

# A Skills for Life Strategy for Gateshead

2008 - 2011



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# Foreword

The Government aims to help millions of adults learn new skills and improve existing ones, making Britain's workforce one of the most skilled in the world by 2020. This was outlined by Lord Leitch in *World Class Skills: Implementing the Leitch Review of Skills* published in July 2007. For England, it means by 2020 we would need: 95% of adults to have functional literacy and numeracy skills. This follows on from the Government report - 'Skills for Life' - compiled by Sir Claus Moser, which found that seven million adults in the UK have poor literacy and numeracy skills, including approximately half a million who struggle with English because it is not their first language.

For Gateshead this means reducing poor levels of literacy and numeracy and supporting the improvement target set by Vision 2030 for all residents to achieve functional literacy and numeracy skills by 2030.

Increased skills within the workplace benefit both the learner and the employer. This can sometimes be the same person; managers often find themselves grappling with new technology. There are clear personal rewards for employees and their families resulting from the confidence achieved through increasing literacy, language and numeracy skills.

We depend upon functional literacy, language and numeracy. Until we all have the skills that will allow us to function in everyday life, there will be a source of great inequality in our society.

I welcome this strategy because it clearly shows how the Council supports their employees and residents of Gateshead in improving their literacy, language and numeracy skills. This will improve the lives of people in Gateshead, increase employability skills and support the Government in achieving world-class skills. We are committed to helping everyone to develop learning and skills throughout their lives. The improvement of basic literacy, language and numeracy is, for many, the most important first step.

Councillor David Napier  
Portfolio Holder Safer Stronger  
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# Executive Summary

This is Gateshead Council's second Skills for Life Strategy and is effective from March 2008 through to March 2011. The Strategy identifies key priorities that need to be undertaken during this period by the Council, in order to improve the literacy, language and numeracy skills of the adult population of Gateshead.

## Achievements since the last strategy are

- Achievement of a grade one 'outstanding' for Skills for Life in the Adult Learning Inspectorate
- Achievement of a grade two 'good' for Leadership and Management in the Adult Learning Inspectorate, the highest grade gained by a local authority at the time. Two of the key strengths identified were; good strategic planning and management of learning and very effective measures to promote social inclusion
- Winner of the national 'Get On Award' for best regional, local authority, Skills for Life provider, 2007
- Council steering group established with partners including LSC, Gateshead College and Gateshead Voluntary Organisation Council
- 60 frontline Council staff achieved unit one of the Adult Learner Support certificate
- Effective promotion to help achieve 100% of the target set by the LSC through global email, council news and publicity material across Gateshead
- An additional 5 full time and 2 part time Skills for Life Development officers working for the team
- Skills for Life Development officers have established excellent relationships with Centre managers and work together to recruit learners on programmes
- Four sources of external funding to sustain delivery - FE, Train to Gain, NLDC and NRF
- Excellent partnership working with Union Learning Reps to identify employees with skills for life needs
- Qualifications have been achieved by over 300 staff across the Council including Community Based Services and Local Environmental Services

The Skills for Life team has merged with Adult Learning team to become Adult Learning and Skills. The new structure includes a Workforce Development Unit, Data and Funding team and Family Learning team. This improves our ability to provide a quality service to learners and employees of Gateshead.

**Sustainable Community Strategy** - Vision 2030 and the Council's Corporate Plan, provides the strategic framework for the Strategy. It sits alongside a range of other key plans all of which play a key role in addressing literacy, language and numeracy levels.

- Adult Learning Plan
- Children and Young People plan
- Every Child Matters
- Family Learning Strategy
- Raising Achievement Service Plan

The overall outcome of this strategy is:

*"Local people who have the literacy, language and numeracy skills to make the most of all the opportunities available to them and achieve their full potential"*

Through the strategy we will ensure that local people have the knowledge, skills and qualifications to achieve their employment goals, and are able to maximise learning opportunities to realise their full potential. In addition we will work to ensure that local people have the opportunities to learn throughout their lives, irrespective of age or ability.

The Strategy identifies five strategic objectives, which prioritise activity in five key areas:

- Evidence basing to enhance our understanding of Skills for Life Needs
- Awareness raising
- Tailoring Skills for Life to meet specific needs
- Partnership working and improving quality
- Utilize resources and innovative ways of working.

