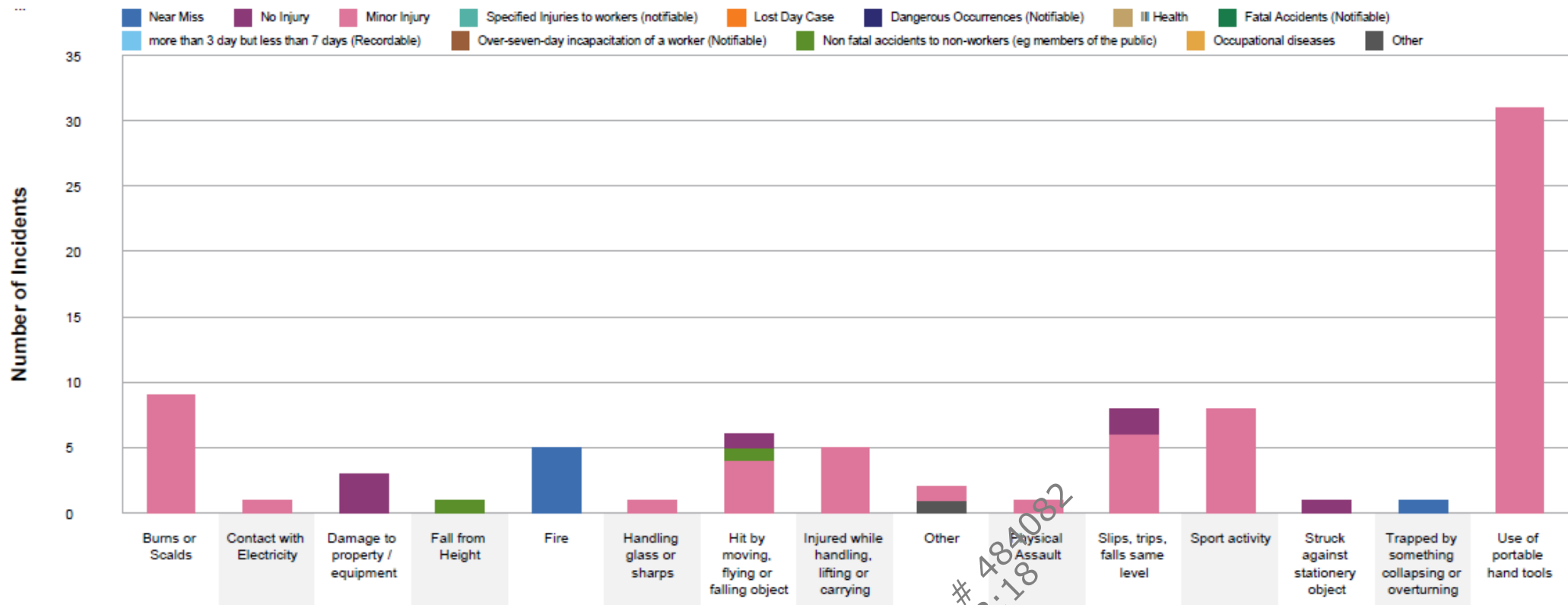
Kilwinning Campus incl. Nethermains and Skills Centre of Excellence (Irvine)
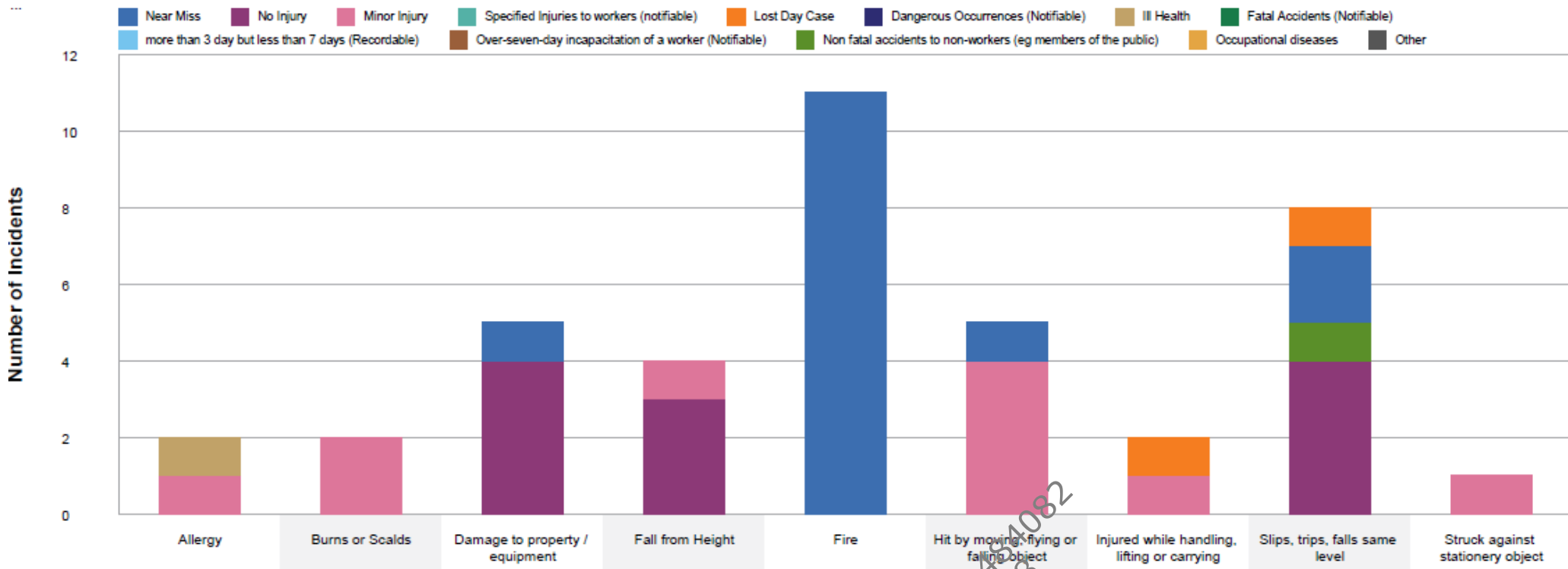
Appendix 2

Definition of Accident, Near Miss, Dangerous Occurrence and Incident

Under the terms of Ayrshire College Health, Safety and Wellbeing Policy an Accident, Near Miss, Dangerous Occurrence and Incident is defined below:

An accident

The Health and Safety Executive define an accident as "any unplanned event that resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity".

Example: A builder dropping a brick from a height, which caused injury to a person underneath, would be classed as an accident.

Near miss

A near miss can be defined as, "any event, which under slightly different circumstances, may have resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity".

Example: A builder dropping a brick from a height, which just missed a person standing underneath, would be classed as a "near-miss" incident. This incident did not cause an injury to a person but, under slightly different circumstances (the person standing nearer to the contact point) the person may have been injured.

Dangerous occurrence

A dangerous occurrence can be defined as, *"any incident that has a high potential to cause death or serious injury"* and is specified by the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). There are 27 categories of dangerous occurrences that are relevant to most workplaces.
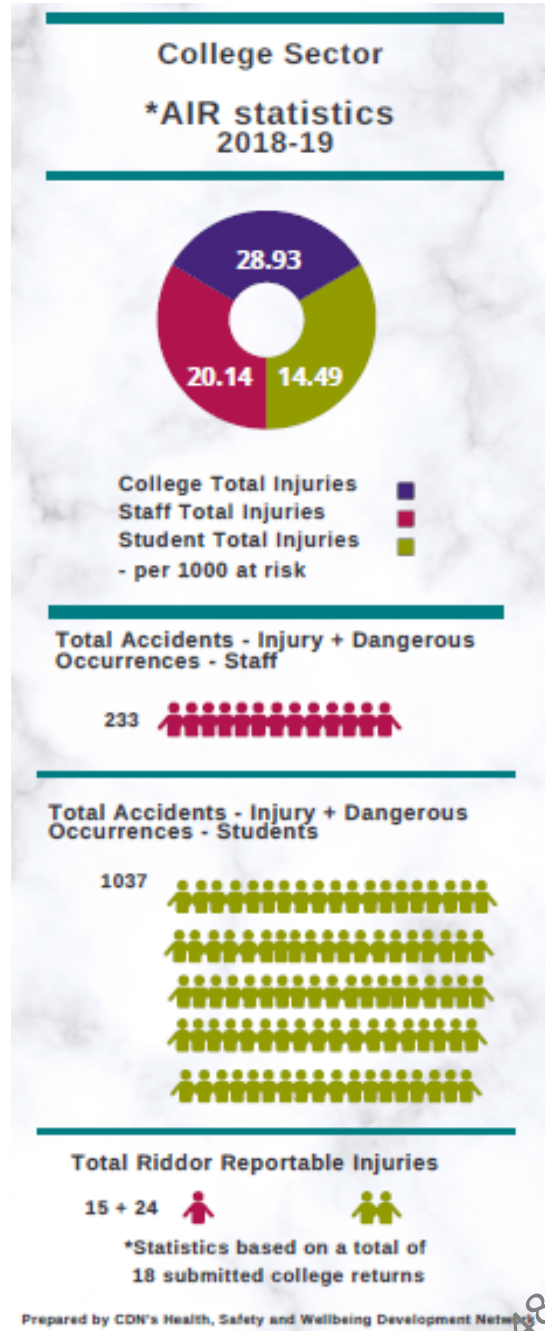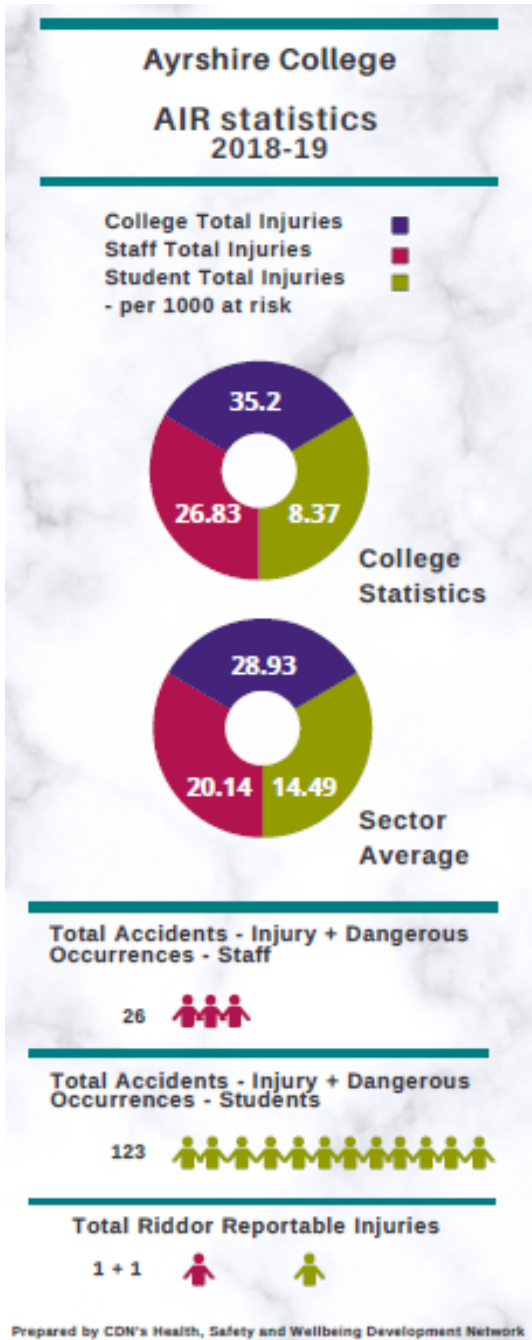
Example: The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment; plant or equipment coming into contact with overhead power lines; the accidental release of any substance which could cause injury to any person.

Environmental incidents and miscellaneous incidents

Anything untoward such as threatening behaviour, physical violence, work related road traffic accident, leaks, odours etc. These may have underlying implications that impact on Health, Safety, Health and Wellbeing.

Further guidance is available from the Health and Safety Executive RIDDOR guide reference INDG453.

Appendix 3

Ayrshire College AIR statistics 2018-19

College Total Injuries
Staff Total Injuries
Student Total Injuries
- per 1000 at risk

College Statistics
35.2 / 26.83 / 8.37

Sector Average
28.93 / 20.14 / 14.49

Total Accidents - Injury + Dangerous Occurrences - Staff
26

Total Accidents - Injury + Dangerous Occurrences - Students
123

Total Riddor Reportable Injuries
1 + 1

Prepared by CDN's Health, Safety and Wellbeing Development Network

College Sector *AIR statistics 2018-19

28.93 / 20.14 / 14.49

College Total Injuries
Staff Total Injuries
Student Total Injuries
- per 1000 at risk

Total Accidents - Injury + Dangerous Occurrences - Staff
233

Total Accidents - Injury + Dangerous Occurrences - Students
1037

Total Riddor Reportable Injuries
15 + 24

*Statistics based on a total of 18 submitted college returns

Prepared by CDN's Health, Safety and Wellbeing Development Network

Annual Procurement Report

For the period:
1 August 2019 to 31 July 2020

Contents

Executive Summary

The Procurement Reform (Scotland) Act 2014 (PRA) requires any public organisation which has an estimated annual regulated spend of £5 million or more to develop a procurement strategy and then review it annually.[1] This requirement took effect from 31 December 2016. Organisations (including HE and FE colleges) required to develop and publish a procurement strategy were also required to publish an Annual Procurement Report, reflecting on the relevant reporting period of the procurement strategy.

This is the third Annual Procurement Report published by Ayrshire College and covers the period of 1 August 2019 to 31 July 2020. It address how the College has performed in achieving its stated outcomes and its procurement strategy[2]. This process of review and reporting identifies where adjustments to the procurement strategy are deemed necessary to ensure that the College is able to make improvements in its procurement performance and be in a position to respond to future economic, political and financial influences.

The development of the current and future procurement strategies are the outcome of consultation and discussion with internal and external stakeholders who have an interest in the College's approach to procurement and its impact. Stakeholder engagement also features in the annual assessments of the achievement of regulatory compliance, strategic objectives of the College, value for money [defined as the best balance of cost, quality and sustainability] and delivering the College's broader aims and objectives, in line with Scotland's National Outcomes. This process of annual review and reporting will continue to inform any adjustments to the procurement strategy deemed necessary to secure future performance improvements and to respond to the economic, political and financial influences to which the College may need to adjust.

Ayrshire College has analysed its third party expenditure and has identified that over the period covered by this report the following expenditure has occurred:

- EU regulated procurements [goods and services worth more than £189,330; works worth more than £4,733,252] [3]:-There were no such procurements completed[4] during the reporting period.

- Lower value regulated procurements' [goods and services worth more than £50,000, works worth more than £2 million]:- There were seven such procurements completed during the reporting period. These amounted to £480,103.

