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INVESTORS
IN PEOPLE | Silver

city lit

An outstanding year

Annual review 2010–11

experience
outstanding
learning

City Lit offers over 4,000 part-time courses to almost 30,000 students from across London and beyond.

As well as exploring new interests, students also embark on courses at City Lit to transform their lives; from gaining basic skills to developing new expertise for a career change.

City Lit also contributes to London's communities, with classes for families, homeless people, D/deaf people, and those who stammer or have a learning difficulty.

Our mission

To enhance the lives of adults and develop the employers' workforce by providing inspiring lifelong learning opportunities.

Our vision

To be the best provider of adult lifelong learning in London.

“Without doubt, our biggest achievement this year was being recognised as ‘Outstanding’ by government inspectors, Ofsted. This is the highest category; making us the first large adult education provider to achieve this under the new, more demanding criteria.

“With further college expansion, record grades on accredited courses, and students increasingly getting more involved in how we operate – it’s been an exciting year for City Lit.”

Carole Stott
Chair of Governors

Mark Malcomson
Principal

An outstanding year

City Lit is 'Outstanding'

Government Ofsted inspectors visited City Lit in June 2011 and awarded the college an overall grade 1 ('Outstanding'). This makes City Lit the only large adult education provider to achieve this standard, under the new, more demanding criteria.

The inspection focussed on non-accredited learning, where the college needed to demonstrate that it provides real education that has wider social benefits – proving the value of adult learning.

Inspectors praised examples of best practice including the way City Lit encourages feedback from students and how the college promotes equality and diversity.

During the inspection, City Lit's financial management and control arrangements were also graded as 'Outstanding' when audited by our funders, the Skills Funding Agency.

Nick Moore, Deputy Principal, said:

"Being outstanding doesn't mean we're perfect and there is still a lot to do, but we have crossed a threshold and are entering a new era."

Popularity equals expansion

To meet the increased demand for courses, City Lit continued to expand in 2010–11, with a dedicated textiles studio.

Over 120 new courses were introduced for 2010–11, including fashion and costume design, leading to an increase of 4% more students.

Record results for courses leading to qualifications

From subject areas across the college, students at City Lit were achieving record results in 2010–11.

- Over the academic year, all access to higher education students, as well as the art foundation students, who completed their course and applied to university, were offered places.
- City Lit's access to higher education diplomas were praised for the outstanding record of achievement demonstrated by students.
- All GCSE Italian and Spanish students were awarded A* grades.
- City Lit's Drama, Dance and Speech department received special praise for high retention rates.

Welcoming a new Principal

In June, Mark Malcomson started at City Lit as Principal. Formerly from the London Business School, and New York Institute of Finance, Mark's first task was to work alongside former Principal Peter Davies in preparing for the imminent inspection.

Mark gave his first impressions of City Lit when he started:

"I am incredibly impressed by the combination of energy and commitment from everyone involved with the college. It is a great place to learn but also a very welcoming and fun place to be."

"City Lit has a wonderful heritage and Peter and the team's work in recent years has given us a very strong base to go forward."

Enrolment increased by 3% to

56,774

Students increased by 4% to

29,740

Courses increased by 8% to

4,000

Engaging learners

Student feedback praised as 'best practice' by government inspectors

City Lit's award-winning rate and review system received praise by government inspectors, Ofsted, for being unique to the sector and for showing confidence in their tutors and learners.

The inspectors commented that the way City Lit encourages students to share feedback (offering nine different options), shows a cultural shift in the college, allowing them to go further than others in the sector.

The online rate and review facility, which won 'Silver' at the 2011 Heist awards for innovation and creativity, was created to enable students to share their course experiences, giving potential students another method for judging whether a course is right for them.

Also praised by inspectors was City Lit's 'course reviewers' project, a small-scale research exercise carried out to gain insight from a group of students on every aspect of teaching and learning at City Lit.

"It got me the job."

"Excellent tutoring
and great fun."

"A real special time
and the beginning
of a journey."

"Ten weeks of joy."

"Well worth every second
and every pound."

"Great learning
environment."

Achievements across the college

Access to HE

All students who applied to university were offered places – most of them more than one.

Business development

Began teacher training for the Metropolitan Police and offered disability awareness to companies across London.

Community outreach

Enabled over 91% of their learners on one course (some of whom had a history of homelessness, offending and substance abuse) to go on to further education, voluntary work or paid employment.

Computing

Provided training to employees from across London including Jimmy Choo and Pall Mall Ltd (with 100% pass rate).

Deaf education

Became the first provider of the professional certificate in rehabilitation in the UK.