Focusing activity and targeting resources in these areas will have the greatest impact on improving functional skills in Gateshead. Identification of these areas was informed by Government guidance, patterns of literacy, language and numeracy levels in Gateshead, consultation with the Learning and Skills Council and the Skills for Life task group of the Gateshead Strategic Partnership.

A detailed action plan supports the strategy, which sets out how we will address the key targets described in Vision 2030, key priorities for the year ahead and a phased approach to achieving the Strategy's five objectives. The Raising Achievement Service will monitor performance against the action plan.



# Introduction

## Purpose and timescale

The purpose of this strategy is to increase levels of numeracy and literacy skills amongst the adult population of Gateshead. The latest figures available from the Department for Education and Skills<sup>1</sup> show that 22% of adults in Gateshead have 'poor' literacy skills (equivalent to a reading age lower than that of an eleven year old), compared to a national average of 16%. The same source indicates that 63% of the Gateshead adult population have poor numeracy skills (beneath NVQ Level 1), compared to the national average of 46%. The strategy aims to bring both levels closer to the national average by March 2011.

Poor levels of literacy and numeracy skills have an impact on confidence levels, academic achievement and employment. Many people in the community have poor literacy, language and numeracy skills. As a Council we need to do more work to improve the levels of functional skills in the borough. Work is already being done in Gateshead's schools, which has seen the Local Education Authority rising to 5th in national tables for GCSE attainment. We now need to extend this work to adult learning and help more people to achieve the levels of skills they need to reach their full potential.

This strategy targets residents of the Borough, Council employees and other employees working in Gateshead. A skills audit is currently being drafted for Council employees to complete. Analysis of results will identify specific levels of skills needs.

## Consultation

Members of the Skills for Life Task Group of the Gateshead Strategic Partnership, Raising Achievement Service and Adult Learning have been consulted on the development of the Council's Skills for Life Strategy. Residents needs have been incorporated into the plan as identified from The Basic Skills Agency Consultancy report and learner feedback given from focus groups held across the borough of Gateshead. Funding to support the achievement of Skills for Life targets is the responsibility of the Learning and Skills Council (LSC). The local LSC and the representatives from the Skills for Life Quality Improvement programme have both been actively involved in producing the strategy.

## Definition

Skills for Life refers to adult literacy, language and numeracy skills. The Basic Skills Agency defines Skills for Life as:

*"The ability to read, write, speak in English and to use mathematics at a level necessary to function and progress at work and society in general."*

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<sup>1</sup> 'Read Write Plus' website, 2005

People can experience literacy, language and numeracy problems regardless of their social group, ethnic background, age, disability or lifestyle. However, there is a proven correlation between deprivation and poor levels of literacy, language and numeracy. In addition, some sections of society have especially acute needs. For example people coming to Gateshead from other countries may not speak English as a first language or at all.

The Government has set national targets for the achievement of Skills for Life qualifications. The Council has performance indicators that measure the success of Gateshead residents achieving literacy and numeracy qualifications. The qualifications framework is as follows, showing progression from pre-entry level in which an individual will have a 'very-poor' level of literacy or numeracy, demonstrated for example by an inability to write his/her name.

- Pre-Entry Level
- Entry 1
- Entry 2
- Entry 3
- Level 1: equivalent to a GCSE Grade D - G
- Level 2: equivalent to a GCSE Grade C

Only qualifications at Entry 3 and above count towards the Government's national test targets. However, it is critical to engage with adults beneath Entry 3 to help them to develop skills and progress towards Entry 3 and beyond.



# Strategic, national and local contexts

## National context

The Government has unveiled major new plans to help millions of adults learn new skills and improve existing ones. *World Class Skills: Implementing the Leitch Review* was published in July 2007. For England it means by 2020 we would need 95% of adults to have the basic skills of functional literacy and numeracy, up from 85% literacy and 79% numeracy in 2005 ('functional' is defined as Level 1 for literacy and entry 3 for numeracy.)<sup>2</sup>

This follows the 'Skills for Life Strategy' launched by the Government in March 2001. This national strategy for improving adult literacy and numeracy, evolved as a response to Sir Claus Moser's 1999 landmark report *A Fresh Start - improving literacy and numeracy*<sup>3</sup>. This stated that up to seven million adults in England are unable to read or write at the level expected of an 11 year old. Various measures were devised to demonstrate the impact of literacy at this level.