More detailed information on the regulated procurements, sorted into procurement categories, is provided in sections 1 and 2, Appendix 1 and in Annex A of this report.

Ayrshire College's total non-salary expenditure for 2019-20 was £12,092,960 (ex VAT) of which the total procurement expenditure, excluding NPD/PFI repayments, was £5,724,562 with £1,841,708 of regulated expenditure (recorded on the Contracts Register) and £3,882,854 of non-regulated spend.

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[1] 'Regulated' procurements are those with an estimated value equal to or greater than £50k (≥ £12,500 per annum over a four-year contract period excluding VAT) for goods & services (or £2,000,000 excluding VAT for a public works contract).
[2] Ayrshire College Strategy
[3] Public contracts (EU) thresholds are revised every 2 years – next due on 01 /01/2022
[4] Completed when the award notice is published or where the procurement process otherwise comes to an end - covers contracts and framework agreements

Of the College's regulated procurement spend £1,104,685 (60%) went through collaborative Category A, B and C1 contracts and agreements.

Ayrshire College had 1,099 active suppliers on its purchase ledger and did business with 742 companies in the reporting period 2019-20. Of the 742 suppliers 24% were based in Ayrshire (27% in 2018-19). Ayrshire College continues to be committed to supporting local businesses. 31% of suppliers were based in the rest of Scotland (30% in 2018-19). Of the remaining suppliers, 44% were based in the rest of the UK, 0.9% in the European Union and 0.1% in the rest of the World.

77% of procurement spend was with SMEs. This was an increase of 1% from 2018-19. SMEs constituted 86% of the total of active suppliers and 10 SMEs featured in the award of regulated procurements.

This report comprises five sections which address mandatory reporting requirements. These five sections are as follows:

  - **Section 1: Summary of Regulated Procurements Completed**
  - **Section 2: Review of Regulated Procurement Compliance**
  - **Section 3: Community Benefit Summary**
  - **Section 4: Supported Businesses Summary**
  - **Section 5: Future Regulated Procurements Summary**

Report Approved 10 December 2020
By Ayrshire College Board of Management

Signed

Position Principal and Chief Executive

Section 1: Summary of Regulated Procurements Completed

Ayrshire College carries out all its procurements in an open and inclusive manner. Procurement objectives are aligned to the College's Strategic Plan, in particular the cross-cutting theme of "continuous improvement in everything we do"[5].

The details of regulated procurements completed during the reporting period are set out in **Appendix 1** with details summarised in **Annex A**. That information, coupled with the publication of Ayrshire College Contracts Register and the systematic use of Public Contracts Scotland and Quick Quotes, provides complete visibility of the College's procurement activity over the reporting period.

In **Appendix 1** the information is set out to show regulated procurements completed and any EU regulated procurements completed. These are separated into contract categories and distinguish collaborative contracts from College ones. For each completed regulated procurement the information provided shows:

- the date of award
- the start dates
- the category subject matter
- the name of the supplier
- estimated value of the contract – total over contract period
- collaborative or College owned
- the end date provided for in the contract or a description of the circumstances in which the contract will end
- SME / supported business

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[5] Ayrshire College Strategic Plan 2017-2020

Section 2: Review of Regulated Procurement Compliance

Where appropriate, Ayrshire College has made use of national and sector collaborative contracts to deliver improved contract terms, supported contract and supplier management, sustainable procurement outcomes and value for money (the best balance of cost, quality and sustainability).

In making its regulated procurements every care has been taken to ensure that the College awards the business to suppliers who are capable, reliable and who can demonstrate that they meet high ethical standards and values in the conduct of their business. In the period covered by this report, the College has conducted all its regulated procurements in compliance with EU Treaty Principles of equal treatment, non-discrimination, transparency, proportionality and mutual recognition.

Successful delivery of Ayrshire College's Procurement Strategy objectives is part of a shareholder valued, continual improvement process. The Scottish Government Procurement & Commercial Improvement Programme is a useful tool through which the College is assessed periodically, and which can provide valuable benchmarks indicating where improvements can be made, consulted over and the necessary actions planned.

The College was assessed by APUC, in 2016 and again in October 2019 and its score moved from bronze into the silver grade. The College works to continuously improve and enhance its existing arrangements. The College is aiming to achieve gold category standard in time for the next assessment due in 2021.

Ayrshire Colleges' procurement policy, procedures and sign off arrangements are consistent with the guidelines set out in the Procurement Journey. The College has met the objectives and obligations set out in its Procurement Strategy (Table 1).

Table 1 – Ayrshire College's Achievement of Procurement Strategy Objectives

Procurement Strategy Objectives	Annual Report Commentary on Strategy Delivery/Compliance
To sustain and further develop partnerships within the FE/HE sector, with other publicly funded bodies including the College's community partners, with professional bodies and appropriately with supply markets that will yield intelligence, innovation and deliver value to users of procurement services.	The College as a member of APUC attends the procurement strategy groups for colleges. In this reporting year the College engaged with the University of West of Scotland (UWS) with regard to collaborative procurement opportunities. As many students in Health and Social Care move onto university after college, collaboration in the agreement for moving and handling training means that students do not need to undertake further training for their degree course. This resulted in a saving in cost and time for both institutions and students. Market research and meetings with both current and potential suppliers ensures the engagement of the supply market in future procurements and help explains key initiatives such as the Scottish Government's Supplier Journey. The issue of a PIN for an on-line supplier event, attended by 65 potential providers gave the opportunity to explain and promote the benefits of public procurement processes, provide an overview of tender documents

Procurement Strategy Objectives	Annual Report Commentary on Strategy Delivery/Compliance
	(including the ESPD) and explain how to submit a tender to providers who are often sole operators. The College is an active member of Environmental Association for Universities and Colleges (EAUC) which supports HE and FE institutions across the UK and Ireland on environmental and sustainability issues. Across all departments 25 college staff are registered with EAUC.
To work with internal curriculum budget holders, professional support service colleagues and suppliers to deliver innovation and best value to the teaching and learning, and service support communities, through the development of an effective and co-ordinated purchasing effort throughout the College.	The College's procurement activities follow the guidelines set out in the Scottish Procurement Journey. This facilitates procurement best practice, transparency and consistency with other Scottish public sector organisations. It also assists with delivery of Ayrshire College Strategic Plan 2017-2020 goal of playing a central role in building a strong, vibrant and inclusive Ayrshire by engaging with local businesses to participate in procurement through direct engagement, advertising opportunities on PCS, use of PCS Quick Quotes, and where appropriate lotting in tenders for the college's requirements. As required in the procurement journey, for regulated spend categories and commodities strategies are developed and agreed in consultation with the key budget holders, managers, end users and suppliers in order to deliver innovation, to improve skills and competencies and to identify the most appropriate procurement routes to market that will deliver best value outcomes. In this reporting year, this would be the issue of a dynamic purchasing system for associate training provision. This procurement route was decided upon after consulting with relevant stakeholders. These included other colleges, the Ayrshire Chamber of Commerce and Industry, internal stakeholders and engaging with current and potential training providers.
To promote the delivery of value for money through good procurement practice such as adoption of the Scottish Government Procurement Journey and increased spend through regulated procurement and use of procurement collaboration opportunities.	To ensure value for money is delivered for all regulated and lower value procurements, the College's Procurement function works with users, budget holders and other stakeholders impacted by the procurement. Careful consideration is given to the balance of quality between whole life costs and sustainability. Working with key departments to manage major contract and carry out supplier performance assessment helps to ensure that the balance of price and quality is provided throughout the life of a contract procurement. A review of the continued need for the contract and the performance of a contract is carried out before any contract is extended or re-tendered.

Procurement Strategy Objectives	Annual Report Commentary on Strategy Delivery/Compliance
	On-going monthly analysis of spend is carried out to identify aggregation opportunities. For example, this could be through joint purchasing with other departments internally and also what can be sourced through the use of local, regional and national framework agreements. This is reported on quarterly within the College and reported to APUC annually The use of tools such as APUC's Contract Uptake aids the review of spend through collaborative frameworks and contracts. In 2019-20 Ayrshire College used collaborative contracts for 63% of its purchases. These meant that the College benefited from improved contract terms, contract and supplier management, sustainable procurement outcomes and the best balance of cost, quality and sustainability. During the reporting period, it is estimated that savings via Cat C contract were £37,706 and savings through framework agreements were £166,175 pending of APUC verification.
To seek out professional development opportunities to enrich and enhance experience and capability of procurement within the College	Performance reviews of Procurement are carried out quarterly. In addition, continuous professional procurement development training events are attended where required. These can be HE/FE events organised by APUC or EAUC as well as wider public sector such as Procurex. E-learning resources such as on-line courses and webinars are also used to further develop procurement knowledge and capability. Internal training of staff with procurement and purchasing responsibilities is in place with additional guidance available on the College's intranet for reference. In 2019-20 this has been enhanced with the adoption and roll-out of training for budget holders and users on the College's electronic purchase to pay system.
To work with key suppliers to ensure continued value, managed performance and minimise risk throughout the life of contracts for the benefit of stakeholders and students.	Contract and supplier management guidance, scorecards and meeting notes templates have been introduced for use with identified key suppliers and contracts. Key performance indicators are adopted from the relevant frameworks for call off contracts and added to regulated Category C contracts as applicable for use in scoring and managing performance of the contract and supplier. A contract risk register is maintained to prioritise contracts and to identify the frequency that the contracts need reviewed.
To develop sound and useful procurement management information in order to measure and improve procurement,	Regular analysis of expenditure is carried out to provide management information. Data from the College's finance system is analysed on a quarterly basis. In addition, the College uses annual spend data from the APUC Hub, information form the Hunter database and internal discussions regarding budget planning to inform future procurement

Ayrshire College Annual Report 2019-20

Procurement Strategy Objectives	Annual Report Commentary on Strategy Delivery/Compliance
contract management and supplier performance; in support of corporate planning which is conducted through a fair and transparent process.	activities. General Ledger data can be queried down to invoice level with provides a greater understanding of spend. In turn this allows expenditure to be consolidated and cost efficiencies to be sought. As mentioned, a College contract and supplier management toolkit is being implemented with contracts identified as key to the College's operations. The toolkit is aimed at measuring contract and supplier performance for use in managing the effectiveness of the contract and the relationship with the contractor. Scorecard and meeting notes templates to be used in conjunction with the KPIs incorporated into the contract. Communicating the results internally and with the supplier will improve procurement and supplier performance. The focus going forward is to have the contract and supplier management toolkit put into effect proportionately across all regulated procurements.
To embed sound ethical, social and environmental policies within the College's procurement function and to comply with relevant Scottish, UK and EU legislation in performance of the sustainable procurement duty.	The College's procurement process ensure its regulated procurement comply with its sustainable procurement duties by considering environmental, social and economic issues and benefits is made, where appropriate, on a contract-by-contract basis during the planning stage utilising tools including the sustainability test and the life cycle impact assessment as part of the contract strategy. APUC's Sustain Supply Chain Code of Conduct is included in all regulated procurements with suppliers being required to confirm they, and their supply chains, will adhere to the Code of Conduct. Where relevant, such as sourcing clothing for students sports kit, tenderers were asked, as part of the evaluation, to evidence how they monitor their supply chain against the International Labour Organisation (ILO) conventions on social and labour issues. Ayrshire College complies with its duties under the Modern Slavery Act by seeking to only to contract with suppliers that comply with all appropriate and relevant legislation. and has published its own Modern Slavery Act Statement. The College, as a Living Wage accredited employer, recognises the value of a well-motivated and dedicated workforce both in its own organisation and in those of its suppliers. Where relevant and proportionate, the College considers the fair work practices of suppliers in its procurements, including application of the living wage. Although the College has not awarded a contract over £4m in the reporting period it does consider what Community Benefits can, on a proportionate basis, be included in regulated procurements. The Scottish Government supported business framework is always

Procurement Strategy Objectives	Annual Report Commentary on Strategy Delivery/Compliance
	considered when sourcing relevant goods and Third sector bodies and supported businesses are always considered for relevant procurement activities.

Other areas of the college's sustainable procurement duties not covered above:

- **Promoting Compliance with the Health and Safety at Work Act 1974**
  Ayrshire College is a Healthy Working Lives accredited organisation. The College is committed to contracting only with suppliers that comply with Health and Safety legislation. All contractors carrying out works for the College must have Site Safety In Procurement (SSIP) certification. This also applies to all sub-contractors.

- **Procurement of Fairly and Ethically Traded Goods and Services**
  The College considers including the relevant standards and labels, as appropriate, in all its procurement activity and uses only fair trade beverage products in its catering and hospitality operations.

- **The provision of food and improving the health, wellbeing and education of communities in the College's area, and the promotion of the highest standards of animal welfare**
  The College is through its Catering and Hospitality Food Supply framework sourcing foodstuffs to the highest standard of production and animal welfare.

  The Catering and Hospitality management are working with suppliers to continue to identify innovations that can be adopted by the College to improve the health and wellbeing of students and staff.

- **Payment terms**
  The College recognises the importance of paying suppliers promptly once goods or services have been delivered. Standard payment terms are within 30 days of the date of receipt of a valid invoice although in exception circumstances, these payment terms may be reduced. In the Year 2019-20 88% of the 9,362 invoices received were paid within 30 days. Invoice payment runs used to be monthly. The College has however changed to weekly payment runs. This ensures that on average invoices were paid within 28 days.

Section 3: Community Benefit Summary

For every procurement over £4m, Ayrshire College considers how it can improve the economic, social or environmental wellbeing of its area through inclusion of community benefit clauses. These clauses assist with achieving sustainability in contracts activity. For example this can include targeted recruitment and training, small business and social enterprise development and community engagement. Where possible, relevant, proportionate, and where they are considered not to have a negative impact on the delivery of value for money, such clauses may be included by the College in regulated procurements valued at below £4m.

The College's policy on identifying community benefit requirements is, in consultation with stakeholders, to consider on a case by case basis, the relevance and proportionality to the subject matter of the procurement. The requirement is then built into the procurement specification and into the eventual conditions of contract performance.

Where applicable, as part of the tendering process, suppliers are invited to describe their approach to delivering community benefits or achieving social value through a contract. Relevant community benefits include:

- providing 'upskilling' opportunities (e.g. Toolbox talks) with students and staff,
- offering advice and assistance on the best practice methodology,
- student work experience and employment,
- apprenticeships,
- local sub-contractor opportunities available to SMEs, 3rd sector and supported businesses,
- direct involvement in community based schemes or programmes,
- curriculum support and sponsorship initiatives,
- to minimise environmental impacts, for example impacts associated with vehicle movements and/or associated emissions and impacts on protected areas, buildings or sites.

During the period 1 August 2019 to 31 July 2020 Ayrshire College did not award any contracts over the £4 million regulated procurement contract threshold.

