

Company registration number: 08610815

SOMERSET SKILLS & LEARNING CIC
FILLETED FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

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SOMERSET SKILLS & LEARNING CIC
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SOMERSET SKILLS & LEARNING CIC
COMPANY INFORMATION

Chief executive S F E Simon-Norris

Directors K M Baker
H A Bedford
Y Cooze
P J Harvey
S R Lay
A Phillips
S F E Simon-Norris
D C Watson
S G Wilde
R Wilkins

Registered office 4 Corams Lane
Wellington
Somerset
TA21 8LL

Auditors *Albert Goodman LLP*
Statutory Auditor
Mary Street House
Mary Street
Taunton
Somerset
TA1 3NW

SOMERSET SKILLS & LEARNING CIC
(REGISTRATION NUMBER: 08610815)
BALANCE SHEET AS AT 31 JULY 2016

	Note	31 July 2016 £	31 March 2015 £
Fixed assets			
Tangible assets	4	105,517	-
Current assets			
Debtors	5	483,872	-
Cash at bank and in hand		1,157,606	-
		1,641,478	-
Creditors Amounts falling due within one year	6	(1,121,837)	-
Net current assets		519,641	-
Net assets excluding pension asset/(liability)		625,158	-
Defined benefit pension liability		(323,000)	-
Net assets		302,158	-
Capital and reserves			
Defined benefit pension reserve		(323,000)	-
Profit and loss account		625,158	-
Total equity		302,158	-

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 profit and loss account and director's report have been removed from the company's annual report and financial statements, which have been prepared and delivered in accordance with the provisions applicable to small companies subject to the small companies regime

The auditor's report on the annual 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

Approved and authorised by the Board on 17/1/17 and signed on its behalf by



P J Harvey
 Director

SOMERSET SKILLS & LEARNING CIC
STATEMENT OF CHANGES IN EQUITY
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

	Defined benefit pension reserve £	Profit and loss account £	Total £
Surplus for the period	-	<u>302,158</u>	<u>302,158</u>
Total comprehensive income	-	302,158	302,158
Transfers	<u>(323,000)</u>	<u>323,000</u>	<u>-</u>
At 31 July 2016	<u>(323,000)</u>	<u>625,158</u>	<u>302,158</u>

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

1 General information

The company is a company limited by guarantee incorporated in England and Wales

The address of its registered office is

4 Corams Lane

Wellington

Somerset

TA21 8LL

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 are presented in Sterling (£) and have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

Public benefit entity

The company is considered a public benefit entity under FRS 102 and therefore applies public benefit accounting as appropriate.

As a result, where the company has received donated assets, these have been valued at the equivalent cost to the company, an entry for income passing through the profit and loss account.

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

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.

Income in relation to donated assets is recognised at the date of the donation, at the equivalent cost to the company of the assets donated.

Government grants

Income from grants and government grants, where '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.

Other operating income

Other operating income has arisen from activities outside the normal course of business for the company. Included within other operating income are amounts in relation to the set up of the company, and the transfer of assets and trade from Somerset County Council.

There has been funding received from Somerset County Council to set up the company, and assets used in the course of business were donated to the company, for which there is a separate accounting policy.

Tax

The tax expense for the period comprises current and deferred tax. Tax is recognised in profit or loss, 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 income 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.

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

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 in the statement of financial position at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

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

Depreciation

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:

Asset class	Depreciation method and rate
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.

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.

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

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.

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.

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.