There are a number of national targets built into the national strategy. For example, 'The Skills for Life Strategy' has met its 2004 target to increase the skills of 750,000 people. It is now aiming to achieve a national target of helping 2.25 million adults to improve their literacy, language or numeracy skills by 2010. Public sector employees and low skilled people in employment are priority target groups in the Government's strategy. Following the Government's adoption of Leitch's recommendations on new functional literacy and numeracy skills, previous targets are set to change. New measures and recording of targets starts in August 2008 and will take precedent over previous targets.

## ESOL (English for speakers of other languages)

In October 2006 the Department for Education and Skills announced that ESOL would no longer attract automatic fee remission. Fee remission would only be granted to those who needed it most. Those who benefited from the migrant process, such as employers or better paid migrant workers are asked to pay 37.5% towards the costs of fees<sup>4</sup>. In September 2007, DIUS (Department for Innovations Universities and Skills) announced a new range of ESOL work qualifications. These are shorter, work related qualifications that are more attractive to employees. The Skills for Life team continue to provide literacy and language support for ESOL learners and have changed the curriculum to reflect the new work related qualifications. From 2008 a Points Based System 'Making Migration work for Britain'<sup>5</sup> will begin to operate in the UK. One of the requirements of the system will be that migrants coming here to undertake skilled or highly skilled work must provide evidence to demonstrate that they have an acceptable standard of English. This could have an impact on the future need for ESOL.

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<sup>2</sup> Skills for Life UPDATE Autumn 2007 issue 23 read.write.plus

<sup>3</sup> Moser Claus, The Moser Report (DfEE 1999, ref: CMBS 1)

<sup>4</sup> DIUS Focusing English for Speakers of other languages (ESOL) on Community Cohesion. Jan 2008.

<sup>5</sup> Home Office Border & Immigration Agency. Points Based System, Procedure for Inclusion on the list of approved English Language tests Nov 2007.

In 2004, the Basic Skills Agency conducted a study of Skills for Life issues in the Council. The report concluded that: *“There is a clear role for the Council within the Skills for Life agenda. If this role is to be fulfilled, there is a need for a strategic plan.”*

## Strategic context

**Vision 2030 is the Sustainable Community Strategy for Gateshead.** It sets out a shared vision for Gateshead

*Local people realising their full potential enjoying the best quality of life in a healthy, equal, safe, prosperous and sustainable Gateshead*

The Skills for Life Strategy supports delivery of the Sustainable Community Strategy Vision 2030. It will particularly help to deliver the Big Ideas for City of Gateshead and Creative Gateshead

A target has been set to achieve functional literacy and numeracy skills of all residents in Gateshead within the improvement targets in Vision 2030.

This means that the Council aims to ensure that people in Gateshead:

- Get the most from educational opportunities, maximising their attainment levels
- Have the knowledge, skills and qualifications to achieve their employment goals and realise their full potential and maximise learning opportunities
- Have opportunities to learn throughout their lives, irrespective of age or ability

This aspiration cannot be realised without a corresponding drive to improve the poor levels of adult literacy, language and numeracy skills. We want local people to get the most out of lifelong learning opportunities available in Gateshead, starting with improving their levels of functional skills.

The Council's Corporate Plan sets out how the Council will help to deliver Vision 2030. The Skills for Life Strategy supports achievement of the Council's Corporate Plan, particularly contributing to the Corporate Priorities for:

- Building stronger communities, by increasing and improving access to learning opportunities;
- Improving accessibility, connectivity and economic prosperity by helping to reduce worklessness and improving skills

The overall outcome for this strategy is set out below and supports the vision for Gateshead as set out in Vision 2030 and the Council's Corporate Plan:

*“Local people who have the literacy and numeracy skills to make the most of all the opportunities available to them and achieve their full potential”*

The next section, starting on page 12, sets out how the Council will deliver this vision in Gateshead.

