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• *Enhancing quality of life* • *Making the best use of public resources*

Council Building  
2 High Street  
Perth  
PH1 5PH

Thursday, 24 November 2016

A Meeting of the **Scrutiny Committee** will be held in the **Gannochy Suite, Dewars Centre, Glover Street, Perth, PH2 0TH** on **Wednesday, 30 November 2016 at 14:00.**

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

**BERNADETTE MALONE**  
Chief Executive

***Those attending the meeting are requested to ensure that all mobile phones and other communication devices are in silent mode.***

**Members:**

Councillor Barbara Vaughan (Convener)  
Councillor Kathleen Baird (Vice-Convener)  
Councillor Dave Cuthbert  
Councillor Dave Doogan  
Councillor John Flynn  
Councillor Alistair Munro  
Councillor Anne Younger



## Scrutiny Committee

Wednesday, 30 November 2016

### 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/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE SCRUTINY COMMITTEE OF 21 SEPTEMBER 2016 7 - 10**
- 4 MATTERS ARISING**
- 5 CORPORATE ANNUAL PERFORMANCE REPORT 2015/16 11 - 60**  
Report by Depute Chief Executive, Environment (Sustainability, Strategic and Entrepreneurial Development) (copy herewith 16/535)
- 6 JOINT BUSINESS MANAGEMENT AND IMPROVEMENT PLANS AND ANNUAL PERFORMANCE REPORTS - SIX MONTH PERFORMANCE SUMMARY**
- (i) EDUCATION AND CHILDREN'S SERVICES 61 - 80**  
Report by Director (Education and Children's Services) (copy herewith 16/480)  
  
**Note:** The above report was also submitted to the meeting of the Lifelong Learning Committee on 2 November 2016.
- (ii) THE ENVIRONMENT SERVICE 81 - 96**  
Report by Director (Environment) (copy herewith 16/490)

**Note:** The above report was also submitted to the meetings of the Environment and Enterprise and Infrastructure Committees on 9 November and the Community Safety Committee on 23 November 2016.

- (iii) **HOUSING AND SOCIAL WORK** 97 - 124  
Report by Depute Chief Executive (Corporate and Community Development Services) (copy herewith 16/470)

**Note:** The above report was also submitted to the meetings of the Housing and Health Committee on 2 November 2016 and the Community Safety Committee on 23 November 2016.

- 7 **ATTAINMENT IN PERTH AND KINROSS SCHOOLS** 125 - 144  
Report by Director (Education and Children's Services) (copy herewith 16/481)

**Note:** The above report was also submitted to the meeting of the Lifelong Learning Committee on 2 November 2016.

- 8 **SCHOOL COMPLAINTS - ACADEMIC YEAR 2015-2016** 145 - 156  
Report by Director (Education and Children's Services) (copy herewith 16/536)

- 9 **PERTH AND KINROSS CHILD PROTECTION COMMITTEE STANDARDS AND QUALITY REPORT 2015-2016** 157 - 260  
Joint Report by Chief Executive and Director (Education and Children's Services) (copy herewith 16/443)

**Note:** The above report was also submitted to the meeting of Perth and Kinross Council on 5 October 2016.

- 10 **FIFTH SCRUTINY REVIEW - CHARGING FOR COUNCIL SERVICES 18 MONTH UPDATE** 261 - 268  
Report by Depute Chief Executive, Environment (Sustainability, Strategic and Entrepreneurial Development) (copy herewith 16/573)

***IT IS RECOMMENDED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM(S) IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973***

- P1 **MINUTE OF MEETING OF THE SOCIAL WORK COMPLAINTS REVIEW COMMITTEE OF 8 SEPTEMBER 2016**

- Exempt Reason 7 - Information relating to anything done or to be done in respect of any particular person for the purposes of any of the matters referred to in Section 27(1) of the Social Work (Scotland) Act 1968 (providing reports on and supervision of certain persons).

- P2 **MINUTE OF MEETING OF THE SOCIAL WORK COMPLAINTS REVIEW COMMITTEE OF 16 SEPTEMBER 2016**

- Exempt Reason 7 - Information relating to anything done or to be done in respect of any particular person for the purposes of any of the matters referred to in Section 27(1) of the Social Work (Scotland) Act 1968 (providing reports on and supervision of certain persons).

**P3 MINUTE OF MEETING OF THE SOCIAL WORK COMPLAINTS REVIEW COMMITTEE OF 27 OCTOBER 2016**

- Exempt Reason 7 - Information relating to anything done or to be done in respect of any particular person for the purposes of any of the matters referred to in Section 27(1) of the Social Work (Scotland) Act 1968 (providing reports on and supervision of certain persons).

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PERTH AND KINROSS COUNCIL  
SCRUTINY COMMITTEE  
21 SEPTEMBER 2016

## **SCRUTINY COMMITTEE**

Minute of meeting of the Scrutiny Committee held in the Hay Room, Dewar's Centre, Glover Street, Perth on Wednesday 21 September 2016 at 2.00pm.

Present: Councillors B Vaughan, K Baird, D Cuthbert, D Doogan, J Flynn, A Younger.

In Attendance: N Brian, C Jolly, K McNamara and B Renton (all The Environment Service); S Devlin (Education and Children's Services); L Brown, G Fogg, L Simpson and G Taylor (all Corporate and Democratic Services); J Mayclothling (Housing and Community Care).

Apology for Absence: Councillor A Munro.

Councillor B Vaughan, Convener, Presiding

### **652. WELCOME AND APOLOGIES**

The Convener welcomed all those present to the meeting. An apology for absence was noted as above.

### **653. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made in terms of the Councillors' Code of Conduct.

### **654. MINUTE OF PREVIOUS MEETING**

The minute of meeting of the Scrutiny Committee of 15 June (Arts. 464-474) was submitted, approved as a correct record and authorised for signature.

### **655. MATTERS ARISING**

There were no matters arising.

### **656. SIXTH SCRUTINY REVIEW: PLANNING ENFORCEMENT**

There was submitted a report by the Depute Chief Executive, Environment (Sustainability, Strategic and Entrepreneurial Development) (16/397) on the Sixth Scrutiny Review undertaken in relation to the activities of the Council's Planning Enforcement Service, detailing the work undertaken to investigate the Service and recommending areas for improvement.

PERTH AND KINROSS COUNCIL  
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C Jolly confirmed in response to a request for clarification from Councillor Cuthbert that there were a number of scenarios where it would not be appropriate to go back to a complainant on enforcement action. N Brian added that levels of expectation about action that could be taken and how that is managed would be considered within the next review of the Planning Enforcement Charter. It was noted that as part of the review, new ways of promoting the Enforcement Charter should be explored as well as making the Charter more accessible to the public.

In responding to a question from Councillor Doogan on the consistency in the application of enforcement action relating to advertisement signage, N Brian confirmed that wherever possible officers tried to find a balance between consistency of approach and the potential impact of enforcement action on small businesses. It was noted that consistency of approach could be included on the agenda for discussion at a future meeting of the Planning Policy and Practice Member Officer Working Group.

The Convener paid tribute to the work of Councillor Alexander Stewart in chairing the Sixth Scrutiny Review in his previous role as Convener of the Scrutiny Committee. She thanked the officers of the planning and legal departments for their very positive and helpful contributions to the Review. She further thanked all other officers who had supported the review; Councillors for their responses to the survey; and the many community organisations and developers who had expressed their views on planning enforcement.

**Resolved:**

- (i) The contents of Report 16/397 and the summary of recommendations detailed in paragraphs 5.1 to 5.6 of Appendix 1 be approved.
- (ii) A progress report on the implementation of the recommendations be submitted to the meeting of the Scrutiny Committee on 19 April 2017.

**657. SEVENTH SCRUTINY REVIEW – “ROLE OF SCRUTINY IN A CHANGING WORLD”**

There was submitted a report by the Depute Chief Executive, Environment (Sustainability, Strategic and Entrepreneurial Development) (16/398) proposing a Seventh Scrutiny Review on the wider role of elected members in scrutinising Council Services and the lessons learned from the Scrutiny Reviews carried out so far. The review will focus on possible amendments to the Scrutiny Guide 2014, given the changing environment in which Perth and Kinross Council operates.

Councillor Doogan suggested that as part of the review, there should be consideration of how scrutiny could be more reactive in future.

**Resolved:**

The scope of the Seventh Scrutiny Review, as set out in Report 16/398, be agreed.

**658. PERTH AND KINROSS COUNCIL BUSINESS PLAN 2016-2019**



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There was submitted a report by the Senior Depute Chief Executive (Equality, Community Planning and Public Service Reform) (16/399) setting out a Business Plan for Perth and Kinross Council, to ensure that the Council is fit for purpose to meet the significant challenges facing local government and is organised to deliver the best outcomes for the Council's communities.

In response to an enquiry from Councillor Vaughan on the effectiveness of participatory budgeting, K McNamara advised of plans to hold a workshop in November 2016 to advance thinking on this.

Councillor Cuthbert referred to the terms of the community empowerment legislation and enquired why the Council's Business Plan did not recognise the community as a resource. K McNamara advised that the Council did recognise the community as an asset, however, the Business Plan set out how the Council is organised to deliver internally and provided details of its physical resources. He added that community resource is reflected in the Community Plan and the anticipated local outcome improvement plans.

Councillor Cuthbert requested that his dissent be recorded on the failure to record the community as a resource within the Council Business Plan.

**Resolved:**

- (i) It be noted that the Business Plan was approved by the Council on 22 June 2016 (Article 515 refers).
- (ii) The contents of Report 16/399 be accepted.
- (iii) It be noted that six monthly reports will be submitted to the Scrutiny Committee on the implementation plan, and that annual reports will be submitted to both the Council and the Scrutiny Committee.

**IT WAS AGREED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973.**

**659. MINUTE OF MEETING OF SOCIAL WORK COMPLAINTS REVIEW COMMITTEE OF 27 MAY 2016**

There was submitted and noted the minute of meeting of the Social Work Complaints Review Committee of 27 May 2016.



## PERTH AND KINROSS COUNCIL

## Scrutiny Committee – 30 November 2016

## Perth and Kinross Annual Performance Report 2015/16

Report by the Depute Chief Executive, (Environment  
Sustainability, Strategic and Entrepreneurial Development)

This annual report provides an overview of how the Council and the Community Planning Partnership has performed against the shared strategic objectives for Perth and Kinross as set out within the Single Outcome Agreement 2013-2023 and the Council's Corporate Plan 2013-2018, for the period 1 April 2015 to 31 March 2016.

**1 BACKGROUND/ MAIN ISSUES**

- 1.1 The Annual Performance Report 2015/16 is an important statement of progress made by the Council and the Community Planning Partnership (CPP) during the last year, towards achieving the shared strategic objectives for Perth and Kinross, and in meeting the Council's statutory duty to deliver best value. It provides elected members and officers across the Perth and Kinross CPP with a clear understanding of performance achieved, and our success in working together to make a positive difference to people's lives.
- 1.2 It is a key mechanism for reporting on our performance to the Scottish Government and to the public. As well as the document itself, a range of supporting performance information is available and accessible to the public online, [click here](#).
- 1.3 Maintaining a strong and effective performance management framework is critical to the success of the Council and CPP in improving priority areas and delivering better outcomes for our communities.
- 1.4 The format of this report follows the more visually engaging style adopted for the 2014/15 Annual Performance Report, (report number 15/416) with performance reported via colour coded charts, and case studies. This revised format received positive feedback from recipients of last year's report.

**2. PROPOSALS**

- 2.1 Progress against each of the strategic objectives is summarised within the report and contains the following:
  - **Key performance messages** – gives a clear sense of what difference we have made in priority areas. Key performance highlights quickly identify the major successes, whilst the accompanying narrative provides a more rounded view of performance. Where benchmarking information is available, reference has been made to our position nationally. The case studies give greater detail about significant areas of work.

- **How we are improving over time** – A range of information has been presented where it is available and/ or where we are confident that the data is accurate and comparable rather than just over a three year period.
  - **What our customers are saying** – Feedback comes from a variety of sources, including the Council's Resident's Survey.
  - **Priorities for improvement** – The information presented within the report demonstrates the positive impact that our work is having on communities. However, there are areas where we need to do more. The report clearly states what those improvement priorities are going forward.
- 2.2 The nature of the Community Planning public performance landscape is changing, with the introduction of the Community Empowerment (Scotland) Act 2015. The Act states that the Community Planning Partnerships (CPPs) must publish a Local Outcomes Improvement Plan (LOIP) for the local authority area by October 2017. The Act also requires CPPs to publish locality plans for areas identified as experiencing inequalities.
- 2.3 In terms of performance reporting, the draft Guidance on the Act states that the LOIP should state clearly and specifically what will be different for communities as long-term outcomes in 10 years, and the contributory incomes, indicators and targets by which progress towards these will be demonstrated over the short (1 year) and medium (3 years) terms. Indicators would reflect what communities say is important to them, and would be based on national evidence about which factors have the greatest impact on improving life outcomes.
- 2.4 In developing the LOIP we also have the opportunity to ensure that our performance reporting is accessible and transparent, by considering how the public will be made aware of the difference being made over the course of the plan. These changes will be reflected in future Community Planning reporting arrangements.
- 2.5 Currently the Annual Performance Report (APR) includes a section on the Council's progress with meeting its Best Value duties. At the Council meeting on 22 June 2016, a Business Plan for the Council was approved, (Report Number: 16/283) which sets out how the Council will be organised to deliver for the future, including meeting its Best Value requirements. The Business Plan also sets out an approach to governance including scheduled updates to Committee on progress with the Plan. Rather than duplicate reporting on Best Value through the Annual Performance Report and Business Plan progress reports, it is proposed to remove the Best Value section from future APR reports. By removing this section from the APR, which is more specifically related to the Council, this has the advantage of making the APR more balanced between the contributions of the CPP partners, and fits with the collective performance reporting under the new LOIP arrangements detailed in section 2.2.

### 3. CONCLUSION AND RECOMMENDATION

- 3.1 We continue to work towards our vision of delivering better outcomes for the people of Perth and Kinross and continue to be committed to delivering both the priorities detailed in the Community Plan/SOA and improved public services which meet the needs of our customers and communities. This Annual Performance Report provides a summary of the progress that is being made towards achieving this vision.
- 3.2 It is recommended that the Scrutiny Committee:
- i) Approves the Annual Performance Report for 2015/16;
  - ii) Notes that the report will be submitted to the Community Planning Partnership Board meeting on 2 December 2016.
  - iii) Agrees that reporting on the Council's Best Value duties will in future be presented through progress updates on the Council's Business Plan.

#### Author

Name	Designation	Contact Details
Chris Jolly	Team Leader – Strategic Planning, Improvement and Risk	<a href="tel:01738475000">01738 475000</a> <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a>

#### Approved

Name	Designation	Date
Jim Valentine	Depute Chief Executive, Environment (Sustainability, Strategic and Entrepreneurial Development)	31 October 2016

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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>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

#### Community Plan / Single Outcome Agreement/Corporate Plan

- 1.1 This report supports the delivery of the Strategic Objectives within Community Plan/ Single Outcome Agreement 2013-23 and Corporate Plan 2013-18.

### 2. Resource Implications

#### Financial

- 2.1 Not applicable

#### Workforce

- 2.2 Not applicable

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

- 2.3 Not applicable

### **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 This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- 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. No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability

- 3.4 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.
- 3.5 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

##### Internal

- 3.6 The Head of Legal Services was consulted in the preparation of this report.

##### External

- 3.7 Community Planning Partners were fully engaged in the preparation of this report.

##### Risk

- 3.8 Not applicable.

#### **4. Consultation**

##### Internal

- 4.1 The Executive Officer Team, Senior Service Management Teams, Corporate Research and Information Manager, and Service Manager (Communities) were consulted in the preparation of this report.

##### External

- 4.2 No external consultation was required.

#### **5. Communication**

- 5.1 Communications will be carried out via the Council's Public Performance Reporting arrangement.

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

- Report to Council on 7 October 2015, Annual Performance Report 14/15, report number: 15/416
- Report to Council on 22 June 2016; Perth and Kinross Council Business Plan; report number 16/283

#### **3. APPENDICES**

- Appendix 1 – Perth and Kinross Public Performance Report 2015/16





# Appendix 1

15/16

Annual Public  
Performance Report



# Contents and Definitions

INTRODUCTION	3	<b>DEFINITIONS</b>
PERFORMANCE SUMMARY 2015/16	4	The following acronyms have been used throughout this report:
<b>SECTION 1 – STRATEGIC OBJECTIVES</b>		
BEST START IN LIFE	5	PKC <a href="#">Perth &amp; Kinross Council</a>
EDUCATED, RESPONSIBLE AND INFORMED CITIZENS	11	PS <a href="#">Police Scotland</a>
PROSPEROUS, SUSTAINABLE AND INCLUSIVE ECONOMY	16	SFRS <a href="#">Scottish Fire and Rescue Service</a>
INDEPENDENT, HEALTHY AND ACTIVE LIVES	23	NHS <a href="#">NHS Tayside</a>
SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS	29	PKAVS <a href="#">Perth and Kinross Association of Voluntary Service</a>
		PC <a href="#">Perth College UHI STEAM</a> Scottish Tourism Economic Activity Model
<b>SECTION 2- HOW THE COUNCIL IS DELIVERING BEST VALUE</b>	37	
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EOT / Council Version: Final  
Version will be produced by the Design Team.

# Introduction

## Welcome to our Annual Performance Report 2015/16

Our Annual Performance Report provides information on how the Community Planning Partnership has worked together to deliver on its shared objectives during 2015/16, and in doing so, make a positive difference to peoples' lives in Perth and Kinross. The report also provides an update on how the Council delivers its services, ensuring we secure both Best Value and provide outcomes which benefit our communities.

This report presents an opportunity both to celebrate some of the outstanding work that employees in all our organisations have achieved, working together to support our communities, and also to review where we need to make further improvements.

Public Service Reform is moving us into an entirely new era, with Community Planning being a central element of the reform agenda, reinforced by new statutory duties on Community Planning partners to increase the pace of working together to deliver better outcomes for our communities, and reduce stubborn inequalities.

These new duties also reflect a growing expectation from communities that they will be entitled to take control of issues that affect them and their area, and this will drive forward the way we work with our communities. Our continued approach to early interventions and preventative action will be essential to making a difference to our most vulnerable citizens and giving people an equal chance in life.

The Community Planning Partnership is currently building on our positive work to date, by developing community empowerment at a locality level. Sharing our performance information with our communities in a dynamic way will be a key part of informing our discussions with communities about their needs. In addition, the advent of new Local Outcome Improvement Plans will change the way we currently report on our performance, including future versions of this Report.

We are confident that through close working between our Community Planning Partners, and by engaging even more directly with our communities, we can continue to report that we are collectively delivering positive outcomes for the people of Perth and Kinross.



Councillor Ian Miller  
Council Leader



Bernadette Malone  
Chief Executive

# Performance Summary 2015/16

89% and 87% of respondents in P&K were satisfied with local health services and schools, respectively.  
(Scottish Household Survey)

98% of respondents in P&K rated their neighbourhood as a very good/good place to live, significantly greater than the Scotland figure.  
(Scottish Household Survey)

## Top Performance Highlights

- The Incredible Years pre-school parenting programme has delivered significant improvements in behaviour, social and emotional concerns.
- People involved in family learning and parenting programmes increased by **22%**
- **634** houses built in Perth and Kinross.
- We have reduced the impact of homelessness on children and families by moving those affected straight into permanent homes instead of temporary accommodation.
- We are continuing to make very good progress in raising the attainment of S4, S5 and S6 pupils achieving both literacy and numeracy at Scottish Credit and Qualifications Framework Levels 4 and 5 for all years.
- **2,100** people are now employed in the food and drink sector and our investment in the Perth Food and Drink Park has the potential to sustain a further 400 jobs.
- **689** people were helped into work. Our overall employment rate of 98.8% is amongst the highest in Scotland
- **Perth City Plan** was developed to drive forward economic development for the city and the local area.

- We have enabled individuals to have more choice and control over their health and social care support by working with our partners.
- We undertook a number of activities to allow people to remain in their own home or in a homely setting such as Rapid Response, Immediate Discharge Service, Reablement, Home and Day Services
- **97% of older people are living at home**
- Our Reablement Service is key to supporting people following discharge from hospital with over **50%** of people no longer requiring ongoing support following this intervention.
- Nearly **1,800** people from minority ethnic groups were supported through our Minority Communities Hub with multilingual information, advice, advocacy and casework.
- **20** community resilience plans have been supported with a further 5 underway.
- **6** additional breastfeeding groups have been established by volunteers, 5 in rural locations and one to support Polish speakers.

## Overview of our Key Performance Indicators

(to be updated once all indicators are included)

**55 (72%) are improving**

**12 (16%) remain steady**

**9 (12%) need attention**

## Improvement Themes 2016/17

- Inclusive economic growth
- Strengthen our communities by further developing our approach to local action partnerships
- Progress integration of Health and Social Care services
- Support vulnerable families
- Help older people to stay in their own homes
- Provide targeted intervention to reduce inequalities
- Protect, reform and improve our public services





## Best Start in Life

Our strategic aim, to give every child and young person the best start in life, can only be achieved if we ensure that we provide opportunities to develop through nurtured and supported families.

Our partners work together to provide a network of extended family support and opportunities for children, young people and parents.

We have focussed on developing a support network for breastfeeding, providing training opportunities for volunteers to offer peer support and reach more mums in local communities. To date, eight groups including a Polish peer support group, have been established, and a Facebook page has been created to provide out of hours support by the trained volunteers.

<i>2015/16 Performance Highlights</i>	
• 509 families engaged in our family learning and parenting programmes.	
• 262 young carers were supported through the PKAVS Young Carers' Service.	
• The proportion of children who are looked after in kinship care continues to grow and we now have as many children placed with Kinship Carers as with Foster Carers.	
• 6,738 childcare places offered with a pre-registration for Childminders course now being offered.	
• The <b>Family Nurse Partnership</b> is now fully operational, and has been independently <b>evaluated</b> as one of the most effective programmes to improve outcomes for first time teenage mothers and their babies.	

The provision of 600 hours of Early Learning and Childcare for three to five year olds has now been extended to some two year olds in need of additional help and support.

Our Early Learning and Childcare and Support Services have been inspected and rated as 'good' or 'very good' with **feedback from parents expressing confidence in the care provided at Kids' Clubs at 95%, and crèches at 100%.**

The Incredible Years pre-school parenting programme has delivered **significant improvements in behaviour, social and emotional concerns**. High risk and borderline behavioural concerns affecting three year olds, was reduced by 43% and other school readiness increased.

We have developed a multi-agency team – Change Is A Must (CAM) to support vulnerable children and families who are affected by parental substance abuse. The Multi-Agency Screening Group (MASG) reinforces close working relationships between Education and Children's Services staff, Police Scotland and Health services, to ensure early intervention and timely support for children and families.

Perth and Kinross was one of the first areas in Scotland to respond to the Syrian Vulnerable Persons' Relocation Scheme to provide accommodation to Syrian refugees who fled the conflict in their country. Working in partnership to plan and deliver this project, the Syrian families were welcomed to the area. We were able to support their needs by securing and providing accommodation for the families, identifying suitable schools for the children to attend,

6 Annual Performance Report - Appendix 1 -Final

arranging for training in English for speakers of other languages, delivering cultural awareness sessions, and preparing a 'Welcome Pack' which provided information on Perth and Kinross and Scottish culture and services.

Through careful planning and effective partnership working, five families (**26 people**) have settled in safe, secure and warm accommodation with daily support provided to them in their new lives within Perth and Kinross.

#### Case Study: P&K Young Carers' Strategy 2015-2018

Perth and Kinross Association of Voluntary Service (PKAVS) worked in partnership with colleagues at NHS Tayside and Perth and Kinross Council Education and Children's Services to develop and then launch a standalone Perth and Kinross Young Carers' Strategy 2015-2018. From past experience, young carers need a separate strategy from a general carers' strategy, simply because their support needs are so different from those of adult carers.

A working group of the key agencies was set up. Within this strategy a three year action plan has been put in place. This will be overseen by the PKAVS Young Carers Coordinator by chairing the Young Carers' Strategy monitoring group meetings, which take place on a quarterly basis.

This strategy will be used to raise awareness of young carers and the challenges they face throughout the whole of Perth and Kinross, and within every sector.

### Case Study: *POST promoting healthy lifestyle and healthy weight in schools/ The Daily Mile*

In our area 22.7% of Primary 1 children are either overweight or obese. There is strong evidence that childhood obesity persists in to adulthood with the likelihood increasing markedly for obese teenagers. Obesity raises the risks of people experiencing a number of health conditions including cancer, type 2 diabetes and heart problems, so promoting healthy lifestyles is important from an early age. The Paediatric Overweight Service Tayside (POST) team at NHS Tayside deliver key services to deal with childhood obesity in Tayside including one to one clinics, community groups and local schools.

The POST Team have delivered workshops in schools and there was a week long programme in early 2016 in which approximately 330 S1 to S3 pupils took part. The POST team delivered workshops using quizzes and games to share information about body image, and self-esteem. The team's workshop sugar included information about sugar recommendations, and games to highlight how much sugar is in popular fizzy drinks, along with messages about the consequences of excess sugar.

One child, referred to the service for several one-to-one sessions with a specialist, said: "Taking part in the programme has made me try lots of food I wouldn't have eaten before and I am enjoying all the different meals. I have more energy and confidence now and a much better choice when it comes to buying clothes. I would tell other children to take part in the programme because if I can do it, then anyone can." David Taylor, Principal PE teacher at St John's said, "St John's Academy ran their first health week at secondary level and it was a great success. The health and wellbeing of every child is a critical part of their holistic development and NHS Tayside played a vital part in highlighting key messages to pupils during their workshops. I'd like to give a huge thank you to the POST team for their commitment and support throughout."

Recognising that exercise is an important part of maintaining a healthy weight and healthy lifestyle, 30 of our schools are now completing 'The Daily Mile'. This aims to improve the physical, emotional and social health and wellbeing of our children, regardless of age or personal circumstances. Children are encouraged to walk, jog or run outside for about 15 minutes each day and as the children undertake this in their school uniforms there is no need for a separate sports kit and no time is lost in changing.

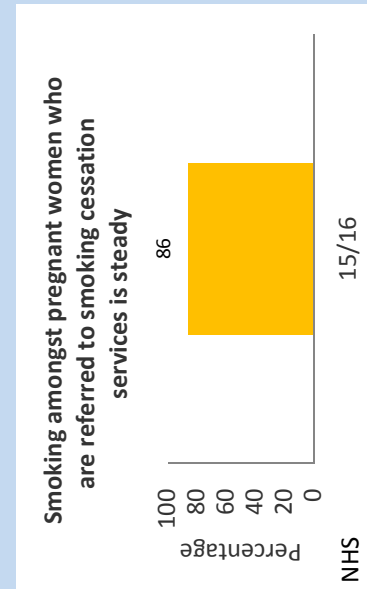
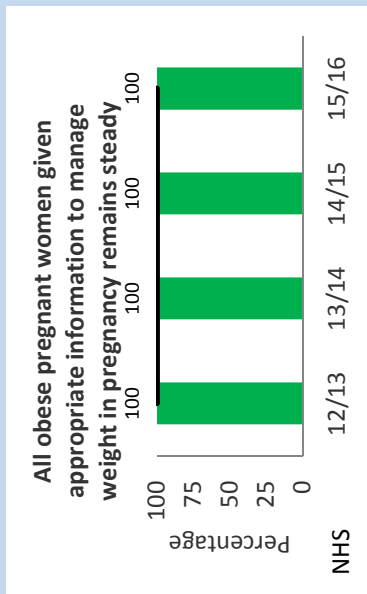
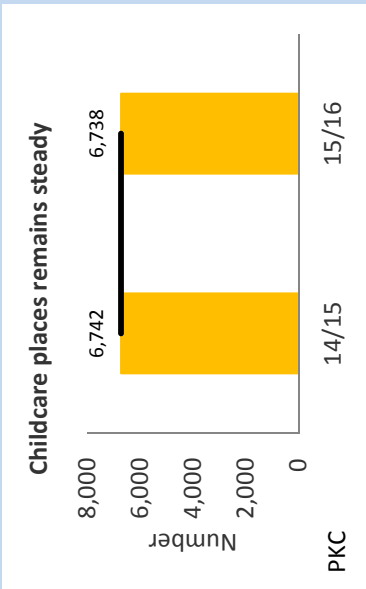
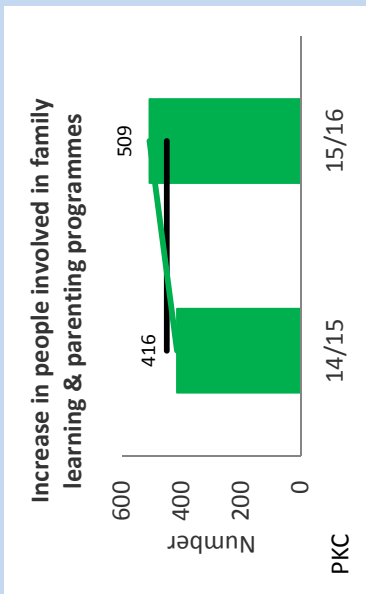
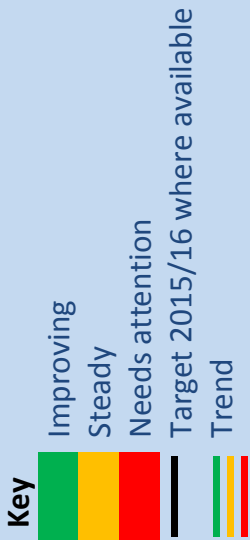
In Grandtully and Kenmore where both primary schools do The Daily Mile, Headteacher, Laura McIntosh said: "The pupils love it. They say they feel fit, healthy; love being outdoors and they are able to focus in class more. A big success for us!"

As more and more schools are feeling the benefits of The Daily Mile it has been endorsed by The Scottish Government, and its popularity is continuing to grow with some schools as far away as Belgium and Spain taking up this initiative.

## 2015/16 key performance indicators

Data available for 2015/16 has been included in the charts below.

Data will be published for all other key performance indicators as it becomes available via [PKperforms](#) RAGs (Red/Amber/Green) are based on the time period presented for each performance indicator.



Figures are not yet available for the following indicators. When they become available they will be reported on [pkperforms](#). Please refer to [Data Release Timescales](#) for indication of when figures should be available.

- Stillbirth rate per 1,000 total births.
- Children successfully reintegrated full time into their mainstream class from nurture provision.
- Women who continue to give breast milk up to 10 days.
- Children reaching expected development milestones at time of 27-30 month health review.
- P1 children free of any diseases at dentine level.
- % of severe obesity levels in P1 children.



### Case Study: Supporting Parents

Perth and Kinross Council's Lifelong Learning Committee agreed to implement two evidence-based programmes to improve children's school readiness; reduce the likelihood of young people using alcohol in their early teenage years; and improve the emotional wellbeing of young people. Both programmes provide opportunities for parents to increase their parenting skills.

The Incredible Years Pre-school Parenting Programme (IY), is a group work programme to support parents of 3 year olds with behavioural concerns to develop their parenting skills. During 2015/16, 24 IY groups were delivered. In total, this has resulted in 200 families completing the programme since the first groups were run. Levels of behavioural concerns were measured for 170 of these children; the measures identified that 140 of these children had improved behaviour levels; with the behaviour of 47 children improving to normal behaviour levels. This will enable these children to take more advantage of early learning opportunities at nursery and school and has reduced their need for additional services. Many parents also noted an improvement in their confidence to parent and in their own health and wellbeing.

The Strengthening Families Programme (SFP) is a group work programme for families with a 10 year old child. In 2015/16 12 SFP groups were delivered, attended by 71 families. Evaluations demonstrate that by the end of the programme all of the parents were likely to use positive behaviours in relation to some key family management areas 'some' to 'most' of the time. Similar improvements in the amount of times young people use positive behaviours in family and peer settings were also evident. Engagement in the SFP enables young people and their parents to be better prepared for the teenage years, improving family communication and resilience, which will help young people be less likely to engage in risk taking behaviour, such as drinking alcohol early, and to have better emotional wellbeing.

### Case Study: Extension of Free School Meals

One of the new provisions introduced by The Children and Young People (Scotland) Act 2014 is that all P1 – P3 pupils became eligible to receive Free School Meals (FSM). The introduction supports improving health and wellbeing and could provide families with an annual saving of up to £375 per child.