Community benefits were generated by other contracts awarded below the £4 million threshold during the reporting period. These included the following two examples:

- support from the Scottish Government contractor for washroom solutions and sanitary products, Hey Girl, for period poverty campaign with free product, information and presentations
- Architects Services contractor based in the Ayrshire area, actively involved in several local projects such as the Fullarton Connexions community group and a member of North Ayrshire Skate Group providing new outdoor leisure facilities for Stevenston, Kilwinning, Irvine and Largs.

Section 4: Supported Business Summary

For all procurements, Ayrshire College assesses each as to whether the goods required or service provision could be fulfilled by a Supported Business, whilst remaining compliant with EU and Scottish Procurement Legislation and ensuring value for money for the College. The Supported Business register published by Ready for Business is used to check for potential providers.

In the period 1 August 2019 to 31 July 2020 Ayrshire College did not reserve any contracts for supported businesses. During this period £370 of spend was however placed with a local supported business for laundry services and £11,785 with the supported business contracted under the Government Period Poverty scheme.

Section 5: Future Regulated Procurements Summary

Ayrshire College ensures it achieves best value for money in its procurements through competition by promoting optimal participation in its procurement processes. One method of achieving this is to give notice to suppliers of tendering opportunities that are expected to commence over the next two financial years after the period covered by this report. This list of projected individual regulated procurement exercises is outlined in **Appendix 4.**

In preparing this forward projection of anticipated regulated procurements, it is difficult to be precise about providing details of actual requirements. Over a forecast period of two years it is very probable that circumstances and priorities will change so the list of projected individual regulated procurement exercises outlined in Appendix 4 should be viewed with this caveat in mind.

The information provided in the list of Future Regulated Procurements in Appendix 4 covers:

- the subject matter of the anticipated regulated procurement
- whether it is a new, extended or re-let procurement
- the expected contract notice publication date
- expected award date
- expected start and end date
- the estimated value of the contract
- contract category A, B, C or C1.

Appendix 1: List of Regulated Procurements (Compliant and Non-Compliant) Completed in Reporting Period 1 August 2019 to 31 July 2020

Compliant

Category Subject	Supplier Name	Date of Award	Owner: Cat A/B/C or C1	Start Date	End Date	Value over contract Period ex VAT	SME status	Supported Business
Foundation Apprenticeship Students Transport Framework	Ayr Premier Taxis; B & G Contracts Ltd; Bennetts of Kilwinning; McGhees Taxis; Neils Private Hire; Sam Prow Taxis	01/08/2019	C	18/08/2019	18/06/2020	£50,000	micro/ small	no
Supply & Delivery of Specialist PCs	Overclockers UK Ltd	15/08/2019	C	15/08/2019	31/01/2020	£54,570	small	no
Supply, Installation and Support of Health and Safety Management system	BCD Safety & Business Support Ltd t/a Effective Software Ltd	15/10/2019	C	15/10/2019	14/10/2020	£50,400	medium	no
Architects Services for Kilwinning New Build	Thomson Hunter Architects Ltd	15/08/2019	C	21/05/2020	20/11/2021	£66,800	micro	no
Provision of ICT Security Professional Services	Barrier Networks Ltd	11/10/2019	C	11/10/2019	10/10/2022	£60,000	medium	no
Legal Services- People Matters	Anderson Strathern	04/05/2020	B	04/05/2020	03/05/2022	£60,000	large	no

Non-Compliant

Category Subject	Supplier name	Date of Award	Owner: Cat A/B or C?	Start Date	End Date	Value over contract period	Compliance issue	Proposed Solution
Copying and Printing Provision 2020 Interim Extension	Ricoh UK Ltd	01/04/2020	C	01/04/2020	31/03/2021	£166,000	No formal tender or mini-tender under a framework agreement carried out	The one year interim contract was due to the Covid-19 lockdown not allowing access to the Colleges buildings for potential tenderers and also for removal and replacement of mfds. Intention is to have carried out a mini-tender under the Scottish Government Cat A framework before 1 April 2021.

Appendix 2 - List of Regulated Procurements with Community Benefit Requirements Fulfilled

No regulated procurements were awarded with community benefits by Ayrshire College during the reporting year 1 August 2019- 31 August 2020

Appendix 3 - List of Regulated Procurements placed with Supported Businesses

No regulated procurements were awarded to supported business by Ayrshire College during the reporting year 1 August 2019- 31 August 2020

Appendix 4: List of Regulated Procurements Planned to Commence in the Next Two F/Ys 20/21 and 21/22

Category Subject	Owner: Cat A/B/C or C1?	New, extended or re-let procurement	Expected contract notice publication date	Expected Date of Award	Expected Start Date	Expected End Date	Estimated Value over contract period (£)
Supply of Staff Compliance Course Training E- Learning & LMS Platform	C	re-let	06/08/2020	05/10/2020	05/11/2020	05/11/2023	62,640
Supply, Install, Support and Maintain HR and Payroll System	B	extended	08/08/2020	07/10/2020	07/11/2020	07/11/2023	68,500
Supply and Support of Software Licences- Citrix	A	re-let	07/09/2020	06/11/2020	01/10/2020	01/10/2021	74,426
Kilwinning New Build	C	new	01/12/2020	11/01/2021	25/01/2021	30/04/2021	870,000
Provision of Legal Services- General	B	extended	19/12/2020	17/02/2021	20/03/2021	19/03/2024	56,700
Provision, Support & Maintenance of Curriculum Timetabling System	C	re-let	20/12/2020	18/02/2021	21/03/2021	20/03/2024	52,000
Supply and Delivery of Biomass Pellets	C	re-let	25/12/2020	23/02/2021	26/03/2021	25/03/2024	278,700
Grounds Maintenance for Ayr, Irvine & Kilmarnock Campuses	C	re-let	31/12/2020	01/03/2021	01/04/2021	31/03/2024	60,000
Ayrshire College Inter-site WAN Connectivity	B	extended	25/01/2021	26/03/2021	26/04/2021	25/04/2024	175,000
Student VLE Platform Hosting	B	re-let	10/02/2021	11/04/2021	12/05/2021	11/05/2024	50,150
Internal Audit	B	extended	01/04/2021	31/05/2021	01/07/2021	30/06/2024	66,240
Supply of Printing & Copying Machines	A	re-let	01/04/2021	31/05/2021	01/07/2021	30/06/2024	166,000
Supply of Hot Beverage Machines & Products	B	re-let	09/04/2021	09/06/2021	09/08/2021	08/08/2025	85,000

Provision of IT System Support and Professional Services	C	re-let	18/04/2021	17/06/2021	18/07/2021	17/07/2024	125,000
Supply of Fresh, Chilled, Frozen and Ambient Foods to Ayrshire College	B	re-let	02/05/2021	01/07/2021	01/08/2021	31/07/2024	800,000
Non-life Insurance for Ayrshire College	B	extended	02/05/2021	01/07/2021	01/08/2021	31/07/2024	530,000
Waste Collection Services	B	re-let	17/05/2021	16/07/2021	16/08/2021	15/08/2024	225,000
Finance System Support and Maintenance	B	re-let	23/11/2021	22/01/2022	22/02/2022	21/02/2025	82,902
Legal Services- People Matters	B	extended	02/02/2022	03/04/2022	04/05/2022	03/05/2025	60,000
Maintenance and Support of Telephone System	B	re-let	12/04/2022	11/06/2022	12/07/2022	11/07/2025	114,376

Annual Procurement Report   **Annex A**

[NOTE: reference to contract is also to be construed as meaning a Framework Agreement]

1. Organisation and report details	
a) Contracting Authority Name	Ayrshire College
b) Period of the annual procurement report	01/08/19 to 31/07/20
c) Required by s18 Procurement Reform (Scotland) Act 2014 to prepare an annual procurement report? *(Yes / No)*	Yes
2. Summary of Regulated Procurements Completed	
a) Total number of regulated contracts awarded within the report period	7
b) Total value of regulated contracts awarded within the report period	£480,103
c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period	12
i) how many of these unique suppliers are SMEs	10
ii) how many of these unique suppliers how many are Third sector bodies	0
3. Review of Regulated Procurements Compliance	
a) Number of regulated contracts awarded within the period that complied with your Procurement Strategy	6
b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy	1
4. Community Benefit Requirements Summary	
Use of Community Benefit Requirements in Procurement:	
a) Total number of regulated contracts awarded with a value of £4 million or greater	0
b) Total number of regulated contracts awarded with a value of £4 million or greater that contain Community Benefit Requirements.	0
c) Total number of regulated contracts awarded with a value of less than £4 million that contain a Community Benefit Requirements	1

Key Contract Information on community benefit requirements imposed as part of a regulated procurement that were fulfilled during the period:

d) Number of Jobs Filled by Priority Groups *(Each contracting authority sets its own priority groups)*	0
e) Number of Apprenticeships Filled by Priority Groups	0
f) Number of Work Placements for Priority Groups	0
g) Number of Qualifications Achieved Through Training by Priority Groups	0
h) Total Value of contracts sub-contracted to SMEs	0
i) Total Value of contracts sub-contracted to Social Enterprises	0
j) Total Value of contracts sub-contracted to Supported Businesses	0
k) Other community benefit(s) fulfilled	0

5. Fair Work and the real Living Wage

a) Number of regulated contracts awarded during the period that have included a scored Fair Work criterion.	0
b) Number of unique suppliers who have committed to pay the real Living Wage in the delivery of a regulated contract awarded during the period.	2
c) Number of unique suppliers who are accredited Living Wage employers and were awarded a regulated contract awarded during the period.	2
d) Number of unique suppliers who have signed up to the Scottish Business Pledge and were awarded a regulated contract awarded during the period.	0

6. Payment performance

a) Number of valid invoices received during the reporting period.	9,362
b) Percentage of invoices paid on time during the period ("On time" means within the time period set out in the contract terms.)	88%
c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains.	7
d) Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts.	0

7. Supported Businesses Summary

a) Total number of regulated contracts awarded to supported businesses during the period	0
b) Total spend with supported businesses during the period covered by the report, including:	£12,155
i) spend within the reporting year on regulated contracts	0
ii) spend within the reporting year on non-regulated contracts	£12,155

8. Spend and Savings Summary

a) Total procurement spend for the period covered by the annual procurement report.	£10,560,095
b) Total procurement spend with SMEs during the period covered by the annual procurement report.	£9,331,060
c) Total procurement spend with Third sector bodies during the period covered by the report.	£35,127
d) Percentage of total procurement spend through collaborative contracts.	APUC to confirm
e) Total targeted cash savings for the period covered by the annual procurement report	Target not set
i) targeted cash savings for Cat A contracts	Target not set
ii) targeted cash savings for Cat B contracts	Target not set
iii) targeted cash savings for Cat C contracts	Target not set
f) Total delivered cash savings for the period covered by the annual procurement report	tba
i) delivered cash savings for Cat A contracts	APUC to confirm
ii) delivered cash savings for Cat B contracts	APUC to confirm
iii) delivered cash savings for Cat C contracts	tba
g) Total non-cash savings value for the period covered by the annual procurement report	tba

9. Future regulated procurements

a) Total number of regulated procurements expected to commence in the next two financial years	21
b) Total estimated value of regulated procurements expected to commence in the next two financial years	£4,480,360

Glossary of Terms

A, B, C and C1 Contracts (Who buys what?)

Category A	Collaborative Contracts available to all public bodies • Scottish Procurement
Category B	Collaborative Contracts available to public bodies within a specific sector • Scottish Procurement • APUC • Scotland Excel • NHS National Procurement
Category C	Local Contracts for use by individual public bodies
Category C1	Local or regional collaborations between public bodies

APUC- Advanced Procurement for Universities and Colleges (APUC Ltd Reg. No. SC314764)

APUC's Code of Conduct - APUC and its client community of colleges and universities is committed to carrying out procurement activities in an environmentally, socially, ethically and economically responsible manner and to entering into agreements and contracts with suppliers that share and adhere to its vision. To demonstrate this commitment, current and potential suppliers are asked to acknowledge their compliance with the principles of the APUC Supply Chain Code of Conduct with respect to their organisation and their supply chain.

BT14 – Sustainability Based Benefits - sustainability benefits where costs are not normally relevant can be reported but will normally be described in narrative including but not limited to the following areas:

· Reduction in waste – packaging and / or further use of residue from processes etc.

· Reduction in consumption - use of raw materials (consumables, utilities etc.)

· Recycling and/or reuse of products

· Enhanced Reputation and/or marketing opportunities

· Community Benefits delivery

· Carbon Reduction

Social, equality and / or environmental improvements

Category Subject is a collection of commodities or services sourced from the same or similar supply base, which meet a similar consumer need, or which are inter-related or substitutable.

Community Benefits are requirements which deliver wider benefits in addition to the core purpose of a contract. These can relate to social- economic and or environmental. Benefits. Community Benefits clauses are requirements which deliver wider benefits in addition to the

core purpose of a contract. These clauses can be used to build a range of economic, social or environmental conditions into the delivery of College contracts.

Contracts Registers these typically provide details of the procurement exercise to capture key information about the **contract** (the goods and services, values, date started, expiry date, procurement category etc.).

Cost Avoidance The act of eliminating costs or preventing their occurrence in the first place. It tends not to show up on, but materially impacts, the bottom-line cost and is normally referred to as a "soft" cost saving i.e. negating supplier requests to increase costs, procuring services/goods/ works under budget, obtaining prices lower than the market average/median.

Contract management or contract administration is the management of contracts made with customers, suppliers, partners, or employees. Contract management activities can be divided into three areas: service delivery management; relationship management; and contract administration.

EU regulated procurements are those whose values require that they are conducted in compliance with the Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014.

Flexible Framework Self-Assessment Tool (FFSAT) enables measurement against various aspects of sustainable procurement.

Hub (Spikes Cavell) - The Scottish Procurement Information Hub is provided by Spikes Cavell as a spend analysis tool allowing organisations to: -

▪Identify non-pay spend on external goods and services

▪Identify key suppliers and how many transactions are made with each

▪Highlight common spend across suppliers and categories

▪Identify spend with SMEs and/or local suppliers

This information means that individual organisations and Centres of Expertise can identify where collaborative opportunities might exist and where transactional efficiencies could be made.

For more information, visit the Scottish Government's **Hub** page.

Hunter - Hunter has been developed by the eSolutions team. It is a database solution which uses standard Microsoft packages (Access and SQL Server) enabling organisations to effectively monitor and report on collaborative contracting activities.

As a solution, it is operational within the HE/FE sector in Scotland and is also being utilised by the HE consortia in England and Wales that also provide collaborative contracting services to the sector. Hunter has a multi-level structure which allows consortia to share collaborative agreements, make them visible to their member organisations, and in turn enabling them to record their own contracts.

