

**Company registration number: 08610815**

**SOMERSET SKILLS & LEARNING CIC  
FILLETED ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 JULY 2018**

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**SOMERSET SKILLS & LEARNING CIC**  
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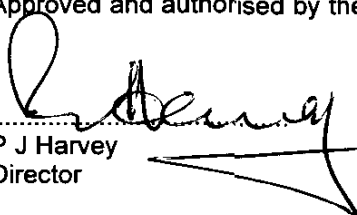
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**SOMERSET SKILLS & LEARNING CIC**  
**(REGISTRATION NUMBER: 08610815)**  
**BALANCE SHEET AS AT 31 JULY 2018**

	Note	2018 £	2017 £
<b>Fixed assets</b>			
Tangible assets	4	61,090	115,673
<b>Current assets</b>			
Debtors	5	520,706	416,630
Cash at bank and in hand		<u>832,246</u>	<u>1,033,113</u>
		1,352,952	1,449,743
<b>Creditors: Amounts falling due within one year</b>	6	<u>(704,767)</u>	<u>(856,528)</u>
<b>Net current assets</b>		<u>648,185</u>	<u>593,215</u>
<b>Net assets excluding pension asset/(liability)</b>		709,275	708,888
Net pension liability	7	<u>(973,000)</u>	<u>(692,000)</u>
<b>Net (liabilities)/assets</b>		<u>(263,725)</u>	<u>16,888</u>
<b>Capital and reserves</b>			
Defined benefit pension reserve		(973,000)	(692,000)
Profit and loss reserve		<u>709,275</u>	<u>708,888</u>
Total equity		<u>(263,725)</u>	<u>16,888</u>

These financial statements have been prepared and delivered in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006. The option not to file the profit and loss account and directors' report has been taken.

Approved and authorised by the Board on 19/3/19 and signed on its behalf by:

  
P J Harvey  
Director

**SOMERSET SKILLS & LEARNING CIC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 JULY 2018**

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**1 General information**

The company is a private company limited by share capital, incorporated in England and Wales.

The address of its registered office is:

Courtenay House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

**2 Accounting policies**

**Summary of significant accounting policies and key accounting estimates**

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

**Statement of compliance**

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

**Basis of preparation**

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

These financial statements are presented in Sterling (£).

**SOMERSET SKILLS & LEARNING CIC**  
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**Going concern**

The directors assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the company to continue as a going concern.

Like many similar companies, the company's accounts are affected by the FRS102 accounting adjustments for its membership of the defined benefit Local Government Pension Scheme ("LGPS") which have resulted in a higher profit and loss account charge than the cash contributions required and also result in a large provision in the company's balance sheet. Without the inclusion of the long-term pension liability the company's balance sheet would report net assets.

The company's 2017/18 trading results were also impacted by a substantial, unexpected reduction in funding and consequential restructuring costs.

Current management accounts for 2018/19 report profitable trading since the year end and forecasts through to 31 July 2020 show further profitable trading, with the majority of funding streams already committed (subject to any year-end accounting adjustments required for the LGPS). The LGPS is subject to a triennial actuarial funding review at 31 March 2019 with any changes to contribution rates not taking effect from 1 April 2020. The company continues to maintain significant cash balances and is able to meet its liabilities as they fall due.

The directors make an assessment of going concern in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the company has adequate resources to continue in operational existence for at least this period and there are no material uncertainties about the company's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

**Turnover recognition**

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the Company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts and after eliminating sales within the company.

The Company recognises revenue when:

- the amount of revenue can be reliably measured; and
- it is probable that future economic benefits will flow to the entity; and
- specific criteria have been met for each of the Company's activities.

Income is recognised in relation to course fees once the CIC becomes entitled to the funding. This varies from funder to funder, but can be at registration, certain milestones throughout the course or at completion.

Where funding has been received in advance of the course beginning, or where repayment would be required in the case of a course cancellation, this money is deferred until the recognition criteria are met.

**SOMERSET SKILLS & LEARNING CIC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 JULY 2018**

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**Government grants**

Income from grants and government grants, whether 'capital' or 'revenue', is recognised when the company has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Government grants represent assistance by government, government agencies and similar bodies, for training courses.

**Tax**

The tax expense for the period comprises current and deferred tax. Tax is recognised in the profit and loss account, except that a change attributable to an item of income or expense recognised as other comprehensive income is also recognised directly in other comprehensive income.