Drama, dance and speech

Achieved 'grade 1' at inspection for the third time in a row.

Family learning

Ran a successful project called FAME that encouraged families to play and share music together.

Facilities

A new visual arts textiles studio was successfully built on the fourth floor roof terrace.

Finance

Underwent successful audits including a clean annual financial statements audit with no serious weaknesses reported and an 'Outstanding' grade in the recent audit.

Health and movement

Examination board ITEC said that City Lit produces good standards of student work, has excellent facilities and is a market leader in the delivery of their courses.

Humanities

98% of literature students rated their courses as good or excellent (80% excellent).

Information and registration services

Set up a restructure of their team to streamline processes and systems, improving the customer journey for students.

Languages

Expanded their courses to the Fashion Retail Academy, allowing them to add an additional 30 language courses to their offer.

Learning centre

A report by JISC RSC said:
"City Lit is now at the forefront of development in the effective use of ILT, not only with regard to the Adult Education sector, but also when compared to it's immediate peers, the other SDI's"

Management Information Services

Delivered improvements in service and systems, empowering the college to deliver 'Outstanding' courses, services and experiences.

Marketing

Won a silver Heist award for 'innovation and creativity' for the new online rate and review system for courses.

Music

Received a 'grade 1' at inspection, and was praised for improving their initial assessment process.

Progress – courses for people with learning difficulties

Have made big strides in developing an effective Student Advisory Group, through developing visual materials and enabling learners with a wide range of communication abilities to contribute.

Psychology, counselling and personal development

Five students on different Diploma in counselling courses managed to overcome severe learning blocks after many years, and all passed their courses.

Skills for life

Achieved a strong grade 2 at inspection, due to the progress made in creating a cross-college strategy.

Speech therapy

Secured funding for two new courses for adults with Aphasia (expressive language difficulties).

Staff development

Implemented a Moodle course to enable all teachers to understand the concept of promoting equality and diversity for teaching and learning; helping City Lit to gain grade 1 from Ofsted for equality and diversity.

Teacher and management training

Was awarded the right to certificate their own courses, without the need of an external verifier. Centres are allowed to do this when their marking and internal quality systems are considered particularly strong.

Visual arts

Awarded grade 1 'Outstanding' at Ofsted inspection, with eleven key strengths and no weaknesses, this is the third consecutive inspection that they have been awarded a grade 1.

Influencing London businesses and communities

Influencing business

Organisations and businesses from across London enlisted City Lit's expertise for D/deaf and disability awareness training in 2010–11, including stammering awareness.

While training the **Armed Forces** and **Transport for London**, and organising **London Dungeon** tours in sign language, training was also being put in place for the **Bank of England** and the **Tate**.

With specialist areas in D/deaf education, courses for adults with learning difficulties and speech therapy, City Lit was not short of experts to offer training to these large organisations.

Influencing communities

City Lit continues to contribute to London's communities; with family learning classes; outreach with homeless people; and courses for D/deaf people, people who stammer, or have a learning difficulty.

This vital provision can only continue with the financial support of the government, as well as City Lit's policy of cross-subsidising costs from more profitable areas of provision.

"The tutors were very clear and helpful with very good support information to take away."

Tate Modern

Aimee Priest

Windsor castle is my new office

"I joined a bookbinding course at City Lit to further my skills, which led to a new job conserving books at Windsor Castle.

"The skills that I learned during the course were vital in my successful application to Windsor Castle. The practical skills that I obtained are priceless. It has set me up with the basic skills required to confidently approach making a variety of books of varying complexity.

"I really enjoyed my bookbinding course, which was City & Guilds accredited, as it was well structured and offered me the freedom of artistic choice."





Jacky Valentina-Spencer

My new self-esteem has helped others

"I was looking for a new direction in my working career, and the course, diploma in practitioner counselling, has changed my life.

"While at City Lit I discovered that I had dyslexia. At first I was scared to confront it, but with support from City Lit I learned to accept the additional help and was able to work with it.

"I have done a lot of work on myself to make changes, and this has had an impact on the way I interact with people. I work with women to help raise their self-esteem."

Martin Lea

I'm now a full-time photographer, thanks to City Lit

"I only wanted to learn how to use my camera, but I discovered a new passion in the creative arts which I never realised I had.

"At City Lit I discovered pretty soon that this was what I wanted to do as a career. I went on to do lots of photography courses such as photographing people, studio lighting, Photoshop and more.

"I've had lots of fun, and met loads of cool people. When I have a camera in my hand, I view the world differently and have discovered a part of me that I never realised I had inside."



