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Council Building  
2 High Street  
Perth  
PH1 5PH

18 November 2019

A Meeting of the **Scrutiny Committee** will be held in the **Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 27 November 2019** at **13:00**.

If you have any queries please contact Committee Services on (01738) 475000 or email [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**KAREN REID**  
Chief Executive

***Those attending the meeting are requested to ensure that all electronic equipment is in silent mode.***

***Please note that the meeting will be recorded and will be publicly available on the Council's website following the meeting.***

**Members:**

Councillor Grant Laing (Convener)  
Councillor Andrew Parrott (Vice-Convener)  
Councillor Chris Ahern  
Councillor Michael Barnacle  
Councillor Harry Coates  
Councillor Dave Doogan  
Councillor David Illingworth  
Councillor Sheila McCole  
Councillor Tom McEwan  
Councillor Callum Purves  
Councillor Crawford Reid  
Councillor Colin Stewart



**Scrutiny Committee**

**Wednesday, 27 November 2019**

**AGENDA**

***MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.***

- 1 WELCOME AND APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE SCRUTINY COMMITTEE OF 18 SEPTEMBER 2019 FOR APPROVAL AND SIGNATURE** **5 - 8**  
(copy herewith)
- 4 UPDATE BY ARMS-LENGTH EXTERNAL ORGANISATION**
  - (i) Horsecross Arts Ltd: update on financial and improvement work underway.
  - (ii) Culture Perth and Kinross: update on fundraising and income generation activities and review of Key Performance Indicators.
  - (iii) Live Active Leisure Ltd: update on contribution to the Health and Wellbeing agenda in Perth and Kinross and review of Key Performance Indicators.
- 5 HOUSING AND ENVIRONMENT SIX MONTH PERFORMANCE SUMMARY 2019/20 - EXCEPTION REPORT** **9 - 30**  
Report by Executive Director (Housing and Environment) (copy herewith 19/298)  
  
**Note:** The above report was approved by both the Housing and Communities Committee and the Environment and Infrastructure Committee at their respective meetings on 30 October 2019.
- 6 EDUCATION AND CHILDREN'S SERVICES INTERIM PERFORMANCE SUMMARY 2019** **31 - 52**  
Report by Executive Director (Education and Children's Services) (copy herewith 19/299)  
  
**Note:** The above report was approved by the Lifelong Learning Committee on 6 November 2019.

- |  |   |                  |
|--|---|------------------|
| <b>7</b>   | <b>CORPORATE &amp; DEMOCRATIC SERVICES SIX MONTH PERFORMANCE SUMMARY 2019/20 - EXCEPTION REPORT</b><br>Report by Depute Chief Executive, Chief Operating Officer (copy herewith 19/347) | <b>53 - 70</b>   |
| <b>8</b>   | <b>ATTAINMENT AND PUPIL EQUITY FUNDING UPDATE 2019</b><br>Report by Executive Director (Education and Children's Services) (copy herewith 19/322)                                       | <b>71 - 122</b>  |
| <p><b>Note:</b> The above report was approved by the Lifelong Learning Committee on 6 November 2019.</p> |   |                  |
| <b>9</b>   | <b>PERTH AND KINROSS CHILD PROTECTION COMMITTEE (CPC) STANDARDS AND QUALITY REPORT 2018/2019</b><br>Report by Chief Social Work Officer (copy herewith 19/346)                          | <b>123 - 192</b> |
| <p><b>Note:</b> The above report will also be submitted to full Council on 18 December 2019.</p>         |   |                  |
| <b>10</b>  | <b>ADULT SUPPORT AND PROTECTION ANNUAL REPORT 2018-19</b><br>Report by Chief Social Work Officer (copy herewith 19/348)   | <b>193 - 246</b> |
| <p><b>Note:</b> The above report will also be submitted to full Council on 18 December 2019.</p>         |   |                  |
| <b>11</b>  | <b>COUNCIL COMPLAINTS PERFORMANCE REPORT FOR 2018-19</b><br>Report by Head of Legal and Governance Services (copy herewith 19/349)  | <b>247 - 266</b> |

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PERTH AND KINROSS COUNCIL  
 SCRUTINY COMMITTEE  
 18 SEPTEMBER 2019

## SCRUTINY COMMITTEE

Minute of meeting of the Scrutiny Committee held in the Council Chamber, 2 High Street, Perth on Wednesday 18 September 2019 at 2.00pm.

Present: Councillors G Laing, A Parrott, C Ahern, M Barnacle, A Coates (substituting for Councillor B Brawn), H Coates, D Doogan, D Illingworth, S McCole, T McEwan, C Purves, C Reid and C Stewart.

In Attendance: B Renton, Executive Director (Housing and Environment); G Paterson, Chief Officer / Director (Integrated Health and Social Care); K McNamara, Depute Director (Housing and Environment); J Pepper, Depute Director (Education and Children's Services); C Hendry (Housing and Environment); S Johnston F McKay and J Chiles (both Education and Children's Services); L Simpson, J Clark, F Robertson, S Walker, L Gowans, M Grant, K Johnston and D Williams (all Corporate and Democratic Services).

Apologies: Councillor B Brawn.

Councillor G Laing, Convener, Presiding.

### . WELCOME AND APOLOGIES

The Convener welcomed all those present to the meeting and apologies were noted as above.

### . DECLARATIONS OF INTEREST

Councillors H Coates and C Purves both declared a non-financial interest in Item 4.

### . MINUTE OF THE MEETING OF THE SCRUTINY COMMITTEE OF 12 JUNE 2019

The minute of meeting of the Scrutiny Committee of 12 June 2019 (Arts. 308-320) was submitted, approved as a correct record and authorised for signature.

HAVING PREVIOUSLY DECLARED AN INTEREST IN ITEM 4, COUNCILLOR H COATES LEFT THE MEETING AT THIS POINT.

### . UPDATE BY ARMS-LENGTH EXTERNAL ORGANISATIONS

#### (i) Horsecross Arts Ltd.

S Walker, Corporate and Democratic Services, delivered a slide-based presentation updating members on the financial performance of Horsecross Arts Ltd. F Robertson, Corporate and Democratic Services,

PERTH AND KINROSS COUNCIL  
SCRUTINY COMMITTEE  
18 SEPTEMBER 2019

delivered a further slide-based presentation updating members on the governance arrangements of Horsecross Arts Ltd.

M Linklater, Chair, and J Elles, Board Member, Horsecross Arts Ltd., provided a verbal update on governance arrangements; financial management systems; programming and balance of the offer in programming at both Perth Theatre and Perth Concert Hall; and answered the recruitment process for the new Chief Executive of Horsecross Arts Ltd.

Members sought assurance on matters such as: financial arrangements and reporting; governance structures, particularly relating to arrangements for financial management; recruitment process for Board personnel; and programming and attendance targets at both Perth Theatre and Perth Concert Hall.

The Convener thanked the representatives of Horsecross Arts Ltd. for their attendance and they left the meeting at this point.

F ROBERTSON, S WALKER, M GRANT AND K JOHNSTON ALL LEFT THE MEETING AT THIS POINT.

**PERTH AND KINROSS COUNCIL ANNUAL PERFORMANCE REPORT  
2018/19**

There was submitted a report by the Chief Executive (19/266) providing an overview of how the Council has performed in 2018/19 against the strategic objectives for Perth and Kinross as set out within the Council's Corporate Plan 2018-2022.

In response to a comment from Councillor Illingworth regarding the content and design of the report, with specific regards to context surrounding some text and diagrams, B Renton, advised members that she was keen to receive feedback on the design and accessibility of the report.

In response to a query from Councillor McCole regarding the key objectives in the report regarding inclusivity, B Renton advised that work was already ongoing around these key objectives. Councillor McCole highlighted that she would like to see the theme of inclusivity running through the report, and praised the interactive nature of the report format.

In response to a query from Councillor Laing regarding the number of re-admissions to hospital, G Paterson advised members that whilst he was satisfied that nobody was lacking service in Perth and Kinross, a reflection on the adequacy of arrangements would take place.

**Resolved:**

The contents of Report 19/266, be noted.

PERTH AND KINROSS COUNCIL  
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J CHILES, J PEPPER, F MCKAY AND G PATERSON ALL LEFT THE MEETING AT THIS POINT.

. **BUSINESS GATEWAY**

B Renton, Executive Director (Housing and Environment), delivered a verbal update on Business Gateway, updating members on the present situation regarding Business Gateway in Perth and Kinross. Following the Verbal Update, B Renton answered questions from members on the present situation with Business Gateway in Perth and Kinross.

At the request of members, Councillor Laing agreed to write to the Leader of Dundee City Council regarding the situation with Business Gateway.

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## PERTH AND KINROSS COUNCIL

**Housing and Communities Committee 30 October 2019  
Environment and Infrastructure Committee 30 October 2019  
Scrutiny Committee 27 November 2019**

### **Housing and Environment Six Month Performance Summary 2019/20 – Exception Report**

#### **Report by Executive Director (Housing and Environment) (Report No. 19/298)**

This report reviews the performance of Housing and Environment against its Business Management and Improvement Plan (BMIP) for the period 1 April to 30 September 2019.

#### **1. BACKGROUND / MAIN ISSUES**

- 1.1 The Executive Officer Team, Housing and Environment Senior Management Team and themed Committees consider performance against the Service Business Management and Improvement Plan (BMIP) twice a year through the Service six month and annual performance reports.
- 1.2 The six month performance summary highlights exceptions, either as a result of performance exceeding the BMIP target or being unlikely to meet the target.

#### **2. SIX MONTH PERFORMANCE SUMMARY 2019**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Housing and Environment during the first six months of 2019/20 against the targets contained in the 2019/20 BMIP. This was approved and scrutinised earlier in the year by the appropriate committees.
- 2.2 The exceptions in the report have been included following consideration of all BMIP performance management information. They relate to performance that is deemed to be significant. Where these exceptions are targets that have not been met, explanations and details of improvement actions to be taken are provided, where appropriate.
- 2.3 A full annual report with detailed progress against all targets and actions within Housing and Environment BMIP will be produced at the end of 2019/20.

#### **3. CONCLUSION AND RECOMMENDATIONS**

- 3.1 The six monthly monitoring of BMIP performance information by Housing and Environment Senior Management Team has identified that progress in line with BMIP targets has been made in most areas, where this information is available.

3.2 It is recommended that:

- (i) The Housing and Communities Committee and Environment and Infrastructure Committee consider and approve the Housing and Environment six month performance summary attached at Appendix 1 in the report.
- (ii) The Scrutiny Committee scrutinises and comments, as appropriate, on the Housing and Environment six month performance summary attached at Appendix 1 in the report.

**Author**

| <b>Name</b>   | <b>Designation</b>            | <b>Contact Details</b>                                                                           |
|---------------|-------------------------------|--------------------------------------------------------------------------------------------------|
| Carole Hendry | Performance & Support Manager | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a><br>01738 475000 |

**Approved**

| <b>Name</b>    | <b>Designation</b>                         | <b>Date</b>    |
|----------------|--------------------------------------------|----------------|
| Barbara Renton | Executive Director (Housing & Environment) | 4 October 2019 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |             |
|-----------------------------------------------------|-------------|
| <b>Strategic Implications</b>                       |             |
| Community Plan/ Single Outcome Agreement            | <b>Yes</b>  |
| Corporate Plan                                      | <b>Yes</b>  |
| <b>Resource Implications</b>                        |             |
| Financial                                           | <b>Yes</b>  |
| Workforce                                           | <b>None</b> |
| Asset Management (land, property, IST)              | <b>Yes</b>  |
| <b>Assessments</b>                                  |             |
| Equality Impact Assessment                          | <b>Yes</b>  |
| Strategic Environmental Assessment                  | <b>Yes</b>  |
| Sustainability (community, economic, environmental) | <b>Yes</b>  |
| Legal and Governance                                | <b>None</b> |
| Risk                                                | <b>Yes</b>  |
| <b>Consultation</b>                                 |             |
| Internal                                            | <b>Yes</b>  |
| External                                            | <b>Yes</b>  |
| <b>Communication</b>                                |             |
| Communications Plan                                 | <b>Yes</b>  |

### 1. Strategic Implications

- 1.1 The Community Plan and the Council's Corporate Plan, has five outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resource allocation.

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives;
- (v) Creating a safe and sustainable place for future generations.

This report contributes to all five outcomes.

### 2. Resource Implications

#### Financial

- 2.1 None

#### Workforce

- 2.2 There are no workforce implications.

#### Asset Management (land, property, IT)

- 2.3 None

### **3. Assessments**

#### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) and were assessed as not relevant for the purposes of EqIA.

#### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matter presented in this report.

#### Sustainability

- 3.4 None

#### Legal and Governance

- 3.5 None

#### Risk

- 3.6 The Housing and Environment Senior Management Team regularly review monitoring reports that highlight individual project progress and risk.

### **4. Consultation**

#### Internal

- 4.1 The Housing & Environment Senior Management Team has been consulted in the preparation of this report.

## External

### 4.2 Comments from the Tenent Committee Report Panel

*Good to see the progress that has been made in the last 6 months and that more adaptations are being made to properties to allow people to live in their homes for longer. Also great to see the glossary at the back of the document.*

## **2. BACKGROUND PAPERS**

### 2.1 There are no background papers.

## **3. APPENDICES**

### 3.1 Appendix 1 – Housing and Environment Six Month Performance Summary 2019/20 – Exception Report.



**Housing and Environment**

**Interim Performance Summary**

**1 April 2019 to 30 September 2019**

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# Introduction

## by Barbara Renton, Executive Director (Housing and Environment)

**Welcome to the Housing and Environment Service six-monthly performance summary from 1 April 2019 to 30 September 2019.**

This is an interim performance report to provide assurance that the actions and targets set out in our [Business Management and Improvement Plan \(BMIP\)](#) are being addressed. It also reports on where we anticipate exceeding targets and helps understand why we may not be on track to meet some others.

By setting realistic targets Housing and Environment can continue to improve on the wide range of vital services it provides for the Perth & Kinross community. The report highlights clearly the work we are doing, and what we will continue to do to support the people who rely on these services. It also highlights where we will take remedial action, if appropriate.

We will continue to face challenges, but are committed to making sure that we always make the best possible use of our resources. The Service will seek opportunities to work collaboratively both within the Council and with external partners wherever possible, getting the best value out of everything we do.

Our staff remain dedicated to delivering the best services they can with the resources available to them. I know they will continue to do their utmost to achieve the ambitious outcomes for Housing & Environment which were set out in our BMIP.

## Service Performance Summary

### Giving Every Child the Best Start in Life & Developing Educated, Responsible and Informed Citizens

Teams across Housing and Environment have a key role in giving every child the best start in life and in helping to develop responsible and informed citizens. We continue to work with all partners to achieve positive outcomes and deliver the Fairer Future ambitions. Our contribution to positive outcomes are wide ranging from tackling homelessness, providing good quality energy efficient council houses, high quality play parks and open spaces along with a range of activity programmes and educational events that encourage family activity and sport. We recognise that all aspects of place and community can have a positive impact on our children and young people's developmental milestones, educational attainment, emotional wellbeing and wider outcomes in life.

#### Our contribution to these outcomes include: -

- the Perth & Kinross Local Child Poverty Action Report (LCPAR) 2019/20 was submitted to the Scottish Government in June 2019 following approval by the Children, Young People and Families Partnership, the Community Planning Partnership Board and the Council. The Child Poverty working group, supported by a range of partners, is taking forward the recommendations and actions within the report to tackle child poverty within Perth and Kinross.  
*(Housing and Communities Committee)*
- as a result of a continued focus on homelessness prevention work and the ongoing success of Home First, the number of families presenting as homeless has reduced by 52% with only 57 presentations between April and August this year, compared to 119 for the same period in 2018/19. We have had similar success in preventing homelessness for young single people with a 24% reduction for the year to date compared to 2018/19 (68 to date compared to 90 in 18/19). The impact of this work has been to minimise the impacts, stigmas and duration of homelessness for many households.  
*(Housing and Communities Committee)*
- four play areas (Coupar Angus Hay St, Glenfarg Wallace Crescent, Scone Stormont Way, Longforgan Helen McGregor Park) are on track to be upgraded this year with an estimated investment of £200,000.  
*(Environment and Infrastructure Committee)*
- a contribution towards a community led "all abilities" play area upgrade at the North Inch will improve equipment, landscaping and access enabling young people with varying degrees of mobility to access the children's play activities.  
*(Environment and Infrastructure Committee)*
- Community Greenspace have facilitated over 1,000 events on public greenspaces throughout Perth and Kinross, a large number of which were free to, or provided for, children. Examples include Crieff & Pitlochry Highland Games, Spartans (National Endurance Course), Perth Show, Scottish Open Volleyball Tournament, community fetes and galas.  
*(Environment and Infrastructure Committee)*

- in addition, the following events were either free for children or comprised of elements that were free for children: -Scottish Rugby – Caledonia Cup Youth Rugby Finals (with Solheim Cup outreach activity); Perth Festival of the Arts; Perth Medieval Fair; International Youth Band Festival  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- [Bertha Park High School](#) build was successfully completed in July 2019 within the allocated budget of £32.5m. Bertha Park is Scotland's newest secondary school and the first one to be built in 20 years in Scotland. The project has been short listed under one category "Best Project" in the Education Buildings Scotland Awards.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- we continue to work on the multi-site school investment programme to support the aims of the Early Years Service. (*Housing and Communities Committee*)

### Promoting a Prosperous, Inclusive and Sustainable Economy

Through the Tay Cities Regional Economic Strategy, we will deliver inclusive growth by addressing inequality of economic opportunity, improve productivity by supporting the creation of higher value, better paid jobs, and deliver a more prosperous and fairer future for people in our area.

Our Local Development Plan sets out policies and proposals to ensure our area continues to be an attractive place to live and has a good supply of housing and employment land.

We support our tenants and residents to maximise their income through signposting and supporting them to enhance and develop their skills. By doing so, we aim to enhance their employment opportunities and contribute to the Fairer Futures aims under Fairer Working Lives.

Our contribution to these outcomes include: -

- the Tay Cities Deal is working towards Full Deal status by mid-November 2019. It is progressing well, and all the projects located in the Perth & Kinross area are being supported to develop their Outline Business Cases; these include the following three projects being led by PKC.
  - the Perth Bus & Rail Interchange which has just agreed to progress with Network Rail to a master planning exercise.
  - the Low Carbon Transport Hub & Active Project is also progressing well, and it is hoped it will be one of the early projects to reach full approval.
  - the Perth Cultural Transformation including the City Hall; this project is now proceeding to Full Business Case and is hopeful to receive early funding.  
(*Environment and Infrastructure Committee*)
- the conversion and repair work at St Paul's Church in Perth is ongoing. Related work for the promotion and use of the site for events, markets, art and lighting is progressing to allow the public space to be used for a variety of purposes during the day and evening.  
(*Environment and Infrastructure Committee*)

- we are engaging with investors to support the investment and delivery of additional hotel capacity within Perth City. Specific sites have been identified, assessments carried out and promoted to investors.  
(*Environment and Infrastructure Committee*)
- the Creative Exchange was formally handed over from the contractor to the Council. The building is leased to Workshop & Artists Studio Provision Scotland (WASPS) who will operate the Creative Exchange on behalf of the Council. It is anticipated the first tenants will move into the building during October 2019. Within the facility, the Council will operate the Famous Grouse Ideas Centre, a multifunctional space for training and innovation for the culture and creative industries sectors.  
(*Environment and Infrastructure Committee*)
- we are continuing active engagement with partners to deliver community benefits such as offering work placements. For example, Haddens have actively engaged with the Council's Youth Services at Scott Street offering work placements, training and opening up career opportunities for young people within Haddens and associated supply chains.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- the Community Benefits Working Group has further improved how we work with communities and businesses to achieve social value from the money we spend; it now considers details of the community benefits "[wish list](#)" of requests from communities and organisations. These in turn are passed on to appropriate department leads/champions to take forward any benefits that are being offered by local employers. This ensures that quality is being maintained in the benefits being offered, as well as assistance being provided to employers in integrating the offer of benefits.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- Through the Modern Apprentices Programme, the Council has recruited 31 young people across 9 different occupational areas since April 2019. 9 of the Modern Apprentices are based within the Housing and Environment Service. We have also co-ordinated several work placements to support employability skills.  
(*Environment and Infrastructure Committee/ Housing and Communities Committee*)
- since the beginning of the year the Employment Connections Hub has had approximately 1,500 visitors and the Hub Vacancy Management Service is assisting on average 8 employers per month. The European Social Fund Employability Outreach is delivering employability services to clients throughout Crieff, Kinross, Blairgowrie and Rattray. This programme provides one to one support for clients with multiple barriers seeking employment.  
(*Environment and Infrastructure Committee*)
- the Employability and Skills Team has been engaging with local employers to support the creation of 35 new positions since April 2019 in small businesses throughout the area. Two active employment incentive schemes are in operation that provide support to young people seeking employment aged between 16 and 26, (the [Rural Employment Incentive](#) and the [No One Left Behind Recruitment Incentive](#)). This work has been supported by the addition of a Digital Marketing Modern Apprentice who has digitally publicised these incentives.  
(*Environment and Infrastructure Committee*)

- the Market Development Grant Scheme was launched in September 2019. The grant scheme provides financial support to businesses, such as specialist advice or attendance at events. We also help businesses to access funding and support from Scottish Development International or the UK Department for International Trade for accessing overseas market.  
(Environment and Infrastructure Committee)
- new joint promotion initiatives have been organised with the private sector to attract business and capital investment. For example, at the Waste Management and Resource Exhibition in Birmingham, PKC shared a stand with Binn Group to promote the Binn Eco-Park.  
(Environment and Infrastructure Committee)
- the Council approved a [report](#) at Strategic Planning & Resources (SP and R Committee) which allocated the Town Centre funding to 5 projects across 4 towns (Coupar Angus; Crieff; Pitlochry; and Kinross). We have been working with community groups and partners to develop these projects further.  
(Environment and Infrastructure Committee)
- the new City Centre Action Group is focused on supporting improvement and transformation of the city centre through enhanced use of property, supporting business to adapt and maintain assets, promotion of investment opportunities and working collaboratively to market the city. Members of the Group subsequently attended an event in Stirling to discuss potential collaborative working with adjoining authorities and businesses to develop a business led maintenance scheme.  
(Environment and Infrastructure Committee)
- at the Perth [Food & Drink Park](#), an initial development of five food and drink manufacturing units has been completed and occupied. The Invest in Perth Team continues to invite notes of interest in serviced plots from existing and start-up businesses in all areas of the food and drink sector, such as production, manufacturing, distilling, supply chain efficiencies, innovation and logistics.  
(Environment and Infrastructure Committee)

### Supporting People to Lead Independent, Healthy and Active Lives

**We play a central role in supporting people to live life well, wherever they stay, and whatever their stage in life. We work closely with our partners, tenants and residents to enable people to remain in their homes, preventing homelessness, and ensuring housing needs are met. We keep Perth and Kinross on the move, so that people stay mobile, connected and able to access services and activities. Our community-based activities help people access the significant social and health benefits by connecting with our outstanding green spaces.**

#### **Our Contribution towards these outcomes include: -**

- we continue to deliver sector-leading outcomes for homeless people in Perth and Kinross and, due to the continued success of Home First and our homelessness prevention activity, have reduced the overall number of homeless presentations by 38% for the year to date.  
(Housing and Communities Committee)

- work is underway to implement the commitments detailed within our [Rapid Rehousing Transition Plan](#). The Scottish Government funding allocation of £203,000 will support the introduction of a property ready fund, additional homelessness prevention and private sector activity. Research into our local homelessness context is underway. This will give us a better understanding of some of the key challenge areas including health and homelessness, meeting the specific needs of young people and eradicating rough sleeping.  
(Housing and Communities Committee)
- in September, the Council celebrated the 10 year anniversary of the rent bond guarantee scheme, one of a range of sector-leading private sector access initiatives managed by the Council. Over the last decade, this scheme has supported over 1,650 households into suitable accommodation.  
(Housing and Communities Committee)
- the work of the Independent Living Group is progressing well. The Group are focused on ensuring that people with health and social needs have access to the right type of housing to enable them to live as independently as possible. Progress has been made in understanding demand, mapping out current specialist provision as well as developing simplified pathways and transitional arrangements to ensure that the right type of accommodation and support is available at the right time.  
(Housing and Communities Committee)
- the Warm Homes Initiative has progressed well this year and the initiative has reduced a number of hard to heat homes. Scope and specification for all gas installs have been agreed, with contracts now in place between Scottish and Southern Energy (SSE) and PKC. Private residents have also been engaged and will benefit from the programme.  
(Housing and Communities Committee)
- progress continues to be made on the installation of adaptations which enable people to remain independently at home and improve their quality of life, with, 57 private home major adaptations were completed to date. In addition, under the Modular Ramp Scheme, 14 ramps have been fully installed. With respect to PKC tenancy properties, 120 adaptations were completed, 33 of which were major adaptations including 7 modular ramps.  
(Housing and Communities Committee)
- at our Tenant Summer 2019 conference, tenants were provided with the outcomes of our annual Rent Setting priorities survey. This year we increased the number of tenants taking part from 182 to 849 (366% increase). The information gathered will be used to help us to develop rent level options for 2020/21 which tenants will vote on during November and December. The conference also included a presentation and workshop by the Home Energy Advice Team on fuel poverty and energy efficiency, and from the Community Safety Team who discussed concerns on Anti-Social Behaviour.  
(Housing and Communities Committee)
- as we seek to deliver investment in active travel and deliver an ambitious city-wide cycle network over the coming years, our funding application to Sustrans as part of the Places for Everyone Programme was successful, with the announcement of £6.5m funding. Significant stakeholder engagement programme will take place to turn the proposals into a finalised scheme.  
(Environment and Infrastructure Committee)



- through our joint work with Live Active Leisure, we are developing a robust business case for a redeveloped Perth Leisure Pool facility (PH<sub>2</sub>O). The Business case and outline design scheme development has been procured through HubCo East Central with the full findings reported in early 2020.

*(Environment and Infrastructure Committee/ Housing and Communities Committee)*

## Creating a Safe and Sustainable Place for Future Generations

**Our outstanding natural landscapes, and the high quality of our urban environment, play an important role in supporting economic growth, improving health and wellbeing, and providing us with a strong sense of identity. We are committed to ensuring that everyone in Perth and Kinross has the right to live in a safe and secure environment, within neighbourhoods that are well maintained and have a positive community spirit.**

### **Our contribution towards these outcomes include: -**

- work is ongoing in relation to climate change including baselining the Council's emissions, undertaking workshops with elected members and staff on existing activities, and defining future priorities.  
*(Environment and Infrastructure Committee/ Housing and Communities Committee)*
- initial community engagement has commenced with meetings taking place with the Perthshire Climate Change Cafes providing support to their recent [Big Climate Conversation Event](#) which took place in Birnam. Work continues to identify communities, groups and schools for further engagement and consultation, with a report scheduled for submission to Council in December.  
*(Environment and Infrastructure Committee/ Housing and Communities Committee)*

- As an alternative to mains gas, we continue to explore alternative renewable energy measures where feasible, such as solar water heating, air source heat pumps and photovoltaic panels to capture the sun's energy and convert it into electricity. 46 homes are to be installed with these alternative heating measures during 2019/20 and as at August 2019, 48 homes have been upgraded.  
*(Environment and Infrastructure Committee/ Housing and Communities Committee)*
- measures to reduce, reuse and recycle waste rate, which are outlined in the Council's Waste Management Plan, include:

- introducing Performance Officers to Recycling Centres in 2020 to promote for separation of waste and increase the reuse and recycling rates at Recycling Centres;
- promoting kerbside recycling services including promotion of food waste recycling through further communication campaign
- developing the Eating Well, Living Well Project with communities and third sector partners with the aim of introducing a food re-distribution network in Perth & Kinross. This will contribute to food waste prevention as well providing wider social and health benefits.

*(Environment and Infrastructure Committee)*

- in preparation for the Biodegradable Waste Ban to Landfill, the Council signed-up to the Scottish Materials Brokerage Service (SMBS) and Agency Agreement for Residual Waste, managed by Scottish Procurement (Scottish Government). This collaborative contract includes a provision for a treatment solution, commensurate with the requirements of the 2025 ban on biodegradable waste going to landfill.  
(Environment and Infrastructure Committee)
- the [Specimen Design and Environmental Impact Assessment](#) for the Cross Tay Link Road scheme was finalised at the end of September 2019, and the planning application will be lodged in October 2019. The current programme is for construction start in late 2021 with a 2½ year construction period.  
(Environment and Infrastructure Committee)
- the full business case for the Broxden-Low Carbon Transport Hub project will be ready by the end of the year and, assuming the successful development and approval of funding, it is anticipated that the project will start early in 2020. It aims to create an innovative Low Carbon Transport Hub, broadening the range of sustainable travel choices and providing opportunities to improve workforce mobility and social inclusion.  
(Environment and Infrastructure Committee)
- the outline design of the [Comrie Flood Protection Scheme](#) is being finalised, with comments from the community consultation process being fed into the process. It is anticipated that the Scheme will be published early 2020.  
(Environment and Infrastructure Committee)
- there was very positive judging in Perth for the prestigious Britain in Bloom Champion of Champions. The Beautiful Scotland Awards took place in Dumfries in September and a gold medal was awarded to Blair in Bloom, Kinnesswood and Coupar Angus. Coupar Angus was also category winner for Best Large Village. A silver gilt medal was awarded to Dunkeld and Birnam, Muthill, Glenfarg and Crichton Lang Residents Group. Bridge of Earn have qualified for the UK finals and the results of Britain in Bloom will be announced at the end of October 2019.  
(Environment and Infrastructure Committee)

## How do we compare to others?

The Council's Food Safety Team gained the Customer Service Excellence (CSE) Award for the 20th consecutive year, awarded by the Society of General Surveillance United Kingdom Ltd (United Kingdom Accreditation Service (UKAS) accredited). The team remains the only UK food authority to hold the Award. Several instances of good practice were identified in the annual CSE report, including: -

“You continue to assist a range of other services to develop their services in a customer focused way through helping them in their journey to achieving Customer Service Excellence. You are using your learning and customer focus to support the development of other Council Services”

For the second year running, the Building Standards Teams have been appointed with the award of Customer Service Excellence and were finalists in the “Building Standards Community and Building Safety Award” run by the Building Standards Division of the Scottish Government. An extract from the annual CSE report stated:



“The Council, including Building Standards, have been proactive in identifying buildings which are less aesthetically pleasing due to reasons such as abandonment. You are involved in determining the status of the buildings and any risks involved. This process uses insight including representation from local communities to direct resources to improve the environment of Perth and Kinross”

The Roads Infrastructure team has won multiple awards for delivery of the [Perth Transport Futures Project Phase 1 A9 / A 85 Junction and Link Road to Bertha Park](#).

We measure our performance against other Local Authorities and Registered Social Landlords (RSLs) through Scotland's Housing Network (SHN) and Housemark. The results of the 2018/19 Scottish Annual Return on the Charter include the following highlights: -

- our compliance with the Scottish Housing Quality Standard (SHQS) in 2018/19 was **96.7%** which compares favourably with the Scottish average of **94.1%**.
- the average time taken to complete emergency repairs in Perth and Kinross was reported at **3.5** hours in 2018/19, compared to a national average of **3.6** hours
- Perth and Kinross reported an average of **28.4** days to re-let homes in 2018/19 compared to a national average of **31.9** days.
- we kept **96.5%** of appointments in 2018/19 compared to a Scottish average of **95.6%**.

## What are our customers saying?

### Food and Drink Park client feedback.

*“Perth Food & Drink Park works well for us in terms of access to our northern locations, and we have great suppliers and distribution in the area. The building is a very nice place to work, with pleasant surroundings. We like that there is solar power, too, as renewable energy is important for us.”*

*“It was fantastic working with Perth & Kinross Council to set up my new business here; they're helpful and accommodating and they understand the needs of individual businesses. “*

### Employment HUB Client feedback:

A client was made job redundant from a local employer and attended for 8 weeks for employability and emotional support. The client received support in applying for a position in another High Street retailer of their choice and was successful in this appointment. After this success they visited the Hub to let their Advisor know the good news and commented: -

*“I couldn't have done this without your support and help. Living alone without family I see this as a great support as I have not been in a good place. You helped me believe in myself”*

### Tenant Led Scrutiny feedback:

Our approach to tenant led scrutiny continues to be sector leading. For the fifth consecutive year, our SURE Team assessed and graded our performance in relation to our Annual Return on the Charter (ARC) for 2018/19. The team set out their own assessment of annual performance against the 16 Charter Outcomes and present these to members of the Housing Management Team. Their grading outcomes will be included in our Annual Performance Reports to tenants at the end of October 2019.

The Tenant Committee Report Panel noted and supported the contents of the Annual Update of the Perth and Kinross Tenant and Resident Participation Strategy 2018-2021.

“This is an excellent report with many positive outcomes. Really pleased with the number of tenants participating in the rent priorities survey which has increased by 366%. This is a huge increase as a result of the variety of ways to respond which is great to see”.

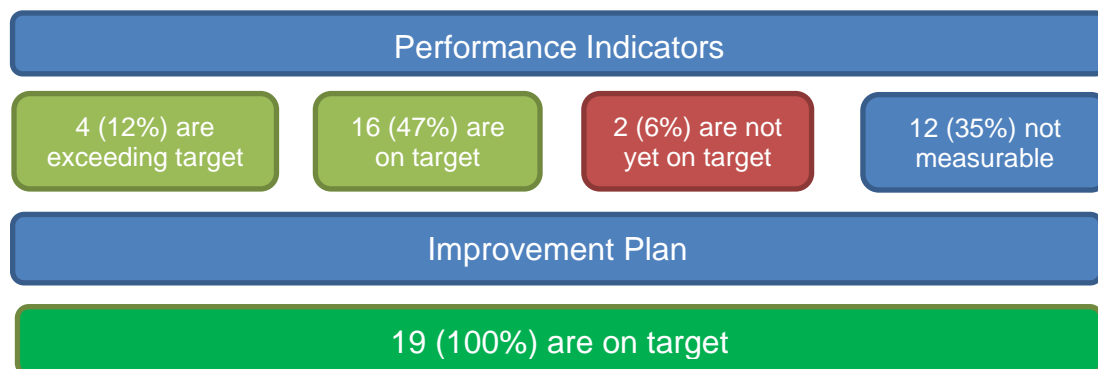
## Progress against Performance Indicators and Improvement Plan

We have made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP) agreed by the Housing and Communities Committee, and Environment and Infrastructure Committee in May 2019.

Within our BMIP we have 39 indicators, 5 of which relate to homelessness where regulatory guidance advises the setting of targets is inappropriate. Of the 34 remaining indicators which have targets 12% are exceeding target; 47% are on target; 6% are not yet on target; and 35% are not measurable at this point.

Our Improvement Plan consists of 19 key high-level actions for 2019/20 which are on schedule.

The table below provides a progress summary:



**Note:**

The Service performance is determined from the current performance information available and not from projected data.

The

following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target by March 2020.

## Performance Indicator Exceptions

### Where we are exceeding our target

| Indicators exceeding targets                                                                                                                                                                                                                                                                                                                               | Performance |         |                      | Target  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|----------------------|---------|
|                                                                                                                                                                                                                                                                                                                                                            | 2017/18     | 2018/19 | Sep 19               | 2019/20 |
| <b>Creating a Safe and Sustainable Place for Future Generations</b>                                                                                                                                                                                                                                                                                        |             |         |                      |         |
| <b>Emissions from Council properties (tonnes CO2) (Environment and Infrastructure Committee)</b>                                                                                                                                                                                                                                                           | 15,051      | 12,308  | 2,969<br>(July 2019) | 13,000  |
| <b>Comments</b><br>Energy management is resulting in reduced emissions. The current forecast is an annual emissions total of 12,865 tonnes coming in under the 13,000 tonnes target.                                                                                                                                                                       |             |         |                      |         |
| <b>Average length of time taken (hours) to complete emergency repairs (Housing and Communities Committee)</b>                                                                                                                                                                                                                                              | 3.57        | 3.54    | 3.41<br>(Aug 2019)   | 4       |
| <b>Comments</b><br>We have maintained strong performance for repairs and continue to respond to emergencies within the 4-hour target.<br><br>The national average for this indicator for 2018/19 was 3.6 days                                                                                                                                              |             |         |                      |         |
| <b>% of tenants satisfied with the repairs service (Housing and Communities Committee)</b>                                                                                                                                                                                                                                                                 | 90.42       | 90.9    | 99.5<br>(July 19)    | 92      |
| <b>Comment</b><br>The introduction of mobile working has enabled the trades teams to receive instant feedback following a repair from tenants. This has resulted in increased return rates and improved satisfaction levels.<br><br>The national average for this indicator for 2018/19 was 91.7%                                                          |             |         |                      |         |
| <b>% of Anti-Social Behaviour complaints resolved within locally agreed targets (Housing and Communities Committee)</b>                                                                                                                                                                                                                                    | 81.23       | 81      | 96<br>(July 19)      | 90      |
| <b>Comments</b><br>Performance has continued to improve throughout 19/20 as a result of the improved oversight of complaints monitoring. A monitoring report allows staff to identify and prioritise complaints nearing target timescales with oversight from Locality Co-Ordinators.<br><br>The national average for this indicator for 2018/19 was 87.9% |             |         |                      |         |

## Where we are not on target

| Indicators exceeding targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Performance |         |                     | Target  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------------------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 2017/18     | 2018/19 | Sep 19              | 2019/20 |
| <b>Promoting a Prosperous, Inclusive and Sustainable Economy / OR Service Objective</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |         |                     |         |
| <b>Rent collected as a % of the total rent due in the reporting year (Housing and Communities Committee)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 98.73       | 98.69   | 96.57<br>(Aug 2019) | 98.6    |
| <p><b>Comments.</b><br/>Moving to full service Universal Credit (UC) in June 2018, has had an impact on rent arrears and collection rates. In some cases, the payment received from the Department for Work and Pensions can take up to 8 weeks, resulting in a degree of technical arrears.</p> <p>Close management and monitoring of arrears levels, collection rates and the impact of UC continues. This pro-active approach ensures we are mitigating, where possible, the impacts of UC on our tenants and the Housing Revenue Account Business Plan.</p> <p>The national average for this indicator for 2018/19 was 99.1%</p> |             |         |                     |         |
| <b>% of working age population unemployed, based on the Job Seekers Allowance claimant count (Environment and Infrastructure Committee)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 1.2         | 1.5     | 1.9<br>(Aug 2019)   | 1.0     |
| <p><b>Comments.</b><br/>The increase in unemployment here mirrors the trend across Scotland. The unemployment rate for Scotland was reported at 4.0% (July 2019).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |         |                     |         |

## Improvement Plan Exceptions

No exceptions are reported.

## Glossary

|       |                                              |
|-------|----------------------------------------------|
| BMIP  | Business Management Improvement Plan         |
| BNI   | Business Network International               |
| CECA  | Civil Engineering Contractors Association    |
| CSE   | Customer Service Excellence                  |
| DRS   | Deposit Return Scheme                        |
| EPC   | Energy Performance Certificate               |
| LCPAR | Local Child Poverty Action Report            |
| PH2O  | Redevelopment of Perth Leisure Pool          |
| PKC   | Perth and Kinross Council                    |
| RSL   | Registered Social Landlord                   |
| SAP   | Standard Assessment Procedure                |
| SGN   | Scottish Gas Network                         |
| SMBS  | Scottish Materials Brokerage Service         |
| SP&R  | Strategic Planning and Resources Committee   |
| SSE   | Scottish and Southern Energy                 |
| SHN   | Scotland's Housing Network                   |
| SHQS  | Scottish Housing Quality Standard            |
| SURE  | Service User Review and Evaluation           |
| UKAS  | United Kingdom Accreditation Service         |
| WASPS | Workshop & Artists Studio Provision Scotland |



**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee  
30 October 2019**

**Lifelong Learning Committee  
6 November 2019**

**Scrutiny Committee  
27 November 2019**

**EDUCATION AND CHILDREN'S SERVICES INTERIM PERFORMANCE  
SUMMARY 2019**

**Report by Executive Director (Education and Children's Services) (Report No. 19/299)**

**PURPOSE OF REPORT**

This report reviews the performance of the Education and Children's Services against its Business Management and Improvement Plan (BMIP) for the period since 1 April 2019.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 Lifelong Learning Committee considers performance against the Service BMIPs within the reporting year via the Service interim and annual performance reports.
- 1.2 The interim performance summary highlights those BMIP performance indicators and improvement tasks that are exceptional, either as a result of performance exceeding the target or being unlikely to meet the target.

**2. INTERIM PERFORMANCE SUMMARY 2019**

- 2.1 The purpose of the interim performance summary in Appendix 1 is to review the performance of Education and Children's Services since April 2019 against the target and actions in the 2019/20 BMIP, approved by Lifelong Learning Committee in May 2019 ([Report No. 19/154 refers](#)) and considered by the Scrutiny Committee in June 2019.
- 2.2 The exceptions included in the report have been selected following consideration of all BMIP performance management information and relate to performance that is deemed to be significant. Where these exceptions are targets that have not been met, explanations and details of improvement actions to be taken are provided.
- 2.3 A full annual report with detailed progress against all targets and actions within the Education and Children's Services BMIP will be produced at the end of reporting year 2019/20.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The monitoring of BMIP performance information by the Education and Children's Services Senior Management Team has identified that achievements have been made in many areas. However, there are some areas in which improvement actions are required or they are already ongoing.
- 3.2 It is recommended that:
- (i) The Lifelong Learning Committee and the Housing and Communities Committee are asked to consider and accept for their areas of specific interests the contents of the Education and Children's Services Interim Performance Summary 2019. (Appendix 1)
  - (ii) The Scrutiny Committee scrutinise and comment as appropriate on the contents of the Education and Children's Services Interim Performance Summary 2019. (Appendix 1)

#### Authors

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#### Approved

| Name          | Designation                                                  | Date              |
|---------------|--------------------------------------------------------------|-------------------|
| Sheena Devlin | Executive Director<br>(Education and<br>Children's Services) | 24 September 2019 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |                   |
|-----------------------------------------------------|-------------------|
| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>N/A</b>        |
| Strategic Environmental Assessment                  | <b>N/A</b>        |
| Sustainability (community, economic, environmental) | <b>N/A</b>        |
| Legal and Governance                                | <b>N/A</b>        |
| Risk                                                | <b>N/A</b>        |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This section sets out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to Objective No (i), (ii) and (v).

#### Corporate Plan

- 1.2 This section sets out how the proposals relate to the achievement of the Council's Corporate Plan Objectives.

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to Objective No (i), (ii) and (v).

- 1.3 This report also links to the Education & Children's Services Policy Framework in respect of the following key policy area:

- Change and Improvement

## 2. Resource Implications

### Financial

- 2.1 N/A

### Workforce

- 2.2 N/A

### Asset Management (land, property, IT)

- 2.3 N/A

## 3. Assessments

### Equalities Impact Assessment

- 3.1 Assessed as **not relevant** for the purposes of EqIA.

### Strategic Environmental Assessment

- 3.2 N/A

### Sustainability

- 3.3 N/A

### Legal and Governance

- 3.4 N/A

- 3.5 N/A

### Risk

- 3.6 N/A

## 4. Consultation

### Internal

- 4.1 The Education and Children's Services Senior Management Team has been consulted in the development of this report.

External

4.2 N/A

**5. Communication**

5.1 N/A

**2. BACKGROUND PAPERS**

2.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

**3. APPENDICES**

Appendix 1: Education and Children's Services Interim Performance Summary 2019.



**Education and Children's Services**  
**Interim Performance Summary**  
**1 April 2019 to 30 September 2019**

# Contents

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# Introduction

by Sheena Devlin, Executive Director and Jacquie Pepper, Depute Director (Education and Children's Services)

**Welcome to Education and Children's Services Interim Performance Summary - 1 April 2019 to 30 September 2019.**

The Education and Children's Services Business Management and Improvement Plan (BMIP) 2019/20 sets out the key actions which will be delivered by Education and Children's Services in 2019/20 to ensure better outcomes for children, young people and their families in Perth and Kinross, and contributes to the delivery of the Council's strategic objectives and local outcomes. In this performance summary we are pleased to report good progress in meeting the targets and commitments that we set out.

Improving outcomes for children and young people is the core business of Education and Children's Services. Our focus is to ensure that children and their families receive appropriate experiences and support to best meet their wellbeing and learning needs and achieve positive outcomes.

At the heart of this report are the shared priorities identified in the **Tayside Plan for Children, Young People and Families 2017-2020**, a multi-agency, cross-border approach towards improving the lives and the life chances of children and young people across the three Community Planning areas of Perth and Kinross, Angus and Dundee.

A key focus for our work is early intervention and prevention and meeting the responsibilities of the **Children and Young People (Scotland) Act 2014**. The **Education (Scotland) Act** and the **National Improvement Framework for Scottish Education** bring responsibilities and opportunities, and a focus on raising attainment for all and closing equality gaps. We remain committed to delivering equity and enabling inclusion in all of our services.

We aim to optimise wellbeing and provide children and young people with the best possible start and, together with our partners, intervene at the earliest possible point and provide the appropriate support to address issues or concerns where required. Ensuring parents are supported to respond most effectively to their children's needs is key and the developing **Tayside Parenting Strategy** will inform the provision of universal and targeted support, integrated working with services for adults and information for parents with children at all ages.

We work in partnership to provide holistic and flexible support to families to cope with the challenges they may face in their daily lives. Our **Corporate Parenting Plan** provides the framework for ensuring better outcomes for our looked after children and young people and to ensure that they thrive and succeed.

We recognise the hard work of all colleagues and partners in achieving better outcomes for many children, young people and their families. We also recognise that there remain areas where further improvement is required. Our ambition, compassion and integrity drive us to ensure we continue improving lives together.

## Service Performance Summary

Our children will have the best start in life, they will be cared for and supported to learn in nurturing environments

**Developmental milestones** are assessed in nurseries and partner providers for children who are expected to start primary 1 in the following August. This year, 81% of the P1 roll are estimated to be meeting all expected development milestone figure. This figure was similar in the previous 2 years. Speech and Language, Emotional Development and Attention are the milestones most likely not to be met. Boys and children from more deprived backgrounds are much more likely to not meet milestones.

The expansion of **Early Learning and Childcare** (ELC) is being implemented early in all areas across Perth and Kinross, with full roll out of 1140 hours of ELC on track to be delivered for all eligible children by August 2020.

Since March there has been a 4% increase of 3 to 5 year olds now benefiting from extended hours (now at 14% of the total), earlier than the requirement to do so by August 2020. Early implementation throughout session 2019-2020 will deliver increased access for eligible two year-olds, with all 3 to 5 year olds and eligible 2 year olds being offered 1140 hours of ELC by August 2020.

Suitably qualified staff have been recruited to strengthen the workforce and deliver quality provision. This has been achieved through collaboration with HR colleagues to progress a variety of PKC initiatives including Modern Apprentices.



Our children, young people and their families will be meaningfully engaged with learning and combined with high quality learning experiences, all children and young people will extend their potential

Attainment across literacy and numeracy at P1, P4, P7 and S3 shows steady, long-term progress, based on teacher judgements of Curriculum for Excellence (CfE) levels, although P4 and P7 show a slight decrease from last year. Writing and numeracy levels remain generally lower than for reading and listening/talking, especially for P4 and P7, and the poverty-related gaps more persistent, highlighting ongoing priorities for the literacy and numeracy strategies that have been established.

The 2019 SQA National Qualification results show sustained high levels of attainment, particularly in S6. More detailed information is included in the **Raising Attainment Strategy Update** report, with results for 2019 school leavers expected to be available in February 2020.

The PKC **Literacy and Numeracy Strategies** provide clear direction for all to ensure that our learners experience the highest quality of literacy and numeracy learning and teaching at all stages from the early years to the senior phase. Educational Psychology input has supported the gathering of sound research to determine effective universal and targeted approaches to raising attainment. Impact is being measured through the improvement in young children's emergent literacy skills, the number of learners attaining appropriate Curriculum for Excellence Levels in P1, P4, P7 and S3 and the percentage of pupils attaining National Qualifications. To support schools in taking forward the key actions from both strategies each Local Management Group has identified leaders and coordinators to cascade national/local updates, share practice and engage in professional dialogue and learning. This offer to schools is based on analysing school and local authority data to gain an understanding of the strengths and areas for development across PKC. The intention is to create a structure which builds capacity across LMGs and schools, and provides feedback to the local authority about successes and further work to be done to support improvement.

Schools have further developed their approaches to analysing data in order to ensure effective planning for the use of **Pupil Equity Fund**. School leaders continue to be supported to use an action research model and tools from the **Educational Endowment Fund** to analyse school level data to identify attainment gaps, and from there to select and evaluate appropriate interventions.

In the coming session schools plan to continue their focus on areas of literacy, numeracy and health and wellbeing. There will be an increased focus on improving aspects of learning and teaching in early years and primary. Many schools will use some of their PEF money to engage staff to support delivery of interventions or to support staff training for sustainability of projects.

Education Scotland published inspection reports for Cleish Primary School, Burrelton Primary School and Logiealmond Primary School which received evaluations of *Good* or *Very Good* across all Quality Indicators, and Goodlyburn Primary and Nursery Class which received evaluations of *Satisfactory*, *Good* or *Very Good* across all Quality Indicators.

Significant progress has been made in projects within the **Education and Children's Services School Estate Programme**, including planning approval for a new nursery building at Inchture Primary School and an extension to the nursery at Rattray Primary school, as well as the start of work on site for the refurbishment and extension of Longforgan Primary School and a new nursery within St Ninian's Episcopal Primary School. As the new school year began in August, the first pupils (S1 & S2) entered **Bertha Park High School**, Scotland's first new school for over 20 years.

Across Perth and Kinross, Angus and Dundee there is a PanTayside approach to the implementation of the **Scottish Government's 1+2 Languages policy**. Our most recent survey carried out in March 2019, indicates that schools have continued to maintain the pace and progression of L2 implementation in line with national expectations. Further evidence from the survey indicates that plans are in place across LMGs and sectors to support the delivery of L3. Support continues to be delivered to schools and LMGs to ensure readiness for full implementation by August 2021.

In April 2019 The Gannochy Trust and Perth and Kinross Council jointly launched a universal youth work programme across Perth and Kinross. Over a 3 year period, the programme will see more than £900,000 invested in local youth work agencies in 5 localities. The programme provides support to strengthen and secure youth work agencies across Perth & Kinross enabling them to offer young people aged 11 to 19 quality youth work activities after school and in the holiday periods. The youth work agencies involved in local delivery are Perth & District YMCA, Strathmore Centre for Youth Development, Alyth Youth Partnership, Coupar Angus Youth Action Group, KYTHE and LOGOS.

The **Duke of Edinburgh's Award** provides opportunities for young people aged 14 – 25 and adult volunteers within Perth and Kinross to participate in a voluntary, non-competitive and flexible programme of cultural and adventurous activities irrespective of their background or ability. Between April and September 2019, Perth and Kinross Council had 1,190 young people involved in the Award, delivered by eight Secondary Schools, a number of Universal Youth Work providers and Community groups, with 330 volunteers based in 24 units to support the delivery of the award. During this period a total of 92 young people attained an Award (49 Bronze, 20 Silver and 23 Gold). On the 5th of July, 73 young people were presented with their Gold Award by HRH Prince Edward at Holyrood Palace.

## Our children and young people will be physically, mentally and emotionally healthy

The **Health and Wellbeing Strategy** was launched to schools in June 2019. The views of children and young people were pivotal in determining the scope of the strategy, and a Health and Wellbeing Network has been established to support the strategic goals identified. The strategy clearly targets the responsibility of all to scaffold and underpin excellent Health and Wellbeing of young people across PKC.

The **Emotional Wellbeing Collaborative** continues to develop improvement activity including a successful project with Coupar Angus Primary School and Live Active Liesure. This project is using sport to help children develop resilience skills and is being spread to a further eight schools in the 2019/20 academic year. Work has been ongoing with Blairgowrie High School to improve staff wellbeing, with positive improvements seen when staff completed a follow up survey in June 2019. Support will continue to extend the impact this academic year; similar work has also started with the staff group at Fairview School.

The Educational Psychology Service worked collaboratively with the Emotional Wellbeing Collaborative to extend the reach of the **Bounce Back** resilience programme by providing training and implementation support for three secondary schools in addition to the existing primary school provision. Evaluation measures are in place in relation to resilience, connectedness and staff wellbeing, with baseline measures being established in September 2019. The programme will be piloted with young people during session 19-20 and its impact tracked.

**Family Change** is a specialist therapeutic social work service, set up to support children and their families who have experienced significant trauma, currently working with 25 individual children and young people. Family Change also offers a consultation service to a wide range of people who care for and support vulnerable children, including parents and carers, social work colleagues and colleagues from health, education and third sector organisations. 31 consultations were delivered from April to June 2019, which is in line with expectations.

The **Children with Disability Outreach Service** offers a variety of effective interventions to support children and young people affected by disability. The service operates in Woodlea Cottage and also directly with families in their own homes. The two main challenges experienced by families are behaviour and sleep. The team has provided support to 29 children, young people and their families in the first quarter of 2019/20, compared to a total of 57 in 2018/19, indicating that the number of children and young people receiving a service may rise slightly this year.

Collaboration across the **Tayside Regional Improvement Collaborative** led to the launch of a toolkit for staff which supports Emotional Health and Wellbeing for children and young people. The toolkit aims to raise awareness of emotional health and wellbeing whilst highlighting the importance of prioritising early intervention. Pathways of support and guidance for all universal staff will help to implement the principles and practice of underpinning policies such as Getting It Right for Every Child, Curriculum for Excellence, Health Promoting Schools, and the Scottish Mental Health Strategy 2017-2027.

Opportunities for families to be involved in **family learning** over the summer holiday period were extended this year and a range of activities, including lunches, engaged families in a variety of venues. This has provided learning that will inform the provision to be offered in the October and December holidays.

A national survey of parents views on ***Parental Involvement and Engagement*** was completed. Although only 9% of the parents of children in Perth and Kinross Council schools responded, the responses received will be valuable in helping plan future activity. The survey highlighted:

- Most respondents strongly agreed/agreed that the school staff are approachable, the school can be contacted within school opening hours, they are confident that if they needed to contact their child's school, it will respond helpfully to questions and comments and the views and suggestions of the Parent Council are taken into account by the school's senior management team.
- The majority of respondents agreed that the school keeps them well informed in a way they can understand, they know what their child is learning at school, there are opportunities for them to help at their child's school and overall, they are satisfied with how the school engages with them.
- Looking at areas for further development, fewer than half of respondents agreed that the school provides them with useful information about how they can help their child learn at home, asks for their views about their child's learning and takes them into account, or gives them information they need to support their child's learning. Just less than a third of respondents said that the school never gets in touch with them to provide information on ways to help their child continue to learn at home.

The family learning project developed in partnership with Scottish Prison Service and Angus, Dundee and Fife Councils has been successful in reaching the final round of the COSLA Excellence Awards for 2019. The project is led by the Parenting and Family Learning Team and was already a silver award winner at the Designing Futures Together Awards 2019.

**Our children and young people who experience particular inequalities and disadvantage will achieve health, wellbeing and educational outcomes comparable with all other children and young people**

The **REACH** (Resilient Engaged Achieving Confident and Healthy) project aims to help young people to stay within their families, schools and communities and prevent the need to move into residential care, to empower them to build, restore and maintain relationships with their families and communities. The number of young people accessing residential placements has reduced significantly, from 27 in August 2017, to 11 in August 2019, due to a concerted effort to return young people to community placements and improved monitoring of decision making for young people. The establishment of REACH has ensured a more intensive approach to avoid the need for young people to become accommodated and has been instrumental in keeping young people out of care.

There are currently 9 care experienced young people engaging in Activity Agreements. 5 Young people are taking part in the Route INTO: Programme where the young people will have an opportunity to gain career-appropriate skills with a number of partners such as Hadden's Construction, All Scotland Gym and the Gleneagles Hotel. To further enhance the young people's skills there are volunteering opportunities at the "Full Of Beans Community Café". Young people are further supported to build confidence and plan their next steps towards a more positive destination.

From April to June, 16 young care experienced people moved on to positive destinations, including full time employment or modern apprenticeships within the hospitality industry and the construction industry, further education at Perth College or a Barnardo's stage 2 employability programme, where they will be further supported towards a positive destination.

Unaccompanied asylum-seeking children (UASC) are children and young people who are seeking asylum in the UK, but are separated from parents or carers. Since October 2016 we have provided care and accommodation for 10 UASC young people and have committed to supporting a further 10 over the next few years in order to meet the Council's commitment to UASC.

All ten young people have been registered with a dentist, G.P and Live Active, and where appropriate have been referred and accepted through a variety of counselling/psychology support services. All have attended English for Speakers of Other Languages (ESOL) classes through Perth College and a number of young people have also attended the jointly supported additional learning options via Services for Young People. Young people are accommodated in supported accommodation, with some progressing on to independence. Six UASC young people are attending college, with others in full time or part time employment or volunteering.

The provision of **independent advocacy** in Services for Children, Young People and Families is being strengthened, with Independent Advocacy Perth and Kinross being contracted to provide advocacy support for children and young people looked after at home and those who are working voluntarily with the service. There is also investment into Rights Respecting Schools to help fund registration fees to encourage schools to sign up for and buy into the Rights Respecting Schools Award. In addition, the use of Mind Of My Own (MOMO) is being expanded to include MOMO Express for children under 8 and children with disabilities.

Perth & Kinross Association of Voluntary Service (PKAVS) Young Carers Hub continues to support children and young people aged between 5 and 18 years old to cope with what can

often be an all-encompassing caring role. At present, PKAVS supports 335 young carers with an average 10 new referrals for young carers every month. Over 40% of the 335 young carers PKAVS currently support come from single parent families and so often these children and young people are not only a young carer, but the main carer.

In June 2019, the Annual Young Carers Consultation event took place, providing a chance to talk to young carers first hand and seek their views on what they would like their support to look like over the next 12 months.

**Our children and young people will be safe and protected from harm at home, school and in the community**

Through guidance from the Scottish Government, Perth and Kinross has started Bail Supervision under the **Whole System Approach**, aimed at young people aged 16-21 (26 for care leavers) to offer a direct alternative to remand, and reduce the number of people being held in custody while awaiting an outcome in court. This approach follows national guidelines and bridges Services for Young People and Criminal Justice to give a comprehensive package to these young people. Support and guidance is provided using a holistic approach, allowing young people an opportunity to successively remain in their community and to acquire life skills. Since May 2019, 6 young people have been placed on bail supervision.

The Child Protection Committee (CPC) held its Annual Development Day in May 2019, and this year held a joint event with members from the Adult Protection Committee (APC). The theme was: Working together to prevent harm, recognising the common issues and shared responsibilities of both partnerships. A Joint Feedback and Evaluation Report has been used by both partnerships to inform their respective partnership improvements plans and their capacity for improvement.

## How do we compare to others?

The national benchmarking tool Insight, based on the principles of Curriculum for Excellence, is designed to drive improvements for pupils in the senior phase (S4 to S6) and enables us to compare our performance not only with the national picture, but also matches pupils in Perth and Kinross to pupils with similar needs and backgrounds from across Scotland to create a virtual comparator.

Ongoing analysis of attainment and achievement through Insight demonstrates that Perth and Kinross is performing well nationally and against the virtual comparator, and is used to inform ongoing developments to raise attainment for all and to reduce inequalities. Further details are included in the Raising Attainment Strategy Update 2019.

The annual [Participation Measure](#) reports on the Scottish Government's *Opportunities for All* pledge, which aims to ensure that all young people are supported into learning, training or employment. The latest report, from August 2019, shows that for the fifth year in a row, Perth and Kinross is performing above the national average, and is doing so in every individual age group as well as overall, with around 93% of young people aged 16-19 taking part in employment, education or training.

|                 | <i>Overall</i> | <i>Individual age groups</i> |           |           |           |
|-----------------|----------------|------------------------------|-----------|-----------|-----------|
|                 | <b>16 – 19</b> | <b>16</b>                    | <b>17</b> | <b>18</b> | <b>19</b> |
| <b>PKC</b>      | 93.4%          | 99.3%                        | 96.3%     | 91.1%     | 87.4%     |
| <b>Scotland</b> | 91.6%          | 99.0%                        | 94.8%     | 89.1%     | 83.9%     |

The **Care Inspectorate** has completed 7 inspections of services for children and young people within Perth and Kinross since April 2019, almost all of which have received gradings of *Good* or better in all quality themes. Services within PKC received ratings of *Good* or better in 88% of all quality theme gradings, compared to approximately 84% for the whole of Scotland.

## What are our customers saying?

Inspections by the **Care Inspectorate** incorporate the collection of feedback from parents and carers, and include very positive comments about the quality of nursery, pre-school services and Housing Support services.