The current tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the reporting date in the countries where the company operates and generates taxable income.

Deferred income tax is recognised on timing differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements and on unused tax losses or tax credits in the Company. Deferred income tax is determined using tax rates and laws that have been enacted or substantively enacted by the reporting date.

The carrying amount of deferred tax assets are reviewed at each reporting date and a valuation allowance is set up against deferred tax assets so that the net carrying amount equals the highest amount that is more likely than not to be recovered based on current or future taxable profit.

**Tangible assets**

Tangible assets are stated at cost, less accumulated depreciation and accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

**Depreciation of tangible assets**

Depreciation is charged so as to write off the cost of assets, other than land and properties under construction over their estimated useful lives, as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Portable buildings	5% straight line
Furniture, fittings and equipment	20% - 33% straight line

**Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

**SOMERSET SKILLS & LEARNING CIC**  
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**FOR THE YEAR ENDED 31 JULY 2018**

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**Debtors**

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables.

Other debtors comprise amounts due from funders, prepayments and accrued income. Amounts due from funders are recognised when the company is entitled to the money, prepayments arise from the payment for services prior to benefit from those services, and accrued income is amounts due for services provided, recognised at the point of provision of the services.

**Creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the Company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Other financial liabilities are measured initially at fair value net of transaction costs and subsequently at amortised cost using the effective interest method.

**Reserves**

The profit and loss account includes all current and prior period profits and losses.

The defined benefit pension reserve represents the pension deficit for the Local Government Pension Scheme.

**Leases**

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases are charged to profit or loss on a straight-line basis over the period of the lease.

**Defined contribution pension obligation**

The Teachers' Pension Scheme (TPS) is an unfunded scheme and contributions are calculated so as to spread the cost of pensions over employees' working lives with the company in such a way that the pension cost is a substantially level percentage of current and future pensionable payroll. The contributions are determined by the Government Actuary on the basis of quinquennial valuations using a prospective benefit method. The TPS is a multi-employer scheme and there is insufficient information available to use defined benefit accounting. The TPS is therefore treated as a defined contribution scheme for accounting purposes and the contributions recognised in the period to which they relate.

**SOMERSET SKILLS & LEARNING CIC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**Defined benefit pension obligation**

The Local Government Pension Scheme ("LGPS") is a funded scheme and the assets are held separately from those of the company. Typically defined benefit plans define an amount of pension benefit that an employee will receive on retirement, usually dependent on one or more factors such as age, years of service and compensation.

The liability recognised in the Balance Sheet in respect of defined benefit pension plans is the present value of the defined benefit obligation at the reporting date minus the fair value of plan assets. The defined benefit obligation is measured using the projected unit credit method. The present value of the defined benefit obligation is determined by discounting the estimated future payments by reference to market yields at the reporting date on high-quality corporate bonds that are denominated in the currency in which the benefits will be paid, and that have terms to maturity approximating to the terms of the related pension liability.

Actuarial gains and losses are charged or credited to other comprehensive income in the period in which they arise.

**3 Staff numbers**

The average number of persons employed by the company (including directors) during the year was 152 (2017 - 234).

**4 Tangible assets**

	<b>Furniture, fittings and equipment £</b>	<b>Portable buildings £</b>	<b>Total £</b>
<b>Cost or valuation</b>			
At 1 August 2017	38,917	96,500	135,417
Additions	33,882	-	33,882
Disposals	(2,820)	-	(2,820)
At 31 July 2018	<u>69,979</u>	<u>96,500</u>	<u>166,479</u>
<b>Depreciation</b>			
At 1 August 2017	10,095	9,649	19,744
Charge for the year	20,114	68,351	88,465
Eliminated on disposal	(2,820)	-	(2,820)
At 31 July 2018	<u>27,389</u>	<u>78,000</u>	<u>105,389</u>
<b>Carrying amount</b>			
At 31 July 2018	<u>42,590</u>	<u>18,500</u>	<u>61,090</u>
At 31 July 2017	<u>28,822</u>	<u>86,851</u>	<u>115,673</u>



**SOMERSET SKILLS & LEARNING CIC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
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**5 Debtors**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Trade debtors	116,903	27,155
Other debtors	403,803	389,475
Total current trade and other debtors	<u>520,706</u>	<u>416,630</u>

**6 Creditors**

**Creditors: amounts falling due within one year**

	<b>2018</b>	<b>2017</b>
<b>Note</b>	<b>£</b>	<b>£</b>
<b>Due within one year</b>		
Trade creditors	218,091	181,880
Taxation and social security	31,036	43,682
Corporation tax	-	2,944
Other creditors	455,640	628,022
	<u>704,767</u>	<u>856,528</u>

**7 Pension and other schemes**

**Defined benefit pension schemes**  
**Local Government Pension Scheme**

Local Government Pension Scheme

The date of the most recent comprehensive actuarial valuation was 31 July 2018.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £913,000 (2017 - £574,000).