Alongside capital investment, to enable school kitchens to increase production capacity and dining areas, a model for delivery for both schools and Tayside Contracts was agreed and implemented. A communications plan was developed for schools and parents, and schools adopted creative approaches to ensure the meal service continues to be provided within current lunch breaks. These included:

- increased sittings
- improved seating arrangements
- extensions to electronic pre-order systems and
- trays and colourful crockery

Meal uptake has increased by more than 50%. The planning and execution of this service development went very well with partnership arrangements being clearly communicated which contributed to the successful co-ordination of stakeholder activities. Monitoring and evaluation continues.

#### Comments on

#### Infant Massage:

*"The benefits were amazing."*

*"It's just been a really good experience...I would highly recommend it to anybody."*

#### What are our customers saying?

- **Comments from Syrian Refugee** – *"I love my house. It makes me feel safe, warm and happy"; "I cannot put into words how I feel about the support and assistance that I've received. It makes me so humble to see how happy my children are."*
- **Feedback from the Incredible Years Programme:**  
*"The staff were amazing; they cared and they were so understanding."  
"It has had a massive impact on my life; I am a much happier, calmer person."  
"From the beginning to the end of the course I felt like a completely different person."*

#### Focus for 2016/17 - We will:

Plan for any necessary expansion of Early Learning and Childcare provision.
Implement the actions identified in the Perth and Kinross Parenting Strategy 2015-2019.
Work to maintain and continue to improve timescales in Permanence Planning for looked after children, helping children to reach positive destinations sooner.
Establish and implement an Improving Emotional Wellbeing Collaborative; to work on improving the emotional wellbeing of 11-15 year olds.
Continue to develop our Early Years services for vulnerable families in localities and focus support pre-birth to two years.

#### Links to further information

[Education and Children's Service's Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16](#)

[PKperforms](#)

[Community Planning - Working in Partnership](#)



# Educated, responsible and informed citizens

As we build on the foundations of our pre-school and nursery provision, so too we see our primary and secondary school pupils making progress in their Reading, Writing, Listening and Talking and Mathematics.

Following an Education Scotland inspection of schools, 95% of parents reported that their child felt safe at school; 95% said their child enjoyed learning at school and 89% were happy overall with their school.

All our secondary schools have an Enterprise and Employability lead, supporting the Scottish Qualifications Authority (SQA) ‘skills to work’, with links to local employers providing work placements, mentoring, mock interviews and subject based lessons. There has been a 45% increase in pupils participating in the course from 736 to 1,066. Around 50% of all S4 and S5 leavers are now leaving with at least one vocational qualification.

2015/16 Performance Highlights
<ul style="list-style-type: none"><li>• The proportion of pre-schools and primary schools rated as good or better outperforms our comparator authorities and the national average.</li><li>• The 2015 Scottish Qualification Authority results show we are continuing to make very good progress in raising the attainment of S4, S5 and S6 pupils achieving both literacy and numeracy at Scottish Credit and Qualifications Framework Levels 4 and 5 for all years.</li><li>• The new <u>Skills Development Scotland Participation Measure</u> shows Perth and Kinross performing above the national average in all age groups.</li><li>• The Council achieved Investors in Young People Gold Level standard in recognition of work with young people.</li><li>• Young people have successfully taken part in “Renting Ready” courses in Perth to prepare for a successful tenancy.</li><li>• Improved outcomes for those with an Autism Spectrum Condition. This included creating an Autism website providing a one stop shop for advice, support and learning opportunities.</li></ul>

Working with 30 local employers, our Career Ready Programme offers a structured way for employers to engage with schools, mentor senior pupils and offer paid internships. More than 120 pupils from across our secondary schools have benefitted from this programme.

Our young people are supported and encouraged to participate in wider cultural, sporting and community programme opportunities. These activities increase confidence and resilience and can often result in an award that is beneficial in later life. This year, over 800 young people have been involved in achieving awards from Duke of Edinburgh, Youth Achievement Awards, Dynamic Youth Awards and Saltire Awards. These awards are underpinned by our commitment to provide training for teachers, youth workers and volunteers, extending the availability of activities supporting the development of young people into successful learners, confident individuals and responsible citizens.

Our Employment Support Team worked with adults with learning and mental health disabilities successfully supporting 148 people into paid jobs, voluntary and work experience placements.

PKAVS Minority Communities Hub supported nearly 1,800 people from minority ethnic backgrounds by providing multi-lingual information, advice, advocacy and casework to help them lead more integrated lives and improve their quality of life.

### Case Study: ENGAGE Project

A noticeable gap was identified in engaging pupils with additional support needs through music. The ENGAGE project was formed to close this gap. An instructor with experience of teaching pupils with additional support needs began providing instrumental lessons to a number of pupils wishing to participate at Fairview School.

The pupils enjoyed learning to play an instrument and playing in small groups. With this success, the project was expanded to Robert Douglas Memorial School autistic base in Scone. The music provision experienced by these pupils made a huge impact to their learning and teaching, not just in music but across the whole curriculum. It has also assisted with their health and wellbeing, and has improved their ability to cope with change, which is a major difficulty for pupils with additional support needs. This project has also been identified and acknowledged on a national level by the Scottish Brass Band Association and Creative Scotland who have jointly commissioned this work to be further developed and to create a report of “Good Practice” that would be beneficial to all Scottish local authorities.

As a result of this success, as well as supporting the Expressive Arts and Health and Well-Being Experiences and Outcomes, there are now pupils with Additional Support Needs participating in SQA Access 3 and National 4 performing units. These lessons are at Fairview and a National 5 unit in music class at Perth Academy.



# 2015/16 key performance indicators

Improving

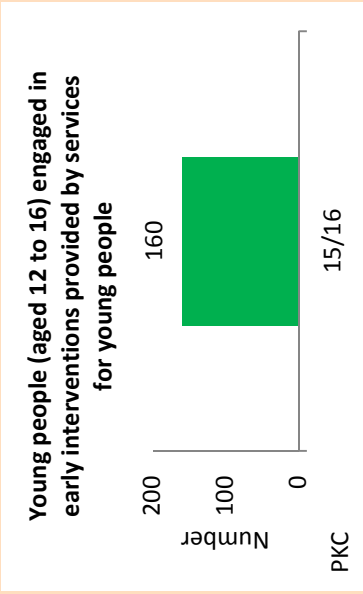
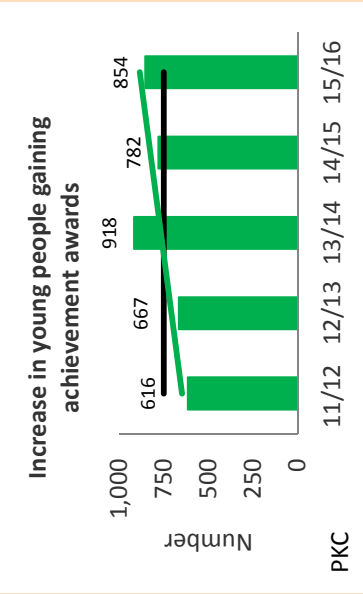
Steady

Needs attention

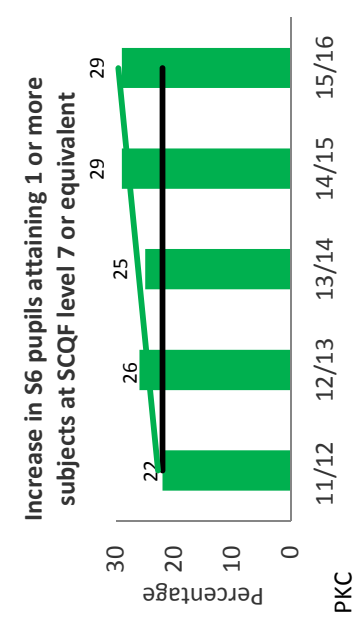
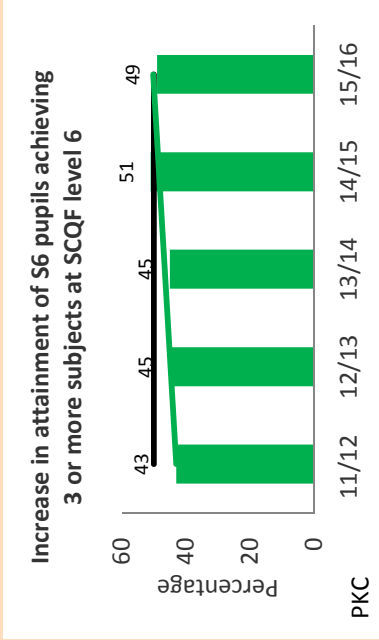
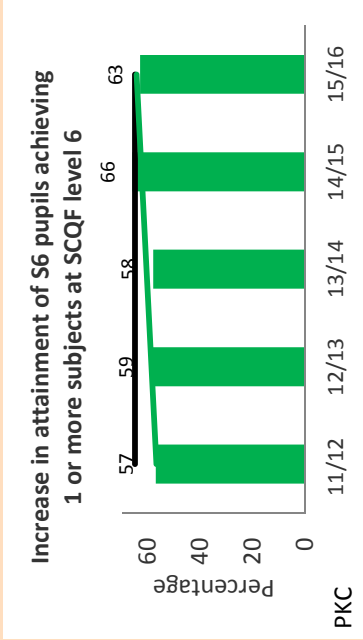
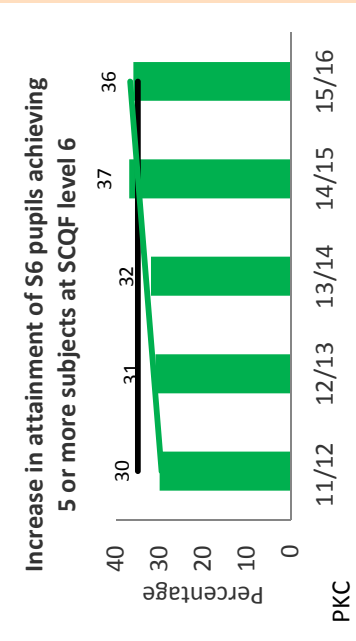
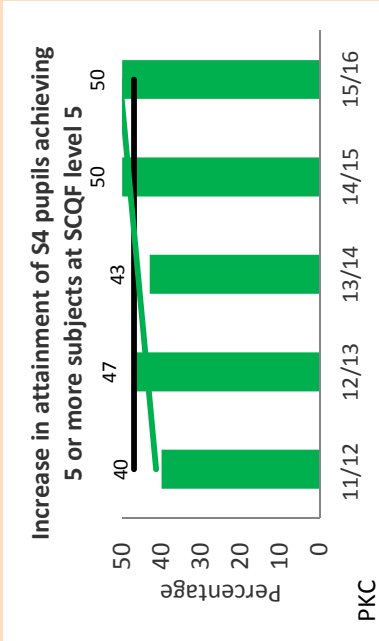
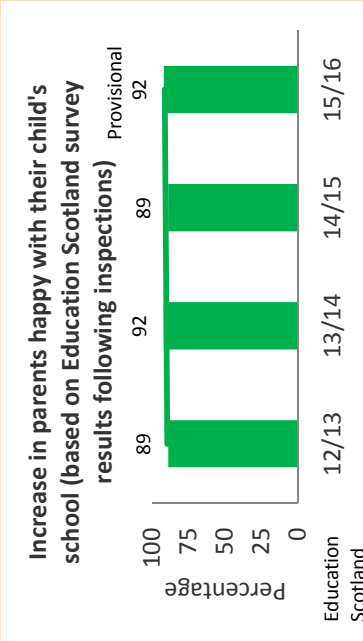
Target 2015/16 where available

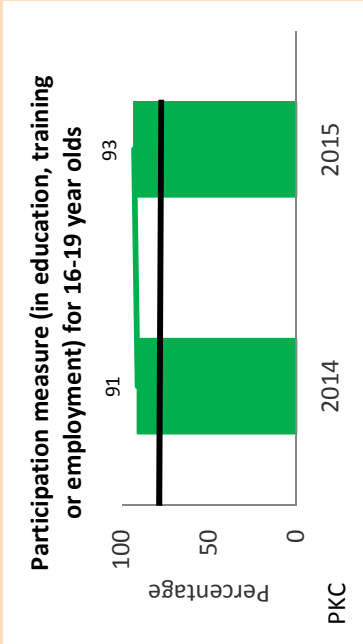
Trend

Data available for 2015/16 has been included in the charts below. Data will be published for all other key performance indicators as it becomes available via [PKperforms](#). RAGs (Red/Amber/Green) are based on the time period presented for each performance indicator. S6 attainment is calculated as a percentage of the total S4 school roll from two years previously.

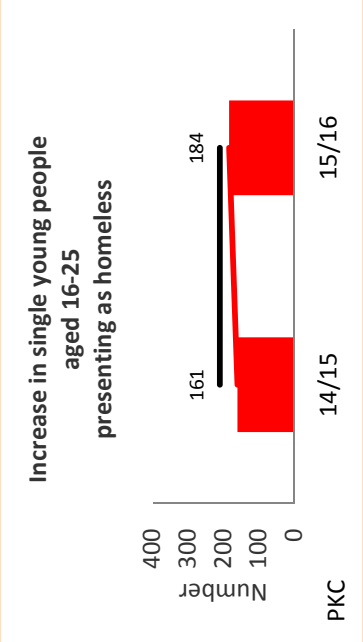
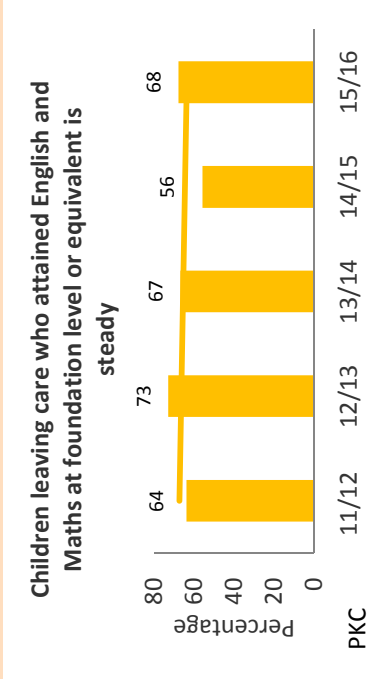
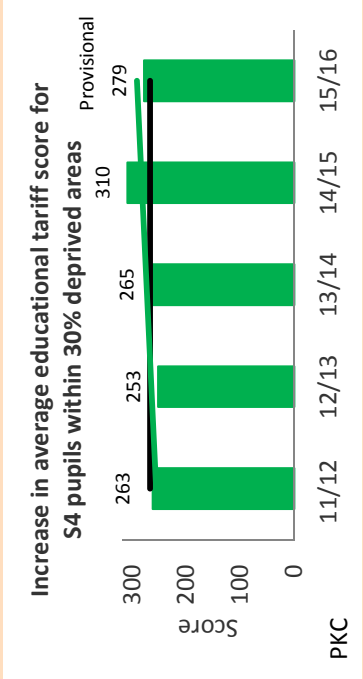
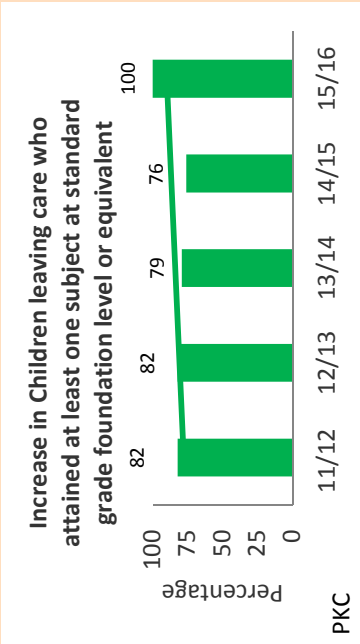


From April 2015 the data relates to the number of young people (aged 12 to 16) engaged with early interventions provided by Services for young people. There is a new baseline as the performance indicator has changed. Previous years' data is based on young people (aged up to 16) engaged in early intervention processes who did not reoffend within one year.





The national Participation Measure has a focus on all 16-19 year olds, rather than just school leavers. The latest report shows that Perth and Kinross continues to perform above the national average, and is doing so in every individual age group as well as overall. National average is 82%.



Although there has been an increase in presentations over the two year period this was significantly less than we had anticipated when setting targets. We had projected 210 presentations with the actual being 184. This was achieved as a result of extensive homeless prevention activity undertaken within schools and other youth settings.

By facilitating homeless awareness sessions in all secondary schools, young people are aware of the services and support available to them. This approach has enabled the Homeless Service to intervene early and offer family mediation and support where needed and in many cases resolve homelessness at an early stage.

Figures are not yet available for the following indicators. When they become available they will be reported on [pkperforms](#). Please refer to [Data Release Timescales](#) for indication of when figures should be available.

- % of school leavers moving onto positive and sustained destinations.
- % of adults with qualifications above SCQF level 4

### Case Study: 'French Storytimes'

The Scottish Government's policy, Language Learning in Scotland, is aimed at ensuring that every child has the opportunity to learn a modern language from P1 onwards. Libraries were keen to support the project by offering French Storytime led by volunteers. Strathearn Community Library was the pilot library for the project with a plan to hold a fortnightly French Storytime in the library. Volunteers were identified and trained in storytelling techniques, led by library staff and partners from the Institute de Français.

A taster session was organised for all Crieff High School feeder primary schools to promote French Storytime. S3 French pupils from Crieff High School organised activities and read to the P1 children in French. The fortnightly 'French Storytimes' were launched in June 2015 and on average 10 children and six parents attended.

Four to eight year olds were stimulated by French stories and had the experience of listening to French being spoken by the volunteer. They actively participated in French games which included identifying numbers, colours and animals. S3 pupils also gained confidence in storytelling and interacting with P1 pupils.

Partnership working with volunteers, primary and secondary schools and libraries has created a valuable session which supports reading for enjoyment as well as supporting the Curriculum for Excellence. The sessions at Strathearn have been highly regarded and consequently similar sessions at Loch Leven, North Inch and Breadalbane are to be introduced.

### Case Study: Young Adult Project

People with Autism have great difficulty in communicating and forming relationships with other people which in turn can affect their future through isolation. The Young Adult Project was formed to provide the support needed to develop independence and to look at positive destinations for young adults with autism.

When young adults with autism express an interest in a subject, one to one support is provided and clear plans are put in place. Access to a young adult social group is also provided where a number of young adult activities are available. Once they are making significant progress with their independence and confidence, the young person's level of staff support is decreased.

The one to one sessions have enabled young people to be supported with their desire to study their specific subject which may not be an area of study readily available in the area. Following completion of the course of study, there is potential for the young person to further their education and study the SVQ in the desired area.

Volunteering opportunities are also available for the young adults to gain experience, work towards qualifications and gain independence to allow them to move on to positive destinations in life.

## What are our customers saying?

*"They have supported me to get my own flat and to live independently for the first time. It's the only place I have felt comfortable and is the only time in my life I have had a group of friends".*

- Over 2,600 primary and secondary pupils took part in the annual **"How Good is Our School at Helping Me to Stay Safe"** survey. The results clearly demonstrate that children and young people have a good awareness and understanding about keeping themselves safe; a good knowledge of where and when to seek help and confidence that they would get help when they need it.
- **Customer of Employee Support Team:** *"The team supported me to get work experience in a garage and also with a temporary paid job doing valeting. I have done work experience in the Bike Station and with Green 2 Go. Without the support of the team I feel that I would not have been able to get these work experience skills."*
- **Young People Project for those with an autism spectrum condition:** *"They make me feel that being 'Different' is not a bad thing. They make you feel as though you have a purpose in the world".*

## Focus for 2016/17 – We will:

Take forward actions outlined within the Strategic Commissioning Plan that relate to Learning Disabilities and Employability for people on the Autism Spectrum.
Implement our <a href="#">'Raising Attainment for All'</a> strategic plan.
Work towards achieving 2020 readiness for the 1+2 approach to Language Learning; giving every child the opportunity to learn two languages in addition to their first language.
Work to meet the ongoing requirements of the Education (Scotland) Act 2016.
Work to develop Perth and Kinross' young workforce; lead by the Developing our Young Workforce Board and supporting employers, young people, schools, Perth College UHI, a regional group and the Schools – College Strategic Partnership.
Work to meet the requirements for continuing care arising from the Children and Young People (Scotland) Act 2014; supporting young people to make the transition into adulthood.

## Links to further information

[Education and Children's Service's Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16](#)

[PK Performs](#)

[Community Planning – Working in Partnership](#)





# Prosperous, sustainable and inclusive economy

We recognise the need for an integrated approach to developing sustainable long term economic and physical benefits for Perth and Kinross.

There are 2,100 people employed within the hospitality trade across Perth and Kinross and the Council’s investment in the [Perth Food and Drink Park](#) has the potential to sustain up to 400 jobs once the park is fully occupied.

£3.8m of funding from the LEADER Programme to develop the rural economy, will be invested across Perth and Kinross over the next five years, bringing a boost to rural economies.

The Business Development Team rolled out the World Host customer care initiative with 319 delegates from businesses in Perth and Kinross going through the programme. Four businesses achieved Business Recognition accreditation. We held seminars and clinics for businesses including tourism investment along with

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2015/16 Performance Highlights
<ul style="list-style-type: none"> <li>• The <a href="#">Perth City Plan</a> was approved to drive forward economic development.</li> <li>• 63% of premises across Perth and Kinross are now able to access superfast broadband (over 30 Mbps).</li> <li>• We assisted 689 individuals into work during the year.</li> <li>• We have a supply of 160 hectares of marketable land; 25 hectares more than the supply required in the Local Development Plan. 54 hectares of the total employment land has been identified as immediately available serviced business land.</li> <li>• The Perth Theatre Redevelopment Project is underway, with a £16.6M refurbishment of this historic building.</li> </ul>

'Masterclasses for marketing' and our annual Business Enterprise month saw 70 events with 938 attendees.

The Perth Winter Festival Programme brought a footfall of over 98,000 visitors with a crowd of over 30,000 present when the Christmas lights were switched on. An evaluation concluded that more than £6.5m was spent in the local area during the festival.

Our Employment Initiation Team assisted over 700 people into work and our overall employment rate of 98.8% is amongst the highest in Scotland.

We have developed a service specific Universal Credit action plan and delivered staff training to mitigate the impact on our communities.

The 21st century visitor tourism market is increasingly centred on cultural attractions, public programmes and consistent, high-quality branding of the cultural offer, to create a strong cultural destination which is cohesive and compelling for UK and international visitors. The Perth City Plan identified a very significant visitor market potential through cultural activities.

To maximise the cultural offer, the Council's culture services functions transferred to a new charitable Trust, *Culture Perth and Kinross*, on 1 April 2016. Our museums, galleries and libraries all benefited from further investment in facilities, which allowed us to exhibit the Breadalbane Brooch at Perth Museum, on loan from the British Museum, and we commenced redevelopment of the historic Perth Theatre.

### Case Study - Kinross High Street Environmental Improvements

The final phase of the long term strategy for Kinross saw the development of a scheme to design and deliver significant improvements to regenerate the town centre. This provides a platform to help the businesses in the High Street attract more of the 250,000 people who visit Loch Leven each year.

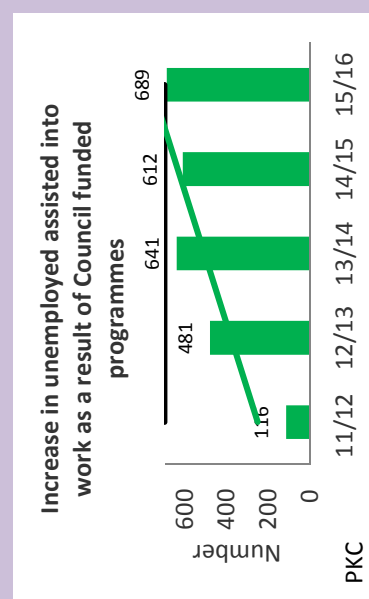
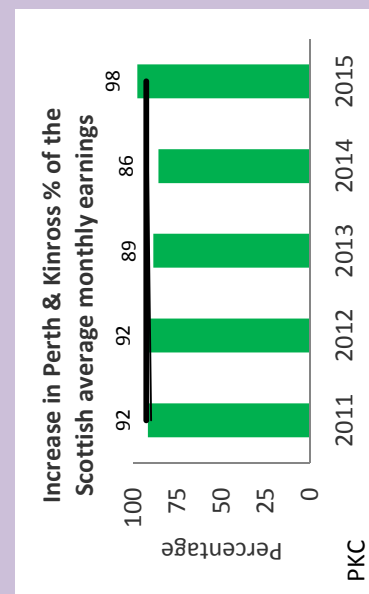
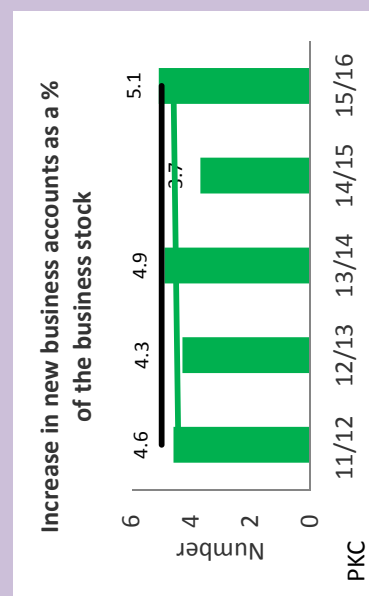
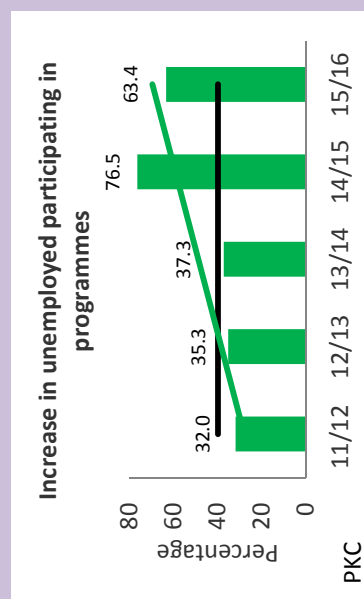
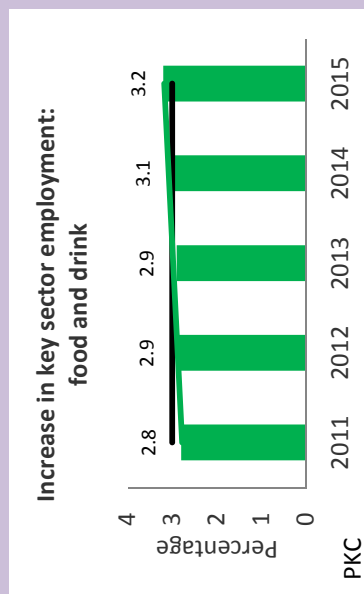
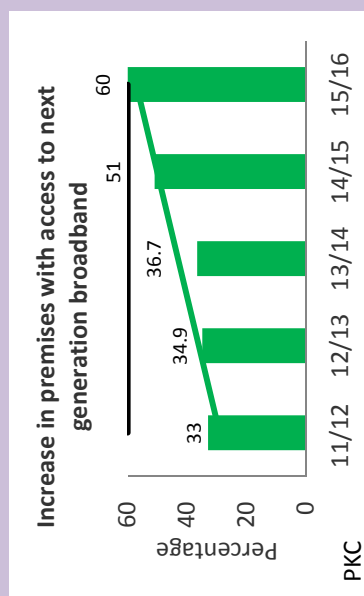
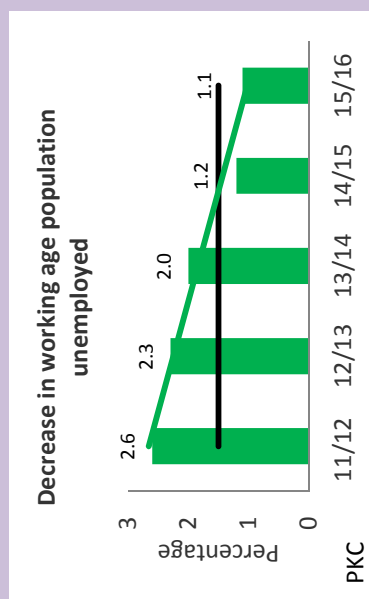
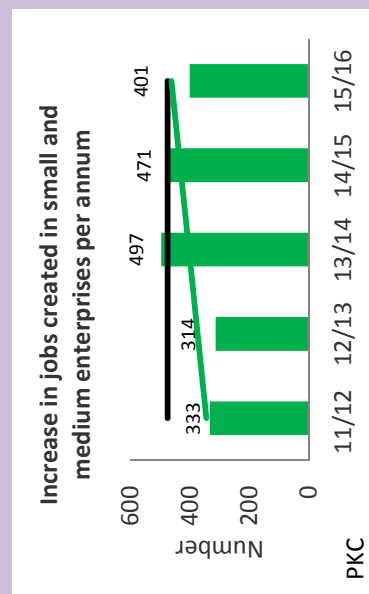
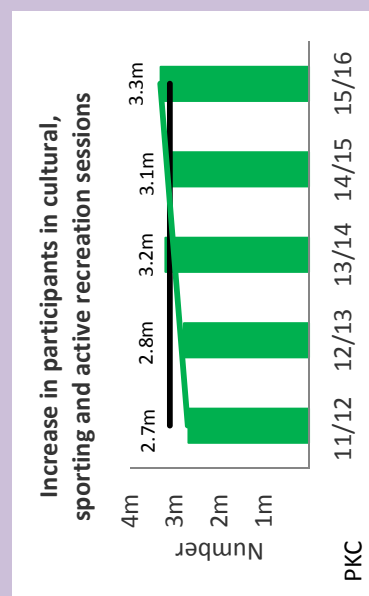
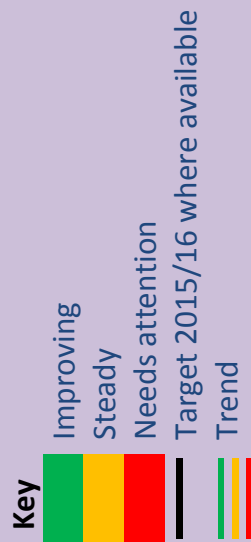
The scheme was constructed between April and October 2015 with traffic calming introduced, wider footways and a large space for outdoor events developed, creating a more attractive and accessible High Street for visitors and local shoppers to take advantage of businesses in the area.

