



Learn Suffolk

The Adult Learning Service



Accountability Agreement Statement 2023-2024

Our Vision

We want Suffolk to be a place where lifelong learning is highly valued and empowers our residents to have more fulfilling lives, take a greater part in society and develop the skills they need to secure sustainable and productive employment.

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Our Purpose

To provide high quality learning opportunities for those adults in Suffolk who face the greatest barriers to securing employment or playing a full part in society, so that they can make progress in securing a better future for themselves, their families, and their community.

To maximise adult participation in high quality skills and community learning to achieve economic growth, full employment, social inclusion, community cohesion, health, and wellbeing.

Suffolk County Council Strategic Objectives

- To promote and support the health and wellbeing of all people in Suffolk.
- To strengthen our local economy.
- To protect and enhance our environment.
- To provide value for money for the Suffolk taxpayer.

"I'm in such a better place and that's thanks to Realise Futures never giving up on me and seeing something in me that I never saw myself. I owe them so much..."

Learner from Realise Futures

Suffolk in Context

Suffolk has a high proportion of working age residents (16-64) in employment compared with national averages.

However, Suffolk also has a low wage economy and a workforce with relatively low skills and qualification levels.

Whilst the proportion of Suffolk residents with no qualifications is healthier than the national average (6.3% in Suffolk compared to a national average of 7.7%), the number of residents with higher-level skills, i.e. qualifications above or equivalent to NVQ2/NVQ3+ is significantly lagging behind the national average.

Suffolk is less ethnically diverse than the East of England and nationally. Over 95% of the population is white, compared to 85% nationally.

Suffolk has high numbers of adults claiming ESA and incapacity benefit, including those with learning difficulties / disabilities and mental illness who continue to be under-represented in the workforce.

Suffolk has a high level of deprivation in Education, Skills, and Training, with a rank of 57th out of 151 upper tier local authorities in England

Suffolk Adult Learning Service is led by Suffolk County Council, which holds a £2.8m contract with the Education and Skills Funding Agency to provide Adult and Community Learning within the County. The Council provides the central management of the service including strategic direction, commissioning, safeguarding, management information, and quality assurance. All learning programmes are delivered through a network of local organisations that form a group of subcontracted learning providers.

2021-2022

3209 Enrolments
91% Retention Rate
97% Pass rate
89% Achievement Rate

The service particularly targets those learners who have missed out on previous educational opportunities or who come from groups with the highest levels of need. Many of our learners therefore start from very low educational levels, often overcoming many barriers in order to achieve success. Courses offered focus on supporting learners to develop their skills in order to increase their employability or their ability to be active in their local community.

Courses include English, mathematics, information technology, English as a second language, employability skills, mental health recovery, family learning and provision for adults with learning disabilities.

Planning for Success through Developing Suffolk Talent

The SCC Skills Team aims to enhance social mobility levels and support economic growth by working to achieve skills and employment outcomes that benefit the people, places, and economy of Suffolk. We work alongside key national, regional, and local stakeholders, including LSIP, to stimulate aspiration and equip people with the capabilities and skills required to secure employment, progress, and embark on fulfilling careers as well as help ensure a supply of the right skills and talent to support our economy to flourish and grow.

We look to achieve these objectives through our constantly evolving programme of work known as ‘Developing Suffolk Talent’ comprising of four strategic objectives as illustrated in the diagram above. The Adult Learning Service is a key component of this programme, helping to foster a culture of life-long learning and empowering our residents to develop skills that will help them progress towards and within productive employment.

By providing high quality learning opportunities for adults in Suffolk, including many who face complicated barriers to achieving their full potential, the Adult Learning Service provides a valuable contribution across all four of our strategic objectives.

This includes:

- **helping** to foster a culture of life-long learning, providing inspiration and motivation by re-introducing adults to the benefits of learning and helping to instil the confidence needed to undertake courses and progress.
- **raising** the aspiration and motivation levels of individuals by linking provision to available information and guidance on local career opportunities and thereby supporting an understanding of how adult learning can be undertaken as a steppingstone towards their ambitions.

- encouraging participation in education, employment, and training across all ages through the positive impact of adult learning that is often experienced by a wider group than the direct participants, helping parents to support their children and influencing friends and family members as to the benefits of learning.
- enhancing the life prospects of individuals and widening the supply of skills in areas of need by progressing all those who are able towards and into employment linked to our latest understanding of the labour market and local economic requirements.

