

## [Academy Leeds seminar: Working together to respond to modern slavery and exploitation](#)

[unable to retrieve full-text content]In this free seminar Mark Burns-Williamson OBE will focus on the response to modern slavery, both across West Yorkshire and nationally, during his time in office.

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## [Education and Skills Funding Agency calls for views on subcontracting](#)

Education and Skills Funding Agency (ESFA) has [launched a 6-week consultation](#) with post-16 education and skills institutions about future arrangements for post-16 education and training delivered under a subcontracting arrangement.

The purpose of the consultation is to understand the sector's views about proposed reforms to eliminate poor subcontracting arrangements, and better monitor subcontracts to ensure the best possible outcome for learners.

### **Eileen Milner, ESFA Chief Executive said:**

“Where subcontracting is done well and for the right reasons, it can fill gaps in niche or expert provision, provide greater access to training facilities or offer an entry point for disadvantaged groups.

“However, as highlighted in my letter to the sector in October which announced ESFA's subcontracting review, despite tightening arrangements, there is still room to improve. We continue to receive information and investigate cases where subcontracted provision is not appropriately controlled, overseen or managed by the lead provider, this is a concern. We expect consistently high quality provision of education and training in the post 16 space.”

The consultation will enable ESFA to understand the impact of the proposed reforms, and help the agency to assess any implications for providers or learners. ESFA will take into account providers' contractual commitments and use this insight to shape the pace and scope of change for subcontracting rules from 2020 to 2021 onwards.

The subcontracting review and the consultation aim to:

- ensure public funds are properly spent, maximising the benefit for

learners

- work with Ofsted to strengthen inspection arrangements for subcontracting
- clarify the rules and requirements across post-16 funding streams
- improve oversight of subcontracted activity in the sector and improve the outcomes and experience for students
- eliminate subcontracting that is undertaken for purely financial reasons
- retain subcontracting that meets niche or specialised needs, improves access and provides opportunities for disadvantaged learners

The consultation will run from 4 February to 17 March.

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## [Picking up the baton at DVLA contact centre](#)

I'm delighted to join a vibrant working environment with such great people.

We are a multi-channel customer service provider with around 1,100 staff handling over 24.5 million enquiries a year. The strong leadership and excellent people development that exists is second to none. I think our vision says it all:

To be a centre of excellence in everything we do



## **Award winning customer service**

We recently received [Customer Contact Association \(CCA\)](#) accreditation for the 12th consecutive year, this time successfully obtaining [CCA Global Standard Version 7](#).

To support our accreditation independent external assessors met with staff, senior leaders and key stakeholders to benchmark our operation against the CCA standards.

Continuous focus on customer experience, strong processes, staff development and engagement were key strengths highlighted by the CCA in their assessment.

This achievement follows on from our recent success at the [CCA Excellence Awards](#), where we picked up Team of the Year and Individual of the Year awards.

## **What I bring to the role**

I have over 20 years' experience in a contact centre environment, covering every role from phone advisor to operations manager and everything in-between! I'm excited to use my expertise to help shape how we take the contact centre to the next level.

Coming from the private sector into the public sector has its advantages. Bringing different perspectives and experiences can be helpful when looking at continuous improvement, pushing digital transformation, and supporting our customers and people.

## What the future looks like

We'll continue supporting customers by offering a choice of channels. I look forward to building on technology we've already introduced such as [chatbots](#) and webchat.

I'm proud of the awards we've achieved, the engagement of our staff and how we always strive for excellence. We've got a culture where everyone works towards a common team goal, no matter what individual roles they play.

## To find out more

[Let's block ads! \(Why?\)](#)

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# [Travel advice: Real Madrid CF vs Manchester City FC](#)

As well as this advice, check out our [travel advice for Spain](#)

**Date: Wednesday 26 February 2020**

**Venue: Santiago Bernabéu Stadium, Madrid**

**Kick off time: 9pm (local time)**

## Passports and visas

- British nationals don't need a visa to travel to Spain. Your passport should be valid for the proposed duration of your stay. No additional period of validity beyond this is required
- remember your European Health Insurance Card (EHIC) but also take out travel insurance, even if you're only going for one night – it could save you a lot of money if you get into difficulties
- you must provide ID (your passport) if requested by a police officer. The police have the right to hold you at a police station until your identity is confirmed
- always take care of your passport, as obtaining a replacement is costly and time-consuming. Remember to keep a photocopy or scanned copy of your passport somewhere safe

- if you lose your passport, you'll need to apply for an [Emergency Travel Document online](#)

## Getting to the stadium

Stadium address:

Santiago Bernabéu Stadium  
Av. de Concha Espina, 1,  
28036 Madrid, Spain

[Estadio Santiago Bernabéu](#) is located in central Madrid on the Paseo de la Castellana, one of Madrid's main streets. The stadium lies about 4 kilometres north of the Plaza de Cibeles, where the Paseo de la Castellana starts. It is a similar distance from Puerta del Sol, one of Madrid's main squares.

The stadium is best reached by metro line 10. The nearest metro stop, Santiago Bernabéu, is next to the stadium. In the city centre, you can get line 10 from Plaza de España or Tribunal, but you can also change metro lines (e.g. line 1 from Sol or Atocha train station). Check the Madrid [Metro](#) website for more information.