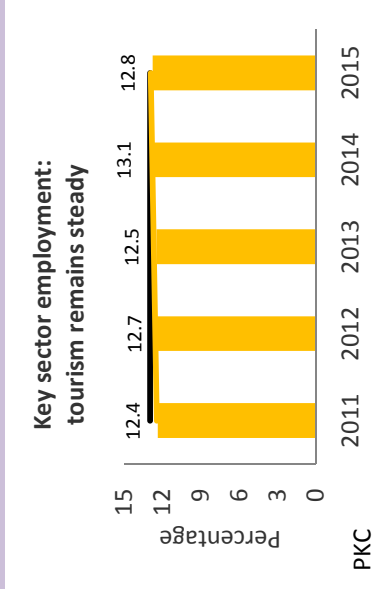
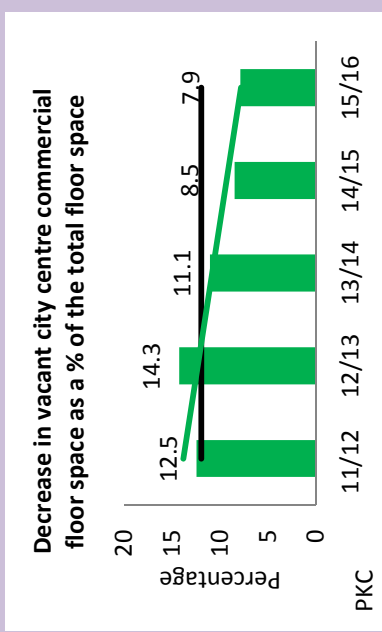
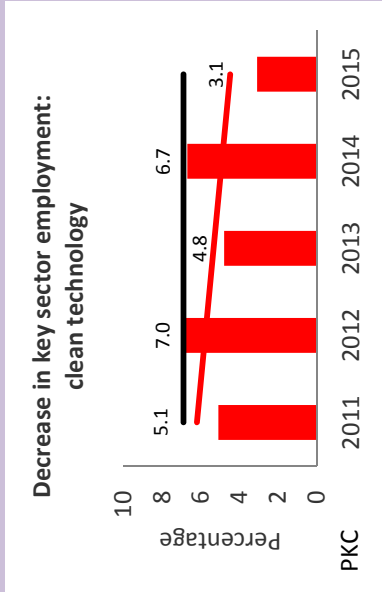
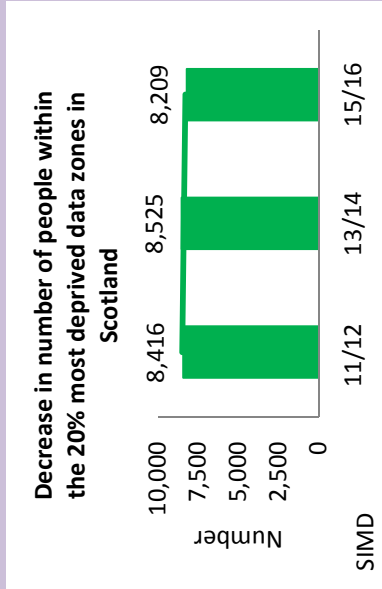
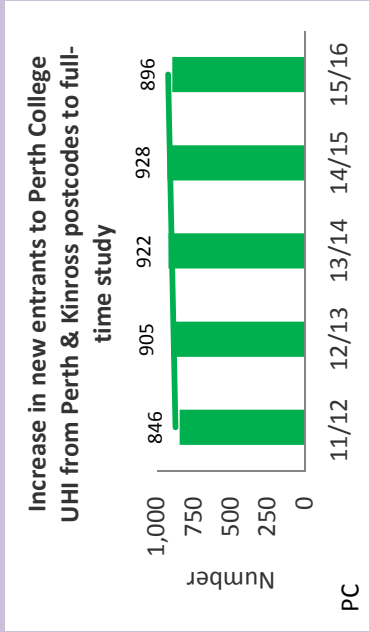
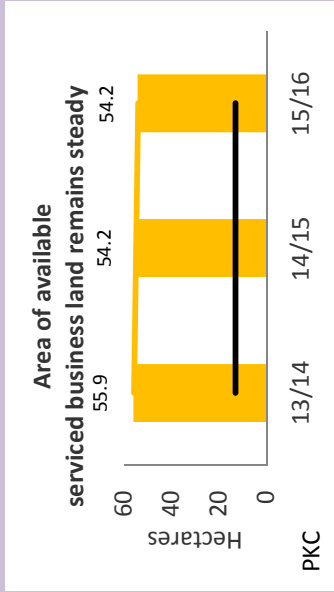
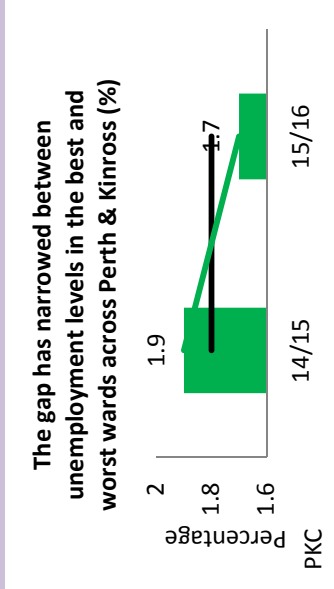
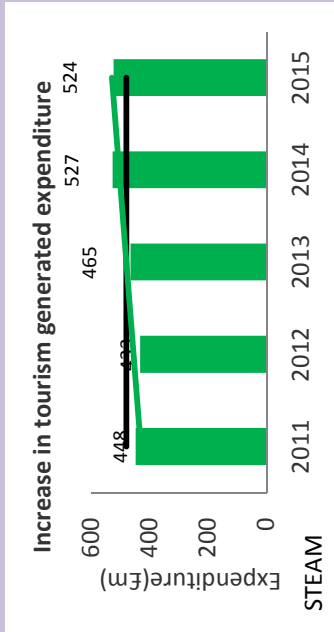
The community, supported by the Council and partners, held a street party on 3 October 2015 attracting several thousand locals and visitors into the town where businesses took advantage of the event to promote their goods in the shops and at stalls. Since then there have been numerous events in the High Street, new businesses have opened up and reports from local access groups indicate that the High Street is now more accessible than it was.

## 2015/16 key performance indicators

Data available for 2015/16 has been included in the charts below.

Data will be published for all other key performance indicators as it becomes available via [pkperforms](#)  
RAGs (Red/Amber/Green) are based on the time period presented for each performance indicator.





The Scottish Government updated the collection method for clean technology. This has shown an apparent dip in performance for 2015.

Performance in future will be measured in relation to the new methodology.

### Case Study - Perth City Plan

As a city region, we have always been ambitious, and successful in developing our city to meet the needs of our residents and businesses. We have an opportunity now to capitalise on the award of city status to take Perth City and surrounding area forward into the 21st century and beyond.

Perth City Development Board (PCDB) was formed to help support growth of the city and surrounding region with input from both the public and private sector. The Board has worked hard to develop a vision for the growth of the city and how that could be achieved through the public and private sector working together through a revised version of the Perth City Plan - Smart growth for Perth City: Perth City Plan 2015-2035

Drawing on the evidence of other successful small northern European and UK cities the Plan sets out a collective vision – “Perth will be one of Europe’s Great Small Cities” to support population and economic growth. The Plan supports public investment in transport and digital infrastructure, the public realm, new and improved cultural attractions, inward investment services and support for business, education and skills. Employers and developers will take up the opportunities arising from this, enabling investment by creating and growing businesses and investing in property schemes, linked to ambition, quality and innovation.

### Case Study -- Repairing our Historic Tenements

The Perth City Plan is a 20-year vision for Perth to be ‘one of Europe’s Great Small Cities’. Part of the Plan includes finding new uses for underused buildings.

Well repaired historic buildings contribute to Perth’s reputation as a vibrant place in which to work, live and visit, and they contribute to promoting a prosperous inclusive and sustainable economy, by attracting high quality businesses.

Two historic listed tenements in Perth High Street were repaired and a long term empty shop owned by the Council has been fitted out. Partnership between the Council and Perth and Kinross Heritage Trust (PKHT), was key to ensuring success.

Owners of five adjacent tenements motivated and inspired by the support of the Council and PKHT have formed groups to discuss significant communal repairs. Improvements to these historic tenements will have a positive impact on the townscape of central Perth and the standard of the commercial and residential property within them.

As a result of this project and wider work on vacant properties, the Council’s Vacant Property Development Officer won the Camelot Scottish Empty Homes Champion of the Year Award 2015.



## What are our customers saying?

*"Having joined the Council's Graduate Programme, it was a great experience that enabled me to go on and secure a further post within the Council"*

**Participant in the Council's Graduate Trainee Employment Programme**

- *"Perth is a beautiful city, which has all the attributes to make it truly great. We have the history, the culture, a central location, a growing population and an expanding university and college campus. What we have lacked, till now, is a clear vision, commitment and resources on how to bring all of these together with our business community to give Perth the infrastructure, identity and skills it needs to become a modern world-class destination". John Bullough Chairman, Perth City Development Board.*

- *"We are a small business hiring out 4x4 Vehicles from a rural location in Perthshire. We were struggling to get the business off the ground with just the two of us and needed an additional member of staff who would be office based to deal with the admin/accounts side of the business. It was catch 22 as we were not making enough money to pay someone. This was when I was put in touch with the Employment Initiatives Team who has transformed our business. We were able to bring on an Administrator who has been absolutely key in making this a profitable business."*

## Focus for 2016/17 – We will:

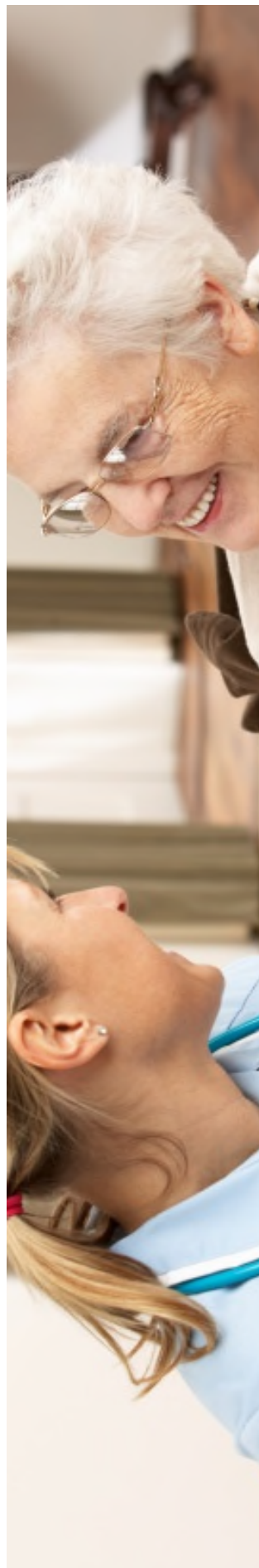
Progress the <a href="#">"City Region Deal"</a> with our partners in Dundee, Angus and Fife.
Progress the long term investments for smart growth and the short-medium term delivery plan based on the four strategic themes and eight big moves in the <a href="#">Perth City Plan</a> to catalyse economic growth in partnership with the City Development Board.
Develop our bid for Perth to become <a href="#">UK City of Culture 2021</a> .
Manage the impact of Universal Credit by supporting tenants and other customers and ensuring all staff are fully prepared for challenges that Universal Credit will bring.
Continue to focus our efforts on the prevention of rent arrears and where they occur we will manage and reduce them with a continuum of support.

## Links to further information

[The Environment Service Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16](#)

[PKperforms](#)

[Community Planning - Working in Partnership](#)



# Independent, healthy and active lives

With the introduction in 2016 of the Health and Social Care Integration Joint Board, we have prepared for major changes in how we will deliver our services. Over 4,000 people took part in our “Join the Conversation” to help inform the priorities of our Health and Social Care Strategic Plan.

Over the past year we have focused on early intervention and prevention to promote healthier lives, tackle health inequalities and ensure care is personal to the needs of the individual.

We launched our [Carers’ Strategy](#) introducing participatory budgeting for carers and bringing their expertise into the development of services. We established the Integrated Care Fund Programme with representation from health, social care, third and independent sector - 35 projects supported people with complex needs.

<b>2015/16 Performance Highlights</b>	
<ul style="list-style-type: none"> <li>As part of the Integrated Care Fund, Healthy Eating Healthy Living has supported 43 people with learning disabilities to improve their own health and wellbeing through encouraging healthy eating as a way of life</li> </ul>	
<ul style="list-style-type: none"> <li>The number of older people requiring no further service after Reablement has increased by 14%.</li> </ul>	
<ul style="list-style-type: none"> <li>28% increase in older people with Technology Enabled Care helping them to stay at home.</li> </ul>	
<ul style="list-style-type: none"> <li>The Council has achieved the Carer Positive Kitemark award for demonstrating we have a working environment where carers are valued and supported.</li> </ul>	
<ul style="list-style-type: none"> <li>Alcohol and Drug Partnership launched a new website and social media platform to help people who suffer from drug and alcohol misuse.</li> </ul>	

One of our strategic aims is to support people to remain safely at home or in a homely setting for as long as possible. **97% of older people are living at home** and our Reablement Service is key to supporting this. Over 50% of people no longer require ongoing support following this intervention.

The Care Inspectorate carried out an unannounced inspection of our Housing Support Service in March 2016 and rated Perth and Kinross Council as **‘Excellent’ for the Quality of Care and Support, Staffing, Management and Leadership**.

We consulted on our Learning Disability Strategy and made revisions to improve access to healthcare and improve support. Our Smart Recovery Programme helps people with addictions to use self-empowering skills and to support one another.

For the third year running, we held our Mental Health Awareness Week and the Office for National Statistics Annual Wellbeing Survey indicates **people in Perth and Kinross report a higher than average personal wellbeing**.

The numbers participating in sport and active recreation is very high and increasing in key areas (0.8% increase on last year). Overall indoor fitness use is positive with an ongoing trend from gym to group fitness classes. The promotion of swimming lessons has seen the number of swimmers increase (a focus on family swimming and learning to swim should continue the positive trend), and participants in Active Schools have also increased. We have worked to remove a number of barriers to increase

participation figures of under-represented and marginalised groups. A partnership between Active Schools, St Johnstone FC, Letham FC and Glenrothes Strollers/Shared Care Scotland, led to the development of ‘Letham Lions’, a pan disability football team. This is now an integral part of the local football club, with over 20 young people from across Perth and Kinross attending regularly.

### **Case Study: Perth & Kinross Wellbeing Fair**

*“I’ve had mental illness for 20 years and my opinion is this is the closest a group has been to understanding Recovery and ‘what works’ ” (participant at the Penumbra ‘Music And Mood POW WOW’).*

Poor mental health is one of the top public health challenges in Scotland. It is estimated that more than a third of the population are affected by poor mental health each year, particularly depression. In our Mental Health and Wellbeing Strategy 2012-2015, we have been clear that we have wanted to do more to support those struggling with poor mental wellbeing, including depression, anxiety and stress. We wanted to give people the support they need to manage their poor mental wellbeing and to make it easier for people to discuss their mental health problems. We have developed activities to create an environment which fosters recovery, personal growth and fulfilment across Perth and Kinross.

The Project achieved all its key aims: To make people more aware of the spectrum of support available in Perth & Kinross; to reduce the stigma around poor mental wellbeing and mental health; to increase people’s awareness around their own mental wellbeing and that of others and to make people more open to creating and seeking support (in the widest possible sense).

We aim to see Perth and Kinross top the table when it comes to life satisfaction and happiness and the Wellbeing Fair and all the work that surrounds it, can only strengthen our communities and help us be an even better place to live. Evidently there is a community need and desire for collaboration and participation in community wide Wellbeing events.

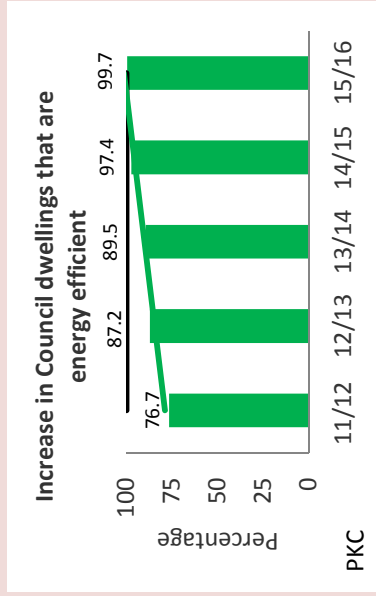
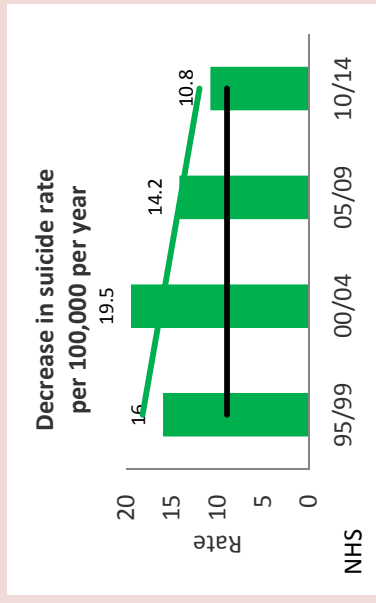
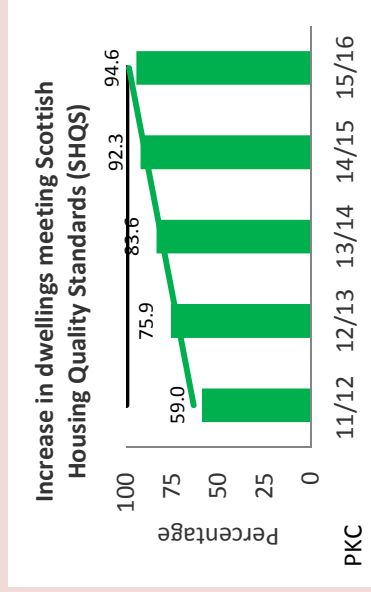
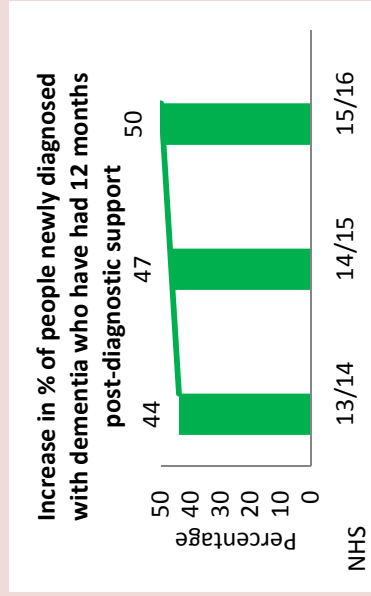
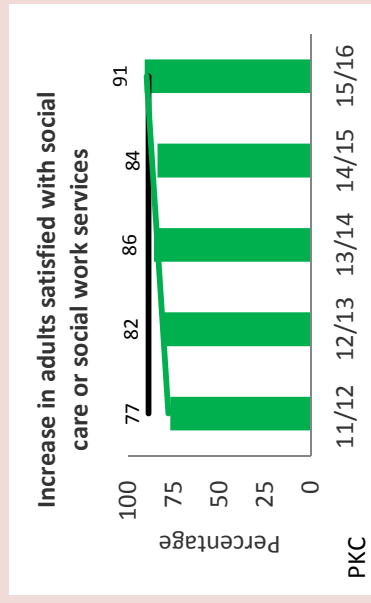
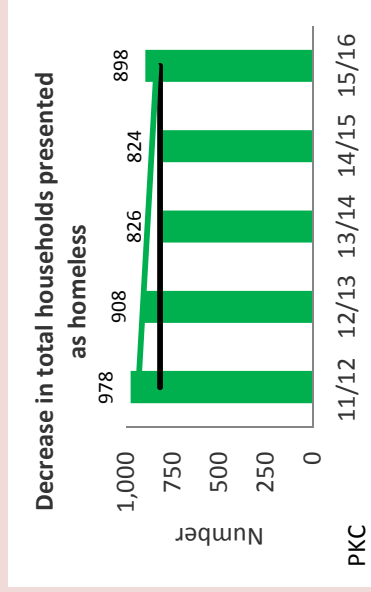
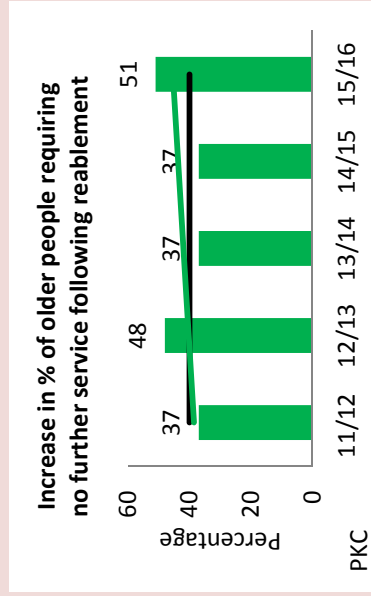
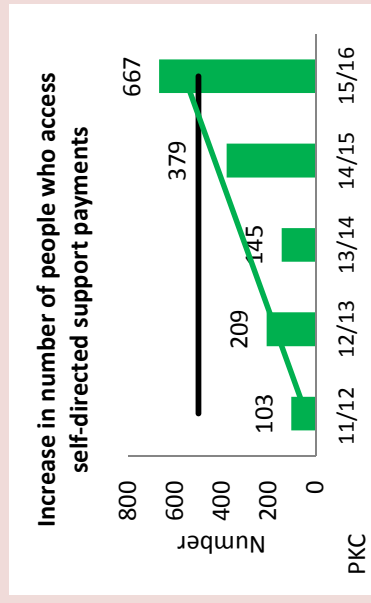
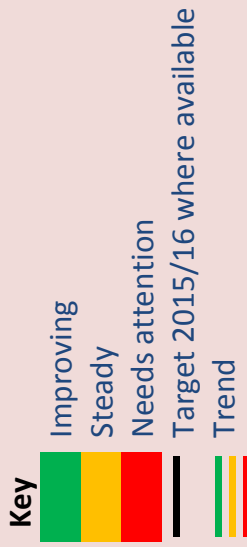


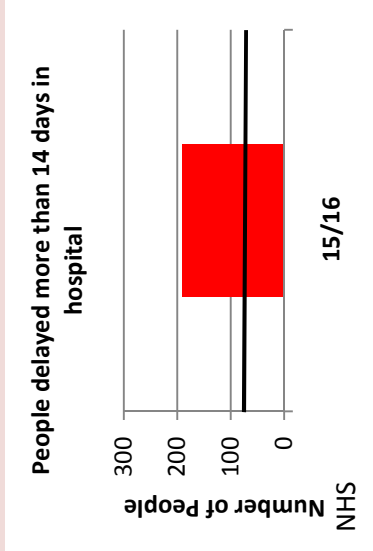
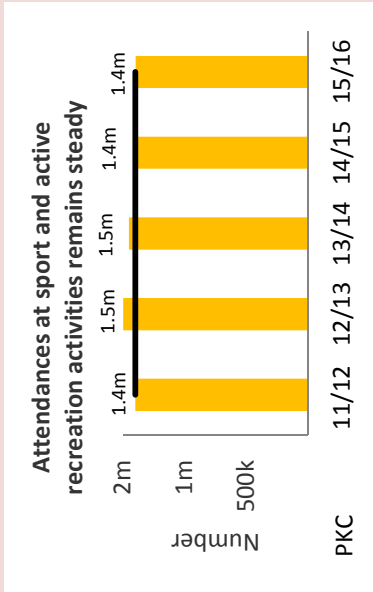
# 2015/16 key performance indicators

Data available for 2015/16 has been included in the charts below.

Data will be published for all other key performance indicators as it becomes available via [PKperforms](#)

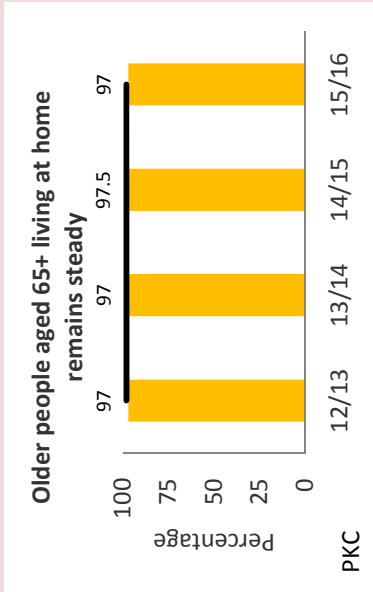
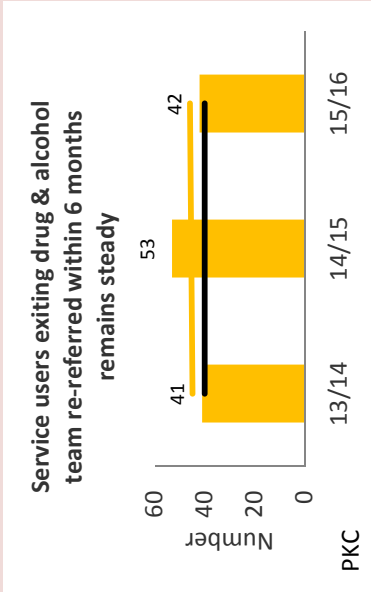
RAGs (Red/Amber/Green) are based on the time period presented for each performance indicator.





Figures are not yet available for the following indicators. When they become available they will be reported on [PKperformers](#). Please refer to [Data Release Timescales](#) for indication of when figures should be available.

- Life expectancy years: Women.
- Life expectancy years: Men.
- Alcohol related hospital discharges.
- % of smoking population in areas of less affluence who quit at one month of receiving community smoking cessation services.
- Proportion of people diagnosed and treated in the first stage of breast, colorectal and lung cancer.
- % households in fuel poverty.
- Rate of emergency inpatient bed days for people aged 75+ per 1,000 population.



This is a new baseline as previously this performance indicator reported on delays of more than 28 days .

The average age of people entering care is 82yrs. This, together with increase in demand, demonstrates an increasingly frailer older population. Emergency admissions create pressures across the health and social care system with knock on effects on delayed discharge, social work assessments and care at home. The increase in unplanned admissions for those aged 85+ is higher than other age groups and it is this group that are more likely to be delayed in hospital. Delayed Discharge is a complex area to address. An example of this would be the ability of the home care market to respond to increasing demand. To this end we are working alongside our partners and providers to attract people to take up roles within the care profession. The market will also benefit from the improved rates of pay brought about through the introduction of the Living Wage. In addition, the Council and NHS partners have invested in a number of initiatives to provide alternatives to hospital admission e.g. Rapid Response Team, Immediate Discharge Team and the Enhanced Care Support Service.

### Case Study: Coupar Angus – Pride of Place and Beyond



The Take A Pride in Perthshire Campaign has built steadily since its inception over 20 years ago when Perth and Kinross Council started working with a small core of volunteers. The Campaign has grown and flourished over the years and a total of 44 groups in Perth and Kinross are now members. The campaign brings together most communities in the area to make towns and villages better and more attractive places to live, and visit. Supported by Community Greenspace Officers, this magnificent effort is sustained by 450 committee members, hundreds of volunteers and thousands of hours of voluntary effort.

In 2006 Coupar Angus formed their own group – Pride of Place and since then the community has worked tirelessly to ensure the village is an excellent environment in which to live, work and visit, through horticultural excellence, environmental responsibility, community participation and community cohesion.

In 2015, Coupar Angus was awarded a **gold medal** by the Royal Horticultural Society (RHS), Britain in Bloom and achieved **Best Large Village** in the whole of the UK. The opening remarks in the judge's feedback states "The Pride of Place group works hand in hand with Perth and Kinross Council".

The project was also a finalist in the Scottish Charity Awards 2015 and Keep Scotland Beautiful has asked the team to host a best practice workshop for all of Scotland's Britain in Bloom finalists.

### Case Study – Carers Voice, Carers Choice! Participatory Budgeting Event

Through this project, we have transformed the way we relate in Perth and Kinross to unpaid carers. For the first time in Perth and Kinross we engaged unpaid carers in deciding how money will be spent to support them in their caring role. This is Participatory Budgeting (PB) in action, where unpaid carers, the experts in their own field, decided how resources would be allocated to other carers like themselves.

£20K was up for consideration (£15K from Housing and Community Care, Perth and Kinross Council and £5K from NHS Tayside) and only unpaid carers could vote. The projects could bid for up to £2,000 and they had to give a three minute presentation to the carers on their project or initiative. The carers then voted and decided where and how the £20K would be spent.

58 carers voted with approximately 100 people attending throughout the day. Fifteen of the 23 projects which applied were awarded funding after voting from carers themselves and were projects targeting some of our most vulnerable carers.

*"Should do more often like this",* Minority Ethnic Carer, Carers Voice, Carers Choice, 4 February 2016

*"Another great presentation from PKAVS Young Adult Carers Service who did a short play",* SCDC Tweet, 4 February 2016



**What are our customers saying?**

- **Comments from disabled users on the Digital Inclusion project** *"I can take my iPad to a coffee shop and use it to communicate to staff without feeling out of place, everyone has an iPad"; "this is the first time since becoming ill that I have actually felt anything like hope".*
- *May I pass on our thanks to all involved, the **Access Team, Occupational Health** and all others involved in rescuing us! We very much appreciated the delivery of the necessary equipment via the Immediate Response Team on the same day".*
- *"We are very pleased with the care provided by the staff at Dalweem. All the residents appear to be happy and content. Staff are always available to discuss any concerns and keep us fully informed of what is going on".*
- **Older People's Housing:** The Care Inspectorate found out an inspection of Older People's Services in relation to Housing Support in March 2016. The Inspectorate found that the Council offers an excellent service in meeting the housing needs of older people, people with a disability and other complex needs. The service actively promotes and encourages the independence of the individual and enabling people to live as normal and satisfying a life as possible. Older People Housing Support Service was awarded Excellent for Quality of Care and Support, and for Management and Leadership and Very Good for the Quality of Staffing.

**Focus for 2016/17 – We will:**

Deliver the new Strategic Priorities for Sport, <b>Active</b> Perth and Kinross and set the strategic framework for all commissioned services delivered by Live Active Leisure, and activities delivered by other partners funded by the Council
Improve health & wellbeing in Perth and Kinross by increasing overall participation in sport and physical activity.
Deliver the Transformation Programme in respect of Communities First Review.; Review of Residential Care; Review of Day Care Services and Review of Community Care Packages for Adults.
Develop a new Mental Health Strategy.
Implement Care at Home Redesign/Commissioning.
Take forward actions in the Strategic Commissioning Plan.

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**Links to further information**

[Housing and Community Care Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16](#)

[PKperforms](#)

[Community Planning - Working in Partnership](#)



# Safe and sustainable place for future generations

The quality of our environment is one of our area’s greatest assets, both for the well-being of residents and communities and as a catalyst for economic growth. Our focus continues to be on ensuring people feel protected and that they can benefit from the natural environment in which they live and work.

Our Community Capacity Team has increased the number of community organisations receiving support from 146 to 177. We have also supported the Letham Climate Change Challenge to access £60,000 from the International Climate Fund to create and support their allotment project.

We have embarked on a 10 year programme to upgrade all street lighting to energy efficient LED lanterns that will deliver a 40% reduction in energy consumption and significantly reduce CO<sub>2</sub> emissions.

2015/16 Performance Highlights	
	<ul style="list-style-type: none"><li>• There has been an unprecedented increase in the number of community resilience plans supported with 20 in place and a further 5 in the pipeline.</li></ul>
	<ul style="list-style-type: none"><li>• We built 132 new homes for social rent compared to 62 last year and these are in areas where there are high housing needs.</li></ul>
	<ul style="list-style-type: none"><li>• 1,750 homes within Perth and Kinross received improved insulation measures and this has helped to reduce the number of households in fuel poverty.</li></ul>
	<ul style="list-style-type: none"><li>• 100% of Multi-Agency Public Protection Arrangements (MAPPA) cases with an up-to-date risk assessment completed jointly by the Criminal Justice Service (CJS) and Police Scotland.</li></ul>
	<ul style="list-style-type: none"><li>• Perth City’s newest social enterprise partnership between the Shaw Trust and Perth and Kinross Council with 400 unpaid work placements producing 200,000 bedding and basket/container plants and 2,000 hanging baskets.</li></ul>
	<ul style="list-style-type: none"><li>• Our recycling rate of 50.9% is among the highest in Scotland.</li></ul>



Our Service User Review and Evaluation (SURE) Team carried out an evaluation of the delivery of our Repairs Service which resulted in an improvement plan to deliver improved customer service.

Through our private sector and empty homes initiatives, in the past three years, we have provided 152 people with suitable accommodation in 33 properties. This work has been recognised by Shelter Scotland as best practice and has been shortlisted for a COSLA (Convention of Scottish Local Authorities) Excellence Award.

There has been a significant increase in house building in Perth and Kinross during 2015/16, with 628 new houses being built. Completions on sites of five or more homes are up by 49% and up by 36% for sites of under five homes on 2014/15 figures. This is a significant increase when compared to a predicted annual growth rate of approximately 4% and emphasises the attractiveness of Perth and Kinross as a destination.

We have developed a number of successful projects to promote safety and community spirit. One such project is the [Right Track](#) initiative for young people aged 16-26 who have been convicted at Court. Instead of a custodial sentence, they undertake community pay back orders. This has been expanded to include graffiti removal and litter picking. Due to the excellent local leadership and commitment of the Community Justice Team, and their multi-agency work with partners and commissioned providers of service, Perth and Kinross has the fifth lowest frequency of reconviction rate in Scotland.

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Our Anti-Social Behaviour Team, Housing, Legal Services and Police Scotland have developed closer links to deal with anti-social behaviour and vandalism allowing ASBO's to be granted in a few weeks rather than months.

### Case Study: Flooding Response

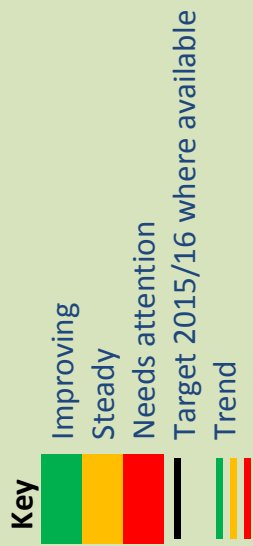
During winter 2015/16, the weather had severe consequences on the lives of many residents. At this time, river levels were high for a number of days; some burst their banks causing water damage to buildings and the surrounding area with many residents evacuated from their homes.