Cathy Tyson, London
Region Adult Learners'
Week award winner

From professional actor to full-time student

"I was feeling jaded about my acting career and needed to revive my energy. I also knew that if I were to change the direction of my career, it would be a good idea to get some qualifications.

"So, I started a creative studies access course at City Lit, and as a result I'm now studying at Brunel University. My passion for learning is growing everyday, and I now respect myself for having taken on such a huge challenge.

"I now believe that things are possible. My confidence has grown, and my zest for life has returned. Life isn't dull anymore."



Key figures

Students by age

Age	No.	
16–17	84	0%
18–29	6,763	23%
30–39	8,730	29%
40–49	5,677	19%
50–59	3,580	12%
60–69	3,470	12%
70–79	1,196	4%
80–89	230	1%
90+	10	0%

Gender, number of students

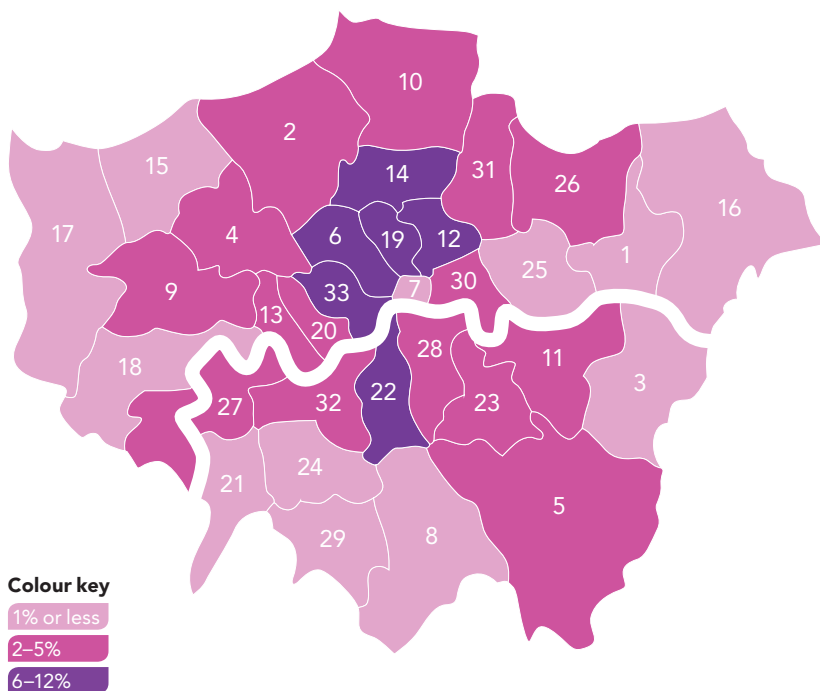
Female students	Male students
21,942 69.3%	9,676 30.7%

Diversity

City Lit aims to attract learners from a diverse range of backgrounds and to be representative of the wider London communities it serves. In 2010–11, the proportion of students from Black, Asian and minority ethnic groups was 22%.

Where our students live

Borough	No.	%	Borough	No.	%
1 Barking and Dagenham	92	0.5	18 Hounslow	331	1
2 Barnet	1,194	4	19 Islington	2,243	8
3 Bexley	127	0.5	20 Kensington and Chelsea	884	3
4 Brent	816	3	21 Kingston upon Thames	220	1
5 Bromley	437	2	22 Lambeth	1,702	6
6 Camden	3,233	11	23 Lewisham	1,056	4
7 City of London	164	1	24 Merton	411	1
8 Croydon	418	1	25 Newham	391	1
9 Ealing	757	3	26 Redbridge	459	2
10 Enfield	647	2	27 Richmond upon Thames	478	2
11 Greenwich	487	2	28 Southwark	1,458	5
12 Hackney	1,974	7	29 Sutton	129	0.5
13 Hammersmith and Fulham	794	3	30 Tower Hamlets	1,257	4
14 Haringey	1,769	6	31 Waltham Forest	731	3
15 Harrow	263	1	32 Wandsworth	1,223	4
16 Havering	119	0.5	33 Westminster	1,828	6
17 Hillingdon	162	1	Outside London	2,937	-



Number of students and enrolments

Year	Learners	Enrolments	Average enrols per student
2010–11	29,740	56,774	1.8
2009–10	28,720	55,092	1.82
2008–9	27,508	51,973	1.82
2007–8	25,419	48,092	1.93

Student achievement







In 2010–11, 99% of students achieved their goals by passing an exam or completing their learning aims. This represents 91% of everyone who enrolled on a course.