*"Great nursery! Staff are personable and caring. Good focus on learning and education but in a fun and vibrant setting." (Cheeky Monkeys)*

*"The manager and her team create fantastic learning experiences for my child. They are always outside and regularly go to the park and other community areas." (Cragie Park)*

*"Exceptional service. My child always seems to be having good fun when I collect her and has a great rapport with the staff and they with her." (North Muirton Kids Club)*

*"The staff were excellent ensuring my child settled in well when he first started and they give good feedback when he attends. They are very thoughtful and kind." (Village Kids Club)*

*"My daughter has thrived at Milnathort Nursery. I feel very confident in her carers. She loves going to nursery." (Milnathort Primary School Nursery)*

*"My daughter loves after school club and would go every night if she had the chance. I have never had any concerns." (Letham Kids Club)*

*"This is my second child attending the service and both children have made excellent progress. This is down to the excellent provision by very caring and welcoming staff." (Fossoway Primary School Nursery)*

Inspections by **Education Scotland** also involve feedback from parents and carers. Questionnaires completed by parents show that overall 91% are happy with the school that their child attends.

REACH has already received positive feedback from a range of stakeholders including young people accessing the service, and this feedback will be incorporated into the Team Improvement Plan and will allow reflection on all aspects of work of the multi-disciplinary team.

*"I can talk to my REACH worker about difficult things because I trust them."*

*"I feel like my worker cares about me and wants the best for me."*

*"REACH is always there to help me and listen to me."*

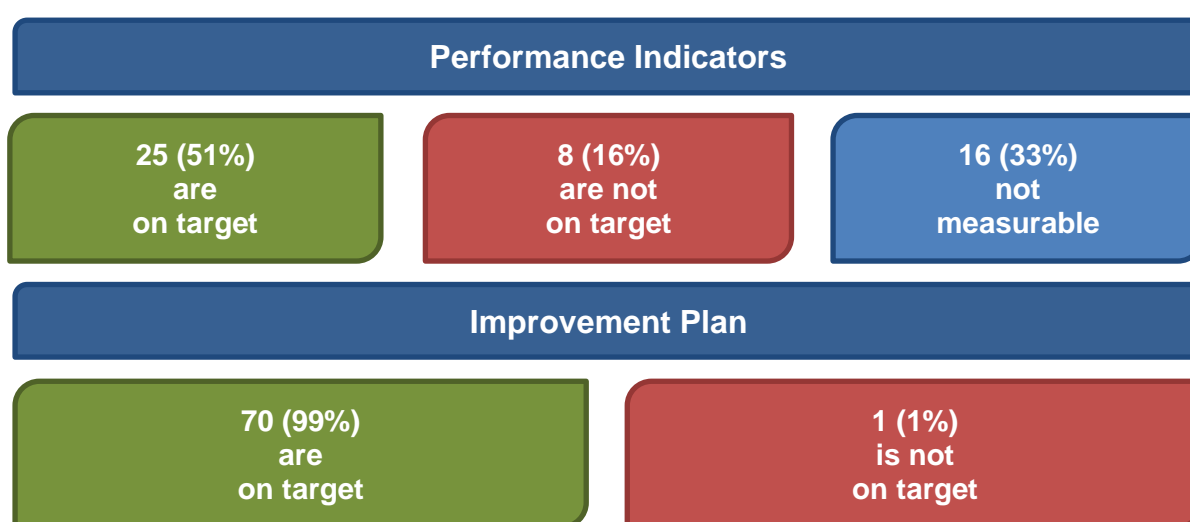


## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2019 to 30 September 2019 Education and Children's Services has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP).

The BMIP includes 49 key performance indicators. A summary of progress for these indicators is included in the table below. The majority of performance indicators recorded as *not measurable* are annual indicators that would not be expected to be updated at this point, such as education attainment indicators, and these will be included in the full performance update at the end of the year.

The table also includes a progress summary for the 71 improvement actions contained within the BMIP Improvement Plan.



**Note:**

The Service performance is determined from the current performance information available and not from projected data.

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target.

## Performance Indicator Exceptions

### Where we are not on target

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Performance |         |         | Target     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2016/17     | 2017/18 | 2018/19 | 2018/19    |
| <b>Learning and Achievement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |             |         |         |            |
| <b>% Attendance for Primary School pupils</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 95.2%       | 94.8%   | 95.0%   | <b>96%</b> |
| <b>% Attendance for Secondary School pupils</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 91.1%       | 91.1%   | 90.5%   | <b>93%</b> |
| Overall attendance in secondary has fallen slightly over recent years and is related to increases in unauthorised absence. In primary a recent downward trend has been reversed in the last full year measured, but unauthorised parental holidays continue to impact on attendance, as well as other unauthorised absence in secondary. Attendance of those from more deprived categories has declined more than others. Work is underway to review attendance levels and identify actions that can be taken to improve performance; monitoring in schools is supported by Quality Improvement Officers, family engagement, partnership and multi-agency working. |             |         |         |            |
| <b>Exclusion incidents per 1,000 Primary pupils</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 9           | 6       | 8       | <b>9</b>   |
| <b>Exclusion incidents per 1,000 Secondary pupils</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 46          | 45      | 55      | <b>45</b>  |
| The long term trend in exclusions from school continues to reduce in both primary and secondary, although the latest year shows slight increases in both sectors against this trend. Primary has reduced from 14 per 1,000 pupils in 2009/10 to 8 in 2018/19, and Secondary has reduced from 66 per 1,000 pupils in 2009/10 to 55 in 2018/19. We have an ongoing authority-wide commitment to inclusive practice, including development of an 'Excellent Relationships, Excellent Learning and Teaching' policy. To support this there is robust analysis of data to improve performance.                                                                          |             |         |         |            |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Performance |         |                   | Target     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|-------------------|------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2017/18     | 2018/19 | 2019/20           | 2019/20    |
| <b>Care and Equity</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |         |                   |            |
| <b>% Looked After Children with more than 1 placement in the last year</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 24%         | 21%     | 36%<br>(Aug 2019) | <b>20%</b> |
| <p>This indicator was reported for the first time in the 2019/20 BMIP, and is drawn from the Local Government Benchmarking Framework (LGBF). 281 children were looked after at 31 August 2019. 180 (64%) of these had 1 placement during the year and 101 (36%) had more than 1 placement.</p> <p>There has been a large number of children who were accommodated at one time and temporary arrangements have been necessary until more permanent placements can be made. There is a concerted effort to minimise moves, with an increased use of kinship placements as well as the recruitment of foster carers.</p> |             |         |                   |            |
| <b>% of children with an approved permanence plan within 4 months of the decision to recommend for permanence</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 35%         | 56%     | 25%<br>(Aug 2019) | <b>85%</b> |
| <p>4 young people were considered at Fostering and Permanence Panel within this period, with 1 being considered within 4 months of the LAC Decision. This compares to 88% for the same period last year. In 3 of these cases there were complex legal issues preventing permanence decisions.</p>                                                                                                                                                                                                                                                                                                                     |             |         |                   |            |
| <b>Safe and Protected</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |         |                   |            |
| <b>% of Unborn Baby Initial Case Conferences held within timescales</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 27%         | 71%     | 50%<br>(Aug 2019) | <b>87%</b> |
| <p>There were 6 Unborn Baby case conferences in this period, with 3 being held within timescales.</p> <p>Of those which fell outwith the timescale; one was a late presentation and two were due to capacity issues. It will be necessary that we review the systems and processes associated with these case conferences to mitigate against similar issues being experienced again.</p>                                                                                                                                                                                                                             |             |         |                   |            |
| <b>Statutory Criminal Justice Social Work case closures signed off with 5 working days of release<br/>(Housing and Communities Committee)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 27%         | 71%     | 65%<br>(Jul 2019) | <b>87%</b> |
| <p>The 5 day closure is reliant on a number of variables from other stakeholders which can impact on the ability to close files off within five working days. The main reason for delays centres around the ability of the Scottish Prison Service (SPS) to promptly advise the Criminal Justice team that prisoners have been released, downgraded or re-located to another establishment.</p>                                                                                                                                                                                                                       |             |         |                   |            |

## Improvement Plan Exceptions

### Where we are not on target

| Focus and Major Change                                                                                                 | Key action<br>(Lead responsibility)                                                                                                                              | Delivery<br>timescales                           | Comments on progress and improvement actions                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop and implement the Perth and Kinross Council Raising Attainment Strategy 2019-2022.<br><i>Head of Education</i> | Develop and implement an overarching strategy that focuses on raising attainment for all and closing the poverty related attainment gap.<br><i>QIO (Primary)</i> | Sep 2019<br><br><b>Revised date:</b><br>Mar 2020 | The Raising Attainment Strategy 2020-2023 is currently being drafted to align with the new Learning and Teaching policy which is in draft, along with the Literacy and Numeracy strategies which are being refreshed. |

## PERTH AND KINROSS COUNCIL

### Scrutiny Committee

27 November 2019

### Corporate & Democratic Services Six Month Performance Summary 2019/20 – Exception Report

Report by Depute Chief Executive, Chief Operating Officer (Report No. 19/347)

This report reviews the performance of Corporate & Democratic Services against its Business Management and Improvement Plan (BMIP) for the period 1 April to 30 September 2019.

#### 1. BACKGROUND / MAIN ISSUES

- 1.1 The Executive Officer Team, Corporate & Democratic Services Management Team and Scrutiny Committee consider performance against the Service Business Management and Improvement Plan (BMIP) twice a year through the Service six month and annual performance reports.
- 1.2 Corporate & Democratic Services fulfil a key role in how the Council is organised to deliver and how it prepares for the future, providing a range of high quality professional and technical leadership, expertise, knowledge and skills across a number of disciplines. Together we promote good governance as well as providing direct support to our communities through a number of front-facing services. Of particular note is the fact that Corporate & Democratic Services' contribution to frontline service delivery is vital yet often unseen – the performance outcomes achieved by other Services are in part achieved through the advice and support from Corporate & Democratic Services.
- 1.3 With these points in mind, our six month performance summary highlights some of the key contributions from the Service and progress in its improvement plan.

#### 2. SIX MONTH PERFORMANCE SUMMARY 2019

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Corporate & Democratic Services during the first six months of 2019/20.
- 2.2 A full annual report with detailed progress will be produced at the end of 2019/20.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The six-monthly monitoring of performance information by the Corporate & Democratic Services Management Team has identified how the Service continues to deliver an effective governance framework which encompasses our organisational culture, values, resources, controls, systems, structures, policies, procedures and processes. It also highlights good progress in delivering the improvements set out in our BMIP Action Plan for 2019/20.

3.2 It is recommended that:

- (i) The Scrutiny Committee scrutinises and comments, as appropriate, on the Corporate & Democratic Services six month performance summary attached at Appendix 1 in the report.

#### Author

| Name            | Designation                                       | Contact Details |
|-----------------|---------------------------------------------------|-----------------|
| Karen Donaldson | Depute Director – Corporate & Democratic Services | 01738 475000    |

#### Approved

| Name          | Designation                                      | Date             |
|---------------|--------------------------------------------------|------------------|
| Jim Valentine | Depute Chief Executive (Chief Operating Officer) | 13 November 2019 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |             |
|-----------------------------------------------------|-------------|
| <b>Strategic Implications</b>                       |             |
| Community Plan/ Single Outcome Agreement            | <b>Yes</b>  |
| Corporate Plan                                      | <b>Yes</b>  |
| <b>Resource Implications</b>                        |             |
| Financial                                           | <b>None</b> |
| Workforce                                           | <b>None</b> |
| Asset Management (land, property, IST)              | <b>None</b> |
| <b>Assessments</b>                                  |             |
| Equality Impact Assessment                          | <b>Yes</b>  |
| Strategic Environmental Assessment                  | <b>Yes</b>  |
| Sustainability (community, economic, environmental) | <b>Yes</b>  |
| Legal and Governance                                | <b>None</b> |
| Risk                                                | <b>Yes</b>  |
| <b>Consultation</b>                                 |             |
| Internal                                            | <b>Yes</b>  |
| External                                            | <b>No</b>   |
| <b>Communication</b>                                |             |
| Communications Plan                                 | <b>No</b>   |

### 1. Strategic Implications

1.1 The Community Plan and the Council's Corporate Plan, has five outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resource allocation.

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives;
- (v) Creating a safe and sustainable place for future generations.

1.2 This report relates to the contribution from Corporate & Democratic Services to all five outcomes.

### 2. Resource Implications

#### Financial

2.1 None

#### Workforce

2.2 There are no workforce implications.

#### Asset Management (land, property, IT)

- 2.3 None

### **3. Assessments**

#### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) and were assessed as not relevant for the purposes of EqIA.

#### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matter presented in this report.

#### Sustainability

- 3.4 None

#### Legal and Governance

- 3.5 None

#### Risk

- 3.6 The Corporate & Democratic Services Management Team regularly review monitoring reports that highlight individual project progress and risk.

### **4. Consultation**

#### Internal

- 4.1 The Corporate & Democratic Services Management Team has been consulted in the preparation of this report.

#### External

- 4.2 None.



## **2. BACKGROUND PAPERS**

2.1 There are no background papers.

## **3. APPENDICES**

Appendix 1 – Corporate & Democratic Services Six Month Performance Summary 2019/20 – Exception Report



**Corporate and Democratic Services**  
**Interim Performance Summary**  
**1 April 2019 to 30 September 2019**

# Contents

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# **Introduction**

## **by Jim Valentine, Depute Chief Executive and Chief Operating Officer**

**Welcome to the Corporate & Democratic Services six-monthly performance summary - 1 April 2019 to 30 September 2019.**

The Corporate & Democratic Services (CDS) Business Management and Improvement Plan (BMIP) sets out the key improvement actions which are being delivered to promote good governance, support our communities to fulfil their ambitions for their localities, commission excellent culture and sport services, and ultimately contribute to the delivery of the Council's strategic objectives and local outcomes.

The leadership and professional advice from CDS underpin and support the rest of the organisation to operate, improve and transform. In addition, the Service leads major programmes of work, including engaging with stakeholders to define the Perth and Kinross Offer and the cultural transformation programme. The annual performance report for 2019/20 will provide more detail of the work that we do together.

This interim performance report therefore provides assurance and updates on the improvement actions which support the delivery of our Service Outcomes which are –

- Making sure the Council has the right people with the right skills, doing the right things to meet the changing needs of our communities
- Engaging with our communities effectively and involving them in the planning, design and delivery of sustainable services that will meet their changing needs
- Maximising the use of new technology to deliver services in a way that better suits our digital world and meets the needs of our communities
- Strengthening the sport, leisure and cultural tourism offer of Perth and Kinross; and
- Making sure our governance framework provides the necessary controls and creates the right conditions to support the organisation to be customer focussed, compliant and collaborative, entrepreneurial, efficient and effective.

## Service Performance Summary against the Service Outcomes

**We make sure that within the Council we have the right people with the right skills, doing the right things to meet the changing needs of our communities**

We recognise the importance of creating and sustaining a healthy working environment and positive wellbeing culture that enables us all to Live Life Well. A new Health and Wellbeing Framework was approved by Committee in April 2019 and is being implemented across the organisation. It has a focus on prevention, early intervention and building resilience and recognises physical, mental and financial wellbeing. The Framework is supported by information, advice and tools for employees and managers.

The Corporate Workforce Plan priorities were approved by Council in December 2018. Projects are underway to modernise how we attract, recruit, select and retain talent. These projects draw on best practice, research and employee experiences, make best use of social media and digital approaches and involve key stakeholders from across the Council.

A range of leadership development opportunities are available. A council-wide programme of staff engagement on Think Yes recognises the importance of leadership at all levels in the organisation and is involving staff in the design of the Perth and Kinross Offer. The leadership development programme will be refined in line with our values and culture.

We continue to share learning with others through a varied Learning Programme – over the period April to September 2019, 605 learners have engaged in 67 events, with an average rating of 4.5 stars out of 5. eLearning and webinars are proving to be increasingly popular learning tools for our diverse workforce with 9,650 eLearning modules completed on our eLearning platform. Additionally, twenty individual ECDL (European Computer Driving Licence) tests were completed and passed.

Fair work is a key theme within our Corporate Workforce Plan. We have completed our Equal Pay Audit and established the gender pay gap for 2018/19 in the Council workforce is 0.7% in favour of males. The trend in our gender pay gap shows fluctuation around 0% which has compared favourably with other Councils. Benchmarking for 2018/19 is not yet available.

We want to have a more inclusive and diverse workplace. Staff networks for disability and LGBTi are now established. The Council was awarded the Disability Confident Employer Level 3 (highest level of accreditation) in October 2019. As a Carer Positive employer, we continue to support employees who have caring responsibilities. We are half way through a 12 months pilot to develop an Employer Accreditation Programme for Gender Based Violence. Regular updates on these areas of work are shared via the Employees Joint Consultative Committees and Teachers Joint Negotiating Committee.

As part of the Council's Brexit preparations, we have identified employees who are non-UK EU Nationals. We have provided advice and support through the Ethnic Minority Law Centre on applying for settled status to be able to continue working here and access the same services they are able to access now in a post-Brexit scenario. The Chief Executive also prepared a short video to encourage EU/EEA nationals living in Perth and Kinross to make this area their home and continue to live life well whether they live, work or study here.

**We engage with our communities effectively and involve them in the planning, design and delivery of sustainable services that will meet their changing needs**

A programme of engagement is underway to involve staff, partners, communities and businesses to raise awareness and to gain buy in for co-designing the Perth and Kinross Offer. This is part of a major cultural change programme which will transform the delivery of public services across Perth and Kinross. The concept has been well-received, and stakeholders are actively engaged in starting to think about and work differently with the Council.

An improvement plan developed from the What Works Scotland review of Local Action Partnerships has been implemented, with regular updates to the Community Planning and Partnership Board and Housing & Environment Committee. These improvements are designed to strengthen and enhance local democratic decision-making, with Local Action Partnerships taking an active role in shaping local priorities across Perth and Kinross.

The Communities Team administers and supports the Community Investment Fund which is delivering £1.2M investment in local community initiatives to further equalities over 2 years. £50k is available for each Ward, giving local people a greater say in how public money is spent in their communities. 111 eligible applications were received in the first tranche of funding, seeking just under £1m of funding.

The new statutory Community Learning and Development Plan was approved in April 2019 and the Performance Framework for the Community Learning and Development Plan was approved in August 2019.

An independent review of Corporate Communications has been carried out. The recommendations from the review have started to be implemented, including a revised media response protocol and media training for managers. An internal review of resources working on communications is underway. Meanwhile, the team continues to support priority campaigns including Community Empowerment, Early Years Extended Provision, and Events. Successful campaigns this year include the Solheim Cup and the Stone of Destiny engagement.

As a member of the Tayside Procurement Consortium and Scotland Excel, the Council continues to realise efficiency savings through collaborative purchasing arrangements with other public sector bodies based upon nationally negotiated contracts. A full review of how procurement can continue to deliver value across Perth and Kinross is underway as part of a collaborative exercise with Tayside Contracts, Dundee City and Angus Councils.

We have been raising awareness of Community Benefits Clauses which are designed to enhance the social value we achieve through our procurement activities.



**We maximise the use of new technology to deliver services in a way that better suits our digital world and meets the needs of our communities**

We continue to develop our digital leadership to ensure we have the right organisational culture and skills to be able to more fully exploit the opportunities that new technologies present for change, improvement and innovation. A range of support initiatives have been delivered including the Microsoft Office 365 Early Adopters Programme and roll out across the Council; the audio-visual replacement programme within schools; IT support for digital learning in Bertha Park High School; targeted sessions with in excess of 700 staff in schools and campuses; webinars with in excess of 1500 unique viewers; and 30 team-specific events.

We continue to lead the implementation of the Council's Digital Strategy to deliver digital services to citizens and businesses. The Online and MyAccount programme enables the development of a whole organisation transformational approach to online services, and channel shift (from face to face and telephone services to online) which delivers savings and improves customer satisfaction by giving access to Council services online anytime, anywhere and from any device. To date 48 services are delivered online via the MyPKC portal with 34,500 residents with a MyAccount – this represents 44% of households. This has generated 69,000 transactions in the period January-September 2019 which represents an increase in volume of over 24% compared to the same period in 2018.

Work is underway to move other services online, including nursery and primary registration, local taxes forms and reporting of issues in parks, play areas and open spaces. Enhancements to existing online services to deliver improvements in customer experience and to deliver further process efficiencies are also being taken forward.

MyPKC is also being used to move internal processes online. The first phase of the online Vacancy Management Process (like for like vacancies) has been launched across all Services; scoping of the next phase (changes to circumstances) is planned.

The Mobile Working review is implementing a corporate mobile solution which automates key tasks, processes and work flow to improve productivity, efficiency and quality. Mobile working and work scheduling have been deployed to over 250 operational staff across 12 teams; there are plans to extend this to a further 60 Home Assessment Recovery Team (HART) assistants within the next 2 months.

Digital transformation workshops with Housing & Environment and the Health & Social Care Partnership are being used to explore further options for change and innovation and to prioritise new digital activity.

We continue to implement our Corporate Data Management Plan to make the most of our information as a business asset. A data and analytics review is in progress to deliver a vision, technical architecture, and strategic roadmap.

The Corporate Digital Platform has delivered hybrid mail, a digital mailroom and back-scanning facility. The continued roll-out of the Electronic Data Management system (edms) is now based on Sharepoint Online.

We have developed a data sharing template which is now in use with partners. We have commenced collaborative working with NHS Tayside and Angus and Dundee City Councils on common data sharing arrangements. In addition, together with other authorities, Cosla and the third sector, we have encouraged Police Scotland to amend their approach to data sharing.

The Council achieved Cyber Essential Plus accreditation and maintained its Public Services Network (PSN) accreditation in May 2019. These accreditations provide assurance about the security of our information assets and ensure they are protected from attack. We continue to maintain awareness among employees so they remain vigilant and alert to potential attacks.

## **We strengthen the sport, leisure and cultural tourism offer of Perth and Kinross**

Further work from the 2018 Culture Trusts Review is underway to identify the best future delivery model for culture in light of our major investment in cultural attractions in Perth city. Governance arrangements for our current Arms-Length Delivery Organisations are also being refined to ensure greater transparency, scrutiny and accountability. All three ALEOs appear before Scrutiny Committee on a minimum 6 monthly basis.

Meanwhile the Horsecross Arts Advisory Group comprising representatives from the Council, Horsecross Arts Live Active Leisure and Culture Perth and Kinross has been in place since July 2019 to oversee improvements to governance, financial management, operational efficiency and programming.

A full business case for Perth City Hall has now been prepared and the capital programme is on track, with construction work scheduled to start on site, subject to approval of the finalised City Deal, in early 2020. The City Hall is an important part of the new cultural transformation programme for Perth and Kinross.

The Council continues to work with Live Active Leisure to realise the redevelopment of the Perth Leisure Pool site. The £0.5million development project is underway to create the outline business case and design scheme.

Live Active Leisure is undertaking a strategic review of its business activities in light of continued budget pressures, PH2O and the redevelopment of Bells Sports Centre. Support to LAL is in place to create a five-year business transformation plan.

**We make sure that our governance framework provides the necessary controls and creates the right conditions to support the organisation to be customer focussed, compliant and collaborative; entrepreneurial, efficient and effective**

A review of our corporate governance structure is underway to ensure it is robust and fit for purpose in our complex and changing public services landscape. Revised Standing Orders and updated remits for Audit and Scrutiny Committees will go forward to the Council for approval in December 2019. The review of decision-making structures is ongoing and the completion of this work will be aligned with the development of the Perth and Kinross Offer.

A revised timescale of June 2020 has been given for the initial self-assessment exercise to support the Council to achieve CIPFA's Governance Mark of Excellence.

The governance arrangements of the Community Planning Partnership Board have been reviewed to better support the delivery of the Local Outcomes Improvement Plan. Improvement recommendations were approved by the CPP Board in September following a governance workshop with key stakeholder in July 2019.

The Modernising Performance Framework review is underway to transform the collation and presentation of our business management information. Benchmarking with other organisations has been undertaken and investigation of appropriate systems is underway to ensure we invest in a system which best meets our requirements and fits with our digital strategy.

The approach taken to the budget setting process has been reviewed to align with the achievement of the Council's strategic priorities. For the first time, the Provisional Revenue Budget submissions for 2020/21 to 2022/23 and recommendations for the 10 years Capital Programme are being aligned and presented to elected members under the Council's five Strategic Objectives. This approach will evolve and be adjusted to ensure it meets the needs of the organisation.

## Progress against Improvement Plan

In summary, we have made significant progress in delivering the improvements and actions identified in the Business Management Improvement Plan (BMIP).

Of the 27 actions within our service improvement plan against our 5 service outcomes, all are currently on target.

27 (100%) are on target



## PERTH AND KINROSS COUNCIL

Lifelong Learning Committee  
6 November 2019

Scrutiny Committee  
27 November 2019

### ATTAINMENT AND PUPIL EQUITY FUNDING UPDATE 2019

Report by Executive Director (Education and Children's Services)  
(Report No. 19/322)

#### PURPOSE OF REPORT

This report provides a 2019 progress update on Attainment and closing the poverty-related attainment gap as well as use of Pupil Equity Funding (PEF). It presents information on a range of measures designed to both improve performance and monitor progress of improvements. It meets the requirements to report on the National Improvement Framework for education.

#### 1. MAIN ISSUES

- 1.1. In 2017, Scottish Government published [statutory guidance](#) detailing new education authority duties. Education authorities are to demonstrate how they have delivered against the strategic priorities of the [National Improvement Framework](#) (NIF) for Education. Specifically, education authorities are required to publish annual plans and reports setting out the steps they have taken in pursuance of the NIF with particular reference to reducing inequalities of outcome experienced by pupils as a result of socio-economic disadvantage.
- 1.2. In addition, further guidance issued in 2018 requested that this reporting include information on the use and impact of [Pupil Equity Funding](#) within the education authority, which is allocated directly to schools, and is targeted at closing the poverty-related attainment gap. This report meets all these national reporting requirements.

#### 2. ATTAINMENT UPDATE REPORT

- 2.1. The [Raising Attainment Strategy](#) was agreed by the Lifelong Learning Committee on 2 November 2016 ([Report No. 16/348 refers](#)). Supporting the strategy was an implementation plan organised around the four NIF priorities:
  - Improvement in attainment particularly in literacy and numeracy;
  - Closing the attainment gap between the most and least disadvantaged;
  - Improvement in children and young people's health and wellbeing; and
  - Improvement in employability skills and sustained, positive school leaver destinations for all young people.

2.2. This report (provided as Appendix 1) provides information on progress towards each of these priorities. Key performance headlines that are reported include:

- In 2017/18 there was an improvement in the proportion of children meeting speech, language and communication milestones at age 27-30 months.
- Attainment across literacy and numeracy at P1, P4, P7 and S3 continues to rise steadily, based on teacher judgements of Curriculum for Excellence (CfE) levels, and improvement of cohorts through these levels is steady. There are also early indications of closing the attainment gap at all stages. Writing and numeracy levels continue to be generally lower than for reading and listening/talking, especially for P4 and P7, and the poverty-related gaps more persistent, highlighting continuing priorities for the literacy and numeracy strategies that have been established across the authority.
- For school leavers, literacy and numeracy qualifications achieved are generally increasing across both SCQF levels 4 and 5. However, more recently this increase has fallen behind the virtual comparator (VC) especially at level 5 in numeracy, indicating the continued focus required. For those leaving school relatively early (after S4 or S5) and not attaining a Higher, an encouraging 69% achieved a vocational qualification.
- Senior phase attainment for leavers continues to be good. However poverty-related gaps are evident in all areas of attainment and leaver destination gaps remain but are narrowing slowly. It may be that narrowing of gaps in these areas will be seen over a longer time period, once the effects of improvements and interventions earlier in young peoples' lives (including PEF) become evident for school leavers.
- There are indications that educational outcomes for looked after children are improving, although these generally remain behind those of peers who are not looked after.
- Initial and follow-up school leaver destinations and 16-19 participation rates remain high or are increasing, remaining well above the national average.
- Exclusions from school increased slightly in 2018/19, especially at secondary. Overall attendance in secondary is slowly declining, especially amongst more deprived groups. In primary, attendance has increased slightly this year, although unauthorised parental holidays continue to present a challenge.
- Effective partnership takes place between schools, colleges, universities, employers and the Developing the Young Workforce (DYW) Board. A total of 475 business partnerships with schools were recorded in 2018/19.
- Participation in Active Schools activities has dipped somewhat in the latest full year, with staffing pressures cited.
- The overall uptake of School Meals is generally increasing at P1 to P3 where it is universally free, although it has fallen slightly in the P4-P7 stages in line with national trends.

2.3. Based on the progress to date, an updated raising attainment strategy for 2020-2023 is in development which will set out revised performance



measures and stretch aims. Where possible these have been reported in the attached Appendix 1 as the majority of the measures will carry over to inform the new strategy.

### **3. PUPIL EQUITY FUNDING (PEF)**

#### **Background**

- 3.1. PEF is allocated directly to schools and targeted at closing the poverty-related attainment gap. The Scottish Government has committed £750m to this funding as part of the Scottish Attainment Challenge programme and PEF will continue to be invested in schools until the end of the current Parliamentary term.
- 3.2. PEF is allocated to schools on the basis of the estimated number of children and young people in P1-S3 registered for free school meals. Funding is allocated on the basis of £1200 for each child and must provide targeted support for children and young people affected by poverty to achieve their full potential.
- 3.3. Within the Scottish Attainment Challenge, funding was also made available in July 2018 to help improve the educational outcomes of care experienced children and young people. In 2018/19 an allocation of £154,400 was made to the Council.
- 3.4. Headteachers have full access to PEF funding and meet regularly with their Finance Officer to review spending. Although funding is allocated on the basis of eligibility described above, Headteachers are permitted to use their discretion in making decisions about which children and young people would benefit most from any particular intervention or approach, whilst keeping a clear focus on delivering equity.
- 3.5. There is an expectation that funding will focus on activities and interventions that will lead to improvements in literacy, numeracy and health and wellbeing. All schools develop a school improvement plan indicating PEF priorities.

#### **2018/19 Allocation**

- 3.6. In session 2018/19 schools were allocated £1,661,520 of funding, which was allocated to almost all of the 72 primary schools, all 10 secondary schools and one special school. Goodlyburn Primary was awarded the greatest PEF allocation of £102,000 and St John's Academy was awarded £117,360 in total. Full details of allocations and expenditure for 2018/19 and 2019/20 financial years to the end of July 2019 are included in Appendix 2.
- 3.7. Five schools did not receive funding: Abernyte, Blairingone, Cleish, Fossoway and Logiealmond. Additional money was allocated through Perth and Kinross Closing the Gap funding for schools not in receipt of PEF funding or where receiving a small amount.

- 3.8. Including the carry forward of £720,281 from 2017-2018, a total of £2,197,124 was spent in funding in session 2018-2019, with £184,677 remaining. By the end of July 2019, 89% of 2018/19 PEF allocation had been spent (excluding the 2017/18 carry forward).

### **Guidance and Planning**

- 3.9. Updated Local PEF Guidance was issued to all schools, complementing Scottish Government National guidance. Four Headteacher Support Days were organised in May 2018 for senior school staff to access support from Quality Improvement Officers (QIOs) in writing their School Improvement Plans and PEF Plans. When developing plans, Headteachers were encouraged to work collaboratively together and expected to include all members of the school community in the planning process.
- 3.10. School Improvement Framework Guidance was issued to schools and they were signposted to organisations which provide research-based interventions. These included the Education Endowment Fund (EEF), Joseph Rowntree Foundation (JRF), The National Improvement Hub and Education Scotland's Interventions for Equity.
- 3.11. The PEF planning format was structured to enable staff to consider:
- Gaps in attainment and the rationale for selecting particular cohorts of pupils.
  - Baseline data available, including the use of common key measures, eg attainment, achievement, attendance, exclusions, participation rates, parental engagement, leaver destinations.
  - Identifying appropriate strategies and interventions.
  - Opportunities to work in partnership with other schools within their Local Management Group (LMG) or beyond.
  - Opportunities to involve other agencies and third sector organisations.
  - The support they may need from staff at the centre.
  - The impact of interventions.
  - Reporting on progress made.

- 3.12. Schools provided PEF plans in June 2018 and Quality Improvement Officers carried out follow up discussions with Headteachers during Term One visits.

### **Interventions**

- 3.13. School PEF plans outlined a focus on universal and targeted support in literacy, numeracy and health and wellbeing interventions. Around half of planned school interventions were universal across all learners and half were targeted for particular cohorts of children. Half of planned interventions were literacy based, a quarter on numeracy and a quarter targeted health and wellbeing.

- 3.14. A directory of Interventions was developed to support schools in considering appropriate interventions and the support available from the Educational Psychology (EPS) team in their implementation.
- 3.15. Some schools focused on parental engagement activities including family learning clubs, 'Nibble and Natter' sessions, parent learning sessions and digital learning. Other activities included the development support clubs and the development of library areas.
- 3.16. Some Local Management Groups (LMGs) worked in partnership to take forward universal approaches in all their schools.
- 3.17. Additional resources included employing skilled staff ranging from Early Childhood Practitioners (ECPs), to Depute Headteachers. These part-time additional hours were timetabled for each week where staff worked with individuals or groups of children. One of the main challenges faced by many schools was recruiting to such posts and it proved to be difficult to ensure that staff with PEF responsibilities were given the opportunity to fulfil their remits.
- 3.18. Other resources purchased included digital devices such as laptops and iPads, curriculum resources, classroom equipment and materials.

### **Monitoring and Evaluation of Impact**

- 3.19. Whilst PEF goes directly to schools, the local authority is required to monitor and evaluate its use including reporting to the Scottish Government. Individual schools reported on the impact of PEF interventions within their annual Standard and Quality Reports.
- 3.20. The EPS team provided a range of support for schools with evaluation including training workshops on literacy and numeracy interventions and evaluation support around self-regulation.
- 3.21. During the summer term of 2019, case studies were developed involving 10 schools centred on PEF interventions where clear data on pupil progress was established. Other interventions gave more qualitative evidence to support understanding of the impact on attainment. These case studies will be shared with schools and used to engage staff in discussions about best practice and in identifying next steps.
- 3.22. Over the course of the year the School Improvement Team visited all schools, meeting with Senior Management Teams and staff to provide support and challenge in relation to raising attainment and closing the poverty related gap. Education Scotland's Attainment Advisor visited eight primary schools, seven secondary schools and Fairview school over the course of the year, along with the support from a QIO where appropriate.
- 3.23. The Analysis and Improvement Team provided support to schools and carried out several visits last session to help schools organise and understand their tracking and monitoring and evaluation data more effectively.

- 3.24. The School Improvement Team will continue to monitor the use of PEF allocations and track the progress that schools are making within their school improvement plans.

### **Next steps in Supporting Schools**

- 3.25. PEF is providing schools with the opportunity to close poverty-related attainment gaps. Schools are supported in developing PEF plans, their choice of interventions and approaches to expenditure. A range of measures are planned throughout this academic session to further support schools in planning, spending and evaluating pupil equity funding:
- Refresh the school improvement approach to guide schools to a greater depth of understanding of school priorities, identification of gaps and actions. Plan the support that the teaching and analysis/improvement teams can offer to schools over the course of the year.
  - Further develop the Directory of Interventions to outline the range of approaches recommended to schools, with the intention of scaling the most effective strategies and interventions more widely across schools.
  - Support schools in making good links with other schools, professionals and third sector organisations through Local Management Group activities, Equity Network sessions and professional learning opportunities.
  - Offer Improvement Methodology workshops, along with Model for Improvement sessions. A refresher course on action research will be offered to schools who have previously participated.
  - Implement a system to enable schools to more effectively record the progress and impact of interventions and support on closing the poverty related gaps in numeracy, literacy and health and wellbeing.

## **4. CONCLUSION AND RECOMMENDATION**

- 4.1. The report outlines the ongoing activity and progress across Education and Children's Services to achieve the priorities of the National Improvement Framework, including use of Pupil Equity Funding to aid tackling the poverty-related attainment gap.
- 4.2. While there are improvements being made in many areas, there remain some stubborn inequalities in outcomes for children and young people affected by deprivation. The activities described and the successes that can be seen are part of a long-term and sustained endeavour to achieve both excellence and equity in pre-school and school education.
- 4.3. It is recommended that the Lifelong Learning Committee:
- (i) Considers the contents of this report.
- 4.4. It is recommended that the Scrutiny Committee:
- (i) Scrutinises and comments as appropriate on this report.

**Author(s)**

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**Approved**

| <b>Name</b>   | <b>Designation</b>                                                | <b>Date</b>            |
|---------------|-------------------------------------------------------------------|------------------------|
| Sheena Devlin | <b>Executive Director<br/>(Education and Children's Services)</b> | <b>23 October 2019</b> |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | Yes               |
| Corporate Plan                                      | Yes               |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | None              |
| Workforce                                           | None              |
| Asset Management (land, property, IST)              | None              |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | None              |
| Strategic Environmental Assessment                  | None              |
| Sustainability (community, economic, environmental) | None              |
| Legal and Governance                                | None              |
| Risk                                                | None              |
| <b>Consultation</b>                                 |                   |
| Internal                                            | Yes               |
| External                                            | None              |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | None              |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This section sets out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to objective No. (ii).

#### Corporate Plan

- 1.2 This section sets out how the proposals relate to the achievement of the Council's Corporate Plan Objectives.

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to objective No. (ii).

- 1.3 The report also links to the Education & Children's Services Policy Framework in respect of the key policy area:

- Change and Improvement

## 2. Resource Implications

### Financial

- 2.1 N/A.

### Workforce

- 2.2 N/A.

### Asset Management (land, property, IT)

- 2.3 N/A.

## 3. Assessments

### Equality Impact Assessment

- 3.1 This report been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

- 3.2 This report has been considered under the Environmental Assessment (Scotland) Act 2005. No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

### Legal and Governance

- 3.4 N/A.

3.5 N/A.

Risk

3.6 N/A.

**4. Consultation**

Internal

4.1 The report is developed in collaboration with Heads of Service, Managers and staff across ECS.

External

4.2 N/A.

**5. Communication**

5.1 N/A.

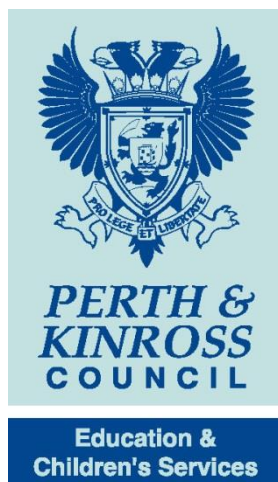
**2. BACKGROUND PAPERS**

2.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

**3. APPENDICES**

3.1 Appendix 1: Attainment Update 2018 - 2019  
Appendix 2: PEF Expenditure





Appendix 1

Education and Children's Services

# Attainment Update

2018 - 2019

# Executive Summary

This report meets the requirement set out by the Scottish Government on reporting progress on the priorities set out in the National Improvement Framework ([NIF](#)) for education. It provides an update for the academic session 2019/20 on the progress against this framework and also those related to the Pupil Equity Fund (PEF) in tackling the poverty related attainment gap.

The report is structured around the four key priorities of the NIF and also the main improvement themes set out in the Council's original Raising Attainment Strategy. There has been extensive progress in one year across the large number of activity and improvement areas, with extended programmes of work continuing to develop further to meet the objectives of the NIF.

## Our approach in 2018/19

- Continued work in **early years** settings on development, communication and early literacy.
- Schools are increasingly developing new ways of delivering **family learning** opportunities and the wider **parenting** programmes are increasing their support to families with younger and older children.
- Extensive work around **literacy and numeracy** at all levels reinforces the importance that this holds. Effective tracking and monitoring of progress in attainment, and also wellbeing, is widespread. **Digital** technologies are increasingly used to enhance learning.
- **Leadership** programmes are developing the appropriate insight, skills and behaviours for current and future education leaders, and all staff are increasingly understanding the socio-economic contexts of their schools.
- Evidence-based and data-driven **improvement activity** is further expanding. Interventions to address the poverty-related gap are well-planned and increasingly well-evaluated to show impact. School leaders continue to be supported to use an **action research model** and tools from the Educational Endowment Fund to analyse school level data to identify attainment gaps, and from there to select and evaluate appropriate interventions.
- The Emotional Wellbeing Collaborative has promoted a focus on **resilience** and has supported a range of school initiatives targeted to deliver improvements in this area.
- Secondary schools continue to develop their curricular options with a view to increasing **vocational** opportunities while maintaining a broad academic offer. The range and number of foundation apprenticeships is increasing.
- Active Schools undertook a project to encourage more **physical activity** in children under ten years of age. Evidence shows that the approach taken increased physical activity and extra-curricular sport levels.

A range of performance information is presented in this report, describing progress in the principal and supporting measures established in the Raising Attainment Strategy.

As previously reported, these explore both **excellence** – raising overall performance for all and **equity** – narrowing the poverty-related gaps in outcomes. Key points highlighted are:

- In 2017/18 there was an improvement in the proportion of children meeting **speech, language and communication** milestones at age 27-30 months.
- Attainment across **literacy and numeracy** at P1, P4, P7 and S3 continues to rise steadily, based on teacher judgements of Curriculum for Excellence (CfE) levels, and improvement of cohorts through these levels is steady. There are also early indications of closing the attainment gap at all stages. **Writing** and **numeracy** levels continue to be generally lower than for **reading** and **listening/talking**, especially for P4 and P7, and the poverty-related gaps more persistent, highlighting continuing priorities for the literacy and numeracy strategies that have been established across the authority.
- For **school leavers**, literacy and numeracy qualifications achieved are generally increasing across both SCQF levels 4 and 5. However, more recently this increase has fallen behind the virtual comparator (VC) especially at level 5 in numeracy, indicating the continued focus required. For those S4 and S5 leavers without Highers, 69% achieved a **vocational qualification**.
- **Senior phase attainment** for leavers continues to be good. However poverty-related gaps evident in all areas of attainment and leaver destinations remain but are narrowing slowly in some areas. It may be that narrowing of gaps in these areas will be seen over a longer time period, once the effects of improvements and interventions earlier in young peoples' lives (including PEF) become evident for school leavers.
- There are indications that educational outcomes for **Looked After Children** are improving, although these generally remain behind those of peers who are not Looked After.
- Initial and follow-up school leaver **destinations** and 16-19 **participation** rates remain high or are increasing, remaining well above the national average.
- **Exclusions** from school increased slightly in 2018/19, especially at secondary. Overall **attendance** in secondary is slowly declining, especially amongst more deprived groups, highlighting the continued challenge. In primary, attendance has increased slightly this year, although unauthorised holidays continue to present a challenge.
- Effective **partnership** takes place between schools, college, universities, employers and the Developing the Young Workforce (DYW) Board. A total of 475 business partnerships with schools were recorded in 2018/19.
- Participation in **Active Schools** activities has dipped in the latest full year, with staffing pressures cited.
- The overall uptake of **School Meals** is generally increasing at P1 to P3 where it is universally free, although it has fallen slightly in the P4-P7 stages.

It is helpful to consider this report alongside the Education and Children's Services [Annual Performance Report](#) for 2018/19 which considers the full breadth of services provided in the area, including those supporting children and families in a range of ways which may not relate directly to school-based attainment and achievement but act to support children and young people to achieve their fullest potential.

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| <b>Priority 2:</b>                       | Closing the attainment gap between the most and least disadvantaged <b>9</b>                                          |
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# Introduction

This report is a response to the legislative requirement to report on performance in the academic session 2018-19. A significant amount of progress reporting also takes place in the Education and Children's Services [Business Management and Improvement Plan and Annual Performance Report \(BMIP\)](#).

The [Standards in Scotland's Schools etc. Act 2000](#) (as amended by the [Education \(Scotland\) Act 2016](#)) requires education authorities to prepare an annual report describing:

- a) Actions taken to reduce inequalities of educational outcome experienced by pupils as a result of socio-economic, or other, disadvantage.
- b) How the authority has due regard for the views of stakeholders, such as pupils, parents and families when making strategic decisions.
- c) Actions taken to achieve the strategic priorities of the [National Improvement Framework \(NIF\)](#).
- d) The educational benefits for pupils resulting from these actions.

There is an additional requirement to produce a plan focused on the NIF priorities for the forthcoming academic session and this is available on the [Council website](#).

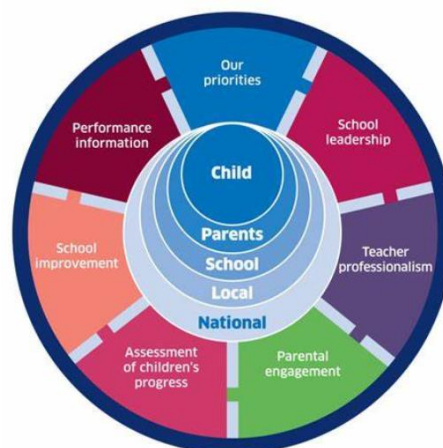
Pupil Equity Funding is additional funding allocated directly to schools as part of the Scottish Government's [Scottish Attainment Challenge](#) programme, and is targeted at closing the poverty-related attainment gap. In Perth and Kinross, 76 schools shared £1.66M of Scottish Government funding in 2018-19. Authorities are required to report to the Scottish Government summarising the outcomes and performance as a result of the funding, and this is included within this report.

The report outlines progress towards each of the priorities identified in the NIF and provides updates on the main actions outlined in the Raising Attainment Implementation Plan against each of these priorities:

- Improvement in attainment particularly in literacy and numeracy
- Closing the attainment gap between the most and least disadvantaged
- Improvement in children and young people's health and wellbeing
- Improvement in employability skills and sustained, positive school leaver destinations for all young people

The report also outlines progress under each of the key drivers of improvement identified in the NIF:

- School leadership
- Teacher professionalism
- Parental engagement
- Assessment of children's progress
- School improvement
- Performance information



## **About Perth and Kinross**

Perth and Kinross is home to around 30,000 children and young people up to the age of 18. Around 2,600 children attend publicly-funded early learning and childcare settings (nurseries and partner providers), 10,500 in primary schools and 7,500 attend secondary schools. Around one third of these are in Perth City with the remainder distributed across small rural towns and a large rural area, the fifth largest in Scotland. Nearly 70 pupils attend Fairview Special School.

Around 11% of pupils are classified as being amongst the 30% most deprived in Scotland using SIMD. However, SIMD does not always accurately represent deprivation in a rural setting due to the dispersed nature of rural communities, and using ACORN classification<sup>1</sup> indicates that over a third of children and young people (6000) are in households subject to some level of deprivation. Latest estimates indicate around 1 in 5 children live in poverty. In 2018, around 1100 pupils (P4 and older) were registered for free school meals.

Around 1300 Perth and Kinross pupils (7%) use English as an additional language. 44 home languages are experienced by school pupils, with Polish and Romanian the most common. 6,000 are recorded as having an additional support need, a third of all those in schools.

In 2018 there were just over 200 Looked After children and young people in Perth and Kinross schools; around three-quarters of these were looked after by Perth and Kinross Council (PKC), with the remainder the responsibility of other authorities.

In 2018/19, close to 1400 teachers were employed by Perth and Kinross Council across all education sectors and the overall pupil to teacher ratio was 13.3.

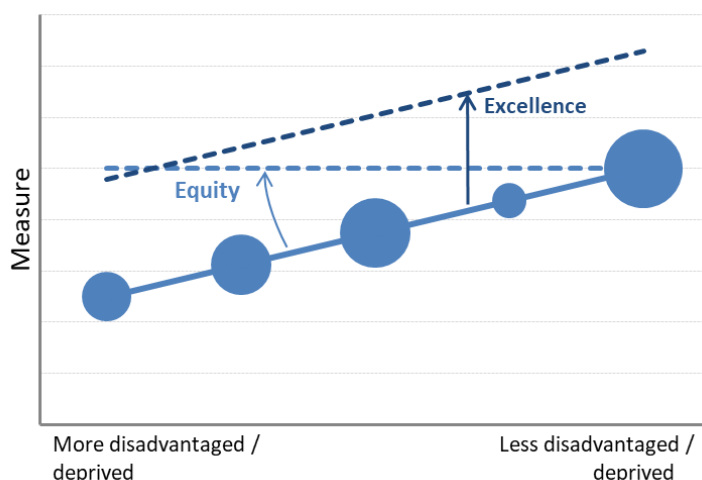
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<sup>1</sup> ACORN categories 4 and 5

## Excellence and Equity

In order to identify if the actions taken to improve our priorities have been effective, measures are aligned to the strategy's two overall objectives.

1. **Excellence** – we strive to improve performance across the board. In simple terms we aim to increase the combined 'average' of all individuals and **raise the line**.
2. **Equity** – we strive to reduce the "gaps" between those disadvantaged in different ways because of their circumstances. In simple terms, we aim to **flatten the line** across groups of different advantage/deprivation.



These principles are shown simply above but progress will likely be a complex combination of these two factors. In showing progress, we aim to draw upon a broad range of evidence rather than relying on single, narrow measures. Changes are likely to be seen reliably over several years and year-by-year comparison should be done with care.

In this report, at authority level, the Scottish Index of Multiple Deprivation (SIMD) is used to understand the effects of poverty. However, for the majority of schools, SIMD is considered weak for differentiating pupil background or statistical analysis, and the ACORN classification is used preferentially.

## NIF Priority 1 : Improvement in attainment, particularly in literacy and numeracy

Schools and nurseries continue their commitment to improving attainment in literacy and numeracy. Development of strategies to improve literacy and numeracy have included consultations with staff, partners and parents to ensure that each strategy enables schools to deliver on the key drivers contained within the National Improvement Framework and PKC Raising Attainment strategy. Each strategy was launched at a Headteacher development day, and implementation of both is now underway.

The National Children and Young People Improvement Collaborative Stretch Aim by 2020 is that at least 85% of Children within each SIMD quintile will have reached all of their developmental milestones at the time of their 27-30 month and 4-5 year child health reviews. Until the latter review is fully established, as part of the Health Visiting Pathway delivered by NHS Tayside, Perth and Kinross Council is collecting developmental milestone information of all pre-school children using its own approach. Children are supported to develop the skills that help them reach expected developmental milestones through a range of measures in Early Learning and Childcare (ELC) settings and support for parents. This includes 911 people involved in family learning and parenting programmes and 1140 hours of ELC offered for families in 13 centres.

Early intervention in a child's development is likely to have long-term benefits across many measurable outcomes. The focused development of early years support from pre-birth to 5 years is beginning to show gradual improvement and there are indications that the gradient (gap) across deprivation categories is reducing.

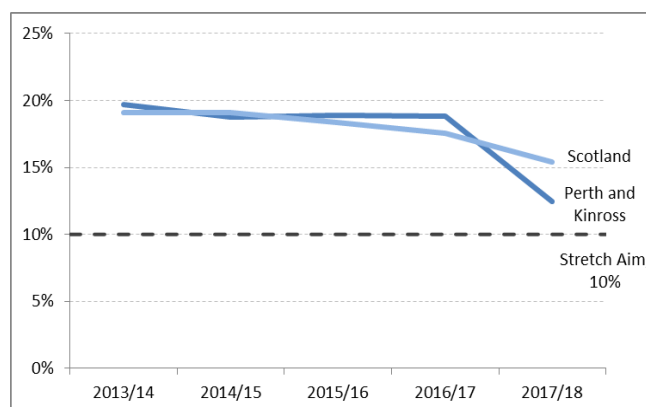
### Pre-School Development

#### Proportion of children where at least one milestone is not met at 27-30 month review

**Analysis:** In 2017/18 there was an improvement in the proportion of children meeting speech, language and communication milestones. A similar sized improvement is also seen in other Tayside authorities and further years' information are required to confirm the nature of this improvement.

- *This measure now has an excellence stretch aim of 10% to be reached.*

Source: NHS ISD. Data tables are provided in Appendix 1: Table 1

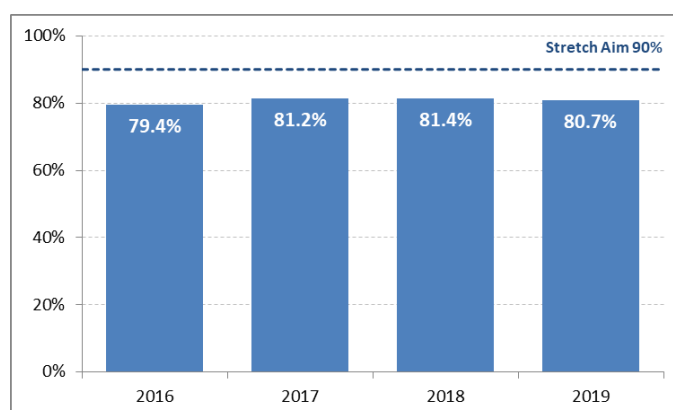




## Proportion of P1 children meeting all developmental milestones prior to starting school

**Analysis:** The proportion of P1s meeting all their expected developmental milestones remains steady at around 4 in 5.

Boys remain more likely to not meet developmental milestones. Emotional development and speech and language are the development areas most commonly not met.



The 2019 figures now includes Fairview Special School which have not been included in previous years. An equivalent figure to 2018 without this school is 81.3% - similar to previous reported years.

➤ This measure now has an excellence stretch aim of 90% to be reached.

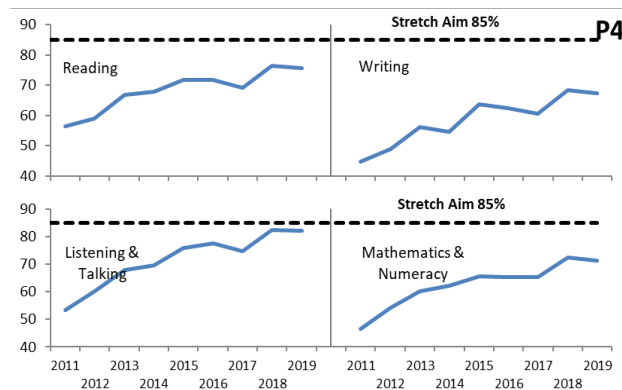
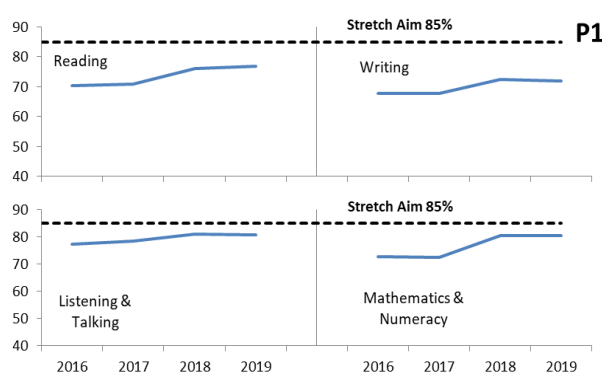
Source: ECS. Data tables are provided in Appendix 1: Table 2

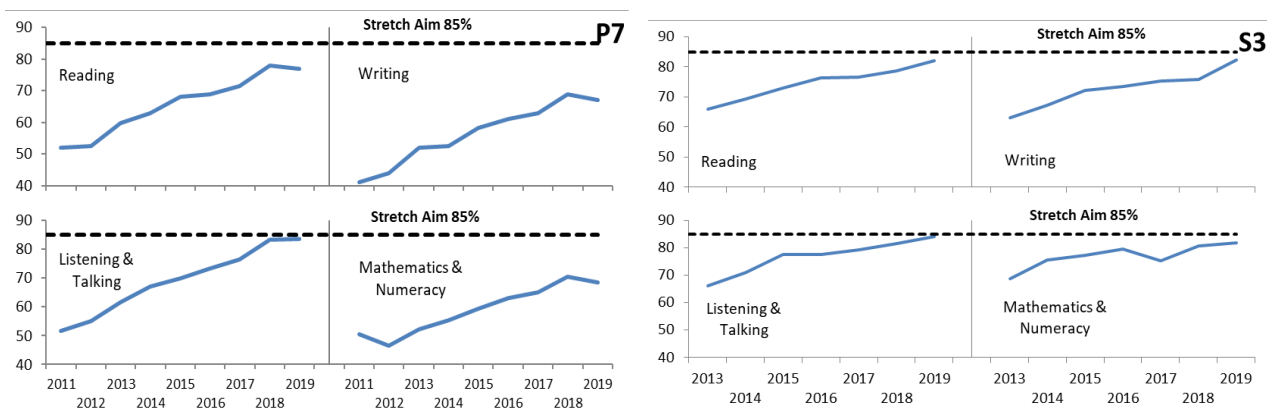
## Broad General Education (Pre-school to S3)

### Proportion of pupils achieving expected Curriculum for Excellence levels (CfE) of literacy and numeracy at P1, P4, P7 and S3

**Analysis:** At P1, P4, P7 and S3 teacher professional judgements are made of achievement of Curriculum for Excellence levels, in literacy (reading, writing, listening and talking) and mathematics/numeracy. Steady, long-term progress in levels achieved is shown across all stages and areas, although P7 shows a slight dip on the previous year. However, the progress (improvement) of individual year group cohorts through the levels is consistent. Relatively stronger or weaker cohorts will always be present in educational attainment statistics. Overall, writing and numeracy levels remain generally lower than for reading and listening and talking, especially for P4 and P7, and the deprivation-related gaps more persistent, highlighting ongoing priorities for the strategies that have been established for those areas.

*These measures now have an excellence stretch aim of 85% for all curricular areas and stages.*





Source: ECS. Data tables are provided in Appendix 1: Table 3

Some examples of how schools are approaching improvement are provided in the following case studies.

### Case study 1

In one school a working group of teachers worked together to put existing information such as the results of maths baselines and ongoing Big Maths assessments into spreadsheets so that teachers could easily identify progress and gaps in learning and plan next steps. The information is organised, accessible, easily understood and gives the level of detail teachers need. It can be presented in different ways and used by teachers and management to inform planning and next steps for pupils. As a result:

- The learning, progress and next steps are visible to all;
- Gaps and additional support needs are quickly identified; and
- Staff confidence is increased in using data.

### Case study 2

One school focused on the dip in P4 in the attainment of writing for P4 pupils (this was common across a number of schools). It was agreed to analyse the cohort's writing skills and identify pupils who would benefit from an intensive small group direct instruction intervention to strengthen their skills and develop their confidence in their own writing abilities.

In consultation with class teachers it was agreed to work through this programme.

The teacher devised individual word lists of words not known to the children and, as well as practising these words in group, they were added to class homework programme. This has been very successful. As a result of this intervention:

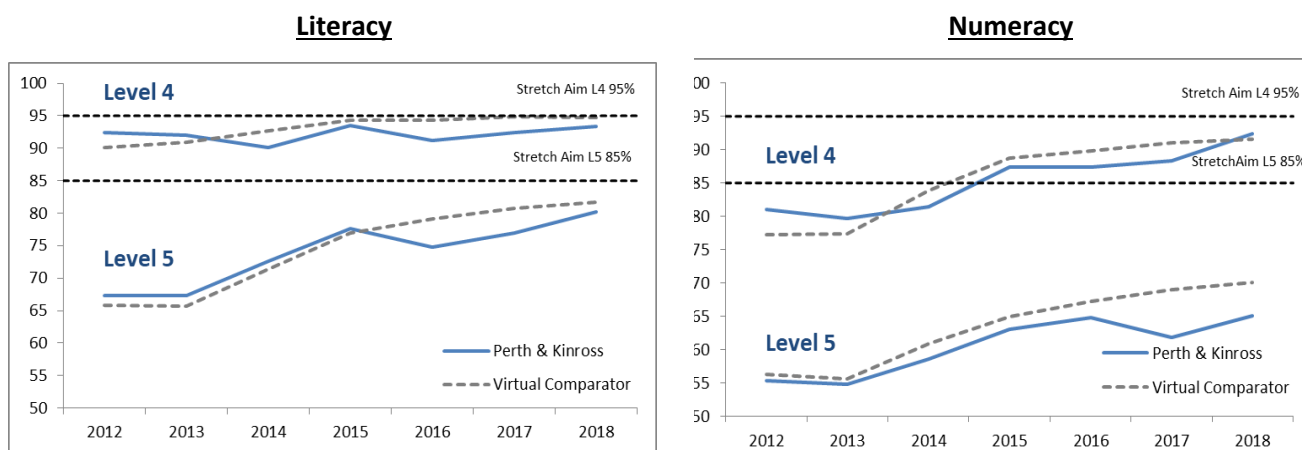
- The children have developed resilience and can take on board feedback positively.
- They are beginning to make links in their learning, for example, pointing out connectives in texts. They are now happy to write.
- They have become more independent and will try to spell unfamiliar words they would not have attempted before.
- Almost all of the group have made progress against the Scottish Criterion Scale for Writing.
- Almost all children in the group can recognise and write the first 200 high frequency words.

## Senior Phase (S4-S6)

Looking at attainment throughout the Senior Phase (S4-S6 of secondary), the Scottish Government benchmarking tool, *Insight*, assists schools and authorities to support the key principles and purpose of Curriculum for Excellence, drawing together a range of attainment data for analysis. Insight includes the Virtual Comparator (VC) feature, which takes the key characteristics that influence attainment of each Perth and Kinross pupil and matches them to the average of 10 similar pupils from across Scotland. This benchmark is an effective way to help understand the local authority strengths and areas for improvement.

In this section the attainment of school leavers is considered, this being the national approach to benchmarking performance and attainment achieved across the entire senior phase of S4, S5 and S6. However, for completeness, more traditional measures of the breadth and depth of attainment achieved by individual year groups at the end of 2018/19 academic year are included in the Appendix 1 (Table 9). This year, there was an improved result for National 5 awards achieved in S4 (53% achieved 5 awards), whereas S5 was largely unchanged and S6 results were slightly improved.

