

CORPORATION

Minutes of the meeting of the Corporation held on Wednesday 24th May 2017 commencing at 10.40am in the Room SC109, Easton Campus, Easton, Norfolk

Present

J Whyman	JW	Independent Member & Chair for this meeting
D Henley	DH	Principal
F Baugh	FB	Independent Member
B Feltwell	BF	Independent member
M Coleman	MC	Independent Member
C Hard	CH	Staff Governor
D Nunn	DN	Independent Member
G Pilcher	GP	Independent Member
D Redhead	DR	Independent Member
P Richardson	PR	Independent Member
R Sheasby	RS	Independent Member
E Sweetman	ES	Staff Member
P Thirkettle	PT	Independent Member

In Attendance

C Dyble	CD	Director of Enterprise and Marketing
B Jones	BJ	Interim HR Consultant
D McAuley	DM	Director of HE
C Nix	CN	Director of Estates
R Robson	RR	Director of Governance
R Storer	RSt	Director for Services to Business
J Townsend	JT	Curriculum Improvement Consultant
J West	JWe	Director of Funding, Reporting Services and IT
M Wilkinson	MW	Director of Finance
L Wilson	LW	Assistant Principal

Action

1. PRELIMINARY PROCEDURAL MATTERS

1.1 Welcome and Apologies for Absence

JW welcomed all to the meeting and confirmed that in the absence of Sally Bendall he would be acting as Chair. Apologies were received from Sally Bendall, Sandra Dineen, Bob Feltwell, Daniel Noble, Mark Pendlington and Deanna Provis.

1.2

Timing of Agenda and items of Urgent Business

The Agenda was accepted and no additional items were received.

1.3 Declarations of Interest

The following declarations of interest were declared:

- PR in relation to Morley
- GP in relation to RNAA
- DR in relation to Tex Holdings Ltd

No other declarations were received in relation to items on this Agenda.

1.4 Minutes of the previous Meeting

The minutes of the meeting held on 26th April 2017 were **confirmed** as a true record of the meeting for signature by the Chair.

1.5 Actions and Matters Arising

Action 1 – on this agenda, action **agreed** complete.

Action 2 – BJ confirmed that the level of staff attendance at 93.7% is above benchmark. 44 members of staff over the 'trigger' point are being proactively managed, with longer term absences having decreased as the year progressed. Action **agreed** complete.

A matter arising from the minutes was raised by a member, he sought clarification around the schools engagement vacancies. CD confirmed that the advertisements had been out and that interviews were being held next week for full time staff. The advertisements for sessional staff/students had not received such a good response and it was therefore likely that 2 full time applicants would be recruited. The member sought confirmation that training is given to schools engagement staff, CD confirmed that full training would be given before those staff commenced work and that this would be reviewed by the Engagement Manager.

2. GOVERNANCE BUSINESS

2.1 Appointment of a New Independent Member

DH confirmed that at the present time the Board did not have a member from the legal profession. He advised that members of the Search & Governance Committee had met with Louisa Butcher (LB) and wished to recommend her for appointment to the Board. Members were directed to the CV contained in their meeting packs. LB is a qualified solicitor with Mills & Reeve in Norwich in their agribusiness team.

Resolved: to appointment Louisa Butcher as an Independent Member of the Corporation **Unanimously agreed** by all

2.2 Link Governor Reports

The Reports of visits undertaken since the last meeting were received and noted by Members. FB asked if the visit form could be amended to record the campus visited. RR

2.3 Complaints Policy

The updated Compliments and Complaints Policy was reviewed. CD noted that the process had been simplified and was now more customer focussed; complaints would now be dealt with more efficiently and steps taken to

ensure that problems highlighted do not reoccur. A member suggested that refinements be made to the Compliments map and to ensure that it was clear that Directors would not become involved until stage 2 of the complaints process. These changes were agreed by CD who confirmed that they would be incorporated into the Policy prior to publication.

3. STRATEGIC PLANNING

3.1 Monthly KPI Report for April 2017

DH drew members' attention to the student attendance KPI; Attendance is 17% higher than the same period last year. However he noted that during the Ofsted inspection week there was a spike in absences as highlighted by the number of chasing text alerts sent to students, leading to Ofsted advising that attendance was not good enough. Retention is 4% improved on the same period last year for 16-18 and 7% higher for level 3. Applications are down but offers made are higher year on year, and signs of internal progression are positive.

A member questioned the KPI for student progress and suggested that a new measure was required due to the way this had worked this year. DH confirmed the reasons behind the issues, as set out in the KPI report.