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below

The present value of the Local Government Pension Scheme defined benefit liability depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost (income) for pensions include the discount rate. Any changes in these assumptions, which are disclosed in note 13, will impact the carrying amount of the pension liability

Furthermore a roll forward approach which projects results from the latest full actuarial valuation performed at 31 March 2013 has been used by the actuary in valuing the pensions liability at 31 July 2016. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liability

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

3 Staff numbers

The average number of persons employed by the company (including directors) during the period, was 246

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

4 Tangible assets

	Furniture, fittings and equipment £	Portable buildings £	Total £
Cost or valuation			
Additions	17,443	96,500	113,943
At 31 July 2016	<u>17,443</u>	<u>96,500</u>	<u>113,943</u>
Depreciation			
Charge for the period	3,601	4,825	8,426
At 31 July 2016	<u>3,601</u>	<u>4,825</u>	<u>8,426</u>
Carrying amount			
At 31 July 2016	<u>13,842</u>	<u>91,675</u>	<u>105,517</u>

5 Debtors

	31 July 2016 £	31 March 2015 £
Trade debtors	45,725	-
Other debtors	372,120	-
Deferred tax	66,027	-
Total current trade and other debtors	<u>483,872</u>	<u>-</u>

6 Creditors

	Note	31 July 2016 £	31 March 2015 £
Due within one year			
Trade creditors		139,674	-
Taxation and social security		53,081	-
Other creditors		929,082	-
		<u>1,121,837</u>	<u>-</u>

7 Security

National Westminster Bank Plc has a fixed and floating charge over the assets of the company

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

8 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 2016.

The total cost relating to defined benefit schemes for the period recognised in profit or loss as an expense was £454,000

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

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

	31 July 2016	31 March 2015
	£	£
Fair value of scheme assets	363,000	-
Present value of defined benefit obligation	<u>(686,000)</u>	<u>-</u>
Defined benefit pension scheme deficit	<u>(323,000)</u>	<u>-</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows

	31 July 2016
	£
Current service cost	(451,000)
Past service cost	(1,000)
Interest cost	(2,000)
Actuarial gains and losses	(125,000)
Contributions by scheme participants	<u>(107,000)</u>
Present value at end of period	<u>(686,000)</u>

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows

	31 July 2016
	£
Interest income	7,000
Return on plan assets, excluding amounts included in interest income/(expense)	6,000
Employer contributions	243,000
Contributions by scheme participants	107,000
	<u>363,000</u>
Fair value at end of period	<u>363,000</u>

Analysis of assets

The major categories of scheme assets are as follows

	31 July 2016	31 March
	£	2015
		£
Cash and cash equivalents	6,000	-
Equity instruments	252,000	-
Property	41,000	-
Other bonds	39,000	-
Gilts	25,000	-
	<u>363,000</u>	<u>-</u>

Return on scheme assets

	31 July 2016	31 March
	£	2015
		£
Return on scheme assets	<u>13,000</u>	<u>-</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

	31 July 2016	31 March
	%	2015
		%
Discount rate	2.60	-
Future salary increases	4.00	-
Future pension increases	<u>2.20</u>	<u>-</u>

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

Post retirement mortality assumptions

	31 July 2016	31 March
	Years	2015
		Years
Current UK pensioners at retirement age - male	24 00	-
Current UK pensioners at retirement age - female	26 00	-
Future UK pensioners at retirement age - male	26 00	-
Future UK pensioners at retirement age - female	<u>29 00</u>	<u>-</u>

9 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.

Valuation of the Teachers' Pension Scheme

Not less than every four years 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%

SOMERSET SKILLS & LEARNING CIC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD FROM 1 APRIL 2015 TO 31 JULY 2016

The TPS valuation for 2012 determined an employer rate of 16.4%, which was payable from September 2015. The next valuation of the TPS will be as at March 2016, whereupon the employer contribution rate is expected to be reassessed and will be payable from 1 April 2019.

The employer's pension costs paid to TPS in the period amounted to £143,000 (2015 - £nil)

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.

10 Financial commitments, guarantees and contingencies

The total of future minimum lease payments is as follows

	2016
	£
Not later than one year	127,744
Later than one year and not later than five years	510,978
Later than five years	618,055
	<u>1,256,777</u>

11 Related party transactions

Key management personnel

Key management personnel are considered to be the Directors and Senior Management Team of the CIC

Key management compensation

	31 July 2016	31 March
	£	2015
		£
Salaries and other short term employee benefits	332,994	-
Termination benefits	8,752	-
	<u>341,746</u>	<u>-</u>

0000 09/15

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 2016

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. Setting up the Company ensured that SS&L would continue to deliver a county wide service that benefits local communities. The Principal activity of the company is to promote education by the provision of education, skills and training to young people and adults.