## Local Context

### Tyne and Wear

Funding responsibility for Skills for Life in Tyne and Wear rests with the Tyne and Wear Learning and Skills Council. The Skills for Life target for 2004 for the Tyne and Wear region was to help 18,580 people to achieve Skills for Life. The actual achieved up to September of 2004 was 11,960. In addition, there is the challenging target of 95% of adults to have functional literacy and numeracy skills. Therefore it is essential that the regional LSC maintains or increases the current level of Skills for Life achievements to meet the targets. Significant investment into Skills for Life within the region will be made to contribute to the achievement of targets set out in the Leitch review up to 2020. In Tyne & Wear 21% of adults have literacy skills below level one. 28% of adults have a numeracy need at entry 3.

### Gateshead

Educational attainment in Gateshead is lower than the national average. According to the 2001 Census 38% of Gateshead residents have no qualifications. This compares to an average of 29% across England and Wales. This can have economic implications for the borough as people lack the skills they need to access employment opportunities. In March 2005 4.2% of people in Gateshead were unemployed, this is higher than the national average of 2.8%. Gateshead are measuring literacy and numeracy performance indicators within the Local Area Agreement in response to the Leitch review.

### Skills for Life in Gateshead

Gateshead College and a number of work-based training providers are also responsible for delivering Skills for Life and contribute to the local target. In addition, Skills for Life teaching is a key feature of the Council's Family Learning programmes delivered in schools and community centres throughout the borough, predominantly focusing on families learning together.

Gateshead Council's Skills for Life team deliver literacy, numeracy and ESOL programmes in over 20 community venues throughout Gateshead, particularly focusing on areas of deprivation and targeting hard to reach learners with few or no qualifications. Many barriers to learning have been addressed to enable local people to access learning e.g. low levels of confidence, social skills and free childcare. In addition the Skills for Life team are responsible for literacy, language and numeracy support up to level 2 for all Council employees and other employees that work in Gateshead. Over 300 Council employees have achieved level 1 and 2 qualifications in literacy and numeracy. Over 100 employees across Gateshead have also benefited from support. At the local government awards learners from both Local Environmental Services and Community Based Services won awards for best group of Skills for Life learners. Employees' access support through a number of sessions designed around their working needs.

Whilst Skills for Life support has had a positive impact on employees and residents of Gateshead there is still a need to further develop a whole organisation approach to Skills for Life if the Council is to meet the challenges and opportunities facing sustainable Gateshead.

This strategy aims to draw together new and existing strands of Skills for Life in Gateshead to ensure a coherent and consistent approach. It will contribute towards Vision 2030, Gateshead Councils' Skills for Life local performance indicators and subsequent targets agreed with the LSC.

### **Addressing Equalities and Diversity Issues**

Gateshead has undergone a journey of transformation over the last 20 years and has seen unemployment rates drop from 17% to 4% from 1987. It has a diverse population in terms of age, ethnicity and religion. The most recent estimate carried out in the 2001 Census, stated there are 191,151 people living in 84,267 households in Gateshead. Of the total number of people that live in the borough, 10% are over 75 years old, a figure that is continuing to rise. There are also an increasing number of residents in the borough belonging to the Black and Minority. People from an ethnic minority background make up less than 2% of the community

Gateshead embraces its diverse communities and acknowledges that the different social groups living in the borough may have specific Skills for Life needs that need support. This is taken into account when designing the types of courses and programmes that are delivered and publicised. This is why the Strategy's first strategic objective seeks to gain further understanding of the needs and desires of basic skills needs of Council employees and Gateshead residents.



# Vision, outcomes, objectives and targets

The overall outcome for this strategy is:

*“Local people who have the literacy and numeracy skills to make the most of all the opportunities available to them and achieve their full potential”*

This outcome is underpinned by the following five strategic objectives:

**Strategic Objective 1:** Gather a comprehensive evidence base about the Skills for Life needs of those who live in the borough including a skills audit of employees.

**Strategic Objective 2:** Raise awareness of Skills for Life across the Council and to employers in Gateshead through fully supporting the Skills Pledge which champions all employees being functionally literate and numerate.

**Strategic Objective 3:** Tailor Skills for Life to meet the specific needs of all residents in Gateshead across the five neighbourhood areas.