Council staff worked round the clock with Police Scotland, Scottish Fire and Rescue Service, SEPA and Scottish Water to support residents and businesses.

The public were kept up to date using social media advising of live updates and responding to requests. This was well received.

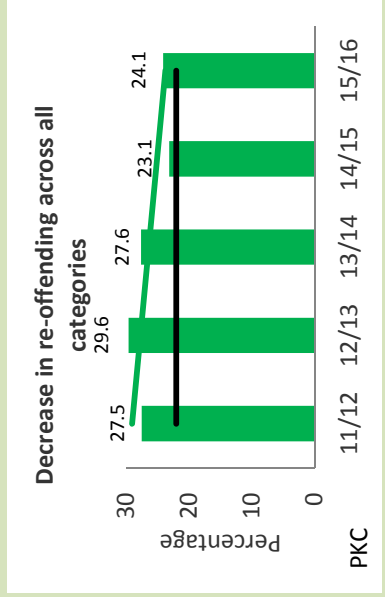
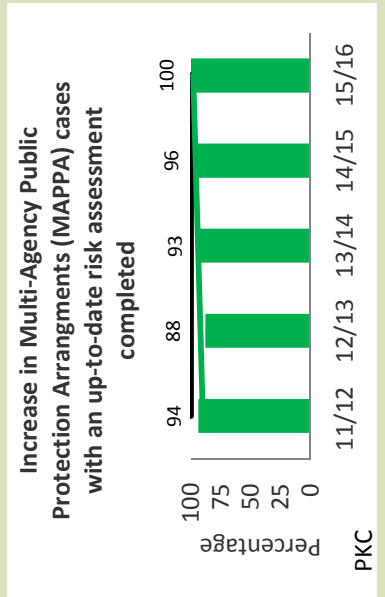
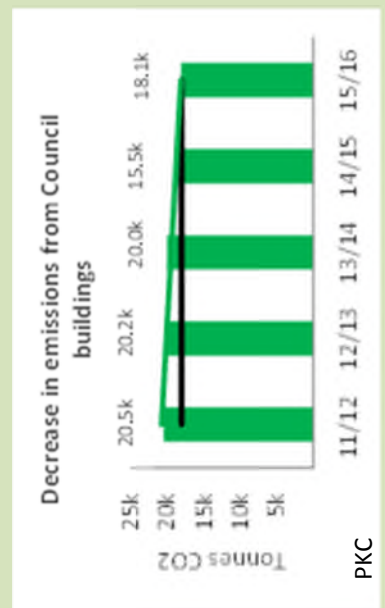
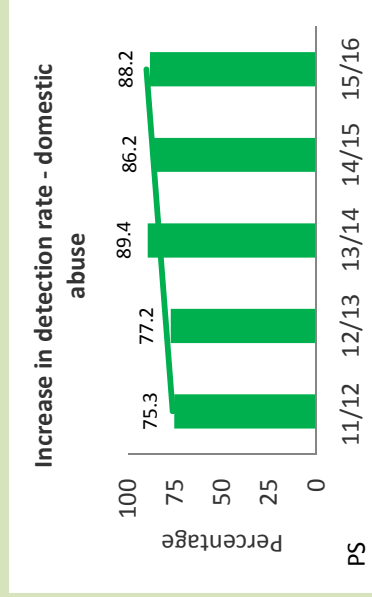
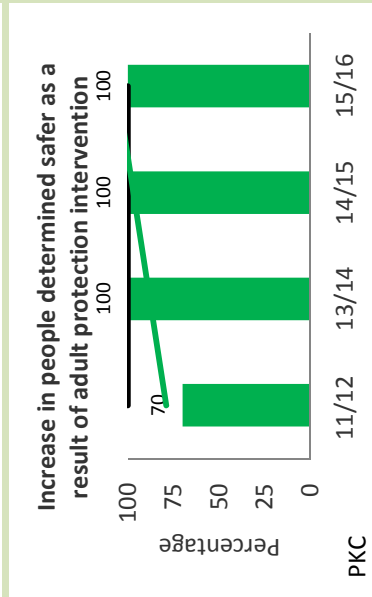
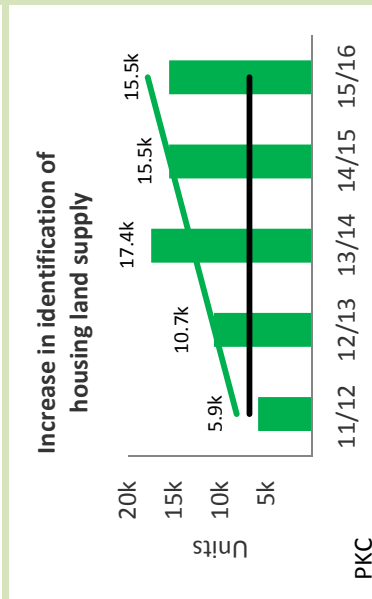
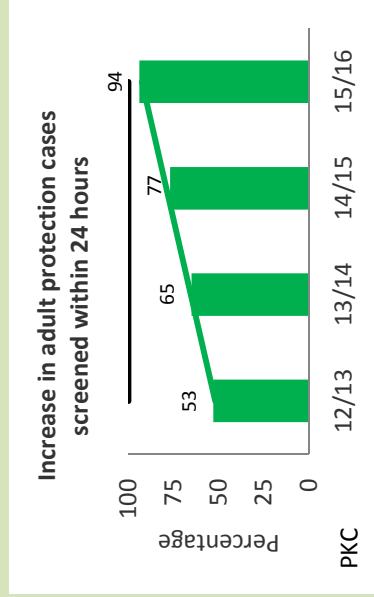
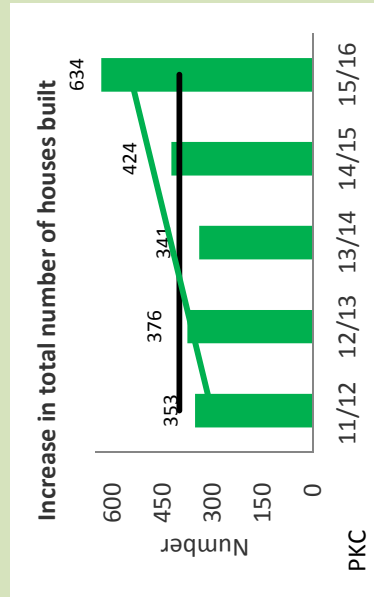
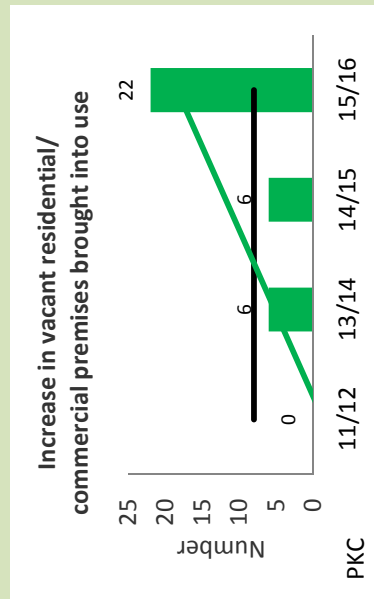
*"I was alerted via social media that the water levels were rising in my street. I went home and couldn't believe how high the water was and how fast it was happening – it was very scary! Tayside Fire and Rescue were amazing and the Council did a fantastic job of keeping everyone up to date on their Facebook and Twitter sites". (Comment from a local resident).*

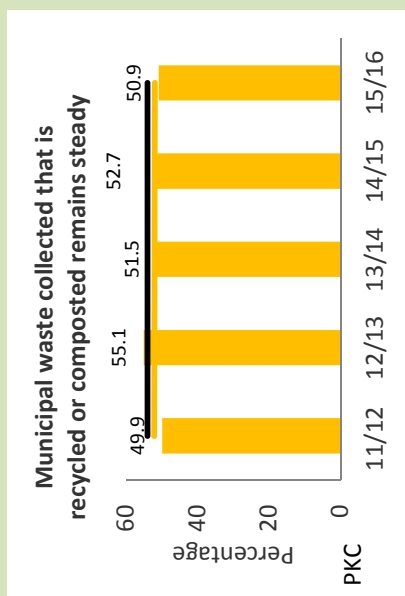
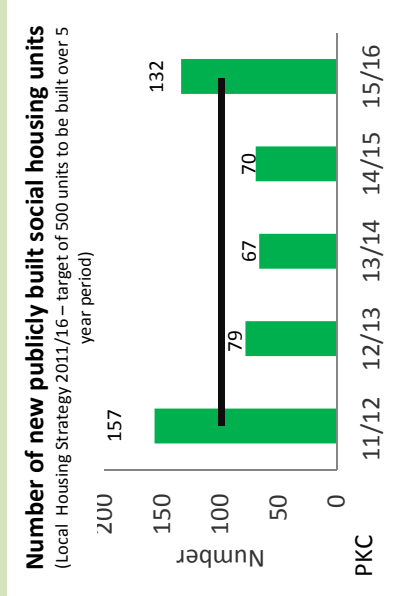
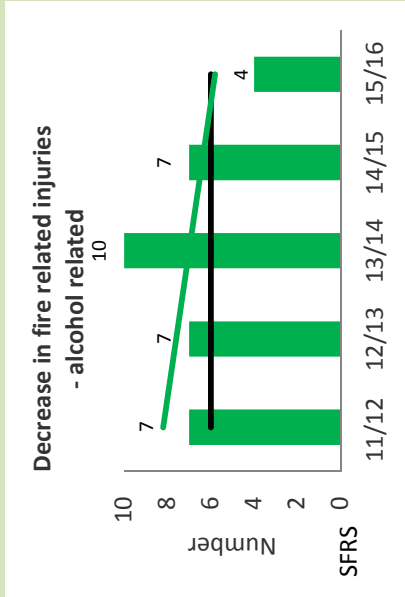
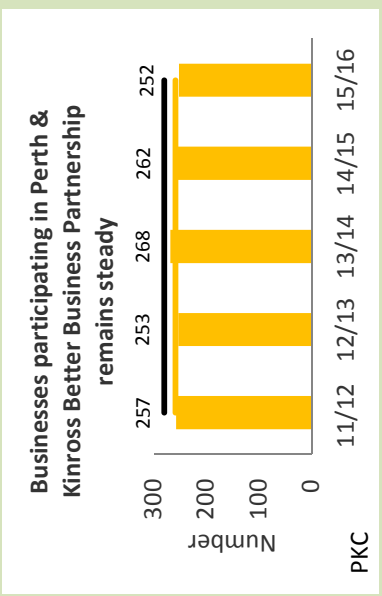
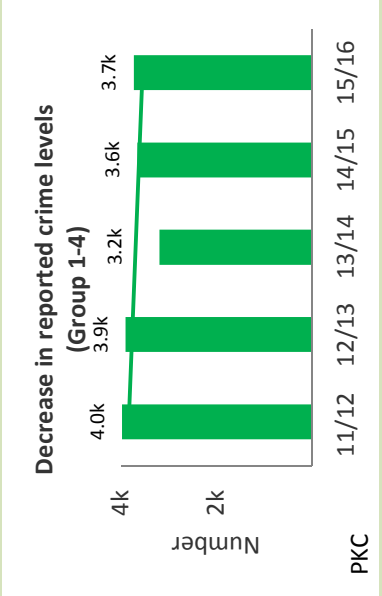
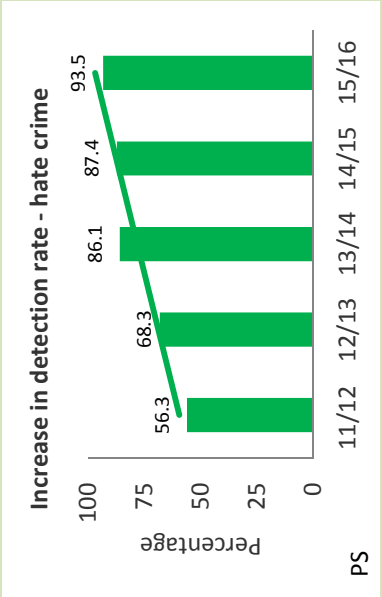
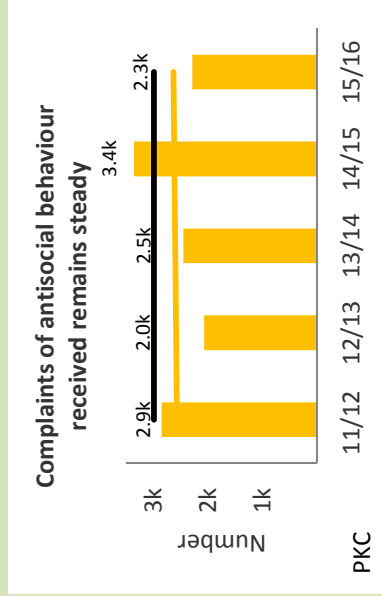
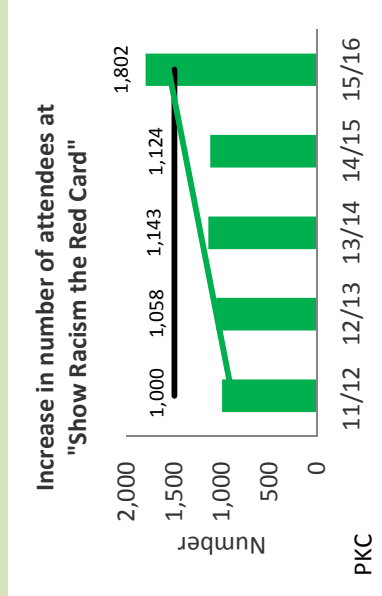
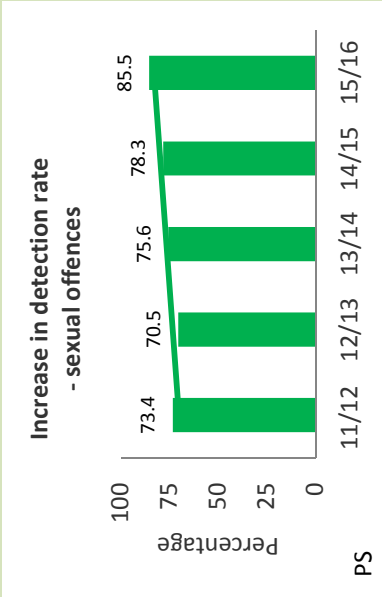
## 2015/16 key performance indicators



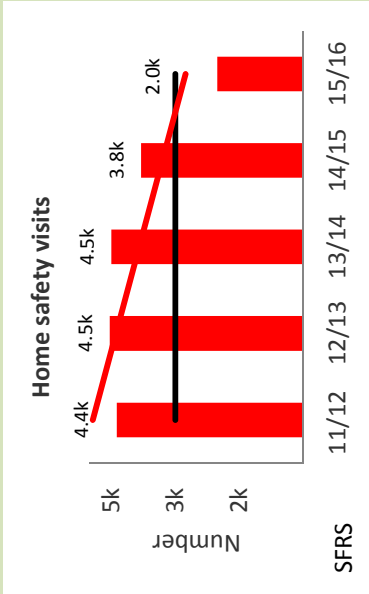
Data available for 2015/16 has been included in the charts below.

Data will be published for all other key performance indicators as it becomes available via [PKperforms](#). RAGs (Red/Amber/Green) are based on the time period presented for each performance indicator.





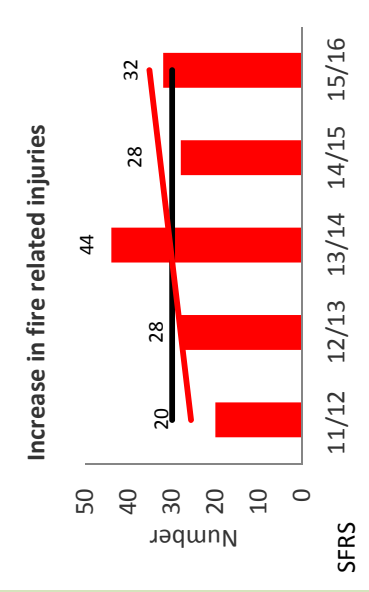




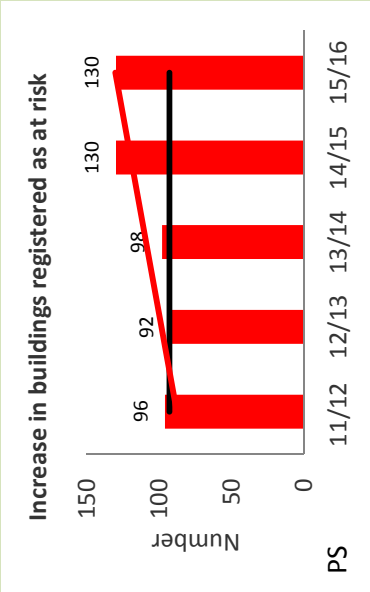
In 2011/12 the focus on home fire safety visits was concerned solely with outputs. In 2013/14 the approach was reviewed by the Fire Service and its Safer Communities partners who recognised the home fire safety visit afforded an opportunity to deliver a broader safety service targeting those at most risk of harm. A pilot commenced in April 2014 whereby Firefighters were joined on the visits by Safer Communities Wardens to deliver a range of safety inspections in addition to the traditional Fire inspection (Slips, Trips and Falls, Financial Harm, Security etc.) This reduced the number of visits but markedly improved the quality.

The Joint Home Safety Visit has been mainstreamed following the successful pilot. Since then, the scope of the visits, which are generally carried out as a result of referrals from various of the partner agencies, has continued to increase and other agencies (Police, Social Work, NHS, PKAVS Home Safety Volunteers) have participated when there is a need.

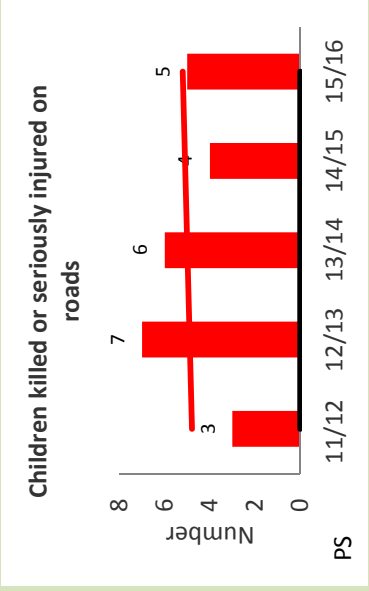
It is now regarded as an important tactical option for protecting vulnerable people, helping to keep them in their own homes and supporting a variety of agencies by taking responsibility for providing a 'one stop' approach to basic assessments, signposting and referral.



Whilst the number of overall casualties has seen a slight increase, the number of those presenting with an actual injury reduced by one from 22 to 21. There was an increase from six to 11 of person(s) being given a precautionary check by ambulance personnel.



We are in discussion with Buildings at Risk Register for Scotland to discuss the revised Buildings at Risk methodology.



Road safety is a priority for Perth and Kinross. Our Road Policing Unit continues to be proactive in speed monitoring and linking in operations with our neighbouring divisions.

We worked closely with Crieff Primary School, St Dominic's Primary School and Crieff High School and formulated the Broich Road Safety Action Group. The partnership delivered on physical alterations to the road, updated the schools' travel plans and business community engagement to ensure deliveries are out with peak times on this road.

Figures are not yet available for the following indicators. When they become available they will be reported on [PKperforms](#). Please refer to [Data Release Timescales](#) for indication of when figures should be available.

- % of residents happy with the areas they live
- Number of hospital admissions of over 65s as a result of unintentional injury in the home
- % of adults giving time to volunteer in the last 12 months.

### Case Study: Working together to support vulnerable people

The Scottish Fire & Rescue Service works with the PKC's Community Care Service and NHS Tayside to improve people's safety and well-being in their own homes. The Fire Service carried out 2,000 home safety visits in 2015-16. Many of the visits were based on referrals from health and social care staff. Front line staff working together saves resources and reduces the risk of accidental home fires.

There are many examples of where firefighters referred vulnerable people to health and social care colleagues so they could receive the care they need. One example in 2015 took place when the Fire Service received a smoke alarm call from an elderly lady who was not managing her Schizophrenia. Officers discovered the lady had tried to set her bedding on fire for the purposes of cleaning it. Fire Services contacted adult health workers in the Council to assess her needs, the lady was later admitted to a care facility so she could receive the care she needed.

### Case Study: North Muirton Community Action Plan



The North Muirton Community Action Plan was developed to improve the public open spaces in North Muirton, Perth. The Community Council received £220,000 of funding from the 1993 Flood Fund for improvements to be made to the areas' local environment.

The Community Capacity Building Team worked in partnership with the Community Council to reach the wider community and gather ideas from local residents. The project used a clear community engagement process where the emphasis was supported by strong community participation and partnership, therefore consultation took place with local residents to share information and gain their feedback on how best to improve the area. This was achieved through a variety of methods including surveys, social media and at the annual gala day.

As a result of the project, there is now a better understanding of assets and the needs of the community; communication has improved resulting in joint planning and actions such as solutions around the issues of greenspace and the landscape of the area; partners have a better understanding and insight into community views and ideas for future improvement; and local people are volunteering for local improvement initiatives.

### What are our customers saying?

"Repairs are dealt with quickly, staff very helpful at office."

- "You've been brilliant at updating us all on the roads - thanks very much for all the updates!"
- "Big thanks to all the drivers clearing the roads in difficult conditions."
- **In response to flooding:** "You're doing a brilliant job keeping us all updated in difficult circumstances at the moment and the events in December. Thank you for all of your hard work."
- "Superb work from you and your partner agencies keeping Perth and in particular North Muirton safe yet again, looks like its money well spent on the defences."

"The peace that the Scams Hub Project has given me is great; it is helping with my recovery because I am not being bamboozled by people."

### Focus for 2016/17 – We will:

Deliver the Council's sustainability agenda and meet carbon reduction obligations through ongoing work on energy efficiencies, air quality, street lighting, recycling and public transport.

Support locality community planning partnerships and help communities become more resilient through local community partnerships and developing local community resilience plans.

Protect and enhance the natural and built environment through planning frameworks that support sustainable development.

Establish a Shadow Community Justice Partnership in 2016/17 which will develop an improvement plan and appropriate governance for the Community Justice Partnership when it is formally established in April 2017.

Prepare the Council and its partners to meet the requirements of the Community Empowerment (Scotland) Act, including the development of Local Community Planning Partnerships based around five localities and the development of our Local Outcome Improvement Plan (LOIP).

### Links to further information

[Housing and Community Care Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16](#)

[The Environment Service Business Management and Improvement Plan 2016/15 and Annual Performance Report 2015/16](#)

[PKperforms](#)

[Community Planning - Working in Partnership](#)

# How the Council is delivering Best Value

The Local Government in Scotland Act 2003 places a statutory duty of Best Value on local authorities and specifically recognises the importance of partnership working and joint delivery of outcomes.

The Scottish Government defines its expectations of Best Value from Local Authorities on six generic themes. These are Vision and Strategic Direction, Partnership and Community Leadership, Community Engagement, Governance and Accountability, Performance Management and Use of Resources. This section provides a headline update of the Council's progress over the last year in delivering this duty. More detail is available within the Council's Business Plan, which also sets out how we are organising ourselves to deliver our Best Value duties in the future.

## Vision and Leadership

- Leadership roles in the organisation are evolving to respond to the increasingly complex landscape. In readiness for the challenges over the next ten years we have clearly set out a phased approach to reshaping the Council's senior management arrangements, as part of a larger cultural change programme.
- A new Organisational Development Framework was approved by Council in July 2015 to ensure we continue to harness the talents of our people, based around the 'Learn Innovate Grow' principles.

- We recognise that simply making incremental savings to existing services are neither sufficient nor sustainable solutions, when set against the scale of the financial challenge ahead. We have taken a more strategic approach by establishing a comprehensive Transformation Programme to radically address challenges, demands and opportunities. We are also planning for the longer term financial future through our Medium Term Financial Plan.
- We recognised the importance of planning and resource alignment to target the use of limited resources for the best outcomes. This is evident from approaches such as Integrated Resources Framework (IRF) and [Evidence2Success](#) (E2S).

## Partnership and Community Leadership

- The Council delivers public services increasingly through partnerships at all levels - including both statutory partnerships (such as arrangements for Child Protection, Health and Social Care and Community Justice), and partnerships which engage communities of interest (e.g local environmental partnerships and disability networks).
- At the centre of our approach is the Perth and Kinross Community Planning Partnership (CPP) which has successfully led the community planning activities, by providing strategic direction, agreeing joint priorities and managing performance

through the [Community Plan/Single Outcome Agreement 2013-2023](#).

- In anticipation of emerging Community Empowerment legislation, and the establishment of new integrated Joint Health and Social Care provisions, the CPP reviewed its arrangements, with changes made to ensure we are best placed to continue delivering better outcomes for people in Perth and Kinross over the next five years.
- Through partnership we developed the most significant transformation of public services in recent times, by establishing the Integration Joint Board for the Health and Social Care Partnership, with NHS Tayside, for adult health and social care requirements.
- We reviewed the provision of commissioned services from expert arm's length external providers, [Live Active Leisure](#), and [Horsecross](#), as well as creating a new cultural Trust, [Culture Perth and Kinross](#).
- We worked collaboratively with other councils, for example through the Scottish [Cities Alliance](#), [Tay Cities Deal](#) and [Tayside Contracts](#). We also developed Economic development Partnerships such as the [Perth City Development Board](#) which jointly produced the Perth City Plan.
- We have commenced work on new [Community Justice Partnership](#) arrangements.
- We established a new initiative to tackle [Inequality](#) through the establishment of a [Fairness Commission](#).

- We maintained strong links with the voluntary sector. For example Perth and Kinross Association of Voluntary Services ([PKAVS](#)) is a member of the Community Planning Partnership Board and is the Third Sector Interface for the Perth and Kinross area. PKAVS has also led much of the engagement work with local communities, as we developed our locality planning arrangements.
- We established a Safe Place Scheme for people with disabilities in Perth City Centre involving local third sector organisations and businesses.
- We continued our successful schools workshop programme with Show Racism the Red Card including the first delivery of educational programmes to support schools welcoming new refugee families.
- We became part of Stonewall Scotland's Diversity Champions programme.
- The Council continued to commit funding to support organisations working with our local minority ethnic communities.

### Community Engagement

- The Council led on the establishment of Local Community Planning Partnership (LCPP) arrangements, to allow the [Perth and Kinross CPP](#) to fulfil its new statutory duties. Multi-agency Locality Teams were proposed for five defined localities across Perth and Kinross with Chairs and lead officers coming from a



range of CPP organisations. These new teams will support local community engagement, and assist in the co-ordination and delivery of priority needs for local areas. To assist with this approach, the Community Empowerment Working Group has set out [principles for community empowerment in local community planning](#).

- The Council has also led on other forms of personalisation and engagement, for example [Self-Directed Support](#), which places decisions in the hands of individuals, families and communities about how services can be designed around them.
- Participatory budgeting pilots were developed to engage and empower people to use public sector funding to deliver projects that improve outcomes in their communities. The pilots are targeting communities of interest (carers) and communities of geography (Tulloch: Coupar Angus).

## Governance and Accountability

- We initiated a review of our governance framework to demonstrate to our stakeholders that our assurance mechanisms are moving with the changing times.
- Performance information is available through our [Performance](#) web pages. Our [Customer Service Standards](#) clearly set out how we will meet the needs of local people and our [Council plans and reporting](#), which supports our service delivery and decision making, are also available to all our stakeholders through our web pages.

- We undertook a review of the procurement capability and capacity for supporting improved supply chain management, and produced a new Procurement Strategy for the Council.
- We enhanced the central support for contract development to ensure we have robust agreements in place which meet the needs of our community.
- We commenced a review of our risk management, to ensure we strike the balance between ensuring proper levels of control and governance, whilst creating an innovative, authorising environment to respond to the changing.
- The Local Area Network of audit, inspection and regulation bodies (which assesses level of scrutiny required for councils) recognised Perth and Kinross Council as a low scrutiny risk.

## Performance Management

- [Audit Scotland](#) has identified Perth and Kinross as a high performing Council for public performance reporting (PPR), identifying our structured approach to PPR and innovative use of social media to send out performance updates, as best practice.
- The Council's performance management framework is comprehensive and integrated with service planning and delivery. It allows the scrutiny of performance against our key priorities and objectives. Business Management and Improvement Plans (BMIPs) set the direction for services' focus in keeping with the Community Planning Partnership's shared

vision and priorities for the area, previous performance and customer feedback.

- We have a strong track record in managing our finances and delivering efficiency savings. We demonstrate our efficiency activity via our annual efficiency statement. We have also prepared ourselves for the future by maintaining recurring revenue budget headroom (excesses of income over expenditure) to cushion the anticipated tough financial settlements over the short to medium term, and also through the development of our transformation change programme.

professional traineeships and graduate work experience placements.

- The Council's excellent track record of supporting young people through employment and training was recognised by achieving the 'Investors in Young People Gold Award'.
- We have a [Corporate Asset Management Plan](#) and individual [asset streams](#) have approved asset management plans.
- We have developed a new Digital Strategy, which recognises the importance of ICT as an enabler for organisational change
- Our [Procurement Strategy and Action Plan](#) were approved in December 2015, and as part of the Council's [Building Ambition Transformation Strategy](#), our Procurement Reform Transformation Review is projected to achieve £2.5m recurring savings by 2019/20
- Collaborative partnerships are a key part of maximising efficiencies in procurement processes and outcomes, for example the Tayside Procurement Consortium and Scotland Excel.

## Use of Resources

- People remain at the heart of everything we do, and what sets us apart as a Council is our ongoing commitment to acknowledging and maintaining a collective focus on the connection between leadership, employee engagement and organisational culture. To support this, we developed a strategic approach to people management which is set out within the recent annual workforce report to the [Council](#), the [Corporate Workforce Plan, 2013-2018](#) and the [Corporate Organisation Development Framework](#).

- The Council became a Living Wage Accredited employer which is an important indicator of our commitment to fair work and eliminating in-work poverty.

- We have seen a 65% increase in young people aged 16-24 within our workforce between 2012 and 2016. This is achieved in part through our intake of probationer teachers, modern apprentices,



### Case Study: Education and Children's Services (ECS) Finance Support Team Efficiency Improvements



The ECS Finance Support Team is committed to ensuring they provide the best possible service to their customers and efficiently use resources. In turn, they were able to see improvements which could be made to finance processes to make systems more efficient so savings could be realised.

Three key areas were identified to be reviewed and improved; these were Budget Monitoring Reports, Commitment Accounting Systems, and Modern Ways of Working.

With changes to these processes this would allow Budget Managers to access up to date financial information when required allowing better informed decisions to be made; a reduction to the team's workload; better use of technology which would all allow the team to work more efficiently; better support to customers; and auditing of School Fund financial records to be undertaken.

Changes have now been implemented through engagement with customers on a phased basis with training and support provided. Following feedback provided from stakeholders adaptations were made to the processes, and these are now reviewed regularly. Savings of £104,000 have been made due to the improvements. We have been approached by another Council which indicated that they were envious of our system and agreed *"that we must work towards replicating it"*.

### Case Study: Investors in Young People

The Council's Human Resources service, on behalf of the Council, have achieved Investors in Young People (IYYP) Gold Level standard in recognition of work undertaken with young people in the Council, schools, and with partners, including Careers Scotland, Career Ready and Youth Justice.

The award recognises the commitment from Elected Members and officers from all Services with regard to the learning, employment and training of young people, including our Modern Apprenticeship Programme, Work Experience Graduates and Professional Trainees. We are the second local authority in Scotland to gain the IYYP accolade and only one of a small number of employers to be accredited with the Gold Level award.

