

Annual Report 2021-2022

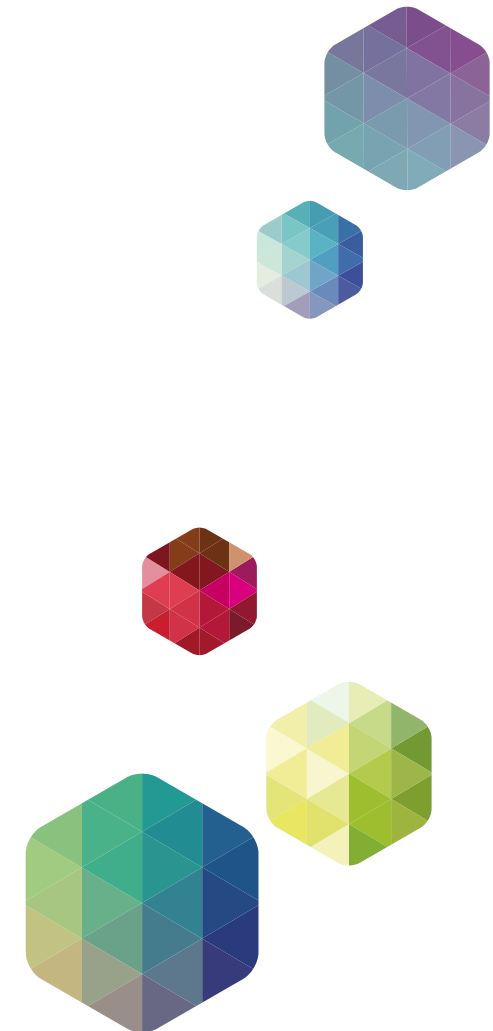
Gateway

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Overview

Our business continued to be impacted by Covid-19 for most of this financial year, however despite this we have been able to continue to improve and expand our services and provide excellent customer service to our partners and customers.

I am pleased to report that we have met 76% of our business targets and delivered an increase in revenue resulting in an operating surplus for the financial year.

During 2021/22, as Covid-19 restrictions eased, our team returned to the office and we now have a hybrid working model in place which has been well received by staff.

We have focussed on improving our services to meet changing needs as we recover from Covid-19, particularly in the area of employer engagement, with the availability of work placements continuing to be a challenge. Onsite work placements were not possible for most of the last year and this had the biggest impact on our business activities and

our local authority customers.

In response we have expanded our range of online tools to support young people learn about the world of work.

We have commenced the Workit redesign and upgrade project which will deliver significant improvements in usability. This project will be delivered collaboratively with our users and all local authorities have been given the opportunity to participate in our user groups. The project is on track to deliver the new system by autumn 2023.

Our development team have completed two major projects during this year, P1 Enrolment for Glasgow City Council and the Early Years Wellbeing module. Customer feedback has been excellent and we have had interest from other local authorities in using these services. We will focus on marketing these new services next year to maximise the opportunities to expand our customer base, support the delivery of education priorities and increase revenue.

Manager's Statement

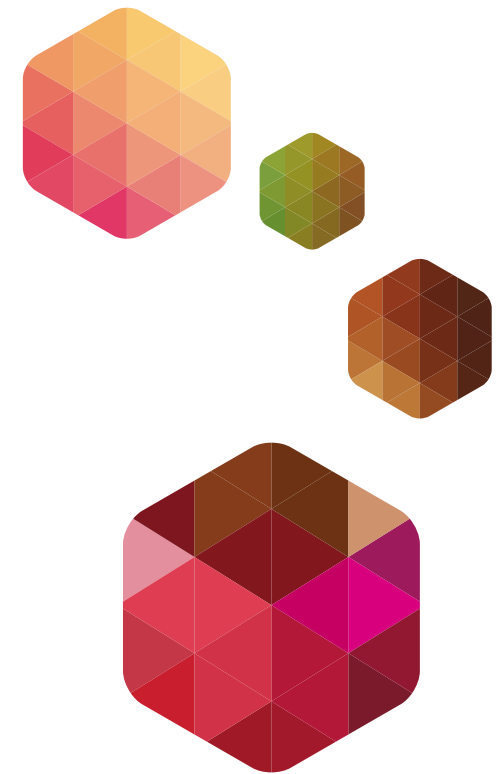
We continue to benefit from excellent relationships with our key stakeholders, our local authority customers, colleges, Education Scotland, SQA and Regional Improvement Collaboratives (RICs). We were also excited to partner with Education Scotland and e-Sgoil in the delivery of DYW sessions including the pilot of a Personal Development Award structured around our Job Seeking Skills modules. This will be further rolled out to local authorities in Academic Session 2022.