College Dashboard - is the area within the APUC Buyers Portal being developed by the APUC eSolutions team providing easy access to Colleges' key management reporting data being

recorded centrally through **Hunter**. The dashboard currently hosts key regulatory procurement information on Contracts Registers, forward contracting plans, expenditure reporting and Annual Procurement Report Data. The list of reports is planned to expand to cover savings and Procurement & Commercial Improvement Programme dashboard data.

Lotting - the Public Contracts (Scotland) Regulations 2015 encourage the use of lots (regulation 47), to promote competitiveness and to facilitate the involvement of SMEs in the public procurement market, by considering the appropriateness of dividing contracts into lots to smaller contracts

OJEU thresholds OJEU is the Official Journal of the European Union, the gazette of record for the European Union. Around 2500 new notices are advertised every week - these include invitations to tender, prior information notices, qualification systems and contract award notices. The European public contracts directive (2014/24/EU) applies to public authorities and the following thresholds will apply to procurement carried out whose value equals or exceeds specific thresholds. The present thresholds are (net of VAT): - for Supply, Services and Design Contracts, £189,330, for Works Contracts £4,733,252. Public contracts (EU) thresholds are revised every 2 years – this is next due on 01/01/2022.

Output Specification requirements are set out in terms of what you want to achieve, leaving the tenderers to decide on how they will deliver those requirements. This can lead to innovation by the tenderers. The services detailed in the output specification should be capable of objective assessment so that the performance of the supplier can be accurately monitored.

Prioritisation - the Sustainable Public Procurement Prioritisation Tool which is a tool to aid all procuring organisations across the Scottish Public Sector designed to bring a standard structured approach to the assessment of spend categories.

Procurement Journey is public procurement toolkit with guidance and templates on the procurement process to facilitate a standardised approach to the market and contract and supplier management.

Procurement & Commercial Improvement Programme replaced the previous Procurement Capability Assessment (PCA) and focuses on the policies and procedures driving procurement performance and more importantly, the results they deliver.

PCS (Public Contracts Scotland) is the national advertising portal used to advertise all public sector goods, services or works contract opportunities.

PCS-Tender is the national eTendering system, and is centrally funded by the Scottish Government. The system is a secure and efficient means for buyers and suppliers to manage tender exercises online. The standard templates enable buyers to create consistent tender documentation.

Segmentation the division and grouping of suppliers or contracts in relation to spend and its criticality to business.

Small and Medium Sized Enterprises (SMEs) encompass –

Micro enterprises: enterprises which employ fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed £1.57 million.

Small enterprises: enterprises which employ fewer than 50 persons and whose annual turnover and/or annual balance sheet total does not exceed £7.86 million.

Medium enterprises: enterprises which are neither micro nor small, which employ fewer than 250 persons and which have an annual turnover not exceeding £39.28 million, and/or an annual balance sheet total not exceeding £33.78 million.

Social Enterprises are revenue-generating businesses with primarily social objectives whose surpluses are reinvested for that purpose in the business or in the community, rather than being driven by the need to deliver profit to shareholders and owners.

Supply Chain encompasses all activities, resources, products etc. involved in creating and moving a product or service from the supplier to the procurer.

Supply Chain Management Programme (Sustain) is the APUC supply chain sustainability web portal, a central hub where sector suppliers can complete and store sustainability compliance data. The portal is the core supply chain sustainability tool supporting HE and FE Colleges and their suppliers in delivering a transparent, environmentally positive, ethical and socially responsible supply chain

Supported business means an economic operator whose main aim is the social and professional integration of disabled or disadvantaged persons, and where at least 30% of the employees of the economic operator are disabled or disadvantaged persons.

Supported employment programme means an employment programme operated by an economic operator, the main aim of which is the social and professional integration of disabled or disadvantaged persons, and where at least 30% of those engaged in the programme are disabled or disadvantaged persons.

Sustainable Procurement A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis and generates benefits, not only for the organisation but also to society, the economy and the environment.

Third-Party Expenditure is calculated based upon the total value of invoices paid per annum, excluding VAT, to all suppliers for the purchase of goods and services. It is defined as including:

- Goods – tangible products such as stationery, which are often also known as supplies
- Services – provision of an intangible product such as refuse collection, elderly home care, whether carried out internally or externally.
- Works – including construction works and utilities, i.e. energy costs.

It excludes employee costs, non-cash expenditure (e.g. depreciation), grants, trust payments and other non-controllable payments to other publicly funded bodies but should include spending on agency staff, capital expenditure and programme spend on commodities and services.

Ayrshire College *(Paper 9)*

Business, Resources and Infrastructure Committee

17 November 2020

Subject:	Human Resource and Staff Learning and Development Report
Purpose:	To provide members with an update on activities during the quarterly reporting period
Recommendation:	That members note and take account of the reporting and monitoring information provided

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1 Human Resources Update

1.1 Recruitment and Selection

A total of four internal adverts and nine external adverts were placed during the reporting period.

Six internal candidates were appointed to new roles within the College and nine new members of staff commenced employment with the College across a range of posts.

1.2 Sickness Absence

Sickness absence levels for the reporting period are as follows:

Term	August 2020	September 2020
Long Term	0.98%	1.39%
Short Term	0.83%	0.89%
Total absence	1.80%	2.28%

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

Term	August 2019	September 2019
Long Term	1.62%	2.45%
Short Term	1.41%	2.17%
Total absence	3.03%	4.64%

Sickness Absence Reasons

Absence Reason	August 2020		September 2020	
	Days Lost	Staff Affected	Days Lost	Staff Affected
Heart/cardiovascular	53	3	23	2
Accident – non work related	40	3	32	2
Stress non-work related	39	3	76	6
Depression/anxiety/ psychological	34	3	41	3
Back pain/sprain/ strain/ musculoskeletal	28	3	39.5	3
Stomach/bowel/ gastric/ intestinal	13	3	62.5	9
Headache/migraine/ neurological	23	3	38	3

The HR Team continue to monitor and review the absence trends and the impact of these on the College during the ongoing pandemic.

The College absence trend continues to reflect a lower overall absence rate when compared with previous reporting periods. The majority of staff continue to work from home or within a blended model. The number of long-term absence cases has remained marginally higher than short-term absence cases, with these staff continuing to experience debilitating health conditions. The individual staff are being appropriately supported by their line manager and HR, where required. It is also of note that during the reporting period, one member of staff retired from their role within the College due to long-term ill health conditions.

1.2.1 Covid-19 Reporting Information

During the period August to October 2020, the College recorded the following staff data relating to the covid-19 pandemic:

Covid-19 Recording Category	August 2020	September 2020	October 2020
Self-Isolation	5	12	19
Positive Cases	0	1	5

1.3 Maternity, Paternity and Adoption Leave

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

1.4 Employment Relations

In the period August to September 2020 the following ER case work was ongoing: one disciplinary investigation, one disciplinary hearing (on hold due to grievance process and long term sickness absence concern), one dignity at work investigation, one grievance process, and two stage one capability processes.

1.5 Flexible Working Requests

During the reporting period three members of staff submitted flexible working requests for consideration. This resulted in two members of staff reducing their contractual hours to support family caring responsibilities and one member of staff reducing their hours following a return from maternity leave.

1.6 Employee Counselling – PAM Assist

In support of the College's #mymentalhealthmatterscampaign, PAM Assist facilitated a virtual session that was open to all staff to promote the services offered and to encourage staff to access the website resources and/or access the counselling service offered. The session was attended by approximately 30 staff, with those who did attend providing positive feedback on the range of resources available.

2 Staff Learning and Development Update

2.1 Professional Teaching Qualifications

2.1.1 Teaching Qualification in Further Education (TQFE)

In September 2020, a cohort of 20 lecturing staff commenced their TQFE through the University of Stirling.

2.1.2 Professional Development Award (PDA)

In November 2020, 15 new candidates will commence the PDA supported by colleagues from the College Development Network. A further five candidates who were unable to complete the programme in 2019/20 due to the disruption caused by covid-19 will also commence the new PDA programme.

2.2 August/September CPD Events

Following on from the success of the June CPD month, the Staff Learning and Development team developed and introduced an extensive and innovative online and virtual CPD calendar across a four week period that spanned August/September 2020. This programme included a range of external online conferences and webinars, as well as events facilitated internally.

The focus of the CPD period was the digital skills and learning that staff require to support the blended learning model. It also focused on staff wellbeing, remote management and incorporated resources to help support mental wellbeing and resilience.

During this period, the Staff Learning & Development team also worked closely with the wider Sector Network, identifying opportunities for shared learning/resources through the 'community of sharing' initiative that was developed in anticipation of the challenges facing Colleges in the new academic year. This enabled external events to be made available to Ayrshire College staff and supported knowledge sharing across Colleges.

To further support this approach to continuous learning across the sector, and to ensure that the resources are easily accessible for staff, the College Development Network have created a Resource Bank for Curriculum staff. Staff can access this locally through the Staff Learning Portal.

2.2.1 Internal events

Throughout August/September, 17 corporate internal CPD events were arranged for staff to access. For these events, over 450 bookings were received from staff.

The breakdown of sessions and attendance rates is as follows:

Internal Event Type	Number of sessions delivered	Number of attendees
Data Protection-The New Normal	2	14
GDPR	2	31
Learning Resource Centre Update	2	43
Cyber Security	2	26
Domestic Abuse-Spotting Signs and Asking Questions	1	21
Building your Mental Toughness	1	15
Togetherall Presentation	1	26
Clickview Basics	1	38
Clickview Advanced	1	34
Using MS Sway within Learning and Teaching	2	75
Virtual Classroom Digital Launchpad	2	60
Introduction to H5P	2	16
Working Remotely with Microsoft Teams	1	8
MS Apps (Forms and Sway)	2	13
Mental Health Improvement	1	15

2.2.2   External CPD events

Sector Shared CPD Opportunities

As part of the shared Sector approach, a number of sessions delivered by City of Glasgow College were made available to Ayrshire College staff. A total of 161 staff from the College participated in these sessions with Microsoft Teams sessions proving to be the most popular.

The College also offered a number of sessions across the Sector.

Other external events promoted

A range of external webinars were also promoted to staff on topics such as Accessibility, Remote Working, Leadership & Managing People, Racism, Emotional Intelligence and Resilience.

2.2.3   Evaluation

The Staff Learning and Development team introduced a revised evaluation process alongside the recent CPD events, to capture, more effectively, learner feedback and confidence levels linked to the CPD activity. This evaluation has two levels, with level one being issued immediately post event and level two being issued one month after the event. The new level two evaluation (one month post event) aims to capture how learners are applying the learning and whether it is adding value to their roles.

An example of the type of evaluation question explored immediately after the event asked staff to list their confidence level prior to and after the event. The charts on the following page depict the results for those who responded. It is significantly evident that the events delivered improved staff confidence level in the topic or skills area. Further analysis will be undertaken one month post event impact to better understand the application of learning and what future support and development would be required.

7. Please rate your confidence level of the topic area prior to attending?

🔵	Excellent	9
🟠	Good	23
🟢	Satisfactory	44
🔴	Poor	46
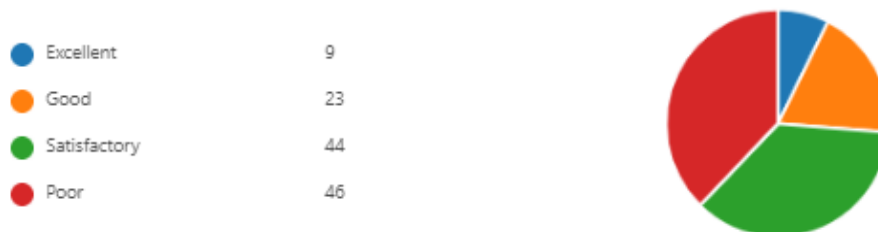
8. Please rate your confidence level of the topic area after attending the event?

🔵	Excellent	22
🟠	Good	82
🟢	Satisfactory	17
🔴	Poor	2
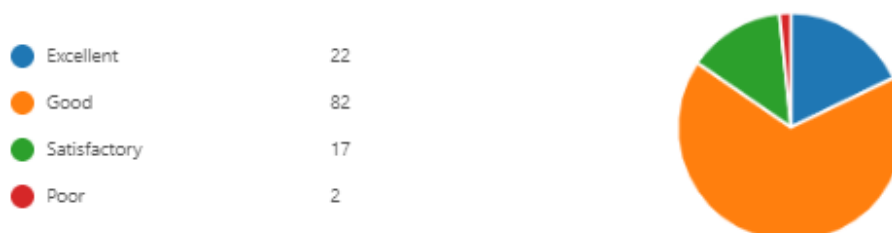
2.3 LinkedIn Learning

During the August/September CPD period the Team continued to promote the extensive selection of topic-driven LinkedIn Learning collections aligned to identified CPD requirements. The main areas of focus included content related to digital skills and delivering virtual, instructor-led training, remote working and managing teams, and wellbeing.

During August to September 2020, 40 courses were completed and 1443 videos viewed, with Microsoft Office 365 content proving the most popular.

The promotion of digital skills content will remain a focus through the introduction of the Jisc Digital Capability Discovery Tool. Staff will be directed to exclusive digital content based on a self-assessment of their digital competence, and provided with recommendations on training and support to further develop their skills.

2.4 Mandatory Training

Mandatory training for all staff continues to be a priority for the College to ensure that staff stay up to date with the required annual updates at the point where their training has expired or is due to expire. The tables in Appendix A set out the departmental breakdown for the 12 month period September 2019 to September 2020, for Support Staff and Curriculum Staff.