**Strategic Objective 4:** Improve service quality by sharing best practice through effective partnership working across Gateshead.

**Strategic Objective 5:** Utilise resources and innovative ways of working to ensure the effective delivery of the strategy.

## How will we achieve these objectives?

A number of priorities have been identified that will help us to achieve our objectives.

**Strategic Objective 1:** Gather a comprehensive evidence base about the Skills for Life needs of those who live in the borough including a skills audit of employees.

**Priorities:**

1. Establish a baseline of Gateshead residents with Skills for Life needs
2. Establish a baseline of the distinct Skills for Life needs of different social groups in the borough (ethnicity, age, social class, gender, disability, geographical)
3. Establish a baseline of the Skills needs of Council employees

**Strategic Objective 2:** Raise awareness of Skills for Life across the Council and to employers in Gateshead through fully supporting the Skills Pledge which champions all employees being functionally literate and numerate.

**Priorities:**

1. Continue to work with the area forums under the Gateshead Strategic Partnership to coordinate activity across the Council and develop understanding of the issues
2. Sign up to the Skills pledge in partnership with the Public Service Academy
3. Continue to work with Union Learning Representatives to identify and offer support and learning opportunities to Council employees with literacy and numeracy needs
4. Raise awareness of Skills for Life through corporate and local media to encourage residents and employees to recognise their own needs and act upon them

**Strategic Objective 3:** Tailor Skills for Life to meet the specific needs of all residents in Gateshead across the five neighbourhood areas.

**Priorities:**

1. Provide targeted Skills for Life opportunities in all five neighbourhood management areas, concentrating on areas of need
2. Continue to monitor quality assurance and quality improvement to guarantee the effectiveness of Skills for Life delivery and meeting individual needs
3. To evaluate the Council's delivery of Skills for Life to be certain that delivery meets national standards and that residents and employees are offered the best possible service

**Strategic Objective 4:** Improve service quality by sharing best practice through effective partnership working across Gateshead.

**Priorities:**

1. Clarify the Council and partners' role in delivering Skills for Life in Gateshead
2. Continue to explore opportunities to develop Skills for Life with new and existing partners from the public, voluntary and private sectors
3. Support local partnerships, projects and initiatives such as 'Test the Region,' any other local initiatives and the Tyne & Wear Skills for Life steering group

**Strategic Objective 5:** Utilise resources and innovative ways of working to ensure the effective delivery of the strategy.

**Priorities:**

1. Embed Skills for Life into the Council's adult learning programme to improve the literacy, language and numeracy levels of adult learners
2. Embed Skills for Life in the Council's workforce development programme to improve the literacy, language and numeracy levels of employees
3. Continuously seek new resources to support the Council's Skills for Life delivery to develop capacity, and use current IT resources to deliver Skills for Life programmes

**The Action Plan, starting on page 16, sets out in detail how we will achieve these objectives.**



# Performance and review

The Raising Achievement Service will monitor performance against the action plan. Progress will be evaluated regularly.

The Strategy will be reviewed on an annual basis in the context of the wider work being undertaken to address poor literacy, language and numeracy levels across the borough.

The Strategy will contribute towards achieving a Local Area Agreement indicator in relation to Skills for Life:

- The number of learners achieving literacy at level one or above
- The number of learners are achieving numeracy at Entry 3 or above

The Strategy will also contribute towards achieving 95% of residents achieving functional literacy and numeracy skills by 2030 as set out in Vision 2030 Sustainable Community Strategy for Gateshead.

Progress and success towards all targets will be monitored and reported upon in the Adult Learning & Skills Self Assessment Report.

Progress on these Performance Indicators will be reported through the Economy, Skills, Housing and Transport group and the Gateshead Strategic Partnership Steering Group. In addition progress in relation to the Local Area Agreement indicators will be reported to the Council's Cabinet and the Sustainable Communities People Overview and Scrutiny Committee.