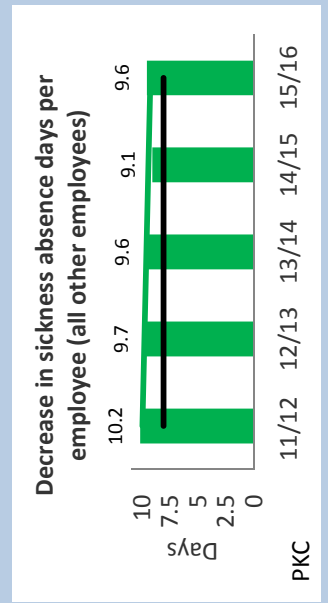
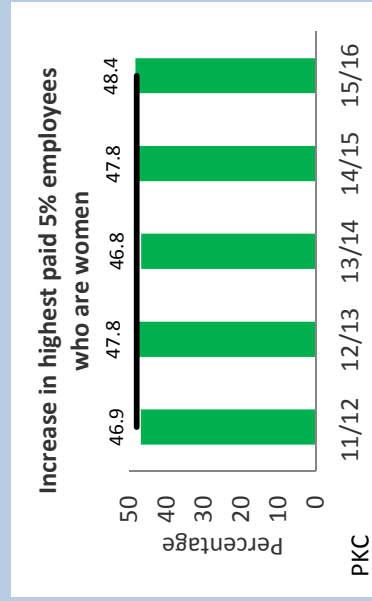
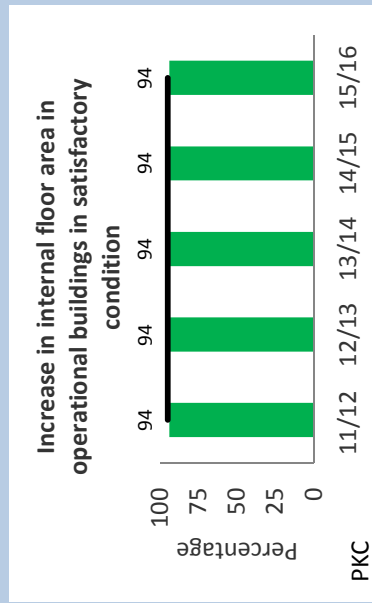
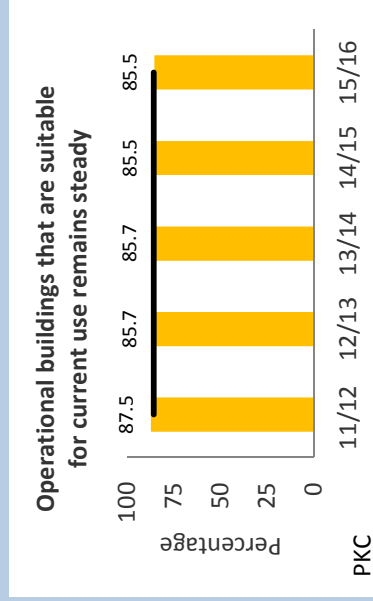
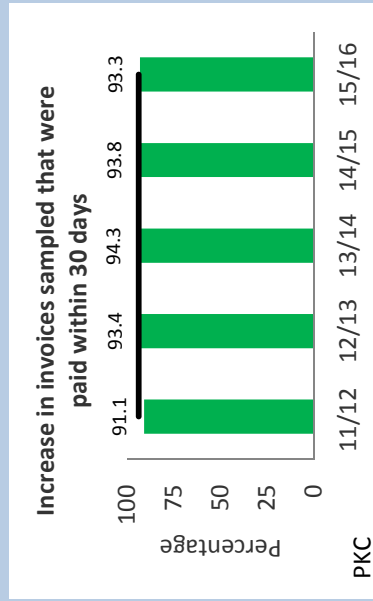
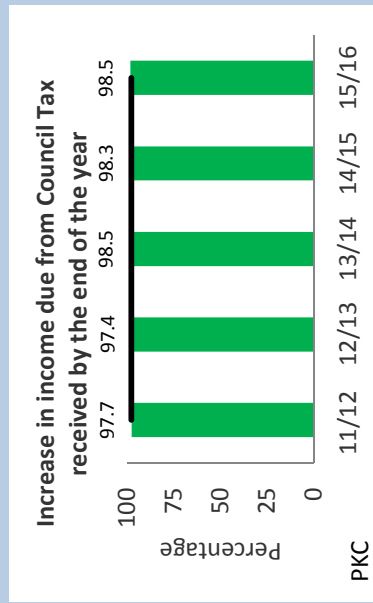
Our Chief Executive, Bernadette Malone said *"We are delighted to have been awarded the Investors in Young People Gold Award in recognition of our commitment to the recruitment, retention and development of our young people. Providing opportunities which allow young people to succeed and realise their potential is at the heart of the Council's ethos and allows them to learn and grow within our organisation. By investing in the talents of our younger workforce and providing the right support and encouragement we can help them become the leaders of tomorrow."*

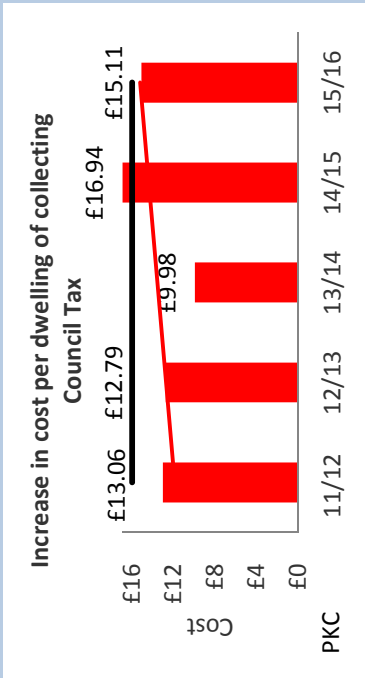
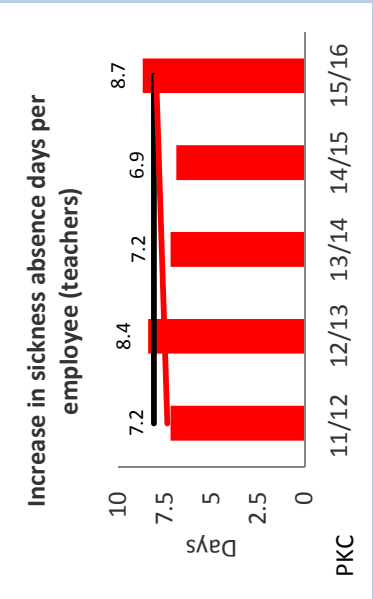
## 2015/16 key performance indicators



Data available for 2015/16 has been included in the charts below.

Data will be published for all other key performance indicators as it becomes available via [PKperforms](#). RAGs (Red/Amber/Green) are based on the time period presented for each performance indicator.





There has been a change to the methodology of recording sickness absence in 2015/16. This is now based on actual work patterns which means that the PI value for part time staff moves from an average to an actual record. This change has contributed to an increase in the performance indicator; however, it provides greater accuracy on the impact on working time. The increase is also explained by more medium and long term sickness absences. Proactive wellbeing measures and support for employees who have sickness absence will be reviewed.

## Data Release Timescales

Data for all performance indicators will be published on [PKperforms](#) when it becomes available. The table below provides an indication of timescales for the remaining 2015/16 data.

### Best Start in Life

Stillbirth rate per 1,000 total births.	November 2016
Children successfully reintegrated full time into their mainstream class from nurture provision.	August 2016
Women who continue to give breast milk up to 10 days.	November 2016
Children reaching expected development milestones at time of 27-30 month health review.	November 2016
P1 children free of any diseases at dentine level	November 2016
% of severe obesity levels in P1 children	May 2017

### Educated, responsible and informed citizens

% of adults with qualifications above SCQF level 4	December 2016
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### Independent, healthy and active lives

Life expectancy years: Women	November 2016
Life expectancy years: Men	November 2016
Alcohol related hospital discharges	November 2016
% of smoking population in areas of less affluence who quit at one month of receiving community smoking cessation services	September 2016
Proportion of people diagnosed and treated in the first stage of breast, colorectal and lung cancer	July 2016
% households in fuel poverty	
Rate of emergency inpatient bed days for people aged 75+ per 1,000 population.	November 2016

### Safe and sustainable place for future generations

% of residents happy with the areas they live	2017
Number of hospital admissions of over 65s as a result of unintentional injury in the home	November 2016
% of adults giving time to volunteer in the last 12 months	February 2017

### Key Contacts

For further information on any area of this report please contact: Chris Jolly, Strategic Planning and Improvement Team Leader, on 01738 475265 or email [CSJolly@pkc.gov.uk](mailto:CSJolly@pkc.gov.uk).



**PERTH AND KINROSS COUNCIL**

**Lifelong Learning Committee  
2 November 2016**

**Scrutiny Committee  
30 November 2016**

**Education and Children's Services Six Month Performance Summary 2016****Report by Director (Education and Children's Services)****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 1 April 2016 to 30 September 2016.

**1. BACKGROUND/MAIN ISSUES**

- 1.1 Lifelong Learning Committee considers performance against the Service BMIPs every six months via the Service six month and annual performance reports.
- 1.2 The six month 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. SIX MONTH PERFORMANCE SUMMARY 2015**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of the Education and Children's Services during the first six months of 2016/17 against the targets in the 2015/16 BMIP, approved by the Lifelong Learning Committee in May 2016 (Report No. [16/225](#) refers) and considered by the Scrutiny Committee in June 2016.
- 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 2016/17.

### 3. CONCLUSION AND RECOMMENDATION

- 3.1 The six monthly 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 a small number of activities which are exceeding targets and some areas in which improvement actions are required or already ongoing.
- 3.2 It is recommended that the Lifelong Learning Committee:
- (i) Considers and accepts the contents of the Education and Children's Services Six Month Performance Summary 2016. (Appendix 1)
- 3.3 It is recommended that the Scrutiny Committee:
- (i) Scrutinises and comments as appropriate on the contents of the Education and Children's Services Six Month Performance Summary 2016. (Appendix 1)

#### Author

Name	Designation	Contact Details
James Chiles	Performance Officer	<a href="mailto:ECSCCommittee@pkc.gov.uk">ECSCCommittee@pkc.gov.uk</a> 01738 475000

#### Approved

Name	Designation	Date
Sheena Devlin	Director (Education and Children's Services)	29/09/2016

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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>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 report supports the delivery of the following Strategic Objectives within the Community Plan/Single Outcome Agreement 2013-23.

- (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

#### Corporate Plan

- 1.2 This report supports the delivery of the following Strategic Objectives within the Council's Corporate Plan.

- (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

1.3 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 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.

- (i) 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**

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 Six Month Performance Summary 2016.



**Education and Children's Services**  
**Six Month Performance Summary**  
**1<sup>st</sup> April to 30<sup>th</sup> September 2016**

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# Introduction

by John Fyffe, Senior Depute Chief Executive (Equality, Community Planning and Public Service Reform) and Sheena Devlin, Director of Education and Children's Services

The Council's Corporate Plan sets out five strategic objectives and twelve local outcomes that will achieve meaningful improvements for the area, our communities and our citizens. Approved by Lifelong Learning Committee in May 2016, our Business Management and Improvement Plan 2016/17 sets out what we will do to contribute to the delivery of key local outcomes and the Council's strategic objectives. 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, and our commitment to **giving every child the best start in life** is demonstrated through our focus on early intervention and prevention, our approach to embedding the principles of Getting It Right For Every Child (GIRFEC) and meeting the requirements of the Children and Young People's (Scotland) Act.

Raising achievement for all remains a key priority, strengthened by the responsibilities and opportunities arising from the Education (Scotland) Act, with an unswerving focus on closing the **attainment gap**, supporting **young people to reach their potential** and supporting **people to be ready for life and work**. We continue to make good progress raising the attainment of pupils in Perth and Kinross, and we remain committed to delivering equity and enabling inclusion in all of our services.

Perth and Kinross has a wealth of culture and heritage, a unique and precious natural environment and is one of the best sport and leisure destinations in the country. These cultural, heritage and leisure assets are central to **promoting a prosperous, inclusive and sustainable economy**, and help to build stronger learning and knowledge based communities.

We continue to be committed to **supporting people live independent, healthy and active lives**. To help meet this commitment we deliver a range of activities which help children, young people and families to participate in sport and active recreation and to make positive choices in relation to leading healthier and more active lives. We also recognise the importance of providing opportunities for all of our residents, irrespective of age, helping to reduce the levels of deprivation, isolation and inequality in our communities.

We continue working to **create a safe and sustainable place for future generations** through our community development and engagement services. Our Community Learning and Development teams promote community wellbeing and community spirit, and work with local groups across Perth and Kinross to support and unlock these assets to meet the needs and realise the aspirations of communities as a whole.

Following structural changes to services, the reporting arrangements for culture, sport and community is being reviewed, and details of these services are being included in this report for the final time. We thank all staff and partners for the contributions they have made and for their continuing efforts and commitment to delivering positive outcomes and improved services.



## Service Performance Summary

### Giving Every Child the Best Start in Life

The provision of **Early Learning and Childcare** (ELCC) continues to focus on offering flexible options, and almost all local authority nursery classes now offer a choice of half days and full days. A consultation with parents and carers is planned for November - December 2016 on the current flexibility of delivery of 600 hours ELCC and to seek views in respect of moving to 1,140 hours of funded ELCC from 2020.

An exercise has been carried out across Scotland, led by the Scottish Futures Trust, to consider capacity and ascertain how additional ELCC capacity can be provided. This has been completed in PKC with the focus mainly on local authority provision. A more detailed exercise to assess the feasibility of the proposals will take place between now and December 2016.

Information has been collected on the **developmental milestones** of children before they start Primary 1 and detailed analysis of this information will continue after the annual school census in September 2016.

The review of the **Multi-Agency Screening Group** has continued and there are plans to introduce stronger arrangements for the sharing of information supported by a Code of Practice, in line with guidance from the Information Commissioner's Office.

Driven by the **GIRFEC Strategy Group**, the Tayside Child's Plan Format is being embedded in practice across services operating in Perth and Kinross, working towards a single integrated assessment framework for children and young people supported by guidance and training.

The **looked after review** process has continued with monthly meetings taking place. Progress to ensure **early decision making** is continuing with the majority of children and young people being approved for permanency after 6 months of accommodation. Children and young people in kinship care has continued to be a focus with a robust assessment now in place.

A number of third sector organisations are being supported to submit funding applications to enable them to extend delivery of evidence-based programmes that will support improvement in **Evidence2Success** (E2S) priorities. E2S data is being used to inform the revision of the Integrated Children's Services Plan and will, in turn, contribute to the core information in the Strategic Commissioning Plan for Children's Services. Activity is ongoing to realign mainstream responsibilities of some posts and identify a sustainable budget to support ongoing delivery of the evidence based programmes delivered as part of E2S.

A wide range of **parenting** support is now available for pre-birth to teenage years, across all localities. Tailored parenting support has been developed in some localities, such as Kinloch Rannoch, where parents find the distance to some provision too great. This has enabled trialling approaches that have extended the role of the school as a resource to support parents. The Parenting Strategy Action Plan is currently being refreshed to focus on further improvement over the next two years. Work is underway with Live Active Leisure to promote healthy living and lifestyle choices.

Following the implementation of the extension to the entitlement of **Free School Meals** for Primary 1 to Primary 3, meal uptake has continued to increase. Perth and Kinross Council schools uptake was 76% following introduction of the extension in January 2015, rising to 79% during 2015-16, and is currently at 82% for April-June 2016. Education and Children's Services, schools and Tayside Contracts continue to work with pupils and parents to ensure the lunchtime experience is a positive one. The legacy from this initiative is intended to encourage healthy eating lifestyles both during and beyond the formative years.

The **Emotional Wellbeing** Collaborative has been established and the first Learning Session was held in June 2016. A second session is scheduled for October 2016. These sessions are enabling a wide range of practitioners and managers to come together to share their experience, gather understanding of 'what works' and shape improvement projects that will test new ways of working to improve the emotional wellbeing of 11 to 15 year olds in Perth and Kinross.

The improvement actions identified within the internal audit of **Kinship Care** are now all completed. There is a robust assessment in place and a clear process for approval through the kinship care panel. We are now working to continue to implement further responsibilities as laid out by the Children and Young People (Scotland) Act 2014. An Independent Chairperson for the Kinship Care Panel was appointed in February for a period of 12 months and the membership of the panel has been widened to include education and lay representation.

## Developing Educated, Responsible and Informed Citizens

The **Education (Scotland) Act 2016** brings new statutory duties, and a strategic overview has been prepared to help plan and monitor the delivery of the variety of work that is required to prepare us for the various duties. Central to much of this is the Raising Attainment Strategy and the new National Improvement Framework, which bring a focus on raising attainment and addressing inequalities.

Head Teachers have been briefed regarding the Scottish Government's '**Delivering Excellence and Equity in Scottish Education**' published in June 2016, and have also received information on the key themes arising from Curriculum for Excellence and SQA attainment for session 2015-2016, including the identification of areas for improvement at authority and school levels.

**Raising Attainment and Closing the Gap** will be the main theme of all Head Teacher, Depute Head Teacher and Principal Teacher development days for session 2016-2017. The Closing the Gap programme for 4 secondary and 16 primary schools will monitor and evaluate the impact of targeted interventions for children from disadvantaged backgrounds. All of this work is strongly linked to the National Improvement Framework and its associated Delivery Plan.

The Raising Attainment Strategy 2016-2019 and Raising Attainment Implementation Plan 2016-2017 were approved at Lifelong Learning Committee in August 2016. All schools have received copies of the documents and a full briefing was provided for all Head Teachers on 13 September 2016.

Schools are being supported and challenged through the Enterprise & Employability Standard for **Wider Achievement** to deliver equity of opportunity for all Perth and Kinross pupils. Careers Guidance within schools is being improved; Skills Development Scotland delivered training to ECS officers in August on Career Management Skills, and the Career Standard was launched to all schools on 6 September 2016. An audit of careers education is underway in Early Years/Primary Schools to establish a baseline to measure progress of careers education.

Clear guidance and a process are now in place for the assessment and approval of **continuing care** placements. Training sessions have involved staff, foster carers and the Children's Hearing panel. The Fun Young Individuals group has produced a draft leaflet which will inform all young people of their rights to seek a continuing care placement.

The Review of **Inclusion Services** is underway, with a working group tasked to carry out benchmarking with five comparator local authorities. Benchmarking commenced during July 2016 and a first progress report was presented on 15 August 2016. Work will continue, with a first draft report due in October 2016 on the findings of the review. This report will be assessed by an independent reviewer from another Local Authority.

Options for future community engagement are being scoped out, taking account of the emerging **Community Empowerment** agenda and the likely requirements of the five newly established locality Action Partnerships.

## Promoting a Prosperous, Inclusive and Sustainable Economy

Business cases to support a new **cultural transformation** programme which will significantly develop the cultural offer of Perth and Kinross were considered and approved by Council in June 2016 with an allocation of £20M from the Capital Programme for new capital infrastructure projects.

The media launch for the **UK City of Culture 2021** bid took place on 19 August 2016 with a community launch planned for November 2016. A Project Board to oversee the bid comprising the Council and key partners has been established and a Project Team is in place.

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

Participation in sport and active recreation shows an increase since the same period last year across all areas. Library and museum services also show a general increase, with an ongoing shift towards online and digital services. A revised performance framework to support the new trust arrangements is being developed, to enhance the information available to measure service delivery.

From April 2016 new **commissioning arrangements** are in place with the arms-length Trusts; Culture Perth and Kinross (which began operating in April 2016), Live Active Leisure and Horsecross Arts. This followed a review of existing contractual and performance monitoring arrangements. New Performance Indicators have been agreed to reflect the wider strategic outcomes for culture and sport set by the Council in January 2016.

The **Strategic Advisory Group** for culture and sport has been established; beginning work in June 2016 to provide expert advice to the Council and the Trusts on strategic and operational priorities, and to provide community consultation and empowerment.

## Creating a Safe and Sustainable Place for Future Generations

New **Action Partnerships** across all localities in Perth and Kinross began work in September 2016 following consultation with elected members and communities in summer 2016. These give an opportunity for local people to get involved in making things better in their communities and are made up equally of community members, local councillors and services, and will identify local priorities and develop a plan to tackle them.

A timeline and project plan for preparation of the **Local Outcomes Improvement Plan** to meet Scottish Ministers required deadline of October 2017 has been approved by the Executive Officer Team and work is ongoing.

A draft asset transfer policy has been created. Following feedback from EOT, work took place to identify how a PKC “single point of contact” for communities would co-ordinate and support transfer requests. The redrafted policy will go back to EOT before being taken to Strategic Policy & Resources Committee in spring 2017.

## 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 2016 Attainment Report.

The new **Participation Measure** provides information on young people taking part in employment, education or training, and the latest report shows that Perth and Kinross is performing above the national average, and is doing so in every individual age group as well as overall.

The inspection of **pre-school services and schools** by Education Scotland for the academic year ending in July 2016 has produced very positive results, with the majority receiving ratings of Good or better in almost all quality indicators. These results are well above both the results of our comparator authorities and the national average.

### Quality Indicators evaluated as *Good, Very Good or Excellent*

	PKC	Comparator <sup>1</sup>	National
<b>Pre-School</b>	83%	29%	64%
<b>Primary</b>	76%	64%	65%

The Local Government Benchmarking Framework (**LGBF**) aims to bring together a wide range of information about how all Scottish councils perform in delivering better services to local communities. Perth and Kinross (through Live Active Leisure) is leading the Sport and Leisure Family Group which is looking at areas of improvement in response to 2 key questions: “How do we improve access to facilities and services for targeted groups?” and “How do we drive forward efficiencies whilst maintaining the quality of the service?”

The group is currently exploring the development of a more detailed set of performance indicators to improve the benchmarking of existing services, focussing on the uptake of concessionary benefits, more detailed understanding of client profiles and service quality.

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<sup>1</sup> Comparator authorities: Aberdeenshire, Argyll & Bute, Highland, Scottish Borders and Stirling.

## What are our customers saying?

The **Care Inspectorate** have completed nine inspections of services for children and young people within Perth and Kinross since April 2016, all of which have received gradings of *Good* or *Very Good* in all quality themes. The inspections incorporate the collection of feedback from parents and carers, and include very positive comments about the quality of nursery and pre-school services.

*“The nursery staff are fantastic, so friendly and approachable. I have every confidence they are committed to taking care of each individual child's needs.”* (Crieff Primary Nursery)

*“The service has developed significantly and positively in the last three years or so.”* (Fossoway Primary Nursery)

*“Staff and facilities are excellent, so much thought and care goes into the nursery service. My child is happy, stimulated and encouraged to progress.”* (Just 4 Kidz)

Two Primary schools were inspected by **Education Scotland** in the period, achieving Good or Very Good ratings across all quality indicators. The follow-up questionnaire from the first of these inspections shows that most pupils (91%) feel safe and cared for, and most parents (88%) are happy overall with the school.

Feedback from school **Extended Learning and Achievement Visits** reflect many positive messages, with children commenting that they are proud of their school, that they feel safe, and that they enjoy the range of activities that they are involved in. Parents comment positively on communication and the responsiveness of school staff.

A recent survey of students at **Perth City Campus** produced a range of comments, covering the range of courses available, the advantages of a different environment and learning with peers from different schools, and identifying some issues with integrating travel with timetables.

*“I really enjoyed the course and the teacher was excellent, always offering extra study periods.”*



## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2016 to 30 September 2016 Education and Children's Services has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP) agreed by the Lifelong Learning Committee in May 2016.

Of the 96 key performance indicators and improvement tasks contained within the BMIP: 7 are exceeding target; 50 are on target; 13 are not on target; and 36 are not measurable at this six month point<sup>2</sup>. Below is a summary of the progress against the targets within the BMIP.

Performance Indicators	Total	Exceeding Target	On Target	Not on Target	Information not Available
<b>Giving Every Child the Best Start in Life</b>					
Children have the best start in life	5	0	2	0	3
Nurtured and supported families	15	0	4	7	4
<b>Developing Educated, Responsible and Informed Citizens</b>					
Young people reach their potential	20	6	2	3	9
People are ready for life and work	6	1	2	0	3
<b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>					
Thriving, expanding economy	11	0	2	1	8
<b>Supporting People to Lead Independent, Healthy and Active Lives</b>					
Longer, healthier lives for all	6	0	4	0	2
<b>Creating a Safe and Sustainable Place for Future Generations</b>					
Resilient, responsible and safe communities	4	0	1	0	3
<b>Improvement Plan</b>	<b>Total</b>	<b>Exceeding Target</b>	<b>On Target</b>	<b>Not on Target</b>	<b>Information not Available</b>
Giving Every Child the Best Start in Life	15	0	15	0	0
Developing Educated, Responsible and Informed Citizens	16	0	11	1	4
Promoting a Prosperous, Inclusive and Sustainable Economy	2	0	2	0	0
Supporting People to Lead Independent, Healthy and Active Lives	3	0	2	1	0
Creating a Safe and Sustainable Place for Future Generations	3	0	3	0	0
<b>Total</b>	<b>106</b>	<b>7</b>	<b>50</b>	<b>13</b>	<b>36</b>

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.

Attainment indicators are not detailed below, as they are covered in detail in the annual Attainment Report, presented separately.

<sup>2</sup> The majority of indicators without information available are indicators from the Local Government Benchmarking Framework (due to be published in January) or other Annual indicators.

## Performance Indicator Exceptions

### Where we are exceeding our target

Developing Educated, Responsible and Informed Citizens								
Indicator	Performance					Targets		
	13/14	14/15	15/16	Latest	Trend	16/17	17/18	22/23
Participation measure for 16-19 year olds	-	91%	93%	-	↑	90% (15/16)	Exceed Comparator	
The national Participation Measure is a new way of measuring young people who are participating in learning, training or work, and has a focus on all 16-19 year olds, rather than just school leavers; who only account for a quarter of the 16-19 population. The latest report shows that Perth and Kinross continues to perform above the national average, and is doing so in every individual age group as well as overall.								

### Where we are not on target

Giving Every Child the Best Start in Life								
Indicator	Performance					Targets		
	13/14	14/15	15/16	Latest	Trend	16/17	17/18	22/23
% of children successfully reintegrated full time into their mainstream class from a nurture provision (Corporate Plan)	-	35%	48%	-	↑	65% (15/16)	90%	90%
A number of Nurture Groups were not operational for periods throughout session 2015/16 due to staffing issues, with Inchview, St John's and Our Lady's having no nurture provision throughout the whole school year. A review of Primary Nurture provision is a key outcome on the Inclusion Team Strategic Plan 2016-19.								
% of initial child protection case conferences within timescales (in line with revised national guidance)	31%	49%	58%	69% (Sep)	↑	70%	75%	75%
This six-month performance compares favourably with 58% for the same period last year. 24 out of 37 Initial Case Conferences were held within timescales. Overall timescales have been improving in this area due to continued management and monitoring systems and monthly performance from June 2016 has been particularly positive. It remains a constant challenge to maintain this improved performance, and an 18 month fixed term post has been created for an Independent Chair for Child Protection Case Conferences to provide additional capacity and to overhaul current processes. The post holder will be an experienced child protection practitioner and take up the post during November 2016.								
% of child protection review case conferences within agreed timescales	-	-	-	89% (Sep)	—	95%	95%	95%
55 out of 62 Review Case Conferences were held within agreed timescales.								
Weekly monitoring of the scheduling of Review Child Protection Case Conferences is in place by Improvement Officers and the Service Manager Fieldwork Services is taking place, and this is supporting continued improvement in this area. Monthly performance from May 2016 has been particularly positive. As above, an Independent Chair for Child Protection Case Conferences will provide additional capacity and overhaul current processes.								

Giving Every Child the Best Start in Life								
Indicator	Performance					Targets		
	13/14	14/15	15/16	Latest	Trend	16/17	17/18	22/23
<b>% of children on child protection register over 9 months</b>	-	-	20%	<b>20% (Jun)</b>	↑	<b>7%</b>	6%	5%
<p>This compares with 22% for the same period last year. 15 out of 74 young people on the Child Protection Register had been registered for a period exceeding 9 months. The Child Protection Committee's Standard and Quality Report for 2015/16 indicates that this is as a result of increasing complexity in the risk factors affecting children whose names are placed on the Child Protection Register. This will be a focus for multi-agency review and evaluation over 2016/17 in order that this is understood clearly.</p>								
<b>% of looked after reviews (accommodated children) which are held within statutory timescales</b>	63%	76%	83%	<b>84% (Jun)</b>	→	<b>95%</b>	95%	95%
<p>This compares with 83% for the same period last year. 102 out of 121 reviews were held within statutory timescales.</p> <p>Whilst the overall number of reviews continues to rise in line with increasing numbers of children becoming looked after the number within timescale remains relatively stable. This is encouraging performance and more streamlining of processes should help to sustain this.</p>								
<b>% of children with fewer than 3 care placements in a care episode (accommodated children)</b>	83%	89%	86%	<b>85% (Jun)</b>	↑	<b>93%</b>	95%	95%
<p>This compares with 81% for the same period last year and performance in this area remains positive. 213 out of 251 young people who had a period of accommodation had 3 or less placements in that episode of care.</p> <p>There is continued effort to match children and young people within placements which meet their need but this has been dependant on availability. There continues to be pressure on obtaining suitable stable placements for teenagers.</p>								
<b>% of children approved for permanence and who have been accommodated for less than 12 months</b>	-	-	81%	<b>43% (Jun)</b>	↓	<b>82%</b>	83%	85%
<p>This compares with 100% for the same period last year. The small numbers involved make comparison difficult in this area, with less than 10 young people involved in the permanence process to date and with widely varying individual needs. Quarterly figures are therefore subject to large variation, and a clearer view will be possible once annual figures are available.</p> <p>This is a new area for reporting and is there to show how well we are doing in terms of early decision making for children and young people. Our performance in this area is good and shows that permanence planning processes are working. Parental bereavement delaying assessment has been a significant factor in the current period.</p>								

Developing Educated, Responsible and Informed Citizens								
Indicator	Performance					Targets		
	13/14	14/15	15/16	Latest	Trend	16/17	17/18	22/23
<b>Number of young people engaged in youth work activities</b>	-	-	13,394	<b>3,377 (Aug)</b>	–	<b>8,500</b>	8,500	8,500
<p>Due to the reduction in universal service provision within localities, undertaking more focussed and targeted interventions, the annual target has been reduced from 13,500 to 8,500.</p> <p>At this time of year due to completions of the Duke of Edinburgh Award and prior to new participants registering, the number of active participants decreased. As we progress through the second quarter this number will begin to increase as new participants register.</p>								
<b>% of Care Leavers in touch with Aftercare services between the ages of 16-25</b>	-	-	85%	<b>74% (Aug)</b>	–	<b>85%</b>	88%	90%
<p>189 out of 255 Care Leavers engaged with Aftercare services during this time.</p> <p>In line with the expectations of the Children and Young People (Scotland) Act 2014, Services for Children, Young People and Families continue to prioritise support for care leavers as they move on to lead independent lives, from the point of leaving care until their 26th birthday. Increased levels of support is offered at different points in Young People's lives particularly when they have just left accommodation or at points of crisis via the Throughcare and Aftercare Team. Co-location with Services for Young People at @Scottstreet means that young people can seek support in a friendly non-stigmatised environment. Young people can choose not to take up support but it is always available, in future years this indicator will report on age bands as it is likely that the numbers of young people in contact will diminish over time as they mature.</p>								

Promoting a Prosperous, Inclusive and Sustainable Economy								
Indicator	Performance					Targets		
	13/14	14/15	15/16	Latest	Trend	16/17	17/18	22/23
The number of visits to/usage of Council funded or part-funded museums that were in person per 1,000 population (SPI)	486	429	400	<b>86 (Jun)</b>	↓	<b>420</b>	+5%	+5%
<p>Footfall to Museums and Galleries venues fell by 31% during the period April-June 2016 (12,834) compared to the same period in 2015 (18,700). The cultural transformation programme has been developed specifically to address underperformance of cultural venues and invest in the cultural offer as a key economic driver. Summer programming (PLAYER and the Fun &amp; Games exhibitions and related activities at Perth Museum &amp; Art Gallery) has specifically been developed to attract new audiences (families and young people with an interest in gaming). A marketing campaign under the 'PlayPK' banner aims to increase reach and profile, and impact positively on visitor figures.</p>								

## Improvement Plan Exceptions

### Where we are not on target

Improvement action (Lead responsibility)	Delivery timescales	Comments on progress and improvement actions
Implement the Named Person Service for School Leavers through youth services @ScottStreet (Manager Integrated Youth Services)	Original Date: June 2016 Revised date: TBC	Following the Supreme Court's judgment on the Named Person provisions in the Children and Young People (Scotland) Act 2014, handed down on 28 July 2016, the Scottish Government is revising the Act and draft Statutory Guidance.
Launch new strategic frameworks for culture and sport. (Head of Public Service Reform, Culture and Community)	Original Date: June 2016 Revised Date: Oct 2016	The strategic frameworks were approved by Lifelong Learning Committee in January 2016 and will be publically launched in line with wider City of Culture and other announcements later in 2016.