Members asked for further clarity on the issue of the staff appraisals not being completed. BJ reiterated the issues with the online system and confirmed that more appraisals had been completed than were recorded on the system. Staff were now being asked to complete via a paper-based system and have been given a new deadline for completion of 2nd June. Members sought to emphasise the crucial importance of an effective appraisals system to the College. A member asked for confirmation that all managers were able to undertake the appraisals or was any additional training required. DH and BJ responded by confirming that training was given where required, refresh training was available and staff had been informed of the expectation for appraisals to be completed. A member sought confirmation of the nature of the appraisals outstanding, DH confirmed that these were mid-year review interviews. A member asked for further clarity on the nature of the IT problem, was further investment required. DH confirmed the problem lay in shaping the system purchased to fit the College's requirements, further work will be done on that. A member asked if a correlation between areas of poor student retention and attendance, poor teaching and learning and non-completion of appraisals can be seen. BJ confirmed that performance management goes beyond appraisals and where performance is seen to slip this is being dealt with.

3.2 Monthly KPI Report for HE April 2017

DM confirmed that the end of the HE academic year for students was only 3 days away. He highlighted the main aspects of the Report. DH confirmed, in response to a question raised at the last meeting, that HE financial data was encompassed within the College wide data in the main KPI Report. A member commented that, as this is an area targeted for growth, separate information would be helpful. DH confirmed this would be explored. MW confirmed that the contribution rate could be added, but this is fixed at the beginning of the year. The existing contribution rate from HE is not considered to be sufficient.

3.3 Monthly KPI Report for Apprenticeships March 2017

RS and CD highlighted the main aspects of the Report to members. A member asked for an update on the impact of the recent closure of 'Edge'. CD confirmed that the College were trying to obtain a sprayer but that the business model was not suitable.

The need to highlight employers' options with the Levy for existing employees was noted, RS and CD confirmed details of the ongoing work with employers in this area and in general promotion.

A member asked for an update on the progress of the rolling out of OneFile. RS confirmed that this is a four stage process, all new starts are put straight onto OneFile and by July only seventy should remain paper based. A member asked the reasons behind the improvement in the predicted targets. CD highlighted the introduction of OneFile and the restructuring undertaken.

4. ENSURE CONTINUED FINANCIAL VIABILITY OF THE COLLEGE

4.1 Management Accounts April 2017

MW took members through the April Accounts, confirming that there was no material movement in the forecast to the end of the year from the previous month. The forecast looking further ahead and the reasons behind that were considered.

The link governor for finance confirmed that the college was being pressed to improve the ratio of pay to income; the current level could not be sustained. He emphasised that the Board need to have a view on that. DH confirmed that the impact of the agreed in year savings would reduce that percentage. A member asked what impact the Ofsted outcome was likely to have on the banks. The link governor for finance confirmed that they should be informed, for the banks the main issue will, be recruitment. A satisfactory outcome to the security negotiations remains of significant importance together with that of securing covenants that the College can meet moving forward. The impact of low recruitment on staffing was highlighted by a member as was the need to 'spend better'.

4.2 Review and Update of Financial Regulations

MW explained the annual review of Financial Regulations to the Corporation; he confirmed that no material changes were proposed rather that the changes were to bring the Regulations up to date. The amended Regulations were shared with members in advance of the distribution of Board papers.

Resolved: agree the proposed changes to the Financial Regulations
Unanimously agreed by all

4.3 Update on Subcontracted Business

JWe presented an update to Corporation. A member sought clarification as to what had happened with the learners who had been enrolled with NCC. JWe confirmed that those five had now re-enrolled with the College.

5. PERSONAL DEVELOPMENT OF STAFF AND STUDENTS

5.1 HE – QAA Quality Review

DM took members through the main aspects of the draft report, the judgements given were noted. DM explained the areas for improvement and areas for development highlighted by the report and confirmed an action plan was now in place to resolve these issues. A member sought confirmation that the KIS data was available. DM confirmed that this was now the case. The member sought further clarity that guidance was being obtain in respect of the terms and conditions. DM confirmed that he was working with the help of the UEA on this.

A member asked if the Ofsted outcome could impact the UEA view of the College. The need to advise the UEA was noted.

6. AOB

None.

7. Date of the next Meeting

The next meeting was confirmed as Tuesday 27th June 2017 at the Easton campus with an 8.00am start time.

The Chair closed the non-confidential agenda at 11.59