Jane McKie
Vice Principal People
9 November 2020

(David Davidson, Director HR and Organisational Development)

Curriculum Staff Mandatory Training Completion (30/09/2019 to 30/09/2020)

		Engineering & Science		Construction & Trades		Apprentice-ships		Computing		Health & Social Care		Early Years		Essential Skills		Arts & Fashion		Hair & Beauty		Sports & Social Science		Hospitality		Catering		Schools, Eng & Widening Access	
Number in the Department		**52**		**77**		**32**		**39**		**35**		**31**		**72**		**40**		**51**		**49**		**35**		**37**		**43**	
		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage	
Mandatory Module	**An Introduction to Working Safely**	43	82.7%	64	83.1%	23	71.9%	31	79.5%	31	88.6%	25	80.6%	53	73.6%	30	75.0%	45	88.2%	36	73.5%	29	82.9%	15	40.5%	35	81.4%
	Copyright Awareness	40	76.9%	55	71.4%	22	68.8%	33	84.6%	30	85.7%	25	80.6%	55	76.4%	19	47.5%	42	82.4%	33	67.3%	24	68.6%	8	21.6%	34	79.1%
	Cybersecurity Awareness	39	75.0%	62	80.5%	20	62.5%	33	84.6%	31	88.6%	24	77.4%	53	73.6%	21	52.5%	39	76.5%	32	65.3%	28	80.0%	8	21.6%	32	74.4%
	Equality & Diversity in the Workplace	39	75.0%	59	76.6%	18	56.3%	32	82.1%	29	82.9%	26	83.9%	52	72.2%	19	47.5%	39	76.5%	33	67.3%	31	88.6%	11	29.7%	31	72.1%
	Fire Detection & Response	42	80.8%	61	79.2%	20	62.5%	32	82.1%	32	91.4%	26	83.9%	51	70.8%	22	55.0%	45	88.2%	30	61.2%	30	85.7%	12	32.4%	31	72.1%
	GDPR	37	71.2%	54	70.1%	18	56.3%	30	76.9%	22	62.9%	21	67.7%	47	65.3%	18	45.0%	38	74.5%	29	59.2%	27	77.1%	9	24.3%	30	69.8%
	Infection Control	45	86.5%	65	84.4%	21	65.6%	33	84.6%	31	88.6%	24	77.4%	55	76.4%	33	82.5%	49	96.1%	38	77.6%	33	94.3%	16	43.2%	37	86.0%
	Safeguarding the College Community	37	71.2%	53	68.8%	19	59.4%	27	69.2%	26	74.3%	27	87.1%	41	56.9%	20	50.0%	37	72.5%	33	67.3%	22	62.9%	7	18.9%	29	67.4%

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Service Staff Mandatory Training Completion (30/09/2019 to 30/09/2020)

		HROD		Marketing & FOH		Quality		Student Experience		Finance		Business Growth		BIIS & Student		ICT		Leadership Support	
	Number in the Department	**21**		**24**		**13**		**97**		**97**		**10**		**23**		**15**		**5**	
		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage		Completed & Percentage	
Mandatory Module	An Introduction to Working Safely	17	81.0%	20	83.3%	9	69.2%	78	80.4%	53	54.6%	10	100.0%	20	87.0%	14	93.3%	4	80.0%
	Copyright Awareness	15	71.4%	17	70.8%	8	61.5%	58	59.8%	45	46.4%	10	100.0%	19	82.6%	14	93.3%	3	60.0%
	Cybersecurity Awareness	16	76.2%	18	75.0%	8	61.5%	61	62.9%	42	43.3%	10	100.0%	19	82.6%	13	86.7%	3	60.0%
	Equality & Diversity in the Workplace	20	95.2%	17	70.8%	8	61.5%	73	75.3%	46	47.4%	10	100.0%	20	87.0%	14	93.3%	3	60.0%
	Fire Detection & Response	20	95.2%	18	75.0%	8	61.5%	78	80.4%	55	56.7%	10	100.0%	20	87.0%	14	93.3%	3	60.0%
	GDPR	19	90.5%	16	66.7%	8	61.5%	82	84.5%	42	43.3%	9	90.0%	19	82.6%	12	80.0%	3	60.0%
	Infection Control	18	85.7%	20	83.3%	8	61.5%	66	68.0%	51	52.6%	9	90.0%	19	82.6%	14	93.3%	3	60.0%
	Safeguarding the College Community	19	90.5%	16	66.7%	7	53.8%	67	69.1%	43	44.3%	10	100.0%	20	87.0%	13	86.7%	4	80.0%

Ayrshire College

Business, Resources and Infrastructure Committee

17 November 2020

Subject:	Health, Safety and Wellbeing and Equality and Inclusion Report
Purpose:	To provide members with an update on activities during the quarterly reporting period
Recommendation:	That members note and take account of the reporting and monitoring information provided

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1   **Health, Safety and Wellbeing Update**

1.1   <u>Mandatory and Online Training</u>

Mandatory training completions during the reporting period:

Course	Completions
Introduction to Working Safely	93
Fire Detection & Response	81
Infection Control	110

A range of health, safety and wellbeing courses were completed on the Staff Learning Portal during the reporting period.

To support staff working from home during the Covid-19 period, staff were directed to the DSE Awareness eLearning module and 325 staff completed the course within the reporting period.

1.2   <u>Accidents and Incidents</u>

There were 17 incidents recorded during the reporting period, detailed as follows:

Campus	Riddor	Minor Injury	No Injury	Near Miss	Total
Ayr	1	1	2	1	5
Kilmarnock	0	8	0	0	8
Kilwinning	0	1	1	2	4
Dean Park	0	0	0	0	0
Irvine	0	0	0	0	0
Nethermains	0	0	0	0	0
Total	1	10	3	3	17

Ayr Campus	Oct 2020	College	Handling Glass or Sharps
One accident was RIDDOR reportable due to an absence from work for more than 7 days. A member of the Hospitality team was removing a new blade from its box to attach to a food processor. The member of staff pulled on the blade to release it from the packaging which resulted in a cut finger. The member of staff attended A&E for stitches, which were removed after 7 days. The message was re-enforced with the team that care must be taken when handling any new blades, knives etc.			

1.3   Fire Safety

Fire Evacuations *(included as near miss and no injury in incident statistics)*

Date	Campus	Details
18/08/20	Ayr	Alarm was activated during the night by a fire that was located above the suspended ceiling in the male toilet on the ground floor link corridor of the Dam Park building. The fire was caused by an electrical fault in the air intake fan. The fire extinguished by itself, however, Scottish Fire & Rescue attended. The only damage sustained was cosmetic with no impact on the integrity of the building.
26/08/20	Ayr	A maintenance contractor was working on the gas deep fat fryer in the refectory kitchen. A small amount of residual oil was in the bottom of the fryer which created smoke during testing and activated the detection system. Moving forward, the kitchen zone of the alarm system will be isolated whilst work is being undertaken to avoid any further incidents.
20/10/20	Kilwinning	Faulty detector head in the electrical plant room, activated, resulting in full evacuation. All students and staff evacuated safely and quickly (around 3 minutes). Scottish Fire & Rescue attended.

1.4   Claims

The College currently has no outstanding liability claims.

1.5   Risk Assessment

The College overarching Covid-19 risk assessment continues to be reviewed fortnightly by the *Campus Operations Steering Group* and is available to all staff. This risk assessment takes account of the guidance from Scottish Government, NHS and the Health and Safety Executive (HSE). In addition, individual departments have also undertaken risk assessments for their areas, based on the overarching document.

1.6   Academic Year 2020/2021

1.6.1   Campus Operations Steering Group

The Health, Safety and Wellbeing team have supported all of the workstreams associated with the Campus Operations Steering Group.

A homeworking Display Screen Equipment (DSE) guidance document is still available to all staff. To date, 611 homeworking & DSE assessments have been reviewed by the HSW team. Completed assessments are still being submitted, however, the primary focus is now assisting staff and their line managers with completing their actions.

NHS Ayrshire & Arran have opened up a testing pathway for College staff who have returned to working regularly on campus. In circumstances where staff experience symptoms, a completed referral form is submitted to NHS Ayrshire & Arran and the staff member is contacted to attend at either Crosshouse or Ayr Hospitals for a Covid test. The results are received by the member of staff within 24 hours.

The College received a joint proactive visit from the HSE and East Ayrshire Council Environmental Health Officer. The visit involved an observation of hair and beauty therapy classrooms, to consider how the College is managing practical activities. The visit also focused on measures implemented by the College to mitigate the risk of Covid-19. The Inspectors were satisfied with the arrangements in place.

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 the reopening of College campuses.

1.7 Health and Wellbeing Themes

- Health Surveillance tests were undertaken during September/October, for staff within relevant areas of the College. Face to face screening will be completed within three to six months, taking account of Covid-19 circumstances.
- My Mental Health Matters (#mymentalhealthmatters) campaign ran from 10 September to 10 October. This was led by the Promoting Wellbeing Group.
- Analysis of the Staff Survey data has taken place. Reviewing trends and actions to take forward to support staff wellbeing.
- The College is planning to reintroduce a Cycle to Work scheme and final arrangements are being made to support this.
- HSW 12 Days of Christmas is currently being reviewed. There will be a focus on health and wellbeing this year.
- Moving forward that Team are planning to focus on Work/Life Balance, Healthy Eating, Digital Wellbeing and introducing some physical challenges in the New Year.

1.8 Legislative Update

The College continues to adhere to the Scottish Government Covid-19 legislation and guidance.

2 Equality and Inclusion Update

2.1 Mainstreaming Equality and Equality Outcomes 2017-2021

Preparations for the College to fulfil the Public Sector Equality Duty (PSED) reporting requirements are now in motion with some online and focused engagement activities taking place to inform the development of the next set of Equality Outcomes (EOs). The College must report on its duties no later than 30 April 2021.

2.2 Call Hate Out Webinar Series / 19-23 October

With our partners in the Ayrshire Equality Partnership (AEP), a special, week-long series of webinars called *'Call hate out'* took place in October to raise awareness of hate crime. Each webinar in the series had a dedicated focus and on average, each had a total of 50 participants in attendance.

The AEP, through the month of October, also raised awareness of Black History Month.

2.3 Everyday racism webinar / 27 October

As part of Black History Month, in partnership with City of Glasgow College, Glasgow Clyde College, Glasgow Kelvin College, and University of West of Scotland (UWS), a webinar was held which focused on exploring the impact of micro-aggressions and strategies to tackle these within colleges and universities.. The webinar was open to all students and staff from educational institutions in the West of Scotland to attend. This event marked the first collaboration of this nature between the named institutions and very much demonstrated a willingness to ensure that students and staff across these colleges and university enjoy a fair, equitable, and positive experience.

2.4 Equally Safe

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

Through Fearless Glasgow, a productive discussion was held with SFC on the potential national roll-out of a Support and Report tool regarding the reporting of gender-based violence. This has been part of a long-running discussion with SFC to seek funding to support the adoption of this tool.

Ongoing discussions are being held with White Ribbon Scotland as to the curriculum area of Construction Technology and Trades achieving White Ribbon Status. It is felt this would be a positive step forward and also help to address wider gender inequalities namely the current male and female imbalance studying in this curriculum area.

Throughout mid to late October, a number of Student Experience and Widening Access staff completed First Responder gender-based violence training. This training, delivered by Rape Crisis Scotland, endorses the Equally Safe model advocated to colleges and universities in Scotland. The majority of Student Experience staff are now trained as first responders.

The College's Equality and Inclusion Advisor (Sara Turkington) will be a panel member in an Advance HE webinar focused on gender-based violence and the curriculum in November. Sara has also been asked to take part in a new scoping exercise funded by SFC and facilitated by Advance HE on the implementation of Equally Safe in colleges and universities.

As part of the College's CPD month in August, South Ayrshire Women's Aid facilitated a session on domestic abuse within the context of Covid-19. In December, Action against Stalking will facilitate a session to raise awareness of stalking and its effects. The next Ayrshire LGBT+ Education Network will also include a gender-based violence focus.

2.5　Gender Action Plan (GAP) 2020-2023

Following feedback from SFC, the College's new Gender Action Plan (GAP) is nearing a final draft with a further planned meet of the Gender Leadership Group in November. Following a recent review, SFC now no longer requires colleges to produce GAPs; however, actions within this area have to be embedded within College plans and ambitions. It is most likely, the final draft of the GAP will become part of the College's new Equality Outcomes 2021-2025

2.6　Equality Matters e-newsletter

A new, monthly Equality and Inclusion e-newsletter, called 'Equality Matters', was launched in October. The aim of the e-newsletter is to help ensure staff are updated on the work of Equality and Inclusion as well as the promotion of events and training opportunities.

Jane McKie
Vice Principal People

(David Davidson, Director HR and Organisational Development)

9 November 2020

Ayrshire College *(Paper 11)*

Business, Infrastructure and Resources Committee

17 November 2020

Subject: 2020-21 Student Support Funds Position as at 4 November 2020

Purpose: To update Members on the Student Support Funds position and projections as at 4 November 2020

Recommendation: Members are asked to note the contents of this paper.

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1 **Background**

The College is responsible for administering student support funds on behalf of the Scottish Funding Council (SFC), the Scottish Government and Student Awards Agency for Scotland (SAAS).

2 **Current Situation**

The following sections of this paper provide details of the position of each student support fund as at 4 November 2020.

> **Members should note that while projected expenditure figures are included within this report there are a significant number of variables still to be factored including student retention rates, actual awards still outstanding and January 2020 start courses.**

Financial projections will continue to be refined throughout the year for reporting to both the Strategic Leadership Team and the Business, Resources and Infrastructure Committee.

2.1 SFC Funds provided for Bursary Support

Total 2020-21 SFC Student Support Funds are £10,607,955. Table 1 below details the bursary support funds provided by SFC for 2020-21 together with projected expenditure figures as at 4 November 2020.

Table 1

Student Support Fund	Budget	Projected Expenditure	Difference
SFC Bursary	£9,335,000	£8,933,882	£401,118
FE Childcare	£517,138	£487,788	£29,350
HE Childcare	£278,459	£253,947	£24,512
FE Discretionary	£477,358	£451,240	£26,118
Total	**£10,607,955**	**£10,126,857**	**£481,098**

The above figures are based on the most up to date information on student applicants based on all students continuing with the College. Student Funding will

continue to review and revise the numbers to take account of student withdrawls, once these have been confirmed by the curriculum areas.

The figures within Table 1 include initial projections for winter start courses. These courses have however traditionally attracted students who would be EMA eligible rather than eligble for Bursary due to their expected age.

The figures set out in Table 1 also include circa £1,700,000 which relates to 276 care experienced sudents. The College has actively promoted the additional support available to care experienced students and continues to do so. Therefore the level of support and the number of identified care experienced students is expected to increase during AY2020-21.

In the current COVID-19 pandemic the ability to accurately forecast student withdrawals and levels of engagement (attendance) has been a significant challenge. As such, the figures shown in Table 1 include estimations on withdrawal rates and student engagement levels calculated in line with 2019-20 figures. The withdrawal and engagement projections will continue to be refined in future reporting periods.

Student Funding will continue to monitor student numbers and projected bursary support closely. Any significant changes or anomalies to withdrawals or engagement levels will be reported to members as part of the regular reporting arrangements.

2.2   Educational Maintenance Allowance (EMA)

EMAs are provided by the Scottish Government to support eligible 16 to 18 year-old students. The College's allocation for AY2020-21 is £800,000. The College is currently projecting EMA spent of £721,020 at this time. Members are asked to note that this figure includes January 2021 courses.

There is no financial risk in this area as actual amounts paid out are reimbursed in full to the College a month in arrears.

2.3   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.

Table 2 below details the HE Discretionary Fund Budget made available by SAAS for 2020-21 together with expenditure as at 4 November 2020.