# Action plan

## Strategic Objective 1

Gather a comprehensive evidence base about the basic skill needs of those who live and work in the borough

Key Actions Priorities	Achievement and officer responsible	Milestones	Impact	How will we know when we have achieved our priority?
Carry out a skills audit	Adult Learning & Skills and Organisational Development	<ul style="list-style-type: none"> <li>a. Survey designed to assess skills of employees Feb 08</li> <li>b. Data collated about Skills for Life needs of council employees April 08</li> <li>c. Assessment of qualifications and need of current learners April 08</li> </ul>	Better understanding of the Skills for Life needs of Gateshead employees	Accurate database containing relevant baseline data on employees with Skills for Life needs May 08
Carry out a learning needs survey to a sample of Gateshead Residents	Adult Learning & Skills Manager	<ul style="list-style-type: none"> <li>a. Survey designed to assess skills of Gateshead residents September 08</li> <li>b. Data collated about Skills for Life needs of residents December 08</li> <li>c. Action plan drafted to target areas of with acute needs Jan 08</li> </ul>	Better understanding of the Skills for Life needs of Gateshead residents	Accurate database containing relevant baseline data on residents with Skills for Life needs Jan 08

## Strategic Objective 2

Raise awareness of Skills for Life across the Council and to employers in Gateshead by fully supporting the Skills Pledge, which champions all employees being functionally literate and numerate.

Key Actions Priorities	Achievement and officer responsible	Milestones	Impact	How will we know when we have achieved our priority?
Support the Skills Pledge	Adult Learning & Skills and Organisational Development	a. Gain agreement from the public service academy to support the pledge Feb 08  b. Work with Adult Learning and Skills & Organisational development to devise a strategy paper for cabinet Feb 08	All providers within the public service academy acting as champions to other employers in Gateshead for supporting functional skills	Chief executive signing the pledge on behalf of the council April 08
Continue to work with union learning representatives to identify and offer support and learning opportunities to Council employees with literacy and numeracy needs	Adult Learning & Skills Manager	a. Set up a steering group with union learning representatives to identify learning opportunities May 08  b. Negotiate with management for support for employees with literacy and numeracy needs - ongoing  c. Offer a range of programmes to meet training needs at times accessible to the Council workforce - ongoing	Learners having increased routes into learning	An increase in learners accessing Council programmes during work time and out of hours June 08

Strategic Objective 2 *continued...*

<b>Key Actions Priorities</b>	<b>Achievement and officer responsible</b>	<b>Milestones</b>	<b>Impact</b>	<b>How will we know when we have achieved our priority?</b>
<p>Raise awareness of Skills for Life through corporate and local media to encourage residents and employees to recognise their own needs and act upon them</p>	<p>Adult Learning &amp; Skills Manager</p>	<p>a. Global emails sent out to employees - tri monthly</p> <p>b. Prospectus sent out to all residents in Gateshead - each term</p> <p>c. Features in the Council news and the Gen - ongoing</p> <p>d. Publicise programmes in all community venues and schools across the borough - tri monthly</p>	<p>Raise awareness of the range of Skills for Life programmes on offer</p>	<p>Increase in employees and residents achieving literacy and numeracy qualifications at level one and entry 3 measured against performance indicator targets - ongoing annually</p>
<p>Continue to work with area forums under the Gateshead Strategic Partnership to co-ordinate activity across Gateshead</p>	<p>Adult Learning &amp; Skills Manager</p>	<p>a. Work with existing and appropriate partners at Gateshead and Tyne &amp; Wear level - monthly</p> <p>b. Obtain feedback from appropriate representation on the area forums - ongoing</p>	<p>Share information and best practice</p>	<p>Increase in funding and involvement in other projects i.e. Test the Region Ongoing - March 2011</p>

## Strategic Objective 3

Tailor Skills for Life to meet the specific needs of all residents in Gateshead equally across the five neighbourhood areas

Key Actions Priorities	Achievement and officer responsible	Milestones	Impact	How will we know when we have achieved our priority?
Provide targeted Skills for Life opportunities in all five neighbourhood management areas, specifically areas with highest level of need	Adult Learning & Skills Manager	<ul style="list-style-type: none"> <li>a. Research the wards with the highest levels of deprivation Aug 08</li> <li>b. Look at venues for delivery in area with most need Aug 08</li> <li>c. Offer a range of programs at all levels with child-care support - Sept 08</li> </ul>	Engage learners that are most hard to reach	Delivery of Skills for Life in ten deprived areas across Gateshead Sept 08
Embed Skills for Life in the Council's adult learning programme to improve literacy, language and numeracy levels of adult learners	Adult Learning & Skills Manager/ Curriculum Co-ordinator	<ul style="list-style-type: none"> <li>a. Consult with Curriculum Co-ordinator and choose two programmes as a pilot March 08</li> <li>b. Consult with tutors involved in pilot programs March 08</li> <li>d. Roll out pilot programmes May 08</li> <li>e. Evaluate pilot programmes Sept 08</li> </ul>	Learners have better learning journey and can increase their skills by achieving two qualifications	Achievement and success rates on embedded programmes over 70% Jan 09