“I have been very pleasantly surprised at how motivating and helpful the sessions were, they have helped me in my ability to find a job, aspire to a career and given me purpose.” Learner, Realise Futures



Planning through Quality Assurance.

On an annual basis we effectively use all the information and data below to plan our curriculum offer for the next academic year, working effectively with our sub-contractors, wider skills organisations and listening to our learners.



- **We drive** continuous development and improvement of the quality of our learners' experience through robust management and governance
- **We deliver** a rigorous Self-Assessment process resulting in valid, reliable judgements and a clear Self- Assessment Report (SAR) which is validated annually by the Adult Learning Service Governing Board.
- **We apply** and embed our Quality Assurance Model in our delivery
- **We plan** and deliver our Measurement of Impact process effectively
- **We monitor** the quality of our learner journey and experience through a robust process of quality assurance
- **We listen** to and act on our Learner Voice and provide a mechanism for our learners to be heard
- **We encourage** the teaching, learning and assessment to be reflective and to stretch and challenge our learners
- **We remain up to date** with current legislation, practice, information, and technology

The service determines changes to the plan to ensure the objectives, targets and results are met

The service has clearly defined measurable aims and objectives which link to strategic aims.



The service measures and evaluates the service against its stated aims and objectives and identifies improvements

The service is delivered effectively to meet its aims and objectives

Our contribution to national, regional, and local priorities

To promote and support the health and wellbeing of all people in Suffolk.

This supports our wider Council objectives and contributes to national objectives.

We will deliver that provides learners with the skills, information and coping strategies to improve their well being and mental health.

We will continue to develop the quality of our health and well being offer in Suffolk.

We will further embed health and well being into learning across all our curriculum offers.

We will prioritise the procurement of bespoke health and wellbeing courses and support.

To strengthen our local economy.

This supports our wider Council objective and contributes to national agenda to increase the skill and learning levels of adult learners.

We will deliver a range of sector specific qualifications and opportunities for skills development across suffolk which open the door to new career pathways.

We will enhance the core skills level of residents which will increase the opportunity to enter work or enter higher levels of work, promoting continuous growth.

We will prioritise our 12 monthly procurements to provide tasters of work and associated qualifications specific to sector areas to inspire adult learners and support pathways into work.

To protect and enhance our environment.

This supports our wider Council objective to achieve net zero by 2030 and the Council's Climate Change Commercial Ask.

We will promote Social Value and the benefits and impact that local businesses can have on their local environment, through our procurement and contracting activities.

We will work with our providers to increase the number of local businesses that have an Environmental Policy and a targeted Environmental Plan.

We will work with our providers to increase the number of local business that have/or are working towards The Carbon Charter Certification (Bronze, Silver or Gold).

To provide value for money for the Suffolk taxpayer.

We will increase the number of learners accessing learning to pre pandemic levels.

We will continue to scrutinise the value for money of our learning offer with robust auditing of sub-contractors' performance against spend.

We will calculate effectively and publish our pound plus contribution and continue to develop and extend our measures.

We will extend the opportunity for adults in rural areas to access learning by increasing the virtual offer.

We will extend the opportunity for learners to borrow laptops and data packages to support an increase in digital skills and access to learning.

Approval of Accountability Statement

It is hereby confirmed that the 2023-24 Accountability Agreement, as set out in this document, was approved by the Adult Learning Service Governing Board on 27th April 2023. The 2023-24 Accountability Agreement will be published on the Adult Learning Service website [Learnsuffolk.org](https://learnsuffolk.org) on the About Us page within 3 months of the start of the 2023 to 2024 academic year.

Further Information

Ofsted Inspection Report – Suffolk County Council: [2757197 \(ofsted.gov.uk\)](https://www.ofsted.gov.uk/inspections/2757197)

LearnSuffolk.org: [Learnsuffolk.org](https://learnsuffolk.org)

Suffolk Adult Learning Service Strategy 2021-24: [About Us - Learn Suffolk](#)

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Newsletter

Sign up to receive our monthly e-newsletter “Spotlight”. Contact: learnsuffolk@suffolk.gov.uk

Website

Visit our Adult Learning Website at: [LearnSuffolk.org](https://learnsuffolk.org)