Table 2

Student Support Fund	Budget	Projected Expenditure	Difference
HE Discretionary Additional	£242,268	£207,174	£35,094
Total	**£242,268**	**£207,174**	**£35,094**

At this stage cannot allocate more than the original budget of £242,268. The College will however submit a request for additional funding support to SAAS in January 2021 in line with its timescales, if additional funding is required. The level of additional funding requested will be based on the level of student demand at that time. In adddition, the College can also provide financial support to our most vulnerable students for essential costs, for example travel costs, from other budgets.

3 Proposals

No further proposals are noted in this paper.

4 Consultation

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

5 Resource Implications

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

6 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.

7 Equality Impact Assessment

An impact assessment was completed in respect of the 2020-21 Student Funding Policy and Procedures.

8 Conclusion

Members are asked to note the contents of this paper.

Michael Breen
Vice Principal, Finance
4 November 2020

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

Complaints – Key Facts 2019/2020

(Paper 14)

199 issues (193 complaints, 5 cannot directly assist, 1 policy issue)

Complainant Type

- 36% Current student
- 27% Member of the public
- 18% Family member/carer

Campus Split

- Kilwinning 17%
- Kilmarnock 41%
- Ayr 42%
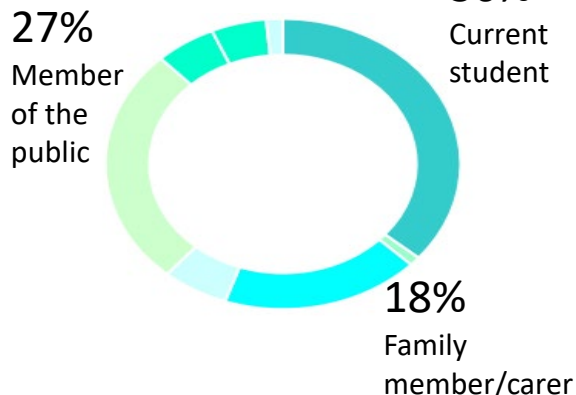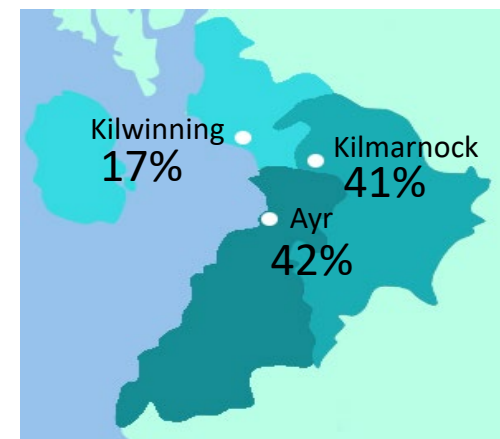
81% closed in timescale

1 — 81% stage 1

Top 3 Complaint Categories

- Environmental (car parking)
- Staff Conduct
- Student Conduct

Complainant Satisfaction

70% Thought their complaint was taken seriously.

65% Felt their complaint was thoroughly investigated.

65% Thought the response they received was clear.

78% Thought they were dealt with courteously at all time.

UPHELD 39%

PARTIALLY UPHELD 17%

74 actions logged

Annual Complaints Report 2019/2020

Ayrshire College

Total Issues Received

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

193 complaints were received, 7 of these were withdrawn. 5 issues were recorded as cannot directly assist and 1 as a policy issue.

Of the 5 recorded as cannot directly assist, 2 were complaints about the conduct of members of staff outwith College, 1 about the conduct of a student outwith College, 1 was from the owner of a snack bar in Kilwinning who was receiving threatening phone calls and believed they were from Ayrshire College students and a complaint about a pick up point for a group of young people not related to the College. The 1 issue recorded as a policy issue was a complaint about the treatment of a student by a member of staff but was outwith the timescale for making a complaint.

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
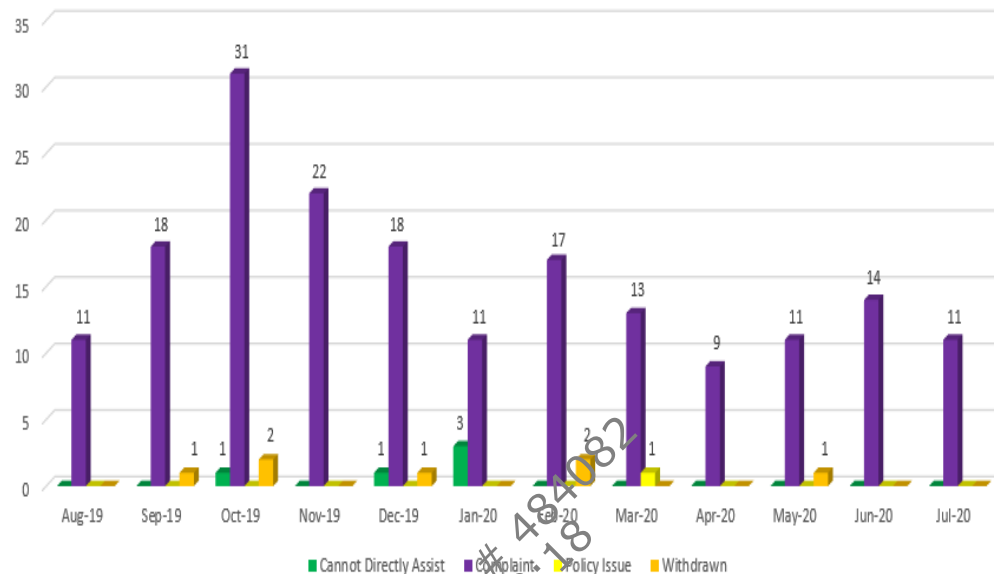
Issues received, split by month and campus

Issues received, split by campus and type of issue

2
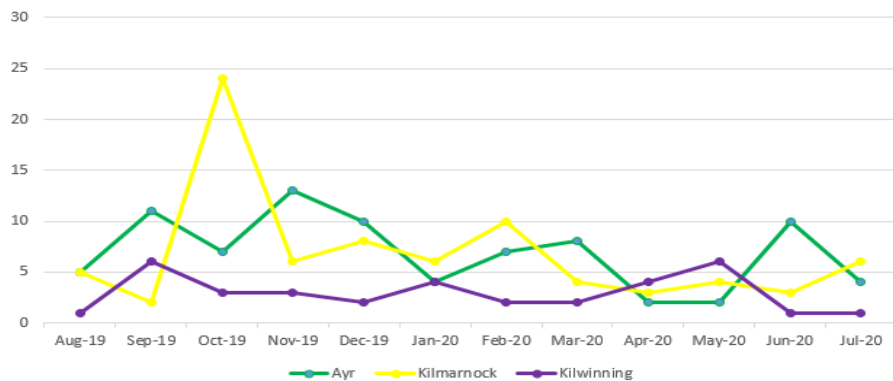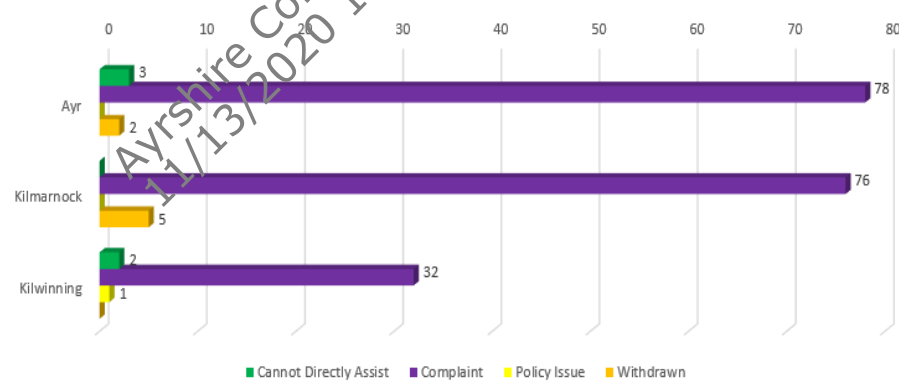
Complaints Received

Complaints received, split by stage

- Stage 1
- Stage 2
- Escalated from stage 1 to 2
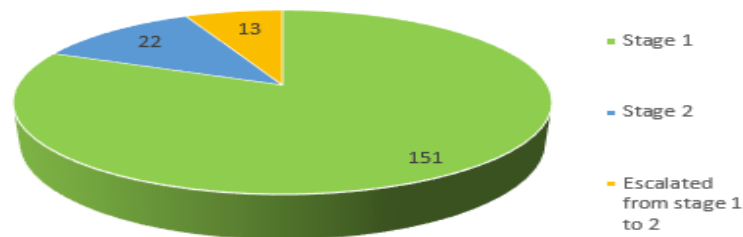
193 complaints were received, 7 of these were withdrawn.

The chart on the left shows the remaining 186 complaints received, split by stage.

151 out of 186 complaints received were dealt with at stage 1, which equates to 81% of complaints.

Complaints received, split by stage and timescale closed in

- Closed within set timescale
- Closed within extended timescale
- Not closed within extended timescale
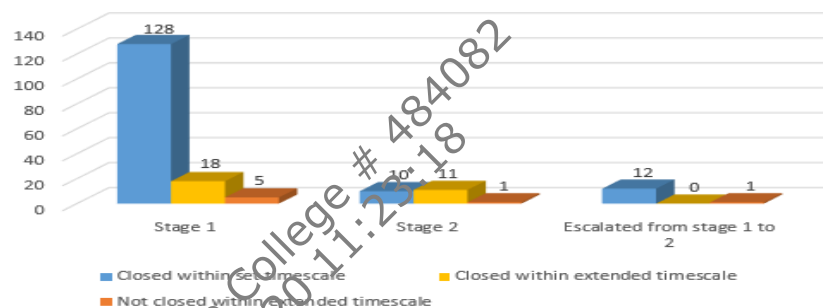
Complaints received, split by outcome as a percentage

- Not upheld
- Partially upheld
- Upheld
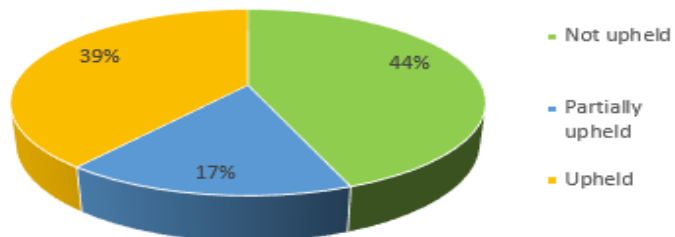
Of the 186 complaints received, 39% of complaints were upheld, with a further 17% partially upheld. This combines to 104 out of 186 complaints.

3

Complaints – Sub-category

The chart below shows the complaints received, split by sub-category and outcome.

Complaints recevied, split by sub-category and outcome

Legend: Not upheld, Partially upheld, Upheld
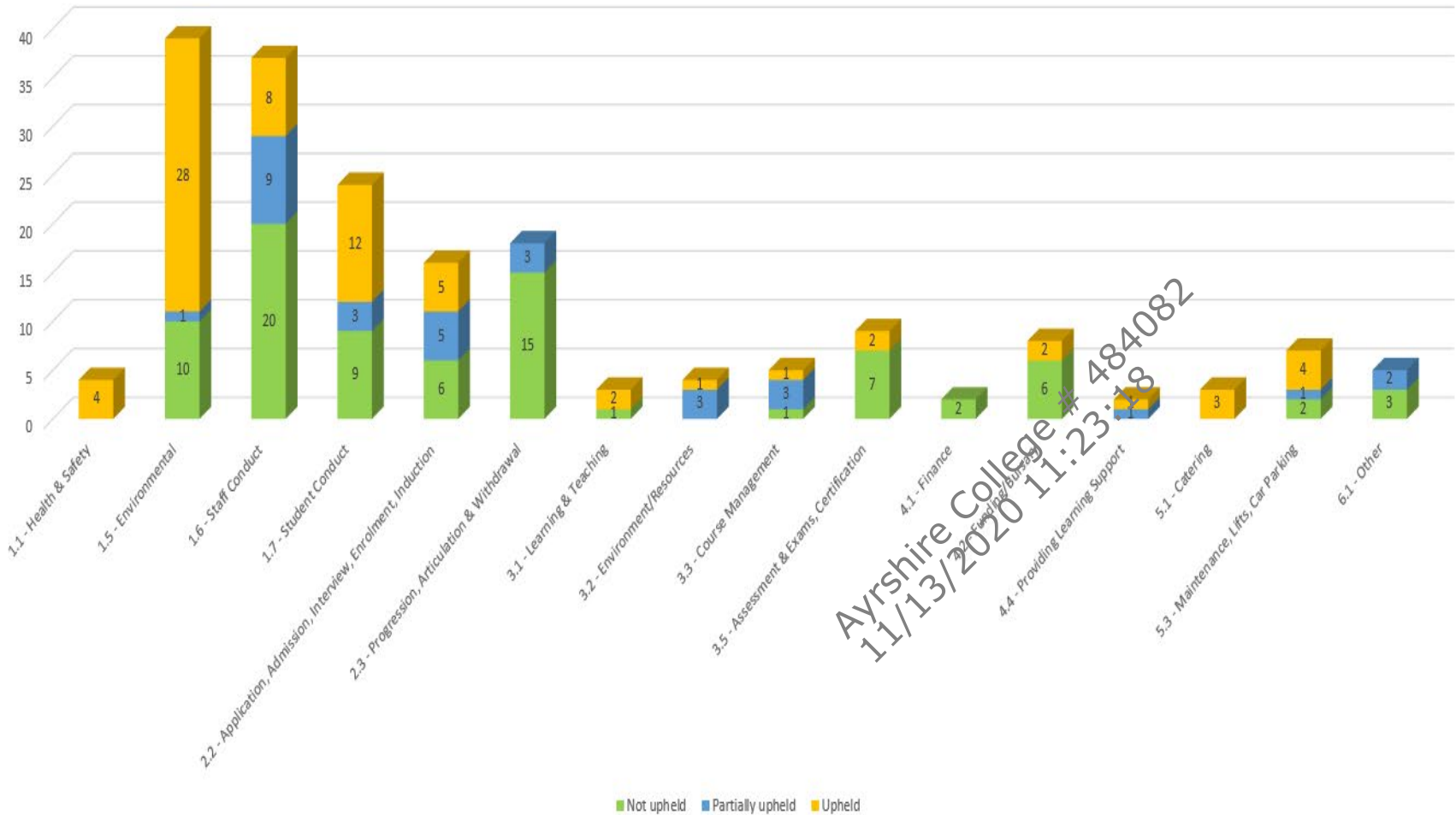
Complaints – Sub-category

Noted below are the reasons for complaint in each of the top 5 sub-categories:

Environmental
- Local residents neighbouring the Kilmarnock campus unhappy students and staff using their car park, including students being disrespectful
- Local residents neighbouring the Ayr campus unhappy deliveries are being made to the College before 7am, that bollards not reinstated, noise of the kitchen extractor fan, workmen working and grass being cut at the weekend
- Local residents neighbouring the Ayr campus unhappy students and staff are parking in their street and blocking their driveways
- Doctors surgery unhappy students parking in their designated spaces
- Local resident neighbouring the Kilwinning campus unhappy the leaves from trees are blowing into her garden
- Parent of a student unhappy students allowed to attend College when unwell
- Cars parked on double yellow lines in front of the Kilmarnock campus
- Local resident unhappy with litter being dropped on path near Ayr campus

Staff Conduct
- Treatment of students by staff member, that not supported and hung up on
- Attitude and behaviour of staff member
- Lack of response, not receiving callbacks, requests not actioned, meeting cancelled at short notice
- Incorrect offer email sent to student
- Staff members treating students differently and showing favouritism
- Inappropriate comments made by staff member
- Information given to staff member shared with others
- Action taken by staff member for student not wearing uniform/overalls
- Lack of communication, unhelpful, not prepared
- Asked to show disabled parking badge to enter carpark
- Staff member not providing student with enough information about funding
- Staff member told student not to complete work and then chased for this, lack of support
- Staff member changing requirements of task set
- Staff member not marking work submitted and lack of communication

*Pages 17-19 show all the categories and sub-categories available

Student Conduct
- Students smoking in front of houses in Content Avenue, Ayr
- Unhappy with treatment of student by other student(s), allegations of bullying
- Students being disrespectful to local residents
- Student made an inappropriate gesture to a bus full of school children
- Student opening cubicle door when another student using the toilet
- Students smoking cannabis in residents' carparks, outside doctor surgery and at College
- Student advising placement what to write on their review
- Student making inappropriate comments in class
- Allegation student selling cannabis to other students
- Student making inappropriate comments on personal Facebook page

Progression, Articulation & Withdrawal
- Unhappy withdrawn from course and this is a change in our decision, health issues not taken into account
- Unhappy withdrawn from course
- 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
- Not offered place at chosen campus but at another campus

Application, Admission, Interview, Enrolment, Induction
- Not offered a place on chosen course
- Barriers put in place when trying to enrol
- Cannot study on two units and did not return calls/respond to emails
- Obstacles put in students way and did not return calls/respond to emails
- Completed all paperwork with assessor but no action taken with application
- May not secure a place on course, as previous performance taken into account
- Invited for an interview on a date that had already passed
- Received correspondence advising not successful in securing a place but also asked to complete a form with further information
- Unhappy with telephone interview process
- Received correspondence referring to interview that did not take place

Complaints – Curriculum/Service Area

The chart below shows issues received each month, split by curriculum/service area. It should be noted that complaints about our car park and residents' car parks are logged against Estates and complaints about students' behaviour outwith the classroom are mainly recorded against Student Experience.

Monthly complaints (inc withdrawn) received, split by curriculum/service area
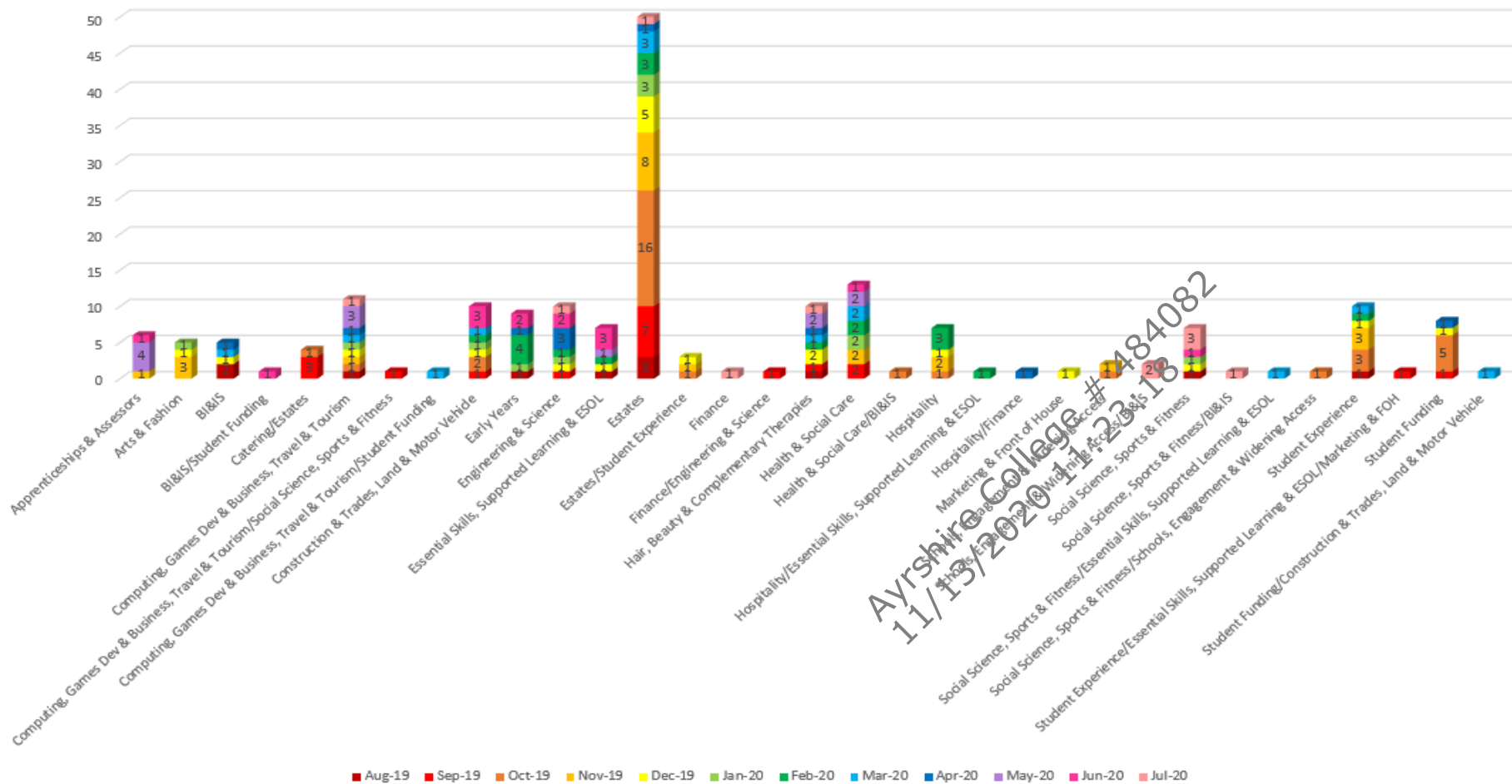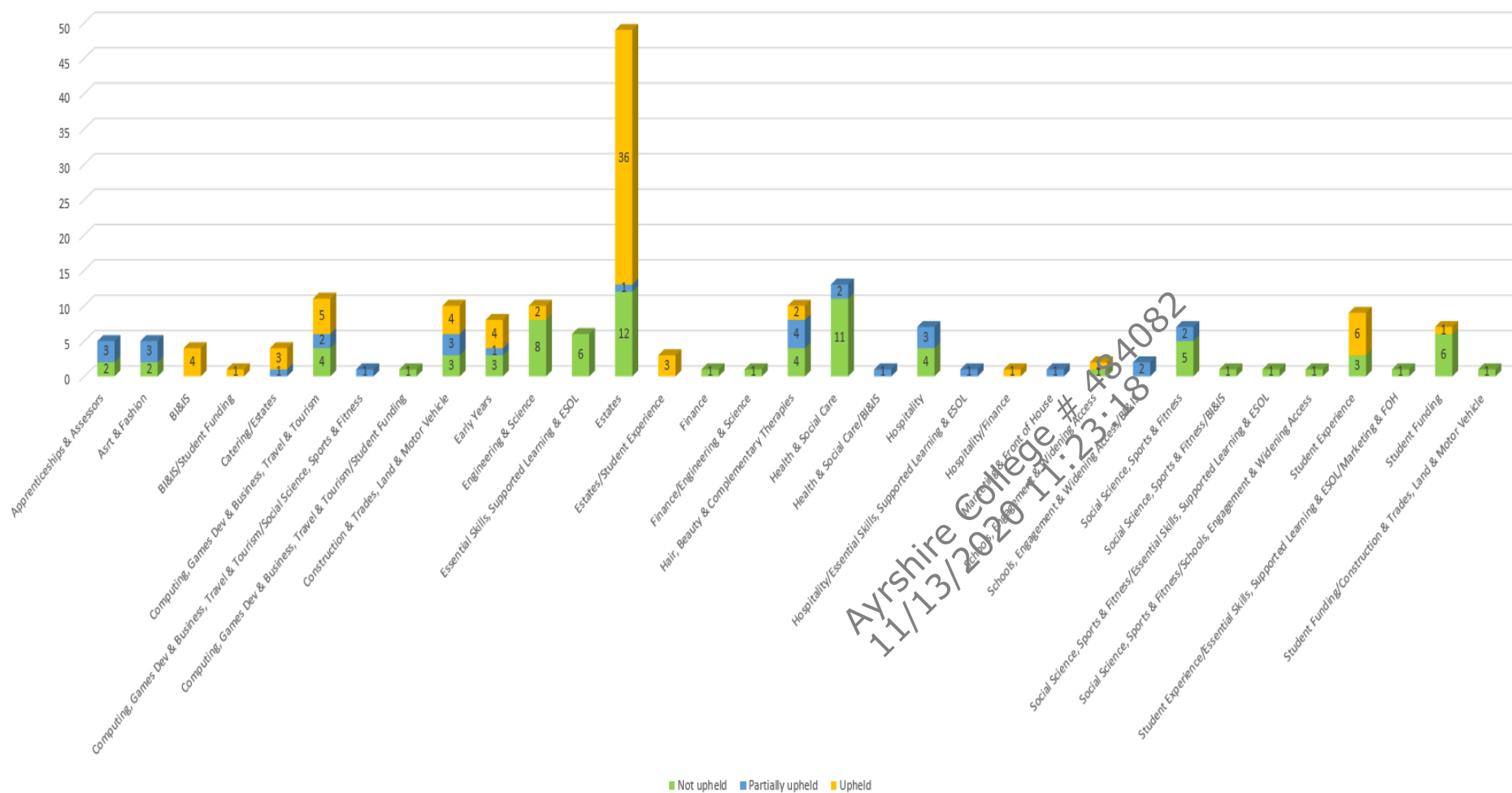
Complaints – Curriculum/Service Area

Complaints received, split by outcome and curriculum/service area

Legend: Not upheld, Partially upheld, Upheld

Complaints – Curriculum/Service Area

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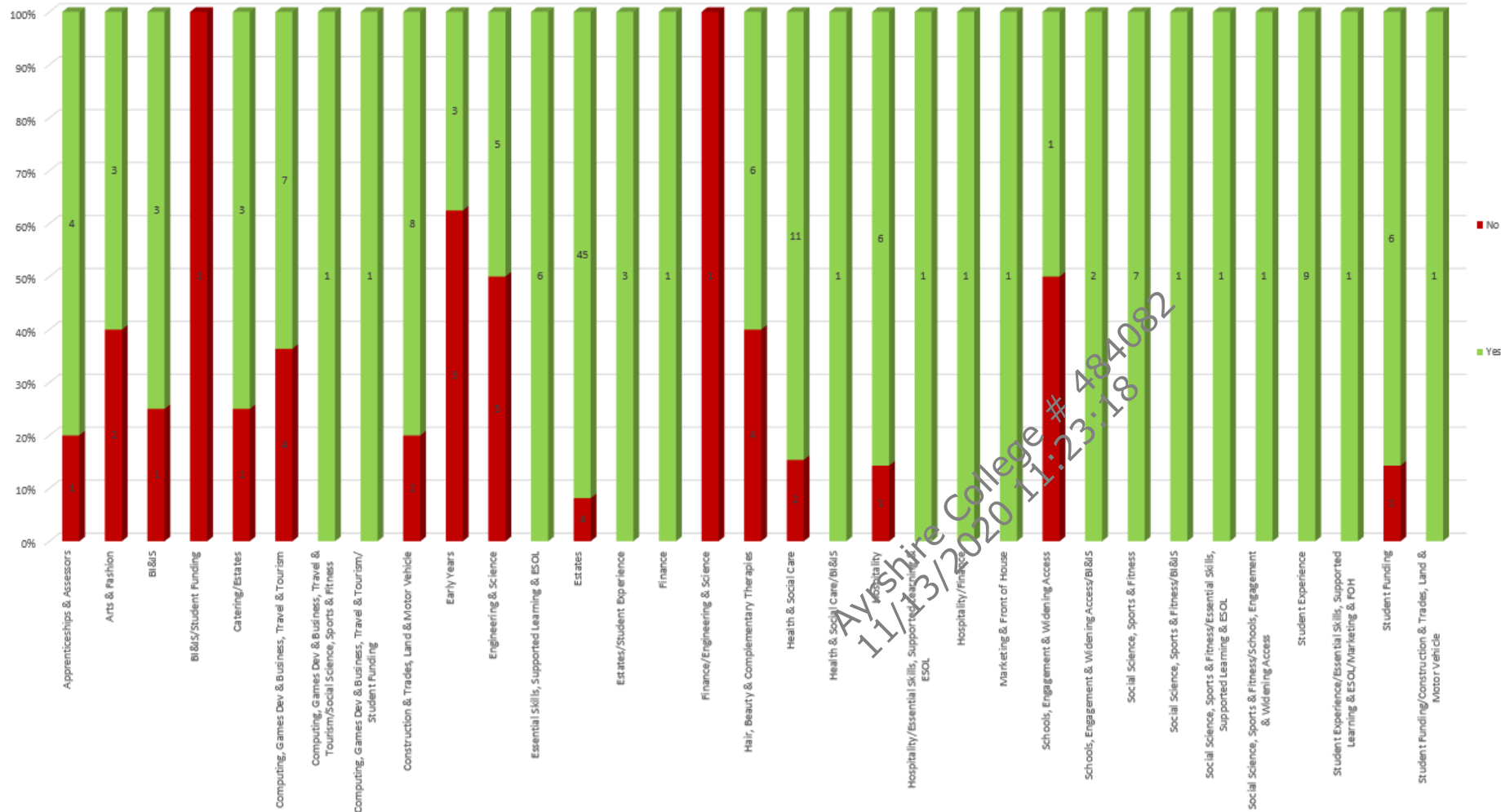
Actions

Complaint Category	Number of actions	Number completed	Number outstanding
1. Customer Care	37	34	3
2. Applications, Admissions & Progression	13	12	1
3. Course Related	12	11	1
4. Services	5	4	1
5. Facilities	5	5	0
6. Others	2	1	1
Total	**74**	**67**	**7**

9

Service Improvements

Issue	Actions
Student unhappy they received a continuing offer letter advising they would get a continuing offer, however this was not the case and they were offered a place at Irvine.	Continuing offer letter needs to be reviewed as this is misleading. Letter advises students if they meet criteria they will get an offer of a place but this might not be the case depending on the places available. Working group established to review the process.
Parent unhappy student's foundation apprenticeship and NPA course not showing on the student's certificate.	Feedback given to the Curriculum Manager that the correct code must be resulted for Foundation Apprenticeships to ensure correct result issued.