Overall despite another challenging year we have performed well, been innovative in our response to these challenges and continued to deliver services which have a positive impact on young people and education priorities.

I would like to thank our team and the Gateway Management Board for their ongoing commitment, flexibility and support to the organisation and look forward to the year ahead.



Adele Bowman
Chief Operating Officer



Consortium of Partners

East Ayrshire

East Dunbartonshire

East Renfrewshire

Glasgow City

Inverclyde

North Ayrshire

North Lanarkshire

Renfrewshire

South Lanarkshire

West Dunbartonshire



Annual Accounts

Glasgow City Council Finance Services prepared the annual financial report for 2021-22. It was scrutinised by Alexander Sloan, independent financial auditors appointed by the Board with the assistance of Glasgow City Council Finance Services Internal Audit Section.

Our Business Priorities

Established in January 1989, Gateway Shared Services is a public sector, not-for-profit consortium of ten local authorities.

Gateway specialises in developing web services and resources which support the education sector, young people's career-related learning and teachers' professional development. A range of core services is provided to partner authorities and to other local authorities and organisations in the Scottish public sector.

Our business plan sets out Gateway's business strategy, our objectives and the actions to deliver these during the period 2021-2024.

Gateway's strategy is based on fulfilling the needs of our core partners by providing them with the best resources available at the lowest possible cost. In order to do this we need to:

- retain existing business
- increase annual income by increasing our customer base and identifying new markets
- generate an operating surplus and build reserve funds
- continue to develop our products and services to meet market demand;

Against a background of uncertainty due to:

- unknown economic consequences as a result of the Covid-19 pandemic, Brexit and the cost of living crisis
- change in Career Education policy
- local authority financial constraints.

Gateway must continue to develop its services to meet the needs of its stakeholders and customers, to ensure our services add value, are relevant and cost effective resulting in the retention of existing customers and acquisition of new customers.

Our core focus is to continue to deliver services which support our stakeholders and customers to deliver on **Developing the Young Workforce**, the **Young Person's Guarantee** and the **Career Education Standard**. The shift to increased digital learning as a result of Covid-19 means our services are more relevant than ever.

We have commenced our redesign of Workit and this project has been a key focus for our team this year. This is a significant piece of work and will continue to be a priority for us next year as we work towards launching the new design in autumn 2023.

Our Business Priorities

As our core products mature and the capacity to increase customers for some products is limited, we have developed new products with licensing potential to increase our revenue and customer base. These products include:

- the Early Year Pastoral Notes system, enhanced with the addition of a Wellbeing module which was developed in partnership with 5 consortium partners
- P1 Enrolment and Placing Request has been developed in partnership with Glasgow City Council and has successfully delivered the administration of 4677 enrolment and 499 placing requests and delivered many process efficiencies to parent/carers and the team responsible for administering the process.

In order to achieve our strategy and objectives, we have a business plan which:

- aims to develop and deliver further enhancements and functionality to our core products
- maximises use of our resources
- leverages opportunities for collaboration with key partners

- is supported by a robust development and marketing plan to achieve our objectives
- is based on prudent financial management, and aims to continue to provide these services without increasing consortium fees or generating a deficit.

Over the next 3 years our business focus is on:

- delivering an upgrade and redesign of core products Workit and CPD Manager to retain existing customers
- promotion and marketing of new products to realise their potential for increased revenue and market share
- collaboration with our customers to ensure that we continue to meet their needs in the "new normal"
- continuing to deliver excellent customer service and value for money.

The Three C's



1 **Customer Focussed**
Meeting our customer needs



2 **Collaborative**
Working together for success



3 **Continuously Improving**
Moving forward to deliver
quality and value

Objectives

During this financial year Gateway's three business objectives are:

- 1** Retain existing business
- 2** Increase annual income by at least 2% by securing new business and identifying new markets.
- 3** Build reserve funds, by generating an annual operating surplus. Aim for reserves which could sustain operations for one academic year.

Objective One - Retain existing business

This year we did not retain all of our existing customers. Edinburgh did not renew their contract for Workit, and Shetland chose not to renew their Planit license. This was mitigated by Dumfries and Galloway taking Workit and Moray opting into Planit. MCR also chose to move their database onto a new bespoke platform, provided by a partner organisation. We continue to lose websites from Createit as schools move onto Glow blogs which has no cost for them.

Objective Two - Increase annual income by at least 2%

Achieved.