### Proportion of school leavers achieving literacy and numeracy at SCQF levels 4 and 5



Source: Insight. Data tables are provided in Appendix 1: Table 5

**Analysis:** Reflecting improvements seen in CfE levels, the literacy and numeracy qualifications achieved by school leavers is generally increasing across both SCQF<sup>2</sup> levels 4 and 5.

More recently this increase has caught up to the virtual comparator (VC). However, this is less so for numeracy at level 5, indicating continued focus is required here.

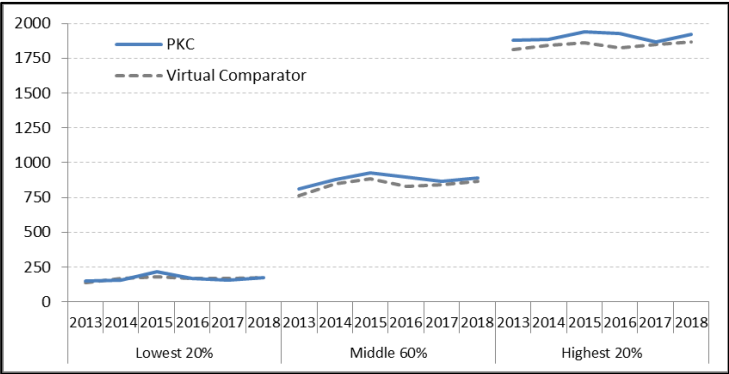
- *These measures now have an excellence stretch aim of 95% for SCQF Level 4 and 85% for SCQF Level 5, as well as matching/exceeding the virtual comparator.*

Insight uses **tariff points** to compile 'latest and best' attainment for individuals in a way that recognises all types of achievements and awards from a range of providers. Using average total tariff points is a way to produce overall summary measures of attainment.

<sup>2</sup> Scottish Credit and Qualifications Framework

**Average Total Tariff Score of school leavers, grouped by achievement level**

**Analysis:** Overall the average tariff points have remained relatively steady, with a peak in 2015 where results were particularly strong. The average is also consistently higher than the authority’s virtual comparator, other than the most recent results in the Lowest Achieving 20% group where it is generally similar, highlighting the continued focus needed on this group of learners.



Total tariff points will be strongly related to the stage of leaving school so comprises just one aspect of a complex picture.

➤ *This measure has an excellence stretch aim of matching or exceeding the virtual comparator.*

Source: Insight. Data tables are provided in Appendix 1: Table 7

## NIF Priority 2 : Closing the attainment gap between the most and least disadvantaged

In Perth and Kinross, there has been a clear focus on improving our collection and analysis of data to understand 'the gaps' across all sectors and providing better evidence of impact of the interventions and approaches being funded through the Pupil Equity Fund. Recent support for schools and nurseries to improve collaboration and sharing practice has been successfully supported through the development of equity networks. Our data shows promising indications that the gap is closing at the early stages, and further focus will be maintained on improving the attainment of Looked After children, especially those looked after at home, and children and young people with additional support needs.

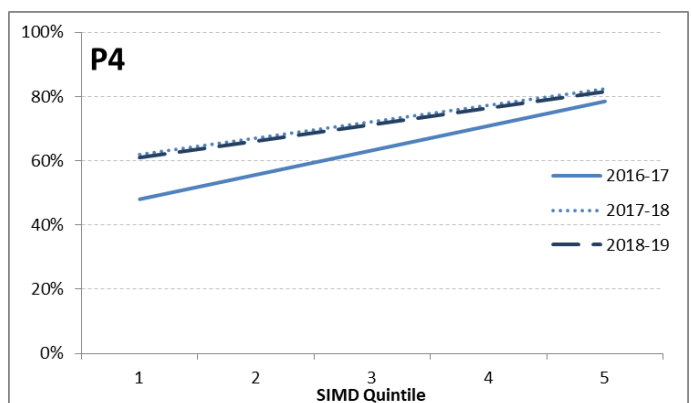
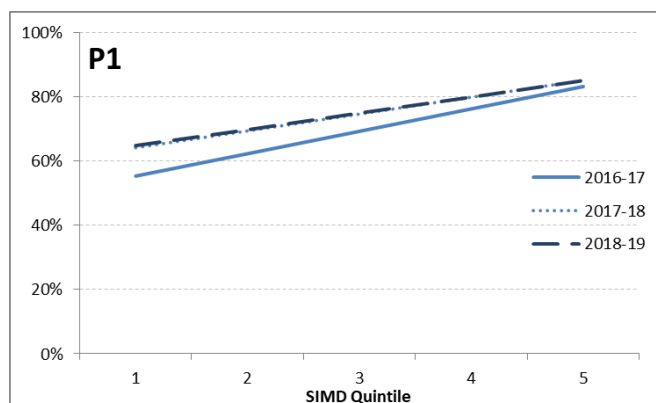
School leaders continue to be supported to use an action research model and tools from the Educational Endowment Fund to analyse school level data to identify attainment gaps and from there, to select and evaluate appropriate interventions. Further work will continue to build the capacity of practitioners and school leaders to use practitioner enquiry and action research to demonstrate the impact of interventions to raise attainment and achievement.

### Pre-School Development and Broad General Education (P1 – S3)

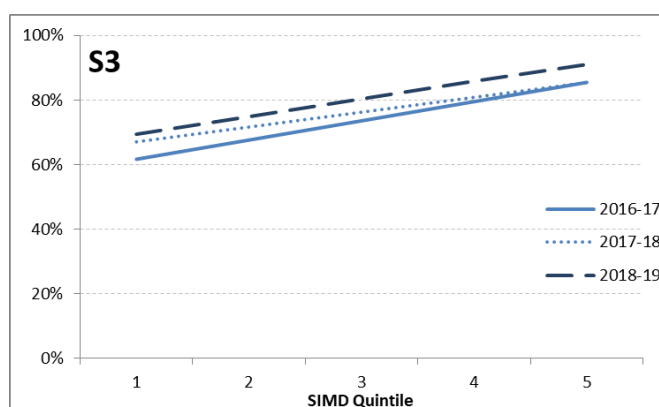
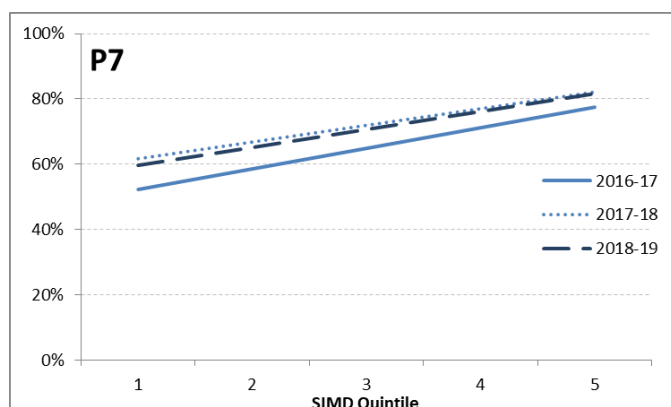
There are poverty-related gaps at all stages/levels of CfE as shown in the following graphs. This is also seen in data for 27-30 month and pre-school developmental milestones (not shown). Initial indications show the gap narrowed in all cases in 2017/18, with the gradient of the inequality line flattening somewhat. This is also confirmed when using alternative measures of deprivation such as ACORN<sup>3</sup>. There are indications that the gap in **writing** levels is proving more persistent and harder to close for all ages as well as **numeracy** levels for older pupils. There are minimal changes to the overall picture in the latest measured year (18/19) and further data will be needed to confirm the direction of travel.

- *This measure has an equity stretch aim of reducing the gap between categories to be no greater than 5%. For example, where the performance of the least deprived group is 90%, the stretch aim for the most deprived is 85%.*

### Proportion of pupils achieving expected levels (CfE) by SIMD Quintile



<sup>3</sup> ACORN is a small-area classification used in P&K alongside or in place of SIMD to understand communities and households.



Source: PKC Schools. Data tables are provided in Appendix 1: Table 4

To address the gaps that are evident a range of approaches are being implemented or tested, some examples are provided in the case studies in this section.

### Case study – Implementation of Wave 3

In one school the leadership team focused their attention on embedding the use of Wave 3 as an early intervention in P1 and P2 as part of the schools pathway for literacy. This involved ensuring sustainability by training staff in using Wave 3, developing leadership of the project by Pupil Support Assistants (PSAs) and enhancing effective learning and teaching in P1 and P2.



Using screening tools such as Word Aware and POLAAR, children in Acorn 4 and 5, who were not making the expected progress in their literacy skills were identified for engagement in the Wave 3 programme. The aim with Wave 3 is to accelerate learning so that each child makes enough progress in reading and writing in order to access a group intervention and/or continue to progress through whole class/group teaching.

Two trained PSAs worked 1:1 with targeted children for 20 minutes a day for 10-20 weeks alternating between reading and writing tasks. Each child's programme is based on the initial assessment. It addresses skills and knowledge at word, sentence and text level. The aim is for the child to develop a range of independent reading and writing strategies. As a result the following increases were identified:

- Letter recognition up 23%;
- High Frequency word recognition up 46%;
- Writing High Frequency words up 33%;
- Recording phonemes up 21%; and
- Average reading levels increased by 6/7 (PM book) levels.

### Case study – Precision Teaching

Precision teaching is a way of developing fluency and the quick and accurate recall of the required information. It can be used for all curriculum areas.

In one school it was used to build literacy skills. School attainment data had highlighted that for spelling and recall of common words, 58% of pupils at P4 attaining low in SNSA and only 41% at high; similarly in P7, 71% attaining at medium with 46% attaining at high.



Ten children were identified from across the school following assessment at the beginning of term 1 for confidence and accuracy in spelling. A teacher was trained in Precision Teaching techniques and used precision teaching methodology 1 day a week for 30 minutes on a 1:1 timetable for the first term, supporting each pupil to set learning targets and track their progress.

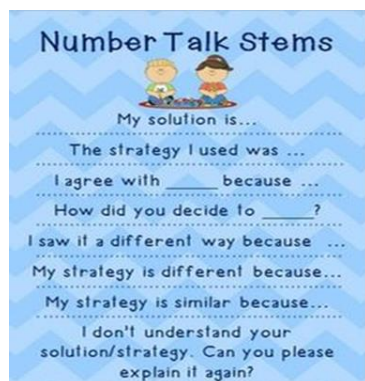
Another school used the same approach for numeracy. In this school a small number of pupils were identified as having a lack of confidence in their tables which was impacting their fluency in problem solving and causing frustration. In this setting the children received one on one precision teaching on three days a week, for a block of 6 weeks.

Measurement of the impact of the approach identified:

- Attainment for the focus group increased for all targeted pupils with an average of 32.5% improvement;
- Increased pupil confidence in tasks; and
- Increased teacher confidence in meeting pupils' needs.

#### Case study – Number Talks

One primary school identified a dip in attainment in P4 numeracy during the year 2017/2018. This was made a key part of the school improvement plan and two members of staff were freed up to work on this using PEF funding. Using mental strategies to cope with numeracy problems was identified as the area to work on. The school decided to introduce Number Talks as a consistent approach across the school. Number Talks is a strategy to build flexibility, accuracy and efficiency in mathematical thinking through the articulation of, and sharing of, mental math strategies.



The approach involved lead staff undertaking training, subsequently they trained other staff as part of collegiate working; team-teaching and peer observations were also undertaken. Diagnostic Assessments were used to identify areas for improvement and to establish a baseline. Parents were kept informed by a variety of methods – including numeracy newsletters and a numeracy breakfast, attended by 75 parents; parent booklets to help them support learning at home and homework was changed to support new mental maths strategies. Good links with the local secondary maths department helped focussing on progression.

The project was reviewed and attainment tracked, this showed:

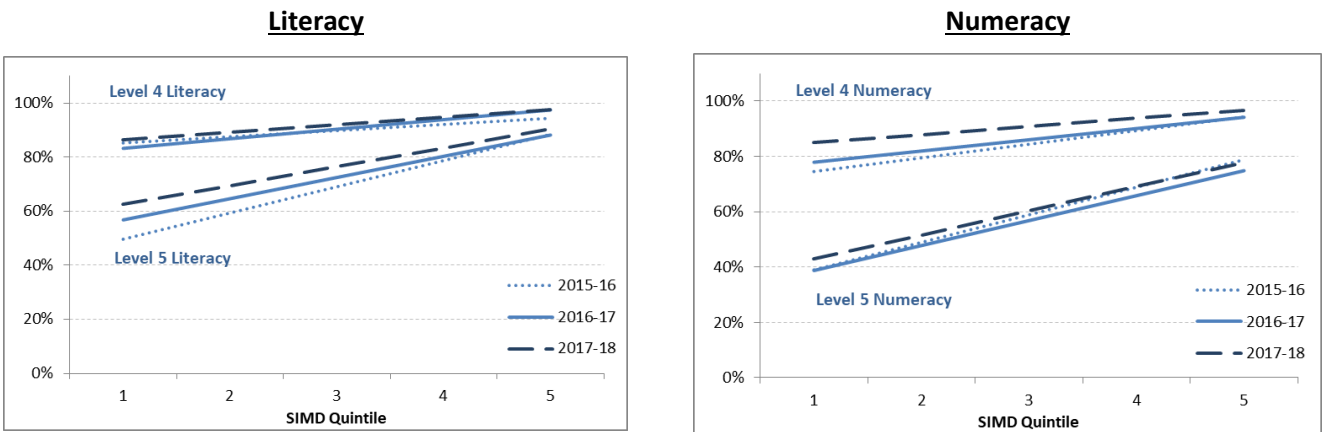
- Staff were much more confident in delivering the content;
- Young people were also much more positive about numeracy work; and
- Greatest improvement was identified with young people who were initially finding numeracy work difficult.

#### **Senior Phase (S4 – S6)**

Continuing the trend shown in the Broad General Education, attainment in Literacy and Numeracy for school leavers across SIMD quintiles clearly shows the attainment gap, particularly at SCQF level 5 where it is more pronounced (steeper). There are indications of slight improvements (closing the gap) for both level 5 literacy and numeracy; further years will be required to see if it is sustained. In the latest year there are indications of improvements in Level 5 literacy and Level 4 Numeracy. Continued scrutiny of these measures is needed to indicate any sustained trends.



Proportion of school leavers achieving literacy and numeracy at levels 4 and 5 by SIMD Quintile



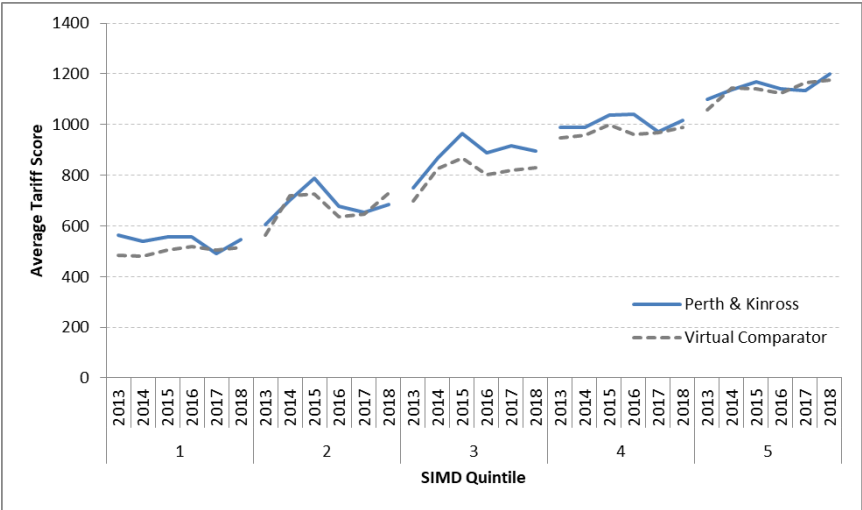
Source: Insight. Data tables are provided in Appendix 1: Table 6

- This measure has an equity stretch aim of reducing the gap between categories to be no greater than 5% at Level 4 and 10% at Level 5.

Average Total Tariff Score of school leavers by SIMD Quintile

**Analysis:** The average total tariff points score of school leavers shows a clear attainment gap. Pupils from lower deciles tend to leave school earlier and this has a strong influence on the number of tariff points accrued. In comparison to the Virtual Comparator, PKC is generally higher although the overall trend is similar in that the ‘gap’ is stubbornly persistent.

In addition of course, different cohorts of pupils will also perform differently between years.



Source: Insight. Data tables are provided in Appendix 1: Table 8

Staying on Rates S4 to S5

Attainment in the senior phase is strongly related to the stage of leaving school. Overall, 83% of S4 pupils from 2017/18 stayed on to S5 the following year, which is down slightly from 85% and 86% for the previous cohorts. There is a clear pattern when viewed across SIMD quintiles, with pupils from more deprived areas being less likely to stay on. A longer time series of information is required to consider sustained trends and understand the relationship with leaver destinations of earlier school leavers. As this figure is no longer collected nationally benchmarking is problematic.

Source: ECS/SEEMiS Data tables are provided in Appendix 1: Table 10



## Looked After Children/Young People and Vulnerable Groups

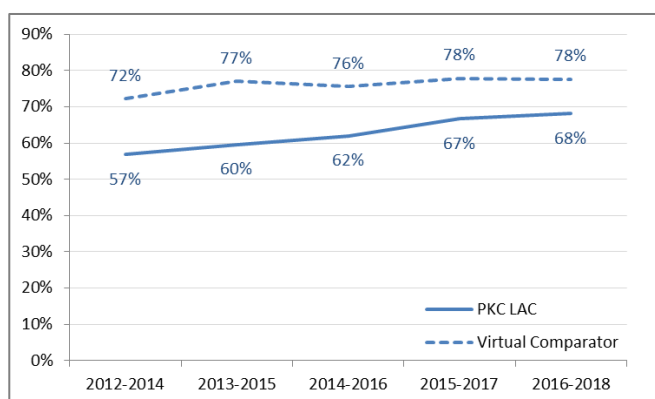
Care should always be taken when interpreting measures for Looked After children and young people due to the small numbers involved. Typically less than 20 young people fall into the looked after school leavers cohort and for this reason, 3 years results have been combined to create rolling averages which allow for a slightly clearer view of trends.

The trends in attainment of Looked After young people are generally in line with the virtual comparator, which is the attainment of the general pupil population from a similar SIMD background, gender and stage of leaving school, although Level 4 literacy is consistently lower, but improving steadily and closing. Numeracy is similar to that of the virtual comparator.

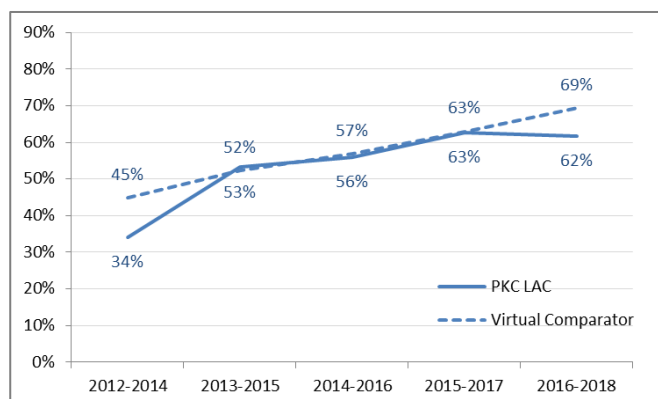
Improvement in the attainment levels of Looked After Children/Care Experienced Young People continues to be a focus in the Corporate Parenting Strategy.

### Proportion of Looked After school leavers achieving literacy and numeracy at level 4

**Literacy**



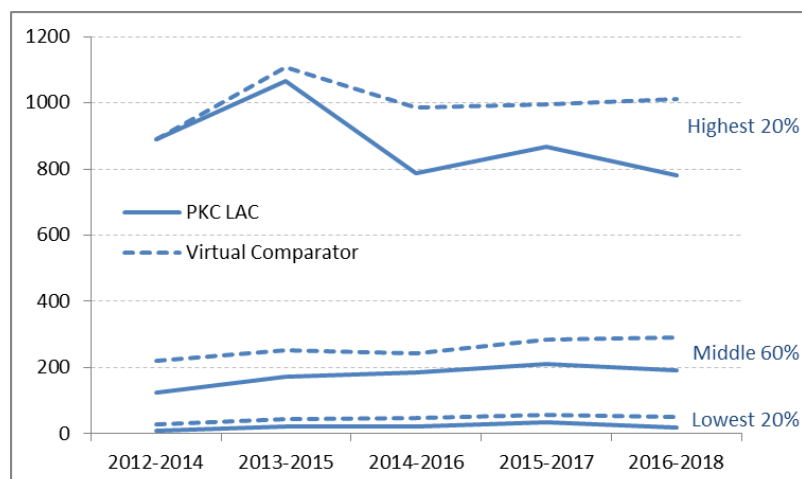
**Numeracy**



Source: Insight. Data tables are provided in Appendix 1: Table 11

- This measure has an excellence stretch aim of matching/exceeding the virtual comparator.

### Average total tariff points for Looked After school leavers



As with Literacy and Numeracy above, the trend in the attainment of Looked After Young People as measured by tariff points is in line with the Virtual Comparator, although it is consistently lower showing the continued focus for improvement for this group of learners.

Source: Insight. Data tables are provided in Appendix 1:

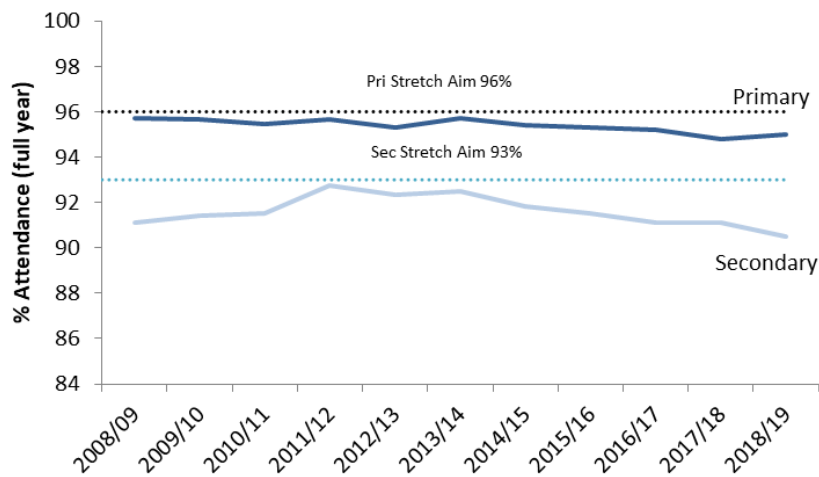
Table 12

Attainment – Gypsy Travellers

Considering gypsy travellers as a specific group that experiences potential vulnerability, analysis of 8 years of leavers data (30 individual learners) indicated that the majority left school at S4 or early in S5 and this will have a significant impact on overall attainment compared to those staying on further in S5 and S6. However, positive initial leaver destinations was relatively high at 80% and around 60% achieved literacy and numeracy qualifications at or above SCQF level 3. Numbers are not sufficient to attempt any analysis of change over time for this group of leavers.

School Attendance and Exclusion

Attendance

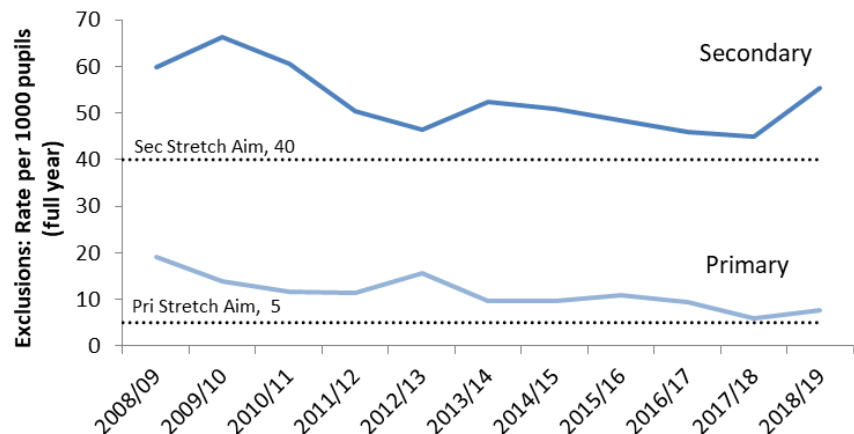


**Analysis:** Overall attendance in secondary has fallen slightly over recent years and is related to increases in unauthorised absence. In primary a recent downward trend has been reversed in the last full year measured, but unauthorised holidays continue to impact on attendance, as well as other unauthorised absence in secondary. Attendance of those from more deprived categories has declined more than others recently highlighting the challenges that exist.

➤ This measure has an excellence stretch aim of 96% attendance in primary and 93% attendance in secondary.

Source: ECS Data tables are provided in Appendix 1: Table 16

Exclusion



**Analysis:** The number of exclusions from school continues to reduce in both primary and secondary, although the latest year shows slight increases in both sectors against this trend.

➤ This measure has an excellence stretch aim of 5 exclusion per 1000 pupils in primary and 40 attendance in secondary. These are more stretching than the current BMIP targets.

Source: ECS Data tables are provided in Appendix 1: Table 17

## NIF Priority 3 : Improvement in children and young people's health and wellbeing

The Health and Wellbeing Strategy was launched to schools in June 2019. The views of children and young people were pivotal in determining the scope of the strategy. A Health and Wellbeing Network has been established to support the strategic goals identified.

The Emotional Wellbeing Collaborative (EWC) has supported training for staff to build their skills and confidence in supporting children and young people with low-level emotional wellbeing concerns. Newly qualified teachers all complete this emotional wellbeing training in their probationary year. Evaluation has been extremely positive, with practitioners' levels of confidence in helping support children's emotional health and wellbeing increasing. Other training opportunities included sessions on supporting families with a family member in prison, raising awareness of research on Adverse Childhood Experiences and development of trauma-informed practice.

The EWC has also promoted a focus on resilience and has supported a range of school initiatives targeted to deliver improvements in this area. This includes partnership working between a Primary School, the Active Schools team and CAMHS to use sport to support children to develop resilience and gain skills to more actively participate in learning. This initial testing of a model demonstrated positive results and will be tested further in a group of schools in 2019/20.

A number of strategies to support children and young people to have improved health and wellbeing that will enable them to be more effective learners are being developed through the Tayside Plan for Children, Young People and Families. This Plan is the shared Children's Services Plan for Perth and Kinross, Dundee and Angus and has provided the focus for the development and implementation of a Tayside Strategy for Parents, a Mental Health strategy, a Substance Misuse Framework, a Healthy Weight Strategy and local implementation of the national strategy for Pregnancy, Parenthood and Young People.

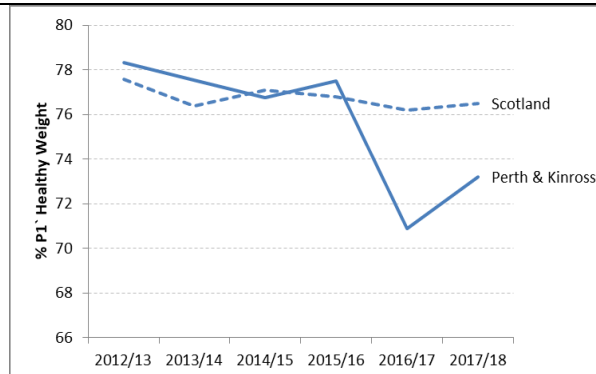
Active Schools undertook a project to encourage more physical activity in children under ten years old. There was significant evidence that the approach taken increased physical activity and extra-curricular sport levels. As a consequence several schools have invested their Pupil Equity Funding to extend this project. Nine Physical Education, Physical Activity & Sport (PEPAS) groups have been established across Perth & Kinross. They support their local management groups (LMGs) by identifying areas of improvement and providing their LMG with an annual action plan to deliver local priorities.

There has been a continued focus in many schools and nurseries on promoting resilience and nurturing approaches, well supported by the Educational Psychology Service. A full review of nurture will take place in session 2019/20. Ongoing delivery of the Incredible Years Parenting programme engaged parents and evidenced improvement in the behaviour of 71% of the children assessed to have 'high-risk' behaviour levels at the outset of parental involvement in the programme.

## Proportion of P1 pupils with healthy weight

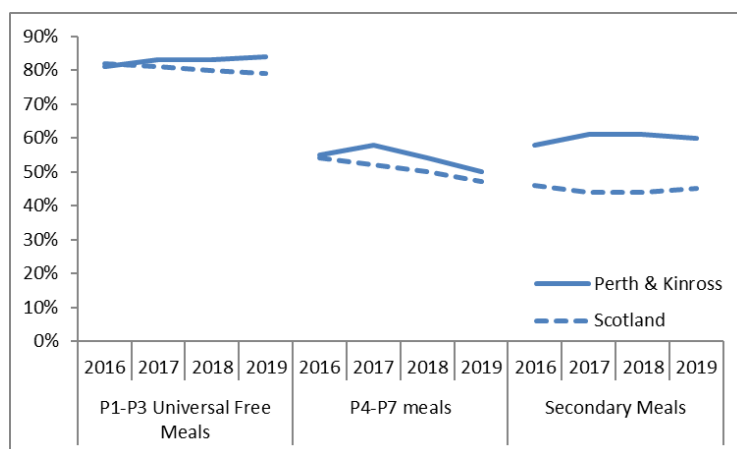
The number of P1 children with a healthy weight has reduced recently to drop slightly below the Scottish average figure. Overweight and obesity is the principal reason for P1 pupils not having a healthy weight. Boys are slightly less likely to have a healthy weight at this age. Children from more deprived backgrounds are more likely to be both overweight and underweight, although this relationship is less clear than for other indicators.

*Note: chart axis is adjusted for emphasis.*



Source: ScotPHO. Data tables are provided in Appendix 1: Table 13

## Uptake of School Meals



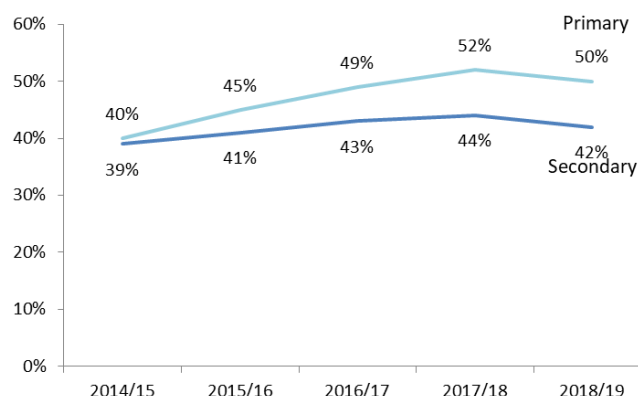
The overall uptake of School Meals in Perth & Kinross is generally increasing at P1 to P3 where it is universally free, although it has fallen slightly in the P4-P7 stages. Nationally there is also a general downward trend.

Around 1 in 10 P4 to P7 pupils are registered for free school meals - below the figure to be expected from child poverty statistics. A smaller proportion of around 1 in 14 being registered is evident at secondary.

Source: Scottish Government Healthy Living Survey/Census. Data tables are provided in Appendix 1: Table 14

## Active Schools Participation

Participation in Active Schools activities in both primary and secondary (organised by Live Active Leisure, Active School Co-ordinators) has increased steadily since formal monitoring commenced in 2014/15. This has been achieved by a steady closing of the participation gap related to poverty, especially in primary where it has largely been eliminated. In the latest recorded year there has been a slight drop overall in participation, related to temporary staffing issues. A range of other sports and activities organised in schools but outwith the remit of Active Schools co-ordinators are not included in these centrally recorded and analysed figures.



Source: Live Active Leisure/ECS. Data tables are provided in Appendix 1: Table 15

## NIF Priority 4 : Improvement in employability skills and sustained, positive school leaver destinations for all

A significant amount of work continues to take place in order to ensure that young people transition from school to a positive destination. This includes effective partnership working which takes place between schools, colleges, universities, employers and the DYW Board. A total of 475 business partnerships with schools were recorded in 2018/19. There continues to be an increase in numbers of young people entering into Foundation Apprenticeships and also increased numbers of engagement with My World of Work. There is a good partnership with Skills Development Scotland (SDS) and particularly in identifying target groups that need support.

Schools continued to develop their curricular options at the Senior Phase with a view to increasing vocational opportunities while maintaining a broad academic offer. The Perth City Campus continues to provide a wide range of options for the Perth City schools and a virtual campus which will serve and support all secondary schools across Perth and Kinross.

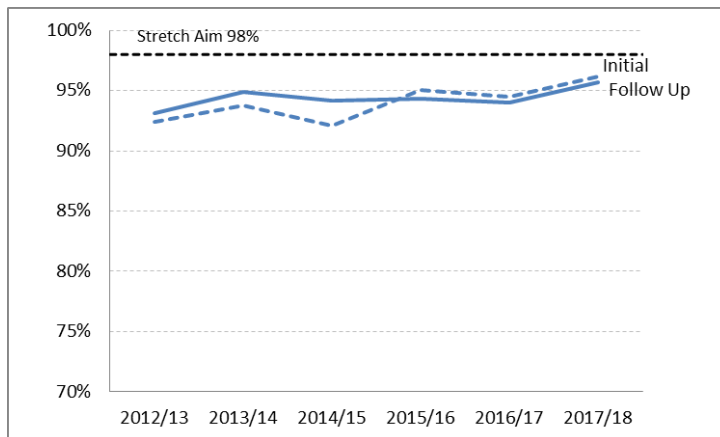
The Career Ready programme has once again been supported by PKC. This is a high quality mentoring and work placement programme for targeted young people. Further work is required, with the support of the DYW Board, to continue to increase the range of work placements available for our Senior Phase pupils. These are evolving to be more flexible models that are individualised. All schools are working to adopt the Career Education Standard. The Resolutions Mentoring programme has supported targeted young people in relation to employability. The Educational Psychology Service has contributed to this through training for mentors as well as direct work with the young people.

The annual Help at Hand event celebrated its tenth anniversary and continues to provide invaluable support for young people with additional support needs, their parents and carers. The drop-in event is attended by young people from S2 onwards and brings together over twenty local support agencies and services. Year on year evaluations are extremely positive and number in attendance grow. Help at Hand provides a support to those who may require help, in order that they may achieve a positive and sustained destination.

### **Positive Destinations for Young People**

Information on the destinations of school leavers is collected by SDS and provides information on the outcomes for young people recorded initially in October, approximately three months after leaving school, supplemented by a follow-up survey in March the following year. School leavers who are engaged in higher education, further education, training, voluntary work, employment or activity agreements are classified as having a 'positive destination'. Other destinations include school leavers who are unemployed and not seeking employment or training, unemployed and seeking employment or training, and individuals where their initial destination is not known.

### Proportion of school leavers in positive initial and follow-up destinations

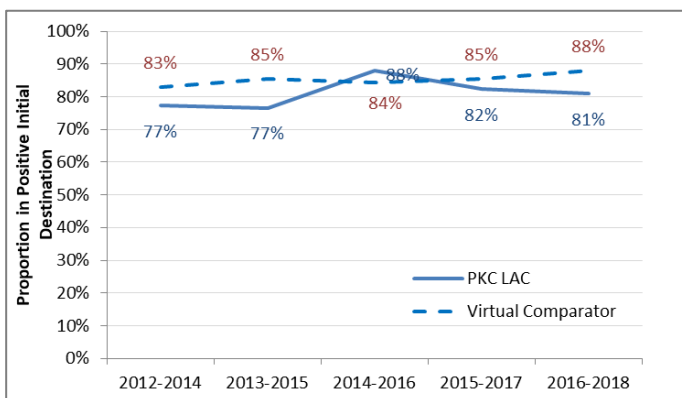


**Analysis:** The proportion of young people entering positive destination on leaving school has been generally improving, and is also largely maintained in the follow-up survey. There is a clear gap when viewed across SIMD quintiles, with a similar profile for initial and follow-up destinations.

- *This measure has an excellence stretch aim of 98% positive destination, which goes beyond the current BMIP target of 93%.*

Source: Insight Senior Phase Benchmarking Tool; SDS. Data tables are provided in Appendix 1: Table 18 and Table 19

### Proportion of looked after school leavers in positive Initial destinations (3 year combined average)

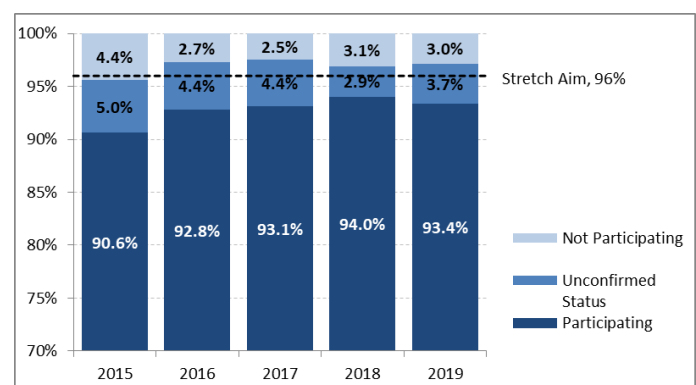


**Analysis:** Looked After young people who leave school enter positive destinations at a lower rate than the overall cohort of school leavers, though this is broadly in line with the Virtual Comparator. The small numbers of Looked After school leavers mean that caution should be used when looking at these figures. The numbers of leavers in each year's cohort will also vary significantly.

Source: Insight Senior Phase Benchmarking Tool; Data tables are provided in Appendix 1: Table 20

### Proportion of young people (aged 16-19) in education, training or employment

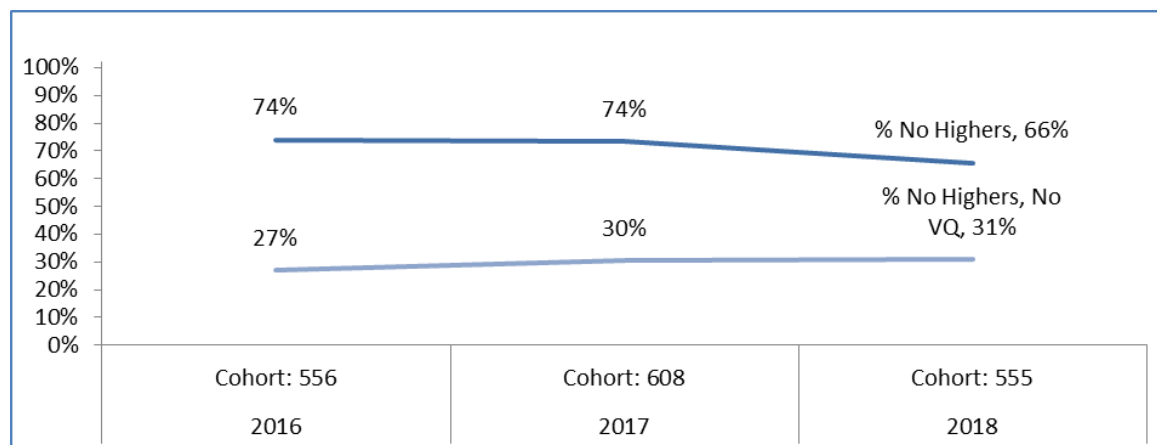
To supplement the school leaver information, SDS also reports the Annual Participation Measure. This measure reports on participation in education, training or employment for all 16-19 year olds from across the population rather than focusing specifically on school leavers. The measure shows a gradual improvement in the proportion of young people in education, training or employment over the last four years. The participation figures are above the Scottish average (91.6% in 2019) and the number not participating totals around 165 individuals.



Source: Skills Development Scotland. Data tables are provided in Appendix 1: Table 21

### School Leavers: Highers and vocational qualifications

Some school leavers (especially those leaving after S4 and S5) achieve few or no Higher level qualifications, which are key to continuing to Higher Education. Vocational qualifications will have greater importance for these cohorts of leavers. In the latest year there has been a reduction in the proportion of S4/S5 leavers leaving without a Higher (to 66%). However, there has been a very slight upward change in the proportion leaving without a Higher nor a vocational qualification (VQ) (31% in the latest year). The poverty-related gradient remains persistent in this measure but has improved somewhat in the latest year. Girls are less likely to leave school without one or the other than boys.



Source: Insight Analytical Dataset/ECS. Data tables are provided in Appendix 1: Table 22



# NIF Drivers for Improvement

## School Leadership

Education Scotland inspections found most of our schools inspected to be good or better in the area of leadership of change and the majority to be good or above in learning, teaching and assessment and raising attainment and achievement. The School Improvement Framework provides robust criteria for PKC Education Services to know their schools well. All schools are using the Framework to support improvement planning.

Leadership opportunities for teaching staff at all levels are supported through partnership working with the Scottish College for Educational Leadership (SCEL); currently staff are undertaking a number of SCEL opportunities including Teacher Leadership, Into Headship, Towards Headship and Excellence in Headship.

The Leadership workstream of the Tayside Regional Improvement Collaborative (TRIC) Learning and Attainment Group has led to the adoption of a common *Leadership Development and Induction Programme* for newly appointed Headteachers in the 3 local authorities. Over 30 new Headteachers have participated in the programme and feedback has been very positive. It has also initiated a programme for newly appointed principal teachers entitled *Collaborative Middle Leadership Programme* to be offered in partnership with Education Scotland.

The *Leading and Managing People through Change* programme is an opportunity for senior leaders from across Education and Children's Services to engage to engage in Career-long Professional Learning (CLPL) that is focussed around managing people and managing change for people in their teams. 15 senior managers have engaged in the programme this year and feedback is very positive.

Through the *Middle Leaders Programme* Principal Teachers from early years, primary and secondary have engaged with a programme that has been developing their leadership and management skills. 25 Principal Teachers have participated this year.

## Teacher Professionalism

During the course of this year, work continued on the completion of the three core strategies of Literacy, Numeracy and Health and Wellbeing to support the delivery of the National Improvement Framework. Final consultations took place with staff, partners and parents to ensure that each strategy enables schools to deliver on the key drivers contained within the National Improvement Framework and PKC Raising Attainment strategy. Each strategy was launched at a Headteacher development day, and planning for the implementation of each strategy with effect from August 2019 is underway.

Over this past year we have worked with staff and children and young people in all schools to review approaches to curriculum planning and to learning and teaching. We are calling this work "*Excellent Relationships, Excellent Learning and Teaching*" and this work will continue to develop in the next academic session resulting in a refreshed strategy to guide and support staff.



The *Creative Learning Network*, Create Space, successfully implemented a Perth and Kinross model of *Scottish College for Educational Leadership (SCEL) Teacher Leadership* programme. Twenty five class teachers received training in using Practitioner Enquiry approaches to develop their practice and were supported by five SCEL tutors and facilitators in all aspects of their enquiry.

The newly developed *Digital Strategy 2-18* sets out a clear direction for the development of digital literacy and the use of technology in learning and teaching across PKC. Ongoing improvement of our information and communication technology infrastructure will support young people to access digital learning opportunities, and training opportunities for staff are a priority so that they can teach these skills.

## School Improvement

Our structured School Improvement processes ensure schools are well placed to continuously improve. The School Improvement Framework provides robust criteria for PKC Education Services to know their schools well.

The School Improvement Framework will be reviewed fully in session 2019-20. All schools are required to prepare and submit school improvement plans, self-evaluation and standards and quality reports. Within these reports, schools evaluate their progress against key quality indicators. Schools are visited by their Quality Improvement Officers throughout the year to discuss progress in the school improvement plan and to moderate quality indicator evaluations. PKC inspection results show good performance over time.

There are programmes of Extended Learning and Achievement Visits (ELAVs) and Learning and Achievement visits (LAVs) which involve teams of officers and peer Headteachers carrying out detailed scrutiny within our schools which includes viewing relevant evidence, class visits and discussions with staff, pupils and parents.

## Parental Engagement

Overall, the number of parents recorded as involved in family learning and parenting programmes has increased from 666 in 2016/17 to 911 in 2018/19. However, it is recognised that the overall number of parents engaged in activities is higher as data is not collated centrally on all parents involved in family learning activities in schools and other settings.

The PKC Parental Involvement and Engagement Strategy is currently being renewed to take into account changes arising from national developments and will be completed in June 2020.

In the summer term of 2018/19 the Scottish Government's Parental Involvement and Engagement Survey was distributed by schools to all parents. Schools used their own chosen methods of distribution and awareness-raising, most appropriate to their school.

Close to 1500 responses in total were received, representing 9% of the 2018 census school roll. The response was split roughly two-thirds from primary and one third from secondary. Female parents were far more likely to respond than male. The majority of parents said they know what

their child is learning at school and close to half said that their school provides useful information about how to help learning at home.

With reference to involvement in school life, over half of respondents indicated they would like to be more involved. Work commitments are the most common reason preventing parents from being more active in school life. Overall, the majority of respondents were satisfied with how their school engages with them as parents

Engagement in programmes has continued to grow, with numbers engaging exceeding the target set this year. Over 150 families have attended the Incredible Years programme. As a result 71% of children who completed pre and post measures were identified as moving out of the high-risk range by the end of the programme.

Through attendance of the Peep Plus family learning programme, parents have the opportunity to complete modules that qualify them to access college courses and other routes to employment. A range of groups for parents with children with additional needs are now established and they support the children's development and integration but also reduce isolation for parents.

## Performance Information

Schools have further developed their approaches to analysing data in order to ensure effective planning for the use of Pupil Equity Fund. School leaders continue to be supported to use an action research model and tools from the Educational Endowment Fund to analyse school level data to identify attainment gaps, and from there to select and evaluate appropriate interventions.

The attainment suite of analytical tools continues to expand to include a wider range of intelligence. Simultaneously, support and training is provided to school leaders at all levels to understand and use the resources available to them.

## Assessment of Children's Progress

Across Perth and Kinross, the Scottish National Standardised Assessments (SNSA) are used as part of ongoing school learning and assessment approaches. Feedback sought as part of quality assurance visits along with evidence collated via LAVs, ELAVs and HMIe feedback indicate schools are using the SNSA data effectively to support teachers in meeting the individual learning needs of pupils, to plan for groups and classes of children. Schools have also used SNSA data to enhance curriculum development and attainment analysis, for example by fully engaging with curricular benchmarks to support teacher professional judgements. Training from SCHOLAR combined with the ongoing support of ECS colleagues has encouraged schools to use SNSA data diagnostically to support the planning of next steps in learning and alongside a wide range of other assessment information to discuss with parents how their child is progressing.

To augment our work in supporting teacher professional judgement in assessing children's progress, Quality Assurance and Moderation Support Officers (QAMSOs) from Perth and Kinross took part in national moderation events with Education Scotland colleagues and other local authorities. National moderation events provided QAMSOs with guidance and advice to support schools and local authorities in working towards a shared understanding of assessing children's progress. QAMSOs have also supported assessment and moderation at a local level through

their contribution to the development of moderation resource packages and facilitating CLPL opportunities.

These sessions were aimed at the senior leadership teams of schools in order to build capacity across the local authority through Local Management Groups (LMGs) networks and to enhance confidence in teacher professional judgement in relation to achievement of a level.

A recent Perth and Kinross survey evidenced that the CLPL sessions and resources have supported staff to take forward moderation in schools and across LMGs, particularly in relation to achievement of a level. As requested by schools, the sessions will be offered again this academic year. Building on local and national moderation approaches, there are now plans for moderation events to take place across each Regional Improvement Collaborative. In Perth and Kinross this will mean using our existing QAMSO networks along with the support of schools to cascade key messages and share good practice with colleagues in Dundee and Angus.

# Annex 1: Supporting Data

## Developmental Milestones of Pre-school Children

**Table 1: 27-30 Month Child Health Review: Proportion of Children with a concern in any domain**

|                   | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-------------------|---------|---------|---------|---------|---------|
| Perth and Kinross | 20%     | 19%     | 19%     | 19%     | 12%     |

|         | SIMD Quintile     |     |     |     |                    |
|---------|-------------------|-----|-----|-----|--------------------|
|         | 1 (most deprived) | 2   | 3   | 4   | 5 (least deprived) |
| 2017/18 | 22%               | 21% | 9%  | 12% | 9%                 |
| 2016/17 | 25%               | 19% | 19% | 18% | 16%                |

Note: A change in collection methods in 2016/17 required a shift from proportion with **no reported** concern, as previously reported, to the figures above and therefore only two years of SIMD quintiles figures are shown.

**Table 2: Pre-school Development Milestones: Proportion of P1 meeting all milestones**

|                   | 2016  | 2017  | 2018  | 2019               |
|-------------------|-------|-------|-------|--------------------|
| Perth and Kinross | 79.4% | 81.2% | 81.4% | 80.7% <sup>1</sup> |

1 – This figure includes Fairview School for the first time this year

|             | SIMD Quintile |     |     |     |     | Gradient |
|-------------|---------------|-----|-----|-----|-----|----------|
|             | 1             | 2   | 3   | 4   | 5   |          |
| <b>2019</b> | 66%           | 72% | 81% | 86% | 84% | 0.05     |
| <b>2018</b> | 81%           | 82% | 83% | 80% | 86% | 0.02     |
| <b>2017</b> | 77%           | 65% | 82% | 84% | 85% | 0.04     |
| <b>2016</b> | 61%           | 70% | 84% | 82% | 83% | 0.05     |

## Broad General Education (P1 – S3)

**Table 3: Proportion of Roll meeting expected CfE Levels**

| Stage                    | Area                | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--------------------------|---------------------|---------|---------|---------|---------|---------|---------|
| <b>P1 – Early Level</b>  | Reading             | -       | -       | 70%     | 71%     | 76%     | 77%     |
|                          | Writing             | -       | -       | 68%     | 68%     | 72%     | 72%     |
|                          | Listening & Talking | -       | -       | 77%     | 74%     | 81%     | 81%     |
|                          | Maths & Numeracy    | -       | -       | 73%     | 72%     | 80%     | 80%     |
| <b>P4 – First Level</b>  | Reading             | 68%     | 72%     | 72%     | 69%     | 76%     | 76%     |
|                          | Writing             | 55%     | 64%     | 62%     | 61%     | 68%     | 67%     |
|                          | Listening & Talking | 69%     | 76%     | 78%     | 75%     | 82%     | 82%     |
|                          | Maths & Numeracy    | 62%     | 65%     | 65%     | 65%     | 71%     | 71%     |
| <b>P7 – Second Level</b> | Reading             | 63%     | 68%     | 69%     | 71%     | 78%     | 77%     |
|                          | Writing             | 52%     | 58%     | 61%     | 63%     | 69%     | 67%     |
|                          | Listening & Talking | 67%     | 70%     | 73%     | 77%     | 83%     | 84%     |
|                          | Maths & Numeracy    | 55%     | 59%     | 63%     | 65%     | 70%     | 68%     |

| Stage | Area | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|-------|------|---------|---------|---------|---------|---------|---------|
|-------|------|---------|---------|---------|---------|---------|---------|

|                         |                     |     |     |     |     |     |     |
|-------------------------|---------------------|-----|-----|-----|-----|-----|-----|
| <b>S3 – Third Level</b> | Reading             | 69% | 73% | 76% | 76% | 79% | 82% |
|                         | Writing             | 67% | 72% | 73% | 74% | 73% | 82% |
|                         | Listening & Talking | 71% | 77% | 77% | 79% | 80% | 84% |
|                         | Maths & Numeracy    | 75% | 77% | 79% | 75% | 80% | 82% |

**Table 4: Proportion of pupils in each SIMD quintile achieving expected levels at P1, P4, P7, S3**

| 2018/19        | SIMD Quintile |     |     |     |      | Gradient |
|----------------|---------------|-----|-----|-----|------|----------|
|                | 1             | 2   | 3   | 4   | 5    |          |
| <b>P1</b>      | 63%           | 70% | 74% | 82% | 82%  | 0.05     |
| <b>P4</b>      | 60%           | 62% | 75% | 77% | 79%  | 0.05     |
| <b>P7</b>      | 58%           | 65% | 70% | 78% | 79%  | 0.05     |
| <b>S3</b>      | 70%           | 74% | 82% | 85% | 91%  | 0.05     |
| <b>2017/18</b> |               |     |     |     |      |          |
| <b>P1</b>      | 64%           | 66% | 77% | 81% | 83%  | 0.05     |
| <b>P4</b>      | 62%           | 64% | 75% | 77% | 82%  | 0.05     |
| <b>P7</b>      | 57%           | 65% | 77% | 76% | 82%  | 0.05     |
| <b>S3</b>      | 69%           | 68% | 77% | 82% | 85%  | 0.05     |
| <b>2016/17</b> |               |     |     |     |      |          |
| <b>P1</b>      | 50%           | 59% | 73% | 79% | 78 % | 0.07     |
| <b>P4</b>      | 39%           | 58% | 64% | 73% | 75%  | 0.08     |
| <b>P7</b>      | 53%           | 53% | 68% | 73% | 75%  | 0.06     |
| <b>S3</b>      | 61%           | 66% | 74% | 80% | 84%  | 0.06     |

### Senior Phase (S4 – S6)

**Table 5: Proportion of school leavers achieving literacy and numeracy at SCQF levels 4 and 5**

| Literacy       |                            | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|----------------|----------------------------|---------|---------|---------|---------|---------|---------|
| <b>Level 4</b> | <b>Perth &amp; Kinross</b> | 92%     | 90%     | 93%     | 91%     | 92%     | 93%     |
|                | <b>Virtual Comparator</b>  | 91%     | 93%     | 94%     | 94%     | 95%     | 95%     |
| <b>Level 5</b> | <b>Perth &amp; Kinross</b> | 67%     | 73%     | 78%     | 75%     | 77%     | 80%     |
|                | <b>Virtual Comparator</b>  | 66%     | 71%     | 77%     | 79%     | 81%     | 82%     |
| Numeracy       |                            | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
| <b>Level 4</b> | <b>Perth &amp; Kinross</b> | 80%     | 82%     | 87%     | 87%     | 88%     | 92%     |
|                | <b>Virtual Comparator</b>  | 77%     | 84%     | 89%     | 90%     | 91%     | 92%     |
|                | <b>PKC</b>                 | 55%     | 58%     | 63%     | 65%     | 62%     | 65%     |

|                |                           |     |     |     |     |     |     |
|----------------|---------------------------|-----|-----|-----|-----|-----|-----|
| <b>Level 5</b> | <b>Virtual Comparator</b> | 56% | 61% | 65% | 67% | 69% | 70% |
|----------------|---------------------------|-----|-----|-----|-----|-----|-----|

**Table 6: Proportion of school leavers by SIMD Quintile achieving literacy and numeracy at SCQF levels 4 and 5**

| <b>2017/18</b>  |                | <b>SIMD Quintile</b> |          |          |          |          | <b>Gradient</b> |
|-----------------|----------------|----------------------|----------|----------|----------|----------|-----------------|
|                 |                | <b>1</b>             | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> |                 |
| <b>Literacy</b> | <b>Level 4</b> | 85%                  | 88%      | 93%      | 96%      | 96%      | 0.03            |
|                 | <b>Level 5</b> | 59%                  | 70%      | 78%      | 83%      | 89%      | 0.07            |
| <b>Numeracy</b> | <b>Level 4</b> | 84%                  | 88%      | 91%      | 94%      | 96%      | 0.03            |
|                 | <b>Level 5</b> | 42%                  | 50%      | 61%      | 70%      | 76%      | 0.09            |
| <b>2016/17</b>  |                |                      |          |          |          |          |                 |
| <b>Literacy</b> | <b>Level 4</b> | 75%                  | 92%      | 91%      | 94%      | 96%      | 0.04            |
|                 | <b>Level 5</b> | 51%                  | 67%      | 74%      | 80%      | 87%      | 0.08            |
| <b>Numeracy</b> | <b>Level 4</b> | 67%                  | 86%      | 89%      | 89%      | 93%      | 0.04            |
|                 | <b>Level 5</b> | 41%                  | 45%      | 58%      | 65%      | 75%      | 0.09            |
| <b>2015/16</b>  |                |                      |          |          |          |          |                 |
| <b>Literacy</b> | <b>Level 4</b> | 88%                  | 84%      | 90%      | 93%      | 93%      | 0.02            |
|                 | <b>Level 5</b> | 46%                  | 59%      | 70%      | 81%      | 85%      | 0.10            |
| <b>Numeracy</b> | <b>Level 4</b> | 73%                  | 80%      | 83%      | 91%      | 92%      | 0.05            |
|                 | <b>Level 5</b> | 38%                  | 47%      | 62%      | 70%      | 76%      | 0.10            |

**Table 7: Average total tariff scores of school leavers, grouped by achievement level.**

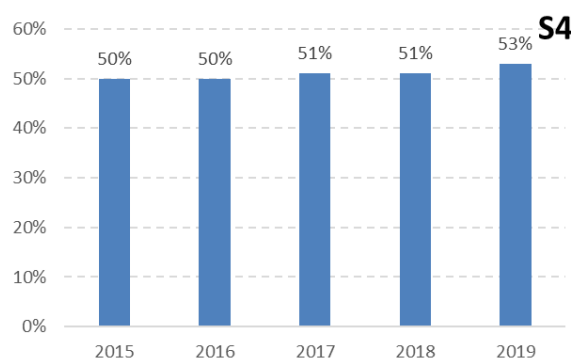
|                            |                              | <b>2012/13</b> | <b>2013/14</b> | <b>2014/15</b> | <b>2015/16</b> | <b>2016/17</b> | <b>2017/18</b> |
|----------------------------|------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Perth &amp; Kinross</b> | <b>Lowest Achieving 20%</b>  | 150            | 158            | 216            | 167            | 159            | 173            |
|                            | <b>Middle 60%</b>            | 813            | 877            | 928            | 897            | 868            | 892            |
|                            | <b>Highest Achieving 20%</b> | 1877           | 1888           | 1940           | 1931           | 1865           | 1921           |
| <b>Virtual Comparator</b>  | <b>Lowest Achieving 20%</b>  | 139            | 170            | 179            | 168            | 171            | 173            |
|                            | <b>Middle 60%</b>            | 762            | 851            | 882            | 833            | 843            | 867            |
|                            | <b>Highest Achieving 20%</b> | 1812           | 1845           | 1864           | 1827           | 1848           | 1866           |

**Table 8: Average total tariff scores of school leavers by SIMD Quintile.**

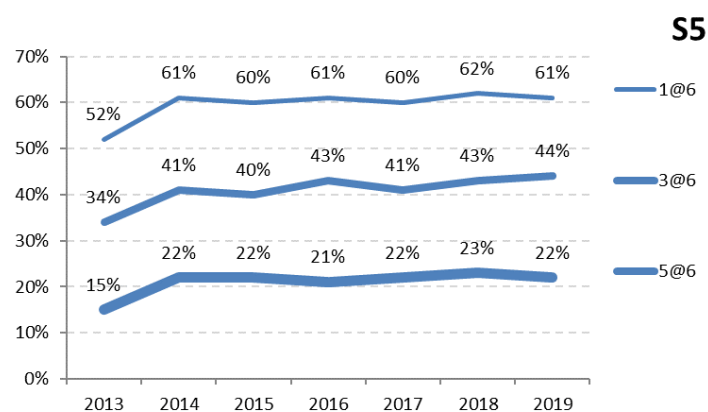
|                    |         | SIMD Quintile |     |     |      |      | Gradient |
|--------------------|---------|---------------|-----|-----|------|------|----------|
|                    |         | 1             | 2   | 3   | 4    | 5    |          |
| Perth & Kinross    | 2012/13 | 565           | 604 | 751 | 989  | 1101 | 157      |
|                    | 2013/14 | 538           | 702 | 866 | 989  | 1137 | 145      |
|                    | 2014/15 | 557           | 788 | 964 | 1037 | 1168 | 136      |
|                    | 2015/16 | 558           | 678 | 889 | 1040 | 1143 | 153      |
|                    | 2016/17 | 490           | 653 | 917 | 971  | 1133 | 150      |
|                    | 2017/18 | 548           | 683 | 896 | 1015 | 1199 | 162      |
| Virtual Comparator | 2012/13 | 482           | 563 | 699 | 947  | 1057 | 163      |
|                    | 2013/14 | 481           | 719 | 826 | 957  | 1143 | 151      |
|                    | 2014/15 | 506           | 727 | 869 | 999  | 1139 | 148      |
|                    | 2015/16 | 517           | 637 | 803 | 962  | 1124 | 156      |
|                    | 2016/17 | 505           | 645 | 820 | 969  | 1166 | 166      |
|                    | 2017/18 | 513           | 728 | 831 | 988  | 1174 | 157      |

**Table 9: Attainment Breadth and Depth 'Legacy' Measures (all based on relevant S4 roll)**

**Proportion achieving 5 or more awards at SCQF Level 5 in S4**

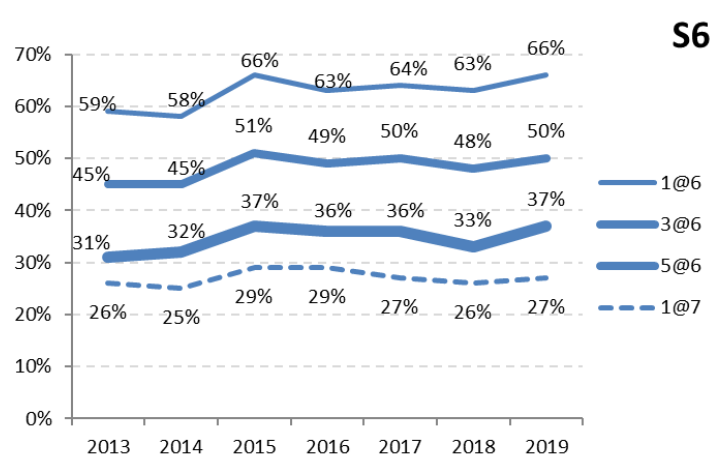


**Proportion achieving 1, 3, 5 or more awards at SCQF Level 6 (Higher) in S5**



**Proportion achieving 1, 3, 5 or more awards at SCQF Level 6 (Higher), and 1 more award at SCQF Level 7 (Advanced Higher) in S6**

Source: Insight



## Staying On Rates

**Table 10: Proportion of S4 pupils staying on to S5 by SIMD Quintile**

|                                    | SIMD Quintile |     |     |     |     | Gradient |
|------------------------------------|---------------|-----|-----|-----|-----|----------|
|                                    | 1             | 2   | 3   | 4   | 5   |          |
| <b>S4 (2017/18) – S5 (2018/19)</b> | 70%           | 78% | 82% | 85% | 90% | 0.04     |
| <b>S4 (2016/17) – S5 (2017/18)</b> | 73%           | 77% | 84% | 86% | 91% | 0.04     |
| <b>S4 (2015/16) – S5 (2016/17)</b> | 77%           | 77% | 81% | 90% | 94% | 0.05     |

## Looked After Children and Young People

**Table 11: Proportion of Looked After school leavers attaining Literacy and Numeracy as SCQF Level 4. (3 year avg.)**

*Looked After at the time of the Pupil Census*

|                 |                           | 2012-2014 | 2013-2015 | 2014-2016 | 2015-2017 | 2016-2018 |
|-----------------|---------------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Literacy</b> | <b>PKC</b>                | 57%       | 60%       | 62%       | 67%       | 68%       |
|                 | <b>Virtual Comparator</b> | 72%       | 77%       | 76%       | 78%       | 78%       |
| <b>Numeracy</b> | <b>PKC</b>                | 34%       | 53%       | 56%       | 63%       | 62%       |
|                 | <b>Virtual Comparator</b> | 45%       | 52%       | 57%       | 63%       | 69%       |

**Table 12: Average total tariff points of Looked After school leavers (3 year avg.)**

*Looked After at the time of the Pupil Census*

|                            |                              | 2012-2014 | 2013-2015 | 2014-2016 | 2015-2017 | 2016-2018 |
|----------------------------|------------------------------|-----------|-----------|-----------|-----------|-----------|
| <b>Perth &amp; Kinross</b> | <b>Highest Achieving 20%</b> | 891       | 1065      | 786       | 868       | 782       |
|                            | <b>Middle 60%</b>            | 123       | 172       | 186       | 210       | 191       |
|                            | <b>Lowest Achieving 20%</b>  | 8         | 21        | 21        | 34        | 19        |
| <b>Virtual Comparator</b>  | <b>Highest Achieving 20%</b> | 890       | 1107      | 986       | 996       | 1012      |
|                            | <b>Middle 60%</b>            | 219       | 253       | 241       | 285       | 291       |
|                            | <b>Lowest Achieving 20%</b>  | 29        | 44        | 47        | 56        | 51        |

## Health & Wellbeing

**Table 13: P1 Healthy Weight**

|                            | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|----------------------------|---------|---------|---------|---------|---------|---------|
| <b>Perth &amp; Kinross</b> | 78%     | 78%     | 77%     | 77%     | 71%     | 73%     |
| <b>Scotland</b>            | 78%     | 76%     | 77%     | 77%     | 76%     | 76%     |

Primary 1 children (with a valid height and weight recorded) whose BMI is between the 5% and 95% of the 1990 UK reference range for their age and sex.



