School Effectiveness Impact Evaluation 2015

1. Raise standards, close achievement gaps, remove barriers to learning to secure the best possible outcomes for Ealing children and young people

2. Build capacity for sustainable improvement by developing infrastructure, leadership and school to school partnership

Strand	Ealing Education Centre (EEC)
Lead	**Sally Davies**
Key Objectives 2014-2015	**Support all SE strands and objectives by the provision of good quality and value for money training and resource accommodation** 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) 4. Improve reliability of technical equipment and contingencies to ensure business continuity 5. Improve systems and processes to achieve additional efficiencies

Success criteria 2014-15

1. Centre continues to be in fit for purpose condition
2. Levels of customer satisfaction remain high
3. Levels of use and income generation (including virtual income) are maintained
4. Reliability of technical equipment and contingencies to ensure business continuity have improved
5. Evidence of improved systems and processes to achieve additional efficiencies

Key achievements 2014-15

1. Centre continues to be in fit for purpose condition

- Areas of the site redecorated during the academic year include: ladies toilets, rooms 5, 8 and 9 and this has been carried out within the annual maintenance contract helping to ensure value for money of the contract charges. Some improvements to the boiler room have been carried out including removal of asbestos and a bid has been put into Star Chamber for funds for further upgrading.
- A programme of clearing out obsolete or surplus equipment from general and admin areas as well as storage facilities has been carried out and the centre has generally improved as a result and some schools have benefited from receiving some of the surplus classroom ICT equipment.
- Fire safety audit was completed and recommendations implemented. The report is being used as an exemplar by the corporate health and safety team.
- All premises and services health and safety testing programmes are in place and monitored to ensure compliance.
- The programme of clearing out above has improved fire and general safety standards of the premises.
- A new vehicle barrier has been installed in collaboration with the school and has effectively improved safety and security on site – particularly with regard to pupils accessing Stanhope Primary School via the shared driveway.
- New refreshments machines have been installed on a better value for money contract and improved customer service and reliability.

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

Levels of use including repeat bookings of the centre remain high – evidence of general customer satisfaction in service and value for money

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Hirers commented:
"Excellent facilities very friendly approachable and helpful staff" (early years consultant)
"The centre is always robust, the equipment works" (external consultant)
"Staff at the centre go the extra mile to ensure gold star service for all users" (external trainer)
"Great to have ICT support and printer facilities for last minute efficiency" (early years childcare manager)

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

Increased income from room hire (10%) over 2013-14 and increased value for money from the centre

	Income 2013-14	Income 2014-15	% difference
Ealing departments (other)	75K	83K	+10%
External hirers	16K	17K	+6%
Total from other Ealing departments and external hirers	**91K**	**100K**	**+10%**
School Effectiveness *(virtual income/value of bookings)*	94K	90K	-4%

Figures have been rounded

Income from other Ealing department use and external hirers increased by large percentages as shown above and is evidence of the impact of ongoing marketing and demonstrates value for money. The way in which the school effectiveness service utilise the training centre and delivers the bulk of its training programme at the EEC would cost significantly more to emulate elsewhere in equally equipped facilities with the capacity required. The virtual figure of 90K 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 demonstrates both excellent value for money achieved by the centre as well as potential costs to the service which would have to be recouped by higher training rates elsewhere. Footfall at the centre was approximately 19,000, a decrease of 10% from the 21,000 for the previous academic year. The centre provides 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 updated and improved and this has improved reliability and quality of service. Interruptions to training due to unavoidable electrical outages/power cuts with consequent time lapses to reboot systems have been eliminated by the installation of an Uninterrupted Power Supply (UPS) unit.

The original SMART whiteboard in room 6 has been replaced with a new touch screen & visualiser. This has been used by visiting trainers more frequently than the original whiteboard as it is far more intuitive for a novice.

The set up & availability of printers on both Perceval House network (at EEC) and LGfL network has been aligned and is providing a much better facility.

The laptops in use in each training room are much better and now uniform type throughout.

The EEC LGfL network is now backed up on & off site.

The microphone system in rooms 8 and 9 has been upgraded retaining business which would have gone elsewhere.

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

A continuous programme of development in internal processes and procedures is ongoing. 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 some improvements which have been specified by the school effectiveness team have been scoped and are currently still in development with an early launch to the live site scheduled for Autumn 2015. Those developments achieved during 2014-15 which are particularly relevant to the EEC as a venue, and provide more efficient back-office working as well as customer benefits, include:

- Online room booking is now available for LA colleagues providing a better user experience and efficiencies
- EEC room booking and management is now completely paperless which means greater efficiency this cuts down on the financial processes and provides more precise data for invoicing and other purposes
- A printable day schedule for the week ahead for office use only (especially for the premises assistants) has been developed, trialled and enhanced and is now fully operational providing office efficiencies and smarter information management
- Reports from the website/system are now available to download to Excel more easily and in a chronological and better format for invoicing and reporting
- Developments and changes to aspects of the back office of the system has enabled staff to save time by making the visual display more user friendly and efficient

Further improvements and innovations which have been scoped and are in development will be uploaded to the live site in autumn 2015.

Key objectives going forward 2015 - 2016

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)
4. Improve reliability of technical equipment and contingencies to ensure business continuity
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Success criteria 2015 - 2016

1. Centre continues to be in fit for purpose condition
2. Levels of customer satisfaction remain high
3. Levels of use and income generation (including virtual income) are maintained
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5. Evidence of improved systems and processes to achieve additional efficiencies