The increase in total revenue was a result of:

- Early Years Wellbeing development charges
- Early Years pastoral notes licensing
- P1 enrolment development charges
- new license for Planit – Moray Council.

Objective Three – Increase reserves

We reported a surplus this financial year.

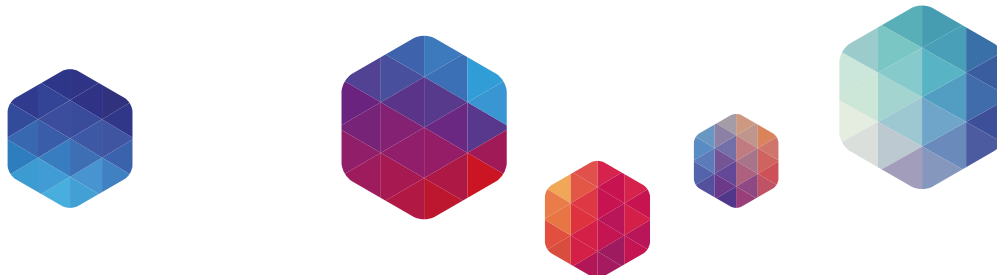
Total reserves as at 31 March 2022 were an increase of 6% from the previous financial year.

Business targets 2021–2022

76% of Gateway's business targets for 2021–2022 were achieved. There was an increase in the usage of our services across most of our products.

Where we didn't achieve our target this was due, in the main, to the impact of Covid-19 pandemic on the business.

The table on the next page provides an overview of target outcomes for each product or business area.



2021-22 Performance Review

PRODUCT/BUSINESS AREA	TARGET	OUTCOME
Workit	100% retention of customers	Not achieved - Edinburgh ended contract 31/08/2021
Workit	1 new local authority customer per annum	Not achieved - work placements still not taking place due to Covid-19
Workit	Roll out FA module	All 3 pilot colleges continue to use service but no new customers in 21/22 as no work placements going ahead due to Covid-19
Workit	Develop Workit Careers, an online work-related learning portal	Achieved and training rolled out to local authorities
Workit	Annual User Group & user Surveys	Achieved - User Group and Survey for all local authority leads
Workit	Systems Development - Redesign & upgrade of site aesthetics and usability	Currently on Stage 2 of project but will not be completed until Autumn 2023
Work Placement Services	100% retention of customers	Achieved - Dumfries re-contracted after pilot year
Work Placement Services	Increase income	Achieved - slight increase due to increased charges
Work Placement Services	Review and improve canvas process to meet requirements of employers and schools post Covid-19	Achieved - new canvass process in place

2021-22 Performance Review

PRODUCT/BUSINESS AREA	TARGET	OUTCOME
Work Placement Services	Redesign training programme and rollout to customers	Achieved – includes Workit Careers and virtual placements
Work Placement Services	Attend at least 1 coordinator meeting per customer	Achieved – via Microsoft Teams
CPD Manager	100% customer retention	Achieved
CPD Manager	Acquisition – 1 new customer per annum	Achieved – gained Falkirk Council Social Work
Planit	100% Retention of Customers	Not achieved – 96% Shetland did not renew their contract
Planit	One additional local authority licence each year	Achieved – new contract with Moray Council
Planit	Increase number of users by 5% each year	Achieved – 6.1% increase on last year's figures
Planit	Continue to enhance Planit content, - Added Interview Game - Added Career Pathways	Achieved
Planit	Annual User Survey	Achieved- excellent results
Planit	Review opportunity for app development	Launched Interview Game

2021-22 Performance Review

PRODUCT/BUSINESS AREA	TARGET	OUTCOME
Createit	95% retention	Not achieved – 89% retention - many schools choosing to move to Glow Blogs
Bespoke Web Development	3 projects	Target achieved
Focus	1 new authority per annum	Not achieved
Focus	Develop West RIC version	In progress – await further instruction from client
MCR Pathways	Rollout MCR Pathways database to other authorities who join MCR Pathways – at least 2 authorities per annum	Not achieved - MCR moved to a new integrated platform that offered a new bespoke package
Publications	Increase quantity sold	Achieved

Performance Highlights



This year has been challenging as we move on from Covid-19, with schools not yet able to participate fully in career education and work placement programmes, and a significantly changed economic landscape of employers. The delay in the SEEMIS Next Generation has also had an impact in our rollout our new products.

Despite these challenges our team has continued to maintain positive working relationships with our customers and continue to offer a solution-based approach to meet their needs and to make enhancements to existing products to respond to changing working practices.