**Table 14: Uptake of School Meals**

| Measure                          | Area                       | 2016 | 2017 | 2018 | 2019 |
|----------------------------------|----------------------------|------|------|------|------|
| <b>P1 – P3 Free School Meals</b> | <b>Perth &amp; Kinross</b> | 81%  | 83%  | 83%  | 84%  |
|                                  | <b>Scotland</b>            | 82%  | 81%  | 80%  |      |
| <b>P4 – P7 School Meals</b>      | <b>Perth &amp; Kinross</b> | 55%  | 58%  | 54%  | 50%  |
|                                  | <b>Scotland</b>            | 54%  | 52%  | 54%  |      |
| <b>S1 – S6 School Meals</b>      | <b>Perth &amp; Kinross</b> | 58%  | 61%  | 61%  | 60%  |
|                                  | <b>Scotland</b>            | 46%  | 44%  | 44%  |      |

**Table 15: Active Schools Participation**

|                  | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------------|---------|---------|---------|---------|---------|
| <b>Primary</b>   | 40%     | 45%     | 49%     | 52%     | 50%     |
| <b>Secondary</b> | 39%     | 41%     | 43%     | 44%     | 42%     |

|                          | SIMD Quintile |     |     |     |     |
|--------------------------|---------------|-----|-----|-----|-----|
|                          | 1             | 2   | 3   | 4   | 5   |
| <b>Primary 2018/19</b>   | 44%           | 42% | 52% | 54% | 48% |
| <b>Primary 2017/18</b>   | 48%           | 43% | 53% | 54% | 52% |
| <b>Primary 2014/15</b>   | 31%           | 32% | 37% | 46% | 39% |
| <b>Secondary 2018/19</b> | 28%           | 35% | 42% | 43% | 48% |
| <b>Secondary 2017/18</b> | 29%           | 35% | 42% | 47% | 50% |
| <b>Secondary 2014/15</b> | 25%           | 29% | 39% | 40% | 44% |

## **Attendance and Exclusion**

**Table 16: Overall attendance in primary and secondary schools.**

|                  | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------------|---------|---------|---------|---------|---------|---------|
| <b>Primary</b>   | 95.7%   | 95.4%   | 95.3%   | 95.2%   | 94.8%   | 95.0%   |
| <b>Secondary</b> | 92.5%   | 91.9%   | 91.5%   | 91.1%   | 91.1%   | 90.5%   |

**Table 17: Exclusion rate in primary and secondary schools (exclusion incidents per 1000 pupils)**

|                  | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------------|---------|---------|---------|---------|---------|---------|
| <b>Primary</b>   | 10      | 10      | 11      | 9       | 6       | 8       |
| <b>Secondary</b> | 52      | 51      | 48      | 46      | 45      | 55      |

## Positive Destinations

**Table 18: Proportion of school leavers with positive initial and follow-up destinations**

| Measure               | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|-----------------------|---------|---------|---------|---------|---------|---------|
| Initial destination   | 92%     | 94%     | 92%     | 95%     | 94%     | 96%     |
| Follow-up destination | 93%     | 95%     | 94%     | 94%     | 94%     | 95%     |

**Table 19: Proportion of school leavers with positive initial and follow-up destinations by SIMD quintile**

| 2016/17           | SIMD Quintile |     |     |     |     | Gradient |
|-------------------|---------------|-----|-----|-----|-----|----------|
|                   | 1             | 2   | 3   | 4   | 5   |          |
| 2017/18 Initial   | 93%           | 96% | 97% | 96% | 96% | 0.00     |
| 2017/18 Follow-up | 90%           | 92% | 95% | 97% | 98% | 0.02     |
| 2016/17 Initial   | 85%           | 92% | 94% | 95% | 98% | 0.02     |
| 2016/17 Follow-up | 86%           | 89% | 94% | 95% | 97% | 0.03     |

**Table 20: Proportion of Looked After school leavers with positive initial destinations**

*Looked After at the time of the Pupil Census*

|                             | 2012-2014 | 2013-2015 | 2014-2016 | 2015-2017 | 2016-2018 |
|-----------------------------|-----------|-----------|-----------|-----------|-----------|
| Looked After school leavers | 77%       | 77%       | 88%       | 82%       | 81%       |
| Virtual Comparator          | 83%       | 85%       | 84%       | 85%       | 88%       |

**Table 21: Proportion of young people (aged 16-19) in education, training or employment**

| Measure            | 2015  | 2016  | 2017  | 2018  |
|--------------------|-------|-------|-------|-------|
| Participating      | 90.6% | 92.8% | 93.1% | 94.0% |
| Not Participating  | 4.4%  | 2.7%  | 2.5%  | 3.1%  |
| Unconfirmed Status | 5.0%  | 4.4%  | 4.4%  | 2.9%  |

**Table 22: Proportion of S4/S5 Leavers without Highers who achieve a vocational qualification (at any level)**

|                                                                     | 2015/16 | 2016/17 | 2017/18 |
|---------------------------------------------------------------------|---------|---------|---------|
| Number of S4 and S5 Leavers                                         | 556     | 608     | 555     |
| % of leavers without Highers who achieve a vocational qualification | 73%     | 70%     | 69%     |

## Appendix 2

**Appendix 2a: Pupil Equity Funding (PEF) Allocation and Expenditure 2018/19, as at 31/7/19**

# - denotes schools where PEF allocation relates to fewer than 5 pupils and is potentially disclosive

| School                                    | 2018/19<br>Allocation | 2018/19<br>Expenditure<br>(inc 17/18<br>carry forward) | Total<br>carry fwd<br>(as at<br>31/7/19) | Cumulative<br>% Spend | % Carry<br>Forward |
|-------------------------------------------|-----------------------|--------------------------------------------------------|------------------------------------------|-----------------------|--------------------|
| <b>Abernethy Primary School</b>           | £5,400                | £ 2,897                                                | £2,527                                   | 53%                   | 47%                |
| <b>Abernyte Primary School</b>            | £0                    | £-                                                     | £0                                       | 100%                  | 0%                 |
| <b>Aberuthven Primary School</b>          | #                     | #                                                      | £194                                     | 94%                   | 6%                 |
| <b>Alyth Primary School</b>               | £36,000               | £45,262                                                | £6,780                                   | 87%                   | 13%                |
| <b>Arngask Primary School</b>             | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Auchtergaven Primary School</b>        | £8,640                | £12,707                                                | £0                                       | 100%                  | 0%                 |
| <b>Balbeggie Primary School</b>           | £6,000                | £6,691                                                 | £0                                       | 100%                  | 0%                 |
| <b>Balhousie Primary School</b>           | £28,800               | £51,108                                                | £3,277                                   | 94%                   | 6%                 |
| <b>Blackford Primary School</b>           | £6,000                | £9,897                                                 | £0                                       | 100%                  | 0%                 |
| <b>Blair Atholl Primary School</b>        | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Blairingone Primary School</b>         | £0                    | £-                                                     | £0                                       | 100%                  | 0%                 |
| <b>Braco Primary School</b>               | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Breadalbane Academy</b>                | £25,200               | £ 33,981                                               | £4,063                                   | 89%                   | 11%                |
| <b>Burrelton Primary School</b>           | #                     | #                                                      | £892                                     | 85%                   | 15%                |
| <b>Cleish Primary School</b>              | £0                    | £ -                                                    | £0                                       | 100%                  | 0%                 |
| <b>Collace Primary School</b>             | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Comrie Primary School</b>              | #                     | #                                                      | £497                                     | 89%                   | 11%                |
| <b>Coupar Angus Primary School</b>        | £55,080               | £74,447                                                | £0                                       | 100%                  | 0%                 |
| <b>Craigie Primary School</b>             | £20,400               | £26,154                                                | £0                                       | 100%                  | 0%                 |
| <b>Crieff Primary School</b>              | £61,200               | £66,695                                                | £7,329                                   | 90%                   | 10%                |
| <b>Dunbarney Primary School</b>           | £19,200               | £29,292                                                | £0                                       | 100%                  | 0%                 |
| <b>Dunning Primary School</b>             | #                     | #                                                      | £811                                     | 86%                   | 14%                |
| <b>Errol Primary School</b>               | £10,800               | £10,676                                                | £1,249                                   | 90%                   | 10%                |
| <b>Forgandenny Primary School</b>         | #                     | #                                                      | £27                                      | 99%                   | 1%                 |
| <b>Forteviot Primary School</b>           | £0                    | £-                                                     | £0                                       | 100%                  | 0%                 |
| <b>Fossoway Primary School</b>            | #                     | #                                                      | £375                                     | 69%                   | 31%                |
| <b>Glendelvine Primary School</b>         | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Glenlyon Primary School</b>            | #                     | #                                                      | £99                                      | 96%                   | 4%                 |
| <b>Goodlyburn Primary School</b>          | £102,000              | £132,081                                               | £6,232                                   | 95%                   | 5%                 |
| <b>Grandtully Primary School</b>          | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Greenloaning Primary School</b>        | £0                    | £-                                                     | £0                                       | 100%                  | 0%                 |
| <b>Guildtown Primary School</b>           | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Inch View Primary / Nursery School</b> | £99,600               | £145,087                                               | £0                                       | 100%                  | 0%                 |
| <b>Inchtute Primary School</b>            | £19,200               | £19,498                                                | £3,671                                   | 84%                   | 16%                |
| <b>Invergowrie Primary School</b>         | £14,040               | £16,619                                                | £0                                       | 100%                  | 0%                 |

Appendix 2

| School                                      | 2018/19<br>Allocation | 2018/19<br>Expenditure<br>(inc 17/18<br>carry forward) | Total<br>carry fwd<br>(as at<br>31/7/19) | Cumulative<br>% Spend | % Carry<br>Forward |
|---------------------------------------------|-----------------------|--------------------------------------------------------|------------------------------------------|-----------------------|--------------------|
| <b>Kenmore Primary School</b>               | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Kettins Primary School</b>               | #                     | #                                                      | £559                                     | 89%                   | 11%                |
| <b>Kinloch Rannoch Primary School</b>       | #                     | #                                                      | £926                                     | 82%                   | 18%                |
| <b>Kinnoull Primary School</b>              | £12,000               | £15,296                                                | £632                                     | 96%                   | 4%                 |
| <b>Kinross Primary School</b>               | £37,200               | £46,460                                                | £2,282                                   | 95%                   | 5%                 |
| <b>Kirkmichael Primary School</b>           | £6,000                | £6,000                                                 | £0                                       | 100%                  | 0%                 |
| <b>Letham Primary School</b>                | £78,000               | £109,565                                               | £1,190                                   | 99%                   | 1%                 |
| <b>Logiealmond Primary School</b>           | £0                    | £-                                                     | £0                                       | 100%                  | 0%                 |
| <b>Logierait Primary School</b>             | #                     | #                                                      | £1,639                                   | 45%                   | 55%                |
| <b>Longforgan Primary School</b>            | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Luncarty Primary School</b>              | £16,800               | £26,190                                                | £0                                       | 100%                  | 0%                 |
| <b>Madderty Primary School</b>              | #                     | #                                                      | £64                                      | 95%                   | 5%                 |
| <b>Meikle Primary School</b>                | £8,640                | £10,896                                                | £1,391                                   | 89%                   | 11%                |
| <b>Methven Primary School</b>               | £28,800               | £35,522                                                | £3,813                                   | 90%                   | 10%                |
| <b>Milnathort Primary School</b>            | £15,600               | £20,969                                                | £0                                       | 100%                  | 0%                 |
| <b>Moncreiffe Primary School</b>            | £15,600               | £23,385                                                | £710                                     | 97%                   | 3%                 |
| <b>Murthly Primary School</b>               | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>Muthill Primary School</b>               | £8,640                | £15,446                                                | £407                                     | 97%                   | 3%                 |
| <b>Newhill Primary School</b>               | £30,240               | £37,180                                                | £5,114                                   | 88%                   | 12%                |
| <b>North Muirton Primary School</b>         | £62,400               | £92,176                                                | £0                                       | 100%                  | 0%                 |
| <b>Oakbank Primary School</b>               | £7,560                | £12,086                                                | £0                                       | 100%                  | 0%                 |
| <b>Our Lady's RC Primary School</b>         | £38,880               | £55,869                                                | £7,611                                   | 88%                   | 12%                |
| <b>Pitcairn Primary School</b>              | £7,200                | £7,622                                                 | £1,654                                   | 82%                   | 18%                |
| <b>Pitlochry High School</b>                | £11,880               | £12,561                                                | £5,993                                   | 68%                   | 32%                |
| <b>Portmoak Primary School</b>              | £5,400                | £10,682                                                | £625                                     | 94%                   | 6%                 |
| <b>Ratray Primary School</b>                | £45,600               | £45,555                                                | £0                                       | 100%                  | 0%                 |
| <b>R Douglas Memorial Primary School</b>    | £27,600               | £49,013                                                | £0                                       | 100%                  | 0%                 |
| <b>Royal School Of Dunkeld</b>              | £6,480                | £6,068                                                 | £3,939                                   | 61%                   | 39%                |
| <b>Ruthvenfield Primary School</b>          | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>St Dominic's RC Primary School</b>       | #                     | #                                                      | £0                                       | 100%                  | 0%                 |
| <b>St John's RC Academy</b>                 | £66,960               | £85,020                                                | £42,395                                  | 67%                   | 33%                |
| <b>St Madoes Primary School</b>             | #                     | #                                                      | £103                                     | 98%                   | 2%                 |
| <b>St Ninian's Episcopal Primary School</b> | £21,600               | £26,104                                                | £0                                       | 100%                  | 0%                 |
| <b>St Stephen's RC Primary School</b>       | £18,000               | £21,468                                                | £772                                     | 97%                   | 3%                 |
| <b>Stanley Primary School</b>               | £9,600                | £11,803                                                | £912                                     | 93%                   | 7%                 |
| <b>Community School of Auchterarder</b>     | £34,800               | £43,629                                                | £0                                       | 100%                  | 0%                 |
| <b>Tulloch Primary School</b>               | £61,200               | £81,333                                                | £12,156                                  | 87%                   | 13%                |

Appendix 2

| School                                      | 2018/19<br>Allocation | 2018/19<br>Expenditure<br>(inc 17/18<br>carry forward) | Total<br>carry fwd<br>(as at<br>31/7/19) | Cumulative<br>% Spend | % Carry<br>Forward |
|---------------------------------------------|-----------------------|--------------------------------------------------------|------------------------------------------|-----------------------|--------------------|
| <b>Viewlands Primary School</b>             | £16,800               | £20,759                                                | £0                                       | 100%                  | 0%                 |
| <b>Blairgowrie High School</b>              | £48,600               | £64,779                                                | £20,632                                  | 76%                   | 24%                |
| <b>Breadalbane Academy</b>                  | £12,000               | £15,193                                                | £0                                       | 100%                  | 0%                 |
| <b>Crieff High School</b>                   | £28,800               | £30,299                                                | £12,787                                  | 70%                   | 30%                |
| <b>Kinross High School</b>                  | £32,400               | £36,184                                                | £0                                       | 100%                  | 0%                 |
| <b>Perth Academy</b>                        | £54,000               | £68,067                                                | £0                                       | 100%                  | 0%                 |
| <b>Perth Grammar School</b>                 | £74,400               | £97,117                                                | £11,749                                  | 89%                   | 11%                |
| <b>Perth High School</b>                    | £44,400               | £73,458                                                | £0                                       | 100%                  | 0%                 |
| <b>Pitlochry High School</b>                | #                     | #                                                      | £1,005                                   | 85%                   | 15%                |
| <b>St John's RC Academy</b>                 | £50,400               | £79,383                                                | £5,405                                   | 94%                   | 6%                 |
| <b>Community School of<br/>Auchterarder</b> | £10,800               | £11,381                                                | £0                                       | 100%                  | 0%                 |
| <b>Fairview School</b>                      | £16,800               | £21,289                                                | £189                                     | 99%                   | 1%                 |
| <b>Total</b>                                | <b>£1,661,520</b>     | <b>£2,197,124</b>                                      | <b>£184,677</b>                          |                       |                    |

Appendix 2

**Appendix 2b: 2019/20 PEF Allocation and Expenditure**

# - denotes schools where PEF allocation relates to fewer than 5 pupils and is potentially disclosive

| School                             | 2019/20<br>allocation | 2018/19<br>Carry<br>forward | Expenditure<br>to<br>31/7/2019 | 2018/19 Carry<br>forward<br>Expenditure | 2019/20<br>Expenditure |
|------------------------------------|-----------------------|-----------------------------|--------------------------------|-----------------------------------------|------------------------|
| Abernethy Primary School           | #                     | £2,860                      | £334                           | £334                                    | £0                     |
| Aberuthven Primary School          | #                     | £194                        | £0                             | £0                                      | £0                     |
| Alyth Primary School               | £32,400               | £15,465                     | £8,686                         | £8,686                                  | £0                     |
| Arngask Primary School             | #                     | £272                        | £302                           | £272                                    | £30                    |
| Auchtergaven Primary School        | £6,000                | £653                        | £1,957                         | £653                                    | £1,304                 |
| Balbeggie Primary School           | #                     | £904                        | £2,370                         | £904                                    | £1,466                 |
| Balhousie Primary School           | £30,000               | £11,544                     | £8,267                         | £8,267                                  | £0                     |
| Blackford Primary School           | £5,400                | £665                        | £2,767                         | £665                                    | £2,102                 |
| Blair Atholl Primary School        | #                     | £1,089                      | £1,328                         | £1,089                                  | £239                   |
| Blairingone Primary School         | #                     | £0                          | £217                           | £0                                      | £217                   |
| Braco Primary School               | #                     | £1                          | £22                            | £1                                      | £21                    |
| Breadalbane Academy                | £22,680               | £8,909                      | £4,847                         | £4,847                                  | £0                     |
| Burrelton Primary School           | £7,200                | £1,840                      | £948                           | £948                                    | £0                     |
| Cleish Primary School              | £6,000                | £0                          | £806                           | £0                                      | £806                   |
| Collace Primary School             | #                     | £460                        | £1,779                         | £460                                    | £1,319                 |
| Comrie Primary School              | #                     | £2,315                      | £1,818                         | £1,818                                  | £0                     |
| Coupar Angus Primary School        | £50,400               | £20,060                     | £24,255                        | £20,060                                 | £4,195                 |
| Craigie Primary School             | £18,360               | £7,005                      | £9,040                         | £7,005                                  | £2,035                 |
| Crieff Primary School              | £69,600               | £21,412                     | £14,083                        | £14,083                                 | £0                     |
| Dunbarney Primary School           | £17,280               | £1,806                      | £7,632                         | £1,806                                  | £5,826                 |
| Dunning Primary School             | #                     | £2,111                      | £1,300                         | £1,300                                  | £0                     |
| Errol Primary School               | £10,800               | £6,038                      | £4,789                         | £4,789                                  | £0                     |
| Forgandenny Primary School         | #                     | £13                         | -£14                           | -£14                                    | £0                     |
| Fossway Primary School             | #                     | £600                        | £225                           | £225                                    | £0                     |
| Glendelvine Primary School         | #                     | £364                        | £505                           | £364                                    | £141                   |
| Glenlyon Primary School            | #                     | £1,719                      | £1,620                         | £1,620                                  | £0                     |
| Goodlyburn Primary School          | £92,400               | £35,905                     | £29,675                        | £29,675                                 | £0                     |
| Grandtully Primary School          | #                     | £450                        | £496                           | £450                                    | £46                    |
| Guildtown Primary School           | #                     | £1,317                      | £2,169                         | £1,317                                  | £852                   |
| Inch View Primary / Nursery School | £102,000              | £31,818                     | £41,971                        | £31,818                                 | £10,153                |
| Inchture Primary School            | £17,280               | £4,299                      | £629                           | £629                                    | £0                     |
| Invergowrie Primary School         | £11,880               | £6,096                      | £7,121                         | £6,096                                  | £1,025                 |
| Kenmore Primary School             | #                     | £1,968                      | £3,470                         | £1,968                                  | £1,502                 |
| Kettins Primary School             | #                     | £967                        | £409                           | £409                                    | £0                     |
| Kinloch Rannoch Primary School     | #                     | £1,313                      | £387                           | £387                                    | £0                     |
| Kinnoull Primary School            | £12,000               | £1,675                      | £1,043                         | £1,043                                  | £0                     |
| Kinross Primary School             | £38,400               | £14,622                     | £12,340                        | £12,340                                 | £0                     |
| Kirkmichael Primary School         | £6,000                | £1,181                      | £1,652                         | £1,181                                  | £471                   |
| Letham Primary School              | £75,600               | £24,817                     | £23,627                        | £23,627                                 | £0                     |
| Logierait Primary School           | #                     | £1,723                      | £84                            | £84                                     | £0                     |

## Appendix 2

| School                               | 2019/20<br>allocation | 2018/19<br>Carry<br>forward | Expenditure<br>to<br>31/7/2019 | 2018/19 Carry<br>forward<br>Expenditure | 2019/20<br>Expenditure |
|--------------------------------------|-----------------------|-----------------------------|--------------------------------|-----------------------------------------|------------------------|
| Longforgan Primary School            | £6,000                | £619                        | £1,649                         | £619                                    | £1,030                 |
| Luncarty Primary School              | £16,800               | £9,336                      | £9,695                         | £9,336                                  | £359                   |
| Madderty Primary School              | #                     | £226                        | £162                           | £162                                    | £0                     |
| Meigle Primary School                | #                     | £3,348                      | £1,957                         | £1,957                                  | £0                     |
| Methven Primary School               | £31,200               | £11,741                     | £7,928                         | £7,928                                  | £0                     |
| Milnathort Primary School            | £18,000               | £1                          | £7,758                         | £1                                      | £7,757                 |
| Moncreiffe Primary School            | £18,000               | £5,174                      | £4,466                         | £4,466                                  | £0                     |
| Murthly Primary School               | #                     | £7                          | £0                             | £0                                      | £0                     |
| Muthill Primary School               | £9,600                | £414                        | £8                             | £8                                      | £0                     |
| Newhill Primary School               | £27,600               | £9,288                      | £4,174                         | £4,174                                  | £0                     |
| North Muirton Primary School         | £57,600               | £12,530                     | £13,722                        | £12,530                                 | £1,192                 |
| Oakbank Primary School               | £10,800               | £3,295                      | £5,647                         | £3,295                                  | £2,352                 |
| Our Lady's RC Primary School         | £37,200               | £16,841                     | £9,231                         | £9,231                                  | £0                     |
| Pitcairn Primary School              | £6,480                | £2,988                      | £1,334                         | £1,334                                  | £0                     |
| Pitlochry High School                | £12,000               | £10,342                     | £4,348                         | £4,348                                  | £0                     |
| Portmoak Primary School              | #                     | £3,717                      | £3,091                         | £3,091                                  | £0                     |
| Rattray Primary School               | £52,800               | £6,044                      | £17,278                        | £6,044                                  | £11,234                |
| Robert Douglas Memorial School       | £30,000               | £140                        | £11,094                        | £140                                    | £10,954                |
| Royal School Of Dunkeld              | £7,200                | £5,205                      | £1,266                         | £1,266                                  | £0                     |
| Ruthvenfield Primary School          | #                     | £282                        | £367                           | £282                                    | £85                    |
| St Dominic's RC Primary School       | £7,200                | £0                          | £1,419                         | £0                                      | £1,419                 |
| St John's RC Academy                 | £58,320               | £70,080                     | £27,685                        | £27,685                                 | £0                     |
| St Madoes Primary School             | #                     | £2,137                      | £2,034                         | £2,034                                  | £0                     |
| St Ninian's Episcopal Primary School | £22,800               | £9                          | £6,457                         | £9                                      | £6,448                 |
| St Stephen's RC Primary School       | £16,800               | £6,092                      | £5,320                         | £5,320                                  | £0                     |
| Stanley Primary School               | £15,600               | £3,648                      | £2,736                         | £2,736                                  | £0                     |
| Community School of Auchterarder     | £31,320               | £7,504                      | £9,394                         | £7,504                                  | £1,890                 |
| Tulloch Primary School               | £64,800               | £27,263                     | £15,106                        | £15,106                                 | £0                     |
| Viewlands Primary School             | £19,200               | £4,727                      | £9,801                         | £4,727                                  | £5,074                 |
| Blairgowrie High School              | £50,400               | £28,288                     | £7,657                         | £7,657                                  | £0                     |
| Breadalbane Academy                  | £14,400               | £1,401                      | £14,617                        | £1,401                                  | £13,216                |
| Crieff High School                   | £32,400               | £18,226                     | £5,438                         | £5,438                                  | £0                     |
| Kinross High School                  | £29,160               | £8,975                      | £9,738                         | £8,975                                  | £763                   |
| Perth Academy                        | £55,200               | £14,849                     | £17,026                        | £14,849                                 | £2,177                 |
| Perth Grammar School                 | £73,200               | £37,369                     | £25,617                        | £25,617                                 | £0                     |
| Perth High School                    | £46,800               | £34,475                     | £46,102                        | £34,475                                 | £11,627                |
| Pitlochry High School                | #                     | £2,064                      | £1,059                         | £1,059                                  | £0                     |
| St John's RC Academy                 | £45,360               | £21,178                     | £15,775                        | £15,775                                 | £0                     |
| Community School of Auchterarder     | £14,400               | £6,283                      | £7,026                         | £6,283                                  | £743                   |
| Fairview School                      | £15,120               | £6,369                      | £6,180                         | £6,180                                  | £0                     |
| <b>Total</b>                         | <b>£1,667,400</b>     | <b>£638,925</b>             | <b>£566,316</b>                | <b>£454,245</b>                         | <b>£112,071</b>        |

**Appendix 2c: Pupil Equity Funding Expenditure by type 2018/19 and 2019/20 to 31/7/19**

|                                       | 2018/19           | 2019/20         |
|---------------------------------------|-------------------|-----------------|
|                                       | To 31/03/2019     | To 31/07/2019   |
| <b><u>Staff Costs</u></b>             |                   |                 |
| Single status - overtime              | £1,930            | £415            |
| Single status -supply                 | £91,067           | £29,482         |
| Teacher - permanent                   | £56,884           | £2,293          |
| Teacher – fixed term                  | £215,970          | £121,406        |
| Teacher -supply                       | £123,066          | £34,845         |
| Single status - salaries              | £508,786          | £226,177        |
| Training/ course single status        | £3,868            | £0              |
| Training/ course teach                | £32,156           | £4,333          |
| <b>Total Staff Costs</b>              | <b>£1,033,725</b> | <b>£418,951</b> |
| <b><u>Property Costs</u></b>          |                   |                 |
| Repairs & maintenance                 | £5,602            | £0              |
| <b>Total Property Costs</b>           | <b>£5,602</b>     | <b>£0</b>       |
| <b><u>Supplies &amp; Services</u></b> |                   |                 |
| Equipment purchase                    | £74,927           | £16,019         |
| Equipment maintenance                 | £206              | £0              |
| General training                      | £1,035            | £0              |
| External consultancy                  | £3,833            | £0              |
| Furniture purchase                    | £24,835           | £1,152          |
| Courier delivery                      | £421              | £97             |
| Venue hire                            | £206              | £152            |
| Text & library books                  | £112,698          | £22,719         |
| Materials                             | £164,748          | £29,884         |
| Bed linen                             | £18               | £0              |
| Tools                                 | £54               | £0              |
| Catering                              | £1,337            | £426            |
| Groceries                             | £2,325            | £469            |
| Clothing                              | £6,104            | £7              |
| Cleaning materials                    | £62               | £0              |
| Protective clothing                   | £50               | £0              |
| Printing                              | £117              | £0              |
| Stationery                            | £10,451           | £144            |
| Purchase of tickets                   | £0                | £375            |
| Photocopying                          | £6                | £0              |
| Photography                           | £15               | £0              |
| Medical services                      | £45               | £15             |
| Fees other                            | £6,432            | £1,400          |
| Postages                              | £4                | £0              |
| IT consumables                        | £257              | £0              |
| IT print peripherals                  | £318              | £0              |
| IT hardware                           | £81,395           | £12,518         |



## Appendix 2

|                                      |                    |                  |
|--------------------------------------|--------------------|------------------|
| IT software                          | £7,905             | £1,229           |
| IT audio visual                      | £11,213            | £88              |
| IT equipment repair                  | £0                 | £138             |
| Internet services                    | £2,535             | £0               |
| IT system licenses                   | £2,996             | £2,751           |
| License /subscription                | £53,899            | £13,442          |
| Recreation facilities                | £3,279             | £1,688           |
| Misc. supplies/services              | £123,335           | £40,302          |
| Present items                        | £80                | £0               |
| <b>Total Supplies &amp; Services</b> | <b>£697,138</b>    | <b>£145,016</b>  |
|                                      |                    |                  |
| <b><u>Travel Costs</u></b>           |                    |                  |
| Transport school activities          | £295               | £1,228           |
| Transport hire                       | £3,800             | £993             |
| Travel                               | £356               | £131             |
| <b>Total Travel Costs</b>            | <b>£4,450</b>      | <b>£2,352</b>    |
|                                      |                    |                  |
| <b><u>Third Party Payments</u></b>   |                    |                  |
| Third party payments                 | £2,000             | £0               |
| <b>Total Third Party Payments</b>    | <b>£2,000</b>      | <b>£0</b>        |
|                                      |                    |                  |
| <b>GRAND TOTAL</b>                   | <b>£ 1,742,916</b> | <b>£ 566,319</b> |



## PERTH AND KINROSS COUNCIL

Scrutiny Committee – 27 November 2019

Council – 18 December 2019

### PERTH AND KINROSS CHILD PROTECTION COMMITTEE (CPC) STANDARDS AND QUALITY REPORT 2018/2019

Report by Chief Social Work Officer (Report No. 19/347)

#### PURPOSE OF REPORT

Perth and Kinross Child Protection Committee (CPC), in compliance with Protecting Children and Young People: Child Protection Committee and Chief Officer Responsibilities (Scottish Government: February 2019), publishes an annual Standards and Quality Report. This Standards and Quality Report, for the academic year 2018/2019 provides an overview of the key activities and work of the CPC to protect children and young people from harm, abuse and exploitation. This report identifies achievements, key strengths and areas for further improvement. It also sets out the CPC's programme of improvement work for the next twelve months and beyond.

#### 1. BACKGROUND/MAIN ISSUES

- 1.1 All Child Protection Committees in Scotland are encouraged to publish an Annual Report in compliance with the requirements described in [\*Protecting Children and Young People: Child Protection Committee and Chief Officer Responsibilities\*](#) (Scottish Government: February 2019). This Standards and Quality Report (S&Q) covers work of the CPC for the academic year from 1 August 2018 to 31 July 2019.
- 1.2 The S&Q report reflects the Care Inspectorate's Quality Indicator Frameworks: [\*How well are we improving the lives of children and young people?\*](#) (Care Inspectorate: 2014) and [\*A quality framework for children and young people in need of care and protection\*](#) (Care Inspectorate: 2018).
- 1.3 The S&Q report presents an overview of performance in services to protect children and young people and is based on sound evidence, obtained through a wide range of single and multi-agency quality assurance and self-evaluation activities. It describes achievements, key strengths and areas for further improvement. It also describes the capacity for continuing improvement and the CPC's improvement programme for the next 12 months and beyond.
- 1.4 The pictorial summary on page 5 of the S&Q report provides a graphic synopsis of the entire S&Q report and identifies increasing key child protection processes and statistical data; improving practice and processes, both being enabled by improved guidance.

- 1.5 The headline statistical data presented on pages 9 to 12 of the S&Q report show that the number of child concern reports has risen for a second successive year; by far the majority continuing to come from Police Scotland. The number of children and young people who have been the subject of an inter-agency referral discussion (IRDs), leading to a child protection investigation, has also continued to grow over the last two years. Whilst this is a very positive development in terms of practice and process improvements, if this trend continues, it will have an impact on inter-agency resource capacity; particularly within Services for Children, Young People and Families.
- 1.6 The key child protection data increases described above, correspondingly impact on the number of children and young people being considered at initial child protection case conferences and subsequently being placed on the Child Protection Register (CPR). The conversion rate from child protection investigation to child protection case conference is 73% and the conversion rate from child protection case conference to registration is 90%; confirming that the children and young people most at risk of significant harm, abuse and exploitation are being correctly identified, managed, supported and protected. Similarly, if this trend continues, there will be an impact on our resource capacity.
- 1.7 For those children and young people whose names have been placed on the CPR (registration), we continue to closely monitor both short term and longer term periods of registration. The areas for concern being recorded most frequently continue to be problematic parental drug and/or alcohol use; domestic abuse and parental mental ill-health, commonly referred to as the 'toxic trio'. Neglect and non-engagement also feature highly, potentially as a result of our increased focus on supporting vulnerable pregnant women pre-birth and up to the first year of their baby's life. Additionally, our staff are increasingly alert in identifying and addressing parental non-engagement and/or disguised compliance. It is also recognised that in every area of concern being recorded, there will be an element of emotional abuse, which we are recording more robustly.
- 1.8 The data (financial year) also shows that referrals to the Scottish Children's Reporter Administration (SCRA) have now fallen, in keeping with national trends and we are confident that we are only referring those children and young people who are in need of compulsory measures of care. The CPC continues to monitor the use of legal measures: particularly Compulsory Supervision Orders (CSOs) and Child Protection Orders (CPOs) which have remained fairly static. Finally, the number of unborn baby referrals has fallen slightly; with the majority continuing to come from Health Services.
- 1.9 This year, the CPC's multi-agency quality assurance and review of child protection practice examined the case files of all 15 children, aged between 6 months and 18 months of age, whose names were placed on the CPR for the first time. The period of interest was January 2017 – January 2019 and the focus was on impact on families; recognition and response to initial concerns; assessing risk and need; care planning, managing risk and effective intervention. The findings presented on pages 14 to 15 of the S&Q report provide reassurance that our key child protection processes remain robust

and that our partnership working remains strong. Of particular note is that the quality of our assessment and planning processes is strong and that there is a recognised improvement in the use and quality of chronologies. However, we acknowledge there is still room for further improvement in terms of early intervention; consistent recording practices and a need to encourage more fathers to be involved in care planning.

- 1.10 Pages 16 to 22 of the S&Q report also evidences a significantly improved picture in the provision of, and access to, advocacy support for children and young people involved in key meetings. Throughout the S&Q report we have evidenced how we are engaging and listening to children and young people and how we are working to keep children and young people safe from harm, abuse and exploitation; in particular from Child Sexual Exploitation (CSE) as described on page 31 of the S&Q report.
- 1.11 The CPC continues to support the work of the Tayside Regional Improvement Collaborative (TRIC) Priority Group 5 (PG5): Safeguarding and Child Protection, which is chaired by Jacquie Pepper, Chief Social Work Officer. The improvement work of this group has gained significant pace and the practice developments are providing added value to the improvement work of the CPC. A concise summary of this work can be found at page 36 of the S&Q report.
- 1.12 In conclusion, the S&Q report evidences our continued capacity for further improvement and our next steps; which are described on page 37 of the S&Q report. This is supported by the evidence contained within the [CPC Improvement Plan 2018 – 2020 at 31 July 2019](#) and the [CSE Work Plan 2017 – 2020 at 31 July 2019](#), both of which accompany this report. Both plans show the progress we have made to date and the planned improvement work being taken forward by the CPC to support frontline practice.
- 1.13 Through the work of the CPC, there is a commitment to remain alert; to continually identify areas of risk; to ensure continuous improvement and to maintain excellence in the work of the CPC.

## **2. CONCLUSION AND RECOMMENDATIONS**

- 2.1 It is recommended that the Council:
  - (i) Notes the wide range of work being carried out by Perth and Kinross Council and partners through the Child Protection Committee, to provide high quality services to protect children and young people, in particular the high level commitment to continuous improvement through self-evaluation; and
  - (ii) Endorses the contents of this report and the Child Protection Committee Standards and Quality Report 2018/2019 (Appendix 1) and the contents of the CPC Improvement Plan 2018 – 2020 at 31 July 2019 (Appendix 2) and the CSE Work Plan 2017 – 2020 at 31 July 2019 Appendix 3).

2.2 It is recommended that the Scrutiny Committee:

- (i) Scrutinises and comments as appropriate on the Child Protection Committee Standards and Quality Report 2018/2019 (Appendix 1); the contents of the CPC Improvement Plan 2018 – 2020 at 31 July 2019 (Appendix 2) and the CSE Work Plan 2017 – 2020 at 31 July 2019 (Appendix 3).

**Author(s)**

| <b>Name</b>           | <b>Designation</b>                                          | <b>Contact Details</b>                                                                     |
|-----------------------|-------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <b>Jacquie Pepper</b> | <b>Chief Social Work Officer, Perth and Kinross Council</b> | <a href="mailto:ECSCCommittee@pkc.gov.uk">ECSCCommittee@pkc.gov.uk</a><br><br>01738 475000 |

**Approved**

| <b>Name</b>          | <b>Designation</b>                                            | <b>Date</b>            |
|----------------------|---------------------------------------------------------------|------------------------|
| <b>Sheena Devlin</b> | <b>Executive Director (Education and Children's Services)</b> | <b>24 October 2019</b> |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | n/a               |
| Workforce                                           | n/a               |
| Asset Management (land, property, IST)              | n/a               |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | n/a               |
| Strategic Environmental Assessment                  | n/a               |
| Sustainability (community, economic, environmental) | n/a               |
| Legal and Governance                                | n/a               |
| Risk                                                | n/a               |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | n/a               |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This section sets out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to Objective No (i).

#### Corporate Plan

- 1.2 This section sets out how the proposals relate to the achievement of the Council's Corporate Plan Objectives.

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

This report relates to Objective No (i).

- 1.3 The report also links to the Education & Children's Services Policy Framework in respect of the following key policy area: Integrated Working.

## **2. Resource Implications**

### Financial

- 2.1 There are no known resource implications at this time

### Workforce

- 2.2 There are no known workforce implications at this time.

### Asset Management (land, property, IT)

- 2.3 There are no asset management implications at this time.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA.

### Strategic Environmental Assessment

- 3.2 The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.3 Not Applicable.

### Legal and Governance

- 3.4 There are no legal implications at this time.

### Risk

- 3.5 There are no associated risks at this time.

- 3.6 N/A



#### **4. Consultation**

##### Internal

- 4.1 The Head of Democratic Services, Head of Finance, Head of Legal Services, Head of Human Resources, the Children, Young People and Families Partnership, Education and Children's Services SMT and the Child Protection Committee and partners have been consulted in the preparation of this report.

##### External

- 4.2 The Child Protection Committee and partners have been consulted in the preparation of this report.

#### **5. Communication**

- 5.1 There are no Communication issues at this time

#### **2. BACKGROUND PAPERS**

None

#### **3. APPENDICES**

Appendix 1: Perth and Kinross Child Protection Committee Standards and Quality Report 2018/2019

Appendix 2: Perth and Kinross CPC Improvement Plan 2018 – 2020 at 31 July 2019

Appendix 3: Perth and Kinross Child Sexual Exploitation (CSE) Work Plan 2017 – 2020 at 31 July 2019





# Standards and Quality Report 2018 / 2019

A child protection community working together to keep children safe.

If you have a concern about a child or young person, please contact

**01738 476768**

or

**childprotection@pkc.gov.uk**



***Protecting Children and Young People: It is Still Everyone's Job***

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|                                   |                                                                                                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------|
| Guardian / Keeper:                | Perth and Kinross<br>Child Protection Committee (CPC)<br>Standards and Quality Report<br>2018 / 2019 |
| Version Number:                   | 1.0                                                                                                  |
| Approved by CYPFP                 | 20/09/2019                                                                                           |
| Approved by CPC:                  | 27/08/2019                                                                                           |
| Publication Date:                 | TBC                                                                                                  |
| Effective From:                   | TBC                                                                                                  |
| Review Date:                      | N/A                                                                                                  |
| ECHR Compliant:                   | Yes                                                                                                  |
| Diversity Compliant:              | Yes                                                                                                  |
| Data Protection / GDPR Compliant: | Yes                                                                                                  |
| FOI Compliant:                    | Yes                                                                                                  |
| Health & Safety Compliant:        | Yes                                                                                                  |

## Preface by the Children, Young People and Families Partnership

The Chief Officers of the public sector organisations in Perth and Kinross, Elected Members of Perth and Kinross Council, Tayside NHS Board and the Command Team of Police Scotland's Tayside Division, are pleased to support the Perth and Kinross Child Protection Committee (CPC) Standards and Quality Report 2018 / 2019.

The [Children, Young People and Families Partnership \(CYFPF\)](#) continually strives for excellence in our children's services and continues to provide strong and robust collective leadership; direction; governance; scrutiny; challenge and support to the work of the CPC. Our individual and collective commitment to the **protection** of children and young people in Perth and Kinross remains paramount.

It is our firm belief that **safeguarding, supporting** and **promoting** the **wellbeing** of all children and young people and protecting them from harm, abuse and exploitation is **everyone's job**. We take this responsibility very seriously and we are committed to **enabling all children and young people to be the best they can be** and to achieving our shared, ambitious and compelling vision that our **children and young people will have the best start in life and Tayside will be the best place in Scotland to grow up**.

We acknowledge the strong partnership work of the CPC; the Working Groups; the wider child protection community and all staff working in the public, private, third and independent sectors across Perth and Kinross; whose commitment, dedication and hard work continues to provide better outcomes for vulnerable children and young people at risk of harm, abuse and exploitation.

Whilst we are pleased that this report shows our child protection services continue to improve, we will continue to remain vigilant. We are not complacent and together with the CPC, we strive for excellence, continuous improvement and to realise fully our capacity for improvement.

We commend and endorse this CPC Standards and Quality Report for 2018 / 2019.

**Karen Reid**  
Chief Executive  
Perth and Kinross Council

**Grant Archibald**  
Chief Executive  
NHS Tayside

**Andrew Todd**  
Chief Superintendent  
Police Scotland – Tayside Division

**Katie Pacholek**  
Locality Reporter Manager  
Scottish Children's Reporter Administration

**Date: 20 September 2019**

## Introduction by the Independent Chair of Perth and Kinross CPC

Welcome to our CPC Standards and Quality Report 2018 / 2019. This report covers the period 1 August 2018 to 31 July 2019.

This is the first CPC Standards and Quality Report I have presented since my appointment as the Independent Chair of the CPC in May 2018. In doing so, I acknowledge both the leadership and commitment of the previous Chairperson, Jackie Pepper, who, in her capacity as Chief Social Work Officer (CSWO), continues to be a key member of the CPC, with a responsibility to provide professional advice and challenge to our partnership work.

Once again, this report presents a high-level overview of our multi-agency activity for the past year. This report identifies our *achievements*; *key strengths* and *areas for further improvement*. It also describes *our capacity for improvement* and our ambitious *improvement programme* and *work plan* for the future.

We continue to proactively engage with the Scottish Government's [Child Protection Improvement Programme \(CPIP\)](#), and earlier this year we embraced and welcomed refreshed national guidance – [Protecting Children and Young People: Child Protection Committee and Chief Officer Responsibilities](#) (Scottish Government: February 2019). This guidance provides us with a platform upon which to refine our strong partnership working arrangements and to ensure our CPC business model remains fit-for-purpose.

2018 / 2019 has been a year of consolidation and continuous improvement as this report will evidence. We are clearly focused on practice change and improvement, which empowers and supports a competent, confident and professionally curious workforce.

We have made and we are continuing to make sustained improvement in our key child protection processes and practices and our capacity to do so remains strong.

In conclusion, I must acknowledge the hard work, commitment and dedication of all our staff, which remains outstanding and which is improving the life chances of all children, young people and families across Perth and Kinross.

**Bill Atkinson**

**Independent Chair of Perth and Kinross Child Protection Committee (CPC)**

**Date: 27 August 2019**

**Pictorial Summary – What key outcomes have we achieved and how are we improving?**

## CPC Standards & Quality Report 2018/19 Summary

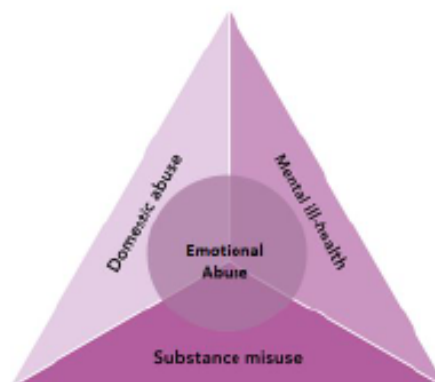


**Numbers Increasing:**  
 Child Concern Reports  
 Inter-Agency Referral Discussions  
 Child Protection Investigations  
 Children considered at ICPC  
 New Registrations on CPR

**31%**  
 fall in total SCRA  
 referrals in the  
 last year



The areas for concern being recorded most frequently continue to be parental mental ill-health; domestic abuse and problematic parental drug and / or alcohol use, commonly referred to as the **toxic trio**.



- Concern for Unborn Babies
- IRDs
- Medical Examinations
- Chronologies
- Resolution & Escalation
- Professional Curiosity
- Trauma Informed Practice
- Information Sharing Assessments
- Child's Plans
- CPCCs
- Legal Measures
- Pre-Birth Support
- Keeping Safe

**Listening to and Seeking Views from  
 Children and Young People**

**IAPK** Independent Advocacy  
 Perth & Kinross



**REACH**  
 Supporting children and young people to be  
 RESILIENT, EMPOWERED, ADVOCATING, CONNECTING, and HELPING



**NSPCC**  
 SCOTLAND



**PKAVS**  
 Extending Lives,  
 Connecting Communities

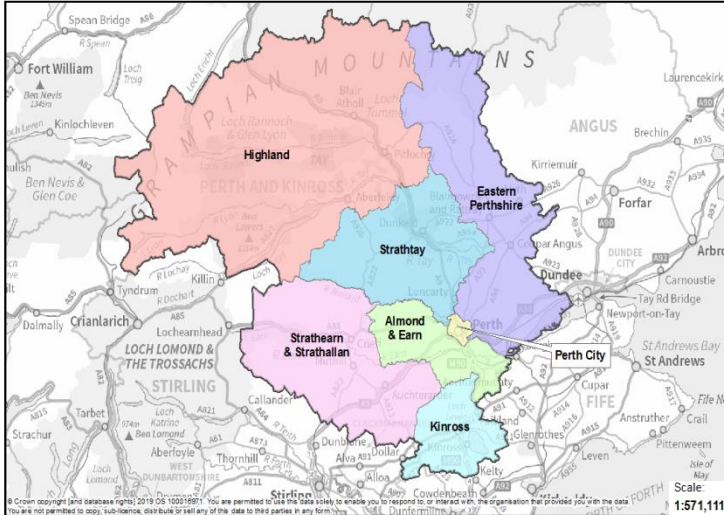
**Getting it Right  
 in Perth and Kinross**  
 Helping children be the best they can be



## Context

This section sets out our shared, ambitious and compelling vision and briefly describes the context within which we deliver our services for children, young people and families across Perth and Kinross.

### Perth and Kinross



Perth and Kinross covers an area of 5,286 square kilometres and is the fifth largest area by land mass in Scotland. The past decade has seen above average growth in population, which now stands at 151,290. Children aged 0-17 make up 18% of the population with numbers expected to remain stable. The geographical distribution of the population across urban, rural and remote areas poses challenges for the planning and delivery of services.

In Perth and Kinross, there are seven community planning local action partnership areas: Perth City; Kinross-shire; Almond and Earn; Strathearn and Strathallan; Highland; Strathay and Eastern Perthshire. These localities each have a local action partnership made up of elected members, communities, and public services. Through the local action partnerships, the community planning partnership identifies their particular needs and challenges. Perth & Kinross council has 40 councillors in 12 electoral wards.

NHS Tayside is responsible for commissioning health care services for residents across Tayside and had a combined population of 416,090 based on mid-year 2017 population estimates published by National Records of Scotland. NHS Tayside's governance includes three major hospitals; a number of community hospitals and also includes over 60 GP surgeries and a variety of health centres staffed by thousands of employees.

The Tayside Division of Police Scotland's command area covers 2000 square miles. The council's education and children's services deliver integrated services for children, young people and families.

### Our Vision

*"The partnerships we evaluated as performing better were able to demonstrate evidence of a clear and shared vision across all partners, one which was jointly owned and, against which, partners could hold each other jointly accountable. This vision was communicated well to staff and other stakeholders and embedded in strategic planning arrangements, including the single outcome agreement, the children's services plan, the child / public protection committee and all other relevant strategic fora"*

[\*The Joint Strategic Inspection of Services for Children and Young People: Review of Findings from the Inspection Programme 2012-2017 \(Care Inspectorate: 2019\)\*](#)

Our shared, ambitious and compelling Vision, articulated in the [Tayside Plan for Children, Young People and Families 2017 - 2020](#) is that:

***"Our children and young people will have the best start in life and Tayside will be the best place in Scotland to grow up"***



## Our Five Priorities:

1. *Our children and young people will have the best start in life, they will be cared for and supported to learn in nurturing environments*
2. *Our children, young people and their families will be meaningfully engaged with learning and combined with high quality learning experiences, all children and young people will extend their potential*
3. *Our children and young people will be physically, mentally and emotionally healthy*
4. *Our children and young people who experience particular inequalities and disadvantage will achieve health, wellbeing and educational outcomes comparable with all other children and young people*
5. ***Our children and young people will be safe and protected from harm at home, school and in the community.***

## National Context

The protection of children and young people in Scotland is set within the wider policy and practice context of [Getting it right for every child](#) (GIRFEC). Fundamentally child protection sits within, and is an integral part of, the wider GIRFEC approach. Both are inextricably linked and prerequisites in improving outcomes for children and young people, keeping them safe and protecting them from harm, abuse and exploitation. The [Scottish Government's Child Protection Improvement Programme \(CPIP\)](#) is the current national improvement programme for child protection across Scotland.

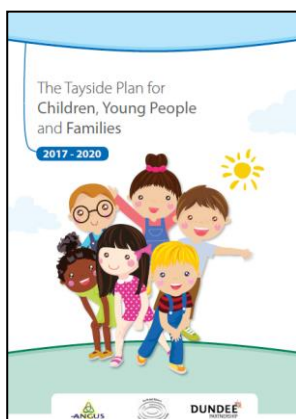
## Local Context



Within Perth and Kinross, **safeguarding, supporting** and **promoting** the wellbeing of all children and young people and protecting them from harm, abuse and exploitation is **everyone's job and everyone's responsibility**. We consider this to be a shared responsibility for all practitioners and managers working across the public, private and third sectors.

## Child Protection Committee (CPC)

The work of the [CPC](#) and partner agencies is fundamental to ensuring better outcomes for our most vulnerable children and young people who are in need of protection from harm, abuse and exploitation. The work of the CPC is articulated by the [CPC Improvement Plan](#); which is aligned with, and supports the [Tayside Plan for Children, Young People and Families 2017 - 2020](#)



## Management Information and Performance Outcomes

This section describes the findings from our CPC multi-agency management information and performance outcome framework and reports on the *headline messages* for 2018 / 2019.

**Evaluation: We are confident that, children and young people in need of care and protection are getting the help they need; when they need it and that we are improving their wellbeing, their life-chances and keeping them safe from harm, abuse and exploitation**

*"Chief officers groups require strong oversight of children's service planning, child protection committees and approaches to emerging needs in order to be assured in the robustness of processes, procedures and practice to keep children and young people safe. To do so effectively, analysis of outcome-focussed data must be coupled with keen questioning and constructive challenge"*

*"In most of the partnerships which we evaluated as better performing, we saw systematic and joint collection and analysis of outcomes-focussed performance data, used to identify good practice, areas for improvement and gaps in local service provision. In the partnerships which we evaluated as better performing, we saw clear CPC priorities which were reported on regularly and publicly. Further, in the partnership we evaluated as 'Excellent' against this quality indicator, we saw partners at the forefront of developments in the complex arena of child protection practice"*

[The Joint Strategic Inspection of Services for Children and Young People: Review of Findings from the Inspection Programme 2012-2017 \(Care Inspectorate: 2019\)](#)

### Background Information and Context

We continue to publish Child Protection Management Information and Statistical Reports on an academic year basis (August to July), in compliance with Scottish Government's annual reporting requirements.

We currently also have in place our own multi-agency CPC Management Information and Performance Outcome Framework, which provides quarterly reports to the CPC on key multi-agency child protection processes. The framework allows the CPC to effectively monitor key child protection processes and practices and to provide reassurance to the CYPFP.

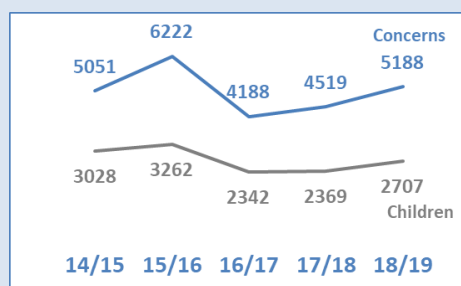
This framework, which reflects both *Getting it right for every child* and child protection processes, includes key performance indicators across key partners and includes output indicators (quantitative indicators showing frequency and volume) and proxy outcome indicators (qualitative indicators showing improved outcomes).

At the time of publication, the CPC is at the forefront of implementing an Outcome-Focussed Tayside Shared Dataset of Child Protection Indicators and Measures which will be closely aligned to the forthcoming National Minimum Dataset for CPCs; all of which will enhance our analytical capability.

### Headline Messages 2018 / 2019

For the purposes of this report, we will present the **headline messages** from our CPC Management Information and Performance Outcome Framework. These are presented for the academic year 1 August 2018 – 31 July 2019 and, where possible, compared with previous years.

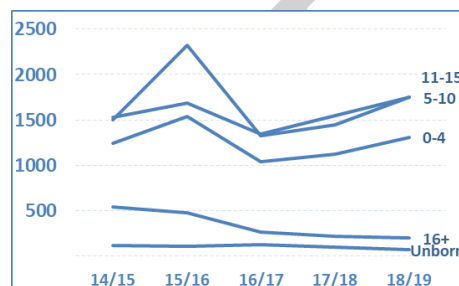
**Figure 1: Child Concern Reports (CCRs)<sup>1 2</sup>**



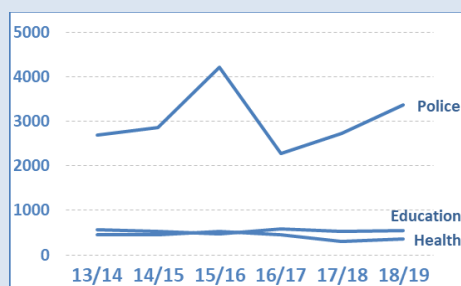
The total number of Child Concern Reports (CCRs) has risen for the second year in a row; while the number of children and young people subject to a CCR has risen more slowly. However the longer trend over the last five years is more steady. CCRs can relate to the same child or young person, particularly where there are multiple or repeated concerns.

**Figure 2: Child Concern Reports by age of Child**

The number of children and young people with a CCR in each age group has remained relatively steady; with the number in the 5-10 and 11-15 age groups again being the largest.



**Figure 3: Child Concern Reports by Source**



The main source of CCRs continues to be Police Scotland, followed by Education Services and Health Services. Overall, these three source groups account for 80% of all CCRs submitted.

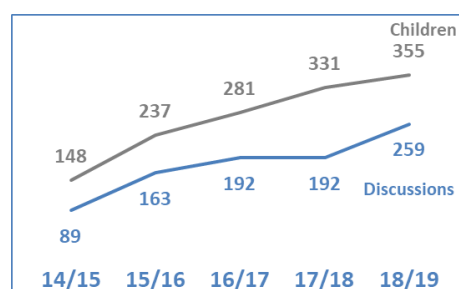
The number of CCRs submitted by Police Scotland has remained lower than the high level in 2015/16; as a result of improved quality assurance measures within Police Scotland.

**Figure 4: Inter-Agency Referral Discussions (IRDs)<sup>3</sup>**

The number of children and young people subject to Inter-Agency Referral Discussions (IRD) continues to rise.

IRDs are recognised as good multi-agency working practice. IRDs can consider more than one child. IRDs can also be repeated.

This increase reflects our commitment to improved practice consistency and recording practices for IRDs.

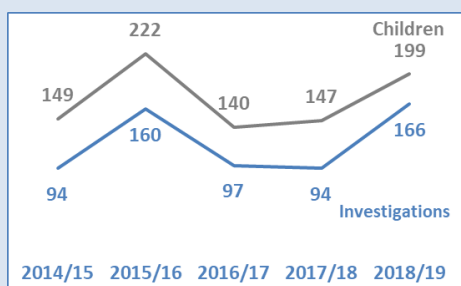


<sup>1</sup> Note: A Child Concern Report (CCR) is a mechanism by which any practitioner or manager across the public, private or third sector, or indeed, any member of the public can raise any worry or concern they may have about a child or young person's health and / or wellbeing; or in relation to whether or not the child or young person is safe and / or in need of care and protection.

<sup>2</sup> Note: Figures are accurate as at 31 July 2019, however they may be updated in subsequent reporting periods due to retrospective data validation and quality assurance processes.

<sup>3</sup> Note: An Inter-Agency Referral Discussion (IRD) is held where there are concerns that a child or young person is in need of care and protection from harm, abuse or neglect; or there is a likelihood or risk of significant harm, abuse or neglect. An IRD is the starting point to determine the next steps. An IRD allows those present to share and exchange information proportionately; to make an initial multi-agency assessment of risks; to agree whether a child protection investigation is necessary and to decide the next steps including safety planning.

**Figure 5: Child Protection Investigations <sup>4</sup>**

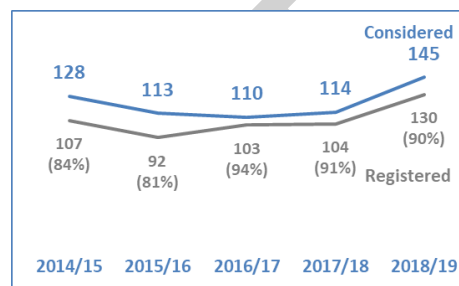


The number of Child Protection Investigations and the number of children and young people subject to an investigation have risen over the last two years; although the longer-term trend is more level. The conversion rate from Child Protection Investigation to Initial Child Protection Case Conference is currently 73%.

