

School Effectiveness Impact Evaluation 2016
Achieving Excellence Together

Report title	Ealing Education Centre (EEC)
Lead	Sally Davies
Key objectives 2015- 2016	<p>Support all SE strands and objectives by the provision of good quality and value for money training and resource accommodation</p> <ol style="list-style-type: none"> 1. Maintain the centre in fit for purpose condition 2. Maintain levels of customer satisfaction 3. Maintain levels of use and income generation (including virtual income from SE) 4. Improve reliability of technical equipment and ensure business continuity 5. Improve systems and processes to achieve additional efficiencies

Impact Evaluation

1. Centre continues to be in fit for purpose condition

- Small areas of the centre have been updated and improved under the maintenance contract
- Reorganisation of staffing of the centre has improved practice including that reception is staffed until 5.30pm
- The fire safety audit has been monitored and updated
- PAT electrical testing has been carried out throughout the centre
- A team approach to clear desk policy and clearing out has improved fire and general safety standards of the premises
- A brand new vehicle barrier has been installed in collaboration with the school (at no cost to the centre or school) and has effectively improved safety and security on site – particularly with regard to pupils accessing Stanhope Primary School via the shared driveway
- Refreshments provided continue to offer excellent value for money and customers comment on the quality, variety and availability

2. Levels of customer satisfaction remain high

Feedback from EEC room hirers from the annual survey of external room hirers and external consultants shows that:

- 100% of hirers* rated the venue, good/excellent
- 100 % of hirers* rated the service received as good/excellent
- 100 % of hirers* rated the facilities/refreshments as good/excellent

Hirers commented:

- “The staff continue to add value to the process of delivering CPD” (early years consultant)
- “The centre is always immaculately clean and ready for use” (external consultant)
- “Staff offer support and guidance when technical problems occur (external trainer)
- “The staff are the best, always polite, helpful and knowledgeable” (external room booker)

3. Levels of use and income generation (including virtual income) are maintained

	Income 2013-14	Income 2014-15	Income 2015-16	% difference
Ealing departments (other)	75K	83K	66K	-20%
External hirers	16K	17K	18.5K	+8%
Total from other Ealing departments and external hirers	91K	100K	84.5K	-12%
School Effectiveness <i>(virtual income/value of bookings)</i>	94K	90K	86K	-4%

Figures have been rounded

Income from other Ealing departments' use has decreased over 2015-16, in part due to the reduction in the volume of early years bookings. Bookings and income from external hirers has increased again, this year by 8%. Bookings by the school effectiveness service have decreased by 4% which reflects some of

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the move towards CPD/training being school-based where appropriate. There is still value for money in this model as it would cost significantly more to deliver the whole programme elsewhere in equally equipped facilities with the capacity required. The virtual figure of 86K represents potentially the minimum figure which would have to be found in order to operate and deliver without the centre. The income from other departments and external hirers still demonstrates both excellent value for money achieved by the centre. Bookings are looking promising for 2016-17 and there is the potential to increase marketing effort to increase usage from external hirers. Footfall at the centre was approximately 21,000, an increase of 9% from the 19,000 for the previous academic year which shows increased value for money for the users of the centre. The centre continues to provide valuable additional functionality over and above training/meeting/conference venue facilities, supporting the school effectiveness service in a number of areas of administration and providing hot desks and storage for equipment and resources to enhance efficiency of the team as a whole.

4. Reliability of technical equipment and contingencies to ensure business continuity have improved

Equipment and networks have continued to be serviced (including rapid response technical support arrangements); this has improved reliability and quality of service.

Computer room 6 has had all the PCs replaced with efficient new touchscreen machines using a refund from an external supplier. Arrangements have been put in place to avoid power outage disruption to training.

5. Evidence of improved systems and processes to achieve additional efficiencies

There is an ongoing and continuous programme of development in internal processes and procedures at the centre. A significant number of improvements to the training and venue booking system, CPD Online, for the schools service as well as social care, early years and other teams, have been achieved during the year and there are a number of improvements in the development process

The provider company is changing the way they release and support system platform/functionality, moving from single tenancy to multi-tenancy systems so we are working with them to identify the best way forward with the existing system and our outstanding developments on the development list.

During the period since the room booking aspect of CPD Online has been in use, the system has handled 7,944 bookings.

Priorities for 2016-2017

1. Maintain the centre in fit for purpose condition
2. Maintain levels of customer satisfaction
3. Increase levels of use of the centre and income generation
4. Maintain reliability of technical equipment to ensure business continuity
5. Maintain systems and processes to improve efficiencies