The new Early Years Pastoral Notes system is now live in 6 local authority areas and we are in the final stages of the development of the optional Wellbeing module, due in July 2022.

We have also continued to focus on new products which have potential for licensing opportunities and have this year developed a P1 enrolment and placing request system, which went live in October in Glasgow City Council. We have received excellent feedback on the new system and are already in discussion with City of Edinburgh Council about their potential use of the system.

A summary of our performance in each of our key business areas is provided in the following sections and Appendix 1 contains a summary of our key performance indicators over the last 3 years.





Edinburgh City Council ended their Workit licence in August 2021. They have secured significant funding through City Deal to develop a new integrated data management system across the council, and their work placement programme has been migrated to this system.

Dumfries and Galloway chose to renew their work placement administration contract with Gateway in December after the end of their pilot year, so we still have a total of 24 local authorities and 3 colleges using Workit during 2021/22.

We have continued to enhance the work-related learning available to support learners to engage with the world of work and have continued to develop our Workit Careers tool which will be integrated into Workit over the next year.

We have worked closely with Education Scotland to create a pilot personal development award using materials from Planit, Job Seeking skills, and

our new Interview Game and it is our intention to add this award onto Workit over the next year once we have completed the pilot.

Our main focus this year has been the Workit redesign project which is currently progressing well and on schedule to be completed by August 2023.

Progress to date.

- Completed structure and graphical design including wire frames for the new system.
- Requirement gathering from all customer local authorities and colleges.
- Held user groups for all local authorities leads.
- Recruitment of specialist testing for functionality and usability in progress – testing to commence in autumn term.
- Governance put in place around data sharing, DPIAs and retention policies.
- Communication strategy in place.

Work Placement Administration Services



The number of local authorities remains at 10 for this year as Dumfries and Galloway decided to renew their contract in December 2021. We are also in the last stages of preparation for onboarding Glasgow City Council as a new managed service from 1 April 2022.

This year has been challenging as we move on from Covid-19, with most schools delaying the restart of their work placement programmes until next academic session.

The economic landscape has changed significantly as a result of Covid-19 and the focus of our work this year has to be to re-engage with businesses to determine their ability to support work placement programmes moving forward. Many businesses are still working from home and also a great many have staff now working a hybrid model which

means that they have been unable to support the programme at present. We continue to work closely with our local authorities to support schools to consider moving to a more flexible, tailored approach to work placements and not to ask for week long year groups going out, but this is a slow process and we will not have a full picture until schools restart their programmes next session.

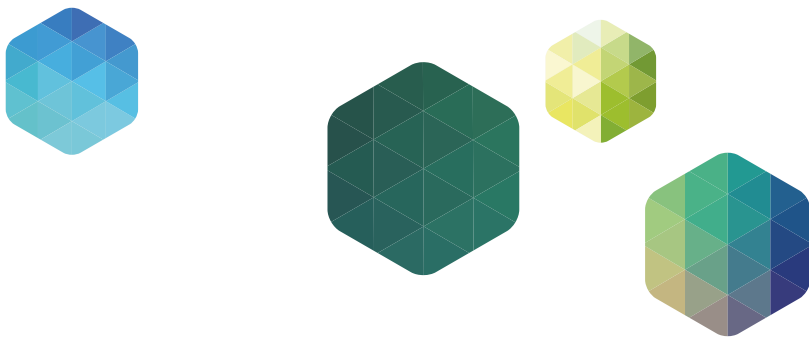
Our new canvass process is now in place for all of our managed services and has dramatically decreased the administration time required to process offers for both ourselves and employers and has cut out all paperwork, and simplified the process for schools.

We intend to focus on more targeted canvassing of employers to fill in gaps in specific career/ geographical areas and are working closely with

Performance Highlights

our schools to provide more information about their pupils' career aspirations.

We expected the availability of virtual work placements to increase but this has not proven to be the case as many employers have struggled to produce virtual opportunities that met the Work Placement Standard criteria and have concentrated on work-related learning instead. We have continued to add these work-related learning opportunities onto Workit and have over 300 current resources available to view.



Planit & Publications

	Number	% change from 2020/21
Users	902,145	+6.1%
Total Sessions	1,147,024	+6.2%

Usage of Planit continues to increase year on year with a healthy increase in both users and user sessions. This reflects our commitment to quality content, continual enhancement of the site to meet the needs of users and our marketing activity to increase product awareness.