Strategic Objective 3 *continued...*

<b>Key Actions Priorities</b>	<b>Achievement and officer responsible</b>	<b>Milestones</b>	<b>Impact</b>	<b>How will we know when we have achieved our priority?</b>
Embed Skills for Life into the Council's workforce development programme to improve the literacy, language and numeracy needs of employees	Adult Learning & Skills Manager - ongoing	a. Consult with ULR's on identified areas of learning need made by employees April 08  b. Target service areas to promote learning opportunities May 08  c. Publicise learning opportunities through Council publications - ongoing	Employees to have maximum learning opportunities available to them	10% Increase in number of employees accessing literacy and numeracy support March 2011
Continuously seek new resources to support the Council's Skills for Life delivery.	Adult Learning & Skills Manager - ongoing	a. Review Skills for Life resources available - annually  b. Evaluate effectiveness of resources by holding learner focus groups - annually	Responding to learners needs by using innovative and purposeful resources	85% of evaluations to state that resources are good or excellent March 2011

## Strategic Objective 4

Develop partnership working to enhance the range of Skills for Life opportunities available to those that live and work in Gateshead and target resources more effectively

Key Actions Priorities	Achievement and officer responsible	Milestones	Impact	How will we know when we have achieved our priority?
Clarify the Council and partners' role in delivering Skills for Life in Gateshead	Adult Learning & Skills Manager	<p>a. Conduct a survey through the partnership groups to map Skills for Life provision across Gateshead June 08</p> <p>b. Identify areas for support and joint working - ongoing</p>	No duplication of services and the opportunity to share best practice	A map of provision will be produced and updated annually through the SFL task group June 08
Continue to explore opportunities to develop Skills for Life with existing and new partners from the public, voluntary and private sector	Adult Learning & Skills Manager	<p>a. Continue to represent the Council on appropriate steering groups and partnership networks - ongoing</p> <p>b. Hold two Regional events to raise the profile of Skills for Life in Gateshead March 09</p> <p>c. Continue to deliver Skills for Life at the QE and support them through Skilled for Health - ongoing</p>	Raise the profile of Skills for Life and increase partnership working in Gateshead	<p>Increase in membership on the Gateshead SFL task group.</p> <p>Increase in number of external organisations receiving literacy and numeracy support ongoing - 2011</p>
Support local partnerships, projects and initiatives such as 'Test the Region' and the Tyne & Wear Skills for Life steering group along with residents and employees to benefit from best practice and sharing of resources	Adult Learning & Skills Manager	<p>a. Play an active role in the roll out of 'Test the Region' - ongoing</p> <p>b. Seek out other initiatives to support - ongoing</p>	Increase learning opportunities for employees and residents of Gateshead	Increase in number of learners accessing literacy, language and numeracy support ongoing - 2011