***Reconciliation of scheme assets and liabilities to assets and liabilities recognised***

The amounts recognised in the statement of financial position are as follows:

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Fair value of scheme assets	1,344,000	818,000
Present value of defined benefit obligation	<u>(2,317,000)</u>	<u>(1,510,000)</u>
Defined benefit pension scheme deficit	<u>(973,000)</u>	<u>(692,000)</u>

**SOMERSET SKILLS & LEARNING CIC**  
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**Defined benefit obligation**

Changes in the defined benefit obligation are as follows:

	<b>2018</b>
	<b>£</b>
Present value at start of year	1,510,000
Current service cost	513,000
Past service cost	381,000
Interest cost	46,000
Actuarial gains and losses	(156,000)
Benefits paid	(58,000)
Contributions by scheme participants	81,000
Present value at end of year	<u>2,317,000</u>

**Fair value of scheme assets**

Changes in the fair value of scheme assets are as follows:

	<b>2018</b>
	<b>£</b>
Fair value at start of year	818,000
Interest income	28,000
Return on plan assets, excluding amounts included in interest income/(expense)	53,000
Employer contributions	423,000
Contributions by scheme participants	81,000
Benefits paid	(58,000)
Administration expenses	(1,000)
Fair value at end of year	<u>1,344,000</u>

**Analysis of assets**

The major categories of scheme assets are as follows:

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Cash and cash equivalents	73,000	37,000
Equity instruments	962,000	581,000
Property	116,000	73,000
Other bonds	121,000	81,000
Gilts	72,000	46,000
	<u>1,344,000</u>	<u>818,000</u>

**SOMERSET SKILLS & LEARNING CIC**  
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***Return on scheme assets***

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Return on scheme assets	<u>81,000</u>	<u>80,000</u>

The pension scheme has not invested in any of the company's own financial instruments or in properties or other assets used by the company.

***Principal actuarial assumptions***

The principal actuarial assumptions at the statement of financial position date are as follows:

	<b>2018</b>	<b>2017</b>
	<b>%</b>	<b>%</b>
Discount rate	2.65	2.70
Future salary increases	3.85	4.20
Future pension increases	<u>2.35</u>	<u>2.70</u>

***Post retirement mortality assumptions***

	<b>2018</b>	<b>2017</b>
	<b>Years</b>	<b>Years</b>
Current UK pensioners at retirement age - male	24.00	24.00
Current UK pensioners at retirement age - female	25.00	25.00
Future UK pensioners at retirement age - male	26.00	26.00
Future UK pensioners at retirement age - female	<u>28.00</u>	<u>27.00</u>

**8 Teachers' Pension Scheme**

**Introduction**

The Teachers' Pension Scheme (TPS) is a statutory, contributory, defined benefit scheme, governed by the Teachers' Pensions Regulations (2010) and, from 1 April 2014, by the Teachers' Pension Scheme Regulations 2014. Membership is automatic for full-time teachers and, from 1 January 2007, automatic for teachers in part-time employment following appointment or a change of contract, although they are able to opt out.

The TPS is an unfunded scheme and members contribute on a 'pay as you go' basis - these contributions along with those made by employers are credited to the Exchequer. Retirement and other pension benefits are paid by public funds provided by Parliament.