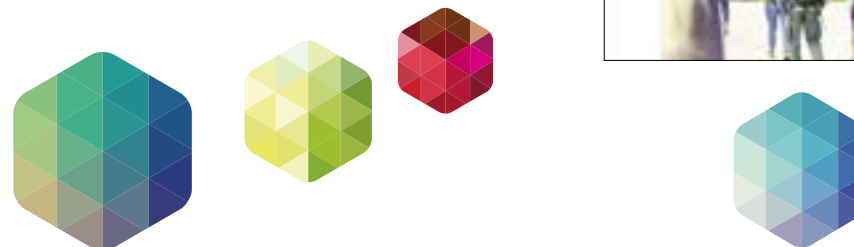
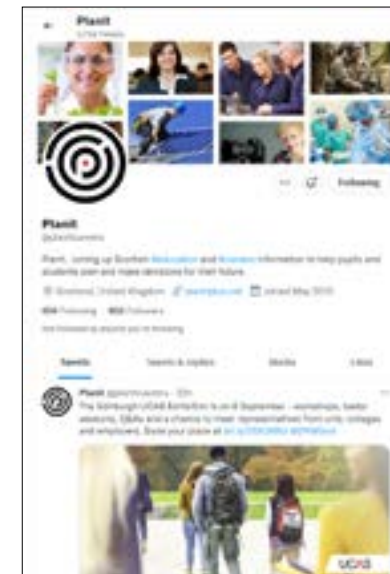
- We remain the only comprehensive provider of FE and HE course information tailored to the Scottish market and provide information on every course offered by Scottish colleges and universities with information on over 11,500 courses.
- The Job Seeking Skills programme continues to be popular with over 2000 downloads per month, and was enhanced this year to include presentations on the key modules to support delivery. Two new modules were added on Volunteering and Self Employment.
- We have continued to enhance our video content for Job Profiles and these continue to be popular with total views of 340,734 during the period, an increase of 11% on the previous year.
- We created a new tool – the Interview Game – an interactive tool designed to support young people developing their interview skills by watching mock interview videos and judging the best candidate for the job. Early feedback has been very positive and we will evaluate this tool in our next Planit survey.



Performance Highlights

- Results from our Annual User survey continue to be very positive and this year we had 291 respondents. Our survey measures customer satisfaction with the usability and content of the Planit website:
 - ~ 98% of respondents indicated Planit was easy or fairly easy to understand
 - ~ 99% of respondents were very satisfied or satisfied with Planit content
 - ~ Usefulness of specific resources with ratings of very useful or useful ranged from 93% to 61%
 - ~ 70% to 93% of respondents found specific tools very useful or useful
 - ~ 83% of respondents indicated that Planit meets all or most of their career information needs
 - ~ 52% of respondents also used Workit.

- We continue to build up our social media profile on Twitter promoting Planit, and we increased our followers to 816 at the end of March 2022, an increase of 16.6% on the previous year.



Performance Highlights



We achieved 100% retention of CPD Manager customers with 15 local authorities continuing to use the service.

	Number	% Change from 20/21
Total User Sessions	503,497	-11%

A total of 3,925 courses were booked for 66,758 delegates on the system over the period, an increase of 3% and 7% respectively from the preceding year, as staff begin to return to normal working practices post Covid-19.

This year we have updated guidance to support users and also implemented changes to the Professional Standards from GTCS. We are also working in partnership with Education Scotland to develop a report that will provide local authorities with the data they require to complete the annual STEM CLPL tracker.



We currently have 164 websites using our Createit content management system, a decrease of 11% of sites and 10.7% of income over the past year. Most of these sites have moved over to Glow blogs, which are provided for free within Glow and we expect that more sites will move over the coming year.

We have enhanced our admin site making it easier to use and have completed producing 'How to' videos to support users. We have moved all our websites onto our responsive template and carried out an audit on all of these sites. We targeted sites that were out of date or not live and offered them one-to-one support and training to make the sites live or bring the content up to date. This offer was taken up by over 40 sites which we have updated over this current year.

Early Years Pastoral Notes and Wellbeing

The development of our Early Years Pastoral Notes (EYPN) system has enabled us to generate additional income and customers. A total of 6 local authorities are now using the system.

We have continued to develop the system functionality enhanced with the addition of a Wellbeing module which will be completed in July 2022. This was developed and funded in partnership with Glasgow City Council, South Lanarkshire Council, North Lanarkshire Council, Inverclyde Council and East Dunbartonshire Council. The Wellbeing module is an optional chargeable module available to customers using the EYPN system.

We expect to increase the number of customers using EYPN next year and already have firm commitment from 3 local authorities.