## Strategic Objective 5

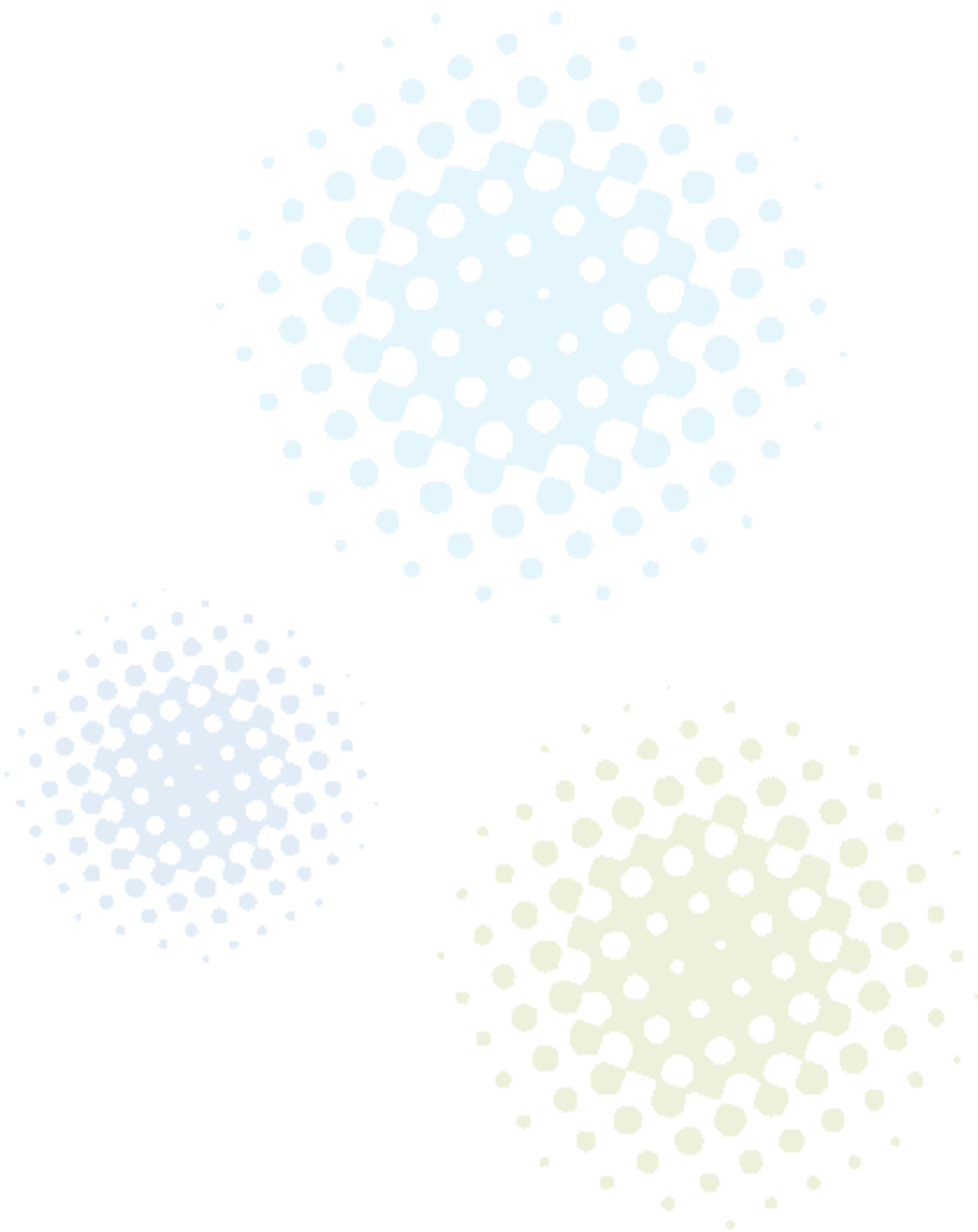
Ensure that Skills for Life teaching is excellent quality and tailored to individual need

Key Actions Priorities	Achievement and officer responsible	Milestones	Impact	How will we know when we have achieved our priority?
Continue to monitor quality assurance and quality improvement to guarantee the effectiveness of Skills for Life delivery	Adult Learning & Skills Manager / Quality Manager	a. Prepare a self assessment report on the quality of the provision to include data on achievement and success rates - annually  b. Monitor quality progression through the Quality Improvement Plan - ongoing	To see how we compare against benchmark's set.	Production of the Self assessment report and the Quality Improvement plan Sept 08 annually thereafter
To evaluate the Council's delivery of Skills for Life to be certain that delivery meets national standards and that residents and employees are offered the best possible service	Adult Learning & Skills Manager / Quality Manager	a. Hit LSC and performance indicator targets - ongoing  b. Check National policy - ongoing  c. Review and feedback evaluations - each term	All learners receiving high quality service, maximised opportunities and achieving all learning goals.	Achievement of targets. Comparison of success, retention and achievement rates against National benchmark Sept 08 annually thereafter



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April 2008