

CURRICULUM AND QUALITY COMMITTEE

CONFIRMED MINUTES FROM THE MEETING HELD ON 9 JUNE 2026 AT 4:00PM CITY COLLEGE NORWICH, THETFORD BOARDROOM

Present:

Phillip Belden	PB	Chair (of meeting)
Jerry White	JW	Principal and Governor
Laura Stewart	LS	Staff Governor (<i>from 4:03pm</i>)
Lacey Ross	LR	Student Governor, SU President
Freddie Simpson	FS	Student Governor (<i>remote, via MS Teams</i>)

Attendees:

Helen Richardson-Hulme	HRH	Vice Principal Safeguarding, Inclusion and Student Services
Lucy Whitwood	LW	City College Norwich Principal
Seb Gasse	SG	Chief Learning Officer
Claire Harber	CH	Governance and Legal Officer

Apologies:

Ed Rose	ER	Executive Director Business Development, Apprenticeships and Adults
Jodie Mitchell	JM	Director of Governance and Legal
Lucy Sydney	LSy	Governor
Philip Pearce	PP	Governor

1. Apologies for Absence

Apologies were received and noted as above.

2. Declaration of Conflicts

No declarations were made.

3. Unconfirmed Minutes of the Meeting Held on 28 April 2026

The unconfirmed minutes of the meeting held on 28 April 2026 were agreed as a true record of the meeting and will be signed by the Chair at the next available opportunity.

4. Unconfirmed Confidential Minutes of the Meeting Held on 28 April 2026

The unconfirmed confidential minutes of the meeting held on 28 April 2026 were agreed as a true record of the meeting and will be signed by the Chair at the next available opportunity.

LS joined the meeting at 4:03pm.

5. Matters Arising

C&Q 3 Action 3: FS to liaise with course leader regarding ways HE students can interact with the Student Voice Strategic Governor Group (FS). *The SU are arranging with the Head of HE for HE students to be involved in the Student Parliament and other activities.* ACTION COMPLETE.

C&Q 5 Action 1: ACTION COMPLETE

C&Q 5 Action 2: ACTION COMPLETE

C&Q 5 Action 3: ACTION COMPLETE

C&Q 5 Action 4: Provide Governors with a hard copy of the Curriculum Planning Report.
ACTION COMPLETE.

C&Q 5 Action 5: Put Principal role and Principal Updates on the Strategy Day agenda (JM/JW).
The Strategy Day agenda is work in progress. ACTION ONGOING (Due: June 2026)

C&Q 5 Action 6: ACTION COMPLETE

C&Q 5 Action 7: ACTION COMPLETE

C&Q 5 Action 8: Add Curriculum and Quality Committee report nature and regularity to Strategy Day agenda (JM/JW). *The Strategy Day agenda is work in progress.* ACTION ONGOING (Due: June 2026)

C&Q 5 Action 9: Include information on how the college meets the required minimum standards in future Residential Reports (MS). ACTION ONGOING (Due: September 2026)

6. **CONFIDENTIAL – Risk Register Review**

The Risk Register Review was circulated prior to the meeting.

The Committee were informed that the Senior Management Team (SMT) have completed a review of all risks and that the new Ofsted framework and student behaviour risks have been added to risk register as strategic risks.

It was noted that due to the short time since the Audit and Risk Committee meeting, a full update will be presented to Board later this month.

7. **Chief Learning Officer's Report**

The Chief Learning Officer's Report was circulated prior to the meeting. The following points were highlighted:

- QIPs are 'red' when the College is not expecting to hit the original target, but there is still likely to be improvement in outcomes.
- A peer review took place recently to enable shared learning around teaching and learning; an action plan will be developed to reflect feedback.
- Progress has been made in reducing cancelled lessons.
- It is a mixed picture in relation to retention and achievement – some courses, such as T Levels, are performing well and are above national average but some not so well.
- Heads of area are predicting a 10% rise in achievement.
- Exam processes are challenging but are being maintained.
- Positive feedback has been received from JCQ following recent visits.

It was also highlighted that lack of progress tracking is proving a disadvantage and, following Governor questioning, it was confirmed that this will be in place for next year.

The remainder of the discussion was confidential and is recorded in the confidential minutes.

7.1 **FE SIT**

The FE SIT Report was circulated prior to the meeting.

It was noted that consideration is still being given to if and how the College will use this tool and how metrics will be reported to Governors. It was confirmed that benchmarking data will be available to the Committee in the autumn term. Governors asked to see data on vulnerable groups, and it was agreed that the scorecard, which includes data on vulnerable groups, would be circulated to members.