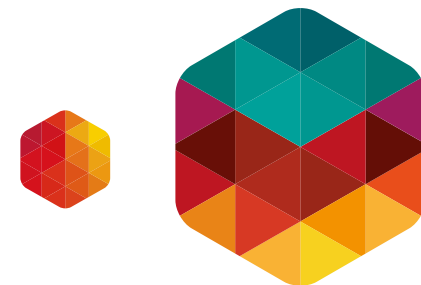
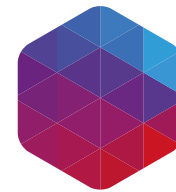


Bespoke Web Development

Bespoke development projects continue to be an important source of additional revenue for Gateway. We have focussed our developments on those which provide an opportunity for a continuing income stream and the following were completed during this year.

- P1 Enrolment and Placing Request System for Glasgow City Council. We developed an integrated online system for managing enrolments and placing requests. This delivered many process efficiencies including improved communication with parents and elimination of manual application processing.
- Additional enhancements to Glasgow Online intranet site in partnership with Glasgow City Council's graphics team.
- Upgrade to Glasgow Guarantee Portal.

- Refresh of On Route website – change to No-one Left Behind, and enhancement of the site.



Marketing

Gateway's primary target market includes the education departments of the 32 Scottish local education authorities and their stakeholders. Our marketing strategy focuses principally on promoting products and services to new and existing customers within this market.

Our annual marketing plan includes strategies and campaigns to support the achievement of our objectives. Due to budget constraints Gateway does not have dedicated marketing staff, however we have a marketing team comprising of representatives across the organisation that meet on a monthly basis and have shared responsibility for delivery of the marketing plan.

Over the last year our marketing activity has included the following.

- Conducting specific targeted campaigns which included:
 - ~ specific email promotions throughout the year
 - ~ discounted cross selling of products to existing customers
 - ~ social media promotion using the Twitter account
 - ~ ongoing promotion of the product developments available on WorkIT using e-shots and presentations to key relevant groups and organisations.
- Online presentations on new P1 enrolment and Early Years Pastoral Notes to local authorities.
- Regular quarterly e newsletter.
- News items on our corporate website.
- Involvement in local authority DYW coordinator meetings.
- Participation in Education Scotland's online DYW Live sessions.
- Co-design and presentation of new PDA pilot award with over 25,000 learner sessions over DYW live.
- Online meetings by Chief Operating Officer with authority key decision makers.
- User Groups.
- Planit user survey.

Board of Management

The Management Board provides strategic direction and governance to Gateway. The Board comprises a representative from each of the ten local authority consortium partners and the Chief Operating Officer.

Board meetings were held via Microsoft Teams and the Board met virtually on 3 occasions during the course of the year; June 2021, and September 2021, and March 2022. All meetings were in quorum, and all decisions agreed unanimously. Attendance was as follows.

Partner	Attendance
East Ayrshire	3
East Dunbartonshire	3
East Renfrewshire	2
Glasgow City	3
Inverclyde	3
North Ayrshire	0
North Lanarkshire	0
Renfrewshire	2
South Lanarkshire	1
West Dunbartonshire	2
Chief Operating Officer	3



