

Appendices

Appendix 1

Provider Survey Results

Providers were overall positive regarding the experience of devolution and impact made:

- 93% of providers found Key Account Manager relationship extremely or very helpful. ('KAM is approachable, always available, will get back to you with an answer, supportive and professional')
- 73% of providers reported that they had already seen an impact of the funding rule flexibilities on their ability to engage WY residents.
- 70% of providers said they had already seen an impact in their ability to support refugees from the recent funding flexibility ('Funding is now more targeted for the region')
- 70% of providers have found Partnership meetings/conference extremely or very helpful ('Working together has made a difference in the last year and we feel that the relationships are sound and supportive')

Providers were also asked for areas in which the Combined Authority could improve support, a number of which will be focusses for delivery improvement in year 2 – including:

- Increase marketing and communication support: ('a proportion of residents don't know they can access an offer'; 'Strong messaging about value of adult education')
- Comments on how out of area providers with small allocations (mostly travel to learn provision) interact with WYCA e.g., frequency of review meetings, contract arrangements, partnership meetings.
- Comments on a potential for a mutual arrangement with South Yorkshire CA for SY learners on the border to access WY providers.
- Consistent and regular way of communicating e.g., monthly updates, webinars, newsletter.