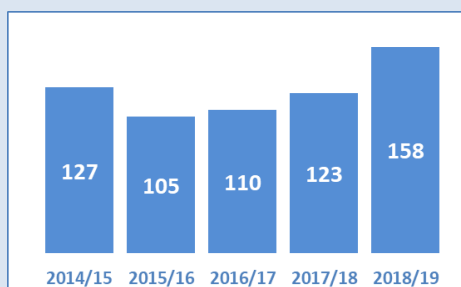
**Figure 6: Children considered at Initial Child Protection Case Conferences (ICPCC)**

The number of children and young people considered at Initial Child Protection Case Conferences (ICPCC) shows a general increase over the last three years.

The proportion of ICPCCs that result in a child or young person's name being placed on the Child Protection Register remains high at 90%, demonstrating that the right children and young people are being considered at ICPCCs.



**Figure 7: New Registrations on the Child Protection Register (CPR)**

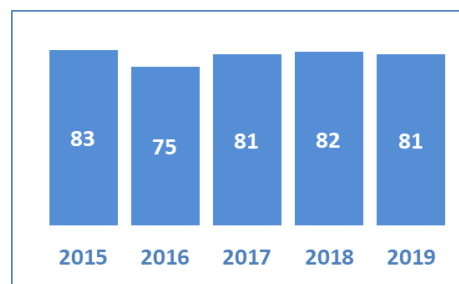


The number of children and young people placed (new registrations) on the Child Protection Register (CPR) during the last year has risen; and has been generally increasing over the last 4 years. These figures include a number of large sibling groups.

Registrations include temporary registrations (for children and young people who move into the Perth and Kinross Council area for a limited period; for a holiday with relatives etc).

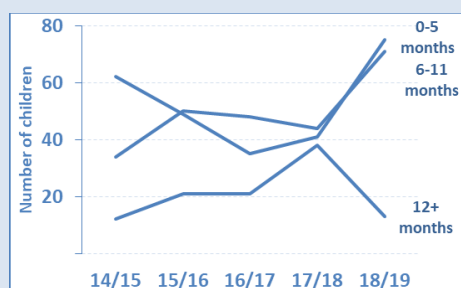
**Figure 8: Children on the Child Protection Register as at 31 July**

Although the number of registrations continues to increase; the number of children and young people on the CPR at 31 July has remained relatively steady over the last 5 years. These figures include sibling groups.



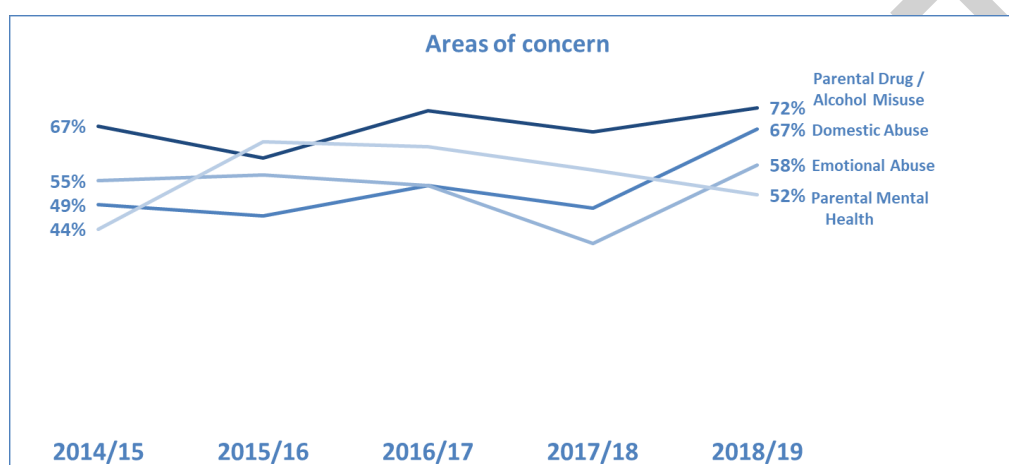
<sup>4</sup> Note: A Child Protection Investigation is carried out jointly by specially trained police officers and social workers. Such investigations are carried out where a Child Concern Report, including an Unborn Baby Referral, indicates that a child or young person is in need of care and protection from harm, abuse or neglect; or there is a likelihood or risk of significant harm, abuse or neglect.

**Figure 9: Length of Registration**



Most registrations last less than a year and the number of children and young people who remain on the CPR for 12 months or more has fallen significantly; following a general increase over the last few years. The CPC closely monitors registration rates and in particular de-registrations, re-registrations and length of time children and young people remain on the CPR.

**Figures 10a: Number of Children: Areas of Concern <sup>5</sup>**



Problematic parental drug and / or alcohol use, domestic abuse and parental mental ill-health (commonly referred to as the toxic trio) continue to feature heavily in the areas of concerns being recorded. In relation to emotional abuse, it is recognised that in every area of concern there will be an element of emotional abuse which we are assessing and recording more robustly. Whilst neglect and non-engagement appear to have risen sharply, this can be partly attributed to a more alert workforce and through our partnership work to support and protect vulnerable pregnant women.

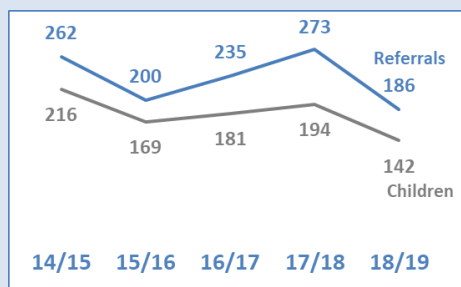
**Figure 10b:**

| Area of concern                  | 14/15 | 15/16 | 16/17 | 17/18 | 18/19 |
|----------------------------------|-------|-------|-------|-------|-------|
| Parental Drug / Alcohol Misuse   | 67%   | 60%   | 71%   | 66%   | 72%   |
| <i>Parental Drug Misuse</i>      | 37%   | 28%   | 35%   | 30%   | 42%   |
| <i>Parental Alcohol Misuse</i>   | 31%   | 32%   | 36%   | 36%   | 30%   |
| Domestic Abuse                   | 49%   | 47%   | 54%   | 48%   | 67%   |
| Emotional Abuse                  | 55%   | 56%   | 54%   | 40%   | 58%   |
| Parental Mental Health           | 44%   | 64%   | 63%   | 57%   | 52%   |
| Neglect                          | 42%   | 37%   | 34%   | 24%   | 35%   |
| Non-engaging family              | 55%   | 53%   | 36%   | 25%   | 33%   |
| Other                            | 57%   | 63%   | 35%   | 27%   | 19%   |
| Sexual Abuse                     | 13%   | 9%    | 13%   | 12%   | 11%   |
| Physical Abuse                   | 17%   | 31%   | 23%   | 15%   | 8%    |
| Child Placing Themselves At Risk | 10%   | 13%   | 13%   | *     | *     |
| Child Sexual Exploitation        | -     | -     | *     | *     | *     |

<sup>5</sup> Note: Areas of Concern are the registration categories for placing a child or young person's name on the CPR and these have been specified by Scottish Government. Children and young people can have more than one area of concern recorded; the category classified as other is undefined to cover any and all other issues. \*Totals of less than 5 have been suppressed.

**Scottish Children's Reporter Administration (SCRA)**  
(figures based on Financial Years (01 Apr – 31 Mar))

**Figure 11: Referrals to SCRA**

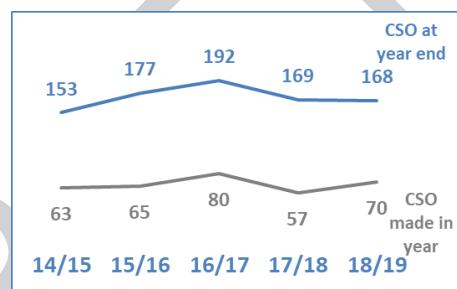


The number of children and young people referred to SCRA has fallen; following a general upward trend over the last three years. This reflects a national trend of continued reductions. Sibling groups are included within these figures.

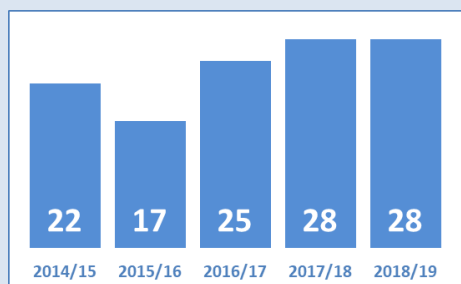
Awareness raising with staff now ensures that referrals to SCRA specifically describe the need for compulsory measures of care, particularly when alternative support measures are not appropriate.

**Figure 12: Compulsory Supervision Orders (CSOs)**

The number of children and young people placed on Compulsory Supervision Orders (CSOs) during the year has risen slightly; but the number of children and young people on a CSO at the end of the year has remained relatively steady.



**Figure 13: Children placed on Child Protection Orders during the year**



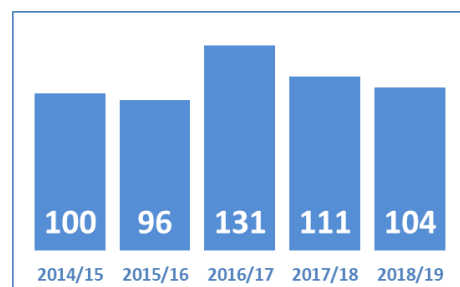
The number of children and young people placed on Child Protection Orders (CPOs) has been generally increasing over the last five years. These figures include a number of large sibling groups.

These figures continue to be above the national average and higher than other comparator local authority areas. These figures are being closely monitored.

The number of Unborn Baby Referrals has reduced; following a large increase in 2016 / 2017. The partnership continues to work with [The Centre for Excellence for Children's Care and Protection \(CELCIS\)](#) to develop a support pathway for vulnerable pregnant women which is aimed at *Addressing Neglect and Enhancing Wellbeing (ANEW): Getting it Right in Perth and Kinross; Pre-Birth and into the First Year of Life*.

The areas of vulnerability continue to be similar to the areas of concern for registration mentioned above.

**Figure 14: Unborn Baby Referrals <sup>6</sup>**



<sup>6</sup> Note: Currently an Unborn Baby Referral is a mechanism by which any practitioner or manager across the public, private or third sectors, can raise any worry or concern they may have about an unborn baby's health and / or wellbeing; or in relation to whether or not that baby will be safe and / or in need of care and protection, pre-birth and / or after birth.



## How well do we meet the needs of our stakeholders?

This section describes the **impact** we are having on the **wellbeing** of children and young people; how we are keeping them safe from harm, abuse and exploitation and the extent to which their lives and life chances have been enhanced. It describes the **impact** on families and the extent to which family **wellbeing** has been strengthened. It describes the **impact** on staff and recognises the extent of their motivation, involvement and contribution. It also considers the **impact** on the community and the extent of their participation, engagement and confidence across Perth and Kinross.

### Quality Improvement Framework

Quality Assurance and Self-Evaluation are central to continuous improvement and based on a model developed by the [European Foundation for Quality Management \(EFQM\)](#). The EFQM model is widely used across local authorities, other bodies and by CPCs.

Quality Assurance and Self-Evaluation are neither bureaucratic nor mechanical processes; they are ongoing reflective processes to measure performance, improvement and outcomes.

Underpinning the quality assurance and self-evaluation work of the CPC and its partners, are recognised quality improvement frameworks.

They provide a framework of quality indicators to support quality assurance and self-evaluation which leads to improvement across services for children, young people and families. They place the child at the centre and are applicable to the full range of services which contribute to the wellbeing of all children, young people and their families.

These frameworks are designed to provide a complementary approach to robust quality assurance, self-evaluation and independent scrutiny.

Using the same set of quality indicators reinforces the partnership between internal and external evaluation of services. These frameworks provide the CPC and its partners with a toolkit to help with evaluating and improving the quality of services children, young people and families. These frameworks do not replace existing approaches to quality assurance and self-evaluation; they complement them.

These frameworks are:



[2005](#)



[2009](#)



[2014](#)



[2018](#)

## Impact on Children, Young People and Families

**Evaluation: We are confident that we listen carefully to, understand and respect children, young people and their families and that we are helping them to keep themselves safe. A range of early intervention and family support services are improving children and family wellbeing**

### **Multi-Agency Case Review 2019**

Since 2014, the CPC has taken a broader, more systematic, multi-agency approach to evaluating key child protection processes and practices and committed itself to a *whole-system approach* and a *more refined methodology*, using recognised quality improvement frameworks.

This year, in keeping with the findings from last year's Joint Inspection and from our own performance management information, we have again adopted a more intelligence-led approach in identifying the key practice areas for review and quality assurance. This year our practice focus has been on *impact on families; recognition and response to initial concerns; assessing risk and need; care planning, managing risk and effective intervention*, all with a particular focus on the *use of legal measures*.

This year's in-depth review commenced in May 2019 and involved a multi-agency team of reviewers – social workers and health practitioners; with support from police and the Scottish Children's Reporter Agency (SCRA).

This year's review involved the reading and examining of 15 multi-agency case files / records, relating to children aged between 6 months and 18 months of age, at the point of child protection registration. The time period of interest was January 2017 to January 2019.

**In terms of impact**, the initial high-level findings from this exercise have identified the following key practice strengths and areas for improvement:

#### **Key Strengths**

- strong evidence of staff working hard to build and maintain honest, trusting and supportive relationships; listening to families and actively seeking and recording views
- staff alert to non-engaging families; those displaying disguised compliance and working persistently to secure and ensure positive engagement and improvement
- very good evidence that multi-agency involvements and intensive support services are securing change, improvement in lifestyles and helping to improve parenting capacity
- good information sharing and communication; key child protection processes are being used effectively by staff when concerns about safety and wellbeing are identified
- robust evidence-based assessments being used effectively to identify and address risks and needs
- strong evidence that there is an improved use of chronologies, described by the multi-agency review team as *clear, comprehensive, extensive, thorough, concise and robust* to identify emerging patterns and escalating risks
- comprehensive child's plans, supported by robust assessments and chronologies were being used effectively to keep children safe
- strong evidence of multi-agency partnership working, effective core groups and review case conferences monitoring improvement and outcomes of plans



## Areas for Improvement

- some opportunities to improve consistent recording practices within and across services / agencies – particularly in relation to recording views and feedback
- despite many clear attempts to engage with, and involve fathers / dads; the challenges in doing so require further multi-agency consideration
- some evidence that pre-birth wellbeing concerns could have been recognised and responded to more quickly; particularly following failed or missed appointments and / or repeat concerns
- some inconsistencies in terms of child's plans which need to be clearer in defining outcomes

## Conclusion

Overall, this year's review and quality assurance of child protection has once again identified a number of existing and emerging key strengths and some areas for improvement.

We identified a multi-agency workforce, growing in confidence and competence, when working with challenging behaviours.

We also identified good use was being made of single and multi-agency child protection processes, in particular chronologies, assessments and child's plans. We also identified that a range of legal measures were being used effectively by staff.

However, we also identified some areas for improvement and a need for more practice consistency which we are working to address.

The following diagram provides a visual summary of the Evaluations given by the multi-agency review team, using the Care Inspectorate's six-point scale (Excellent; Very Good; Good; Adequate; Weak and Unsatisfactory) <sup>7 8</sup>.



<sup>7</sup> [A quality framework for children and young people in need of care and protection](#) (Care Inspectorate: July 2018).

<sup>8</sup> Note: Most means 75% to 90%, Majority means 50% to 74%.



### **Improving Child Protection Case Conferences (CPCCs)**

In 2017 / 2018, we reported upon the appointment of a seconded, fixed term (up to 18 months), Improvement Officer; tasked with chairing, quality assuring and improving the overall performance management of CPCCs and improving the experience of children, young people and their families attending CPCCs.

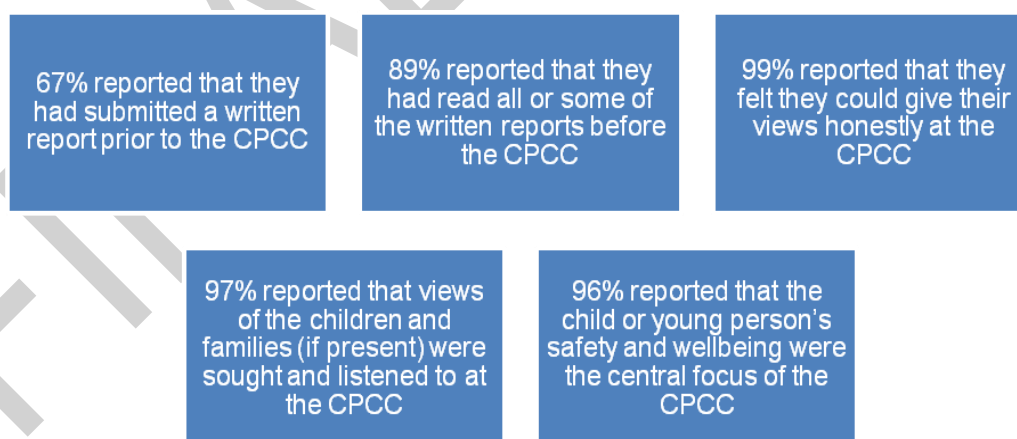
This appointment represented a significant investment and our commitment to continuous improvement, through self-evaluation and quality assurance. This seconded commenced in December 2016 and ended in March 2018.

However, the drive to continue to improve performance and experience has continued. At the end of the secondment period, an ambitious plan was put in place to ensure that the focus on improving quality and meeting national standards was maintained.

**In terms of impact**, the following has been achieved and is being sustained:

- established a Peer Review Group for the Chairs of CPCCs which meets regularly to promote quality and consistency of the chairing processes and decision-making. This Group comprises of four Improvement Officers and the Service Manager for Fieldwork, Services for Children, Young People and Families
- completed a quality assurance exercise early 2019; all four Improvement Officers observed each other chairing a CPCC. This enabled shared learning from each other and identified key strengths and areas for improvement in chairing these complex meetings
- provided regular inputs and presentations to the CPC Practice Improvement Working Group, allowing multi-agency partners to share learning and promote improved CPCC practices within their own services / agencies
- improved the CPCC electronic invitation system and the sharing of reports by sending out a single electronic update; thus ensuring all reports are shared at least 48 hours prior to a CPCC

We have also continued to seek the views of multi-agency practitioners who have attended CPCCs via an OnLine Survey. **In terms of impact**, the following diagram provides a visual summary of the feedback from 293 multi-agency practitioners who attended CPCCs between October 2018 and July 2019:



### **Conclusion**

Overall, it appears that performance in this complex area of work is continually improving. Increasing numbers of practitioners are taking time to respond to our post-CPCC survey. We continue to support this work by way of guidance and multi-agency staff learning and development opportunities. We are also working hard to maintain sustained improvements in terms of CPCC timescales.



## Children and Youth Rights Work – Listening and Seeking Views

2018 / 2019 has been a very busy year for the Children and Youth Rights Officer (CYRO) and the Who Cares? Scotland Worker.

Throughout this year, we have continued to review the arrangements for advocacy and for seeking the views of children and young people at key child protection meetings and at Looked After Reviews.

In terms of advocacy and seeking views, we have further reviewed and improved the existing arrangements and strengthened these with a service level agreement with Independent Advocacy Perth & Kinross. A multi-agency Advocacy Working Group was also established at the beginning of 2019.

These improvements have resulted in specific workers being allocated to three key groups of children and young people; those who are looked after and accommodated; those who are looked after at home and those who are open to child protection services. In addition, the CYRO has continued to support children and young people with advocacy who are not open to social work.

These arrangements, coupled with new technologies such as the Mind of My Own App and the All About Me Form, have resulted in an increase in the number of children and young people having their views presented and heard at various meetings.

**In terms of impact,** the following information demonstrates a growing increase in the number of children and young people who have had their views advocated / presented at key meetings since July 2018, either by workers or advocates via the submission of an All About Me Form:

- 148 children and young people's views presented at a Child Protection Case Conference (CPCC) by their social worker, carer, advocate or other professional
- 216 looked-after children and young people's views presented at a Looked-After Conference (LAC) by their social worker, carer, advocate or other professional
- 134 children and young people helped to submit an All About Me Form to CPCCs and LAC

## Children's Rights

The CYRO also continues to carry out a wide range of other duties in relation to children and young people's rights and respect work including:

- continuing to be the strategic lead for Rights Respecting School Awards; supporting and assessing schools and supporting the working group
- coordinating responses (including young people's views) to Scottish Government consultations regarding rights related issues and family law
- delivering training, both internally and externally to Third Sector organisations
- providing inputs on rights and advocacy at Team Development Days, AGMs and Meetings
- supporting the Corporate Parenting Worker with the Individual Grants process
- continuing to support the Fun Young Individuals Group (FYI)
- representing P&K at the Scottish Children's Rights Officer's Network (SCRON)
- serving as a member of the CPC

## Conclusion

The work of the Children and Youth Rights Officer (CYRO) and the Who Cares? Scotland Worker remain key strands in our improving framework for the provision of advocacy and in listening to and seeking the views of children and young people.



## **Independent Advocacy Perth & Kinross (IAPK)**

**IAPK** works with children and young people who are experiencing mental health issues; have a learning disability or are looked-after at home.

In keeping with the [CPC's Improvement Plan](#), IAPK is now providing independent advocacy support to children, young people and their parents, who are subject to child protection processes and systems, e.g. child protection case conferences; child protection registration; core groups; looked-after reviews; children's hearings and at permanency planning meetings.

IAPK provides confidential and free independent advocacy to support people to have their voice heard, so that they are involved in decisions which affect their lives. IAPK supports people to access information with the intention of increasing their confidence and control over their own situation.

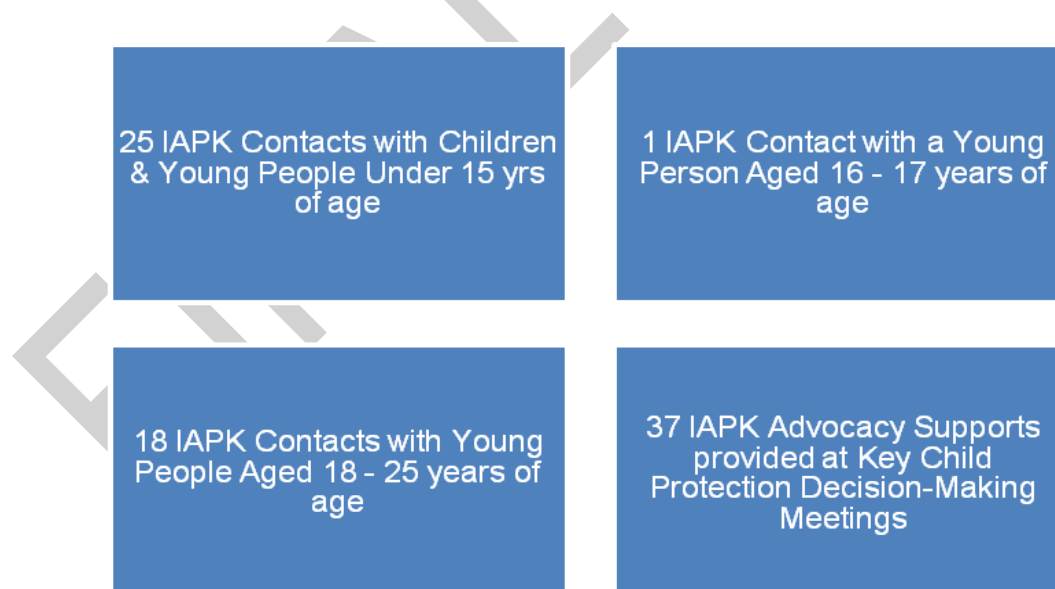
IAPK believe people have more presence and involvement in these processes and are more likely to be able to influence change in themselves and / or their position.

Independent Advocates speak on behalf of people who are unable to speak for themselves, or choose not to do so. They safeguard people who are vulnerable or discriminated against, or whom services / agencies find difficult to support and engage with. IAPK can offer these opportunities without any conflicts of interest.

IAPK has recently secured a 21 hour post to provide Independent Advocacy provision to children and young people who are looked-after at home; recognising that this is a high risk group of children and young people.

Having been able to recruit an Independent Advocate with specific skills in communication work with children and young people is now delivering significant improvements in practice and outcomes for children and young people in Perth and Kinross.

**In terms of impact**, the following diagram provides a visual summary of IAPKs child protection related advocacy support work between February 2019 and June 2019 within Perth and Kinross:



## **Conclusion**

The work of IAPK remains a key strand in our improving framework for the provision of advocacy and in listening to and seeking the views of children and young people.



## **Mind Of My Own**

In Perth and Kinross, the [Mind Of My Own App](#) has been available since August 2017 as a means of gaining children and young people's views for and at their decision-making meetings; to tell us anything they would want to change; to tell us what is going well, or to make a complaint. The App is available to all

children and young people over 8 years of age who are supported by Services for Children, Young People and Families; including those children and young people whose names have been placed on the Child Protection Register (CPR); those who are looked-after at home and those who are looked-after and accommodated away from home.

**In terms of impact**, since first introduced in August 2017:<sup>9</sup>



The App is systemically being rolled out and its use is steadily growing. Children and young people are using the App most often when preparing for a decision-making meeting; with 32% of statements received for this purpose. The next highest usage is when they are preparing for their worker visiting; with 25% of statements received for this purpose.

### ***So what children and young people are telling us?***

Up until June 2019, 97% of children and young people felt positive about where they live; with 80% of children and young people saying they were feeling positive in general.

## **Recent Developments**

An exciting development took place in January 2019 with the commissioning of the Mind Of My Own Express App in Perth and Kinross. This App has been developed to get the views of much younger children and those with a disability. This App uses sounds, pictures and emojis to gain the views of younger children who may have a range of disabilities; including those who are non-verbal. This has allowed the App to be more inclusive and obtain the views of these children who are often much more difficult to reach. Since January 2019, we have received 66 statements from children via the Mind Of My Own Express App, which is a very positive start. The App has also been extended for use by Young Carers.

## **Looking-Ahead**

It is known that many children and young people can struggle with their mental health and many more experience compromised wellbeing. As a means of identifying issues that may affect a child or young person's emotional health, a new scenario is being developed within the Apps. Known as Mind Of My Own My Well-Being, this App is being designed to help children and young people share their hopes, fears and worries in a way that suits them.

<sup>9</sup> Note: Mind Of My Own Account levels can vary as Accounts are appropriately opened / closed by Users.





## REACH

**REACH** in Perth and Kinross originated from a Transformation Project on the Review and Remodelling of Residential Care.

REACH has been created to provide a 'one stop' multi-disciplinary response to the needs of young people aged 12 – 18 years of age and to their families across Perth and Kinross.

The primary focus for REACH is to offer intensive and flexible support and help improve outcomes for young people who are looked-after or who are at risk of becoming accommodated and are therefore "on the edge of care".

REACH provides individualised support and employs the skills of dedicated professionals from a range of disciplines to help young people to remain in their families, schools and communities and prevent the need to move to alternative residential care.

The long term aim is to enable young people to flourish within their community and to become healthy, resilient and resourceful adults.

**In terms of impact,** REACH provides a 24/7/365 service provision and between 1 April 2018 and 31 March 2019, REACH has supported 50 young people; 17 of whom were already looked-after.

On 25 April 2019, a formal event to recognise the work and commitment to achieve this innovative transformation took place at the newly refurbished REACH premises at Almondbank House in North Muirton, Perth.





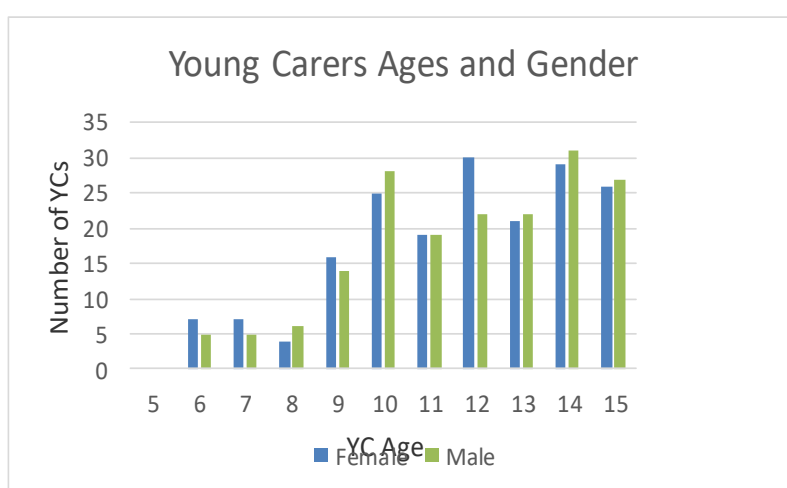
## Young Carers

[PKAVS Young Carers Hub](#) continues to support children and young people aged between 5 and 18 years old to cope with what can often be an all-encompassing caring role.

A Young Carer is anyone under the age of 18 and still at school, whose life, is in some way, restricted because of the need to take responsibility for the care of a person who is ill; has a disability; is experiencing mental distress or is affected by substance misuse.

Over 40% of the 335 young carers PKAVS currently support come from single parent families and so often these children and young people are not only a young carer, but the main carer.

The age and gender breakdown of those young carers currently being supported by PKAVS is:



On 1 April 2019, PKAVS moved to a dedicated Carers Centre, in Lewis Place, Perth which now includes the Barbara Vaughan Young Carer's Den; named after and dedicated to the late Councillor Barbara Vaughan, in recognition of her local work and support for young carers.



The Den provides a safe, comfortable place for young carers to access and meet.

It may be that they want to meet other young carers they've made friends with at the Den; or they may want to use it to come and talk to their support worker; or they may just want to use it to give themselves a quiet retreat and break from their caring role.



At present, much of the work is being driven by consultation with the young carers and the families being supported. Consultation is embedded and on-going at respite groups and after day trips and residential breaks.

In June 2019, the Annual Young Carers Consultation event took place and provided a chance to talk to young carers first hand and seek their views on what the service should deliver in the next 12 months.

The photograph above is just one example of the level of feedback received from young carers at the event. These are suggestions from young carers about what they would like their support to look like over the next 12 months. At present, PKAVS supports 335 young carers with an average 10 new referrals for hidden young carers every month.

**In terms of impact**, the following is a snapshot of some recent feedback:

*"The service is outstanding, life-changing, support is invaluable. Great team! We love you guys :) xxx"*

(A mother of 2 young carers aged 12 and 9 years old)

*"I love the service and I'm sure my son does too! It's amazing to see his smile when he comes home!"*

(A parent of a young carer aged 9 years old who stated her son no longer stammers since receiving support from PKAVS young carer's service)



**NSPCC**  
SCOTLAND

### **NSPCC Schools Service – Perth and Kinross**

The [NSPCC Schools Service: Speak Out. Stay Safe Programme](#) continues to be delivered, free-of-charge to Primary Schools across Scotland, and the rest of UK to ensure that children and young people:

- understand abuse in all its forms and recognise the signs of abuse
- know how to protect themselves from all forms of abuse
- know how to get help and the sources of help available to them including the [ChildLine](#) service.

Within Perth and Kinross, this programme is delivered as part of the wider sexual health and wellbeing programme and has been offered to Primary Schools in Perth & Kinross since November 2013 and from August 2016 has been offered to every Primary School, every two years.

**In terms of impact**, this academic year the programme was delivered in 37 Perth and Kinross Primary Schools to almost 5,500 pupils. Many of the Primary Schools have now received the programme multiple times. The programme was also delivered at Ardvreck, Craigclowan and Morrison's Academy Independent Schools. All events are evaluated via an OnLine Survey.



An important development has been the roll-out of the programme to children and young people with additional support needs (mild to moderate learning difficulties). This programme was introduced to staff at Fairview School and Inchview Primary School Specialist Provision and after some discussion with staff at Fairview School, the P1-3 Assembly was delivered to groups of pupils there.

In addition, the Adult Workshop “Keeping Children Safe Online” continues to be offered to every Primary School and was delivered in 13 settings to around 112 adults across Perth and Kinross.

In September 2018 the programme was delivered in St Stephen’s RC Primary School, marking a key milestone in our partnership work with the NSPCC.



Perth & Kinross Council's Lifelong Learning Convener, Councillor Caroline Shiers commented:

*“The visit to St Stephen’s RC Primary School marks a key milestone in the delivery of the Speak Out Stay Safe programme in Perth and Kinross: NSPCC Scotland have now attended all our primary schools to present very useful advice and guidance to assist school staff, parents and carers, and provide children with the information they need to stay safe and where to seek help*

*from. This is key to our ambitions to make sure our children are safe and protected. I am pleased that our continuing partnership with NSPCC Scotland is helping to make such a valuable difference”.*

| <b>School Staff – Key Comments / Feedback</b>                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We recommend that you reinforce the messages from the assembly after our visit as this can help the children with their learning and development. Is this something you have or will be doing?                          | <p><i>“Yes, follow up discussions through our Circle Time sessions and as part of our building resilience programme”</i></p> <p><i>“Yes, we will reinforce the message though our school values which are Safe, Respect, Responsible”</i></p> <p><i>“Yes, regular lessons around children’s safety, responsibility, children’s rights, anti bullying and online safety”</i></p> |
| Following our visit please rate the impact of the sessions on your pupils’ understanding of child abuse                                                                                                                 | <p><i>“They know a lot more – they were encouraged to think about different forms of abuse and discuss different scenarios”</i></p> <p><i>“They know a lot more – sexual abuse as I feel the teachers are unaware of how to approach this subject and maybe don’t go into much detail about it so this opened the door to this chat”</i></p>                                    |
| We would like to capture any comments that children made following the assembly and / or workshop presentations. Could you please detail any quotes or observations from children that would be helpful for us to know? | <p><i>“Children were engaged in the discussions throughout the workshop and wanted to continue conversations after”</i></p> <p><i>“One child commented that it made them feel better about who to contact”</i></p>                                                                                                                                                              |



## **Getting it Right: Keeping Your Child Safe Event 2019**

This year we held our 8<sup>th</sup> annual event on 7 March 2019 in the Playhouse Cinema, Perth. This popular event continues to be targeted at inter-agency practitioners, managers, parents and carers in Perth and Kinross.

This annual event aims to raise further awareness and a better understanding about *keeping children and young people safe from harm, abuse and exploitation, specifically whilst online*; with a continuing focus on new technologies and emerging risks.

This year, guest speakers provided inputs and presentations on *social media and the impact on mental health; online grooming; online gaming and the dark net*. Three separate sessions took place in the morning, afternoon and evening with a minimum of 710 delegates attending this event.

Of those who attended this year's event, a total of 279 (39%) took time to complete an exit evaluation form prior to leaving. All the inputs, presentations and speakers were evaluated very highly.

**In terms of impact**, 127 of 279 (46%) delegates reported that their understanding of online risks was *much improved*; 135 (48%) reported that their understanding was *improved* and only 6 (2%) reported *no change* in their understating. The following is a small representative snapshot of delegate comments / feedback in relation to their immediate learning:

*"Communicate, use your common sense and teach your kids about the online world, but keep yourself up to date too"*

*"The dark net is still scary, but I now know more therefore more aware of the risks. Forewarned is forearmed"*

## **Conclusions**

Once again, this award winning, annual event attracted a large audience and has been evaluated very highly. Following this event, key messages and learning for children, young people, families and practitioners was extracted and shared by the CPC via social media platforms and with Schools.

At the time of publication, planning is underway via the Tayside Regional Improvement Collaborative (TRIC) Priority Group 5 (PG5): Safeguarding and Child Protection to share the context, content and learning from these events. Planning is also underway on building similar type events in Angus and Dundee, which if successful, they plan to place on a sustainable annual footing.

## Impact on Staff

**Evaluation:** We are confident that we are developing a competent, confident and skilful workforce. Our staff are highly motivated and committed to their own continuous professional development. We are empowering and supporting our staff with a wide range of evidenced-based multi-agency learning and development opportunities, which are evaluated highly and having a positive impact on practice. The content of these learning and development opportunities take account of changing legislative, policy and practice developments and local challenges.

### Staff Learning and Development

All CPC inter-agency child protection staff learning and development opportunities continue to be compliant with [National Guidance](#), which we have translated into our robust and dynamic [CPC Inter-Agency Child Protection Learning and Development Framework](#).

We continue to provide a wide range of flexible, refreshed, inter-agency staff learning and development opportunities to the *general contact workforce*; *specific contact workforce* and the *intensive contact workforce*; within our existing budget and free-of-charge at the point of delivery.

We continue to collate on-the-day / exit evaluations, which are consistently high.

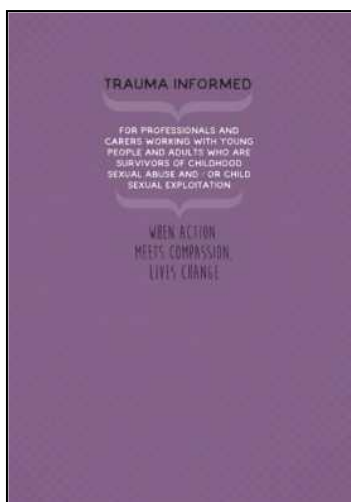
**In terms of impact**, the following Table provide an analysis of some the inter-agency child protection staff learning and development opportunities we have provided throughout 2018 / 2019:

| <b>CPC Inter-Agency Staff Learning and Development Opportunities<br/>(01/08/2018 – 31/07/2019)</b> |                      |                        |
|----------------------------------------------------------------------------------------------------|----------------------|------------------------|
| <b>Title of Course</b>                                                                             | <b>No of Courses</b> | <b>No of Attendees</b> |
| <i>Child Wellbeing and Protection Course (Introductory) (One-Day)</i>                              | 3                    | 71                     |
| <i>Designated Child Protection Officer Course (One-Day)</i>                                        | 3                    | 75                     |
| <i>Inter-Agency Working in Child Protection Course (One-Day)</i>                                   | 1                    | 15                     |
| <i>Working with Hostile and Non Engaging Families (One-Day)</i>                                    | 2                    | 25                     |
| <i>Online Risks for Children and Young People (Half-Day)</i>                                       | 1                    | 12                     |
| <i>Working with Children and Families Affected by Parental Substance Use (GOPR) (Half-Day)</i>     | 3                    | 52                     |
| <i>Child Sexual Exploitation Course (One-Day)</i>                                                  | 3                    | 55                     |
| <i>Trauma Informed Practice (CSA and CSE)</i>                                                      | 4                    | 85                     |
| <b>Total</b>                                                                                       | <b>20</b>            | <b>390</b>             |

In addition to the above, we have continued to promote and make available our OnLine staff learning and development opportunities.

**In terms of impact**, the following Table provide an analysis of the OnLine activity throughout 2018 / 2019:

| <b>OnLine Staff Learning and Development Opportunities – OnLine Modules</b><br><b>(01/08/2018 – 31/07/2019)</b> |                                                       |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>Title of Course</b>                                                                                          | <b>No of Unique Users<br/>(Internal and External)</b> |
|                                                                                                                 | <b>2018 / 2019</b>                                    |
| <i>Child Protection OnLine Module</i>                                                                           | 1,303                                                 |
| <i>Adult Support and Protection OnLine Module</i>                                                               | 666                                                   |
| <i>Getting it Right for Every Child (GIRFEC) OnLine Module</i>                                                  | 1,206                                                 |
| <b>Total</b>                                                                                                    | <b>3,175</b>                                          |



### **Trauma Informed Practice**

Last year, following a Joint Conference (192 multi-agency delegates) in March 2018, we reported upon our ongoing partnership work with RASAC P&K to develop a trauma informed workforce across P&K.

Throughout 2018 / 2019 this work has continued and we have:

- published and disseminated [P&K Trauma Informed Practice Guidance](#) for practitioners working with children, young people and adult survivors of CSA / CSE
- held two multi-agency Trauma Informed Managers Briefings; two multi-agency Trauma Informed Practice Training Sessions and two multi-agency Trauma Informed Practice Resourcing Workshops

In total, 85 multi-agency delegates have attended these partnership training events, which they evaluated very highly. Further partnership work is planned to significantly increase these training opportunities in an attempt to establish a critical mass of trauma informed and aware practitioners across P&K.

**In terms of impact**, the following is a small sample of practitioner feedback from various courses:

*"As a Team Leader I have been discussing trauma informed practice with my team and plan to embed this into daily practice"*

*"I am now more alert to non-engagement behaviours and how to approach these difficult situations. I will share this with my Team"*

*"I plan on using the GOCR Toolkit in my day-to-day practice. I will also share this knowledge with my colleagues"*

*"I now know the signs to look out for and how and who to report this to if I am worried or concerned about a child"*

## Impact on the Community

**Evaluation:** We are confident that the CPC is transparent and public-facing; that we are providing highly evaluated public information that is accurate, relevant and useful in terms of helping to keep children and young people safe; that we are communicating, listening and actively engaging with the community, building capacity and helping to keep people safe in their communities.

### Public Information, Communication and Engagement

#### Child Protection Website

The [CPC Child Protection Website](#), hosted on the PKC Website, remains fundamental to the CPC's approach to public information, communication and engagement. This public-facing website ensures the work of the CPC remains open and transparent.

Throughout 2018 / 2019, the website has been continuously improved, refreshed and increasingly being seen as a one-stop hub for child protection information.

**In terms of impact**, the following Table provides some high-level information on some key pages within the child protection website; showing unique user activity, page activity and an impact analysis between last year and this year. Many of the users went on to look at one or more sub-pages within the child protection website:

| <b>CPC Website Single User and Page Activity 1 August 2018 – 31 July 2019</b> |                                         |                                         |
|-------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>Key Webpage Activity</b>                                                   | <b>Impact (Minimum)<br/>2018 / 2019</b> | <b>Impact (Minimum)<br/>2017 / 2018</b> |
| <i>Child Protection – Total Hits</i>                                          | 13,051 users – 29,200 page views        | 11,342 users – 26,707 page views        |
| <i>Child Protection – Main Page</i>                                           | 2,190 users – 5,761 page views          | 1,240 users – 1,984 page views          |
| <i>What's New in Child Protection – News</i>                                  | 1,058 users – 3,125 page views          | 752 users – 1,844 page views            |
| <i>What to do if you are worried about child / young person</i>               | 653 users – 1,163 page views            | 952 users – 395 page hits               |
| <i>Child Protection Publications – All Pages</i>                              | 608 users – 1,189 page views            | 645 users – 1,235 page hits             |
| <i>P&amp;K Practitioner's Guide and OnLine Toolkit: Information Sharing</i>   | 274 users – 623 page views              | 314 users – 1,017 page hits             |
| <i>P&amp;K Practitioner's Guide and OnLine Toolkit: CSE</i>                   | 178 users – 330 page views              | 242 users – 442 page hits               |
| <i>P&amp;K Practitioner's Guide and OnLine Toolkit: GPR</i>                   | 113 users – 240 page visits             | 144 users – 387 page hits               |



## Social Media: General

Working in partnership with Perth and Kinross Council Chief Executive's Corporate Communications Officer and the ECS Communications Officer, we have continued to make use of the PKC social media platforms (Facebook and Twitter) to extend the message reach of our key child protection work.

At 31 July 2019, the continually growing PKC Corporate Twitter Account had 18,634 followers and the Corporate Facebook page had 18,746 likes.

**In terms of impact**, this year our CPC specific social media posts have resulted in a combined reach of 90,283 on Facebook and a total of 32,027 impressions on Twitter. During this reporting period, the most popular post on each channel was:



*Free learning opportunity, 18 September 2018 re: child sexual exploitation awareness for anyone working with children & young people: <http://ow.ly/90So30lm1pa> #childprotectionpk #stopcse*  
6,113 reached; 9 shares; 57 link clicks  
(Facebook 18 August 2018)



*Our annual #onlinesafety seminar for parents / carers / professionals working w/children & young people has been taking place today - a big thank you to the organisers and keynote speakers! For more info & advice on safe internet use, see <https://bit.ly/2HjT7qv> #childprotectionpk*  
2,814 impressions; 21 likes; 7 link clicks; 4 hashtag clicks; 1 retweet  
(Twitter 7 March 2019)

## Social Media: Specific

Building upon our social media platform, the annual *Getting it Right: Keeping Your Child Safe* events and our ongoing work to tackle and prevent Child Sexual Exploitation (CSE), Police Scotland's Tayside Division, in partnership with Barnardo's Scotland RISE (Reducing the Impact of Sexual Exploitation) Project and colleagues from Perth and Kinross Education and Children's Services, have hosted two, bespoke, inter-active, OnLine Safety / CSE / Grooming Facebook events with the public.

At both events, police and partner agencies were asked questions about online gaming; the challenges of engaging with overseas internet safety providers; top tips for keeping children safe; questions around parenting in a digital age and the thresholds for reporting to police and social work or the online platforms themselves.

**In terms of impact**, the first event held on 20 February 2019, reached 8,670 people with 809 active engagements; whilst the second event held on 14 June 2019 reached an even larger audience of 18,000 people with 2080 engagements. As a consequence, plans are in place to continue these highly successful web based events.

## ***How good is the delivery of our services for children, young people and families and our operational management?***

This section describes how we are delivering our services and providing help and support to protect children, young people and families. It also describes recent improvement work, led by the CPC, to support and empower practice. This work aims to support competent, confident and skilful multi-agency practitioners to make sound professional judgments when dealing with complex issues.

**Evaluation: We are confident that our child protection services are robust, effective and focused on vulnerability, risk and need. We are working extremely hard to improve the life chances of children and young people. Practice is enabled by evidence-based policy, practice and planning improvements.**



### ***Addressing Neglect and Enhancing Wellbeing (ANEW): Getting it Right in Perth and Kinross; Pre-Birth and into the First Year of Life***

Throughout 2018 / 2019, we have continued to actively take forward our multi-agency partnership work between Council Services, Health and [The Centre for Excellence for Children's Care and Protection \(CEL CIS\)](#) to [address neglect and enhancing wellbeing](#).

Our vision is to support connected and supported families; empowered communities and strengthened relationship-based practice.

In early 2018, the emergent design focussed on *Getting it right in the pre-birth period and into the first year of life*, which is closely aligned with our partnership work to develop a needs-led early intervention pathway to support pregnant women who are vulnerable; help prepare them for parenthood and ensure their unborn babies have the best start in life.

As a result, the following three strands have been identified for our long-term improvement work:

1. better enable communities to offer help and support to women and their families
2. better enable people (practitioners, volunteers, community members) to work together to ensure women and their families get the right help at the right time
3. better enable midwifery and health visiting to provide women and families with access to the right help and support

In taking this partnership work forward, Perth and Kinross Council and NHS Tayside, seconded two members of staff in early 2018, as Project Implementation Leads.

The Implementation Leads were supported by a multi-agency Implementation Team, utilising an improvement science methodology known as [Active Implementation](#) (Exploration; Installation; Initial Implementation and Full Implementation).

**In terms of impact**, the following described the key achievements over the last 12 months and the planned activities for 2019 – 2020:

### **Key Achievements 2018 / 2019**

- identified the P&K transformation zone (South West Perth City and Kinross) and engaged with the key staff groups
- develop useable innovative toolkits to address strand 3 above; e.g. developed practice profiles for Relationship Based-Practice in Midwifery and for those carrying out the role of the Named Person in Health Visiting
- funded the appointment of a dedicated Welfare Rights Worker (for pre-birth and early years families) to help and support these families to reduce the impact of poverty
- reviewed the current work being undertaken by the CLD Team in Crieff, a key partner within the transformation zone and discussed and agreed with strategic leads and local community officers the opportunity for further collaboration
- mapped and collated the available, published datasets, which will inform the Decision Support Data System (DSDS)
- worked together to identify local roles that are closely aligned to the ANEW work

### **Planned Activities 2019 – 2020**

- build strong, resilient teams to implement the ANEW programme
- increase the focus on qualities and competencies when recruitment
- strengthen training, mentoring and coaching for relevant workers
- strengthen organisational and leadership supports for change and improvement
- generate data to inform and share learning and measure impact
- work with Midwives and Health Visitors to examine the referral processes made to other services, agencies and sources of support

### **Other Practice Developments in 2018 / 2019**

In compliance with our ongoing commitment to continuous improvement through self-evaluation; quality assurance; improvement planning; learning lessons from ICRs and SCRs and supporting and empowering a competent, confident and professionally curious workforce, throughout 2018 / 2019 we have also developed, published and where necessary refreshed:

- [P&K Code of Practice: Information Sharing, Confidentiality and Consent](#) (January 2019)
- [Tayside Practitioners Guidance: Chronologies](#) (March 2019)
- [P&K CPC Practitioner's Guidance: Resolution and Escalation Arrangements](#) (August 2019)
- [P&K CPC Practitioner's Guidance: Professional Curiosity](#) (August 2019)

and in Autumn 2019 in partnership with the Tayside Regional Improvement Collaborative (TRIC) Priority Group 5 (PG5): Safeguarding and Child Protection, we plan to publish and implement refreshed:

- Tayside Practitioner's Guidance: Inter-Agency Referral Discussions (IRDs)
- Tayside Practitioner's Guidance: Concern for Unborn Babies (UBB)
- Tayside Joint Protocol: Medical Examinations of Children and Young People





## **Child Sexual Exploitation (CSE)**

### **Child Sexual Exploitation (CSE) is Child Sexual Abuse (CSA).**

Elected Members, Chief Officers and Community Planning Partnership (CPP) partners continue to provide strong strategic leadership, direction and scrutiny of our partnership approach of *zero-tolerance to abuse and exploitation and to ensuring a hostile environment across Perth and Kinross* and they have publicly recorded that “*there is no place for abuse and exploitation in our communities*”.

This work continues to be taken forward via the refreshed [CSE Work Plan](#). **In terms of impact**, the following provides a summary of our ongoing partnership work throughout 2018 / 2019:

#### **Key Achievements 2018 / 2019**

- continued to support the work of the P&K multi-agency Child Sexual Exploitation Working Group (CSEWG) and refreshed [CSE Work Plan](#) which remains subject to regular progress reports and scrutiny;
- continued to develop and promote the P&K [CSE Webpages](#)
- continued to develop and distribute a wide range of existing and new, bespoke / specific [CSE information and advice leaflets](#)
- continued to promote and roll-out the NSPCC [Speak Out Stay Safe Schools Programme](#) to all PKC Primary Schools
- continued to support the annual GIRFEC - Keeping Your Child Safe events in Perth; with the latest annual event having taken place on 7 March 2019
- continued to support our multi-agency CSE Training Champions to deliver multi-agency CSE training sessions to staff
- continued to promote awareness and understanding of CSE on the PKC / CPC Social Media Platforms (Facebook and Twitter)
- developed a P&K CSA / CSE Screening Tool for use by frontline staff
- developed Trauma Informed Practice Resources and delivered a number of multi-agency management briefings and staff learning and development opportunities
- mapped the existing provisions for therapeutic support and recovery services for victims of CSA / CSE and identified a gap in local provisions for the under 12s (consistent with a national gap)
- participated in the national / regional CSE Workshop in Perth on 25 March 2019
- continued to support the work of the Young People's CSE Advisory Group, as evidenced below

#### **Planned Activities 2019 / 2020**

- continue to support the above, specifically the work of the Young People's CSE Advisory Group and their second CSA / CSE Survey for Secondary Schools in Autumn 2019
- develop the awareness raising See Beyond Eye and Logo / If you see something, say something strapline and branding
- pilot a newly developed P&K CSA / CSE Screening Tool with key Teams; then review, evaluate and roll-out widely across P&K
- develop specific materials for BME communities and Faith Groups, in partnership with PKAVS
- develop a more pro-active / intelligence-led approach to return interviews; missing children and the strengthen the connection between exploitation and trafficking
- develop a more coordinated and robust approach in the provision of therapeutic support and recovery for victims of CSA / CSE



## Young People's CSE Advisory Group

The CPC continues to support the Young People's CSE Advisory Group, first established in 2017.

In 2018 / 2019, the Advisory Group separated into two satellite groups – one based in Perth City, supported by RASAC P&K as part of their Youth Ambassador Programme and the other being a more rural Group based in Crieff, supported by Services for Young People. Both Groups continue to grow in terms of their knowledge and understanding of CSE and continue to work closely together in providing advice to the CPC on CSE related matters.

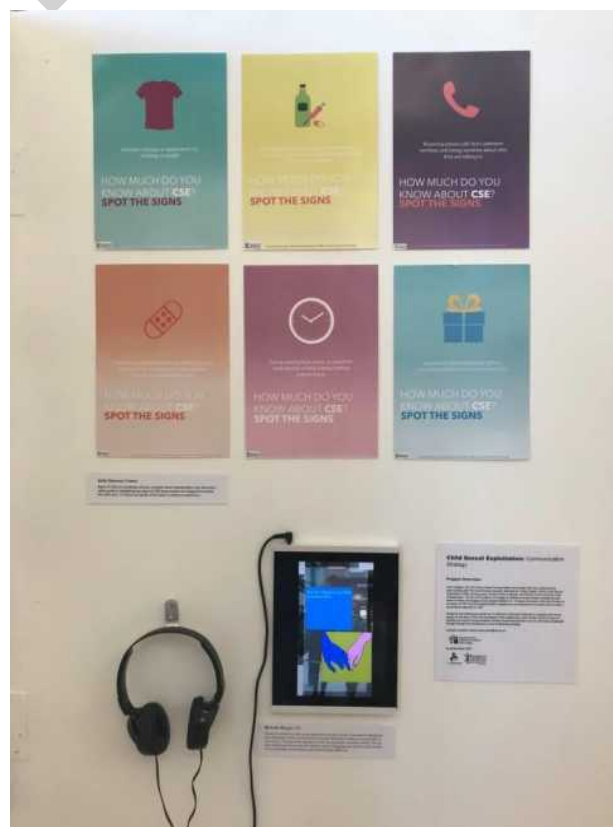
Recently, the Advisory Group has been working in partnership with Perth College UHI BA (Hons) Visual Communication and Design Students. This included some initial CSE awareness raising sessions with Students; which was planned and delivered by the Advisory Group themselves in December 2018 and February 2019.

Thereafter, members of the Advisory Group and some Students took part in the Annual GIRFEC: Keeping Your Child Safe Event in Perth Cinema in March 2019, where they were able to explore and test out some of their ideas in going forward. They also attended a Design Show at 2 High Street Perth in May 2019, which showcased their final designs.

This partnership work has allowed the Advisory Group to share and exchange their understanding and knowledge of CSE with the Students, who in turn used this knowledge to research CSE further and to create a suite of new graphic materials for public display.

As part of their developing Communication Strategy aimed at raising awareness, understanding and prevention of CSE, plans are in place to distribute these materials widely across Perth & Kinross.

In addition, in autumn 2019, the Advisory Group is planning to redistribute the original (2017) Young People's CSE OnLine Survey to all Secondary Schools in Perth & Kinross.





## Youth Voice Gathering 2019

Throughout 2018 / 2019, as part of the CPCs ongoing commitment to public information, communication and engagement; in particular engagement, involvement and participation of children, young people and families in the work of the CPC, members have been reaching out and working in partnership with various Young People's Groups via the Services for Young People Team; @scott street and Youth Voice.

In 2018, Youth Voice was re-designed, with an emphasis on smaller groups to ensure no particular individuals or groups became marginalised; thus ensuring their views and voices were heard and not drowned out.

This work has progressed well and on Saturday 21 September 2019 a Youth Voice Gathering is being held in Perth.

This one-stop-shop type event has been planned by young people, for young people and local Young People's Groups have been meeting monthly to plan and organise this.

They have identified issues of significant importance to them, based on their identity, locality and circumstances. These already include keeping safe; transport; health and wellbeing – especially mental health.

Their goal is to share and discuss these and many other issues with invited representatives from local services, agencies, partnerships and Council Departments, with a view of bringing about positive change for children and young people across Perth and Kinross.

This event will be an ideal opportunity for local organisations to meet with young people and consult directly with them, as well as for the young people themselves to showcase their priorities and achievements and to promote positive community based stories children and young people have to share.





## How good is our leadership?

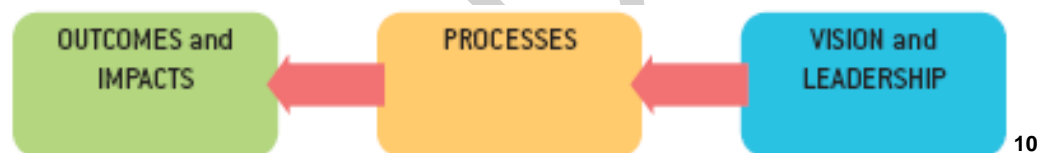
This section describes our collective approach to leadership, direction, support, challenge and scrutiny. It describes how we are promoting effective and collaborative partnership working to deliver the best possible outcomes for children and young people. It also describes our commitment to continuous improvement through self-evaluation and our capacity for further improvement across Perth and Kinross.

**Evaluation: We are confident that our individual and collective approach to leadership, direction, support, challenge, scrutiny and joint partnership working is effective and robust and that our commitment to continuous improvement through self-evaluation is providing better outcomes for children and families across Perth and Kinross.**

*“Chief officers groups require strong oversight of children’s service planning, child protection committees and approaches to emerging needs in order to be assured in the robustness of processes, procedures and practice to keep children and young people safe. We saw that the support and understanding, particularly of social work and social care, by chief officers groups and elected members was pivotal to leading a challenging and changing delivery environment. The partnerships which we evaluated as performing well had chief officers and elected members who understood the service environment, actively engaged in strategic activity and were well-sighted on national issues and current and emerging local needs”*

*“A well functioning child protection committee is critical in leading services to support children and young people at the times in their lives when they are most vulnerable. In the partnerships which we evaluated as better performing, we saw clear CPC priorities which were reported on regularly and publicly”*

[\*The Joint Strategic Inspection of Services for Children and Young People: Review of Findings from the Inspection Programme 2012-2017 \(Care Inspectorate: 2019\)\*](#)



### **Perth and Kinross Children, Young People and Families Partnership (CYPFP)**

[Elected Members and Chief Officers](#) of the public, private and third sectors in Perth and Kinross continue to discharge their individual and collective responsibility for children's services, in particular, child protection services through the Perth and Kinross Children, Young People and Families Partnership (CYPFP).

The partnership continues to provide the CPC with strong leadership and direction. At its quarterly meetings, the partnership continues to scrutinise the work of the CPC and received regular progress reports and updates on national and local child protection policy and practice developments.

### **Perth and Kinross Child Protection Committee (CPC)**



[Perth and Kinross Child Protection Committee \(CPC\)](#) is the local multi-agency child protection partnership; compliant to [national standards](#); strongly committed to building an active child protection community and securing a culture where the care and protection of children and young people is at the heart of *everyone's job*.

The CPC continues to drive forward a strong focus on *continuous improvement*; *public information and communication*; *strategic planning and connections* and *annual reporting on the work of the CPC*.

<sup>10</sup> Source: Extracted from [How well do we protect children and meet their needs?](#) (HMIE: 2009)

[Membership of the CPC](#) is intentionally broad and inclusive of all relevant organisations and sectors which have a role to play; which allows the CPC to take a whole community approach to raising awareness of the key risks to children and young people. The CPC continues to nurture positive working relationships through a culture of mutual respect and understanding; involvement and participation; openness and transparency and support and challenge.

The CPC continues to meet six times per annum; all meetings are [minuted](#) and published on the public-facing [Website](#). Meetings are now being held / hosted across Perth and Kinross.

CPC members are also now affiliated with, and engaging with, a number of Young People's Groups across Perth and Kinross to ensure its work continues to be child-centred, child focused and informed by the voice of children and young people. The Chair of the CPC also chairs the Central and North Scotland CPC Consortium.<sup>11</sup>



### **Annual Development Day 2019**

This year's Annual Development Day, held on 7 May 2019, was a joint event with members from the Adult Protection Committee (APC). The theme for this year's event was: *Working together to prevent harm*, recognising the common issues and shared responsibilities of both partnerships. A total of 36 members from the CPC, APC and the wider public protection partnerships and child protection community attended this event, which they evaluated very highly.

This event was a mix of short presentations and rich table top discussions on key themes – *preventing sexual exploitation and trafficking; support for victims in recovery; pursuing perpetrators; working with people affected by alcohol and drug related issues; learning from and improving practice by way of ICRs and SCRs<sup>12</sup> and developing a workforce which is professionally curious.*

At the time of publication, a Joint Feedback and Evaluation Report, which has been accepted by both partnerships, has ensured there is a joint synergy between both partnerships and in going forward, has informed their respective partnership improvements plans and their capacity for improvement.

### **Learning from Significant Case Reviews (SCRs)**

In the context of child protection, a Significant Case Review (SCR) is a multi-agency process for establishing the facts of, and learning lessons from, a situation where a child has died or been significantly harmed. Significant Case Reviews should be seen in the context of a culture of continuous improvement and should focus on learning and reflection on day-to-day practices, and the systems within which those practices operate.<sup>13</sup> Perth and Kinross Public Protection Chief Officers Group (COG) and the CPC are committed fully to identifying all lessons that need to be learned from SCRs.

In June 2019, we published the Learning Summary from our first SCR; together with a Briefing Note and a High-Level Response Plan. To ensure transparency, we have published these on our public-facing website [here](#). In addition, as part of our commitment to learning lessons and continuous practice improvement, we have cascaded a 7 Minute Briefing Template across all services and agencies, to ensure the learning is widely disseminated to frontline teams and staff.

At the time of publication, the CPC is coordinating this activity and the resultant improvement work forms part of our improvement programme going forward.