**SOMERSET SKILLS & LEARNING CIC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 JULY 2018**

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**Valuation of the Teachers' Pension Scheme**

The Government Actuary, using normal actuarial principles, conducts a formal actuarial review of the TPS in accordance with the Public Service Pensions (Valuations and Employer Cost Cap) Directions 2014 published by HM Treasury. The aim of the review is to specify the level of future contributions. Actuarial scheme valuations are dependent on assumptions about the value of future costs, design of benefits and many other factors. The latest actuarial valuation of the TPS was carried out as at 31 March 2012 and in accordance with the Public Service Pensions (Valuations and Employer Cost Cap) Directions 2014. The valuation report was published by the Department for Education on 9 June 2014. The key elements of the valuation and subsequent consultation are:

- employer contribution rates set at 16.48% of pensionable pay (including a 0.08% employer administration charge (currently 14.1%))
- total scheme liabilities (pensions currently in payment and the estimated cost of future benefits) for service to the effective date of £191,500 million, and notional assets (estimated future contributions together with the notional investments held at the valuation date) of £176,600 million giving a notional past service deficit of £14,900 million
- an employer cost cap of 10.9% of pensionable pay will be applied to future valuations
- the assumed real rate of return is 3.0% in excess of prices and 2% in excess of earnings. The rate of real earnings growth is assumed to be 2.75%. The assumed nominal rate of return is 5.06%.

The TPS valuation for 2012 determined an employer rate of 16.4%, which was payable from September 2015. The next valuation of the TPS is currently underway based on April 2016 data where upon the employer contribution rate is expected to be reassessed. The most recent communication received from the Department for Education suggested that the new contribution rate is expected to be 23.6% payable from 1 September 2019.

The employer's pension costs paid to TPS in the period amounted to £156,000 (2017 - £123,000).

A copy of the valuation report and supporting documentation is on the Teachers' Pensions website.

Under the definitions set out in FRS 102, the TPS is a multi-employer pension scheme. The company has accounted for its contributions to the scheme as if it were a defined contribution scheme. The company has set out above the information available on the scheme.

**9 Financial commitments, guarantees and contingencies**

**Amounts not provided for in the balance sheet**

The total amount of financial commitments not included in the balance sheet is £602,350 (2017 - £854,050). The total commitment is due over the following periods: £86,050 (2017 - £106,745) in one year, £344,200 (2017 - £426,980) in two to five years and £172,100 (2017 - £320,325) in more than five years.

**10 Audit Report**

The auditor's report on the annual report and financial statements was unqualified and signed by Paul Hake FCCA as Senior Statutory Auditor, for and on behalf of the Statutory Auditors, Albert Goodman LLP.

# CIC 34

## Community Interest Company Report

**For official use**  
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Please complete  
in typescript, or  
in bold black  
capitals.

Company Name in full

**SOMERSET SKILLS & LEARNING CIC**

Company Number

**08610815**

Year Ending

**July 2018**

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

**(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)**

### **PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT**

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

Somerset Skills & Learning CIC is a staff led Community Interest Company. The principal activity of the company is to promote education by the provision of education, skills and training to young people and adults.

SS&L is embedded in the County of Somerset, and in 17/18 delivered from 6 dedicated centres and an additional 30+ venues in order to provide accessible learning opportunities for all. We worked with over 350 employers across Somerset and delivered partnership provision with in excess of 40 other providers and community organisations.

SS&L provides an extensive range of lifelong learning opportunities for people of all ages, at times and in locations which are convenient for them. The Service was one of the largest within local authorities that contract with the Skills Funding Agency for post 16 provisions, and SS&L CIC Ltd remains one of the largest providers of Employer Responsive provision in Somerset.

**See continuation sheet for more detail**

*(If applicable, please just state "A social audit report covering these points is attached").*

*(Please continue on separate continuation sheet if necessary.)*

**PART 2 – CONSULTATION WITH STAKEHOLDERS** – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

The CIC's key stakeholders are:

CIC Staff

Learners (Somerset Residents)

Somerset Employers

Key Funding Partners

Partners / Sub Contractors

Ofsted - We are inspected by Ofsted on a regular basis- our most recent inspection was in June 2017

**See continuation sheet for more detail**

*(If applicable, please just state "A social audit report covering these points is attached").*

**PART 3 – DIRECTORS' REMUNERATION** – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below.

Somerset Skills & Learning CIC had 10 directors in 2017/2018, but this reduced in January 2018 to 8 due to the reduction in staffing. Of the 8 Directors from January 2018, 4 were members of staff, and 3 are Non-Executive Directors. A vacancy for a 4<sup>th</sup> Non-Exec existed. No director receives remuneration for their role as a director (therefore non-executive director remuneration totalled £nil), Executive and Staff Directors are remunerated for their staff roles within the Company, and these salaries totalled £167,532.

**PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION** – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below.