Feedback also given that when enrolling students on a qualification that can be certificated at two different levels, the CRS should include the group award code for both levels. The students should not be attached to either group award until it is determined which level they will be working at. Once this is decided the students should then be attached to the appropriate group award. |
Student had problems trying to enrol and felt barriers were continually put in his way preventing him from enrolling.	Process amended so in exceptional circumstances a student can walk into any campus at any time to be enrolled. Communication issued to Student Services and Student Records staff to confirm this.
Students were unhappy there were no catering facilities on Tuesday evening in the Ayr campus and there were only two cups at the water coolers.	The Estates Team checked all water coolers in the campus and ensured they were filled with cups and will continue to monitor them.
Resident at Content Avenue in Ayr unhappy students gathering outside their house and smoking.	Construction managers monitoring the situation and moving students who smoke in this area.
Student unhappy they cannot get a disabled parking space at the Kilmarnock campus as cleaners are parking in these spaces. Having to wait 5-10 minutes in the morning waiting for the cleaners to leave, making the student late for class.	Early morning cleaners are now parking elsewhere in the visitors parking spaces, which frees up disabled parking spaces.
Residents at Derwent House, opposite the Kilmarnock campus, unhappy students and staff are parking in their residents' carpark.	No parking signs, similar to those in the College carpark, ordered and placed at the bottom of the residents' drive to try and prevent students and staff from parking in the residents' carpark.

10

Service Improvements

Issue	Actions
Student unhappy the toilets in the Kilwinning campus were not clean, they didn't flush properly and the water is far too hot.	Bellrock inspected the sanitary ware and fixed any that were broken. Bellrock checked the air fresheners were working and refilled as necessary. The possibility of fitting thermostatic mixing values to the hot water taps will be reviewed with future refurbishments.
Resident at Content Avenue in Ayr unhappy deliveries being made to the College before 7am. Also unhappy we will not replace the Bollards at the end of Content Avenue to prevent through access.	A review of deliveries to the Ayr campus before 7am carried out to monitor times, noise level etc. Identified deliveries that may arrive before 7am and reminded them not to arrive before 7am, and if not possible to use another door at the other side of the campus. One exception where we cannot change the time of delivery or door due to the size of the delivery but this is only once a week. Bollards reinstated at the end of Content Avenue.
Parent of student feels we are putting obstacles in the student's way to prevent them attending College and that we do not want the student to attend College.	Reviewed the chaser emails sent to students from Curriculum Admin to ensure they are clear that a reference and confirmation from the employer they can be observed in the work place are requested as part of the conditions of the offer.
Resident at Mount Pleasant Way, opposite the Kilmarnock campus, unhappy students, but particularly staff, are using their residents' carpark.	Email sent to all students and staff in the Kilmarnock campus, from the Student Association, reminding them not to park in residents' carparks and to be respectful. Email sent to staff from Vice Principal to remind them not to park in residents' carparks.
Student unhappy with the current toilet facilities at Kilwinning Academy on a Thursday night.	Meeting arranged with Estates team at Kilwinning Academy. Head of and Director visited the campus and spoke to all students. Refurbished toilets completed and students now have access to these.
Local MSP complained on behalf of residents at Mount Pleasant Way in Kilmarnock about students parking in their residents' carpark.	The College have approached the Council with an offer of payment for use of 35 spaces in the Morton Street Carpark. Further meetings held with Ayrshire Roads Alliance who are considering options.

11

Service Improvements

Issue	Actions
Environmental Health received a complaint about an outdoor blocked drain at the Ayr campus.	The drain is not blocked but as this is on a slope it is not draining the water away. A soak away drain was fitted to complement existing drain and drain the water away.
Student unhappy that students were not always receiving breaks.	Discussions took place about the running of the salon on a Thursday and actions agreed, with breaks part of this.
Student unhappy with lecturer as feels they are unprepared and unhelpful and lack of knowledge of the units being taught.	Review of timetabling and the use of lecturers appropriate skill sets. Reviewed the support provided for lecturers delivering units for the first time.
Placement provider unhappy student has been telling staff at their placement what to write in their review.	All course tutors will regularly reinforce the SSSC codes of practice and students roles and responsibilities on placement. Head Of reinforced this across the teams with all Curriculum Managers. Offered a mentoring session to support placement staff to be more confident when mentoring students. Placement will confirm suitable date for their staff team when placements resume, likely to be January 2021.
Complaint to SQA that students started placement late and concerned will not achieve the required number of hours to achieve the award.	Proposal drafted that the placement activities for the early years curriculum be brought back into the curriculum team and managed centrally. Explore opportunities with SQA to consider amending the 60 day requirement into hours. Due to the expansion in early years, placements will be available for extended hours similar to health and social care students model. This would reduce any shortfall in future. This has been taken forward at CDN and awaiting further guidance nationally.
Unhappy equipment not clean and no batteries in scales.	Scales to be kept aside for evening class and non-digital scales will be on stand by.
Unhappy with their haircut in the training salon and that this caused head to bleed.	Procedure reviewed for checking clippers for rebalancing before being used.
Unhappy with the content of the Educational Psychologist's report, as feels information has been misinterpreted, information is inaccurate and some information copy and pasted from another report.	The Educational Psychologist will not be used again for student assessments.

12

Service Improvements

| Issue	Actions
Environmental Health received a complaint about a bin in the Ayr campus carpark overflowing with dog waste bags.	Estates staff emptied the bins and will regularly empty them during lockdown.
Unhappy class were told to stop completing work as SQA announcement was coming and now being chased for work, feels students should get more support and not had any information about placements.	Curriculum Manager compiled a list of those students facing significant challenges so that allowances can be made and lecturers can take personal circumstances into account and offer flexibility for deadlines. Curriculum Manager provided the class group with a clear revised realistic schedule of assessments required for sufficient evidence to achieve their award.
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.	Agreement to extend timescale for the whole class to complete SVQ section to end of July 2020.
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.	Assessor set the students a project to work on and will provide help with progression during June 2020. Assessor will devote more time to students from end of June 2020 to get them back on track with their SVQ.
Student unhappy they have not been given a place to progress to the next level.	Guidance Employability and Engagement Officer and curriculum lecturers/Curriculum Manager implemented process to ensure there is joined up guidance communication for level 4 programs and regular meetings now taking place between the two areas.
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.	Curriculum Manager with the support of HR Advisor initiated Stage 1 of the formal process contained in the Staff Capability Policy. Curriculum Manager ensured that none of the students in the class have their achievement or progress affected due to the lecturer's performance.
Unhappy funding has been withdrawn for external course.	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 confirmed which students meet the criteria for the funding.

13

Service Improvements

Issue	Actions
Received an email referring to an offer on the course and invited to apply for funding but had only received a waiting list place.	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.
Unhappy with decision that students will not return until September 2020 and that they will only be in College one day a week.	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.
Not been certificated for NC group award, as unable to complete one unit due to lockdown.	Updated the wording on the College website to make it clear there is no group award for this course. Also included this as part of the course induction.
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.	Reviewed standard letter sent to ensure this does not refer to an interview taking place, when there has not been an interview.

Customer Satisfaction

A total of 128 surveys have been sent, with 37 responses received, this equates to a 29% 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
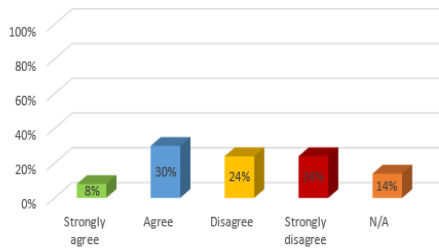
Q3 - I found the complaints process easy to access
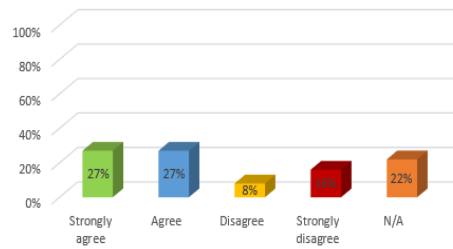
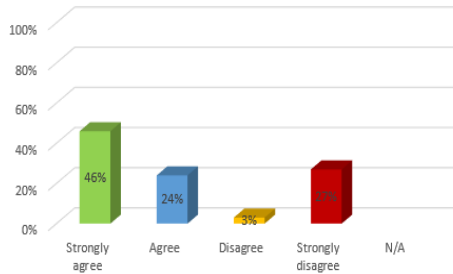Q4 - I found the complaints form easy to use
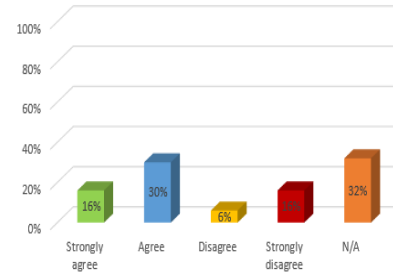
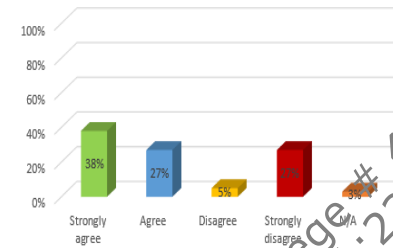Q5 - I was able to access information and assistance in making my complaint where this was required
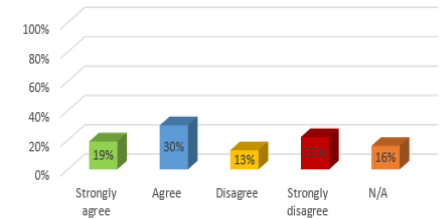
Q6 - I received a prompt acknowledgment of my complaint
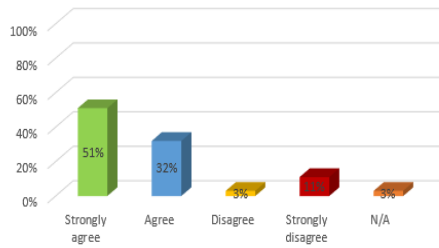
Q7 - I felt my complaint was taken seriously

Q8 - I felt my complaint was thoroughly investigated

Q9 - I received a fair and objective response to my complaint
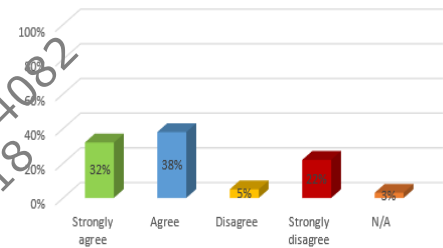
Q10 - I received a clear response to my complaint
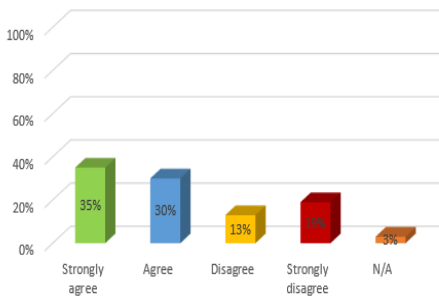
Q11 - I received a response to my complaint within an appropriate timescale
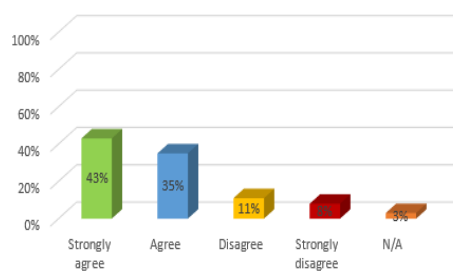
Q12 - I was dealt with courteously at all times

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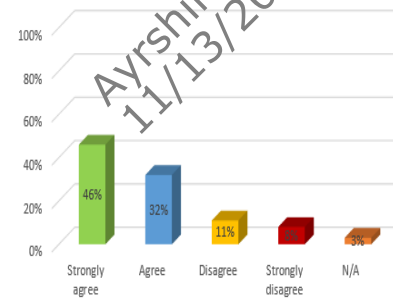
Customer Satisfaction

The comments below is feedback received through the complaints customer satisfaction survey.

'I didn't log a complaint, I asked for help for my son who waited 8 days for a promised phone call after he had a breakdown as a result if unable due to various factors to progress and finish his college work. He has not finished the work'

'We felt the complaint itself was dealt with in a timely manner and communication between college and ourselves was good.'

'Extremely courteous and helpful'

'…was brilliant and helped put my mind at ease with everything I needed'

'…dealt with my complaint but email and rang me. Very promptly and came back to me very fast with a response.'

'I answered NA to question 8 because I do not have access to the relevant information answer in any other way. In addition the content of my complaint remains an issue..'

'…was very clear, concise and kept excellent communication'

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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	• Alleged misuse of disability car parking spaces • Subject to passive smoking in no smoking area • Tripping hazards in workshop
1.2	Security	• Theft of personal property • Padlock on bicycle locker cut by Estates staff
1.3	Diversity & Equality *(Protected Characteristics)*	• 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	• E-mail address divulged to other people • Staff shared student personal data with others during classroom discussion
1.5	Environmental	• 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	• Poor customer service • Failure to respond to requests by e-mail/phone etc. • Requests handled impolitely, discourteously
1.7	Student Conduct	• Student complains that disciplinary procedure was applied unfairly • Students damage neighbouring properties

Appendix cont...

2.0	APPLICATIONS, ADMISSIONS, PROGRESSION	
	Sub-Category	Examples
2.1	Marketing	• Unable to find evening class information on College website • Misleading information in College prospectus
2.2	Application, Admission, Interview, Enrolment, Induction	• 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	• 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	• 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	• Classrooms/desks not fit for purpose • Wifi unreliable • Broken smartboard • Workshops too cold • Not enough computers for size of class
3.3	Course Management	• Class cancelled at short notice • No contingency for staff absence • Lecturer arrives late/finishes class early
3.4	Facilitated Learning Support	• 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	• 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	• 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	• Delay in processing bursary application • Application for hardship fund handled unfairly
4.3	Student Records	• Student personnel data is incorrect/not updated
4.4	Provided Learning Support	• 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	• 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	• Delay in handling complaint

5.0	FACILITIES	
	Sub-Category	Examples
5.1	Catering	• Coffee shop frequently runs out of soya milk • Choice on offer
5.2	Student Accommodation	• Poor wifi service • Cleanliness of accommodation
5.3	Maintenance, Lifts, Car Parking	• Lifts out of order • College does not provide sufficient car parking space • College signage is misleading

6.0	OTHERS	
	Sub-Category	Examples
6.1		• No College wide 2 minute silence on Remembrance Day