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<sup>11</sup> The Child Protection Committees of Aberdeen City, Aberdeenshire, Angus, Clackmannanshire & Stirling, Dundee City, Highland, Falkirk, Fife, Moray, Orkney Islands, Perth and Kinross and Shetland Islands.

<sup>12</sup> ICRs – Initial Case Reviews. SCRs – Significant Case Reviews.

<sup>13</sup> [National Guidance for Child Protection Committees: Conducting Significant Case Reviews](#) (Scottish Government: 2015).



## **Tayside Regional Improvement Collaborative (TRIC) Priority Group 5 (PG5): Safeguarding and Child Protection**

### [Tayside Plan for Children, Young People and Families 2017 - 2020](#)

Perth and Kinross CPC and partner agencies continue to support the work of TRIC PG5 and the abovementioned Plan. PG5 is led by Jacquie Pepper, Chief Social Work Officer PKC.

The initial improvement work of PG5 was to identify and scope out incremental improvements which would result in consistently high quality child protection practices; thereby providing a more solid foundation for larger scale, sustained change and improvement across the Collaborative. Much of this initial work was focussed on examining key child protection processes, practices and identifying and sharing good practice across the Collaborative.

Throughout 2018 / 2019, the improvement work of PG5 has gained significant pace; the current focus has shifted to implementation; whilst simultaneously working towards changing the culture, ethos and day-to-practice in child protection across the Collaborative.

**In terms of impact**, the following is a synopsis of the progress made:

- **Joint Child Protection Chief Officers and CPC Event** – Held in April 2019; 34 representatives from all three Tayside Chief Officers Groups (COGs) and CPCs attended; event was evaluated very highly; outputs are being taken forward across the Collaborative
- **Chronologies** – Multi-Agency Practice Guidance has been developed, published and disseminated widely across the Collaborative
- **Addressing Neglect and Enhancing Wellbeing** – Joint Conference: *Connect with Neglect* held in November 2018; 160 multi-agency practitioners and managers attended; event was evaluated very highly; learning was shared by high profile speakers and by speakers with a powerful lived experience; podcasts being developed for distribution more widely
- **Inter-Agency Referral Discussions (IRDs)** – Multi-Agency IRD Template and Practice Guidance has been developed and at the time of publication is being consulted upon across the Collaborative
- **Vulnerable Women in Pregnancy and Unborn Baby Referrals** – Multi-Agency Unborn Baby Referral Template and Practice Guidance developed and at the time of publication is being consulted upon across the Collaborative
- **Keeping Children and Young People Safe Online** – Mapping Exercise and Research Project completed; commissioned multi-agency keeping safe online training programme aimed at frontline / first responders; first line managers and policymakers; explored and rolling out the *Getting it Right: Keeping Your Child Safe* cinema event, on a sustainable footing, across the Collaborative
- **Involvement and Participation of Children and Families** – Shared Learning and Mapping Exercise completed; plan in place to develop practice guidance for Child Protection Case Conferences and other key meetings across the Collaborative
- **Developing Key Measures in Child Protection** – Identified a shared qualitative and quantitative Tayside dataset of key child protection measures and aiming to implement that in Autumn 2019 across the Collaborative
- **Learning from ICRs and SCRs** – Mapping Exercise completed and commissioned academic research to promote learning and consistency across the Collaborative

TRIC PG5 has in place an ambitious plan for taking this work forward in 2019 / 2020 and beyond.

## What is our capacity for improvement?

Perth and Kinross CPC is committed to continuous improvement through quality assurance and self-evaluation and continually strives for excellence.

***We know how good we are now, how good we can be and our capacity for improvement remains very strong.***

Throughout 2018 / 2019, we have made significant progress in implementing our two-year [CPC Improvement 2018 – 2020](#); which is evidenced throughout this report. In addition, we have also published a very comprehensive [Year One Plan Update](#).

| <b><i>In Summary / Next Steps: CPC Priority Actions / Tasks 2018 – 2020</i></b>                                                                                                                           |   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <b><i>continue</i></b> to develop and make further use of qualitative performance measures for key child protection processes                                                                             | ✓ |
| <b><i>continue</i></b> to develop the provision of and the consistency of advocacy arrangements                                                                                                           | ✓ |
| <b><i>continue</i></b> to address neglect and enhance the wellbeing of vulnerable pregnant women and their babies, pre-birth and into the first year of life                                              | ✓ |
| <b><i>continue</i></b> to develop a consistent approach to inter-agency referral discussions by improving day-to-day culture, practice and recording across the key services / agencies                   | ✓ |
| <b><i>continue</i></b> to improve the quality of chronologies and develop them as an effective tool in the holistic assessment of risks and needs and in joint planning                                   | ✓ |
| <b><i>continue</i></b> to improve the quality of assessments by ensuring that all services / agencies can contribute to the holistic assessment of risks and needs and in joint planning                  | ✓ |
| <b><i>continue</i></b> to improve the quality of Child's Plans by ensuring that all services / agencies can timeously contribute to a SMART Child's Plan to address risks and needs and in joint planning | ✓ |
| <b><i>continue</i></b> to sustain improvement in child protection case conferences; particularly in terms of timescales and the provision of service / agency reports                                     | ✓ |

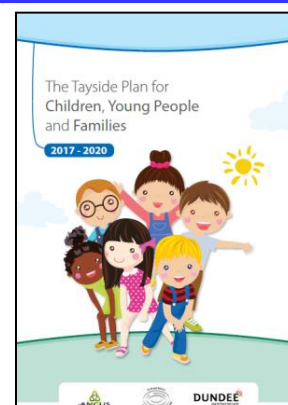
We will continue to take forward and implement our refreshed [CPC Improvement 2018 – 2020](#)

We will continue to take forward and implement our refreshed [CSE Work Plan 2017 – 2020](#)

We will continue to support the [Tayside Plan for Children, Young People and Families 2017 - 2020](#)

We will continue to support the Work Plan of TRIC PG5

We will continue to learn from ICRs and SCRs



## ***Key Abbreviations & Acronyms Used***

|         |                                                              |
|---------|--------------------------------------------------------------|
| ANEW    | Addressing Neglect and Enhancing Wellbeing                   |
| APC     | Adult Protection Committee                                   |
| BME     | Black and Minority Ethnicity                                 |
| CCR     | Child Concern Report                                         |
| CELCIS  | Centre for Excellence for Children's Care and Protection     |
| CLD     | Community Learning and Development                           |
| COG     | Chief Officers' Group                                        |
| CPC     | Child Protection Committee                                   |
| CPCC    | Child Protection Case Conference                             |
| CPIP    | Child Protection Improvement Programme (Scottish Government) |
| CPO     | Child Protection Order                                       |
| CPP     | Community Planning Partnership                               |
| CPR     | Child Protection Register                                    |
| CSA     | Child Sexual Abuse                                           |
| CSE     | Child Sexual Exploitation                                    |
| CSEWG   | Child Sexual Exploitation Working Group                      |
| CSO     | Compulsory Supervision Order                                 |
| CSWO    | Chief Social Work Officer                                    |
| CYPFP   | Children, Young People and Families Partnership              |
| CYRO    | Children and Youth Rights Officer                            |
| ECS     | Education and Children's Services                            |
| EFQM    | European Foundation for Quality Management                   |
| FYI     | Fun Young Individuals                                        |
| GDPR    | General Data Protection Regulations                          |
| GIRFEC  | Getting it Right for Every Child                             |
| GOPR    | Getting Our Priorities Right                                 |
| IAPK    | Independent Advocacy Perth & Kinross                         |
| ICPCC   | Initial Child Protection Case Conference                     |
| ICR     | Initial Case Review                                          |
| IRD     | Inter-Agency Referral Discussion                             |
| NHS     | National Health Service (Tayside)                            |
| NSPCC   | National Society for the Prevention of Cruelty to Children   |
| P&K     | Perth and Kinross                                            |
| PG5     | Priority Group 5                                             |
| PKAVS   | Perth and Kinross Association of Voluntary Service           |
| PKC     | Perth and Kinross Council                                    |
| RASAC   | Rape and Sexual Abuse Centre P&K                             |
| REACH   | Resilient; Engaged; Achieving; Confident; Healthy            |
| RISE    | Reducing the Impact of Sexual Exploitation                   |
| SCRA    | Scottish Children's Reporter Administration                  |
| SCR     | Significant Case Review                                      |
| SCRON   | Scottish Children's Rights Officer's Network                 |
| SMARTer | Specific; Measurable; Achievable; Realistic and Time-Limited |
| TRIC    | Tayside Regional Improvement Collaborative                   |
| UBB     | Unborn Baby                                                  |





# **CPC Improvement Plan 2018 – 2020**

## **Year 1 Progress / Update Report @ 31 July 2019**

First Published: 3 October 2018

### CPC Improvement Plan 2018 – 2020

| Date       | Progress / Update Report        | Total Actions / Tasks | Total Actions / Tasks Completed | Total Actions / Tasks Added | Total Actions / Tasks Ongoing |
|------------|---------------------------------|-----------------------|---------------------------------|-----------------------------|-------------------------------|
| 03/10/2018 | Publication Date                | 17                    | 0                               | 17                          | 17                            |
| 31/07/2019 | Year 1 Progress / Update Report | 17                    | 2                               | 0                           | 15                            |

### RAG Legend – Red Amber Green

|          |                                                                                                                                                                                              |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>R</b> | <b>RED:</b> There are <b>significant</b> issues and / or risks that are impacting on the action / task right now = we are not delivering the action / task on time / scope / budget          |
| <b>A</b> | <b>AMBER:</b> There are <b>some</b> issues and / or risks that are impacting on the action / task if not fixed = we are at risk of not delivering the action / task on time / scope / budget |
| <b>G</b> | <b>GREEN:</b> There are <b>no</b> issues and / or risks impacting on the action / task which is progressing according to plan = we are delivering the action / task on time / scope / budget |

| No                                                                                                                                                      | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                   | Strategic Lead                                | Timescale           | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | R A G |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <b>What key outcomes have we achieved?</b>                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |       |
| <b>Outcome 1: Use of multi-agency performance management information enables us to analyse trends and underpins our self-evaluation and improvement</b> |                                                                                                                                                                                                                                                                                                                                                                                                                 |                                               |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |       |
| 1                                                                                                                                                       | <p><b>1.1:</b> Develop and test further qualitative measures in relation to the impact of key child protection interventions and processes for children and young people which reflect their experiences of services</p> <p><i>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i></p>              | Independent Chair of the CPC                  | By 30 November 2019 | <ul style="list-style-type: none"> <li>P&amp;K CPC Management Information and Performance Outcome Framework – Includes Quantitative and Qualitative Measures;</li> <li>CPC making intelligent use of data and receiving Quarterly and Annual Data Reports;</li> <li>Tayside CPC Common Key Performance Indicators and Measures – Mapping completed;</li> <li>Scottish Government / CELCIS National Minimum Dataset for CPCs and Tayside CPC Shared Indicators and Measures Workshop planned for September 2019;</li> <li>Scottish Government / CELCIS National Minimum Dataset for CPCs – Expected by end of 2019;</li> <li>Action / Task Linked with Action / Task 1.2 below;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | G     |
|                                                                                                                                                         | <p><b>1.2:</b> Implement and embed the new Scottish Government / Care Inspectorate / CELCIS Shared Data Set for Vulnerable Children and Young People to further enhance the prevention and scrutiny role of the CPC and the CYPPF</p> <p><i>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i></p> | CPC Inter-Agency Child Protection Coordinator | By 31 March 2020    | <ul style="list-style-type: none"> <li>Part of the Scottish Government's Child Protection Improvement Programme (CPIP) – Ongoing;</li> <li>Scottish Government / CELCIS National Minimum Dataset for CPCs and Tayside CPC Shared Indicators and Measures Workshop planned for September 2019;</li> <li>Scottish Government / CELCIS National Minimum Dataset for CPCs – Expected by end of 2019;</li> <li>Action / Task Linked with Action / Task 1.1 above;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul>                                                                                                                                                                                                                   | G     |

| No                                                                                                                                                          | Action / Task                                                                                                                                                                                                                         | Strategic Lead                                      | Timescale                                         | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | R A G |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <b>How well do we meet the needs of our stakeholders?</b>                                                                                                   |                                                                                                                                                                                                                                       |                                                     |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |       |
| <b>Outcome 2: Children and young people's voices in planning and decision making processes ensures that they are kept safe and promotes their wellbeing</b> |                                                                                                                                                                                                                                       |                                                     |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |       |
| 2                                                                                                                                                           | 2.1: Further develop the existing provisions for seeking children and young people's views before, during and after key decision making meetings and extend the reach and use of the Mind Of My Own App to child protection processes | Chair of the CPC Practice Improvement Working Group | By<br>31 March 2019<br><br>Ongoing<br>2019 / 2020 | <ul style="list-style-type: none"> <li>Mind Of My Own App first introduced in P&amp;K @ August 2017;</li> <li>App currently being used by children and young people aged 8 years and over;</li> <li>App being used by children and young people who are: looked after and accommodated; whose names are on the child protection register; who have a disability and by those children and families who are working with social work on a voluntary basis;</li> <li>Introduced Mind Of My Own Express App in January 2019 which allows workers to use the App with younger children aged 4+ and with children with disabilities;</li> <li>Mind Of My Own App also being used by Young Carers as a means of giving their views for their lives, their Statements and for the reviews of services they use;</li> </ul> <p>Mind Of My Own App Snapshot @ July 2019:</p> <ul style="list-style-type: none"> <li>Total number of children and young people with their own accounts – 48;</li> <li>Total number of statements received from children and young people with accounts – 134;</li> <li>Total number of workers with their own accounts – 152;</li> <li>Total number of statements received from worker's with accounts – 110;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | G     |

| No                                                                                                                                                                               | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Strategic Lead                                      | Timescale                                                            | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | R A G    |
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|                                                                                                                                                                                  | <p><b>2.2:</b> Review and explore the potential resources to strengthen and / or increase the existing advocacy support provisions for children and young people; including Independent Advocacy</p> <p><i>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i></p>                                                                                                                                                                                                                                                                                      | Chair of the CPC Practice Improvement Working Group | <p>By 31 March 2019</p> <p>Ongoing 2019 / 2020</p>                   | <ul style="list-style-type: none"> <li>Tayside-wide Mapping Exercise of Participation, Engagement and Involved in key child protection processes – Completed;</li> <li>Lead Professionals / Social Workers / Children and Youth Rights Officer / Who Cares? Scotland Worker continue to provide advocacy support to children and young people;</li> <li>Independent Advocacy PK commissioned and providing advocacy support to children and young since 31 March 2019;</li> <li>CPCScotland's CPC Child Participation OnLine Survey Submitted April 2019 – National Review Report to follow;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul>                                                                                                                                                                                                                                               | <b>G</b> |
| <b>Outcome 3: Coordinated help and support to pregnant women and their families ensures earlier intervention and enhances the wellbeing of infants in the first year of life</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                     |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |          |
| <b>3</b>                                                                                                                                                                         | <p><b>3.1:</b> Develop and implement in partnership with CELCIS, a three-strand joint programme of work to address neglect and enhance wellbeing – <i>Getting it Right in Perth and Kinross: Pre-Birth and into the first year of life</i>. Three strands of improvement work to:</p> <ol style="list-style-type: none"> <li>Better enable communities to offer help and support to women and their families</li> <li>Better enable people (practitioners, volunteers, community members) to work together to ensure women and their families get the right help at the right time</li> <li>Better enable midwifery and health visiting to provide women</li> </ol> | PKC ECS and NHS Tayside                             | <p>By 31 December 2020</p> <p>(Longer Term Initiative – Ongoing)</p> | <ul style="list-style-type: none"> <li>Joint Partnership Working with PKC; NHS Tayside (Midwifery Services, Health Visiting Services and Family Nurse Partnership) and the Centre for Excellence for Children's Care and Protection (CELCIS) – Ongoing since 4 November 2016;</li> <li>Long Term Project – Three Strands;</li> <li>P&amp;K Core Implementation Team – Established;</li> <li>P&amp;K Geographical Transformation Zone (Improvement Cycle) identified through careful analysis of data, workforce structures and partners commitment for involvement – South West Perth City and Kinross;</li> <li>Regular, routine communication channels established with critical Leaders and existing Agency Boards / Committees / Groups – including the CPC;</li> <li>Action / Task Linked with Action / Task 3.2, 4.1 and 10.1 below;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | <b>A</b> |

| No                                                                                                                                          | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Strategic Lead                                                                                                                                                                | Timescale            | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | R A G    |
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|                                                                                                                                             | and families with access to the right help and support                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                               |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |
|                                                                                                                                             | <p><b>3.2:</b> Develop and implement a needs-led early intervention pathway and consistent approach across all services and agencies to support pregnant women who are vulnerable and which supports the identification, assessment and management of concerns for their unborn babies</p> <p><i>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i></p> | Lead Nurse, Child Protection, NHS Tayside                                                                                                                                     | By 30 September 2019 | <ul style="list-style-type: none"> <li>NHS Tayside Unborn Baby Protocol – In Place;</li> <li>Tayside Multi-Agency Unborn Baby Action Group and Action Plan – In Place;</li> <li>Tayside Multi-Agency Practitioner's Guidance: Concern for Unborn Babies – Drafted;</li> <li>Tayside wide OnLine Consultation – Underway from 4 July 2019 – Consultation Closes 30 September 2019;</li> <li>Publication and Roll-Out of the Final Guidance to be supported by the Tayside Child Protection Learning and Development Group – Autumn 2019;</li> <li>Links with the PKC and NHS Tayside partnership work with Centre for Excellence for Children's Care and Protection (CELCIS);</li> <li>Action / Task Linked with Action / Task 3.1 above and 4.1 and 10.1 below;</li> <li><b>Post Implementation / Next Steps – To develop a multi-agency quality assurance and review process;</b></li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | <b>G</b> |
| <b>Outcome 4: Children and young people benefit from an effective early response when they may be at risk of poor parenting and neglect</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                               |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |
| <b>4</b>                                                                                                                                    | <p><b>4.1:</b> Develop and implement a robust early response, intervention and support pathway for children and young people who are living in circumstances where poor parenting and neglect may have an adverse impact on their health and wellbeing</p> <p><i>(Being taken forward in partnership with the Tayside Regional</i></p>                                                                                                                               | <p>Head of Service Perth and Kinross Council Children, Young People and Families Service and Lead Nurse (Named Person Service) Women Children &amp; Families Division NHS</p> | By 30 September 2019 | <ul style="list-style-type: none"> <li>Links with the PKC and NHS Tayside partnership work with Centre for Excellence for Children's Care and Protection (CELCIS);</li> <li>Services for Children, Young People and Families Family Focus Team and Third Sector Agency provisions are in place to provide intensive family support when required;</li> <li>NHS Tayside Health Visiting Service – Delivering the Universal Health Visiting Pathway / GIRFEC Assessment;</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>A</b> |

| No                                                                                                                                             | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Strategic Lead                                                                      | Timescale            | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | R A G    |
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|                                                                                                                                                | <i>Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i>                                                                                                                                                                                                                                                                                                                                                                                   | Tayside                                                                             |                      | <ul style="list-style-type: none"> <li>GIRFEC Practice Model and Child's Plan – Widely used across P&amp;K;</li> <li>Action / Task Linked with Action / Task 3.1 and 3.2 above and 10.1 below;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                              |          |
|                                                                                                                                                | <b>4.2:</b> Improve responses to children and young people whose health is at risk as a result of missed health appointments                                                                                                                                                                                                                                                                                                                                                           | Lead Nurse (Named Person Service)<br>Women Children & Families Division NHS Tayside | By 30 September 2019 | <ul style="list-style-type: none"> <li>NHS Tayside has in place a Failure to be Brought Policy for all NHS staff to follow for missed appointments;</li> <li>NHS Tayside staff who fulfil the role of Named Person will appropriately refer to Social Work / Children's Reporter and where necessary will call and convene a Child's Planning Meeting;</li> <li><b>ACTION COMPLETED.</b></li> </ul>                                                                                                                                                                                                                                | <b>G</b> |
| <b>How good is our delivery of services for children, young people and families?</b>                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                     |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |          |
| <b>Outcome 5: Robust and consistent inter-agency referral discussions ensure highly effective actions to protect children and young people</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                     |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |          |
| <b>5</b>                                                                                                                                       | <b>5.1:</b> Develop and implement a consistent approach to inter-agency referral discussions (IRDs) to further improve day-to-day culture and practice; improve information sharing, improve recording and decision making arrangements, all of which provides better outcomes for children and young people<br><br><i>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i> | Chair of the CPC Practice Improvement Working Group                                 | By 30 September 2019 | <ul style="list-style-type: none"> <li>Tayside Multi-Agency IRD Action Group and Action Plan – In Place;</li> <li>Tayside Multi-Agency IRD Practitioner's Guidance: IRDs – Drafted;</li> <li>Tayside wide OnLine Consultation – Underway from 4 July 2019 – Consultation Closes 30 September 2019;</li> <li>Publication and Roll-Out of the Final Guidance to be supported by the Tayside Child Protection Learning and Development Group – Autumn 2019;</li> <li><b>Post Implementation / Next Steps – To develop a multi-agency quality assurance and review process;</b></li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | <b>G</b> |

| No                                                                                                                                                                       | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Strategic Lead                                                                                    | Timescale                  | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                  | R A G |
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| <b>Outcome 6: Effective information sharing and compliance with our Code of Practice ensures children and young people are kept safe and their wellbeing is promoted</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                   |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |
| 6                                                                                                                                                                        | <p><b>6.1:</b> Review and refresh the existing Perth and Kinross Practitioner's Guide and Toolkit: Information Sharing, Confidentiality and Consent; in particular the Practitioner's Aide Memoire and Code of Practice to ensure it remains legally compliant with, and takes cognisance of, the General Data Protection Regulation (GDPR) which come into effect on 25 May 2018</p>                                                                                                                                                                                                                                    | <p>CPC Inter-Agency Child Protection Coordinator and Perth and Kinross Council Legal Services</p> | <p>By 31 October 2018</p>  | <ul style="list-style-type: none"> <li>Perth and Kinross Code of Practice: Information Sharing, Confidentiality and Consent – Refreshed and published on 17 January 2019;</li> <li>Legally compliant and widely shared / disseminated;</li> <li><b>ACTION COMPLETED.</b></li> </ul>                                                                                                                                                | G     |
| <b>Outcome 7: Chronologies are used effectively to identify significant events, patterns of risk and inform multi-agency assessments of risk</b>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                   |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |
| 7                                                                                                                                                                        | <p><b>7.1:</b> Review and refresh the existing Tayside Practitioner's Guide: Chronologies; in particular the Chronology Template; ensure that all services and agencies, including adult services, can and are able to contribute to a multi-agency Chronology and that it continues to be a high quality and effective tool in the joint holistic assessment of risk and needs and in joint planning to protect children and young people</p> <p><i>(Being taken forward in partnership with the Tayside Regional Improvement Collaborative (TRIC) – Priority Group 5 (PG5): Safeguarding and Child Protection)</i></p> | <p>Chair of the CPC Practice Improvement Working Group</p>                                        | <p>By 31 December 2018</p> | <ul style="list-style-type: none"> <li>Tayside Multi-Agency Practitioner's Guidance: Chronologies – Published 29 March 2019;</li> <li>Publication and Roll-Out being supported by the Tayside Child Protection Learning and Development Group – Ongoing;</li> <li><b>Post Implementation / Next Steps – To develop a multi-agency quality assurance and review process;</b></li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | G     |



| No                                                                                                                                                                                                            | Action / Task                                                                                                                                                                                                                                                                                  | Strategic Lead                                                                                              | Timescale            | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | R A G |
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| <b>Outcome 8: High quality assessment frameworks take a holistic approach to assessing risks and are effective in formulating plans to protect children and young people</b>                                  |                                                                                                                                                                                                                                                                                                |                                                                                                             |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |
| 8                                                                                                                                                                                                             | 8.1: Review the existing single service / agency assessment frameworks and ensure that all services and agencies, including adult services, can and are able to contribute to a joint holistic assessment of risks and needs which informs joint planning to protect children and young people | Chair of the CPC Practice Improvement Working Group                                                         | By 30 September 2019 | <ul style="list-style-type: none"> <li>Single Service / Agency Assessment Frameworks – In Place;</li> <li>Risk Assessments are integral parts of the Child Protection Investigation and Planning Process;</li> <li>Risk Assessment are given prominence within Children and Young People's Records;</li> <li>Risk Assessments examined a CPCCs; Core Groups and at other key Meetings;</li> <li>Risk Assessments are examined annually as part of the CPC's Quality Assurance and Review of Child Protection;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | A     |
| <b>Outcome 9: SMART Child's Plans are used effectively to protect children and young people by clearly setting out timescales for actions and are used well to measure progress against intended outcomes</b> |                                                                                                                                                                                                                                                                                                |                                                                                                             |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |
| 9                                                                                                                                                                                                             | 9.1: Review the existing Tayside Child's Plan and ensure that all services and agencies, including adult services, can and are able to timeously contribute to a SMART Child's Plan to address risks and needs and in joint planning to protect children and young people                      | Chair of the CPC Practice Improvement Working Group                                                         | By 30 September 2019 | <ul style="list-style-type: none"> <li>Tayside Child / Young Person's Plan and Guidance – Rolled-Out; Guidance – In Place;</li> <li>Child's Plans examined a CPCCs; Core Groups and at other key Meetings;</li> <li>Child's Plans are examined annually as part of the CPC's Quality Assurance and Review of Child Protection;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul>                                                                                                                                                                                | A     |
| <b>Outcome 10: Child Protection Case Conferences are held within specified timescales and multi-agency decision making is supported by the provision of good quality multi-agency reports</b>                 |                                                                                                                                                                                                                                                                                                |                                                                                                             |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |
| 10                                                                                                                                                                                                            | 10.1: Continue to monitor and sustain improvement in Child Protection Case Conferences; in particular the timescales for Pre-Birth Child Protection Case Conferences and Initial Child Protection Case Conferences                                                                             | Service Manager (Fieldwork Services) Services for Children, Young People and Families and Chief Midwife and | By 30 September 2019 | <ul style="list-style-type: none"> <li>Timescales for Multi-Agency Child Protection Case Conferences – Being proactively monitored via: <ul style="list-style-type: none"> <li>P&amp;K ECS Business Management Improvement Plan (BMIP);</li> <li>P&amp;K CPC Management Information and Performance Outcome Framework and Quarterly Highlight Reports to CPC;</li> <li>Services for Children, Young People and</li> </ul> </li> </ul>                                                                                                                                | A     |

| No                                                                                                                                             | Action / Task                                                                                                                                                                                                                                                                                           | Strategic Lead                                                                           | Timescale               | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | R A G    |
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|                                                                                                                                                |                                                                                                                                                                                                                                                                                                         | Lead Nurse (Named Person Service)<br>Women Children & Families Division NHS Tayside      |                         | Families Improvement Officers and Chairs of CPCCs and Peer Group Reviews and Meetings;<br><ul style="list-style-type: none"> <li>NHS Tayside Unborn Baby Protocol – In place;</li> <li>NHS Tayside Unborn Baby Referrals managed and monitored via a Tayside Unborn Baby Generic Mailbox which supports optimal timescales for Pre-Birth Child Protection Case Conferences;</li> <li>Action / Task Linked with Action / Task 3.1 and 3.2 above and 10.2 below;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul>  |          |
|                                                                                                                                                | <b>10.2:</b> Continue to monitor the provision and quality of multi-agency reports and assessments for all types of Child Protection Case Conferences                                                                                                                                                   | Service Manager (Fieldwork Services)<br>Services for Children, Young People and Families | By<br>30 September 2019 | <ul style="list-style-type: none"> <li>Quality of Multi-Agency Child Protection Case Conferences – Monitored by Services for Children, Young People and Families Improvement Officers and Chairs of CPCCs and Peer Group Reviews and Meetings;</li> <li>Quality also included in the CPC Annual Quality Assurance and Review of Child Protection;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul>                                                                                                               | <b>A</b> |
| <b>How good is our management?</b>                                                                                                             |                                                                                                                                                                                                                                                                                                         |                                                                                          |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |          |
| <b>Outcome 11: The CPC continues to be a highly effective multi-agency partnership working tirelessly to protect children and young people</b> |                                                                                                                                                                                                                                                                                                         |                                                                                          |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |          |
| <b>11</b>                                                                                                                                      | <b>11.1:</b> Review and refresh the component parts of the existing CPC business model to ensure it remains a high performing and effective multi-agency partnership committed to continuous improvement, strategic planning, public information and communication to protect children and young people | Independent Chair of the CPC and CPC Inter-Agency Child Protection Coordinator           | By<br>31 October 2019   | <ul style="list-style-type: none"> <li>Protecting Children and Young People: Child Protection Committee and Chief Officer Responsibilities (Scottish Government) – Published by Scottish Government on 11 February 2019;</li> <li>Being taken forward via Perth and Kinross Children, Young People and Families Partnership (CYPFP), Perth and Kinross Chief Officers Group (COG) and the CPC;</li> <li>Perth and Kinross CPC Business Model – Being refreshed;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | <b>G</b> |

| No                                                                                                                                      | Action / Task                                                                                                                                                                                                                                                    | Strategic Lead                                                                 | Timescale          | Year 1 Progress / Update Report<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | R A G |
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| <b>How good is our leadership?</b>                                                                                                      |                                                                                                                                                                                                                                                                  |                                                                                |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |
| <b>Outcome 12: The work of the Chief Officers' Group; the Chief Social Work Officer and the CPC is compliant with national guidance</b> |                                                                                                                                                                                                                                                                  |                                                                                |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |
| 12                                                                                                                                      | 12.1: Following the National Chief Officers' Leadership Event (2 May 2018) implement and embed the new Scottish Government Guidance <i>Protecting Children and Young People: Child Protection Committees and Chief Officer Responsibilities</i> (when published) | Independent Chair of the CPC and CPC Inter-Agency Child Protection Coordinator | By 31 October 2019 | <ul style="list-style-type: none"> <li>First National Chief Officers' Leadership Event held on 2 May 2018;</li> <li>Second National Chief Officers' Leadership Event held on 18 June 2019;</li> <li>Protecting Children and Young People: Child Protection Committee and Chief Officer Responsibilities (Scottish Government) – Published by Scottish Government on 11 February 2019;</li> <li>Being taken forward via Perth and Kinross Children, Young People and Families Partnership (CYPFP), Perth and Kinross Chief Officers Group (COG) and the CPC;</li> <li>Joint Tayside COG and CPC Leadership Event held on 2 April 2019;</li> <li><b>Work in Progress / Ongoing.</b></li> </ul> | G     |

## Ongoing / Maintenance Actions / Tasks 2018 – 2020

| No | Ongoing / Maintenance – Actions / Tasks – Monitor by Thematic Progress Reporting to CPC                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Timescale           |
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| 1  | Continue to improve by implementing existing and emerging Scottish Government child protection legislative and policy developments; which also arise from the Scottish Government's Child Protection Improvement Programme (CPIP) Reports (2) per their Recommendations and Action Points and from the Scottish Child Abuse Inquiry (CABI)                                                                                                                                                                                                           | Ongoing 2018 – 2020 |
| 2  | Continue to improve the Multi-Agency Screening Group (MASG), in compliance with emerging legislative and policy developments (i.e. GDPR and the Information Sharing Provisions per Part 4 and 5 of The Children and Young People (Scotland) Act 2014                                                                                                                                                                                                                                                                                                 | Ongoing 2018 – 2020 |
| 3  | Continue to improve the Joint Investigative Interview Arrangements in keeping with National Joint Investigative Interview Requirements; the Scottish Courts and Tribunals Service (SCTS) Evidence and Procedure Review and the Stop To Listen and Trauma Informed Practice approaches                                                                                                                                                                                                                                                                | Ongoing 2018 – 2020 |
| 4  | Continue to improve culture, ethos and practice by implementing and sharing the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs)                                                                                                                                                                                                                                                                                                                                                              | Ongoing 2018 – 2020 |
| 5  | Continue to improve and monitor the attendance, provision of written reports and timescales for all Child Protection Case Conferences (CPCCs)                                                                                                                                                                                                                                                                                                                                                                                                        | Ongoing 2018 – 2020 |
| 6  | Continue to improve the involvement and participation of children, young people and their families in key child protection processes and in the work of the CPC                                                                                                                                                                                                                                                                                                                                                                                      | Ongoing 2018 – 2020 |
| 7  | Continue to improve awareness and understanding of abuse and exploitation; in particular Child Sexual Exploitation (CSE); by implementing the provisions of the CSE Work Plan and by supporting the work of the Young People's CSE Advisory Group                                                                                                                                                                                                                                                                                                    | Ongoing 2018 – 2020 |
| 8  | Continue to improve joint partnership working, particularly between the Children, Young People and Families Partnership (CYPFP); Adult Protection Committee (APC); Alcohol and Drug Partnership (ADP); Child Protection Committee (CPC); Multi-Agency Public Protection Arrangements (MAPPA) and the Violence Against Women Partnership (VAWP); to promote an all-system / whole-family approach to children and young people affected by transitions; domestic abuse; parental mental ill-health and parental problematic alcohol and / or drug use | Ongoing 2018 – 2020 |
| 9  | Continue to improve the culture, ethos, practice, competence and confidence of practitioners by delivering and implementing a Workforce Learning and Development Framework and a Programme of Opportunities which includes training on Child Protection; Working with Non-Engagement including Disguised Compliance; Over-Optimism; Professional Challenge and Curiosity; Adverse Childhood Experiences (ACEs) and Trauma Informed Practice                                                                                                          | Ongoing 2018 – 2020 |
| 10 | Continue to improve practice by further promoting, embedding and / or consolidating the <i>Getting it Right for Every Child</i> approach; including the National Practice Model; Named Person and Lead Professional                                                                                                                                                                                                                                                                                                                                  | Ongoing 2018 – 2020 |



## Perth and Kinross Child Sexual Exploitation (CSE) Work Plan 2017 – 2020

**Prevention**

**Intervention**

**Disruption & Prosecution**

**Recovery**

**Refreshed / Published: 31 July 2019**

**RAG Legend – Red; Amber; Green:**

|          |                                                                                                                                                                                                      |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>R</b> | <b>RED:</b> <i>There are <b>significant</b> issues and / or risks that are impacting on the action / task right now = we are not delivering the action / task on time / scope / budget.</i>          |
| <b>A</b> | <b>AMBER:</b> <i>There are <b>some</b> issues and / or risks that are impacting on the action / task if not fixed = we are at risk of not delivering the action / task on time / scope / budget.</i> |
| <b>G</b> | <b>GREEN:</b> <i>There are <b>no</b> issues and / or risks impacting on the action / task which is progressing according to plan = we are delivering the action / task on time / scope / budget.</i> |

| No                                                                                                                                                                                                                                              | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Timescale   | Planned Outputs                                                                            | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | RAG |
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| <b>Workstream 1 – Prevention (Lead – Catriona Scobbie: Education Service)</b>                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |
| <b>OUTCOME: A high level of awareness and understanding about child sexual exploitation<sup>1</sup> across the community and a hostile environment and zero-tolerance approach is protecting children and young people in Perth and Kinross</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |
| 1                                                                                                                                                                                                                                               | <p>Continue to support and nurture the Young People's Child Sexual Exploitation (CSE) Advisory Group to inform the development of CSE local work and resources in Perth and Kinross including:</p> <ul style="list-style-type: none"> <li>• <i>development of CSE public information posters and advice leaflets</i></li> <li>• <i>development of child and family-friendly CSE web-based-pages</i></li> <li>• <i>development of CSE materials for use on social media platforms</i></li> <li>• <i>development of a second CSE survey of young people in secondary schools</i></li> <li>• <i>development work with Perth College / UHI Visual Communications Students</i></li> </ul> | 2017 / 2020 | Young People's Child Sexual Exploitation (CSE) Advisory Group Remit and Work Plan Outcomes | <ul style="list-style-type: none"> <li>• Young People's CSE Advisory Group – In Place;</li> <li>• Second YP CSE OnLine Survey in PKC Secondary Schools – Configured for Autumn 2019;</li> <li>• Ongoing Engagement / Dialogue with the CPC;</li> <li>• Ongoing development work with Perth College / UHI Visual Communications Students to produce eye-catching graphics and posters;</li> <li>• Young People's Gathering Event – Planned for September 2019;</li> <li>• <b>Work Ongoing.</b></li> </ul> | G   |
| 2                                                                                                                                                                                                                                               | Consistently distribute, more widely in Perth and Kinross Child Sexual Exploitation (CSE) Information and Advice (differing materials and types of media - <i>including materials provides by Barnardo's Scotland</i> ) for all Night-Time Economy Workers (NTE)                                                                                                                                                                                                                                                                                                                                                                                                                     | 2017 / 2020 | Information and Advice on CSE Widely Disseminated, Accessible and Understood               | <ul style="list-style-type: none"> <li>• Existing suite of CSE Information and Advice Postcards – In Place; <ul style="list-style-type: none"> <li>○ <i>Taxi and Private Hire Drivers</i></li> <li>○ <i>Hotel, Accommodation Workers and Registered Social Landlords</i></li> <li>○ <i>Licensed Premises Workers (including</i></li> </ul> </li> </ul>                                                                                                                                                   |     |

<sup>1</sup> Throughout this document references to Child Sexual Exploitation (CSE) includes reference to Child Sexual Abuse (CSA).

| No | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Timescale | Planned Outputs | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | RAG |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|    | <p>including:</p> <p><i>Materials since 2017 / 2018:</i></p> <ul style="list-style-type: none"> <li>• Taxi and Private Hire Drivers</li> <li>• Hotel, Accommodation Workers and Registered Social Landlords</li> <li>• Licensed Premises Workers (including Off-Sales)</li> </ul> <p><i>Materials for 2018 / 2019:</i></p> <ul style="list-style-type: none"> <li>• Bus Drivers / Taxi Marshalls / Street Pastors</li> <li>• Hairdressers and Nail Bar Workers</li> <li>• Hot Food Take Away Workers</li> <li>• Cafes and Drop-In Centre Workers / Entertainment Venues</li> </ul> <p><i>Additional Materials Planned for 2019 / 2020;</i></p> <ul style="list-style-type: none"> <li>• Ethnic Minority Communities</li> <li>• Faith and Church Groups</li> </ul> |           |                 | <p>Off-Sales)</p> <ul style="list-style-type: none"> <li>○ Bus Drivers / Taxi Marshalls / Street Pastors</li> <li>○ Hairdressers and Nail Bar Workers</li> <li>○ Hot Food Take Away Workers</li> <li>○ Cafes and Drop-In Centre Workers / Entertainment Venues</li> </ul> <ul style="list-style-type: none"> <li>• Available electronically on the CPC Website and in Hard Copy;</li> <li>• Further work ongoing via PKAVS 2019;</li> <li>• Further work necessary between P&amp;K CPC and PKC Licensing Committee / Housing and Communities Committee / Environment and Infrastructure Committee / Local Action Partnerships;</li> <li>• Agreed to adopt a more Intelligence-Led approach in going forward in 2019;</li> <li>• <b>Work Ongoing.</b></li> </ul> | G   |



| No                                                                                                                                                                                                                                     | Action / Task                                                                                                                                                                                                                                                                                                                                                        | Timescale   | Planned Outputs                                               | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                               | RAG |
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| <b>Workstream 2 – Intervention (Lead – Tracy Garland: Services for Children, Young People and Families)</b>                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                      |             |                                                               |                                                                                                                                                                                                                                                                                                                                                                        |     |
| <b>OUTCOME: Signs that children and young people may be at risk of child sexual exploitation are identified early and children and young people benefit from proportionate intervention and effective support in Perth and Kinross</b> |                                                                                                                                                                                                                                                                                                                                                                      |             |                                                               |                                                                                                                                                                                                                                                                                                                                                                        |     |
| 3                                                                                                                                                                                                                                      | Pilot / Test the Perth and Kinross Child Sexual Exploitation (CSE) Screening Toolkit (not an assessment tool) with the following key Teams: <ul style="list-style-type: none"> <li>• Child Protection and Duty Team</li> <li>• REACH</li> <li>• Throughcare – Aftercare Team</li> <li>• Services for Young People</li> <li>• RASAC P&amp;K (Third Sector)</li> </ul> | 2019 / 2020 | Child Sexual Exploitation (CSE) Screening Toolkit Implemented | <ul style="list-style-type: none"> <li>• P&amp;K CSE Screening Tool Finalised – Next Steps – Pilot / Test-of-Change in 2019;</li> <li>• Suggested Six Months Pilot / Test-of-Change in 2019; with an Update @3 months;</li> <li>• Further explore the potential to include a PKC School &amp; a P&amp;K Independent School;</li> <li>• <b>Work Ongoing.</b></li> </ul> | G   |

| No                                                                                                                                                                                          | Action / Task                                                                                                                                                                                                                                                           | Timescale   | Planned Outputs                                                               | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                  | RAG |
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| <b>Workstream 3 – Disruption and Prosecution (Lead – DI Leanne Blacklaw: Police Scotland)</b>                                                                                               |                                                                                                                                                                                                                                                                         |             |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |
| <b>OUTCOME: We provide a hostile environment to perpetrators of child sexual exploitation ensuring perpetrators are identified, targeted, disrupted and prosecuted in Perth and Kinross</b> |                                                                                                                                                                                                                                                                         |             |                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |
| 4                                                                                                                                                                                           | Continue to ensure the work of Police Scotland Tayside Division's Missing Persons Coordinator continues to prioritise the links with: <ul style="list-style-type: none"> <li>Return Discussions</li> <li>Missing Children</li> <li>Trafficking (CSA and CSE)</li> </ul> | 2019 / 2020 | CSA and CSE and Intelligence Links In Place                                   | <ul style="list-style-type: none"> <li>Ongoing commitment by Police Scotland's Tayside Division;</li> <li>Constable Andy Caulfield Tayside Division's Missing Persons Coordinator, now operates within the recently formed Tayside Division Preventions Hub, Dundee;</li> <li>Return Discussions continue to have a high priority / importance in Missing Persons / Trafficking / CSA &amp; CSE;</li> <li><b>Work Ongoing.</b></li> </ul> | G   |
| 5                                                                                                                                                                                           | Continue to ensure the work of Police Scotland Tayside Division's / Barnardo's Scotland Reducing the Impact of Sexual Exploitation (RISE) Project continues to inform the Perth and Kinross Child Sexual Exploitation (CSE) work                                        | 2019 / 2020 | Perth and Kinross Child Sexual Exploitation (CSE) Work Informed               | <ul style="list-style-type: none"> <li>Ongoing commitment by Police Scotland Tayside Division's / Barnardo's Scotland;</li> <li>Barnardo's Scotland / Police Scotland Tayside Division's CSE Pilot Scheme Adviser is Sarah Finnegan;</li> <li>RISE Project – Evaluated Positively by the University of Stirling;</li> <li>Exploring the potential to Roll-Out across Tayside;</li> <li><b>Work Ongoing.</b></li> </ul>                    | G   |
| 6                                                                                                                                                                                           | Continue to improve our multi-agency ability to conduct Intelligence-Led Investigations by examining options for partners to share intelligence direct with Police Scotland by: <ul style="list-style-type: none"> <li>Building on the National Stop to</li> </ul>      | 2019 / 2020 | Robust Intelligence Led Investigations result in Disruptions and Prosecutions | <ul style="list-style-type: none"> <li>New Action Point – Following on from the Regional CSE Workshop – Held in Perth on Monday 25 March 2019;</li> <li>Exploring the potential to establish a Portal for key services and agencies to share intelligence;</li> </ul>                                                                                                                                                                     |     |

| No | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                  | Timescale | Planned Outputs | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                            | RAG |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|    | <p>Listen (STL) Initiative and Perth and Kinross STL Pathfinder</p> <ul style="list-style-type: none"> <li>• Exploring options to disrupt and prosecute perpetrators of Sexual Abuse and Exploitation</li> <li>• Ensuring First Line Managers / Child Protection Practitioners are aware of Human Trafficking Legislation, the links to CSA and CSE and encourage its use in ongoing investigations</li> </ul> |           |                 | <ul style="list-style-type: none"> <li>• Exploring the potential to develop a Disruption Toolkit;</li> <li>• Exploring a potential Tayside-wide approach;</li> <li>• Developing a Communications Plan to promote better awareness and understanding of the links between CSE and Human Trafficking;</li> <li>• Targeting First Line Managers to change Culture and Day-to-Day Practices;</li> <li>• <b>Work Ongoing.</b></li> </ul> | A   |

| No                                                                                                                                                 | Action / Task                                                                                                                                                                                                                                                                                                                             | Timescale   | Planned Outputs                                                                                    | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | RAG |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <b>Workstream 4 – Recovery (Lead – Jen Stewart: Third Sector Child Protection Group)</b>                                                           |                                                                                                                                                                                                                                                                                                                                           |             |                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |
| <b>OUTCOME: Children and young people benefit from the support they need to help them recover from trauma, child sexual abuse and exploitation</b> |                                                                                                                                                                                                                                                                                                                                           |             |                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |
| 7                                                                                                                                                  | Working in partnership with the Young People's CSE Advisory Group and RASAC Youth Ambassadors, explore the potential to develop and publish a Perth and Kinross Young People's Directory of Therapeutic Support Services for use by children and young people who have experienced sexual trauma, including sexual abuse and exploitation | 2019 / 2020 | Perth and Kinross Young People's Directory of Therapeutic Support Services for CSA / CSE Published | <ul style="list-style-type: none"> <li>Options being actively explored – Feedback provided by the Staff Team supporting the Young People's CSE Advisory Group; RASAC Youth Ambassadors and Educational Psychology Staff;</li> <li>2 or 3 Young People have been identified to work on this Inter-Active Publication;</li> <li>Template in Place – Young People have fed back positively about this;</li> <li>Content being drafted / developed;</li> <li><b>Work Ongoing.</b></li> </ul>                                                                                                                                            | G   |
| 8                                                                                                                                                  | Develop further Practitioner Information and Advice materials on the understanding of trauma and its impact on children and young people                                                                                                                                                                                                  | 2019 / 2020 | Practitioner Information and Advice Materials – Trauma Published                                   | <ul style="list-style-type: none"> <li>RASAC Trauma Informed Resource Booklet – Published Electronically on CPC Website;</li> <li>RASAC Trauma Informed Training Sessions targeted at key multi-agency staff – In Place 2018 / 2019;</li> <li>RASAC Trauma Informed Resourcing Workshops targeted at multi-agency staff – In Place 2018 / 2019;</li> <li>RASAC Trauma Informed Management Briefings – In Place 2018 / 2019;</li> <li>Evaluation – Being Collated for 2018 / 2019;</li> <li>Joint Discussions underway between APC and CPC re further RASAC Trauma Informed Sessions / Workshops / Briefings 2019 / 2020;</li> </ul> | G   |

| No | Action / Task                                                                                                                                                                                                                                                                                                             | Timescale   | Planned Outputs                            | Progress / Sense Check<br>@ 31 July 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | RAG |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|    |                                                                                                                                                                                                                                                                                                                           |             |                                            | <ul style="list-style-type: none"> <li>RASAC have also identified a new Booklet being designed for impact of trauma for Young People – Funding Options being explored between APC; CPC and VAWP;</li> <li>Noted pockets of Trauma Informed Practice Training being developed across Perth and Kinross - Needs coordinated;</li> <li><b>Work Ongoing.</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |
| 9  | Building Upon the Learning from the National Stop To Listen (STL) Initiative and the Perth and Kinross STL Pathfinder Trauma Recovery Scoping Exercise and Report 2016 / 2017 – Explore the potential to develop a more coordinated approach to providing recovery and support services for sexual abuse and exploitation | 2019 / 2020 | Coordinated Approach to CSA / CSE Recovery | <ul style="list-style-type: none"> <li>National Stop To Listen (STL) Initiative and the Perth and Kinross STL Pathfinder Trauma Recovery Scoping Exercise and Report 2016 / 2017 – Identified a lack of therapeutic / recovery / support services for the under 12s across Scotland and within Perth and Kinross;</li> <li>CPC funded a Joint Fact-Finding Visit (Services for Children, Young People and Families and RASAC) to the Trauma Recovery Centre in Bath;</li> <li>Joint Visit – Took place Friday 28/06/2019 – Sunday 30/06/2019; Feedback Report to Follow;</li> <li>Perth and Kinross Delegates also attended a Scottish Government / CELCIS National Event – Barnahus Standards Scoping Workshop in Stirling on 19 June 2019; Feedback Report to Follow;</li> <li><b>Work Ongoing.</b></li> </ul> | A   |

## Ongoing / Maintenance Section

| No | Ongoing Actions / Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Timescale           | Outputs & Evaluation                                                                    |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------|
| 1  | <p>Continue to deliver to school pupils in Perth and Kinross the ongoing CEOP (Child Exploitation and OnLine Protection) and RSHP (Relationships, Sexual Health and Parenthood) Education Programmes by:</p> <ul style="list-style-type: none"> <li>• <i>providing staff with Continued Lifelong Professional Learning (CLPL)</i></li> <li>• <i>developing appropriate training resources for staff</i></li> <li>• <i>providing up-to-date resources for pupils</i></li> <li>• <i>signposting where services and resources can be accessed</i></li> </ul> | Ongoing 2017 / 2020 | CLPL and other Evaluation Reports Published                                             |
| 2  | Continue to deliver the wide ranging Rape Crisis National Prevention Programme facilitated by RASAC P&K to secondary school pupils in Perth and Kinross                                                                                                                                                                                                                                                                                                                                                                                                   | Ongoing 2017 / 2020 | Rape Crisis National Prevention Programme Delivered – Evaluation Reports                |
| 3  | Continue to promote the Perth and Kinross CPC Child Sexual Exploitation (CSE) Webpages at <a href="http://www.pkc.gov.uk/cse">www.pkc.gov.uk/cse</a>                                                                                                                                                                                                                                                                                                                                                                                                      | Ongoing 2017 / 2020 | Management Information Reports Published Showing Page Hits and Activity                 |
| 4  | Continue to promote a Perth and Kinross Preventative and Basic Awareness Raising approach to Child Sexual Exploitation (CSE) via Perth and Kinross Council Social Media Resources including Facebook and Twitter                                                                                                                                                                                                                                                                                                                                          | Ongoing 2017 / 2020 | Social Media Messages Published Regularly - Measure and Evaluate Impact and Total Reach |
| 5  | Continue to deliver an Annual information giving event on Child Sexual Exploitation and OnLine safety at Perth Cinema (GIRFEC Event)                                                                                                                                                                                                                                                                                                                                                                                                                      | Ongoing 2017 / 2020 | Annual Information Giving Events and Evaluation Report                                  |
| 6  | <p>Continue to promote and encourage all stakeholders in Perth and Kinross to view and cascade the NSPCC / ChildLine OnLine Campaigns and Resources:</p> <ul style="list-style-type: none"> <li>• <i>NSPCC Share Aware Campaign (OnLine Safety)</i></li> <li>• <i>NSPCC Underwear Rule Campaign (Protection from Sexual Abuse)</i></li> <li>• <i>NSPCC FAPZ (Fight Against Porn Zombies)</i></li> </ul>                                                                                                                                                   | Ongoing 2017 / 2020 | NSPCC Campaigns & Resources Widely Disseminated, Accessible and Understood              |

| No | Ongoing Actions / Tasks                                                                                                                                                                                                                                                                                                                    | Timescale           | Outputs & Evaluation                                                            |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------|
| 7  | Continue to roll-out and promote across all Primary Schools in Perth and Kinross the NSPCC <i>Speak out. Stay safe</i> Campaign including ChildLine 0800 1111                                                                                                                                                                              | Ongoing 2017 / 2020 | NSPCC Campaigns & Resources Widely Disseminated, Accessible and Understood      |
| 8  | Continue to implement the provisions of the Scottish Government's: <ul style="list-style-type: none"> <li>National Missing Person's Framework</li> <li>National Trafficking and Exploitation Strategy</li> </ul>                                                                                                                           | Ongoing 2017 / 2020 | Framework and Strategy Published, Disseminated and Implemented                  |
| 9  | Promote and encourage all single and multi-agency staff working in Perth and Kinross to complete the three Perth and Kinross OnLine Learning and Development Modules: <ul style="list-style-type: none"> <li><i>Child Protection</i></li> <li><i>Adult Protection</i></li> <li><i>Getting it Right for Every Child (GIRFEC)</i></li> </ul> | Ongoing 2017 / 2020 | OnLine Learning and Development Modules – Monitoring Take-Up / Completion Rates |

**Ross Drummond**

**Child Protection Inter-Agency Coordinator**

**31 July 2019**







# PERTH AND KINROSS COUNCIL SCRUTINY COMMITTEE

Scrutiny Committee  
27 November 2019

Perth and Kinross Council  
18 December 2019

## ADULT SUPPORT AND PROTECTION ANNUAL REPORT 2018-19

Report by Jacquie Pepper (Chief Social Work Officer) (Report No. 19/348)

### PURPOSE OF REPORT

This report provides an update of the work of the Perth and Kinross Adult Protection Committee (APC) and activity over the 2018-2019 information to protect adults who may be at risk of harm.

### 1. BACKGROUND / MAIN ISSUES

- 1.1 The Adult Support and Protection (Scotland) Act 2007 (The Act) seeks to protect and benefit adults at risk of being harmed who are unable to protect themselves.

The Act defines 'adults at risk' as those who:

- Are unable to safeguard their own well-being, property, rights or other interests;
- Are at risk of harm; and
- Are more vulnerable to being harmed because they are affected by disability, mental disorder, illness or physical or mental infirmity than adults who are not so affected.

Harm means all harm including self-harm and neglect. The definition of an adult at risk includes people aged 16 and over.

- 1.2 The Act places a duty on Local Authorities to make inquiries about a person's wellbeing, property or financial affairs when there is a concern that they may be at risk and to intervene to protect him or her from being harmed. In order to make inquiries, the Act authorises Officers of the Local Authority (Registered Social Workers) to carry out visits, conduct interviews or require health, financial or other records to be produced in respect of an adult at risk. The Act also allows a health professional (e.g. doctor or nurse) to conduct a medical examination. Any intervention must provide benefit to the adult and needs to be the least restrictive option with regard to the adult's freedom and choice. This includes the provision of appropriate services, including independent advocacy.
- 1.3 The Act requires the following public bodies to co-operate with Local Authorities and with each other where harm is known or suspected:
- The Mental Welfare Commission for Scotland;
  - The Care Inspectorate;

- The Public Guardian;
- All Councils;
- Chief Constable of Police Scotland;
- Health Boards; and
- Any other public body or office holder that Scottish Ministers specify.

The public bodies and their officers must advise the relevant Local Authority if they know or believe that a person is an adult at risk and that action needs to be taken in order to protect that person from harm.

- 1.4 The Act creates an obligation on Local Authorities to establish multi-agency Adult Protection Committees. These Committees are responsible for overseeing local adult protection arrangements, providing guidance and information across services and must produce a Biennial report on the exercise of the Committee's functions. The Act requires the Convener of the Adult Protection Committee to be independent of the Local Authority. The individual must be seen to be independent in thought and action as well as someone who has the necessary skills and knowledge. It is good practice to appoint a Convener who is independent of all representative bodies. The Perth and Kinross Adult Protection Committee (APC) is chaired by an Independent Convenor. It has a range of statutory, private and voluntary organisations and carer representatives.
- 1.5 The Act places a statutory duty on the Convenor of the Adult Protection Committee to submit a Bi-ennial report to the Scottish Government which is due in October every second year. In the interim year the Perth and Kinross Adult Protection Committee produces an annual report to ensure effective monitoring of performance.
- 1.6 Under the The Public Bodies (Joint Working) (Prescribed Local Authority Functions etc.) (Scotland) Regulations 2014 some provisions of the 2007 Act have been delegated to the Integration Joint Board. In Perth and Kinross, the Integration Joint Board has directed that Perth and Kinross Council should continue to carry out these functions on its behalf.
- 1.7 **Adults at risk in Perth & Kinross**

An analysis of the data over the last year highlights some important information which the Adult Protection Committee will use to determine its future focus.

Older people, especially those over the age of 81 account for 38% of all ASP cases and are disproportionately represented in relation to other age groups. People over the age of 65 account for 69% of all cases.

Females account for 64% of ASP cases.

The majority of people 87% are of a white UK / Scottish background compared with 92% last report.

Dementia and frailty are the most prevalent conditions accounting for 65% of cases. Financial harm is identified in 32% of adults at risk followed by physical harm at 27% and neglect at 20%.

The home address is the main location of harm in 57% of cases with care homes decreasing to 28%

#### **1.8 Impact on Adults at risk**

- 83% felt safer
- 4% led to criminal proceeding
- 30 people supported by Independence Advocacy

#### **1.9 The main achievements over the past year**

- Financial harm work is ongoing with introduction of the banking protocol and new processes implemented for financial harm by paid carers.
- Increased referrals from health
- Improving the management information and performance outcome framework to accurately reflect activity and identify trends based on an accredited self evaluation model.
- A conference was held in March 2018 on addressing the effects of trauma throughout life. A booklet has been developed, courses have been delivered with staff and more are planned for 2019-20.
- Established contact with inter faith leaders
- Evaluate partnership risk profile
- Implement better arrangements for protecting residents in care settings
- Analysed the ASP national thematic inspection results and the key messages and added identified action to the Improvement plan especially in relation to chronologies, protection plans, outcomes and Independent Advocacy.
- Joint working in Tayside has led to development of learning framework and a regional ASP dataset is in progress

#### **1.9 Main areas for developments 2019-2020**

- Increased engagement with adults, families and carers especially college students, learning disability groups and community faith leaders
- Better connections with other protection services
- Improving practice and service improvement by better use of data
- Monitor the improvement of the quality of chronologies by ongoing training, auditing of cases and team leader monitoring.
- Monitor the referrals to Independent advocacy on a quarterly basis and by locality areas.
- Collate questionnaire information in relation to people with learning disabilities to check that current service provision is meeting needs.

## 2. PROPOSALS

- 2.1 The Adult Support and Protection Committee is accountable to the Perth and Kinross Chief Officers Group which includes the Chief Executives of the Council and NHS Tayside and the Area Commander for Police Scotland as they hold joint accountability for public protection and reports to the Integration Joint Board and Community Planning Partnership. Bill Atkinson is the Independent Chair of the Adult and Child Protection Committees. In order to ensure that all elected members are informed about strategic matters relating to public protection the annual reports on both child and adult protection will be presented at the same time in a similar format based on a self evaluation model.

## 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The Perth and Kinross Adult Protection Committee is committed to continuous improvement and protecting adults at risk of harm. This report provides assurance that the Committee has, over the last year, been developing greater oversight of the needs of adults at risk and understanding about areas for improvement. An improvement plan has been developed for 2019 – 2020 and will be closely monitored by the APC to ensure ongoing development. There is also a recognition that the APC now needs to further develop approaches to self-evaluation and opportunities to work more closely with the Perth and Kinross Child Protection Committee.
- 3.2 It is recommended that:
- (i) The Scrutiny Committee scrutinise and comment as appropriate on the contents of the Adult Support and Protection Annual Report.
  - (ii) The Council be requested to note the contents of the Adult Protection and Protection Annual Report.

### Author(s)

| Name        | Designation                  | Contact Details |
|-------------|------------------------------|-----------------|
| Mary Notman | Adult Protection Coordinator | 01738 47500     |

### Approved

| Name           | Designation               | Contact Details |
|----------------|---------------------------|-----------------|
| Jacquie Pepper | Chief Social Work Officer | 2 November 2019 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | Y                 |
| Corporate Plan                                      | Y                 |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | N                 |
| Workforce                                           | N                 |
| Asset Management (land, property, IST)              | N                 |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | N                 |
| Strategic Environmental Assessment                  | N                 |
| Sustainability (community, economic, environmental) | N                 |
| Legal and Governance                                | N                 |
| Risk                                                | N                 |
| <b>Consultation</b>                                 |                   |
| Internal                                            | N                 |
| External                                            | N                 |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | N                 |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

#### 1.1 People in Vulnerable circumstances are protected.

Creating safer communities is a key element in protecting people. The wide range of themes in Community Safety allows a broad approach to community safety issues.

#### Strategic Plan

#### 1.2 Key theme 5 – making the best use of available facilities, people and resources.

Our priority is to Ensure that vulnerable people remain safe and are protected from harm from others, themselves and the community through the monitoring and implementation of clinical and care governance standards and adult protection measures

### 2. Resource Implications

#### Financial

#### 2.1 This report contains no proposals which would have a financial impact.

### **3. Assessments**

#### **3.1 Equality Impact Assessment**

Not relevant

#### **Strategic Environmental Assessment**

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

#### **Sustainability**

- 3.3 There are no issues in respect of sustainability from the proposals in this report.

#### **Legal and Governance**

- 3.4 This report contains no proposals which would have a legal or governance impact.

#### **Risk**

There are no issues in respect of risk from the proposals in this report.

### **4. Consultation**

Internal - statistics provided

External - multi-agency partners involved in information and statistics

### **5. Communication**

- 5.1 There are no communication issues in respect of the proposals in this report.

### **2. BACKGROUND PAPERS**

None

### **3. APPENDICES**

Adult Protection Committee Annual Report 2018-19



# Perth and Kinross Adult Protection Committee

## Annual Report 2018 – 2019



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### Foreword

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## 1. Introduction by the Chair of the Adult Protection Committee

I am pleased to present this Annual Report on the work of the Adult Protection Committee in Perth and Kinross from April 2018 – March 2019, and is in addition to the Biennial Report which is a legal requirement to produce for the Scottish Government and will be due again in 2020.