ACTION 1: Circulate scorecard to members (SG).

8. Curriculum Strategy

This item was not taken. It was noted that the Curriculum Strategy will be considered at a later date.

9. Norwich Principal's Update

The Norwich Principal's Update was circulated prior to the meeting. The following points were highlighted:

- The five-year vision for the Norwich campus includes being a Centre of Excellence for Technical Vocational Education and collaborating with employers to create flexible spaces and employer hubs. Progression of 16-18 learners into apprenticeships and Higher Technical Qualifications will be maximised and adult and commercial courses will be strengthened to diversify commercial income.
- Main areas for growth are construction, engineering, health, and creative, digital and media at levels 4 and 5.
- Retention remains an area of focus and challenge but there has been some improvement on last year in some areas.
- Attendance rates are a challenge, and attendance has declined in some areas, including English and maths.
- Class cancellations have reduced, largely due to the implementation of cover supervisors at Norwich. Use of agency staff is also expected to decrease.
- Some behavioural issues remain, but mitigations have been identified; the Norwich Principal is working closely with the Duty Manager to ensure speedy intervention when behavioural issues are identified.
- Applications for 2026/27 are forecast to be higher in creative and performing arts, construction, engineering and HE but slightly lower in digital, business and media A Levels.
- The College will be looking at the onboarding process in more detail, including student profiles.

Governors asked how the College's data in relation to English and maths compares to national benchmarks and were informed that the pass rate is around 30%, which is higher than the national average. It was agreed that statistics for grade 4 and above would be reported at the second autumn meeting.

ACTION 2: Include statistics and benchmarking for maths and English grades 4 and above in the autumn 2 report (SG).

The Committee asked whether cost saving from the cover supervisor role would be included in the budget, but were informed that savings, other than the reduction in agency costs, are difficult to quantify.

10. Proposed Accountability Agreement 2026/27

A verbal update was provided. The Committee were reminded that further to discussions at Committee level and Board, performance targets would be monitored via the single KPI dashboard, and the Accountability Agreement would be used to capture 4-6 targets focussing on the curriculum and how it will meet local needs. It was noted that an update will be provided at the next Board meeting with further discussion at the July Strategy Day.

11. CEFSS Action Plan Monitoring

The CEFSS Action Plan Update was circulated prior to the meeting. The following points were highlighted:

- Action 11 – staff utilisation has significantly improved, and high levels of utilisation are shown.
- Action 15 – significant work has been carried out to address class size issues, and the situation is being monitored on an ongoing basis. The College awaits 2025/26 benchmarking data.

The Committee queried the staff utilisation being over 100% and were informed that agency staff are not taken into account in the calculation. It was noted that the College has carried out the actions CEFSS requested, but the implications need to be monitored to ensure workload is balanced. It was agreed therefore that action 11 would remain open.

The Committee requested further detail on class sizes, in particular, how class sizes compare with the sector nationally and the reasons for any disparity.

ACTION 3: Provide detail on how class sizes compare with the sector nationally and reasons for any disparity (JW).

The meeting took a break at 5:05pm and reconvened at 5:16pm.

12. Students' Union and Student Voice Update

The Students' Union Annual Report was circulated prior to the meeting. The following points were highlighted:

- It has been a successful year with positive engagement from students.
- The recent mental health week and sustainability festival were well-attended.
- Users of the One-College app have increased significantly this year.
- There has been improved engagement with the SU elections compared to previous years.
- Students were involved in the selection process for a new catering provider, and the SU will be working with the new supplier to involve students in selecting a new name for one of the College cafes.
- A young carers group has been established to raise awareness of young carers.
- Enrichment opportunities have increased this year, and staff have been generous with their time in supporting enrichment programmes.

The Committee were informed that the College is in the process of applying for the Carer's Tick.

ACTION 4: Arrange for thanks to be extended to staff who have assisted with enrichment sessions throughout the year (JW).

It was noted that this is LR's last Curriculum and Quality Committee meeting and the Committee thanked LR for her work as SU President.

12.1 Student Survey Update

The results from the annual Student Survey were circulated prior to the meeting. The following points were highlighted:

- A slightly lower number of students took part this year, but there were still over 2,200 responses which should provide accurate representation.
- Results will be considered in detail by the Student Voice Strategic Governor Group.
- Overall, ratings have gone up by 2-3 points on most measures.