**PERTH AND KINROSS COUNCIL**

**Community Safety Committee  
23 November 2016**

**Environment Committee  
9 November 2016**

**Enterprise and Infrastructure Committee  
9 November 2016**

**Scrutiny Committee  
30 November 2016**

**The Environment Service Six Month Performance Summary 2016****Report by Director (Environment)**

This report reviews the performance of the Environment Service against its Business Management and Improvement Plan (BMIP) for the period 1 April to 30 September 2016.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Executive Officer Team, the Environment Service Management Team and themed Committees consider performance against the Service Business Management and Improvement Plan (BMIP) every six months 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 2016**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of the Environment Service during the first six months of 2016/17 against the targets contained in the 2016/17 BMIP, approved and scrutinised earlier in the year by the appropriate committees.
- 2.2 The exceptions included in the report have been selected 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.
- 2.3 A full annual report with detailed progress against all targets and actions within the Environment Service BMIP will be produced at the end of 2016/17.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The six monthly monitoring of BMIP performance information by the Environment Service Senior Management Team has identified that progress in line with BMIP targets has been made in most areas.

3.2 It is recommended that:

- (i) The Community Safety Committee, Enterprise and Infrastructure Committee and the Environment Committee consider and approve, for their areas of specific interest, the Environment Service six month performance summary attached at Appendix 1 in the report.
- (ii) The Scrutiny Committee scrutinises and comments as appropriate on the Environment Service six month performance summary attached at Appendix 1 in the report.

#### Authors

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#### Approved

Name	Designation	Date
Barbara Renton	Director (Environment)	28 September 2016

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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>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>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 This reports supports the delivery of the following Strategic Objectives within the Community Pan / Single Outcome Agreement 2013-23 and the Council's Corporate Plan:

- 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

### 2. Resource Implications

#### Financial

- 2.1 There are no implications arising from this report.

#### Workforce

- 2.2 There are no implications arising from this report.

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

- 2.3 There are no implications arising from this report.

### **3. Assessments**

#### Equalities Assessment

- 3.1 The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirements to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.
- 3.2 The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment Framework and was assessed as not relevant for the purposes of Equalities Impact Assessment.

#### Strategic Environmental Assessment

- 3.3 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all plans, programmes and strategies, including policies (PPS).
- 3.4 The matters represented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and it was assessed that no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability (community, economic, environmental)

- 3.5 There are no implications arising from this report.

#### Legal and Governance

- 3.6 There are no implications arising from this report.

#### Risk

- 3.7 There are no implications arising from this report.

### **4. Consultation**

#### Internal

- 4.1 The Environment Service Senior Management Team has been consulted in the development of this report.

#### External

- 4.2 There are no implications arising from this report.

## **5. Communication**

- 5.1 There are no implications arising from this report.

## **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: The Environment Service Six Month Performance Summary 1 April to 30 September 2016.



**The Environment Service**  
**Six Month Performance Summary**  
**1 April to 30 September 2016**

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# Introduction

## **Welcome to The Environment Service six monthly performance summary 1 April to 30 September 2016**

Welcome to the 6 month exception report for the Environment Service. The purpose of this report is to provide assurance that the actions and targets set out within the Business Management and Improvement Plan are being addressed, to report back on where we, as a Service, anticipate exceeding these targets and to help understand where we are predicting that we will not meet them.

The [Environment Service Business Management and Improvement Plan \(BMIP\) for 2016/17](#) was approved by the Community Safety Committee on 8 June 2016, Environment Committee and Enterprise and Infrastructure Committee on 1 June 2016, and reported to the Scrutiny Committee on 15 June 2016. It sets out what the Service will do to lead on, and support, the delivery of the Council's strategic objectives.

This report provides a summary of progress towards achieving these commitments.

**Jim Valentine**

**Depute Chief Executive (Sustainability, Strategic and Entrepreneurial Development)**

**Barbara Renton**

**Director (Environment)**



## Service Performance Summary

### Promoting a Prosperous, Inclusive and Sustainable Economy

Approval was given by the Council on 22 June 2016 to advance [City Deal](#) joint working arrangements with Angus, Dundee City and Fife Councils. Both the Scottish and UK Governments have responded very positively to the vision and strategy which has been proposed. They have shown a commitment to work with the four constituent Councils to advance a Tay Cities Deal which delivers that vision. Other public sector agencies have also expressed support for the Tay Cities proposal and have asked to be involved in governance and management of the City Deal.

**(Enterprise and Infrastructure Committee)**

The Council approved a range of short and longer term [support for businesses and economic activity in Perth City](#) in response to recent concerns and requests from the business community for assistance on 22 June 2016.

**(Enterprise and Infrastructure Committee)**

The Environment Committee noted progress with the Council's [Volunteer and Community Advocate Programme – Zero Waste Highland Perthshire](#) on 7 September. The report also summarised proposed activities which will be implemented up to June 2017.

**(Environment Committee)**

A report providing an update on the award of [Community Environment Challenge funding](#) to community groups between April 2015 and March 2016 was presented to Environment Committee on 1 June. Funding applications totalling £100,000 have since been received from groups in Crieff, Auchterarder, Pitlochry, Kinrosswood, St Fillans and Blackford keen on leading and delivering projects which make a significant difference to their local environment.

**(Environment Committee)**

The Environment Committee on 1 June approved the introduction of a [trade waste permit system](#) at Council recycling centres to control the unlawful disposal of waste by businesses which is estimated to cost the Council in the region of £75,000 every year.

**(Environment Committee)**

Officers from the Service supported the Black Watch Museum to bring the [Poppies Weeping Window exhibition](#) to Perth for a 3 month period. This was visited by almost 120,500 visitors, encouraging an increased footfall in the city centre.

**(Enterprise and Infrastructure Committee)**

### Creating a Safe and Sustainable Place for Future Generations

The Community Safety Committee on 31 August considered an update on [emergency planning and community resilience](#) activity being undertaken by Perth & Kinross Council, partner agencies and community resilience volunteers. It heard how the Council was supporting 27 communities to build or enhance their resilience in the event of an emergency.

**(Community Safety Committee & Environment Committee)**

The Strategic Policy and Resources Committee on 20 April approved an [Energy Policy and Strategy](#) which aims to reduce energy consumption by 3% per annum by tackling poor building fabric and low air tightness, low insulation values, inefficient heating systems and controls, inefficient electrical power and lighting systems and end user awareness.

**(Environment Committee)**

## How do we compare to others?

The [Local Government Benchmarking Framework](#) is an important tool to support improvement. The Service is currently involved in the Waste Management Group and Street Cleanliness Group. This helps us to understand how we perform in comparison to similar organisations. The Service also has a number of other formal and informal benchmarking arrangements.

Through the [Society of Chief Officers of Transportation in Scotland](#) Roads Asset Management Programme, we benchmark our roads condition with all other Scottish Local Authorities.

Our refuse collection, grounds maintenance and street sweeping operations are systematically benchmarked with partners in the [Association for Public Sector Excellence \(APSE\)](#). Perth and Kinross Council remains one of the highest performing Councils in respect of the percentage of waste that is recycled.

The Public Transport Unit benchmarks twice per annum with partners in the [Association of Transport Co-ordinating Officers \(ATCO\)](#). The team also benchmarks with several Local Authorities and is working closely with Falkirk Council with a view to improving the process for roadside information boards.

National competitions also provide an opportunity to benchmark. For example, [Britain in Bloom](#) measure standards and performance nationally and Perth and Kinross Council regularly features amongst the top performers. Perth City was announced as a Gold Medal Winner, demonstrating the excellent partnership between volunteers and the Council.

The 2016 [Beautiful Scotland](#) Awards, organised by Keep Scotland Beautiful, celebrated the hard work of local authorities, community groups and individuals Scotland-wide in improving their local communities and making them beautiful. Perth and Kinross again featured prominently in the award ceremony with Gold Medals for Comrie, Bridge of Earn and Coupar Angus, Silver Gilt Medals for Muthill, Blairgowrie and Rattray and Kinnesswood. Coupar Angus was hailed Best Large Village in Scotland, together with awards for Community Horticulture and for Community Involvement. Kinnesswood was also awarded Best Small Village in Scotland.

Tayside Building Standards Benchmarking Group comprises the 3 Tayside authorities and meets 3 times a year, concentrating on continuously improving consistency, engagement, service standards and forward planning across the geographical boundaries.

Benchmarking with Councils in Scotland and England, including site visits to other Scottish local authorities, is informing our Parking Services review. Improvements have been made to performance management arrangements with further benefits anticipated in respect of structures and systems.

## What are our customers saying?

Perth & Kinross Council is a customer focussed organisation, ensuring that the needs of service users are at the heart of service design and delivery.

The Service carries out a monthly customer satisfaction survey comprising 10% of service requests received either by telephone at the Customer Service Centre or in writing to the Service direct. For the period 1 April to 30 June 2015, 71% of responders were very satisfied or satisfied with the service they received. Recommended improvement actions are passed to relevant managers to ensure that service improvements are made from customer feedback.

[Customer Service Standards](#) are monitored and reported every 4 weeks to the Environment Service Management Team. Heads of Service follow up any instances of responses out with target times with staff. For the period 1 April to 31 July 2016, 90% of enquiries were responded to within target time scales, against a target of 85%.

The Environment Committee were advised on 7 September 2016 how 4000 [Household Waste and Recycling Public Satisfaction Surveys](#) have been sent to householders in Perth and Kinross. 1067 returns were received. The standardised survey was also carried out in two other UK local authorities; Blackpool Borough Council and Hull City Council. For the first time, two Waste Partnerships also took part. These Partnerships represent a total of twenty local authorities who are currently sharing services and infrastructure. Results were very positive with Perth and Kinross placed 1st overall for Kerbside Service satisfaction with a score of 83.3% and 2nd overall for Recycling Centres satisfaction with a score of 85.6%. Identified improvements include seeking to widen the range of materials which can be recycled through the new Dry Mixed Recycling contract; improving internal arrangements for addressing customer enquiries and providing more information on what happens to recycled materials.

The Council's [Building Standards](#) Service has been praised for the quality of its customer service. The team were assessed by Société Générale de Surveillance, a leading international inspection and certification company. In addition, in quarter one of 2016/17, 99% of applications were responded to within 20 days.

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April to 30 September 2016, the Environment Service has made significant progress in delivering the services and actions identified in the Business Management and Improvement Plan (BMIP) agreed by Community Safety, Environment, and Enterprise and Infrastructure Committees.

Of the 42 key performance indicators and improvement tasks contained within the BMIP: 5% are exceeding target; 41% are on target; 2% are not on target; and 52% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP.

Performance Indicators	Total	Exceeding Target	On Target	Not on Target	Information not Available
<b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>					
Thriving, expanding economy	8	1			7
Employment opportunities for all	6				6
<b>Creating a Safe and Sustainable Place for Future Generations</b>					
Attractive, welcoming environment	8				8
Communities feel safe	1	1			
People in vulnerable circumstances are protected	2			1	1
<b>Improvement Plan</b>	17		17		

**Note:**

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 in an effort to ensure that the Service reaches the target by 31 March 2017.

# Performance Indicator Exceptions

## Where we are currently exceeding our target

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>Thriving, Expanding Economy</b>								
Area of serviced business land (Ha)	10.3	54	54	48	→	13	13	13
<b>(Enterprise and Infrastructure Committee)</b>								
<b>Comments</b>								
Supply is in excess of the amount required by the Local Development Plan.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>Communities Feel Safe</b>								
Number of communities being supported to develop and maintain resilience plans	5	9	20	27	↑	20	22	25
<b>(Community Safety Committee)</b>								
<b>Comments</b>								
Local authorities in Scotland are leading on the development of community resilience in their geographical areas. The aim is to develop and implement local community resilience strategies in as many communities as possible across Scotland. To ensure a degree of consistency and to facilitate the sharing of best practice, the Local Authority Resilience Group Scotland (LARGS) has formed a Community Resilience Special Interest Group. The group is chaired by Perth & Kinross Council.								

## Where we are not on target

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>People in Vulnerable Circumstances are Protected</b>								
Number of businesses participating in Perth and Kinross Better Business Partnership	268	252	252	253	→	260	300	350
<b>(Community Safety Committee)</b>								
<b>Comments</b>								
The Better Business Partnership is the trusted trader scheme operating in Perth and Kinross. The aim is to help traders comply with the law while improving consumer protection through a partnership approach. The Better Business Partnership is a register of businesses who meet standards. Despite a streamlined application process and increased awareness raising, business uptake remains short of targeted levels. The Service will continue to market the scheme to local businesses with a view to increasing participant numbers as the economy improves.								

## Improvement Plan Exceptions

None. All improvement plan actions are on course for completion by 31 March 2017.





**PERTH AND KINROSS COUNCIL****Housing and Health Committee – 2 November 2016****Community Safety Committee – 23 November 2016****Scrutiny Committee – 30 November 2016****Housing and Social Work Six Month Performance Summary 2016****Report by Depute Chief Executive (Corporate and Community Development Services)****PURPOSE OF REPORT**

This report reviews the performance of Housing and Social Work against its Business Management and Improvement Plan (BMIP) for the period 1 April 2016 to 30 September 2016.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Executive Officer Team and Themed Committees consider performance against the Service BMIPs every six months via the Service six month and annual performance reports.
- 1.2 The six month performance summary highlights achievement towards both the improvement actions and those BMIP targets that are exceptional either as a result of performance exceeding the target or currently not yet meeting the target. It should be noted that this will reflect the performance between April and August and the full year performance is reported in May 2017. It should also be noted that some information is not available until later in the year.

**2. SIX MONTH PERFORMANCE SUMMARY 2016**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Housing and Social Work during the first six months of 2016/17 both by way of achievement towards improvement actions as well as against the targets agreed in the 2016-2017 BMIP, approved by Housing and Health Committee on 25 May 2016 and Community Safety Committee on 8 June 2016 and considered by the Scrutiny Committee on 15 June 2016.
- 2.2 The exceptions included in the report have been selected where performance has exceeded the targets set or where targets have not yet been met. In the latter case, explanations and details of improvement actions are provided.
- 2.3 A full annual report with detailed progress against all targets and actions within the Housing and Social Work BMIP will be produced at the end of 2016/17.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The six monthly monitoring of BMIP performance information by the Housing and Social Work Senior Management Team has identified that achievements have been made in most areas. However, there are a small number of activities which are significantly exceeding targets and some areas in which improvement actions are required.
- 3.2 The Housing and Health Committee and the Community Safety Committee are asked to consider and accept, for their areas of specific interest, the Housing and Social Work Six Month Performance Summary 1 April 2016 to 30 September 2016. (Appendix 1)
- 3.3 The Health & Social Care Integrated Joint Board is asked to consider and accept, for its areas of specific interest, the Housing and Social Work Six Month Performance Summary 1 April 2016 to 30 September 2016. (Appendix 1)
- 3.4 The Scrutiny Committee is asked to scrutinise and comment on the Housing and Community Care Service Six Monthly Performance Summary 1 April 2016 to 30 September 2016 (Appendix 1).

#### Author

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#### Approved

Name	Designation	Date
John Walker	Depute Chief Executive, HCC, (Corporate and Community Development Services)	28 October 2016

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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>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>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>

### 1.1 Strategic Implications

The Council's Corporate Plan 2013-2018 lays out five objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:-

- 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 Assessments

#### Equalities Assessment

The Council's Corporate Equalities Assessment Framework requires an assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant equality categories. This supports the Council's legal requirements to comply with the duty to assess and consult on relevant new policies to comply with the duty to assess and consult on relevant new policies to ensure there is no adverse impact on any community group or employees.

The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment Framework and was assessed as not relevant for the purposes of Equalities Impact Assessment.

### Strategic Environmental Assessment

Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all plans, programmes and strategies, including policies (PPS).

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

## **1.3 Consultation**

### Internal

The Housing and Community Care Senior Management Team has been consulted in the development of this report.

## **2. BACKGROUND PAPERS**

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: Housing and Community Care Six Month Performance Summary 2016.

**Housing and Social Work**

**Six Month Performance Summary**

**1<sup>st</sup> April to 30<sup>th</sup> September 2016**

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# Introduction

## **Welcome to Housing & Social Work's 6 monthly performance summary 1 April 2016 to 30 September 2016**

Over the last six months we have achieved many positive results, thanks to the efforts and commitment of staff across the Service.

We continue to improve and transform our services, making sure they are able to respond to what people need and focus on the positive outcomes we want to achieve for people and our local communities. Some examples are included below:

- Continuing the roll-out of integrated health and social care services and take forward recommendations within the Strategic Commissioning Plan including delivery of the Living Wage for Social Care workers.
- Delivery of Transformation Programme.
- Supporting people affected by the introduction of Universal Credit.
- Building on the previous success of our Community Justice Services towards the establishment of a new Community Justice Partnership by April 2017.
- Implementing our Rent Restructure to achieve a fairer way of calculating tenant rents.
- Continuing to provide more high quality affordable social accommodation.

We are doing this while facing demand for services and pressures on public sector budgets. It is clear from the challenges we have that we will need to continue developing new and innovative ways of working.

Working with our community partners is essential to the delivery of excellent services and the way we work. We have established very strong partnerships with the third and private sectors in Perth and Kinross, and these will continue to be developed.

Our staff, alongside our partner organisations, will work together to achieve the positive results we want, to ensure Perth and Kinross continues to be one of the best places in Scotland to live, work and visit.

**John Walker**  
**Depute Chief Executive**  
**Corporate & Community**  
**Development Services**

**Bill Atkinson**  
**Director of Housing & Social Work**



# Service Performance Summary

## Giving Every Child the Best Start in Life

The provision of safe and secure housing fulfils a basic need essential to meet wider life outcomes. We recognise the impact that damp, overcrowded and unsuitable accommodation has on children's development and educational outcomes.

- **Homelessness** - We have continued to focus on prevention activities to reduce the number of families with children presenting as homeless and significantly reduce the number of families in temporary accommodation.
- **Supporting Vulnerable Children and Families** - We welcomed and resettled a further two Syrian families and supported the other five families (33 people). All of the children are in education and are making good progress and some of the adults have enrolled at college or are volunteering within the wider community. This has been the result of excellent partnership working across a range of services.
- **Revised Common Allocation Policy** - Our revised Housing allocations policy has already resulted in positive outcomes for people in need of social housing, including those in acute housing need as we manage the mismatch between housing need and availability.

## Developing Educated, Responsible and Informed Citizens

Working with our partners to make sure people have the best chance to have a meaningful, worthwhile and productive future. We want to promote independence and encourage people to have attainable aspirations, supported through lifelong opportunities.

The Employability Network has seen a significant increase in the number of individuals attaining paid work opportunities or supported to sustain paid employment. (An increase from 191 last year to 376 (97%)). There are a range of activities undertaken to support employment opportunities some of which include:-

- "Autism Work Experience" provides appropriate transition from senior school to adult life.
- With the support of both Perth Autism Support and Autism Initiatives we have been able to support three young people into our ASC (Autism Spectrum Condition) Modern Apprenticeship programme.
- We have further expanded the Working Roots projects across Perth & Kinross to provide work skills to people with learning disabilities.
- The Employment Support Team has been working collaboratively with the Drug and Alcohol Service with the aim to support individuals' employability outcomes.

## Promoting a Prosperous, Inclusive and Sustainable Economy

We continue to provide and commission a range of services, both provided in-house, and from the third and private sectors, ensuring value for money whilst creating employment across Perth and Kinross. We have supported our tenants to maximise their incomes to meet their responsibilities in respect of rent costs through a range of preventative and supportive approaches.

- **Rent Restructure** – We have worked with tenants to introduce a fairer, less complicated way of calculating and charging their rent. This will mean that properties of the same size and type will pay the same level of rent and will be introduced from next April.
- **Rent Arrears/Rent Management** – We have continued to focus on early intervention and prevention and where tenants fail to engage and continue not to pay their rent, early escalation. Our Rent 1<sup>st</sup> campaign publicises the importance of tenants paying their rent, encourages tenants to pay their rent on time and supporting those who may be experiencing financial difficulties. We also continue to deliver and support the “Skills with Bills” programme to support tenants in budgeting and money management.
- **Welfare Reform/Universal Credit** - In the last six months we have continued to ensure that all relevant stakeholders (both internal and external) have the necessary information and support in respect of all forthcoming Welfare Reform changes, including Universal Credit roll out.
- **Council Tax Collection** - We take a pro-active approach and explore different ways of working and communicating with customers to ensure that we maximise the support available to them and also to ensure that we maximise the income collected for the Council in these challenging times (e.g. increased monies for Council Tax and improved benefit processing times).

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

We place individuals at the core ensuring any care is personal to their needs and results in positive outcomes. We have focussed on work that promotes early intervention and prevention, promoting healthier lifestyles, and tackling health inequalities through a range of activities as described below. It is anticipated that a greater impact will be made in tackling these challenges through the opportunities that present themselves as a result of integrated health and social care provision.

### Support for Carers

- Carer Positive is one of the Scottish Government's key policies to help Scotland's carers. Perth and Kinross Council were awarded Level 1 (Engaged) status as a 'Carer Positive Employer' and will continue to work towards Levels 2 and 3 throughout the lifetime of this strategy.
- We introduced Participatory Budgeting (PB) for carers in Perth and Kinross, bringing their expertise into the development of services for carers. Called 'Carers Voice, Carers Choice', carers made decisions on how £20k would be allocated across Perth and Kinross. Participatory Budgeting received a Silver Securing the Future Award in May 2016.

### **Self Directed Support**

- Self Directed Support (SDS) Week was held nationally between 13- 17 June 2016. A number of events were held across Perth and Kinross to raise awareness of SDS and how it can help people to live independent and happy lives, and achieve their own agreed outcomes.
- We are supporting the development of the Care Co-operative in Highland Perthshire as a test of new schemes including a referral pilot scheme in partnership with the GP surgery in Aberfeldy and a befriending scheme to support isolated people in the Aberfeldy area.

**Drugs and Alcohol** - SMART Recovery is supported by Perth & Kinross Council and key partner agencies. Meetings have significant numbers attending, and we can now evidence how peers are beginning to co-facilitate and facilitate meetings in accordance with the ethos of SMART Recovery. This is a good practice example of how services are keeping connected to the community and is a key feature of the Recovery Oriented System of Care (ROSC) and are reflective of the Quality Principles.

**Technology Enabled Care (TEC)** - We continue to expand the use of technology to both prevent and support individuals within the community. A pilot involving home health monitoring for bariatric (morbidly obese) clients is in the process of being implemented. Appropriate equipment and a cohort of suitable participants are currently being identified. Funding has been approved from the Scottish Government TEC Strategy to employ a TEC Development Officer for a year to increase the uptake of TEC and embed TEC in all of the major care pathways in Perth and Kinross.

**Mental Health** – There are a range of activities undertaken to support mental wellbeing some of these include:-

- **Mental Health Roadshow** - A partnership mental health roadshow was held in Perth to raise awareness and reduce stigma.
- **Wellbeing Fair** - Co-ordinated by The Recovery Project, the Wellbeing Fair 2016 built on the successes of previous years'. The project has grown and developed to become a unique flagship series of partnership events to promote mental wellbeing, self-management and sustainability, and to help tackle stigma. The Wellbeing Fair received a Silver Securing the Future Award in May 2016.
- **Suicide Prevention Week** - A Community Event was held in Perth on 7 September 2016 involving a range of partners which aimed to raise awareness of their services and other initiatives which can contribute towards preventing suicides. One of the key suicide prevention projects in Perth and Kinross has been the 'Bereaved by Suicide' initiative. This is the first project of its kind in Scotland and the processes have been shared with 6 other local authorities (Dundee, Angus, Dumfries and Galloway, Fife, Highland, Midlothian). The Bereaved by Suicide packs received a Silver Securing the Future Award in May 2016.

**Delayed Discharge** - Managing delayed discharge continues to be a key focus for the Health and Social Care Partnership. We have prepared a range of actions as part of a wide ranging improvement plan including:

- A long term plan to commission a new framework for care at home partners.
- We are working with providers to attract people to take up roles within the care profession. The market will also benefit from the improved rates of pay brought about through the introduction of the Living Wage.

- We have introduced a new procedure whereby the Council will take over the Welfare Guardianship if the family are not making reasonable steps to complete the process quickly.

**Care Inspections** – a number of inspections have been undertaken by the Care Commission since April 2016:-

- **Dalweem Care Home** - the unit was awarded Very Good (Level 5) for the Quality of Care & Support and Management & Leadership. During inspection the Inspectorate found very good levels of satisfaction with the quality of the overall service.
- **Lewis Place Resource Centre** – the unit was awarded Very Good (Level 5) for the Quality of Care & Support and Staffing. During inspection the Inspectorate found that people using the service and their carers spoke very highly of the support they received. The staff team demonstrated a high level of commitment to providing a quality service in the ways people preferred.
- **Kinnoull Day Opportunities** – This service was awarded Excellent for the Quality of Care & Support and Staffing.
- **Housing Support Care Inspection** – The support service was awarded Excellent (Level 6) for Quality of Care & Support and for Management & Leadership and Very Good (Level 5) for the Quality of Staffing.

## Creating a Safe and Sustainable Place for Future Generations

**We want our communities to be places where people want to live, in houses they can afford which are warm and safe, and in neighbourhoods that are well maintained and have a positive community spirit. We are building on the Council's success in creating safe and sustainable communities.**

### Community Justice Redesign

The new model for Community Justice, underpinned by the Community Justice (Scotland) Act 2016, will transform the community justice landscape to bring a local perspective to community justice. Key areas of work include:

- The Shadow Community Justice Partnership is now established.
- In conjunction with PKAVS, a programme is being developed for public consultation events to take place late 2016.
- The involvement of the Third Sector and the “voices” of the victims of crime and those who have been through the criminal justice system are being developed.

Draft guidance and a strategy and performance framework were recently issued by the Scottish Government outlining necessary steps and they are presently being considered by the Partnership.

**Anti-Social Behaviour** - a revised Anti-Social Behaviour (ASB) Strategy is being developed and will be agreed and published later this year. We will continue to build on the multi-agency response with its emphasis on early intervention. We will also build on our continued good relationship with Legal Services who are now able to deliver an Interim ASBO in days rather than months. New collaborations and joint visits with housing colleagues will continue to reduce the time it takes to resolve ASB and neighbourhood disputes.

**Rural Community Warden** - the introduction of the new rural Safer Community Warden/Fire Community Advocate in Aberfeldy is an innovative development which is being seen as a template for similar developments across Scotland. This will include the co-location of the Warden with Police and Fire at Aberfeldy Community Fire Station.

**Estate Based Initiatives** -The importance of the environment in creating a sense of place and wellbeing is central to supporting the wider outcomes of our tenants and communities. By involving and empowering our tenants through Estate Based Initiatives, we are making a significant contribution to community sustainability, improving outcomes, and tackling inequalities in local communities. 20 walkabouts across Perth and Kinross have already taken place with tenants working alongside staff to identify and prioritise projects for 2016/17.

**Homelessness** - We have reduced the number of households presenting as homeless due to a continued focus on prevention and housing options. People are supported and their housing situation discussed at first point of contact, which has helped staff identify solutions and offer advice, support and assistance to prevent homelessness, where possible.

**Affordable Social Housing** – We continue to focus on increasing the supply of social housing to meet the needs of our communities and met our target of 500 new builds in the last 5 years. Other activity includes:-

- New Builds - 18 new Council homes have been completed and let to tenants since April 2016. These were in Rattray (7 houses) and Alyth (11 houses). Work has also started on the construction of a further 18 new homes at Cairns Crescent and Nimmo Avenue in Perth. Design and planning work has also been progressing in preparation for starting work on other sites comprising a further 44 homes at Stanley, Scone, Glenearn Road and Tulloch in Perth.
- A total of 14 former Council houses have been bought back and added to the Council's housing stock with a further 7 houses ready for purchase.
- Work to convert and extend former commercial properties into housing have also created a further 15 additional homes at St. Catherine's Road and Nimmo Place in Perth.
- A disused building was brought back to use - formerly used by the police and NHS, this building has been converted into affordable accommodation by Perth & Kinross Council creating four high quality one-bedroom flats.

**Capital Programme** -The capital investment programme is continuing to deliver improvement works to the Council's housing stock. Since April 2016, triple glazed windows and insulated exterior doors have been fitted to approximately 325 houses, upgraded central heating systems and fire detection equipment has been fitted in approximately 500 houses and re-roofing works have been completed to approximately 65 houses.

**Environmental works** to rebuild retaining walls and improve paths, etc. have also been progressing in various localities. Furthermore, new contracts for kitchen & bathroom renewals and controlled door entry works have started. All of these works will be continued throughout the remainder of 2016/17.

## How do we compare to others?

### Housing

We measure our performance against Local Authorities and Registered Social Landlords (RSLs) through the Scottish Housing Best Value Network (SHBVN) and Housemark.

The results of the 2015/16 Annual Return on the Charter, which was submitted to the Scottish Housing Regulator (SHR) on 29 May 2016, were published on 31 August 2016. Some highlights are:-

- In 2015/16 the average weekly rent in Perth & Kinross for a 4 apartment property was **£69.37** in comparison to the Scottish average of **£77.60**, which represents a difference of 10.6%.
- The average time to complete emergency repairs during 2015/16 was **3.7 hours** compared to the Scottish average of **5.1 hours**.
- As at 31 March 2016, **94.6%** of our housing stock met the Scottish Housing Quality Standard compared to the Scottish average of **92.8%**.
- During 2015/16, we did not collect **0.6%** of rent because of empty properties (voids), compared to the Scottish average of **1.0%**.
- **94.7%** of anti-social behaviour cases were resolved within locally set targets compared to the Scottish Average of **86.6%**.

### Community Care

The national 2015/16 Social Care Survey and national 2015/16 Respite Survey undertaken by the Scottish Government are used in benchmarking the majority of Community Care activity. The results of these surveys are due to be published in **November 2016**.

The Local Government Benchmarking Framework (LGBF) figures for Community Care are generally based on either the survey information above and/or the Local Finance Return (LFR) information and as such will not be available until **late 2016** when LGBF publish the figures.

### Finance and Support Services

Local Government Benchmarking Framework (LGBF) figures for Finance & Support Services are due to be released in **late 2016**.

Although the benchmarking figures are not yet validated, with regard to the percentage of income due from Council Tax received by the year end 2015/16, a figure of **98.5%** has been submitted. The Scottish Average figure in 2015/16 is **95.7%**.

# What are our customers saying?

## Care Inspections

Since April 2016 the Care Inspectorate carried out inspection visits at Kinnoull Day Opportunities, Lewis Place Day Centre, Dalweem Care Home and Gleneagles Day Opportunities.

During inspections the Inspectors ensure the views of service users/relatives and carers are taken into account. Across the 4 services inspected it was acknowledged that both residents and relatives/carers were happy with the care received. Service users enjoyed taking part in activities and had a good relationship with staff. Some comments included:-

- "I can speak to my key worker about anything" (*Kinnoull Day Opportunities*)
- "I cannot speak highly enough of this service. The wonderful staff and leadership at Lewis Place has kept him alive, well and they have equally supported me." (*Lewis Place Day Centre*)
- "I like coming to meet my friends." "We go to the bowling." (*Gleneagles Day Opportunities*)
- Residents said that they were supported in their preferred way and there was a good range of activities available (*Dalweem Care Home*)

## Community Care Service User Survey

In early 2016, the annual Community Care Service User Satisfaction Survey was carried out. The customer satisfaction survey is based on the 9 national Health and Wellbeing Outcomes.

The survey highlighted:

- 90.1% of survey respondents expressed overall satisfaction with Community Care Services.
- 90% of respondents agreed that their services improved or maintained the quality of life they enjoy.
- 85.2% of respondents felt they had been involved in making decisions about the help, care and support they received.
- 84.9% felt that they were supported to live as independently as possible

This high level of satisfaction is testament to the way teams and services work closely with people who access their services and that they work in an outcome focussed way for the benefit of those who require Social Care Support.

The survey highlighted a number of areas around Social Work Services including communication and information which could be improved in the future. Feedback received will ensure that continuous improvement takes place based on what people are telling us, with follow-up built into activity and discussion that takes place to develop our services.