The Company was established in 2013, but became 'live' on 1st August 2015. The first year of trading has been successful, both financially and in terms of the impact / outcomes for a large number of Somerset residents and the local economy. In an essentially rural county, SS&L's community based service directly addresses inequalities issues, specifically in relation to the health and wellbeing / educational attainment of both adults and young people.

During 2015/2016 SS&L delivered learning opportunities to 9324 individuals and 86.5% of learning aims undertaken were achieved. **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 CIS'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

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 has 10 directors, of which 3 are executive (staff directors) and 7 are non-executive directors. No director receives anything for their role as a director (therefore non-executive director remuneration totalled £nil), however our executive directors were remunerated for their staff roles, totalling £281,442 for salaries and other short term benefits and £8,752 in termination benefits. Please note that this is different from the key management personnel disclosure in note 12 to the accounts as there are key management personnel who are not directors.

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)

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 2016

PLEASE CLEARLY INDICATE THE PART YOU ARE CONTINUING HERE

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

Community Learning (CL) is our core provision and aims to maximise access to learning across Somerset. The CL provision supported 7792 individuals in 2015/16, overall Success Rates for CL provisions (including CLP & family learning) were excellent with rates at 98%. Through our Community Learning strategy we delivered (i) a universal Health and Well-being learning offer providing local community-based learning opportunities across Somerset and the surrounding area in a range of venues, (ii) partnership provision in conjunction with established community based delivery partners and (iii) targeted provision through the Community Learning Partnership (CLP) which aims to maximise access to community learning across Somerset. Our CL strategy focuses community learning funding on people who are disadvantaged and least-likely to participate in learning; a mental Health pilot was also introduced in 2015/16 that has supported the health and wellbeing of 299 Somerset residents. CLP supports social renewal and maximises the impact of community learning on the social and economic well-being of individuals, families and communities. The new organisation has focused on widening participation, through a range of direct provisions and significant partnerships through the Community Learning Partnership. The CLP works with over 40 different community organisations to ensure that we are able to engage the hardest to reach learners / individuals and offer provision that is meaningful to the individual learner, in a location that is relevant and local to them. CLP community projects enable learners to have more active role in their local community. CLP projects and family learning activities also support learners to keep themselves fit and healthy both physically and emotionally and maintain good health and well-being. Creative and innovative CLP projects have led to particularly good progression and wider outcomes, supporting learners to develop personal, social and employability skills that prepare them well for future learning and / or progression into voluntary or paid work. The CIC has also maintained a broad spread of Qualification based courses across Somerset to meet the needs of learners at all levels, delivered in one of our 11 dedicated Community Learning Centres or in over 50 Community Venues. We also work with a large range of employers, developing skills within Somerset's workforce and this wide network enables us to work with a greater number of learners to support employability, skills in maths and English, Apprenticeships, Family Learning, community cohesion and health and well-being. Our curriculum offer is designed to meet the skills gaps of individuals, employers in Somerset, support young people into the world of work and offers progression routes to both employment and further and higher education.

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 2016

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

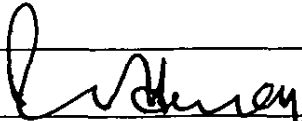
The findings from this detailed stakeholder consultation process, form part of the CICs annual Self - Assessment report The report is a comprehensive annual overview of the organisations performance, outcomes and improvement This is accompanied by a comprehensive and detailed Annual Quality improvement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

Recent improvements as a result of learner feedback (stakeholder consultations have included an investment into Information Learning technology, to support both the delivery of learning programmes and Business Support Functions The payment of learner fees has been made more accessible by the introduction of web based payment methods.

PART 5 – SIGNATORY

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

Signed



Date

17/1/17

Office held (~~delete~~ as appropriate) Director/Secretary

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

Tel	
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, 4th 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)