- Those that have decreased will be analysed, as will variation showing across campuses.
- The largest rating increase is awareness of the Students' Union.
- The apprenticeships survey results are particularly strong, and national benchmark comparisons are mostly green.

13. Wellbeing and Inclusion Report

The Wellbeing and Inclusion Report was circulated prior to the meeting. The Committee were informed that the safeguarding team have carried out a deep dive on the top ten case types and the two included in the report: operation encompass and bullying were discussed.

The Committee discussed the recent press coverage on seven Afghan men arrested locally.

The Committee questioned the safeguarding training compliance statistics, and it was confirmed that there are fluctuations throughout the year due to renewal cycles and reminders are issued.

The remainder of the conversation was confidential and is included in the confidential minutes.

14. SEND Report

The SEND Report was circulated prior to the meeting and taken as read. The following points were highlighted:

- Focus is currently on students due to start college in September and the team are liaising with parents and local schools to share information in preparation.
- A high needs funding audit took place last week; results are expected next week.
- A new system is due to be launched next month to assist information flow in relation to exam access arrangements.

The Committee asked how the College plans to cope with the expected increase in EHCPs and high needs students and were informed that consideration is being given to where technical solutions can be implemented to assist and that the College is participating in wider working group conversations. The Committee noted that additional resource will be required to deal with expected increases in the volume of SEND students. It was confirmed that this is being considered as part of the budget-setting process but there is pressure due to there being no additional funding to reflect increases. The Committee requested that resourcing pressures be highlighted in future reports.

ACTION 5: Include SEND resource pressure in SEND Reports (HRH).

15. Annual Self-Assessment Report for the Nursery

The Annual Self-Assessment Report for the Nursery was circulated prior to the meeting and taken as read. The following points were highlighted:

- The last Ofsted inspection took place in January 2024 under the old framework.
- The presented self-assessment rates the provision against the new standards.
- The College is seeking assistance from other providers to arrange external scrutiny and to share ideas and learning.
- Focus this year has been on ensuring correct staff to child ratios.

The Committee enquired whether the College is seeking to grow the provision. It was noted that expansion is limited by available physical space and the focus is therefore on utilising the available space efficiently. It was further noted that the nursery is a useful provision for staff and students as well as the community and helps to diversify the College's income.

16. Draft Internal Audit Services Plan for 2026/27

A verbal update was provided as follows:

- Proposed internal audits were considered by the Audit and Risk Committee last week and will be presented at the next Board meeting.
- Proposed audits that either impact or relate to the work of this Committee include HR (recruitment, retention, satisfaction and workforce planning), Student Destinations and Progressions, and Residential (required every three years).

The Committee noted the update.

17. 2025/26 Term 2 Compliments, Complaints and Appeals Report

The 2025/26 Term 2 Compliments, Complaints and Appeals Report was circulated prior to the meeting. The following points were highlighted:

- The Committee were informed that the volume of complaints is increasing significantly but the number upheld is slightly decreasing.
- Complaints trends include cancelled English and maths classes; this is an area where the College has already identified issues.
- Complaints are getting longer and more complex due to the use of AI and therefore are taking up more staff time to process.
- A recent internal audit on complaints was positive about how the College handles complaints.

The Committee asked how the College can address the impact of the volume, length and complexity of complaints. It was noted that a vexatious complaints policy has recently been introduced but it is recognised that the situation needs to be kept under review due to the significant amount of management time required to respond to complaints.

18. Annual Review of the Committee's Terms of Reference

The Terms of Reference Tracker and review of the Committee Terms of Reference was circulated prior to the meeting.

The Committee agreed that it had met its obligations for the year under its Terms of Reference. As part of the conversation, it was noted that the TLA Policy would be reviewed at a later date.

The Committee determined to recommend to the Board the Terms of Reference presented with an amendment to term 13 to include 'other vulnerable and disadvantaged groups' to reflect the Ofsted framework. The Committee confirmed that the quorum of four should be amended to include two independent Governors.

19. Confirmation of the Chair of the Committee for 2026/27

The Committee agreed for Lucy Sydney to be Chair of the Committee for 2026/27.

20. CONFIDENTIAL – Other Urgent Business

The discussion was confidential and is recorded within the confidential minutes.

21. Meeting Review and Summary

It was noted that once all three College Principals have presented reports to the Committee, the Committee will consider what should be included in future reports.

22. Date of Next Meeting

The next Curriculum and Quality Committee Meeting will take place in the autumn term. The date is to be confirmed.

All formal business having been concluded; the meeting closed at 6:26pm.

Signed Date
(Chair)