## Social Work Service User Feedback

Some examples of the feedback received from the survey included:

- “The service was spot on. It has helped me with my daily living ability. The person who came took time to explain everything to me in detail. My only problem now is the long sweeping stairs I have to get up to my flat. I am awaiting another house”.
- “Initially after applying for SD (Self Directed) payment the department were slow to respond to the particular care package being sought as it was somewhat out of the ordinary. However these teething problems have been resolved and all in place”.
- “I would like to thank everyone concerned for putting me on my feet after a fall. Especially the lady who arranged the stair lift, it is perfect for my needs and so good to be able to go upstairs again. Thank you all.”
- “The work carried out in my home was a very high standard. The workers involved did a first class job. I was very impressed, many thanks.”

## Carers

Receiving feedback from carers about the services they receive has historically been a challenge and without this valuable information, it is more difficult to establish what is, and is not, working for carers. Therefore, rather than an annual survey we have implemented a new carer questionnaire which is now available to carers to complete throughout the year. PKAVS, with the introduction of their new website and ‘one stop shop’ service, are also able to promote the questionnaire to a wider carer audience.

## Housing – SHR Satisfaction Levels

The results of the 2015/16 Annual Return on the Charter which was submitted to the Scottish Housing Regulator (SHR) on 29 May 2016 were published by SHR on 31 August 2016.

- **90.1%** of tenants who have had **repairs or maintenance** carried out in last 12 months were satisfied with the repairs and maintenance service, compared to the Scottish Average of 89.9%. (PKC 2014/15 = 90.4%)
- **85.2%** of tenants said they were satisfied with the **overall service** provided, compared to the Scottish Average of 89.0%. (PKC 2014/15 = 84.6%)
- **82.5%** of tenants feel their landlord is good at **keeping them informed** about their services and decisions, compared to the Scottish Average of 90.6%. (PKC 2014/15 = 80.2%)
- **74.5%** of tenants were satisfied with the **opportunities to participate** in their landlord’s decision making, compared to the Scottish Average of 81.3%. (PKC 2014/15 = 62.2%)

Tenants often praise staff and regularly take the time to write or email staff to say thank you for a job well done. Some examples are:-

- “I am very lucky to live in a quiet and peaceful neighbourhood which is well run.”
- “I am glad to be in a nice property.”
- “I have no complaints about the Council. I have been in my home 38 years and the Council has been perfect.”

## Locality Working

We arranged twelve locality “Get Together Events” across Perth and Kinross to work in partnership with tenants in their localities to develop Locality Action Plans which reflect tenant feedback.



### **SURE Team Activities**

We provided feedback to the Service User Review and Evaluation (SURE) team in September 2016 in relation to their evaluation of our Neighbour Complaints and Anti-Social Behaviour. We developed a joint action plan with the Safer Communities team and will implement, where possible, the recommendations made from the SURE team.

With support from the Quality Panel we have developed a new Welcome Pack for tenants. The pack focusses on tenancy sustainability and locality based support, and will be implemented in October 2016.

In August 2016, the Service User Review and Evaluation (SURE) team were presented with an overview of our performance in relation to the Scottish Housing Charter. Following presentations from services they rated each of the Charter Outcomes (Green, Amber or Red).

Out of the 16 Charter Outcomes, 15 were rated Green and 1 was rated Amber. The results are to be incorporated into the Tenants Annual Performance Report on the Charter which will be published at the end of October.

Comment from the Sure Team - *"The SURE Team continues to be impressed by the systematic and detailed approach adopted by Housing to identify, bring together and monitor specific actions that have been agreed to improve performance across the 16 Charter Outcomes."*

**Housing and Social Work - Employee Survey 2016** is currently underway, and the results be distributed to Services at the end of October 2016..

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2016 to 30 September 2016, Housing & Social Work has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan (BMIP) agreed by Housing & Health Committee (25 May 2016), Community Safety Committee (8 June 2016) and Scrutiny Committee (15 June 2016).

Of the 60 key performance indicators contained within the BMIP: 23% are exceeding target; 25% are on target; 26% are not on target; and 26% are not measurable at this six month point. Below is a summary of the progress against the targets within the BMIP.

Performance Indicators	Total	Exceeding Target	On Target	Not Yet on Target	Information not Available
<b>Giving Every Child the Best Start in Life</b>					
	2	1	1	-	-
<b>Nurturing Educated, Responsible and Informed Citizens</b>					
	5	1	-	1	3
<b>Developing a Prosperous, Inclusive and Sustainable Economy</b>					
	5	-	3	1	1
<b>Supporting People to Lead Independent, Healthy and Active Lives</b>					
	19	4	2	8	5
<b>Creating a Safe and Sustainable Place for Future Generations</b>					
	26	7	9	4	6
<b>TOTAL</b>	<b>57</b>	<b>13</b>	<b>15</b>	<b>14</b>	<b>15</b>
<b>Percentages</b>	<b>-</b>	<b>23%</b>	<b>26%</b>	<b>25%</b>	<b>26%</b>

**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 yet 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 2017.

**Note - Key relating to trends:-**

<b>Trend</b>	
↑	Performance has significantly improved
→	Performance has remained roughly the same
↓	Performance has significantly deteriorated

# Performance Indicator Exceptions

Where we are currently exceeding our target

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>GIVING EVERY CHILD THE BEST START IN LIFE</b>								
Number of families with children presenting as homeless	279	244	337	106 (Aug)	↑	<275	<275	<275
<b>Housing and Health</b>								
<b>Comments</b> There has been a decline in homeless presentations which we hope will continue. We will, however, continue to work with a range of agencies and private landlords to prevent homelessness occurring.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>NURTURING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS</b>								
Number of single young people aged 16 to 25 presenting as homeless	n/a	161	184	68 (Aug)	↑	<200	<200	<190
<b>Housing and Health</b>								
<b>Comments</b> There has been a decline in homeless presentations which we hope will continue. We will, however, continue to work with a range of agencies, schools, and youth support workers to proactively work with young people with housing difficulties.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of repairs appointment kept	n/a	92.9%	96%	96% (Aug)	↑	95%	95%	95%
<b>Housing and Health</b>								
<b>Comments</b> We continue to perform well in this area, keeping repairs appointments and compare well to the national figures of 93.5%.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Average length of time taken (in hours) to complete emergency repairs	n/a	3.29hrs	3.7hrs	4.7 (Jul)	↓	5hrs	5hrs	5hrs
<b>Housing and Health</b>								
<b>Comments</b> We continue to perform well in this area and we are exceeding our target, as well as performing well against the national average of 5.1hrs (15/16). This remains a focus area for the Service with Repairs forming part of the Service's Transformation Programme.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Average length of time (days) taken to re-let properties (includes mainstream and difficult to let properties)	n/a	21.16	25.2	20 (Aug)	↑	28	28	28
<b>Housing and Health</b>								
<b>Comments</b>								
We continue to turn around void (empty) properties very quickly and faster than the Scottish average of 35.4 days (15/16).								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Average number days per case to process new Housing Benefit / Council Tax Reduction Claims	24	26	26	24 (Aug)	↑	25	23	21
<b>Housing and Health</b>								
Average number days per case to process change events for Housing Benefit / Council Tax Reduction Claims	20	15	12	8 (Aug)	↑	13	13	13
<b>Housing and Health</b>								
<b>Comments</b>								
Continued improvement in processes, procedures and upskilling the workforce and effective joined up working has led to improved performance and service delivery throughout the Revenues, Benefits and Welfare Rights Services.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
Number of service users aged 65+ with Technology Enabled Care (excluding community alarms)	593	737	942	1,045 (Aug)	↑	1,000	1,100	1,200
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b>								
We continue to perform well in this area and have seen an 11% increase in people using Technology Enabled Care (TEC) between April and August 2016, developments in this area continue to be a key focus.								
<b>Note:</b> TEC definition – where the outcomes for individuals in their home or community setting are improved through the application of technology (e.g. telecare, telehealth, video conferencing (VC) and mobile health and wellbeing (mHealth)).								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of all service users who access SDS Option 2	n/a	0.9%	3.1%	4.3% (Aug)	↑	2%	tbc	tbc
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> Service users are becoming better informed of the choices available to them and empowered to take control of the types of support they receive. Staff are becoming more confident and are promoting the full range of options to people who require services.  <i>(1= Making a direct payment to the person; 2= The selection of support by the person and the making of arrangements for the provision of it, including payment, by the local authority on their behalf; 3= The selection of support for the person by the local authority and the making of arrangements for the provision of it, including payment, by the authority; 4= A mix of 2 or more of Options 1, 2 and 3)</i>								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Jun 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
The % of clients receiving their first intervention who wait no longer than 3 weeks from the point of referral (Social Work Drug and Alcohol team)	92%	89%	88%	97% (Jun)	↑	90%	tbc	tbc
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> All referrals are triaged by representatives from Health, Social Work and the Third Sector to ensure appropriate supports are put in place timeously.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
The % of Social Circumstance reports completed within 28 days following Emergency or Short Term detentions	n/a	87%	76%	83% (Aug)	↑	80%	90%	95%
<b>Community Safety</b>								
<b>Comments</b> Social Circumstance reports are a statutory function for Mental Health Officers to complete after a significant event occurs. Due to an increase in Guardianship reports and Mental Health Act reports we are piloting a change to team roles to concentrate on the statutory duty.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of Community Payback Order Unpaid Work Requirements (Level 1 and Level 2) completed within agreed timescales	97%	96%	95%	100% (Aug)	↑	95%	96%	96%
<b>Community Safety</b>								
<b>Comments</b> We continue to perform well in this area and although we have exceeded the target this can be challenging. For example, delays can be experienced where Orders are placed out with the Perth Courts.								

Indicators exceeding target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Cases of adult protection screened within 24 hours of notification	65%	77%	94%	97% (Jun)	↑	95%	95%	95%
<b>Community Safety</b>								
<b>Comments</b> We have exceeded our target and this is a result of improvement activity around response times and embedding processes following the introduction of the new Vulnerable Person Reports (VPRs).								

## Where we are not yet meeting our target

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>NURTURING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS</b>								
% young people (16-25) sustaining a council tenancy for more than one year	88%	92%	79%	74% (Jun)	↓	>92%	>92%	>92%
<b>Housing and Health</b> <b>Comments</b> <p>Of the 33 tenancies allocated between April – June 2015, 25 sustained for more than a year. Of the 8 not sustained, 4 were as a result of abandonment and 4 due to personal reasons. We continue to ensure that we match our waiting list applicants to the most appropriate available accommodation and provide support to assist them to sustain their tenancy.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>DEVELOPING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY</b>								
Current and former tenant rent arrears as a % of gross rent due for the reporting year (SOLACE Benchmarking PI)	n/a	9.28%	10.4%	9.9% (Aug)	→	9.5%	9.5%	9.5%
<b>Housing and Health</b> <b>Comments</b> <p>There has been an improvement in performance over the year, although target is not yet met. This continues to be a priority for the service with a range of initiatives underway and monitored, as well as local targets set for each team to address and reduce arrears.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of tenancy offers refused during the year (including withdrawals)	n/a	36%	35%	41% (Aug)	↑	36%	30%	28%
<b>Housing and Health</b> <b>Comments</b> <p>The rise in refusals is due to an increase in void properties in some rural areas and applicants refusing the tenancy due to the location. In addition, a large proportion of flatted properties had become available, when many applicants preferring a house or cottage type accommodation. Despite the rise, we still perform well against the national average of 43% (2015/16).</p> <p>To keep refusals to a minimum, all refusals are monitored monthly and discussed at the weekly team meeting to identify actions to help reduce the number of offers refused by applicants.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of all service users who access SDS Option 4	n/a	4.56%	6.6%	6.77% (Aug)	↑	7.5%	tbc	tbc
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> Option 4 has plateaued over the last 6 months but taken into account a comparative for the same 6 month period in 2015 there has been a significant increase in those choosing a mix of options 1, 2 and 3. Throughout the period June – August 2016 a data cleansing exercise was undertaken that has improved statistical information and monitoring of options taken. By speaking directly with teams they feel more confident when having the personalisation/SDS option conversations, which they feel has enabled people to make different and improved and informed choices about their care and support.  Within the Quality Assurance Framework there is a plan to undertake a further Self Directed Support outcome focussed audit and this will be due for completion in January 2017.  <i>(1= Making a direct payment to the person; 2= The selection of support by the person and the making of arrangements for the provision of it, including payment, by the local authority on their behalf; 3= The selection of support for the person by the local authority and the making of arrangements for the provision of it, including payment, by the authority; 4= A mix of 2 or more of Options 1, 2 and 3)</i>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% of clients achieving goals set out in their Outcome Focussed Assessment	87%	87%	84%	84% (Aug)	→	87%	88%	89%
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> There are various reasons that can impact on the fluctuation in relation to the % of people achieving their outcomes. For example health deterioration or a change in the person's needs.  Locality teams will ensure they continue to review each individual to ensure outcomes remain personalised and reflect each individual's personal journey.								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% 65+ with intensive care needs receiving care at home (SOLACE Benchmarking PI)	27.6%	23.4%	24.8%	20% (Aug)	↓	27%	28%	31%
<b>Housing and Health Integrated Joint Board</b>								
% 65+ who live at home	97%	97.5%	97%	97% (Aug)	→	98%	98%	98%
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> The average age of people entering care is 82 years and they have complex care needs. As such an increasing number of people are having their needs met within a care home environment. Since April 2016 we have seen a 10% increase (96 placements) in the number of care home placements and this is having an impact on these particular indicators.								



Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
% 65+ requiring no further service following Reablement	37%	37%	51%	44% (Aug)	↓	50%	50%	50%
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> <p>This particular measure can fluctuate and is dependent on the needs of the people referred. As such, as previously mentioned within this report, people referred often have more complex care needs and whilst Reablement can reduce the level of care required, this has had an impact on the number of people who leave with no further service.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>SUPPORTING PEOPLE TO LEAD INDEPENDENT, HEALTHY AND ACTIVE LIVES</b>								
No. of people delayed in hospital for more than 14 days (excluding Complex Cases)	n/a	87	191	50 (July)	→	130	100	0
<b>Housing and Health Integrated Joint Board</b>								
Number of bed days lost to delayed discharge (excluding Complex Cases)	13,430	12,200	15,697	5,087 (Aug)	→	11,000	11,000	11,000
<b>Housing and Health Integrated Joint Board</b>								
<b>Comments</b> <p>Delayed Discharge is a complex area to address and work is underway across health and social care, acute and primary care services (including GPs), as well as care at home providers, to respond effectively to increasing demand. The Council and NHS partners have invested in a number of initiatives to provide alternative to hospital admission e.g. Rapid Response Team, Immediate Discharge Team and the Enhanced Care Support Service, as well as a campaign to encourage more people into the care sector.</p> <p>There has been an increase in unplanned admissions for those aged 85+ in particular and this group is more likely to be delayed in hospital. Emergency admissions create pressures across the health and social care system, affecting delayed discharge, social work assessments and care at home. The average age of people entering care is 82 years demonstrating an increasingly frailer older population.</p> <p><b>Note-</b> The definition of complex cases – Where adults lack capacity or where no specialist facility is available and where an interim move would not be appropriate. The number of complex cases in August 2016 was 9 which equated to 255 bed days.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Jun 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
Overall % of new tenancies sustained for more than a year	n/a	92%	88%	87%	↓	90%	94%	95%
<b>Housing &amp; Health</b>								
<b>Comments</b> <p>There were a total of 166 tenancies created of which 145 were sustained for 12 months or more. Of the 21 tenancies which ended 8 were within the 16-25 year old range.</p> <p>Of those other tenancies that ended 4 were due to death of the tenant, 4 due to transfer/mutual exchanges, 1 was fleeing violence, 1 moved into private accommodation, 1 was unable to sustain due to personal circumstances, and 2 either abandoned or gave no notice. The tenancies which ended were, either out-with the Council's control, or were as a result of a change of circumstances and more suitable accommodation was secured.</p> <p>We continue to ensure that we match our waiting list applicants to the most appropriate available accommodation and provide support to assist them to sustain their tenancy. Our support officers are now within localities providing support to vulnerable clients. Our settling in procedure has been changed to facilitate early intervention.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of Community Payback Order Unpaid Work Requirements where the post sentence assessment has been completed within 1 working day	80%	82%	94.3%	70.5% (Aug)	↓	80%	86%	87%
<b>Community Safety</b>								
<b>Comments</b> <p>Clients are given a letter of instruction to attend CJS Offices within 24 hours by Court staff and some clients fail to make contact within the timescales. This process is currently being reviewed.</p> <p>The indicator is based on the within month performance and due to the small numbers of clients involved this can impact significantly on the percentages. Should a cumulative approach be taken to the calculation the year to date performance would be 81.2%, therefore exceeding the target of 80%.</p>								

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Aug 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% of clients with a Community Payback Order whose order has been reviewed within 20 working days	n/a	n/a	95%	69% (Aug)	↓	80%	80%	85%
<b>Community Safety</b>								

**Comments**

The indicator is based on the within month performance however, for the year to date position, 16 reviews were not carried out within the 20 day review period from a total of 74. If this indicator were to be based on these cumulative figures the performance would be 78.4% (1.6% below target).

We are currently reviewing processes to improve performance.

Indicators not achieving target	Performance					Targets		
	13/14	14/15	15/16	Jun 16	Trend	16/17	17/18	22/23
<b>CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS</b>								
% ASP case conferences held within agreed timescale after investigation	77%	100%	50%	33.3%	↓	100%	100%	100%
<b>Community Safety</b>								
<b>Comments</b> There are very low numbers involved in this indicator with only 3 conferences being held in the last quarter.  One case out with timescales had a network meeting within 14 days to ascertain if client met adult at risk criteria and following this meeting it was decided to progress to Adult Protection Case Conference (APCC) which was held 16 days later.  The other case had a repeat incident before the ASP investigation was completed and a police investigation took place. The APCC still took place within 16 days (2 days out with the timescales).								

## Improvement Plan Exceptions

*We have no Improvement Plan exceptions to report*



**PERTH AND KINROSS COUNCIL**

**Lifelong Learning Committee  
2 November 2016**

**Scrutiny Committee  
30 November 2016**

**Attainment in Perth and Kinross Schools 2016**

**Report by Director (Education and Children's Services)**

**PURPOSE OF REPORT**

This report presents a summary analysis of pupil attainment for academic session 2015/2016 in Perth and Kinross, specifically in relation to Curriculum for Excellence (CfE) progress with learning and achievement in P1, P4, P7 and S3, and attainment at SCQF levels 5, 6 and 7 in secondary years S4, S5 and S6.

**1. SUMMARY**

1.1 Attainment at Perth and Kinross schools continues to build on already high levels of performance. The following key observations can be made for 2016:

- At First, Second and Third levels of Curriculum for Excellence there are long term improvements in pupils making very good progress across the key areas of reading, writing, mathematics & numeracy and listening/talking. A slight dip in P4 and P7 figures are evident this year from the high levels of 2015. Early levels at P1 were measured for the first time this year and indicate that around 9 out of 10 pupils are making very good progress.
- Measures from Insight, the national benchmarking tool for the Senior Phase (S4-S6), show improving levels of literacy and numeracy across most measures and generally steady or improving attainment across all levels of ability.
- Looking at attainment by deprivation, which describes the poverty related attainment gap, S5 this year shows a small but encouraging closing of the gap, which remains persistent for S4 and S6. Across all deciles, virtually all pupil groups are ahead of their virtual comparator.
- In S4, a total of 6286 examination entries were made at National 5 level, with a pass rate of 84.8% (compared to 85.2% last year). The proportion receiving 5 or more of these SCQF Level 5 awards remains at an encouragingly high level.
- In S5, a total of 3257 examination entries were made at Higher level, with a pass rate of 81.6% (compared to 81.0% last year). The proportions receiving 1, 3 and 5 awards at Higher are the second highest or highest ever recorded.
- In S6, a total of 724 examination entries were made at Advanced Higher level, with an overall pass rate of 83.3%. This compares with 822 entries in 2015 and a pass rate of 78.3%. The proportion receiving one award is the highest ever. The proportions receiving 1, 3 and 5 awards at Higher by the end of S6 are again the highest or second highest ever recorded.

## 2. MAIN ISSUES

### Curriculum for Excellence (CfE)

- 2.1 This is the sixth academic session in primary and the fourth in S3 in secondary schools where the planned learning has been undertaken and assessed against progress made with CfE experiences and outcomes.
- 2.2 CfE defines five levels of learning. The first four levels are described in the experiences and outcomes. Progression to qualifications is described under a fifth level, the senior phase. It is expected that most pupils will demonstrate very good progress with their learning in Early Level experiences and outcomes by the end of P1, First Level by the end of P4, Second Level by the end of P7 and Third Level by the end of S3. Levels of Progression are described in Table 1.

**Table 1: Curriculum for Excellence Levels of Progression**

Level	Stage
<b>Early</b>	The pre-school years and P1, or later for some.
<b>First</b>	To the end of P4, but earlier or later for some.
<b>Second</b>	To the end of P7, but earlier or later for some.
<b>Third and Fourth</b>	S1 to S3, but earlier for some. The fourth level broadly equates to SCQF level 4. The fourth level experiences and outcomes are intended to provide possibilities for choice and young people's programmes will not include all of the fourth level outcomes.
<b>Senior phase</b>	S4 to S6, and college or other means of study.

- 2.3 Assessment is an integral part of learning and teaching. Its purpose is to:
- support learning that develops the knowledge and understanding, skills, attributes and capabilities which contribute to development of the four capacities;
  - give assurance to parents, pupils and others that children and young people are progressing in their learning and developing in line with expectations;
  - provide a summary of what pupils have achieved, including through qualifications and awards;
  - contribute to planning the next stages of learning; and
  - inform future improvements in learning and teaching.
- 2.4 A range of approaches to assess progress in learning are used. This includes:
- observation of day to day learning activities or specific assessment tasks;
  - using a range of evidence appropriate to the kind of learning, for example, observations of pupils carrying out tasks in a new context or peer assessments; and
  - through collegiate working and moderation against agreed standards.

- 2.5 Across Education and Children's Services there is recognition that examination results are an important indicator, but not a complete measure of achievement. Further, the statistics in this report are based on the relevant roll for each year group and include pupils with a range of additional support needs. Within Perth and Kinross there is a strong presumption of mainstreaming of pupils with additional support needs. In the September 2015 Pupil Census, excluding pupils at Fairview School, 33% of both primary and secondary pupils had additional support needs (32% in 2014). In addition, the Pupil Census showed that 985 pupils had a main home language other than English, Gaelic, Scots, Doric or Sign (up 13% from last year). Results should therefore be considered alongside other indicators of progress, such as the quality of the learning experiences for each pupil and the ethos of the school.

### Curriculum for Excellence - Performance Summary

- 2.6 Table 2 shows continued improvement in pupils' progress at Early<sup>1</sup>, First, Second and Third levels across the key areas of reading, writing, mathematics & numeracy and listening/talking. All indicators show a sustained long term improvement, although a dip in P4 and P7 performance is indicated in the latest year. This year, for the first time, this information was submitted at anonymised pupil-level to Scottish Government, where it is being processed with the intention of publication in December 2016<sup>2</sup>.

**Table 2: P1/ P4/ P7/ S3 CfE Levels of Progression**

P1	% Pupils making very good progress at Early Level or above			
				2016
Reading				91.0
Writing				89.8
Listening & Talking				92.6
Mathematics & Numeracy				92.3
P4	% Pupils making very good progress at First Level or above			
	2013	2014	2015	2016
Reading	90.1	91.7	93.5	92.6
Writing	87.4	89.7	91.9	90.3
Listening & Talking	91.9	92.7	94.4	94.0
Mathematics & Numeracy	90.6	91.3	93.6	92.8
P7	% Pupils making very good progress at Second Level or above			
	2013	2014	2015	2016
Reading	85.2	87.0	89.9	87.1
Writing	80.1	81.5	87.3	85.2
Listening & Talking	85.0	87.5	91.5	88.3
Mathematics & Numeracy	84.3	86.8	88.1	86.7

<sup>1</sup> P1 information was collected for the first time in 2016

<sup>2</sup> As part of the Assessment of Progress strand of the National Improvement Framework/ Delivery Plan for Scottish Education



S3	% Pupils Secure at Third Level or above			
	2013	2014	2015	2016
Reading	65.8	69.3	73.0	76.3
Writing	63.1	67.3	72.1	73.5
Listening & Talking	66.1	70.8	77.6	77.4
Mathematics & Numeracy	68.6	75.4	77.1	78.0

Source: ECS

## SQA Attainment – Senior Phase

- 2.7 This year saw Perth and Kinross schools present entirely for the new national qualifications as part of CfE which are now fully established. Table 3 describes the SCQF levels and new individual qualifications now in place.

**Table 3: Scottish Credit and Qualifications Framework (SCQF)**

SCQF Level	Qualification	SCQF Level	Qualification
SCQF 3	National 3	SCQF 5	National 5
SCQF 4	National 4	SCQF 6	New Higher
		SCQF 7	New Advanced Higher

- 2.8 This report chiefly reviews the performance of attainment at SCQF levels 5, 6 and 7 only. The arrangements for certification, which involve later entry for awards at Level 4 for those pupils who narrowly miss a pass at Level 5 (known as Recognising Positive Achievement), mean it is not possible to provide comprehensive and finalised statistics for pupils achieving at National 3 and 4. Also, the initial release of 2016 S4 Insight statistics shown in this report will be subject to slight revision in the future (as 2015 results have been). Measures which comprise ECS BMIP performance indicators are highlighted as such in Appendices 1 & 2.

## Insight Measures

- 2.9 Insight<sup>3</sup> is the Scottish Government senior phase benchmarking tool that assists the Service and schools support the key principles and purpose of CfE. It provides data on four new key measures which go beyond the traditional counts of awards previously reported. Full data for indicators are provided in Appendix 1.
- 2.10 The following key features or characteristics of Insight are highlighted:
- For two of its measures, Insight uses a total tariff score to compile 'latest and best' attainment for individuals in a way that recognises all types of achievements and awards from a range of providers. The average of this total across all relevant pupils is used to compile the measure.
  - The virtual comparator feature takes the characteristics of each Perth and Kinross pupil and matches them to 10 similar pupils from across Scotland.

<sup>3</sup> <http://www.gov.scot/Topics/Education/Schools/curriculum/seniorphasebenchmarking>

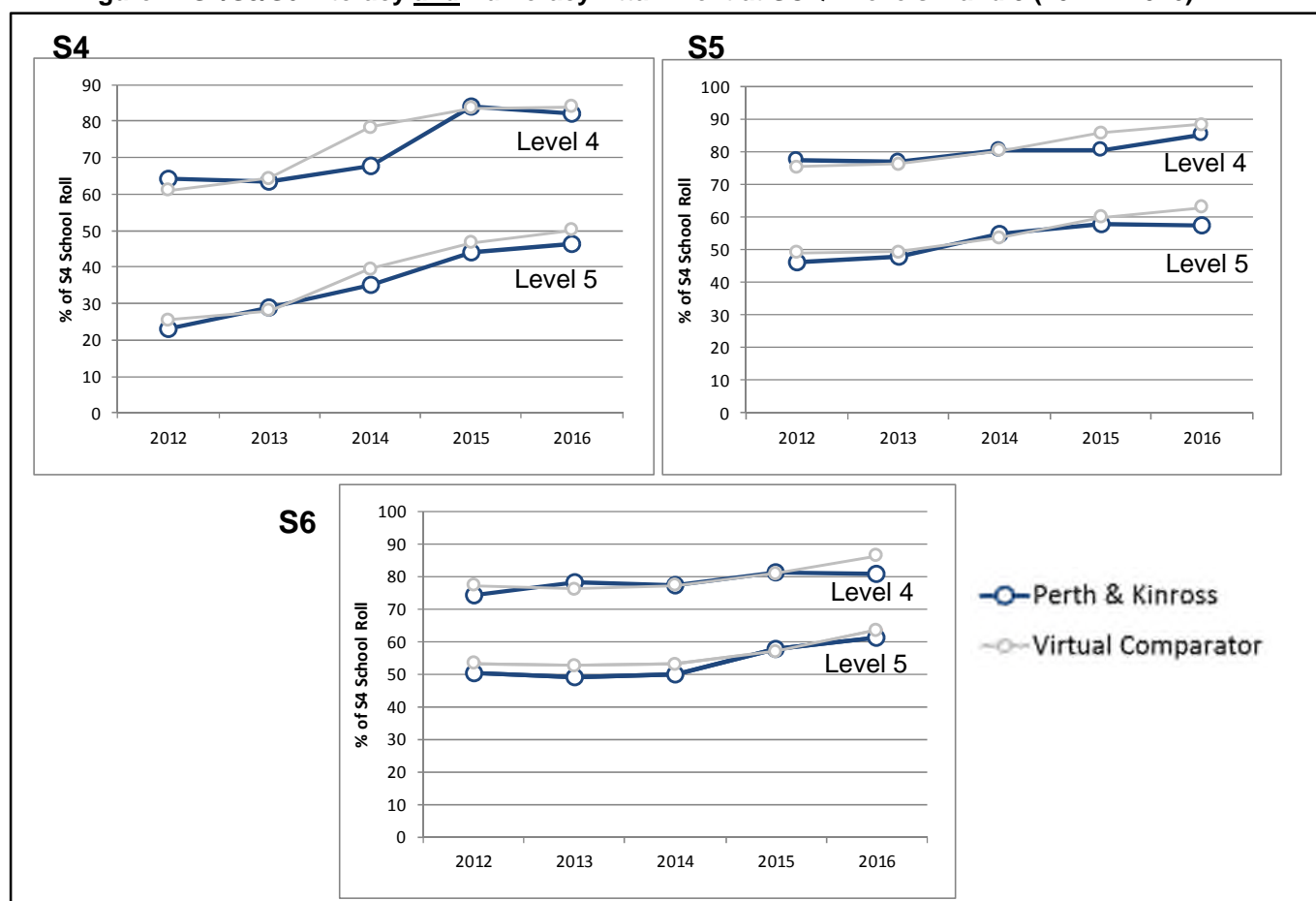
This benchmark is an effective way to help understand the authority strengths and areas for improvement and is replicated at school level.

- Comparison of measures over time is provided by Insight but should currently be viewed with some caution as earlier years' figures relate to different qualifications, and situations where individual course units were not recognised as they currently are, or where pre-S4 presentation took place. As new qualifications establish further, the reliability of time series trends will improve.

## Improving Attainment in Literacy and Numeracy

2.11 This measure focuses on the importance of literacy and numeracy to wider success in learning, life and work in the modern world and workplace. It is calculated using attainment from a range of courses including English, Gaidhlig, ESOL, Literacy, Mathematics, Lifeskills Mathematics and literacy and numeracy units. Results at SCQF Levels 4 and 5 for S4, S5 and S6 pupils achieving both literacy **and** numeracy are shown in Figure 1. Time series information provided by Insight shows recent improvements at Levels 4 and 5 for all years, although the virtual comparator has edged ahead in many cases – further investigation of this will be undertaken.