Resignations from the Board

David McClelland, Glasgow
Jessica Dradge, Renfrewshire

Additions to the Board

Lorna Goldie, Glasgow
Darren Conway, Renfrewshire

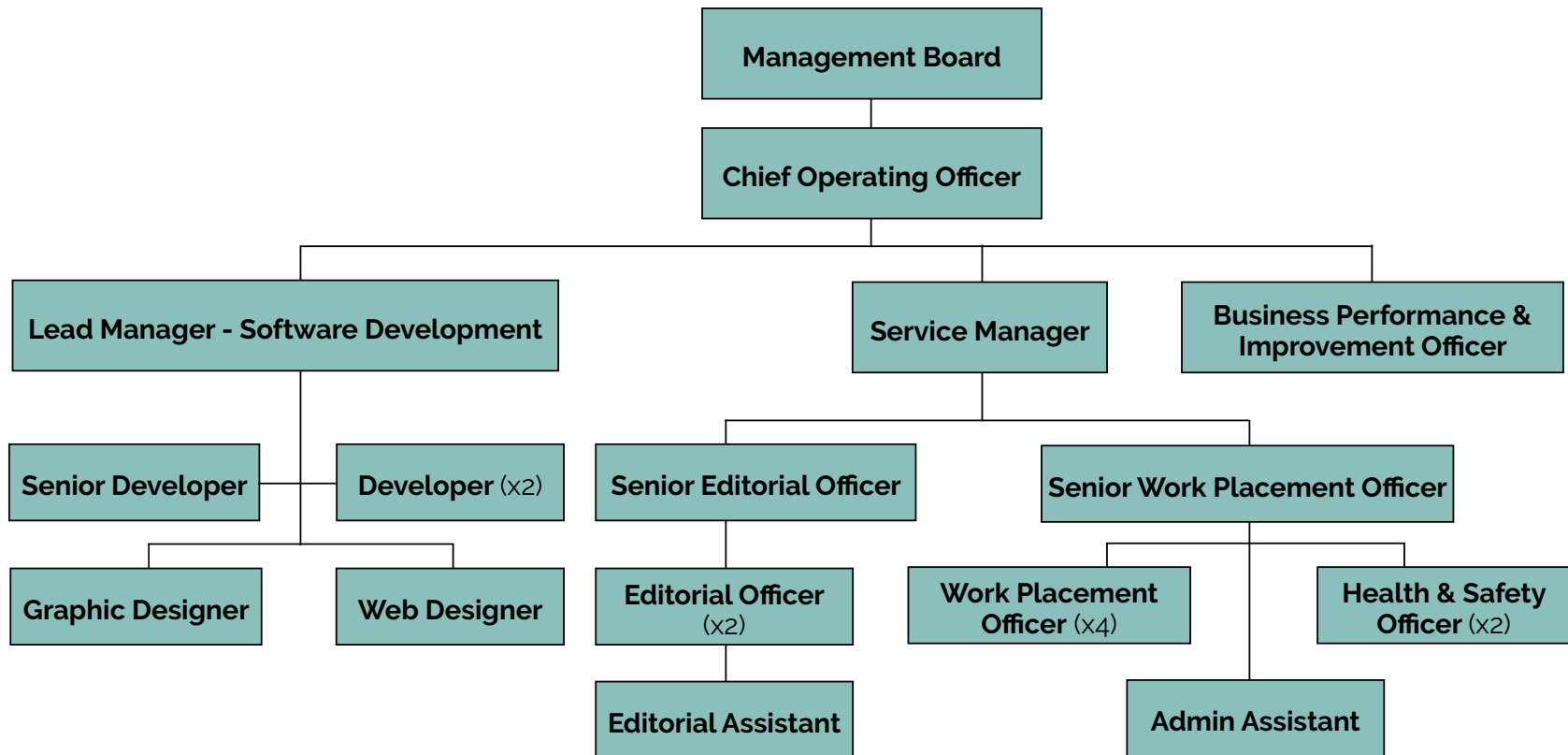
Human Resources

Gateway has a multi-skilled and enthusiastic workforce with a wide range of skills covering careers education, ICT, programming, research and editorial, training, administration and management.

The team returned to the office in January 2022 and have been piloting hybrid working, in line with GCC

policy. This has had no impact on service delivery and has proven to be very successful with staff enjoying being back in the office whilst having the flexibility to work at home some days.

Our current operating structure is shown below:



Our Management

Staffing levels are 20.3 FTE an increase of one on the previous year.

One member of our team retired in November after 21 years with Gateway and we thank him for his service.

Our Business and Improvement Officer moved from 0.6 to 1.0 FTE to support the Workit redesign project.

We appointed two new members of staff to fill these vacancies, one in the Information Team and the other within the Work Placement Team, who took up post in February 2022 and are already proving to be valuable additions to our team.

We also employed a graduate intern for a period of 14 weeks over the Summer. He was employed to develop a new interactive tool to replace those that no longer function due to the withdrawal of Adobe Flash. It was a very useful exercise and he contributed significantly to the development

of our new tool – The Interview Game. It was a useful experience and our intern gave us a positive evaluation at the end of his programme – we have continued to support him and we would be happy to consider taking another intern in the future.

The total number of sickness absence days for period 1 April 2021 to 31 March 2022 was 164.5 days an increase of 122 days from the previous year. This is equivalent to a rate of 8 days absence per FTE, which is above our target of 5 days absence per FTE and is mainly due to having 2 members of staff off with long term illness during the year.

All of our staff had at least 2 Performance, Coaching and Review (PCR) meetings together with scheduled one-to-one session with their manager.

INVESTORS IN PEOPLE™
We invest in people Platinum



Quality Standards

We have adopted two well-established external Quality Management Standards, Investors in People (IIP) and ISO 9001: 2008. These standards help us to ensure that our people understand the criteria for high performance, are committed to delivering high quality products and services, measure their performance level and drive continuous improvement.