Student hours by subject

Visual arts	297,664	
Languages	223,550	
Drama, dance and speech	177,060	
Humanities	155,798	
Music	133,866	
Health and movement studies	93,561	
Skills for life	51,186	
Computing	45,068	
Psychology, counselling and personal development	41,440	
Fresh horizons	36,419	
Deaf skills and professional training	34,986	
Community outreach	28,125	
Continuing education service	25,646	
Family learning	14,685	
Centre for teacher and management training	12,320	
Progress	11,620	
Speech therapy	10,294	

How students are supported at City Lit

In 2010–11 City Lit supported a total of 990 students with their studies in the following areas:

Students with learning difficulties	(0%)	394	
Study skills	(-16%)	20	
Students with dyslexia	(+13%)	144	
Speech therapy students	(-2%)	115	
Students with a disability	(-8%)	271	
D/deaf students (on mainstream courses)	(+48%)	46	
Total		990	

(% increase/decrease from 2009–10)

Giving students information and advice

City Lit's information and advice team helped over 20,000 adults in 2010–11, giving advice on study options and financial support.

Drop-in advice at City Lit	14,957	(+6%)
Appointments at outreach venues and City Lit	961	(+3%)
By phone	3,458	(-14%)
By email	1,198	(+28%)
Total	20,274	

(% increase/decrease from 2009–10)

Financially supporting students

Student bursary

The City Lit bursary scheme supports those with financial difficulties, ensuring they can enjoy the many opportunities that learning can bring. The bursary helps with course fees, books and materials, and is particularly aimed at students who wish to study courses for vocational reasons or to help transform their lives.

Contributions for the bursary fund come from 10% of the college's fee income and from cross-college events, such as massage fundraisers and drama performances, as well as private donations. In 2010-11, over £12,000 was donated from events and individuals.

In 2010-11, almost £30,000 was allocated to students from the bursary.

Learner support fund

The amount of money available to help students access part-time learning through the Learner Support Fund, provided by the government, decreased by 5.2% on the previous year.

General learner support	£253,000	(-5.2%)
Childcare support	£50,000	(-3.8%)
Administration costs	£7,000	(-60%)

(% increase/decrease from 2009-10)

"Going to City Lit has given me the rarest commodity – hope. Going back to study has made a huge difference to me... without the student bursary, it would not have been possible."

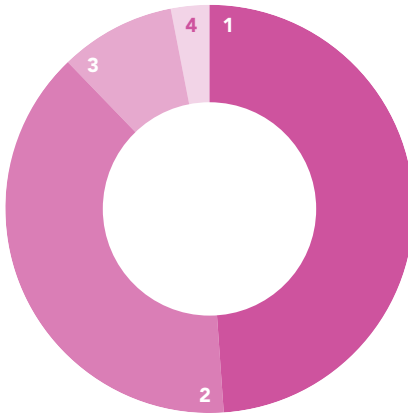
Student, City Lit

How learning is funded

The Skills Funding Agency contributes a large proportion of funds to cover the cost of teaching and additional support for learners with additional needs. 39% of City Lit's income is received from student fees and 9% from project and contract work (primarily in the community) as well as from our D/deaf education area.

Funding learning breakdown % by source

	2010-11	2009-10
1 SFA support for study	49%	49%
2 Fee income	39%	37%
3 Project and contract income	9%	12%
4 Other	3%	2%



Our income and expenditure

Strong student fees and additional funding for courses enabled City Lit to achieve a surplus of £318,000 for the year ended 31 July 2011.

Student fee income increased by 9% demonstrating the continued popularity of City Lit courses. City Lit relies increasingly on student fee income to fund its courses.

Summary of income and expenditure (Figures in thousands)

	2010-11 £'000	2010-11 %	2009-10 £'000	2009-10 %
SFA course funding	8,309	49	8,050	49
Fee income	6,605	39	6,028	37
Other income	1,898	12	2,383	14
Total income (including contract income)	16,812		16,461	
Pay expenditure	12,012	73	11,737	73
Non-pay expenditure	4,482	27	4,245	27
Total expenditure	16,494		15,982	
Surplus as % of income		1.89		2.91
Operating surplus	318		479	

Key contacts

Mark Malcomson

Principal
+44 (0)20 7492 2595

Nick Moore

Deputy Principal
+44 (0)20 7492 2596

Joe Manifold

Vice Principal Resources
+44 (0)20 7492 2590

Carole Stott

Chair of Governors
(Contact clerk to the Governors)
+44 (0)20 7492 2598

Denise Gill

Clerk to the Governors
+44 (0)20 7492 2598

**If you would like any
further information,
please contact us:**

Switchboard

+44 (0)20 7492 2600

Email

infoline@citylit.ac.uk

Visit

www.citylit.ac.uk

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