In last year's Biennial Report it was identified that adult protection cannot be delivered in isolation and therefore a priority this year has been to strengthen collaborative work across different relevant partnerships, locally, regionally and nationally. For example, Adult Protection and Child Protection Committees have continued to strengthen their connections, working together on a whole family approach unless there is a particular reason to work separately, culminating in the planning of a Joint Development Day in May 2019, and this is an important part of the move in Perth and Kinross towards a coherent public protection strategy. In the last year, also, there has been a strengthening of the adult protection links across Tayside, not only sharing the learning of Dundee's experience as part of a pilot thematic Inspection across six authorities in Scotland in 2017, but also developing joint approaches to operational guidance, a learning and development framework, a common data set, and systems to learn from reviews of significant events. In addition to work across Tayside in the last year the Committee has been forging closer links with North Ayrshire as another authority involved in the Inspection and a very useful visit to North Ayrshire took place by a number of the APC and ongoing work is continuing. Finally, in relation to greater collaborative working I am pleased to report that in the last year the Scottish Government has initiated a National Improvement Programme for Adult Protection providing a renewed and invigorated focus on protecting vulnerable adults in Scotland. This programme includes a number of themes which Perth and Kinross supports and in turn will benefit from, and will include a national Inspection programme for Adult Protection.

Another priority for the APC this year has been the audit, review and improvement work on key processes which are critical in ensuring the protection of vulnerable adults including referral, risk assessment and care planning of those who may be at risk in whatever circumstances in Perth and Kinross. A programme of self evaluation has been established to more systematically assess the areas of strength and the areas requiring improvement across the adult protection system and to drive that improvement across the partnership.

Also identified last year as a focus for improvement has been the greater involvement of users and carers in the delivery of services for them and in the future planning and design of services. Whilst there has been a greater awareness and use of advocacy services in the support plans for users and carers, challenges remain in how the views of those adults who need support and protection can be articulated and contribute meaningfully to the planning of services that best meet their needs. Although progress has been made to establish useful contact and communication with existing groups representing the wide variety of vulnerable adults the pace is slow and this will remain a high priority for the coming year.

I hope this Report highlights the progress that has been made over the last year but not only identifies the areas for improvement but also how these will be addressed over the coming year.

**Bill Atkinson**  
**Independent Chair of Perth and Kinross Adult Protection Committee (APC)**  
**Date: 27 August 2019**

## ASP SUMMARY 2018 - 19



**What we found...**  
**1146 total referrals**  
**186 Adult Support and Protection Cases**



- **31% Financial Harm**
- **27% Physical**
- **20% Neglect**

**Who is receiving Support?**



**Where does harm happen?**



**Other Information....**

- **No Protection Orders**
- **20 Case Conferences**

**Training**

**153 people have been trained face to face**

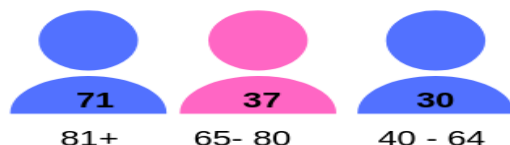


**8411 E-learning health staff Tayside**



**872 E-Learning for other staff in Perth and Kinross**

**What age group is most at risk?**



**What was the impact on adults at risk?**

- **83% felt safer**
- **4% led to criminal proceedings**
- **30 people have been supported by Independent Advocacy**

**What we did in 18/19**

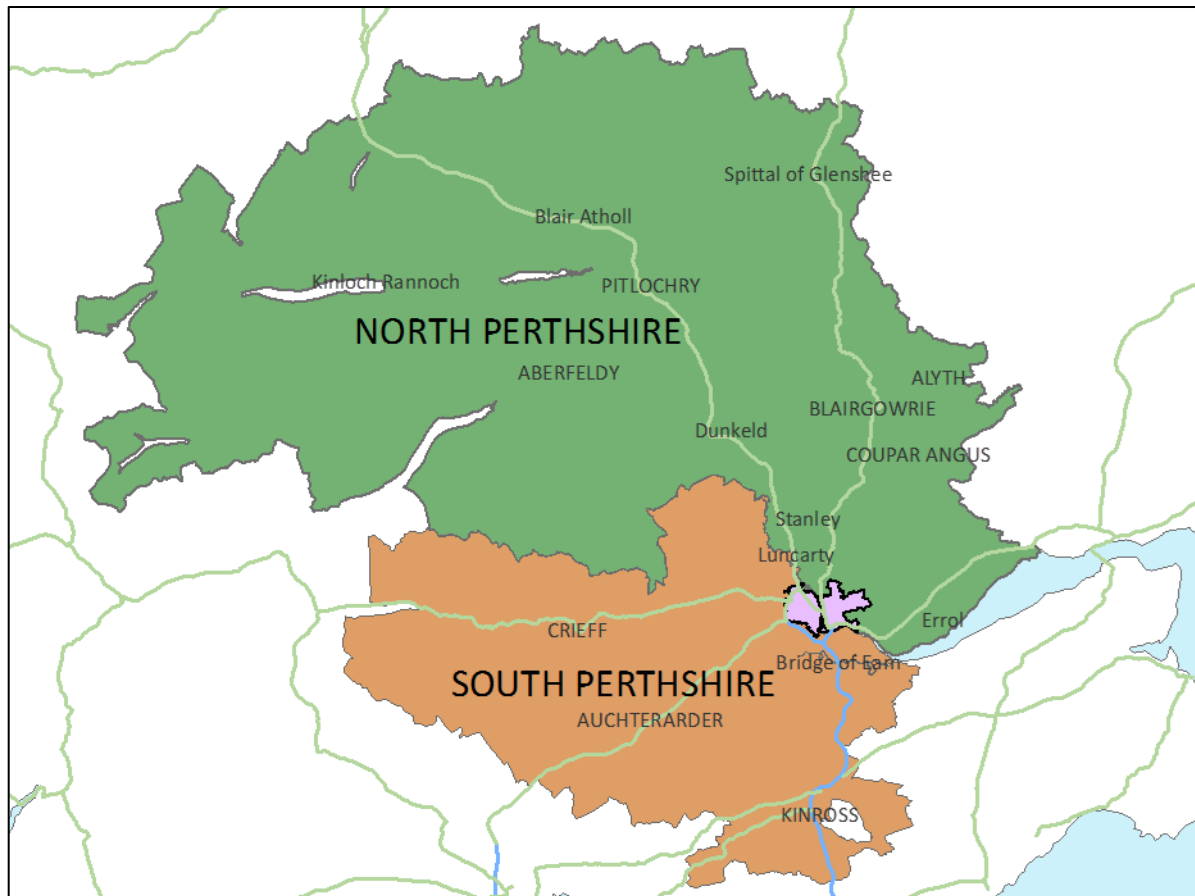
- **Made progress with the improvement plan**
- **Increased referrals from health**
- **Established contact with inter faith leaders**
- **Implemented better arrangements for protecting residents in care settings**

**What are our priorities?**

- **Increased engagement with adults, families and carers especially with college students, learning disability groups and faith leaders**
- **Better connections with other protection services**
- **Improving practice and service improvement by better use of data**

### 3. Context

#### 3.1 Perth and Kinross



Perth and Kinross covers an area of 5,286 square kilometers and is the fifth largest area by land mass in Scotland. It is the 6<sup>th</sup> fastest growing population in Scotland and adults account for 81% of residents. The past decade has seen an increase in the number of people in the older age group (65+) who are resident in Perth & Kinross which is currently 18.1% of the population compared with a national average of 10.6%.

The older age profile is reflected in that the average age of the population in Perth and Kinross is 43 years, slightly higher than the national average age of 40 years.

Perth & Kinross has a population of 151,100 as of 2017. This is made up of 74,187 Males and 76,913 Females.

- There are 24,453 children (aged 15 and under), or 16.2% of the total population.
- There are 91,132 people of working age (aged 16-64), or 61.0% of total the population.
- There are 34,515 older people (aged 65 and over), or 22.8% of the total population.

The geographical distribution of the population across urban, rural and remote areas poses challenges for the planning and delivery of services.

In Perth and Kinross, there are five community planning partnerships:

- Perth City
- Kinrossshire, Almond & Earn
- Strathearn
- Highland and Strathtay
- Strathmore

These localities each have a local action partnership made up of elected members, communities, and public services.

Through the local action partnerships, the community planning partnership identifies their particular needs and challenges. Perth & Kinross council has 40 councillors in 12 electoral wards.

NHS Tayside is responsible for commissioning health care services for residents across Tayside and had a combined population of 416,090 based on mid-year 2017 population estimates published by National Records of Scotland. NHS Tayside's Governance includes three major hospitals; a number of community hospitals and also includes over 60 GP surgeries and a variety of health centres staffed by thousands of employees.

The Tayside Division of Police Scotland command area Angus, Dundee and Perth & Kinross.

### **3.2 Vision**

People have the right to live as independently as possible in a safe environment, free from harm, to have their wishes and feelings taken into account and to have the minimal amount of intervention in to their personal lives

### **3.3 Purpose**

To support and protect adults who may be at risk of harm or neglect and who may not be able to protect themselves.

### **3.4 National Context**

Adult Support and Protection in Perth & Kinross is set within the wider policy in Scotland and the National Policy Forum.

<https://www2.gov.scot/Topics/Health/Support-Social-Care/Adult-Support-Protection>

## **The National Strategic Forum**

The National Forum provides a strategic and cross sectoral view of what is needed to improve the delivery of adult support and protection across Scotland. The Forum will assist Scottish Government and delivery partners in identifying the workstreams required to improve the assurance and operation of adult support and protection and its interface with existing and developing legislative and policy areas.

The Scottish Government also supports the role of the National Adult Protection Coordinator – this role involves making connections to build stronger local networks and to improve the co-ordination, development and dissemination of best practice, as well as promoting joint working between Adult Protection Committees

## **The National Improvement Plan has identified 6 main areas**

- Assurance and Inspection
- Governance and Leadership
- Data and outcomes
- Policy
- Practice Improvement
- Prevention

### **3.5 Tayside collaboration of Independent chairs and Lead officer**

The Independent Chairs, Lead Officers, Police Scotland and NHS Tayside meet regularly in Tayside to coordinate work that provides consistency for regional partners and identifies common areas of ASP work.

Work ongoing includes

- Updating of Tayside Multi-agency Operational Guidance which includes joint policies in relation to chronologies and information sharing
- A short life working party led by NHS ASP lead and Police Scotland was convened to look at the overlap of processes in relation to adverse incidents and a paper is being presented to all three Chief Officer Groups.
- Learning and Development Framework has been agreed and new courses have been developed that can be accessed by all staff across Tayside.
- Work has commenced on developing a Tayside reporting template for ASP activities which will allow for benchmarking.

### **3.6 Local Context**

The safeguarding, supporting and promoting the welfare of adults at risk is a shared multi-agency responsibility across the public, private and third sectors.

## **Adult Protection Committee (APC)**

The Adult Protection Committee (APC) is a multi-agency group that meets quarterly. The Committee is chaired by an Independent Convenor and has a range of statutory, private and voluntary organisations, carer and other relevant people which oversee Adult Support and Protection (ASP) processes in Perth and Kinross. Representation on the APC has been widened to represent a more diverse range of agencies.

The agenda consists of standing items and encourages partner agencies to submit papers that pertain to ASP performance and issues. At each meeting there is a presentation on either specific areas of interest such as latest research or case studies given by social workers and other staff who are involved in particular cases. The APC find the case studies particularly helpful in raising complex issues and discussing effective management on a multi-agency basis.

There is one combined sub-Committees that meet quarterly and report back to each APC and are allocated any work identified. An improvement plan is updated following each APC with allocated actions and timescales.

The APC is supported by the ASP co-ordinator.

Governance – The APC is accountable to the Executive Officer Group, the Integration Joint Board and the Community Planning Partnership and needs to reflect national outcomes and standards.

The Adult Protection Committee is responsible for the ongoing improvement of work related to adult support and protection and monitoring of the improvement plan to ensure that actions are being progressed.

## 4. Management Information and Performance Outcomes

**Evaluation: We are committed to the improvement of multi-agency data that will identify areas for improvement to inform practice**

This section covers the main findings from multi-agency management information and performance outcome framework. (Appendix 1)

### Interpretation and trends

#### 4.1 Adult Support and Protection (ASP) Activity

In the last year we received a total of 1,446 referrals that comprised of 1155 Vulnerable Person Report (VPR) and 291 Adult Protection (AP) concerns. There had been a continuing reduction in the number of VPR over the past few years but this is now rising again. 186 cases progressed to ASP processes.

|                    | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
|--------------------|---------|---------|---------|---------|---------|
| <b>VPR</b>         | 1523    | 803     | 651     | 838     | 1155    |
| <b>AP concerns</b> | 536     | 424     | 553     | 421     | 291     |
| <b>Total</b>       | 2068    | 1227    | 1204    | 1259    | 1446    |

### Age

Older people, especially those over the age of 81, account for 38% (71) of all ASP cases and are disproportionately represented in relation to other age groups. The other most prevalent age groups are 31% (57) in 65-80 age range and 16% (30) aged 40-64. People over the age of 65 account for 69% of all cases.

In Perth & Kinross we have 37 Care Homes for older people. In 2018-19, care homes were the location for 37% of ASP investigations.

Perth and Kinross is a desirable place to live and has a comparatively higher number of care homes per person than any other local authority in Scotland other than the Shetland Islands and Na h-Eileanan Siar both of which have a significantly lower population than Perth and Kinross. The underlying chart compares numbers of care homes across Tayside.

| Care Home Numbers Across Scotland |                       |      |            |                                 |                      |
|-----------------------------------|-----------------------|------|------------|---------------------------------|----------------------|
| LocalAuthority                    | Numbers of Care Homes | Year | Population | 19% of pop over 65 years of age | People per Care Home |
| Perth & Kinross                   | 40                    | 2017 | 151,100    | 28,709                          | 718                  |
| Dundee City                       | 27                    | 2017 | 148,270    | 28,171                          | 1043                 |
| Angus                             | 29                    | 2017 | 116,280    | 22,093                          | 762                  |

### **Females slightly more likely to be at risk**

Females account for 64% (119) of ASP cases.

### **Ethnicity**

The majority of people 87% (162) are of a white UK / Scottish background compared with 92% last report.

### **Client Group**

Dementia and frailty are the most prevalent conditions. The proportion of Investigations where the client group was Learning Disabilities decreased to 8% compared to 22% in the previous year. The national average is 15%.

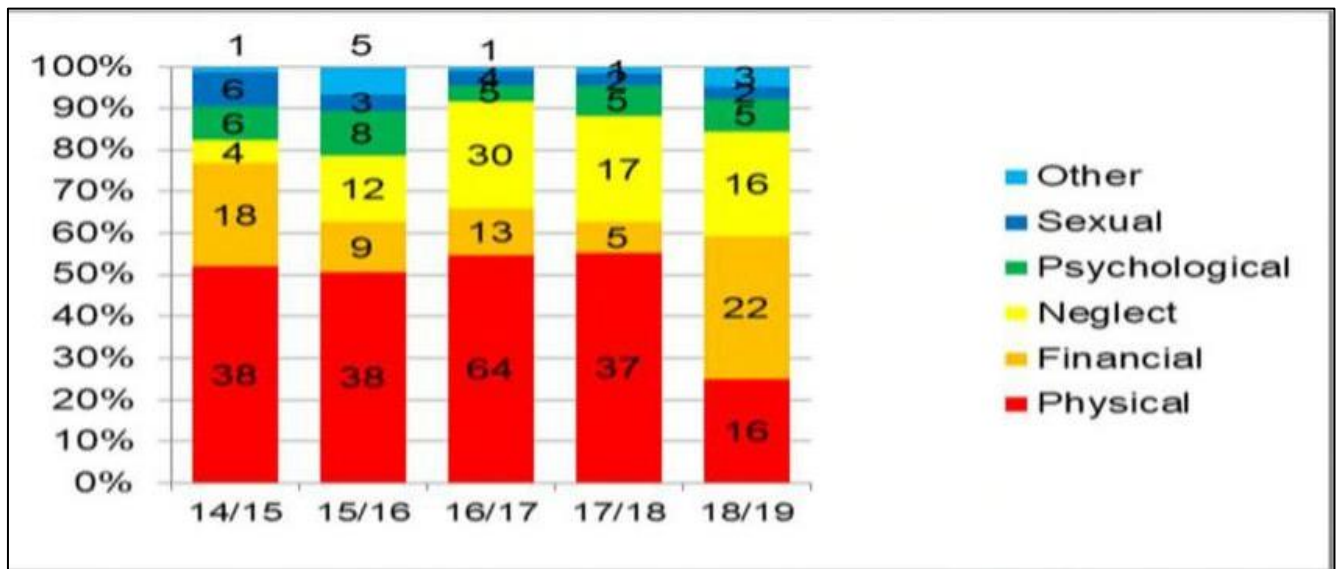
The overall number of ASP referrals for people with a learning disability accounts for 12% of all cases. A high proportion of referrals come from a care setting. Reporting systems were refined in March 2018 to ensure a more appropriate and proportional response.

|                                                           | <b>2015/16</b> | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> |
|-----------------------------------------------------------|----------------|----------------|----------------|----------------|
| Public Protection                                         | <b>0%</b>      | <b>1%</b>      | <b>0%</b>      | <b>0%</b>      |
| Dementia                                                  | <b>39%</b>     | <b>36%</b>     | <b>25%</b>     | <b>33%</b>     |
| Education & Children's Services                           | <b>0%</b>      | <b>0%</b>      | <b>1%</b>      | <b>0%</b>      |
| Frailty or Illness                                        | <b>13%</b>     | <b>18%</b>     | <b>28%</b>     | <b>23%</b>     |
| Learning Disabilities                                     | <b>18%</b>     | <b>27%</b>     | <b>29%</b>     | <b>8%</b>      |
| Mental Health                                             | <b>4%</b>      | <b>0%</b>      | <b>4%</b>      | <b>6%</b>      |
| Not Recorded                                              | <b>0%</b>      | <b>0%</b>      | <b>0%</b>      | <b>3%</b>      |
| Other                                                     | <b>11%</b>     | <b>1%</b>      | <b>4%</b>      | <b>8%</b>      |
| Physical Disabilities Including Frailty<br>Due to Old Age | <b>13%</b>     | <b>18%</b>     | <b>9%</b>      | <b>16%</b>     |
| Substance Misuse                                          | <b>1%</b>      | <b>0%</b>      | <b>0%</b>      | <b>3%</b>      |



## Types of harm

### Proportion of investigations by nature of harm

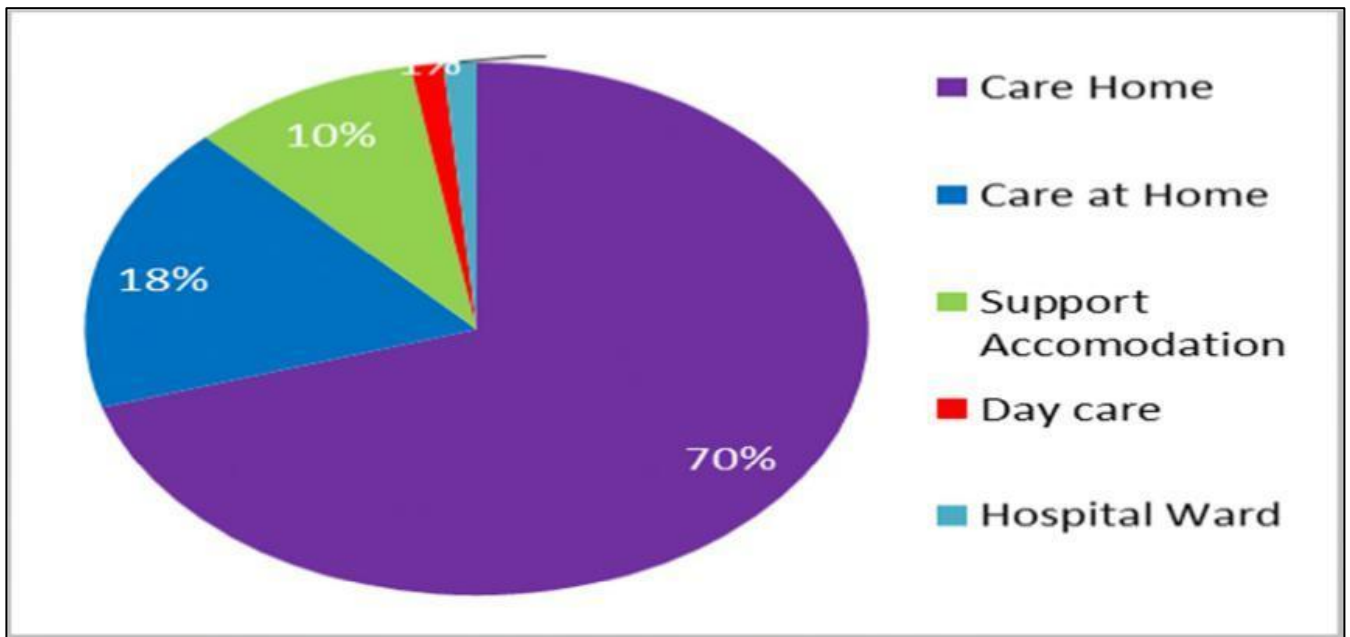


In 2018/19, the total number of Adult Protection Investigations (64 investigations) has fallen from the previous year (68 investigations)

The number of investigations relating to financial harm in 2018/19 (22 investigations) has risen from 2017/18 (5 investigations).

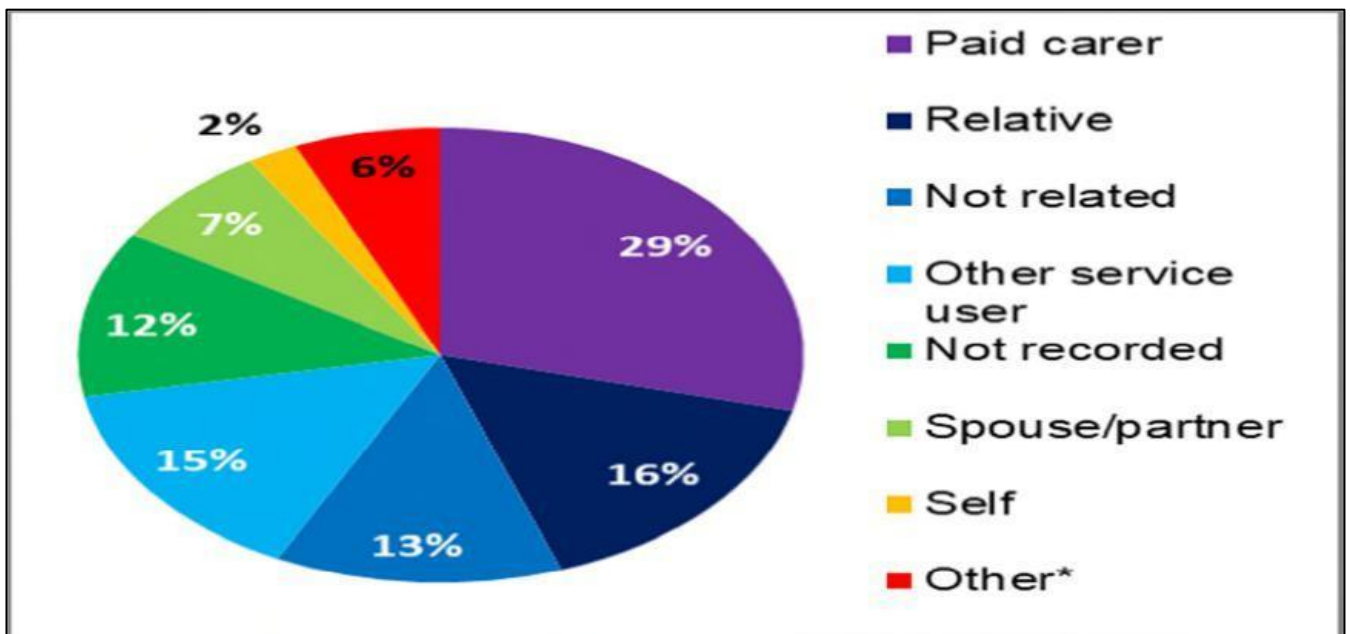
The introduction of the Banking Protocol in March 2018 may have had an impact on the number of financial concerns being reported. The Banking Protocol is an initiative between the police, banking institutions & Trading Standards. Its aim is at the earliest opportunity to identify vulnerable victims who are in the process of being defrauded of funds from their bank accounts.

### Location of harm – 2014-2019



Over the 5 year period, the majority of ASP investigations took place in care homes. This has been reducing and in 2018/19, 31% of cases were in care homes compared to 59% at the home address.

### Who harms – 2014-2019



Over the last 5 years, a quarter of alleged perpetrators were paid carers/workers. In the 2018/19 this was 23%.

There has been ongoing work in relation to paid carers in both the Care Home and Care at home sectors.

- The Commissioning Team is working well with service providers to identify areas of good practice and support improvement.
- Documentation has been refreshed and updated to provide clearer guidance.
  - All service providers will receive an annual visit or more if required
  - Frequency of visits based on a risk matrix
  - Electronic links for support and guidance e.g regulatory bodies, national policies
- There will be a focus on training including on what providers are doing for staff retention as this is an issue within the sector to ensure appropriately skilled staff.
- Contracts Officers will speak to service users when they are visiting to obtain their views

A new process was introduced in July 2018 when there is suspected financial harm by paid carers which will be monitored and reviewed to ensure it is working effectively.

Relatives were the second most common alleged perpetrator over the 5 years but the highest in 2018/19 at 38%.

#### 4.2 Large Scale Investigations (LSI)

|         | Total | Care Homes | Care at Home | Supported Acc | Daycare |
|---------|-------|------------|--------------|---------------|---------|
| 2014/15 | 22    | 18         | 1            | 3             | 0       |
| 2015/16 | 18    | 12         | 4            | 1             | 1       |
| 2016/17 | 18    | 12         | 3            | 3             | 0       |
| 2017/18 | 12    | 8          | 4            | 0             | 0       |
| 2018/19 | 4     | 2          | 1            | 1 hospital    | 0       |

Over the five year period there were 70 Large Scale Investigations (LSI), 22 in 2014/15 and 18 in 2015/16, 18 in 2016/17, 12 in 2017/18 and 4 in 2018/19.

During this time we have worked closely with partner agencies which included:

- regular audits,
- nominated mental health staff for each care setting to help re-assess people who behavior is causing concern.
- Introduced a new reporting system with clearly defined thresholds
- early identification of areas of concerns and early input and support from the Care Inspectorate and Commissioning team to negate the need for Large Scale Investigations.

#### 4.3 Protection orders

There have been no protection orders in 2018-19. There were 2 Case Conferences that have discussed if a protection order should be considered. Protection orders are only to be used if no other action could be taken that would result in the same

outcome. In both cases other actions were taken under the Adults with Incapacity Act that safeguarded the adult at risk.

## **5. How well do we meet the needs of our stakeholders**

This section describes the impact on adults at risk, their families, staff and the wider community.

### **5.1 Impact on Adult at risk and their families**

**Evaluation: We are confident that we listen to, understand and respect the rights of adults at risk and their families and that we are helping them to keep themselves safe.**

- Independent advocacy is an important consideration in ASP cases to ensure that the client views is represented. The support adults receive is well evaluated and audits evidence that independent advocacy is offered to the majority of adults at risk. In 2018-19, there was 31 people supported which consisted of 1 open case from the previous year and 30 new referrals. This is an substantial increase from 12 in 2017/18 which was low but similar to 16/17 figures. In relation to Adult Protection Case Conferences, independent advocates attended 100% of APCC they were invited to. Independent Advocacy manager is an active member of the Adult Protection Committee (APC), teams receive regular updates on use of advocacy and there is an advocate that co presents on ASP courses.
- Feedback from service users and carers.

There are different ways in which the APC gains feedback from service users and Carers:

- Questionnaires are completed at Adult Protection Case Conferences (APCC). Of the results recorded for initial APCC, 83% of people felt safer.
- Participation in audits to give their views
- The committee has a carer representative
- Analysis of outcomes on all ASP forms. In order to capture impact of intervention for those cases which did not proceed to APCC, an outcome question was developed to be completed at end of the ASP case. The staff member completes the form with the input of client to check if the intervention has been helpful.

Service user and carer's views are at the centre of the work we do and it remains a priority for the APC. The APC has taken a variety of steps to address this. However this can be complicated because of

- Levels of understanding
- Communication issues

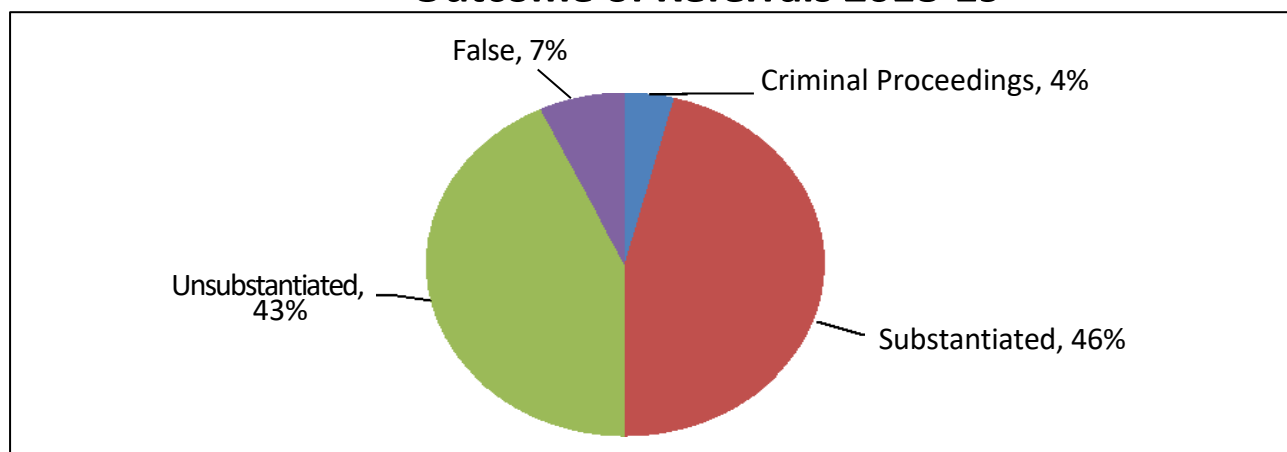
- Conflict within families

### Investigations - Has intervention has been helpful?

|                       | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|-----------------------|---------|---------|---------|---------|
| <b>Lacks capacity</b> | 55%     | 54%     | 48%     | 39%     |
| <b>No</b>             | 0%      | 1%      | 0%      | 2%      |
| <b>Not recorded</b>   | 12%     | 5%      | 0%      | 0%      |
| <b>Yes</b>            | 33%     | 45%     | 52%     | 59%     |

Over the past 4 years we have seen an increase from 33% to 59% of adults who have found the intervention to be helpful. Only 2% found it was not helpful while a further 39% lacked the capacity to be able to give information.

### Outcome of Referrals 2018-19



In relation to outcomes of referrals and actions taken there are low numbers that progress to criminal charged or investigations. There are almost half of referrals where the allegation cannot be substantiated which can limit the effectiveness of actions taken although safeguards and supports (e.g. independent advocacy) can be put in place. Allegations not substantiated are usually because of lack of evidence or reliability of information coming from the adult.

Of those cases that were substantiated actions taken were:

- 49% resulted in changes to the care plan
- 15% extra carer support was provided
- 13% resulted in new procedures being implemented
- In relation to staff issues, 2% were dismissed, 6% were disciplined and 10% received additional training
- Legal powers were either removed or applied for in 3% of cases

In the unsubstantiated cases the issues related to:

- Financial concerns in 41% of cases
- Neglect in 10%
- Care concerns in 32%
- Paid carer harm in 4%
- In 13% of cases the client had no capacity to recall the event

In relation to criminal proceedings 7 cases were investigated and the outcomes are:

|                                       |   |
|---------------------------------------|---|
| Reported to the Procurator Fiscal     | 4 |
| Not reported to the Procurator Fiscal | 1 |
| Ongoing investigation                 | 3 |

## 5.2 Adult Protection Case Conferences

There was a **total of 24 Adult Protection Case Conferences**, 10 initial, 10 review, 2 network meeting and 2 Large Scale Investigation meetings

A protection plan is developed following all case conferences that is monitored by the adult social work team. The outcomes have included:

- Legal powers removed/changed or new application submitted
- Change of accommodation for adult at risk
- Changes to financial management
- Provision or increase of care packages
- Changes to care plans
- Re assessment of adult at risk including capacity assessment
- Staff training in specific areas such as restraint techniques

Attendance at Case Conferences varied according to reason and location of residence and type of harm.

| Person/Agency                    | No invited | %   | Nos attended |
|----------------------------------|------------|-----|--------------|
| Adult at risk                    | 4          | 40% | 2            |
| Families / One Power of Attorney | 9          | 90% | 8            |
| Carers                           | 5          | 50% | 4            |
| Friend / Power of Attorney       | 1          | 10% | 1            |
| Police                           | 7          | 70% | 6            |
| Health                           | 8          | 80% | 7            |
| Independent Advocate             | 6          | 60% | 6            |
| Legal                            | 8          | 80% | 7            |
| Mental Health Officer            | 7          | 70% | 6            |

Others who attended included manager of organisations, Housing, Staff from other local authorities (funding authority), Care Inspectorate, Children's Services, Mental Health Services – voluntary agency, Contracts and Commissioning team and alleged perpetrators.

In relation to the adult at risk

- Females accounted for 60% of cases (6/10),
- Financial and neglect accounted for 60% of harm (30% each)
- The majority of harm occurred at the home address (60%)
- The most prevalent client group were people with dementia (40%)
- 60% were in the 81+ age group followed by 30% in the 40-64 age
- 80% of alleged perpetrators were family members and 20% were paid carers
- 63% of adults at risk had some impairment of capacity

### 5.3 Qualitative audits

The APC continues to conduct 2 audits per year as a way of quality assurance and identifying strengths and areas for improvements

- a) ***Multi-agency case file & Large Scale Investigation audit*** was combined for the first time and consisted of 6 individual cases and 3 large Scale Investigations and focused on risk assessment and management, decision making, effective inter-agency working and information sharing.

The audit was held on January 30 2019

Out of the 6 individual cases, 4 cases involved family members as the alleged perpetrators, 1 was self-harm and 1 involved a friend/partner.

In relation to individual cases, all areas rated over 67% with 9 out of the 15 areas scoring 100% which included initial response, risk assessment and management, human rights, information sharing and involvement of adult and family.

Some individual issues were raised in specific cases which was reported back to case holders and managers

The Large Scale Investigations (LSI) were all for Care at Home organisations Most areas were rated highly at 100% in areas of strategic discussions, involvement of appropriate agencies including manager of organisation and adherence to process.

The issues raised were

- a) Neglect/lack of care/hygiene issues
- b) Missed visits/key safes
- c) Staff training and induction, moving and handling
- d) Staff shortages/lack of experience & knowledge
- e) Poor communication/record keeping/support plans/incident reporting

Improvement plans were developed following LSI and were monitored and reviewed by the social work team, Care Inspectorate and the Commissioning team.

- b) ***Vulnerable person reports(VPR) /adult protection concerns (AP)*** audit covered 32 cases consisting of 16 VPR and 16 AP concerns. All of the AP concerns progressed to ASP Inquiry compared to 80% last year. None of the VPD progressed to ASP processes.

The results evidenced that the screening process appears to be working well and within timescales. A number of referrals (50%) were open cases compared to 60% last year. In general most areas were well evaluated above 70% with 1 exception.

- Chronologies had been completed in 87% of cases but only 25% were of an acceptable standard.

The action recommended was for chronology training for all staff which was delivered in September and October in 2018 and more is planned for 2019.

### **NHS Tayside Audit**

With the appointment of a dedicated Lead for Adult Protection within NHS Tayside and the introduction of an Adult Concern Referral Form and inclusion within Datix, a single agency audit was identified as good practice as well as providing a baseline by which future performance can be measured.

The audit took place on 30<sup>th</sup> August 2018 in Ninewells Hospital, Dundee which aimed to facilitate access to both paper based and electronic files.

The audit team consisted of 3 multi-agency staff (2 NHS Tayside staff and 1 Adult Protection Lead Officer from Perth and Kinross Council).

There were 9 cases identified and 8 cases audited that covered referrals across all 3 local authority areas and cases were identified at random via the NHS Tayside Datix system between the period March 2018-August 2018.

The audit focused on key areas such as how recording was completed, involvement of others and communication. As this was the first audit of adult protection within NHS Tayside, it was also an opportunity to test the audit tool which had been developed and identify any amendments to this.



A number of key issues such as chronologies, lack of communication, record keeping and were highlighted during the audit which has formed the basis for an improvement plan.

### **Other areas of work**

- The Independent Chair and ASP Coordinator attended a meeting with learning disability “Keys to Life” group to ascertain if current services and supports are effective in safeguarding adults and if there are any gaps. It was suggested we formulate 2-4 questions that could be raised at meeting with adults and their families and carers to gain their views. Questions were agreed and an easy to read version of the questionnaires was disseminated to the group.
- During the 16 days of action for Violence against Women in November 2018, an issue was raised in relation to expectations and attitudes within community and faith groups in relation to protection issues and respect within families. This led to PKAVS convening meetings with community and faith groups and the wider public protection groups to work jointly and communicate a shared vision. This work is ongoing.
- The APC has a wide membership including a representative from University of the Highlands and Islands (Perth College campus). The campus has students with range of physical and learning disabilities including eye, hearing and speech impairments, mental health issues, learning difficulties and disabilities and physical and mobility issues. It has been agree to explore this in more detail with support staff at the college.

### **5.4 Impact on staff**

**Evaluation: We are confident that we are developing a competent, confident and skillful workforce. Our staff are highly motivated and committed to their own continuous professional development. We are empowering and supporting our staff with a wide range of evidenced-based multi-agency learning and development opportunities, which are evaluated highly and having a positive impact on practice. The content of these learning and development opportunities take account of changing legislative, policy and practice developments and local challenges.**

### **Staff learning and development**

Perth and Kinross continue to deliver awareness and specialist training to all partner agencies to ensure staff can recognise and respond to any identified or suspected harm. This can be online training accessible to all people in Perth and Kinross or face to face training. The online training is an introductory training course in raising awareness for all staff regardless of where they work to recognise and respond to harm.

In relation to on line training offered:

- a) NHS E-learning module - 8411 members of staff have completed the module across Tayside which is a significant increase from the previous years.

|         |                                              |
|---------|----------------------------------------------|
| 2012/13 | 1600                                         |
| 2013/14 | 3751                                         |
| 2014/15 | 4964                                         |
| 2015/16 | 5473                                         |
| 2016/17 | 5607                                         |
| 2017/18 | 5521                                         |
| 2018/19 | 8411 (out of 14, 871 registered users = 56%) |

- a) E-learning module hosted by the local Authority - 872 council staff members have completed the module.
- b) This e-learning module is also available on the PKC webpage for all partner agencies. While we are unable to monitor who has completed the course, the e-learning page has been accessed 440 times in the last year.

Face to face training consists of awareness training for all staff and specialist training for those staff involved in ASP cases.

|                            |    |
|----------------------------|----|
| ASP awareness              | 65 |
| Chronology training        | 56 |
| Enhanced practitioner      | 6  |
| APCC                       | 13 |
| Investigative interviewing | 13 |
| 3 Act training             | 38 |

### **Evaluation of courses**

All courses were positively evaluated with over 95% rated good or excellent. There were many comments relating to opportunities to participate in multi-agency discussions and the value of using case studies to consolidate learning and the application of learning to practice. Participants valued group discussions and sharing of case examples which allowed them to reflect on their own practice.

We have introduced open badges which are digital certificates recognising learning and achievement. By completing open badges staff recognise and evidence their learning, skills, attributes and experience. It was introduced in September 2018 and achievements to date are:

| Level  | Evidence required                                                                                                | Number |
|--------|------------------------------------------------------------------------------------------------------------------|--------|
| Bronze | Attended and participated in ASP awareness course                                                                | 17     |
| Silver | Written a 200 word essay on how it may be implemented in their work                                              | 9      |
| Gold   | Written a 200 word essay on how staff have implemented ASP in practice on cases they are currently working with. | 3      |

### **Trauma Informed Practice**

Last year, following a Joint Conference (192 multi-agency delegates) in March 2018, we reported upon our ongoing partnership work with RASAC P&K to develop a trauma informed workforce across P&K.

Throughout 2018 – 2019 this work has continued and we have:

- published and disseminated [P&K Trauma Informed Practice Guidance](#) for practitioners working with children, young people and adult survivors of CSA / CSE;
- held two multi-agency Trauma Informed Managers Briefings; two multi-agency Trauma Informed Practice Training Sessions and two multi-agency Trauma Informed Practice Resourcing Workshops.

In total, 85 multi-agency delegates have attended these partnership training events, which they evaluated very highly. Further partnership work is planned to significantly increase these training opportunities in an attempt to establish a critical mass of trauma informed and aware practitioners across P&K.

### **Harmful Practices**

A workshop was organised on Human Trafficking for staff in Tayside that was delivered by Hope for Justice on 18 March 2019 to raise awareness and inform practice and policies. The policy was updated following this event.

### **Impact on Community**

#### **Evaluation:**

We have developed the APC webpage which provides public information that is accurate and relevant. We are working with Community groups to address issues identified as areas that could impact on our ability to safeguard people

## Public awareness

In recent years we have tried to raise awareness in a variety of different ways and different formats e.g. Facebook, Twitter. It has been difficult to gauge impact of these initiatives as they do not necessarily generate referrals but tend to focus on raising awareness more generally.

| APC website usage          |                               |                               |                               |
|----------------------------|-------------------------------|-------------------------------|-------------------------------|
| Page title                 | No of Unique Users<br>2016/17 | No of Unique Users<br>2017/18 | No of Unique Users<br>2018/19 |
| ASP information page       | 1476                          | 1617                          | 1367                          |
| ASP learning zone          | 1026                          | 744                           | 440                           |
| ASP resource library       | 106                           | 124                           | 158                           |
| Adult Protection Committee | 190                           | 124                           | 99                            |
| <b>Totals</b>              | <b>2798</b>                   | <b>2609</b>                   | <b>2115</b>                   |

## 6. How good is the delivery of services for adults at risk, their families and our operational management?

**Evaluation: We are confident that our adult protection services are robust, effective and focused on vulnerability, risk and need**

This section highlights how we are delivering our services to support adults at risk. In relation to the response to concerns raised performance indicators show:

- 96.54% of referrals are screened within 24 hours.
- 80% of ASP inquiries and investigations are completed within timescales
- 70% ( 7/10) of initial Adult Protection Case Conferences and 100% (10/10) of review APCC were held within timescales

There has been significant ground-work already undertaken with regard to adult support and protection within NHS Tayside however there is also recognition of the ongoing need to ensure the further development, oversight and implementation of effective adult support and protection arrangements across the organisation.

Current ongoing work includes:

- Updating of the Tayside multi-agency operational guidance
- Developing a minimal learning standards framework
- Developing a performance framework that allows benchmarking across Tayside and identifies areas of improvements.

## **NHS Tayside**

The appointment of an Interim Lead for Adult Protection in June 2017 has made a positive difference on developing a public protection approach within NHS Tayside and the links with our key partners to continue to establish a safeguarding culture across NHS Tayside which supports all staff to be alert and responsive to the potential risks of harm for our patients.

- The role has seen an increase in both referrals and engagement across NHS services.
- This role provides strategic, professional and clinical leadership across the organisation working in collaboration with locality lead's on all aspects of NHS Tayside's contribution to protecting adults.
- Increase in completion of Learnpro as well as providing a regular programme of face to face briefing sessions along with advice and consultation role.
- Adult Protection discussed at NHST Tayside Board meeting in December with request for follow up paper to facilitate discussion around developing the NHST approach to strengthening its response to Adult Protection.
- First NHST single agency ASP audit undertaken
- This role ensures adverse incident reporting in adult protection at all levels and in all areas across NHS Tayside and works with service leads to ensure appropriate action plans are developed to reduce reoccurrence and inform learning and best practice.
- NHS Tayside Lead for Adult protection identified to lead on MAPPA within NHS Tayside and support the role of the MAPPA Health Liaison Officer.
- Improvement plan has been developed.
- Review of NHS Tayside Missing Patient Policy
- Mrs Ash SCR Learning Opportunity was held on 25 January 2019
- Tayside wide discussions to review ICRs/SCRs and LAER/SCEA processes
- NHS AP Leads group set up across Scotland- the first meeting was held on 29 November 2018.
- Briefing sessions continue within NHS Tayside

## 7. How good is our leadership?

**Evaluation: We are committed to a collective approach to leadership, direction, support, scrutiny and joint partnership working is effective and robust. We want to achieve better outcomes for adults at risk and their families by continuous improvement through self-evaluation.**

### 7.1 Annual development day 2018

The APC holds an annual development day to take time out with the formal committee structure to examine current progress, challenges and planning priorities for the next year. This was held on 21 June 2018.

There was a presentation and comparison of national and local statistics that identified areas that required further explanation and action.

The workshops focused on 3 main areas

- What has been achieved in the previous 2 years?
- What are the current challenges in Perth & Kinross?
- What are the priorities for the next year?

The areas identified were incorporated into the APC Improvement plan

### 7.2 Learning from Significant Case Reviews (SCR)

As part of continuous improvement the APC receives reports on national SCR and any actions that can be taken locally from recommendations. As part of this ongoing process a workshop was held in Tayside on 25 January from Glasgow Council in relation to Mrs. Ash and the learning that resulted. Workshop held on the day identified local actions.

### 7.3 Learning from ASP Thematic Inspections

During 2017, the Care Inspectorate, Her Majesty's Inspectorate of Constabulary and Health Improvement Scotland inspected adult support and protection services in a number of partnership areas across Scotland. This was the first time any of the Scottish scrutiny bodies had scrutinised adult support and protection. The scrutiny focused on outcomes for adults at risk of harm, the partnership's actions to make sure adults at risk of harm are safe, protected, supported, involved, and consulted, as well as leadership for adult support and protection. The six adult protection partnerships inspected were selected to reflect the diverse geography and demography of Scotland.

After publication of the results and recommendations in July 2018, Tayside organised a visit to North Ayrshire on 12 December 2018 to discuss process, findings and ascertain the learning that could benefit our partnership. Some of areas identified were

- Number of Initial Case Review (ICR)/Significant Case Reviews (SCR)
- Conversion rate from ASP investigations to Case Conference
- Initial Referral Discussion (IRD) process

#### **7.4 APC Risk Workshop**

As part of ongoing evaluation an APC workshop was held on 26 November 2018 to develop a strategic risk register. The 4 areas that were scrutinised were:

- Adult receives a person centred response to concerns about their safety
- Adult receives an effective integrated response to address their needs for support and protection
- Adult Protection Committee provides effective leadership
- Adult Protection Committee works in partnership with service users and wider communities

Actions identified have been progressed and documented within the Improvement plan.

#### **7.5 Information for elected member and members of Integration Joint Board (IJB)**

On 30 November 2018 a session was held for members of the IJB on protecting people that allowed for sharing and exchange of information.

#### **7.6 GP engagement**

General practitioners are an essential partner in ASP as capacity remains a key issue. There was a meeting on 30 November with the GP forum to discuss referrals and ASP issues. It is recognized that we need to enable GP's to actively participate in ASP work given their key role but there are challenges in their workload, cover needed if they attend meetings and the time of notice needed. There is a GP representative on the APC who disseminates information through the GP information network.

## **Working in partnership**

Partner agencies in the private and third sector are an integral part of the safeguarding framework in Perth & Kinross.

There are representatives on the APC from

- Care homes for elderly
- Care Home for people with learning disability
- Care at home organisations
- Citizen Advice Bureau
- Independent Advocacy
- Perth & Kinross Voluntary Services (PKAVS)

The input and joint working with partner agencies have resulted in

- New electronic reporting system for reporting of incidents from care agencies to ensure consistency across all areas
- Focus on referrals to Independent Advocacy
- Ongoing engagement with minority ethnic and religious groups
- Reporting, follow up and information in relation to current SCAMS.
- ASP input into Missing people protocol
- Work with financial institutions

## **8. What is our capacity for improvement?**

Perth & Kinross APC is committed to continuous improvement through quality assurance and self-evaluation ensuring that outcomes for adult at risk is the main priority.

Building on our self-evaluation, lessons from SCRs and ASP thematic inspections we have developed a one year improvement plan 2019-20 which will continue to deliver outcomes.

### **8.1 Summary of APC priorities for 2019-20**

- Continue to develop and widen the quantitative and qualitative data from all agencies to inform practice and improvements and identify areas for improvement
- Monitor the improvement of the quality of chronologies by ongoing training, auditing of cases and team leader monitoring.



- Monitor the referrals to Independent advocacy on a quarterly basis and by locality areas.
- Engage with our partner agencies in higher education to ensure all client groups receive the support they need to safeguard themselves.
- Build on the engagement work with ethnic minority and religious groups to promote respect and equality with communities.
- Collate questionnaire information in relation to people with learning disabilities to check that current service provision is meeting needs.



Perth and Kinross Adult Protection Committee

Annual Report Statistics, covering period:

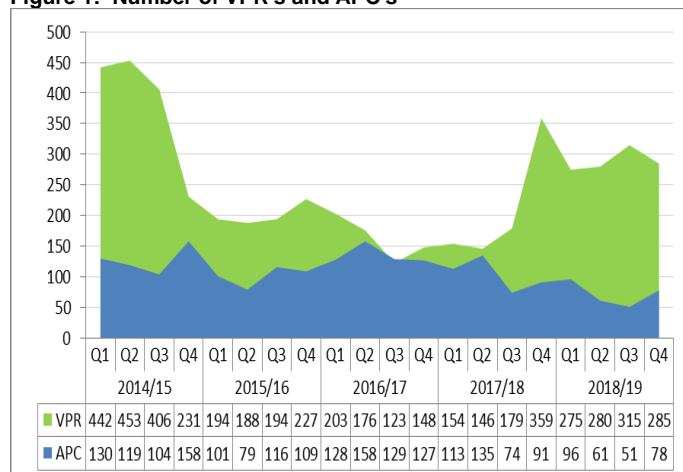
01 April 2014 - 31 March 2019

## Housing and Community Care - Adult Support and Protection

### Adult Protection Concerns and Vulnerable Person Reports

Over the last five years the number of Adult Protection Concerns (APCs) and Vulnerable Person Reports (VPRs) has fallen by 29%. The number of Adult Protection Inquiries also fell by 62%. Females aged 81 and over account for the largest proportion of APC's received, inquiries and investigations held. Worries about individuals being physically, financially harmed or neglected were the most common reasons for inquiries/investigations taking place.

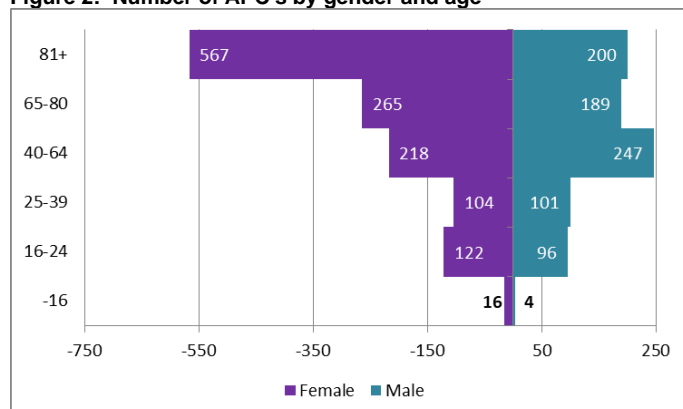
**Figure 1: Number of VPR's and APC's**



The total number of VPR's received in 2018/19 (1155 reports) has increased compared to 2017/18 (838 reports) however this is still a reduction of the total number that were received in 2014/15 (1,532 reports). Improved screening processes by Police Scotland has contributed to this reduction.

The total number of APCs received in 2018/19 (286 concerns) fell by 46% compared to the previous year.

**Figure 2: Number of APC's by gender and age**

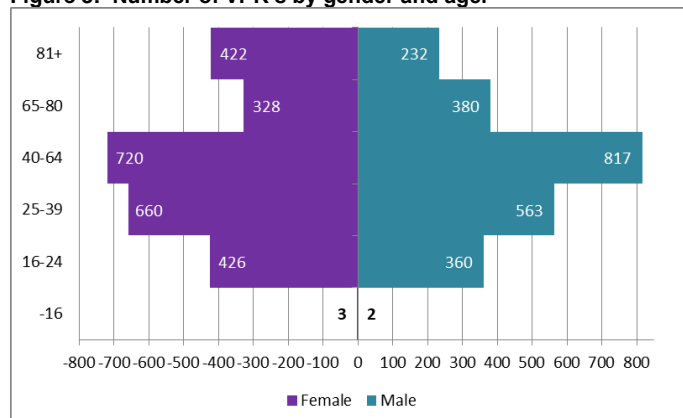


The total proportion of APC's by gender over the five year period was 61% female and 39% male.

Females over the age of 81 accounted for over a quarter, 27% of all APC's received.

In 2018/19 there were 2 APC's where the age and gender of the person was not recorded.

**Figure 3: Number of VPR's by gender and age.**



The total proportion of VPR's by gender over the five year period was 52% female, 48% male.

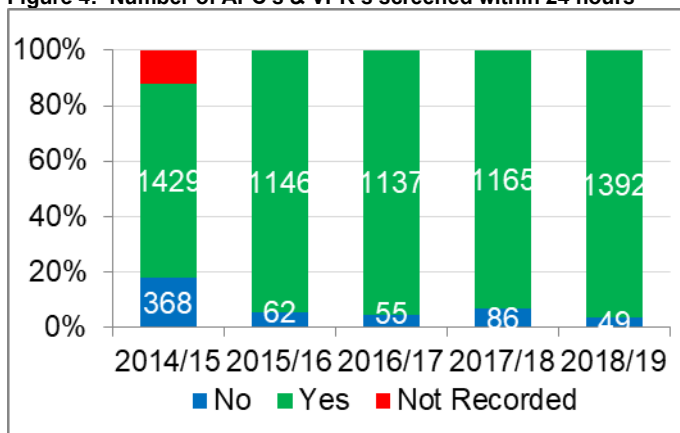
In 2018/19 there were 4 VPR's where the age of the person was not recorded and 34 VPRs with no gender recorded.

Males aged 40-64 accounted for 17% of the total VPR's received.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Concerns and Vulnerable Person Reports

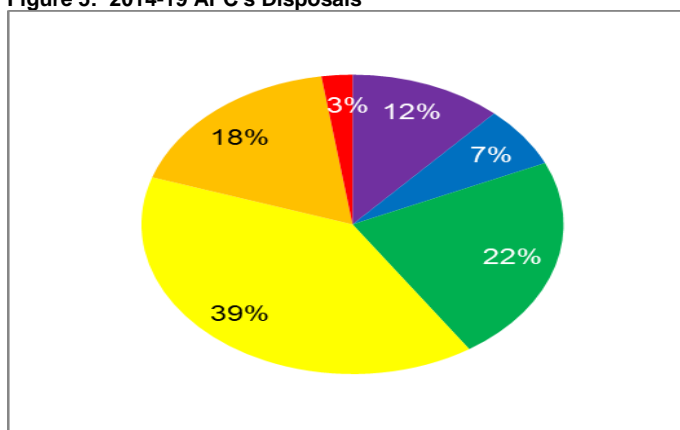
**Figure 4: Number of APC's & VPR's screened within 24 hours**



In 2018/19 100% of APC's and VPR's had a recorded outcome for screening, again this is an improvement on 2014/15 where 12% of APC's and VPR's were missing a recorded outcome.

During the same time period, 97% of all APC's and VPR's were screened within 24 hours, this is an increase of 4% from 2016/17.

**Figure 5: 2014-19 APC's Disposals**



The proportion of APC's progressed to an inquiry has risen in 2018/19 to 38%, from 31% in 2017/18. In 2014/15 the figure was 47%.

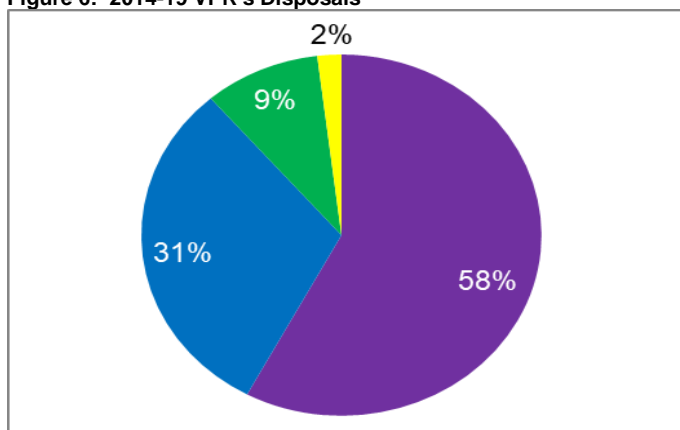
In 2018/19 the proportion of APC's where there was no further social work intervention dropped to 10% from 14% in 2017/18.

The proportion of APC's progressing to a large scale investigation continues fall. (4 in 2018/19).

#### Legend

- No Further Social Work Intervention
- Passed to Key Worker
- Passed to Team
- Progressed to Ap Inquiry
- Progressed to Ap Investigation
- Progressed to Large Scale

**Figure 6: 2014-19 VPR's Disposals**



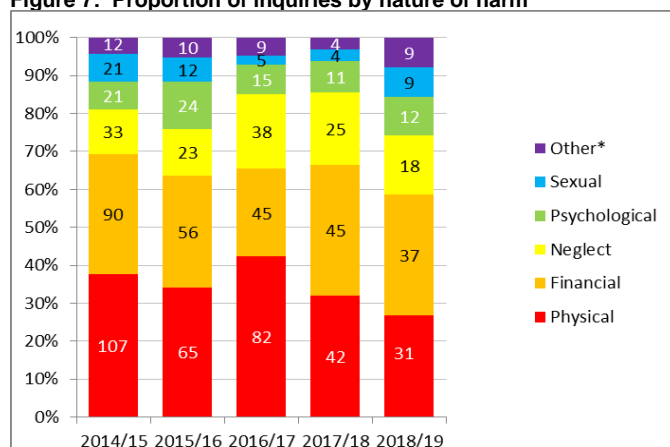
In 2018/19 the proportion of VPR's with no further social work intervention was 63% a rise from the previous year 54%.

Over the five year period there were fewer than twenty VPR's progressed to an investigation or large scale investigation.

# Housing and Community Care - Adult Support and Protection

## Adult Protection Inquiries

**Figure 7: Proportion of inquiries by nature of harm**



In 2014/15 there were 284 adult protection inquiries, in 2018/19 this figure fell by 62% to 116. The most common nature of harm is financial.

In 2018/19 there were two types of harm which increased by proportion of total inquiries, these were inquiries relating to sexual harm and Domestic Abuse<sup>1</sup>.

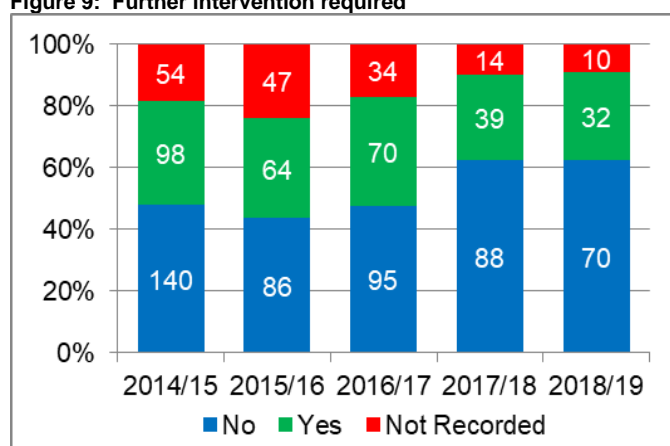
**Figure 8: Proportion of inquiries by client group**

| Nature of Harm                                         | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--------------------------------------------------------|---------|---------|---------|---------|
| Public Protection                                      | 0.5%    | 1%      | 1%      | 0%      |
| Dementia                                               | 17%     | 22%     | 16%     | 20%     |
| Education & Children's Services                        | 1%      | 3%      | 3%      | 2%      |
| Frailty or Illness                                     | 16%     | 19%     | 29%     | 32%     |
| Learning Disabilities                                  | 28%     | 24%     | 16%     | 15%     |
| Mental Health                                          | 6%      | 5%      | 3%      | 11%     |
| Not recorded                                           | 2%      | 1%      | 3%      | 3%      |
| Other (not further described)                          | 5%      | 6%      | 6%      | 3%      |
| Physical Disabilities Including Frailty Due to Old Age | 24%     | 18%     | 21%     | 12%     |
| Substance Misuse                                       | 2%      | 3%      | 1%      | 2%      |

Over the last five years the most commonly reported client groups were individuals with learning disabilities, Frailty/Illness, people with physical disabilities including frailty due to old age, and Dementia

In 2018/19 there were 10 inquiries without a recorded outcome as to whether further intervention was required.

**Figure 9: Further intervention required**



In 2018/19 29% of inquiries required further intervention. This is similar to the previous year.