At the end of last year, we were awarded the IIP Platinum level of accreditation. Following on from this we decided that the management team would undertake some CPD and coaching on Leadership. This was a worthwhile exercise, aiding our development as a management team and supporting us to retain our Platinum award.

Our ISO 9001: 2008 Quality Standard Audit took place in October 2021 and our accreditation was retained.

Working Environment

Gateway's accommodation complies with the requirements of environmental legislation and the Glasgow City Council codes of practice, as well as the quality measures to which we subscribe.

There were no accidents on Gateway's premises during this period.

Equal Opportunities

Gateway is committed to a policy of equal opportunities for all employees, workers and applicants and adhered to this policy at all times. We review our working practices on an on-going basis to avoid unlawful or undesirable discrimination. Gateway treats everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, ethnic or

national origin, religion, political beliefs or membership or non-membership of a Trade Union and all staff met their obligations to respect and act in accordance with the policy.

When recruiting, Gateway ensures that each candidate is assessed only in accordance with the candidate's merits, qualification and ability to perform the relevant duties required by the particular vacancy, adopting all aspects of Glasgow City Council's recruitment policies.

Risk Management

Gateway complies with Glasgow City Council's policies for risk management, and maintains a Risk Register and Business Continuity Plan, which is reviewed by the Board quarterly.

Corporate Governance



Gateway adheres to the corporate governance model agreed with Glasgow City Council Internal Audit section, which empowers board members to hold the management accountable for their actions.



Appendix

APPENDIX 1: KEY PERFORMANCE INDICATOR SUMMARY

1. OUR TEAM

TOTAL NUMBER OF STAFF 21 People, 20.3 FTE

FULL TIME/ PART TIME SPLIT 90% FT, 10% PT

i. Age Demographic

Age Range	Female	Male	% Female	% Male
20-29	1	2	5%	10%
30-39	3	2	14%	10%
40-49	4	2	19%	10%
50-59	4	1	19%	5%
60-69	1	1	5%	5%
Total	13	8	62%	38%

ii. Retention & Benefits

Title	2019-2020	2020-2021	2021-2022
Average Staff Retention (Years)	10.9	11.0	11.7
Flexible/Part-Time Workers	2	2	4
Maternity Leave	0	0	1
Career Break	0	0	0
Purchased Annual Leave	6	7	8

iii. Training

	2019-2020	2020-2021	2021-2022
Total no of hours	214.25	83.2	118
Training hours per employee	10.7	4.0	5.6

2 OTHER KEY PERFORMANCE MEASURES

KPI	2019-20	2020-21	2021-22
Maintain Business Retention Levels	Inc 2 licence for Workit (24)	Workit 100% retention - (24) and acquisition of Dumfries and Galloway	Workit 96% retention - (24)
	Planit - 100% retention (19)	Planit - 100% retention (19)	Planit - 95% retention (18) - Shetland left and new acquisition of Moray (19)
	3 new authorities, 15 councils now using CPD manager	15 councils now using CPD manager, 2 with Social Work & Education	15 councils now using CPD manager, 2 with Social Work & Education
	100% retention CPD manager	1 new contract Falkirk Council Social Work	100% retention CPD manager
	4 bespoke developments	4 bespoke developments	4 bespoke developments
	Publications distributed to all partner and external schools	Publications distributed to all partner and external schools	Publications distributed to all partner and external schools

Appendix

KPI	2019-20	2020-21	2021-22
Staffing Levels – Retention Rate	Redundancy H&S Officer Oct 19	Retiral of H&S Officer, new H&S Officer recruited Oct 2020	Retiral of editorial officer, replaced with an assistant. WP team recruited an admin assistant, business support officer changed increased to 1 FTE
Staff Absence Levels (target of average of 6 days)	3.6 days per FTE	2.2 days per FTE	8 days per FTE
Core Funding Retained	100% retention of Consortium partners (10)	100% retention of Consortium partners (10)	100% retention of Consortium partners (10)
	90% retention lost City of Edinburgh (9)	Work placement -100% retention and acquisition of D&G (10)	Work placement -100% retention (10)
Customer Satisfaction Levels	A number of evaluations completed, covering publications, Planit, Work Placement Co-ordinator, Employer Survey	Planit Survey - best ever response rat	Planit Survey completed this year and evaluations from both LA leads and Workit coordinators as part of Workit redesign project
Quality Awards Retained	All retained	Achieved IIP Platinum Successful re-assessment of ISO 9001:2015	All retained