It is also possible to reach the stadium by bus:

- from Atocha, Paseo del Prado, or Plaza de Cibeles you can take bus 14 or 27. Take bus 14 in the direction of Avenida Pio XII. It passes the stadium on the Paseo La Habana. Take bus 27 in the direction of Plaza de Castilla, and get off at Plaza Lima, right in front of the stadium
- from metro station Callao in the city centre, you can take bus 147. Take the bus in the direction of Barrio del Pilar and get off at Plaza Lima
- from Puerta del Sol you can take bus 150 in the direction of Colonia Virgen del Cortijo. Again, get off at Plaza Lima.

More information on bus services is available on the [Madrid City Transport website](#)

## At the match

- Manchester City fans are located in the 2 top tiers on the North stand and should enter through tower block D Access to the stadium can be slow. There will be ticket checks at various checkpoints before getting to the stadium including body searches and after getting through the turnstiles. To avoid a last minute bottleneck you should get to the

stadium early – doors will be open for visiting supporters 1 hour and a half to 2 hours before kick-off

- police and stewards may ask to see the ID of ticket holders to prevent ticket fraud, so you should carry photo ID with you. Keep tickets to the match securely in your possession. It has been known for thieves to target ticket holders to steal and then sell on the black market. If tickets are lost or stolen, they will not be re-printed and you will not gain access to the stadium
- you should follow Spanish police instructions and avoid physical contact of any type (including requests to take photos etc)
- anyone who is obviously drunk or bearing racist insignia will not be allowed into the stadium. Also, any banners bearing political slogans will not be permitted inside the stadium
- flares, fireworks, alcohol, cans, glass, bottle tops or containers over 1/2 litre are not allowed in the stadium
- soft drinks and food are available inside the stadium
- visiting supporters may be kept behind for around 20-30 minutes after the match to allow the home fans to disperse

## Tips

- as in any other city beware of pickpockets and bag snatchers at airports, railway stations, around the town centre and when using public transport such as the metro. Only carry what you need and leave spare cash and valuables in hotel safety deposits
- petty criminals often operate in areas where there are large crowds, so be vigilant and keep your valuables secured \*in Madrid, drinking alcohol in the street and on the metro is illegal and you can be fined or arrested for doing so.
- letting off flares around the city is illegal. The Spanish police have the right to intervene and confiscate flares and can deny access to the match if any of these laws are violated. For your own safety and that of others, follow instructions from the police at all times
- police officers have the right to stop people from taking photos or filming if they consider that their personal security or that of a police operation or secured area could be compromised as a result. Doing so can be met with severe penalties.

Torre Espacio  
Paseo de la Castellana 259D  
28046  
Madrid  
Spain

Telephone +34 91 714 6300 (also for out of hours emergencies) Email:  
[spain.consulate@fco.gov.uk](mailto:spain.consulate@fco.gov.uk)

Opening hours: Monday to Friday from 8:30am to 1.30pm.

For more information please visit the [British Consulate-General Madrid website](#)

## Emergency services numbers

The local emergency services contact number is 112.

## Further information

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# [Travel advice: Atletico de Madrid CF vs Liverpool FC](#)

As well as this advice, check out our [travel advice for Spain](#)

**Date: Tuesday 18 February 2020**

**Venue: Wanda Metropolitano Stadium, Madrid**

**Kick off time: 9pm (local time)**

## Passports and visas

- British nationals don't need a visa to travel to Spain. Your passport should be valid for the proposed duration of your stay. No additional period of validity beyond this is required. Remember your European Health Insurance Card (EHIC) but also take out travel insurance, even if you're only going for one night – it could save you a lot of money if you get into difficulties
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passport somewhere safe

- if you lose your passport, you'll need to apply for an [Emergency Travel Document](#) online.

## Getting to the stadium

Stadium address:

Wanda Metropolitano Stadium  
Av. Luis Aragones, 4,  
28022 Madrid, Spain

The recommended route for away supporters to reach the [Wanda Metropolitano Stadium](#) is to use the [metro](#). The Spanish National Police advise that Liverpool fans use line 5 (green line) which has stops in the centre of Madrid (Gran Via, Callao, Opera) and get off at Canillejas.

The police have designated a "Meeting Point" for away fans at a square next to Canillejas metro station called Plaza del Céfiro which is an area with bars and restaurants 25 minutes walk from the stadium.

Police recommend that away supporters arrive early to this square (2-3 hours before the game) and police will escort fans to the stadium before kickoff. It is strongly recommended that you arrive early to the stadium as entry will be slow due to the exhaustive security checks that will be carried out.

## At the match

- Liverpool fans with general tickets will access the Wanda Metropolitano through gate 23, located in the north end of the stadium (FONDO NORTE)
- the sectors for the away supporters are located in the upper stand
- access to the stadium can be slow. There will be ticket checks at various checkpoints before getting to the stadium including body searches and after getting through the turnstiles. To avoid a last minute bottleneck you should get to the stadium early – doors will be open for visiting supporters 1 hour and a half to 2 hours before kickoff
- police and stewards may ask to see the ID of ticket holders to prevent ticket fraud, so you should carry photo ID with you. Keep tickets to the match securely in your possession. It has been known for thieves to target ticket holders to steal and then sell on the black market. If tickets are lost or stolen, they will not be re-printed and you will not gain access to the stadium
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- in Madrid, drinking alcohol in the street and on the metro is illegal and you can be fined or arrested for doing so. Letting off flares around the city (including the meeting point) is illegal. The Spanish police have the right to intervene and confiscate flares and can deny access to the match if any of these laws are violated. For your own safety and that of others, follow instructions from the police at all times
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