Of those individuals who engaged with services and had the capacity to understand or perceive the impact of intervention, 64% found the intervention had been helpful.

A further 14% of inquiries did not have response recorded to this question which is a continued improvement.

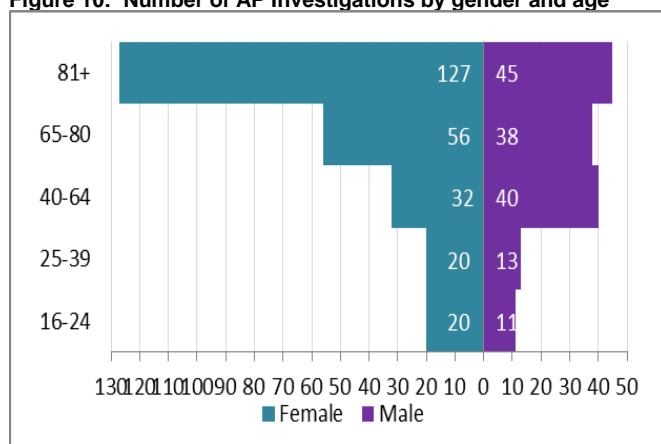
\*Other category includes; domestic abuse, attempted suicide, family violence and self-harm.

<sup>1</sup> Family violence and domestic abuse are contained within the 'Other' category due to the very small numbers involved.

# Housing and Community Care - Adult Support and Protection

## Adult Protection Investigations

**Figure 10: Number of AP Investigations by gender and age**



Over five years there were a total of 402 Adult Protection Investigations.

In 2018/19 there were 64 Investigations.

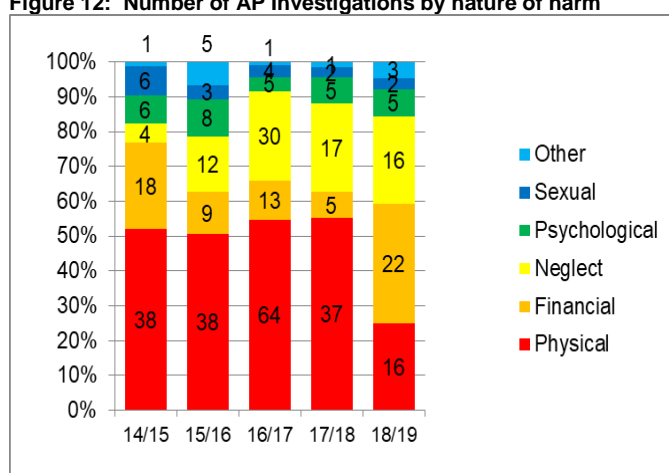
Just under a third of all investigations were for females aged 81 and over.

**Figure 11: % of AP Investigations by client group**

|                                                        | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--------------------------------------------------------|---------|---------|---------|---------|
| Public Protection                                      | 0%      | 1%      | 0%      | 0%      |
| Dementia                                               | 39%     | 36%     | 25%     | 33%     |
| Education & Children's Services                        | 0%      | 0%      | 1%      | 0%      |
| Frailty or Illness                                     | 13%     | 18%     | 28%     | 23%     |
| Learning Disabilities                                  | 18%     | 27%     | 29%     | 8%      |
| Mental Health                                          | 4%      | 0%      | 4%      | 6%      |
| Not Recorded                                           | 0%      | 0%      | 0%      | 3%      |
| Other                                                  | 11%     | 1%      | 4%      | 8%      |
| Physical Disabilities Including Frailty Due to Old Age | 13%     | 18%     | 9%      | 16%     |
| Substance Misuse                                       | 1%      | 0%      | 0%      | 3%      |

In 2018/19 all investigations had a recorded client group. In 2018/19 The proportion of investigations where the client was Learning Disabilities decreased compared to previous years.

**Figure 12: Number of AP Investigations by nature of harm**



In 2018/19, the total number of Adult Protection Investigations (64 investigations) has fallen from the previous year (68 investigations)

The number of investigations relating to financial harm in 2018/19 (22 investigations) has risen from 2017/18 (5 investigations)

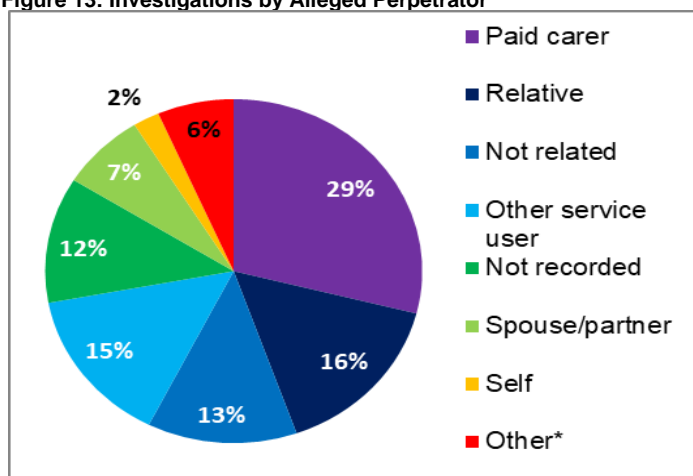
Investigations due to domestic abuse, family violence and self-harm have increased although are aggregated within the 'other<sup>2</sup>' category as the numbers are very small.

<sup>2</sup> Other category includes domestic abuse, family violence and self-harm.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Investigations Cont'd.

Figure 13: Investigations by Alleged Perpetrator



Over a quarter of alleged perpetrators were paid carers/workers.

Relatives were the second most common alleged perpetrator.

Over the five year period there were 6 investigations where the alleged perpetrator was unknown and 47 investigations where the client's relationship with the alleged perpetrator was not recorded, 7 of these were in 2018/19.

Figure 14: % Investigations disposals

|                                         | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|-----------------------------------------|---------|---------|---------|---------|
| Further SW Intervention (non AP action) | 82%     | 39%     | 44%     | 27%     |
| Progress to Case Conference             | 14%     | 10%     | 15%     | 21%     |
| Not recorded                            | 4%      | 1%      | 0%      | 0%      |
| No Further SW Intervention              | 0%      | 50%     | 41%     | 52%     |

In 2014/15, 17 investigations progressed to a case conference, in 2018/19 this figure fell to 13 investigations progressed to a case conference.

In 2018/19 there were no investigations without a recorded outcome.

Figure 15: % Investigations - Has intervention has been helpful?

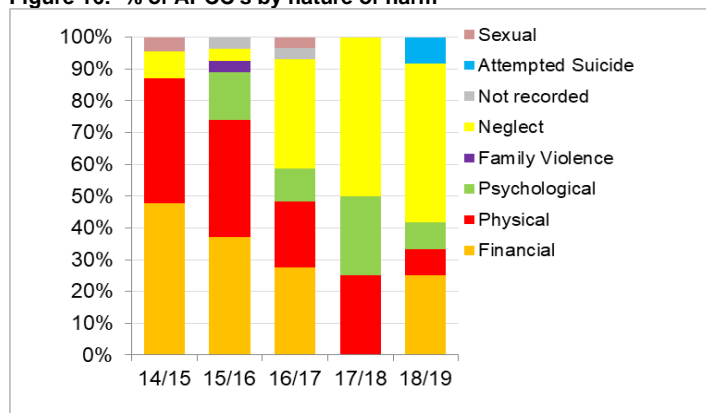
|                | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|----------------|---------|---------|---------|---------|
| Lacks capacity | 55%     | 54%     | 48%     | 39%     |
| No             | 0%      | 1%      | 0%      | 2%      |
| Not recorded   | 12%     | 5%      | 0%      | 0%      |
| Yes            | 33%     | 45%     | 52%     | 59%     |

In 2018/19, 33 clients perceived the intervention to be helpful. 22 people lacked the capacity to understand or perceive the impact that the intervention.

## Housing and Community Care - Adult Support and Protection

### Adult Protection Case Conferences

**Figure 16: % of APCC's by nature of harm**



In 2018/19 there were 20 Adult Protection Case conferences, the largest proportion of these conferences were in relation to alleged neglect.

Over the five years over a third (35%) of conferences were in relation to alleged financial harm.

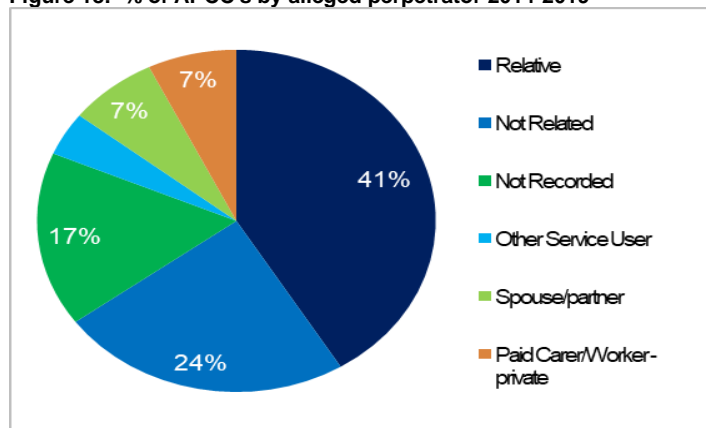
The majority of case conferences in 2018/19 had a location of harm cited as clients home address.

**Figure 17: % of APCC's by client group**

|                                                        | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--------------------------------------------------------|---------|---------|---------|---------|
| Dementia                                               | 22%     | 3%      | 50%     | 15%     |
| Frailty or Illness                                     | 4%      | 10%     | 25%     | 20%     |
| Learning Disabilities                                  | 26%     | 38%     | 25%     | 15%     |
| Mental Health                                          | 19%     | 3%      | 0%      | 0%      |
| No Disability 16-64                                    | 0%      | 3%      | 0%      | 0%      |
| Palliative Care                                        | 4%      | 0%      | 0%      | 0%      |
| Physical Disabilities Including Frailty Due to Old Age | 26%     | 14%     | 0%      | 45%     |

In 2018/19 there was a large increase in the number of case conferences where the client group was recorded as Physical Disabilities.

**Figure 18: % of APCC's by alleged perpetrator 2014-2019**



The most commonly cited alleged perpetrator is a relative to the client.

In 2018/19 there were no case conferences without a recorded alleged perpetrator, compared to 10 records having no recorded alleged perpetrators in 2016/17.



## Housing and Community Care - Adult Support and Protection

### Adult Protection Case Conferences

Figure 19: % APCCs by disposals

|                                                  | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--------------------------------------------------|---------|---------|---------|---------|
| Adult Protection Plan                            | 56%     | 52%     | 0%      | 50%     |
| Ongoing Monitoring Through Mainstream Procedures | 19%     | 48%     | 50%     | 50%     |
| No Further Action                                | 19%     | 0%      | 50%     | 0%      |
| Not Recorded                                     | 7%      | 0%      | 0%      | 0%      |

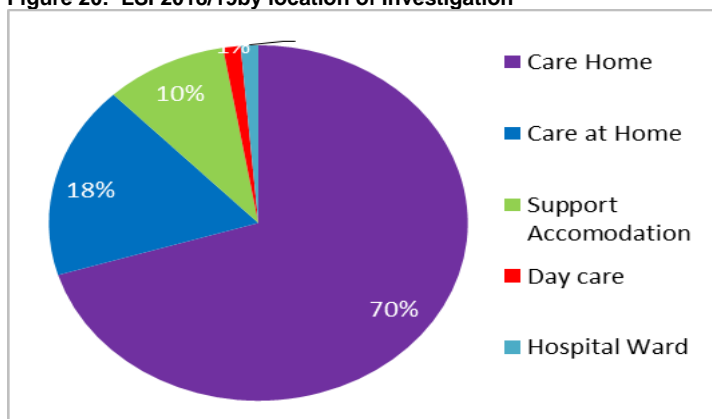
In 2018/19 50% of the AP case conferences resulted in ongoing monitoring through mainstream procedures.

In 2018/19 there were no case conferences without a recorded disposal.

## Housing and Community Care - Adult Support and Protection

### Large Scale Investigations

Figure 20: LSI 2018/19 by location of Investigation



Over the five year period there were 70 Large Scale Investigations (LSI), 22 in 2014/15 and 18 in 2015/16, 18 in 2016/17, 12 in 2017/18 and 4 in 2018/19.

The majority of these investigations took place in care homes.

The issues identified from the 2019 combined multi-agency/Large Scale Investigation audit in relation to LSIs were:

- Medication errors
- Neglect/lack of care/hygiene issues
- Missed Visits/key safes
- Moving and Handlings
- Incident Reporting
- Staff training and induction
- Falls risk assessment
- Staff shortages/lack of experience and knowledge
- Poor communication/record keeping/support plans; and
- Financial Harm

**August 2014 - Removal order applied for and refused.**

This order was requested to remove a son with a learning disability from the family home. The removal order was refused on the grounds that the harm was not serious enough.

**May 2015 - Banning order applied for and granted.**

This order was requested to prevent a son visiting his 85 year old mother who experiences physical and mental health issues. The banning order was to prevent financial exploitation by the son against his mother.

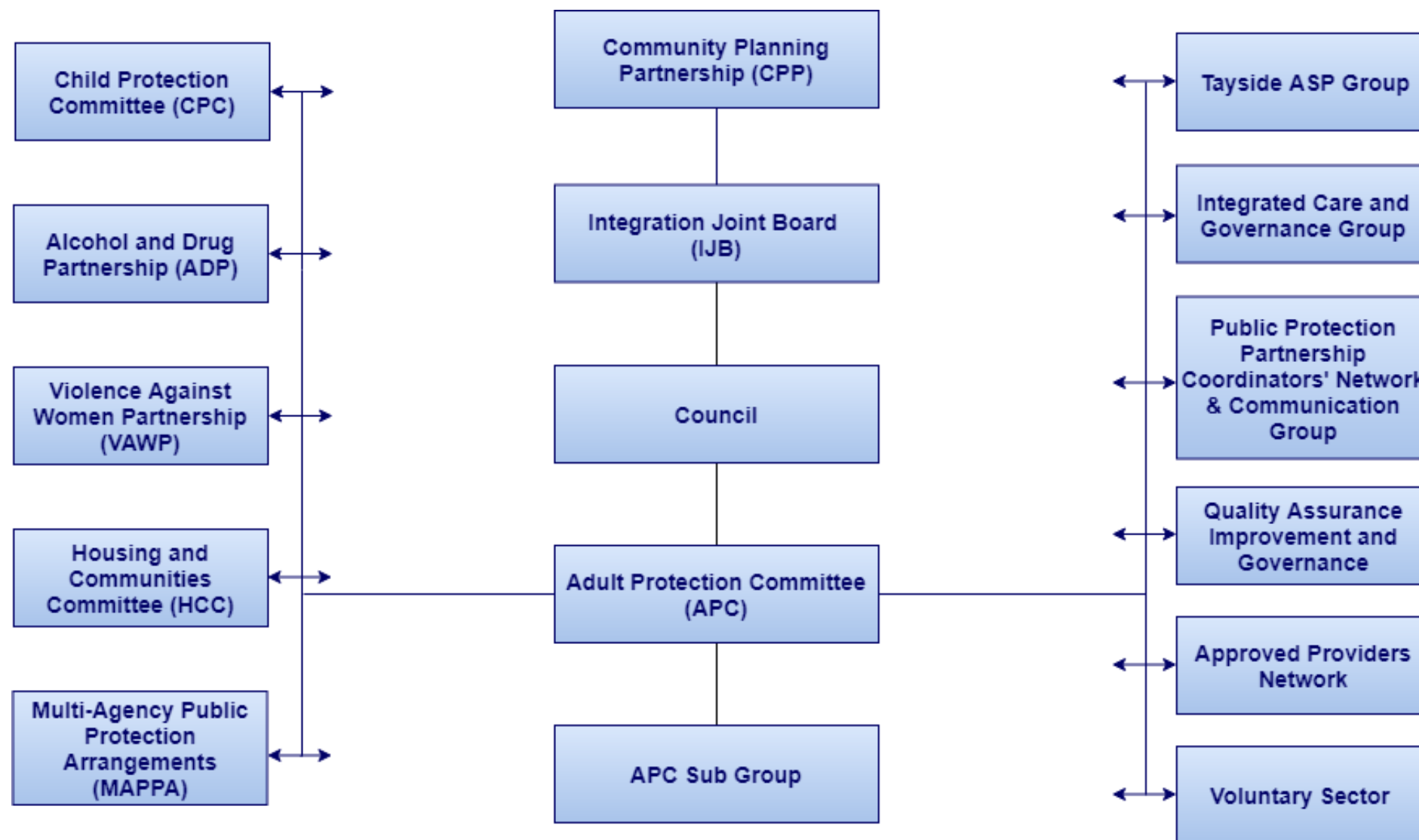
**August – September 2016 - Banning order applied for and granted.**

A temporary/full banning order was requested to prohibit two acquaintances visiting a man with disabilities who was being financially targeted.

**May – July 2017- Banning order applied for and granted.**

Another temporary/full banning order was requested to prohibit two acquaintances visiting a man with disabilities who they had previously targeted and were currently exploiting for financial gain.

## Perth and Kinross APC Structure 2018





# **ADULT SUPPORT AND PROTECTION**

## **IMPROVEMENT PLAN 2019-2020**

**The Perth & Kinross Adult Protection Committee and partners are committed to continuous improvement through self evaluation and the work of the sub committee.**

## **Vision**

People have the right to live as independently as possible in a safe environment; to be free from harm; to have their wishes and feelings taken into account; and to have the minimal amount of intervention in their personal lives.

## **Purpose**

To support and protect adults who may be at risk of harm or neglect and who may not be able to protect themselves.

## **Local Context**

Under the auspices of the Community Planning Framework, <http://www.pkc.gov.uk/communityplanning> are the key strategic plans for all services in Perth and Kinross to improve the lives of vulnerable people by ensuring that:

- Resilient, responsible and safe communities
- People in vulnerable circumstances are protected
- Longer healthier lives for all

## Our Local Outcomes: A Whole Life Approach<sup>3</sup>



<sup>3</sup> Source: [Perth and Kinross Community Plan / Single Outcome Agreement \(SOA\) 2013 - 2023](#)  
Perth and Kinross Council Corporate Plan 2013 - 2018

## **The Work of the Adult Protection Committee (APC)**

The work of Perth and Kinross Adult Protection Committee is fundamental to ensuring better outcomes for vulnerable people who are at risk of harm, neglect and exploitation.

Underpinning the work of the APC

### **Continuous Improvement**

- Policies, Procedures and Protocols
- Self-Evaluation in Improving Services
- Promoting Good Practice
- Learning and Development

### **Strategic Planning**

- Communication, Collaboration and Co-operation
- Making and Maintaining Links with Other Planning Fora

### **Public Information and Communication**

- Raising Public Awareness
- Involving adults at risk and their Families

### **Monitoring, Evaluation, Outcomes and Impact**

The Adult Protection Inter-Agency Coordinator will be responsible for coordinating the plan on behalf of the APC.

| APC Improvement Plan 2019-2020                      |                                                                                                                                               |                                                                                                  |            |                                                                                                                                                                                                                                           |     |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| No                                                  | Action / Task                                                                                                                                 | Strategic Lead                                                                                   | Timescale  |                                                                                                                                                                                                                                           | RAG |
| <b>Areas based on National ASP Improvement Plan</b> |                                                                                                                                               |                                                                                                  |            |                                                                                                                                                                                                                                           |     |
| <b>Outcome 1: Assurance</b>                         |                                                                                                                                               |                                                                                                  |            |                                                                                                                                                                                                                                           |     |
| 1                                                   | <b>1.1 Areas for Improvements are informed by good quality ASP statistics and data.</b><br>- <b>Compare and contrast data across Scotland</b> | <b>APC</b><br><br><b>APC sub group</b>                                                           | March 2020 | <ul style="list-style-type: none"> <li>Tayside reporting framework draft developed and awaiting feedback from APC's</li> <li>Multi-agency data mapped across Perth &amp; Kinross</li> </ul>                                               | A   |
|                                                     | <b>1.2 Explore issues raised in ASP thematic inspection and local audit processes</b>                                                         |                                                                                                  |            | <ul style="list-style-type: none"> <li>Visit to North Ayrshire 11/12/18</li> <li>Discussions in Tayside relating to Dundee inspection results</li> </ul>                                                                                  | A   |
| <b>Outcome 2: Governance</b>                        |                                                                                                                                               |                                                                                                  |            |                                                                                                                                                                                                                                           |     |
| 2                                                   | <b>2.1 Adult protection is embedded in clinical and care governance framework</b>                                                             | <b>Independent Chair</b><br><b>Chief SWO</b><br><b>Head of Service</b><br><b>ASP coordinator</b> | Ongoing    | <ul style="list-style-type: none"> <li>Currently have indicators for ASP</li> <li>Part of reporting structure for Annual reports</li> </ul>                                                                                               | A   |
|                                                     | <b>2.2 Strategic linkage and support for adult protection through Chief Officers programme</b>                                                | <b>Independent Chair</b>                                                                         | Ongoing    | <ul style="list-style-type: none"> <li>Chair of APC attends COG</li> <li>Chair of APC meets regularly with Chief SWO and CEO of Perth &amp; Kinross Council</li> <li>Chair of APC reports to Council &amp; IJB on ASP activity</li> </ul> | A   |



| No                                     | Action / Task                                                                                                                                                                                                                                                                                                                                          | Strategic Lead                                                                | Timescale     |                                                                                                                                                                 | RAG |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <b>Outcome 3: Data and Information</b> |                                                                                                                                                                                                                                                                                                                                                        |                                                                               |               |                                                                                                                                                                 |     |
| 3                                      | <p><b>3.1 Improvements in ASP services driven by more sophisticated and systemic self evaluation framework in ASP.</b></p> <p><b>Compare and learn from self evaluation work across the CPP and with other authorities</b></p>                                                                                                                         | <p><b>Independent Chair</b></p> <p><b>APC</b></p> <p><b>APC sub-group</b></p> | Ongoing       | <ul style="list-style-type: none"> <li>Further outcome focused indicators to be identified</li> <li>Measurement of service user and carer experience</li> </ul> | A   |
| <b>Outcome 4: Policy and Guidance</b>  |                                                                                                                                                                                                                                                                                                                                                        |                                                                               |               |                                                                                                                                                                 |     |
| 4                                      | <b>4.1 Effective partnership working Perth &amp; Kinross Multi-agency operational guidance</b>                                                                                                                                                                                                                                                         | <b>APC &amp; APC sub-group</b>                                                | December 2018 | <ul style="list-style-type: none"> <li>Completed and approved by APC</li> <li>Disseminated to all agencies</li> <li>Updated on webpages</li> </ul>              | G   |
|                                        | <p><b>4.2 More effective Tayside partnership working</b></p> <ul style="list-style-type: none"> <li><b>Update Tayside multi-agency operational guidance</b></li> <li><b>Agree areas of joint working, key processes, learning and development across wider public protection areas</b></li> <li><b>minimal learning standards framework</b></li> </ul> | <b>APC in Dundee, Angus and Perth &amp; Kinross</b>                           | December 2019 | <ul style="list-style-type: none"> <li>Draft document currently being reviewed</li> </ul>                                                                       | A   |
| <b>Outcome 5: Practice Improvement</b> |                                                                                                                                                                                                                                                                                                                                                        |                                                                               |               |                                                                                                                                                                 |     |
| 5                                      | <b>5.1 Individuals and groups have stronger voice</b>                                                                                                                                                                                                                                                                                                  | <b>APC sub-group</b>                                                          | December 2019 | <ul style="list-style-type: none"> <li>To be included in reporting framework</li> </ul>                                                                         | A   |

| No | Action / Task                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Strategic Lead                                | Timescale     |                                                                                                                                                                                                                 | RAG      |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|    | <i>through increase in Independent Advocacy.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               |               | <ul style="list-style-type: none"> <li>Inclusion in ASP training courses</li> <li>Monitor referrals</li> </ul>                                                                                                  |          |
|    | <p><b>5.2 Improved service user and carer experience in ASP processes.</b></p> <p><i>Develop a way to capture information to ensure views are heard and changed if required</i></p> <p><i>Positive engagement with people with learning disabilities who would have greater influence in and control over ASP services.</i></p> <p><i>Establish a rapport with existing user and carer groups.</i></p> <p><i>Greater awareness of cultural issues and impact on ASP processes</i></p> <p><i>Special focus on people in care settings and care at home clients.</i></p> | <b>Independent Chair<br/>ASP co-ordinator</b> | March 2010    | <ul style="list-style-type: none"> <li>Keys to life group information – collate questionnaires responses</li> <li>PKAVS - Ethnic minority Hub, meeting with religious leaders</li> <li>Perth College</li> </ul> | <b>A</b> |
|    | <b>5.3 GPs are engaged effectively in ASP planning..</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Independent Chair<br/>ASP co-ordinator</b> | March 2010    | <ul style="list-style-type: none"> <li>engage with GP and discuss their role in process, impact of their involvement and capacity issues</li> </ul>                                                             | <b>A</b> |
|    | <p><b>5.4 Increase referral rates for health patients especially mental health clients in the 16-65 year old range.</b></p> <ul style="list-style-type: none"> <li>Analyse existing figures on current referral rates and once</li> </ul>                                                                                                                                                                                                                                                                                                                              | <b>APC sub-group</b>                          | December 2019 | <ul style="list-style-type: none"> <li>To be included in reporting framework</li> <li>Inclusion in ASP training courses</li> <li>Monitor referral rates</li> </ul>                                              | <b>A</b> |

| No                           | Action / Task                                                                                                                                                                                                                                                                                                                              | Strategic Lead                            | Timescale |                                                                                                                                                                                                                                                        | RAG      |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|                              | validated discuss with stakeholders how they can be increased                                                                                                                                                                                                                                                                              |                                           |           |                                                                                                                                                                                                                                                        |          |
| <b>Outcome 6: Prevention</b> |                                                                                                                                                                                                                                                                                                                                            |                                           |           |                                                                                                                                                                                                                                                        |          |
| 6                            | <b>6.1 Enhance learning and stream lined processes in health and social care partnerships for reviewing cases.</b> <ul style="list-style-type: none"> <li>- <i>Inter agency approach across such areas as SEA, LAER, SCR and SCEA.</i></li> </ul>                                                                                          | <b>APC Sub group</b>                      | Ongoing   | <ul style="list-style-type: none"> <li>• On improvement plan for sub-group</li> <li>• Reports to APC on local and national SCR and learning</li> <li>• Report to HSCP management teams and updated on adverse event register</li> </ul>                | <b>A</b> |
|                              | <b>6.2 Effective communication with partners and members of the public resulting in greater awareness across professionals and the public of ASP</b> <ul style="list-style-type: none"> <li>- <i>Review methods of communication with better use of social media and webpage and updated messages to members of the public.</i></li> </ul> | <b>APC sub-group ASP leads in Tayside</b> | Ongoing   | <ul style="list-style-type: none"> <li>• Develop a minimal learning standards framework across Tayside</li> <li>• Agree courses to be developed and delivered jointly</li> <li>• Provide access to more courses on trauma informed practice</li> </ul> | <b>A</b> |

| No | When (Start Date) | APC Self-Evaluation Activity and Lead Person                                                    | Key APC Outputs <sup>i</sup>                                            | Target Date for APC                     |
|----|-------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------------------|
| 1  | 16 May 2018       | VPR/AP concern audit                                                                            |                                                                         |                                         |
| 2  | 30 August 2018    | NHS Audit – Grace Gilling/Mary Notman                                                           | Involvement of key agencies                                             | Tabled at APC December 2018             |
| 3  | 30 July 2018      | Bi-ennial report completed /Mary Notman                                                         | Evaluation Report                                                       | Tabled at APC meeting on 30 August 2019 |
| 4  | 26 November 2018  | APC Risk workshop                                                                               | Risk profile                                                            | Tabled at APC March 2019                |
| 5  | 30 November 2018  | Attended P&K GP Forum to discuss to involvement with ASP<br>National meetings 26/9/18 & 26/3/19 | Updated draft guidance on GP involvement                                | In progress nationally                  |
| 6  | 11 December 2018  | Visit to North Ayrshire to discuss ASP thematic inspection                                      | Paper produced on learning points                                       | Tabled at APC March 2019                |
| 7  | 25 January 2019   | Mrs Ellen Ash SCR presentation                                                                  | Paper produced on learning points                                       | Tabled at APC on 8 March 2019           |
| 8  | 30 January 2019   | Multi-agency audit at Highland House /Mary Notman                                               | Audit on processes, outcomes and involvement of key people and agencies | Tabled at APC meeting on 8 March 2019   |

| No | When (Start Date) | APC Self-Evaluation Activity and Lead Person | Key APC Outputs <sup>i</sup>                                                   | Target Date for APC                |
|----|-------------------|----------------------------------------------|--------------------------------------------------------------------------------|------------------------------------|
| 9  | 15 May 2019       | VPD/AP concern audit /Mary Notman            | Audit to check recording, response, decision making and adherence to processes | To be tabled at September APC 2019 |

#### **Key ASP Dates**

15 February – national ASP day

15 June – Elder Abuse awareness day

1 October – International Older people day

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# PERTH AND KINROSS COUNCIL

## Scrutiny Committee

27 November 2019

### COUNCIL COMPLAINTS PERFORMANCE REPORT FOR 2018-19

Report by Head of Legal and Governance Service (Report No. 19/349)

#### PURPOSE OF REPORT

To provide assurance that the Council has an adequate and effective Complaints Handling Procedure (“CHP”) in place and to advise the Committee of work undertaken to improve our performance in relation to the Council’s handling of complaints.

To satisfy public performance reporting requirements in accordance with the Scottish Public Services Ombudsman’s (“SPSO”) performance measures for local authorities.

#### 1. EXECUTIVE SUMMARY

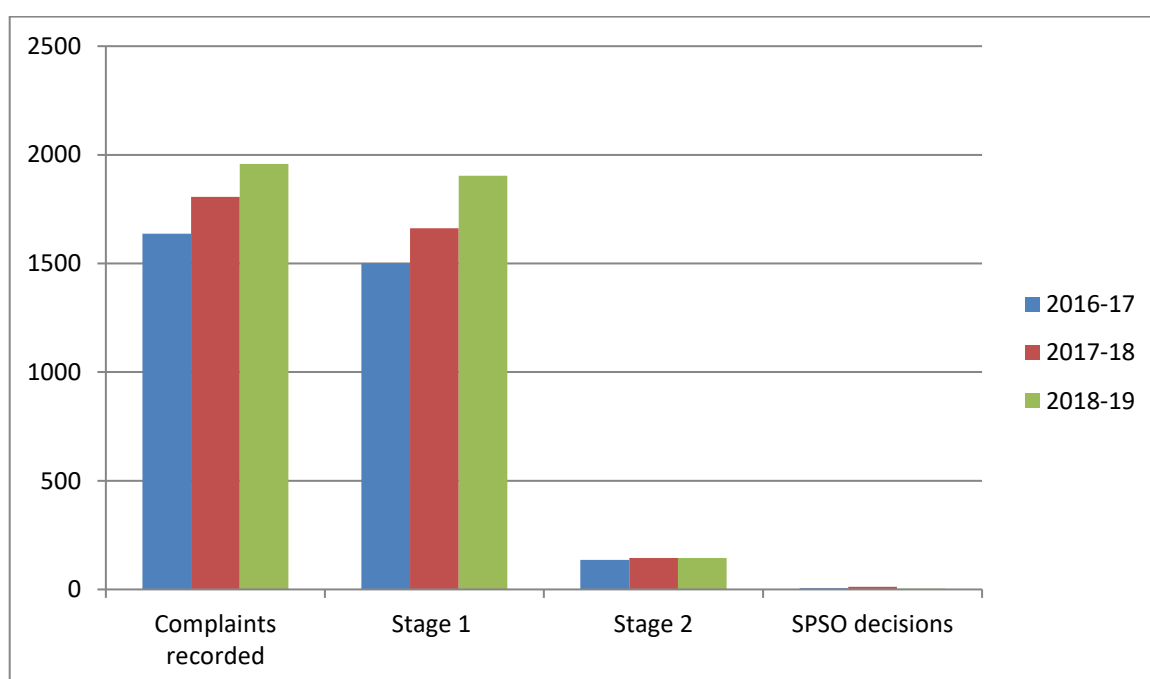
- 1.1 The Council’s Complaints Handling Procedure (CHP) is appropriate and effective; its performance is within acceptable limits and is line with the Scottish Public Services Ombudsman’s (SPSO) requirements.
- 1.2 There were 1948 complaints recorded during 2018-19 representing an increase of 7.8% on complaints recorded during 2017-18.
- 1.3 The increase in the number of complaints is not a cause of concern and is believed to be indicative of services being clearer as to when customer dissatisfaction should be recorded as a complaint. It should be noted that there was no corresponding increase in the number of complaints escalating to Stage 2 which also demonstrates that staff are more confident and able to resolve complaints at the front line as per the intention and ambition of the complaints handling policy and procedure
- 1.4 A large number (132) of Stage 1 complaints considered during 2018/19 were in relation to chargeable Garden Waste permits; however, given that the council issued 36,648 Garden Waste Permits for 2018/19, the complaint rate therefore represents only 0.3% of the total and does not flag any cause for concern as regards our policy decision or operational service delivery in this area.
- 1.5 The CHP provides for escalation of any complaint to Stage 2 of the CHP if the complainant remains dissatisfied after receiving a response to their Stage 1 response.
- 1.6 In some cases, the complexity or sensitivity of the complaint is such that it is considered at Stage 2 of the CHP in the first instance.

1.7 Where an individual remains dissatisfied with the outcome at Stage 2 then they have recourse to the Scottish Public Services Ombudsman.

1.8 In summary, of the 1948 complaints recorded in 2018/19

- 1903 complaints were processed under Stage 1 in the first instance
- 1903 (95%) complaints were resolved at Stage 1
- 100 (5%) complaints were escalated from of Stage 1 to Stage 2
- 45 complaints were processed as Stage 2 in the first instance due to their complexity/sensitivity
- 145 complaints (representing 7% of complaints recorded) were considered under Stage 2
- SPSO issued decision notices in relation to 4 complaints
- SPSO did not uphold 2 complaints
- SPSO partially upheld 2 complaints

1.9 Figures for the 2 previous years are indicated on the chart below. Due to the processing timescales for the SPSO, the decisions issued do not necessarily correlate with complaints recorded in the period 2018/19.



1.10 The target timescales for resolving complaints are:-

- Stage 1 complaints - 5 working days
- Stage 2 complaints – 20 working days

1.11 Where cases are complex however it is open to the Council to agree extended timescales, as long as complainants are advised of this.

1.12 Of the 1803 Stage 1 complaints:

- 1170 were responded to within 5 working days (65%)
- 633 were responded to within extended timescale (35%)

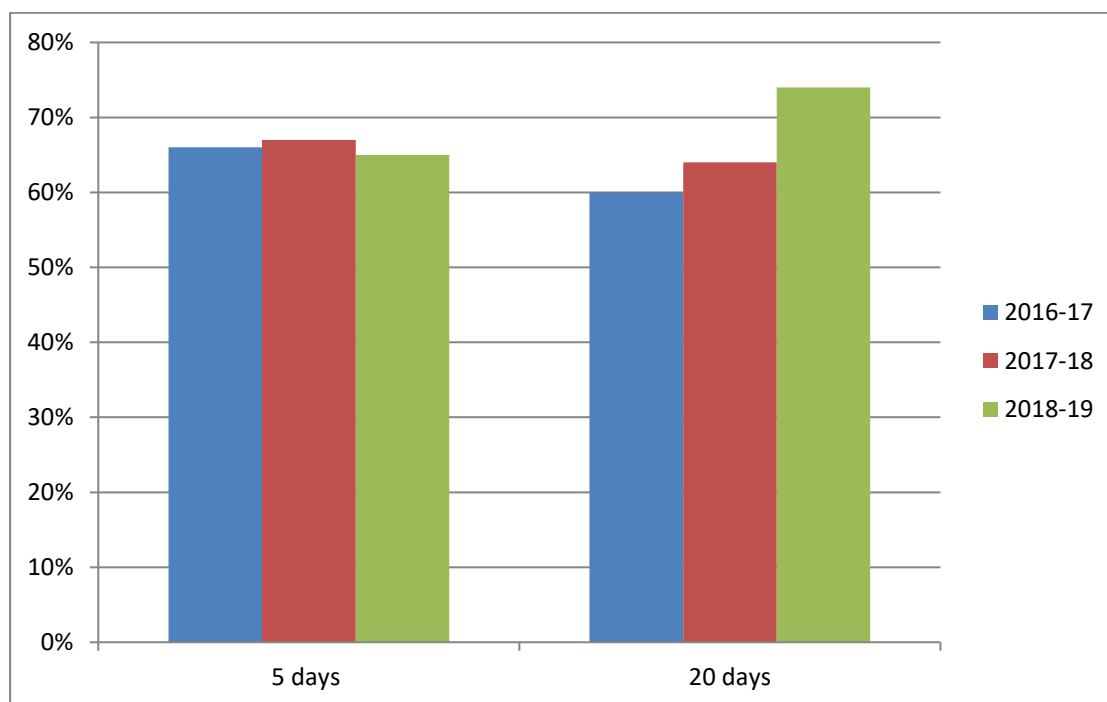


- Average processing time 5.6 days

#### 1.13 Of the 145 Stage 2 complaints:

- 108 were responded to within 20 working days (74%)
- 37 were responded to within extended timescale (26%)
- Average processing time 20 days

#### 1.14 A comparison chart for the previous 2 years is set out below:



## 2. SPSO PERFORMANCE INFORMATION

2.1 The Scottish Public Services Ombudsman Act 2002 and the Public Services Reform (Scotland) Act 2010 give the Scottish Public Services Ombudsman (SPSO) the authority, in defined circumstances, to investigate complaints about Scottish public authorities, including local authorities.

2.2 The SPSO, in conjunction with all Scottish local authorities, has developed eight high-level performance indicators, against which authorities assess and monitor their complaints handling performance. The Council's figures for these indicators for 2017/18 are shown in **Appendix 1**.

2.3 Information on complaints in relation to each complaint category is provided in **Appendix 2**. Following Service re-design, systems currently used to record and report complaints are currently unable to provide statistics in the format required to report on a Service basis.

2.4 The SPSO reports on complaints in two different ways:-

- If it considers that a complaint which it has considered is of national significance an Investigation Report is laid before the Scottish Parliament.

- Decision Reports are issued in relation to other complaints considered by the Ombudsman; these are published on the [SPSO's website](#) .
- 2.5 The SPSO did not lay any Investigation Reports about Perth and Kinross Council before the Scottish Parliament in 2018/19.
- 2.6 The SPSO issued 4 Decision Reports about complaints considered by Perth and Kinross Council during 2018/19. However, they were asked to consider 48 complaints.
- 2.7 44 complaints were not considered for the following reasons-
- 7 were not duly made, were withdrawn or resolved
  - 6 were made prematurely ( that is before they had completed the Council's CHP)
  - 7 were outwith the SPSO's jurisdiction or sought an outcome which was not achievable
  - In 24 cases the SPSO considered that it was not proportionate to carry out an investigation
- 2.8 Details of the SPSO's determinations are available in **Appendix 3**.
- 2.9 Of the 4 cases, the SPSO did not uphold the complaint in 2 cases and partially upheld the complaint in the other 2 cases. Recommendations, detailed in **Appendix 4**, were made in the case of one complaint which was not upheld and both complaints which were partially upheld.
- 2.10 A summary of the subject area of complaints considered by the SPSO in respect of the Council and across the sector is shown in **Appendix 5**.

### **3. CONTINUOUS IMPROVEMENT**

- 3.1 Complaints are valued by the Council as a way of identifying areas where improvements to services and processes can be made. Services are encouraged to record all expressions of dissatisfaction about the authority's actions or lack of action and standards of service, as complaints within the CHP. As staff have become more skilled and confident in identifying complaints, we have seen slight increases in the number of recorded complaints year on year. The Corporate Complaints team and Service Complaints Co-ordinators have continued to work to ensure the accessibility of the CHP, through staff training and publicity materials.
- 3.2 The Council also recognises that in some cases the level and frequency of complaints and/or the attitude and behaviour directed towards staff from a small number of individuals is inappropriate and unacceptable. To support staff and to manage the expectation of the public, the Managing Unreasonable Demands Policy was developed and approved by the Strategic Policy & Resources Committee in April 2019. This provides staff with the effective tools to ensure that the Council's limited resources are used appropriately. Use of this policy is monitored by the Corporate Complaints Team, who provide guidance to colleagues on circumstances when its use is

appropriate. The register recording this policy's use is maintained by the Corporate Complaints team.

- 3.3 Given the steady increase in the volume of CHP work and bearing in mind limited resource and capacity, the Corporate Complaints Team and Service representatives are working with the Council's IT Department to identify a suitable new system for recording and reporting on complaints.
- 3.4 The Corporate Complaints Team provides a quality assurance role in relation to all Stage 2 scoping letters and responses. The team also liaises with the SPSO when responses or evidence of compliance with recommendations are required. In some more complex cases, the corporate team will also carry out Stage 2 investigations.
- 3.5 The Corporate Complaints Team are responsible for the collation and reporting of the complaints handling and SPSO performance data. All of this information is used to support better service delivery and more efficient and effective internal systems and processes.
- 3.6 Representatives from the Corporate Complaints Team and Services continue to work with the Local Authority Complaints Handlers Network in order to share best practice and benchmark complaints performance
- 3.7 A standardised Customer Satisfaction Survey, to be used by all local authorities, was agreed in September 2019 and will be issued to all complainants receiving a response to a Stage 2 complaint from November 2019 onwards. The response rate to the Council's existing Customer Satisfaction Survey remains too low to allow for meaningful analysis and consideration is being given to how this can be improved when the new survey is launched.
- 3.8 The Council has recently been consulted on revision to the Model CHP, produced by the SPSO, on which its procedure is based. It is expected that this will lead to approval for changes to the existing Complaints Handling Procedure being sought during 2019/20.

#### **4. CONCLUSION AND RECOMMENDATION(S)**

- 4.1 The Council has an appropriate and effective Complaints Handling Procedure and will work to ensure that revisions are made in line with forthcoming SPSO recommendations.
- 4.2 Performance statistics from 2018/19 demonstrate that our complaints handling is acceptable and effective.
- 4.3 Performance information and the subject matter of complaints received is considered and monitored to identify any particular trends, issues or service areas which require focussed improvement efforts.
- 4.4 No such areas have been identified from CHP information for 2018/19
- 4.5 It is recommended that the Scrutiny Committee:-

- (i) Consider and comment on this report
- (ii) Note that the performance of the Complaints Handling Procedure will continue to be monitored and reviewed throughout the year.

#### **Author(s)**

| <b>Name</b>      | <b>Designation</b>             | <b>Contact Details</b> |
|------------------|--------------------------------|------------------------|
| Donald Henderson | Information Governance Manager | 01738 475000           |

#### **Approved**

| <b>Name</b>   | <b>Designation</b>                                  | <b>Date</b>      |
|---------------|-----------------------------------------------------|------------------|
| Jim Valentine | Depute Chief Executive<br>(Chief Operating Officer) | 13 November 2019 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

**1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION**

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>None</b>       |
| Corporate Plan                                      | <b>None</b>       |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>None</b>       |
| Strategic Environmental Assessment                  | <b>None</b>       |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

**1. Strategic Implications**

1.1 Not applicable

**2. Resource Implications**

2.1 Not applicable

**3. Assessments**

3.1 Not applicable

**4. Consultation**Internal

4.1 Service Complaints Co-ordinators were consulted in the preparation of this report.

**5. Communication**

5.1 Not applicable

**2. BACKGROUND PAPERS**

None

### **3. APPENDICES**

Appendix 1 - SPSO Performance Indicators

Appendix 2 - What was complained about?

Appendix 3 – SPSO information

Appendix 4 - Recommendations made by the SPSO

Appendix 5 - Local Authority complaints received by the SPSO

## SPSO Performance Indicators

### Indicator 1 – The total number of complaints received per thousand of the population

This indicator records the total number of complaints received by the Council. The mid-year estimate of the Council's population in 2018-19 is 151,290. The mid-year estimate of the population in 2017-18 was 151,000.

| Year    | Total number of complaints received | Total complaints closed* at Stage 1 | Total complaints closed* at Stage 2 | Total number of complaints closed | Number of complaints per 1000 population |
|---------|-------------------------------------|-------------------------------------|-------------------------------------|-----------------------------------|------------------------------------------|
| 2018/19 | 1948                                | 1803                                | 145                                 | 1948                              | 13                                       |
| 2017/18 | 1807                                | 1662                                | 145                                 | 1807                              | 12                                       |

\* The term "closed" refers to a complaint to which a customer has had a response, or which they have chosen to withdraw.

### Indicator 2 – Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed

| Year    | Total number of complaints closed | Stage 1 complaints closed as a % of all complaints | Stage 2 complaints closed as a % of all complaints |
|---------|-----------------------------------|----------------------------------------------------|----------------------------------------------------|
| 2018/19 | 1948                              | 93% (1803)                                         | 7% (145)                                           |
| 2017/18 | 1807                              | 92% (1662)                                         | 8% (145)                                           |

### Indicator 3 – The number of complaints upheld, partially upheld or not upheld at each stage of the CHP as a percentage of complaints closed at each stage

This indicator records the formal outcome recorded for each complaint. Stage 1 complaints are more likely than Stage 2 complaints to have only one complaint point, whereas Stage 2 complaints typically have multiple complaint points.

Following guidance from the SPSO to all local authorities issued during 2018, single complaint points are not partially upheld; a definite conclusion of "upheld" or "not upheld" is reached for each one. Complaints are classified as partially upheld when they contain multiple complaint points for which different conclusions are reached.

#### Complaints closed at Stage 1

| Year    | Number of complaints closed | % upheld  | % partially upheld | % not upheld |
|---------|-----------------------------|-----------|--------------------|--------------|
| 2018/19 | 1803                        | 29% (516) | 23 % (413)         | 48% (874)    |
| 2017/18 | 1662                        | 27% (448) | 23% (382)          | 50% (832)    |

## Complaints closed at Stage 2

| Year    | Number of complaints closed | % upheld | % not upheld | % partially upheld |
|---------|-----------------------------|----------|--------------|--------------------|
| 2018/19 | 145                         | 35% (51) | 44% (64)     | 21% (30)           |
| 2017/18 | 145                         | 51% (74) | 49% (71)     | *                  |

Prior to 2018/19 the SPSO indicator detailed above required that an overall outcome was recorded for each complaint. If any aspect of the complaint was upheld, then the overall outcome was also recorded as upheld e.g. a Stage 2 complaint with 5 complaint points, 3 of which were not upheld and 2 of which were upheld would be categorised overall as upheld. A change in reporting means that the overall outcome is now reported in terms of being upheld, not upheld or partially upheld.

## Complaints closed at Stage 2 – breakdown of findings for individual complaint points

| Year    | Number of complaints closed | Number of individual complaint points | % complaint points upheld | % complaint points partially upheld | % complaint points not upheld |
|---------|-----------------------------|---------------------------------------|---------------------------|-------------------------------------|-------------------------------|
| 2018/19 | 145                         | 837                                   | 21% (178)                 | 0                                   | 79% (659)                     |
| 2017/18 | 145                         | 556                                   | 18% (100)                 | *4% (24)                            | 78% (435)                     |

\* Guidance from the SPSO during 2018 means that individual complaint points are no longer partially upheld, with a definite conclusion of upheld or not upheld being reached in each case.

**Indicator 4 – The average time, in working days, for a full response to be issued to complaints at each stage**

SPSO procedures specify that Stage 1 complaints should be resolved within 5 working days

| Year    | Number of Stage 1 complaints | Total number of working days taken to close Stage 1 complaints | Average time to respond to Stage 1 complaints |
|---------|------------------------------|----------------------------------------------------------------|-----------------------------------------------|
| 2018/19 | 1803                         | 10,191                                                         | 5.6 days                                      |
| 2017/18 | 1662                         | 9205                                                           | 5.5 days                                      |

SPSO procedures specify Stage 2 complaints should be resolved within 20 working days.

| Year    | Number of Stage 2 complaints | Total number of working days taken to close Stage 2 complaints | Average time to respond to Stage 2 complaints |
|---------|------------------------------|----------------------------------------------------------------|-----------------------------------------------|
| 2018/19 | 145                          | 2918                                                           | 20 days                                       |



|         |     |      |         |
|---------|-----|------|---------|
| 2017/18 | 145 | 2846 | 20 days |
|---------|-----|------|---------|

**Indicator 5 – The number and percentage of complaints, at each stage, which were closed in full within the set timescales of 5 and 20 working days**

This indicator presents the number and percentage of complaints closed within 5 working days at Stage 1 and 20 working days at Stage 2.

**Stage 1**

| Year    | Number of Stage 1 complaints closed | Number of Stage 1 complaints closed within 5 working days | Number of complaints closed within 5 working days as % of Stage 1 complaints closed |
|---------|-------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------|
| 2018/19 | 1803                                | 1170                                                      | 65%                                                                                 |
| 2017/18 | 1662                                | 1114                                                      | 67%                                                                                 |

**Stage 2**

| Year    | Number of Stage 2 complaints closed | Number of Stage 2 complaints closed within 20 working days | Number of complaints closed within 20 working days as % of Stage2 complaints closed |
|---------|-------------------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 2018/19 | 145                                 | 108                                                        | 74%                                                                                 |
| 2017/18 | 145                                 | 93                                                         | 64%                                                                                 |

**Indicator 6 – The number and percentage of complaints, at each stage, where an extension to the 5 or 20 working days response timescales has been authorised**

The Council's CHP allows for an extension to the timescales for response to be authorised in certain circumstances e.g. when a key member of staff is absent from work or during school holidays.

**Stage 1**

| Year    | Number of Stage 1 complaints closed | Number of Stage 1 complaints closed where an extension was authorised | % of Stage 1 complaints closed where an extension was authorised |
|---------|-------------------------------------|-----------------------------------------------------------------------|------------------------------------------------------------------|
| 2018/19 | 1803                                | 633                                                                   | 35%                                                              |
| 2017/18 | 1662                                | 548                                                                   | 33%                                                              |

**Stage 2**

| Year | Number of Stage 2 complaints closed | Number of Stage 2 complaints closed where an | % of Stage 2 complaints closed where an |
|------|-------------------------------------|----------------------------------------------|-----------------------------------------|
|------|-------------------------------------|----------------------------------------------|-----------------------------------------|

|         |     | extension was authorised | extension was authorised |
|---------|-----|--------------------------|--------------------------|
| 2018/19 | 145 | 37                       | 26%                      |
| 2017/18 | 145 | 52                       | 39%                      |

**Indicator 7 – A statement to report customer satisfaction with the complaints service**

A customer satisfaction questionnaire is issued to most Stage 2 complainants at present. The very low response rate (6 responses were submitted during 2018/19) means that the results are unlikely to be statistically significant. However, feedback provided through the questionnaire is carefully considered.

A new standardised local authority Complaints Handling Customer Feedback Survey was agreed with the SPSO during September 2019 and will be introduced for all Stage 2 complainants before the end of 2019.

**Indicator 8- A statement outlining changes or improvements to services or procedures, as a result of the consideration of complaints.**

This qualitative indicator is intended to identify service improvements/learnings from complaints that were derived from complaints during the reporting period.

The Council aims to record all service improvements arising from complaints. Complaints performance information, including improvement actions, is considered routinely at management team meetings.

The Council is keen to understand the expressions of dissatisfaction it receives; it records the types of complaints received under the seven headings determined by the SPSO.

This approach provides the opportunity for identifying emerging trends and pinpointing areas for staff development and training. This information is detailed within Appendix 2.

## What was complained about?

### Complaints by Service

The reporting tools currently used to record details of complaints at a corporate level are not aligned to redesigned Services. It is intended that this will be addressed and resolved during 2020/21.

### Complaints by Category

| Stage 1              | 2018/19     | 2017/18     |
|----------------------|-------------|-------------|
|                      | Number (%)  | Number (%)  |
| Service provision    | 736 (41)    | 671 (40)    |
| Employee             | 371 (21)    | 341 (21)    |
| Policy and Procedure | 229 (13)    | 282 (17)    |
| Communication        | 202 (11)    | 171 (10)    |
| Equality             | 5 (<1)      | 9 (1)       |
| Other                | 260 (14)    | 188 (11)    |
| Total Stage 1        | 1803 (100%) | 1662 (100%) |

| Stage 2              | 2018/19    | 2017/18    |
|----------------------|------------|------------|
|                      | Number (%) | Number (%) |
| Service provision    | 66 (46)    | 76 (52)    |
| Employee             | 23 (16)    | 26 (18)    |
| Policy and Procedure | 35 (24)    | 33 (23)    |
| Communication        | 14 (9)     | 8 (>5)     |
| Equality             | 3 (2)      | 1 (<1)     |
| Other                | 4 (3)      | 1 (<1)     |
| Total Stage 1        | 145 (100%) | 145 (100%) |



## SPSO Information

The SPSO publishes information on complaints received by subject and authority on the [Statistics](#) page of its website.

It should be noted that the SPSO will only consider complaints which have completed the Council's CHP.

### Complaints made to the SPSO in relation to Perth and Kinross Council

| Stage (SPSO Classification) | SPSO Outcome Group                      | 2018/19 Complaints | 2017/18 Complaints |
|-----------------------------|-----------------------------------------|--------------------|--------------------|
| <b>Advice</b>               | Not duly made or withdrawn              | 4                  | 7                  |
|                             | Out of jurisdiction (discretionary)     | 0                  | 0                  |
|                             | Out of jurisdiction (non-discretionary) | 0                  | 0                  |
|                             | Premature                               | 6                  | 1                  |
|                             | <b>Total</b>                            | <b>10</b>          | <b>8</b>           |
| <b>Early Resolution</b>     | Out of jurisdiction (discretionary)     | 3                  | 3                  |
|                             | Out of jurisdiction (non-discretionary) | 0                  | 1                  |
|                             | Not duly made or withdrawn              | 2                  | 1                  |
|                             | Outcome not achievable                  | 4                  | 4                  |
|                             | Resolved                                | 1                  | 0                  |
|                             | Premature                               | 0                  | 0                  |
|                             | Proportionality                         | 24                 | 13                 |
|                             | <b>Total</b>                            | <b>34</b>          | <b>22</b>          |
| <b>Investigation</b>        | Fully upheld                            | 0                  | 3                  |
|                             | Some upheld                             | 2                  | 4                  |
|                             | Not upheld                              | 2                  | 5                  |
|                             | <b>Total</b>                            | <b>4</b>           | <b>12</b>          |

| 2018/19                    | Perth and Kinross Council | All Local Authorities |
|----------------------------|---------------------------|-----------------------|
| Total Premature Complaints | 6                         | 299                   |
| Premature Rate             | 12.5%                     | 23.5%                 |

| 2018/19                       | Perth and Kinross Council | All Local Authorities |
|-------------------------------|---------------------------|-----------------------|
| Total Investigation Decisions | 4                         | 97                    |
| Total Upholds                 | 2                         | 57                    |
| Uphold Rate                   | 50%                       | 58.8%                 |



### Recommendations made by the SPSO in 2018/19

The SPSO expects organisations to learn from complaints and routinely makes recommendations about how the processes and procedures can be improved, even in cases where complaints are not upheld.

| <b>Case reference</b> | <b>Complaint description</b>                                | <b>Decision issued</b>          | <b>SPSO Recommendation s</b>                                                                                                                                                          | <b>Council Action</b>                                                                                                                                  |
|-----------------------|-------------------------------------------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 201702609             | Council's handling of planning application                  | October 2018 – not upheld.      | Pre-application description and materials should be clear and materials used at consultation events should be obtained by the Council to ensure the consultation is appropriate       | Changes made to relevant guidance and template.                                                                                                        |
| 201604366             | Financial assessment and funding of care home accommodation | February 2019- partially upheld | The Council should apologise for failing to provide a reasoned explanation of its decision. The Council should provide reasoned decisions after assessments have been made in future. | Letter of apology for failure to provide explanation of decision issued. Changes made to procedures forms and templates in line with recommendations . |
| 201708509             | Communication with school following complaint               | November 2018- partially upheld | Staff should be reminded about the importance of appropriate communication. The school should improve its record keeping.                                                             | Appropriate reminders issued to staff.                                                                                                                 |





**Local Authority complaints by category received by the SPSO in 2018/19**

| PKC Service                           | SPSO category                      | PKC                       |           |                      |              | All Local Authorities     |            |                      |              |
|---------------------------------------|------------------------------------|---------------------------|-----------|----------------------|--------------|---------------------------|------------|----------------------|--------------|
|                                       |                                    | Complaints to SPSO number |           | Complaints to SPSO % |              | Complaints to SPSO number |            | Complaints to SPSO % |              |
|                                       |                                    | 18/19                     | 17/18     | 18/19                | 17/18        | 18/19                     | 17/18      | 18/19                | 17/18        |
| <b>CADS</b>                           | Finance                            | 3                         | 4         | 6.25                 | 8.70         | 98                        | 112        | 7.53                 | 7.6          |
|                                       | Legal and admin                    | 0                         | 2         | 0                    | 4.35         | 67                        | 71         | 5.15                 | 4.82         |
|                                       | <b>Sub total</b>                   | <b>3</b>                  | <b>6</b>  | <b>6.25</b>          | <b>13.05</b> | <b>165</b>                | <b>183</b> | <b>12.68</b>         | <b>12.42</b> |
| <b>ECS</b>                            | Education                          | 2                         | 5         | 4.17                 | 10.87        | 143                       | 151        | 10.99                | 10.24        |
|                                       | <b>Sub total</b>                   | <b>2</b>                  | <b>5</b>  | <b>4.17</b>          | <b>10.87</b> | <b>143</b>                | <b>151</b> | <b>10.99</b>         | <b>10.24</b> |
| <b>Housing and Environment</b>        | Housing                            | 11                        | 10        | 22.92                | 21.74        | 251                       | 316        | 19.29                | 21.44        |
|                                       | Planning                           | 9                         | 9         | 18.75                | 19.57        | 130                       | 134        | 9.99                 | 9.09         |
|                                       | Roads and Transport                | 5                         | 1         | 10.42                | 2.17         | 111                       | 104        | 8.53                 | 7.06         |
|                                       | Environmental Health and Cleansing | 3                         | 3         | 6.25                 | 6.52         | 101                       | 116        | 7.76                 | 7.87         |
|                                       | Land and Property                  | 1                         | 1         | 2.08                 | 2.17         | 16                        | 17         | 1.23                 | 1.15         |
|                                       | Building Control                   | 1                         | 0         | 2.08                 | 0            | 15                        | 16         | 1.15                 | 1.09         |
|                                       | Recreation and Leisure             | 0                         | 2         | 0                    | 4.35         | 26                        | 24         | 2.00                 | 1.63         |
|                                       | <b>Sub total</b>                   | <b>30</b>                 | <b>26</b> | <b>62.5</b>          | <b>56.52</b> | <b>650</b>                | <b>727</b> | <b>49.95</b>         | <b>49.33</b> |
| <b>Community Care</b>                 | Social Work                        | 12                        | 6         | 25                   | 13.04        | 206                       | 254        | 15.83                | 17.23        |
|                                       | <b>Sub total</b>                   | <b>12</b>                 | <b>6</b>  | <b>25</b>            | <b>13.04</b> | <b>206</b>                | <b>254</b> | <b>15.83</b>         | <b>17.23</b> |
| <b>Not classified by Service Area</b> | Unknown or Out of Jurisdiction     | 1                         | 3         | 2.08                 | 6.52         | 110                       | 119        | 8.46                 | 8.07         |
|                                       | <b>Sub total</b>                   | <b>1</b>                  | <b>3</b>  | <b>2.08</b>          | <b>6.52</b>  | <b>110</b>                | <b>119</b> | <b>8.46</b>          | <b>8.07</b>  |
| <b>No complaints received by PKC</b>  | Personnel                          | 0                         | 0         | 0                    | 0            | 7                         | 12         | 0.54                 | 0.81         |
|                                       | Other                              | 0                         | 0         | 0                    | 0            | 6                         | 6          | 0.46                 | 0.41         |
|                                       | Economic Development               | 0                         | 0         | 0                    | 0            | 5                         | 2          | 0.38                 | 0.14         |
|                                       | Valuation Joint Board              | 0                         | 0         | 0                    | 0            | 3                         | 0          | 0.23                 | 0.00         |
|                                       | Welfare Fund-Community Care Grants | 0                         | 0         | 0                    | 0            | 3                         | 7          | 0.23                 | 0.47         |
|                                       | Consumer Protection                | 0                         | 0         | 0                    | 0            | 0                         | 4          | 0.00                 | 0.27         |
|                                       | National Park Authorities          | 0                         | 0         | 0                    | 0            | 2                         | 4          | 0.15                 | 0.27         |
|                                       | Fire and Police Boards             | 0                         | 0         | 0                    | 0            | 0                         | 3          | 0.00                 | 0.2          |
|                                       | Welfare Fund Crisis Grants         | 0                         | 0         | 0                    | 0            | 1                         | 2          | 0.08                 | 0.14         |
|                                       | <b>Sub Total</b>                   | <b>0</b>                  | <b>0</b>  | <b>0</b>             | <b>0</b>     | <b>27</b>                 | <b>46</b>  | <b>2.07</b>          | <b>2.71</b>  |