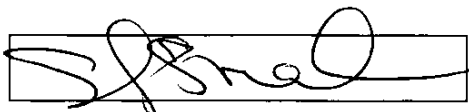
No transfer of assets other than for full consideration has been made

*(Please continue on separate continuation sheet if necessary.)*

## PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed



Date

9/3/19

Office held (delete as appropriate) **Director**

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

Susie Simon-Norris	
SS&L CIC	
Courtenay House Taunton TA1 2PX	
Tel 01823 785909	
DX Number	DX Exchange

**When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:**

*For companies registered in England and Wales:* Companies House, Crown Way, Cardiff, CF14 3UZ  
DX 33050 Cardiff

*For companies registered in Scotland:* Companies House, 4<sup>th</sup> Floor, Edinburgh Quay 2, 139  
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

*For companies registered in Northern Ireland:* Companies House, 2nd Floor, The Linenhall, 32-38  
Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 **cannot** be filed online

**(N.B. Please enclose a cheque for £15 payable to Companies House)**

# CIC 34

## CONTINUATION SHEET

*Please complete in typescript, or in bold black capitals.*

<b>Company Name in full</b>	SOMERSET SKILLS & LEARNING CIC
<b>Company Number</b>	08610815
<b>Year Ending</b>	July 2018

**PLEASE CLEARLY INDICATE THE PART YOU ARE CONTINUING HERE**  
**PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT**

2017/18 was an exceptional year for SS&L. The contract year began with the devastating news of a £3,300,000 funding cut. As a Company SS&L had a legal duty not to continue trading without confirmation of funding, and we therefore stopped all enrolments while we assessed and managed the situation. All staff were given notice of potential redundancy

Apprenticeship funding was unaffected, but the loss of such a significant sum impacted on the whole organisation - and SS&L was faced with the prospect of imminent closure.

The funding cut attracted local, regional and national attention, and after much negotiation and discussion with key stakeholders, the Skills Minister agreed to award us a 'run-down' contract for 17/18 whilst she reviewed the position for 18/19. By March 2018 the Skills Funding Agency had agreed to offer a further open tendering process, and in July 2018 we had the news that we had been successful in this exercise, and our funding was restored.

Whilst we were able to continue delivering in October 2017, this situation clearly had an impact on enrolments and customer confidence. As our first responsibility is to the learner, we signposted learners in August and September to other providers, and this clearly resulted in reduced enrolments when we were able to being trading again.

However, from October 2018 we were able to deliver a full programme, and this consisted of: Community Learning (CL); Adult Skills delivery (qualifications and apprenticeships and 16-18 Learner Responsive programmes (study programmes and traineeships).

**IMPACT:** We delivered learning opportunities to 3,773 learners  
 Over 99% of learners achieved their aims in Community Learning, with 24% progressing into employment, and 18% into further education. 35% report an increase in community involvement and developed personal skills. 70% of learners achieved an apprenticeship, and 80% achieved a qualification. Our traineeship provision provides very strong pathways for young learners, and the provision allows them to explore career options and upskill themselves in preparation for the world of work and further learning



# CIC 34

## CONTINUATION SHEET

*Please complete in typescript, or in bold black capitals.*

**Company Name in full**

SOMERSET SKILLS & LEARNING CIC

**Company Number**

08610815

**Year Ending**

JULY 2018

### **PLEASE CLEARLY INDICATE THE PART YOU ARE CONTINUING HERE**

#### **PART 2 – CONSULTATION WITH STAKEHOLDERS**

Our culture of continuous improvement and evaluative annual self-assessment report is underpinned by a range of consultation activities, including a whole management approach to learner / customer feedback evidenced by Learning Walks in classrooms. Listening to Learners events, regular annual Learner / User surveys, Learner Progression / Completion Surveys, an annual Employer satisfaction survey and a formal programme of performance reviews (including sub-contractors).

The CIC has a well - established customer complaints / compliments process and the results of this are reported quarterly to the executive management team.

In 2017/18 learner feedback on all areas remained consistently high, with the overall learning experience rated as good or excellent by 99.2%. Any concerns raised by learners are followed up with remedial actions put in place.

Data from our Employer survey revealed that 96% of employers are likely or extremely likely to recommend our company.

The findings from our stakeholder consultation process, form part of the CICs annual Self - Assessment report. The report is a comprehensive annual overview of the organisations performance, outcomes and improvement. This is accompanied by a comprehensive and detailed Annual Quality improvement plan, which is broken down in to whole service improvements or operational / Curriculum areas for improvement.