**Figure 1: S4/S5/S6 Literacy and Numeracy Attainment at SCQF Levels 4 and 5 (2012 – 2016)**

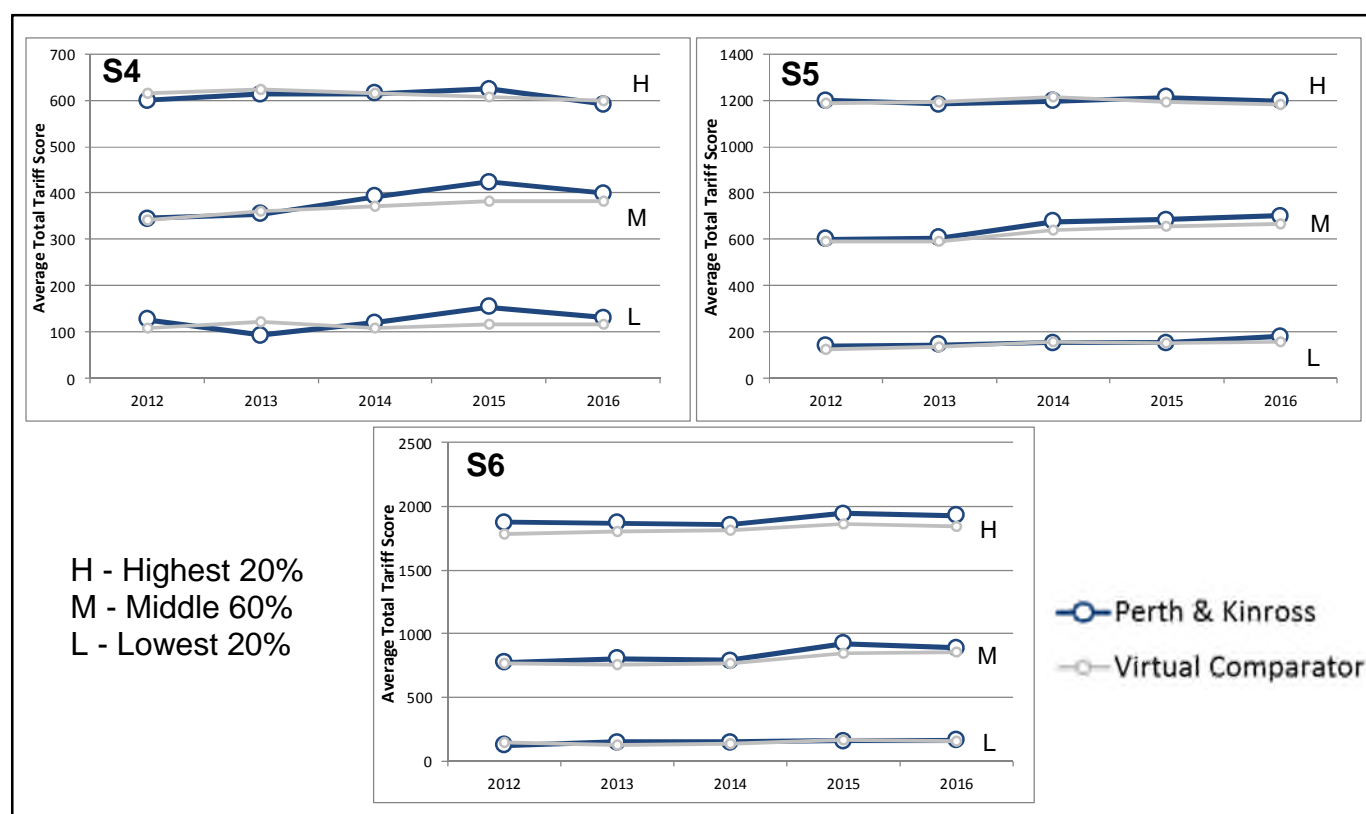


Source: Insight

## Improving Attainment for All

- 2.12 The overall aim of this measure, together with the subsequent one involving deprivation, is to understand how pupils attain as highly as possible 'across the board' by considering the average total tariff score (see 2.10) of the top-attaining 20%, middle-attaining 60% and lowest-attaining 20% groups of pupils. At S4, tariff point attainment has decreased slightly across the board compared to a strong 2015 cohort, whereas at S5 and S6, achievement at all levels is largely unchanged. Final S4 figures are also likely to be affected to some degree by additional qualifications awarded through Recognising Positive Achievement (see 2.8).

**Figure 2: S4/S5/S6 Attainment of highest 20%, middle 60% and lowest 20%, 2012–2016**



Source: Insight

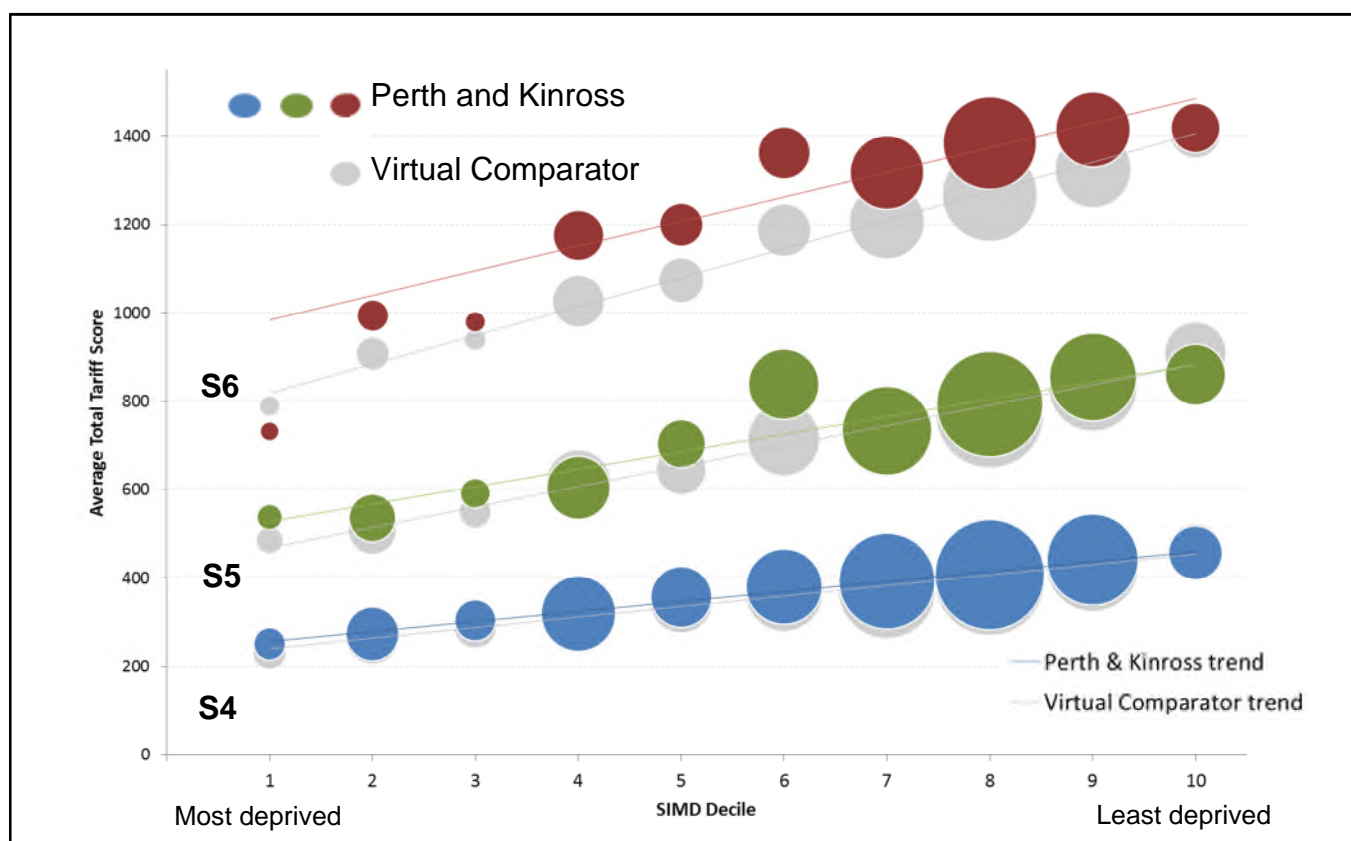
## Attainment and relationship with deprivation

- 2.13 This measure continues the aim to show how pupils attain 'across the board' by considering attainment across deprivation deciles. It has an important role in helping understand and challenge the 'attainment gap' between pupils from the most and least deprived backgrounds, a key priority of the Scottish Government's National Improvement Framework for education.
- 2.14 In Figure 3, for S4, S5 and S6 pupils, the area of the circles is proportional to the number of pupils within that deprivation decile, and its position denotes average cumulative tariff score. This graphic indicates the persistent relationship between attainment and deprivation and how the gap becomes more pronounced from S4 through S5 to S6. In all years, pupils in virtually all deciles have performed above virtual comparators of their peers across other

authorities. In S5, a slightly flatter line than that of the comparator is an encouraging direction. In S6 the picture is less clear as there are fewer pupils in lower deciles, but the trend line remains well above comparator.

- 2.15 Looking across the past five years at how tariff scores have changed by broader groups of deprivation (Figure 4) indicates that the attainment gap at S4 and S6 remains a persistent challenge, although the S5 results show an encouraging narrowing of this gap. As new qualifications and measurements are longer established, greater certainty in trends shown by time series will be possible. Full data including virtual comparators are shown in Appendix 1.

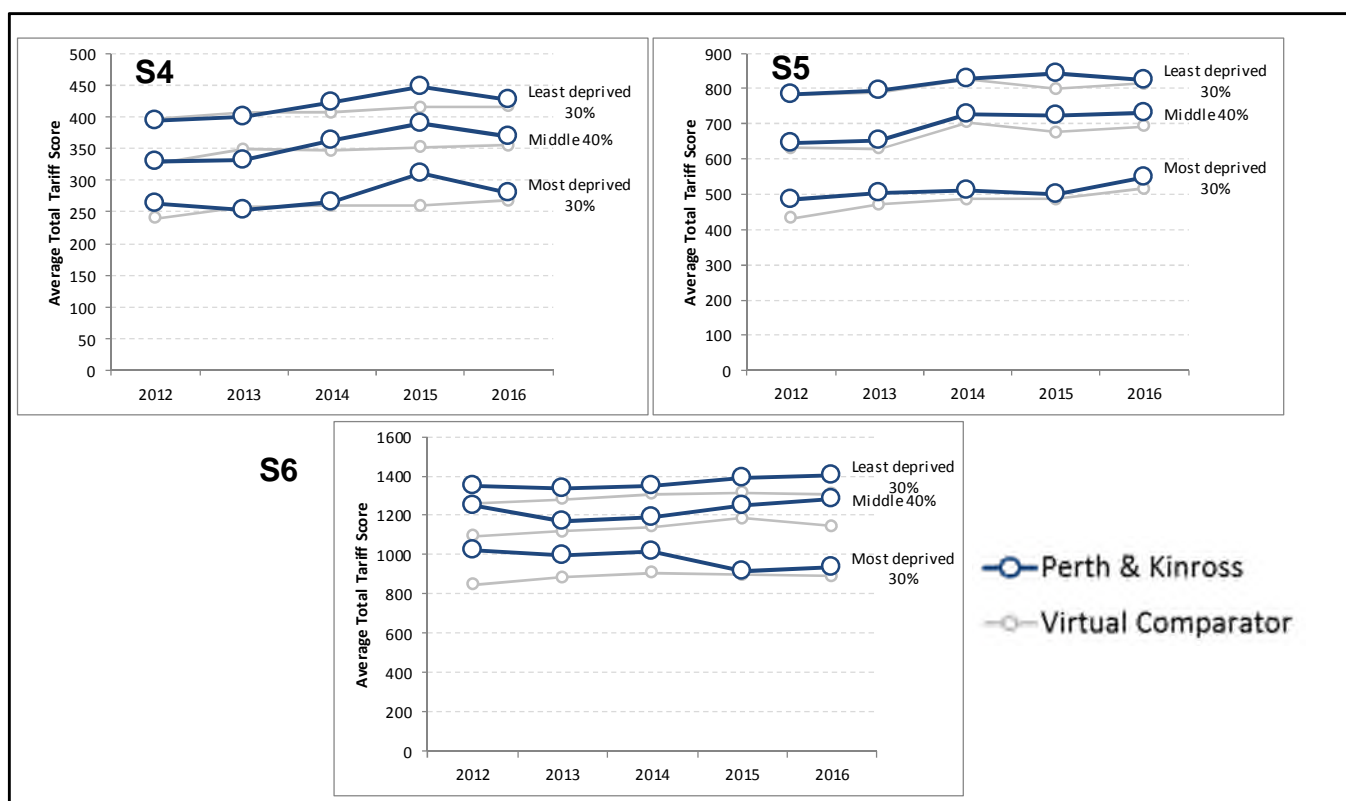
**Figure 3: S4/S5/S6<sup>4</sup> Cumulative Attainment by SIMD<sup>5</sup> Deprivation Decile, 2016**



<sup>4</sup> S5 based on S5 roll, S6 based on S6 roll

<sup>5</sup> Deprivation indicated by Scottish Index of Multiple Deprivation (SIMD) deciles, where 1 is most deprived and 10 is least deprived in a national context.

**Figure 4: S4/ S5/ S6 Cumulative Attainment by SIMD Deprivation (Most deprived 30%/ Middle 40%/ Least deprived 30%) (2012 – 2016)**



Source: Insight

## Legacy Breadth and Depth Measures

- 2.16 While Insight measures have been reported above, there remains interest in traditional 'legacy' measures of attainment that show breadth and depth of awards received. These will continue to be reported but be supplementary to the wider Insight measures. Figures are shown in Appendix 2, where it should be noted that new approaches to counting 'D' grade awards mean they are not directly comparable to those previously reported. However, time series and comparators are provided where possible to allow for benchmarking.
- 2.17 Table A2.1 indicates the proportion of S4 pupils achieving five qualifications at SCQF Level 5. A total of 6,286 examination entries were made at National 5 level in 2016, with an overall A-C pass rate of 84.8%, compared to 6,322 entries and a 85.2% pass rate in 2015. The proportion achieving five passes remains consistently high.
- 2.18 In S5, a total of 3,257 examination entries were made at SCQF Level 6 (Higher) level, with an A-C pass rate of 81.6% (compared to 81.0% last year). Overall results shown in Table A2.2 are generally best or second best seen.
- 2.19 A total of 1,342 S6 examination entries were made at SCQF Level 6 (Higher) level in 2016, with an A-C pass rate of 71.4%. This compares with 1,612 entries in 2015 and a pass rate of 72.8%. Results overall are generally the second best seen.

- 2.20 A total of 724 examination entries were made at SCQF Level 7 (Advanced Higher) level, also in S6, with an overall pass rate of 83.3%. This compares with 822 entries in 2015 and a pass rate of 78.3%. The proportion receiving one award is the highest ever recorded and significantly above comparator.

### Perth City Campus

- 2.21 The Perth City Campus continues to deliver an enhanced educational experience with improved opportunities for choice, achievement and attainment for all pupils within the Perth City area, working in partnership to maximise the use of the resources available. The campus extends the range of Advanced Higher, Higher and Skills for Work courses that are available across the four city schools, courses that may not necessarily have been able to run due to low numbers or it being a minority subject.
- 2.22 The third year of the Perth City Campus has again delivered high levels of attainment with an overall pass rate of 73% (2015 = 76%) for those S5 and S6 pupils who travelled to another school (or college) for a learning opportunity. Pupils who undertook courses at SCQF levels 5 and 6 through the City Campus achieved a 68% pass rate (PKC = 80%) while those taking Advanced Higher (Level 7) courses achieved a pass rate of 85% (compared to 84% for PKC as a whole). A total of 183 passes were achieved across the campus in 2016, compared to 150 in 2015 and 134 in 2014.

### Looked after Children (LAC)

- 2.23 As highlighted in Table 4, 100% of children/young people leaving care attained at least one subject at SCQF Level 3 and 68% achieved at least English and Mathematics at this level. Care should always be given to interpreting all figures (especially percentages) around LAC given the very small size of the cohort which leads to natural variation year on year. Each young person's circumstances will vary considerably.

**Table 4: Attainment of Looked After Children/ Young People (CYP)**

Indicator	2014			2015			2016		
	At home	Away from home	Total	At home	Away from home	Total	At home	Away from home	Total
% of CYP leaving care who attained at least one subject at SCQF Level 3	100%	71%	79%	67%	77%	76%	100%	100%	100%
% of CYP leaving care who achieved English and Mathematics at SCQF Level 3	80%	64%	67%	0%	64%	56%	40%	79%	68%
Number of CYP ceasing to be looked after <sup>6</sup>	-	-	19	-	-	25	-	-	19

Source: ECS; Totals: BMIP Performance Indicators

<sup>6</sup> Due to the size of the cohort, numbers have not been presented for at home and away from home.

- 2.24 A wider measure of attainment (Table 5) is used locally to monitor the progress of the 35 young people in S4 and S5/S6 who have been looked after at some point during academic session 2015/16. Again, care should be taken with interpretation in view of the small number of young people.

**Table 5: Attainment of Looked After Children/ Young People by end of S4 and S5/S6**

S4	% S4 Looked After Children achieving...		
	2014	2015	2016
English and Maths @ Level 3 or above	62%	64%	74%
5+ passes @Level 3 or better	48%	71%	57%
5+ passes @Level 4 or better	24%	64%	26%

S5/S6	% S5 or S6 Looked After Children achieving...		
	2014	2015	2016
English and Maths @ Level 3 or above	93%	87%	100%
5+ passes @Level 3 or better	93%	87%	75%
5+ passes @Level 4 or better	43%	87%	67%

Source: ECS

The Education Additional Support Officer, together with Looked After Co-ordinators in schools, track the attendance and achievement of looked after young people on an individual basis and ensure that appropriate support is in place. Under the Children and Young People (Scotland) Act 2014, young people now have the choice to ask the Council for a continuing care placement after the age of 16. It is expected that this will help some young people stay in school beyond the statutory leaving age (S4), and subsequently achieve greater attainment in S5 or S6.

## **Pupils with a Main Language other than English**

- 2.25 Schools continue to be successful in supporting the learning of young people for whom English is a second language. In S4 last year, 40% of 62 pupils achieved at least five awards at Level 5 or better. In S5, of the 53 pupils, 53% have achieved at least five awards at Level 5 or better and 72% attained at least one Higher Grade. In S6, of 25 pupils, 68% have achieved at least five awards at Level 5, 92% achieved at least 1 awards at Higher or better and 56% achieved at least one Advanced Higher or better.

## **Navigate**

- 2.26 Navigate is an off-site service for S1-S4 pupils offering support to young people with social, emotional and behavioural difficulties. Navigate provides an individual package of additional support and education for young people whilst they remain on the school roll. With a small cohort the usual caution should be applied with results. In 2016, 88% of attendees had achieved SQA



literacy and numeracy awards by the end of S4 (69% in 2015). Just over half (56%) achieved other awards.

### **Actions to Further Improve Attainment and Close the Attainment Gap**

- 2.27 Full details of these were described in detail in the Education and Children's Services Raising Attainment Strategy 2016-2019 and Implementation Plan 2016-2017 as approved at Lifelong Learning Committee on 24 August 2016 (Report 16/348 refers). The Strategy and Plan reflect the Scottish Government's focus on ensuring excellence and equity in education, raising attainment for all and closing the attainment gap.

## **3 CONCLUSIONS & RECOMMENDATIONS**

- 3.1 Attainment across Perth and Kinross schools continues to show improving performance, at already high levels compared to benchmarks. Earlier in their education, the proportion of pupils making very good progress at Early, First, Second and Third levels within CfE shows high levels in the key areas of Reading, Writing, Listening & Talking and Mathematics & Numeracy.
- 3.2 At S4, S5 and S6, successful outcomes for Perth and Kinross pupils are evident in the new *Insight* measures which consider literacy, numeracy and attainment across all performance groups and levels of deprivation. S5 results show a narrowing of the attainment gap relative to last year, but there remain persistent challenges in reducing other inequalities of attainment. Overall attainment in SQA qualifications continues to remain strong with the best or second best year of results.
- 3.3 It is recommended that the Lifelong Learning Committee considers the contents of this report.
- 3.4 It is recommended that the Scrutiny Committee 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	Director (Education and Children's Services)	30 September 2016

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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>No</b>
Workforce	<b>No</b>
Asset Management (land, property, IST)	<b>No</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>No</b>
Strategic Environmental Assessment	<b>No</b>
Sustainability (community, economic, environmental)	<b>No</b>
Legal and Governance	<b>No</b>
Risk	<b>No</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 Perth and Kinross Community Plan 2013-2023 and Perth and Kinross Council Corporate Plan 2013/2018 set out five strategic 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.

1.2 This report relates to Objective No (ii) Developing educated, responsible and informed citizens.

1.3 The 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 Not applicable

#### Workforce

2.2 Not applicable

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

2.3 Not applicable

### **3. Assessments**

#### Equality Impact Assessment

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

#### 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.

Proposals have been considered under the Act and no action is required as the Act does not apply to the matters presented in this report.

#### Sustainability

3.3 Not applicable

#### Legal and Governance

3.4 Not applicable

#### Risk

3.5 Not applicable

### **4. Consultation**

#### Internal

4.1 Not applicable

#### External

4.2 Not applicable

### **5. Communication**

5.1 Provisional results analysed soon after results day have been communicated externally. The majority of figures presented here represent confirmed figures sourced from the Scottish Government's benchmarking tool, *Insight*. School level information on senior phase attainment is available on the Education Scotland [parentzone](#) website.

## **2. BACKGROUND PAPERS**

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 – Insight Measures in detail

Appendix 2 – Attainment Breadth and Depth ‘Legacy’ Measures in detail

## Appendix 1 – Insight Measures in detail<sup>7</sup>

**Table A1.1: Literacy and Numeracy.** Percentages are calculated as a percent of the relevant S4 school roll.

Percentage of S4 Pupils Attaining Literacy <u>and</u> Numeracy		2012	2013	2014	2015	2016
at SCQF Level 4	PKC	64	64	68	84	82
	Virtual Comparator	61	64	78	83	84
at SCQF Level 5	PKC	23	29	35	44	46
	Virtual Comparator	25	28	40	47	50
Percentage of S5 Pupils Attaining Literacy <u>and</u> Numeracy		2012	2013	2014	2015	2016
at SCQF Level 4	PKC	77	77	81	80	85
	Virtual Comparator	75	76	80	86	88
at SCQF Level 5	PKC	46	48	55	58	58
	Virtual Comparator	49	49	54	60	63
Percentage of S6 Pupils Attaining Literacy <u>and</u> Numeracy		2012	2013	2014	2015	2016
at SCQF Level 4	PKC	74	78	77	81	81
	Virtual Comparator	77	76	77	81	86
at SCQF Level 5	PKC	50	49	50	57	61
	Virtual Comparator	53	53	53	57	63

**Table A1.2: Raising Attainment for All** Average Cumulative total tariff score based on the relevant S4 roll

Average total tariff score of S4 Pupils		2012	2013	2014	2015	2016
Lowest attaining 20%	PKC	127	93	121	154	131
	Virtual Comparator	110	123	109	118	117
Middle attaining 60%	PKC	345	355	392	423	399
	Virtual Comparator	342	360	371	382	382
Highest attaining 20%	PKC	600	613	614	624	592
	Virtual Comparator	615	623	614	606	599
Average total tariff score of S5 Pupils		2012	2013	2014	2015	2016

<sup>7</sup> Note that 2015 figures may differ from those reported in the 2015 Attainment Report due to ongoing revisions. Latest figures are shown here.

Lowest attaining 20%	PKC	141	147	154	153	182
	Virtual Comparator	127	137	157	154	158
Middle attaining 60%	PKC	602	607	677	684	702
	Virtual Comparator	589	590	642	655	667
Highest attaining 20%	PKC	1200	1184	1197	1212	1196
	Virtual Comparator	1189	1192	1215	1190	1184
Average total tariff score of S6 Pupils		2012	2013	2014	2015	2016
Lowest attaining 20%	PKC	127	147	148	159	162
	Virtual Comparator	146	130	140	167	158
Middle attaining 60%	PKC	775	803	788	924	890
	Virtual Comparator	773	763	769	850	854
Highest attaining 20%	PKC	1873	1869	1856	1944	1931
	Virtual Comparator	1786	1804	1816	1860	1845

**Table A1.3: Attainment and relationship with deprivation** Average cumulative total tariff scores based on S4, S5 and S6 rolls respectively

S4 Pupils 2016		Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
PKC	Score	252	274	305	320	358	381	394	408	442	457
	No. pupils	28	77	46	151	99	155	248	323	222	79
Virtual Comparator Score		231	269	290	317	347	367	373	397	429	460
S5 Pupils 2016		Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
PKC	Score	538	536	592	605	704	838	734	794	855	860
	No. pupils	18	60	25	109	64	134	214	300	205	99
Virtual Comparator Score		486	509	550	617	646	714	734	770	833	910
S6 Pupils 2016		Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
PKC	Score	732	994	980	1176	1200	1362	1319	1385	1415	1419
	No. pupils	10	27	11	69	52	73	146	233	150	66
Virtual Comparator Score		789	908	939	1027	1074	1187	1207	1268	1324	1407

Average total tariff score of S4 Pupils by deprivation grouping		2012	2013	2014	2015	2016
Most deprived 30% BMIP Performance Indicator	PKC	263	253	265	310	279
	Virtual Comparator	240	259	260	260	268
Middle 40%	PKC	329	332	362	389	368
	Virtual Comparator	326	349	346	352	355

Least deprived 30%	PKC	394	401	423	448	426
	Virtual Comparator	396	406	406	415	416
Average total tariff score of S5 Pupils by deprivation grouping		2012	2013	2014	2015	2016
Most deprived 30%	PKC	485	505	512	499	550
	Virtual Comparator	432	470	487	486	515
Middle 40%	PKC	646	651	728	723	730
	Virtual Comparator	631	629	704	676	694
Least deprived 30%	PKC	784	793	827	842	826
	Virtual Comparator	782	788	826	799	814
Average total tariff score of S6 Pupils by deprivation grouping		2012	2013	2014	2015	2016
Most deprived 30%	PKC	1025	995	1018	918	936
	Virtual Comparator	848	886	908	898	890
Middle 40%	PKC	1248	1171	1188	1248	1281
	Virtual Comparator	1094	1118	1141	1183	1146
Least deprived 30%	PKC	1353	1339	1351	1388	1400
	Virtual Comparator	1261	1281	1308	1314	1307

## Appendix 2 – Attainment Breadth and Depth ‘Legacy’ Measures in Detail

Note: S5 and S6 figures differ from those previously reported as Insight reports all award providers at the relevant SCQF level, not just SQA awards. Also, A – D grade results count as an award by Insight, whereas previously A – C grades have only been counted. All percentages are calculated as a percent of the relevant S4 school roll.

**Table A2.1: Attainment by end of S4**

% achieving 5+ @ SCQF Level 5 or Better (Source: Insight)		2015	2016
BMIP Performance Indicator			
Using new Insight breadth and depth measure where A-D and non-SQA awards are included gives a rounded view of attainment. Performance in 2016 is maintained and above comparator.	PKC	50	50
	Virtual Comparator	45	47

**Table A2.2: Attainment by end of S5 (all source: Insight)**

% achieving 1+ @ SCQF Level 6 or Better (Higher Grade)		2012	2013	2014	2015	2016
2016 are the equal best results seen and similar to comparator.	PKC	52	52	61	60	61
	Virtual Comparator	52	51	56	59	61

% achieving 3+ @ SCQF Level 6 or Better (Higher Grade)		2012	2013	2014	2015	2016
2016 results are best seen.	PKC	33	34	41	40	43
	Virtual Comparator	32	32	37	39	41

% achieving 5+ @ SCQF Level 6 or Better (Higher Grade)		2012	2013	2014	2015	2016
2016 are second best results seen.	PKC	15	15	22	22	21
	Virtual Comparator	14	14	19	19	21

**Table A2.3: Attainment by end of S6 (all source: Insight)**

% achieving 1+ @ SCQF Level 6 or Better (Higher Grade)		2012	2013	2014	2015	2016
BMIP Performance Indicator						
2016 are second best results seen.	PKC	57	59	58	66	63
	Virtual Comparator	59	58	58	62	65

% achieving 3+ @ SCQF Level 6 or Better (Higher Grade) BMIP Performance Indicator		2012	2013	2014	2015	2016
2016 are second best results seen.	PKC	43	45	45	51	49
	Virtual Comparator	44	44	44	48	50

% achieving 5+ @ SCQF Level 6 or Better (Higher Grade) BMIP Performance Indicator		2012	2013	2014	2015	2016
2016 are second best results seen and above comparator.	PKC	30	31	32	37	36
	Virtual Comparator	30	30	31	34	35

% achieving 1+ @ SCQF Level 7 or Better (Advanced Higher Grade) BMIP Performance Indicator		2012	2013	2014	2015	2016
2016 remain best results seen and comfortably above comparator.	PKC	22	26	25	29	29
	Virtual Comparator	19	20	20	22	22





## Scrutiny Committee

30 November 2016

## School Complaints – Academic Year 2015-2016

## Report by Director (Education and Children's Services)

**PURPOSE OF REPORT**

The report presents to the Committee the school complaints information for the Academic Year 2015-2016.

**1. BACKGROUND/MAIN ISSUES**

- 1.1 The Council's revised Complaints Handling Procedure (CHP) was launched in 2013. This procedure was developed in conjunction with the Scottish Public Services Ombudsman (SPSO) and operates in all 32 Scottish Local Authorities.
- 1.2 The CHP deals with complaints in two stages: **Stage 1 – Frontline Resolution (FLR)** to be resolved in 5 working days with an extension available to a maximum of 10 working days, and **Stage 2 – Investigation** to be resolved within 20 working days.
- 1.3 An annual school complaints report was requested following discussion of a report detailing complaints handling in schools at Scrutiny Committee on 3 December 2014 (Report No 14/513 refers).
- 1.4 This report provides the Committee with school complaints information for Academic Year 2015-2016 (Appendix 1), along with the summary of learning points (Appendix 2).

**2 STAGE 1 (FLR) SCHOOL COMPLAINTS**

- 2.1 Headteachers will usually deal with issues raised at Stage 1 (FLR) of the CHP, with Stage 2 Investigations being undertaken by an Officer based in 2 High Street (eg an Education Project Officer or a Quality Improvement Officer).
- 2.2 FLR Briefing Sessions are available to all schools with the aim of raising awareness/improving understanding of the Stage 1 process, how to record an FLR, as well as general complaints handling advice, guidance and good practice. These sessions are jointly conducted by the ECS Service Complaints Co-ordinator and the Corporate Complaints Team.
- 2.3 Schools recorded 327 Stage 1 FLRs on the Council's Customer relationship Management (CRM) system for the Academic Year 2015-2016. This is a 43% increase in recording of FLRs from the previously reported Academic year 2014-

2015, and a total increase of 244% since Academic year 2013-2014 when the CHP was introduced.

- 2.4 Further information on Stage 1 FLR school complaints is detailed in Appendix 1.

### **3 STAGE 2 (INVESTIGATION) SCHOOL COMPLAINTS**

- 3.1 Stage 2 Investigations are undertaken when a complainant is not satisfied with an FLR response, or where a matter is deemed too serious or complex to be dealt with at Stage 1.
- 3.2 A total of 29 Stage 2 complaints were received during Academic Year 2015-2016. There were also 29 Stage 2 received complaints in the previous Academic year.
- 3.3 Only 5.5% of Stage 1 FLR complaints were escalated to Stage 2, which would indicate the effective early resolution of complaints by staff at Stage 1, thereby preventing costly and resource intensive investigations at Stage 2. This compares to an escalation rate of 9% the previous Academic year.
- 3.4 Further information on Stage 2 Investigation school complaints is detailed in Appendix 1.

### **4 MONITORING AND LEARNING FROM SCHOOL COMPLAINTS**

- 4.1 School complaints activity is scrutinised and monitored by the Head of Early Years and Primary, and the Head of Secondary and Inclusion. This is through the provision of weekly and monthly reports for Stage 1 and Stage 2 complaints respectively. School complaints also form part of the reporting of all ECS complaints to the ECS Senior Management Team.
- 4.2 Following completion of an investigation, the Investigating Officer may have recommendations/improvements for the Head of Service to allocate for action. Learning from complaints can prevent repeat complaints/issues occurring, and help identify emerging themes (learning points). The summary of learning points from Academic Year 2015-2016 is presented in Appendix 2.

### **5 PROPOSALS**

- 5.1 School complaints will continue to be scrutinised at Head of Service and Senior Management Team level to ensure complaints performance and learning from complaints is monitored, and appropriate action is being taken.
- 5.2 Previous updates to the Council's CRM system allow more detailed recording of Stage 1 FLRs, therefore enabling more detailed management information to be obtained to monitor complaints performance within the CHP.
- 5.3 Training for staff dealing with school complaints at both Stages 1 and 2 is ongoing: this includes more in-depth training for Officers who have already received basic complaints training, as well as the complaints e-learning module available on **eric** for all staff. A focus of all training is the responsibility of ECS staff to try to resolve complaints at Stage 1 where possible (see paragraph 2.2).

5.4 Information has also been added to the Council's CHP and complaints information on the website explaining that:

- Education complaints in schools are usually dealt with as a Stage 1 FLR when it requires a response or action at Headteacher or school Senior Management Team level; and
- Parents/carers making a complaint involving a pupil with Additional Support for Learning needs also have additional options to resolving any disagreements with the school, such as independent mediation, applying for dispute resolution or making a referral to the Additional Support Needs Tribunals for Scotland.

## 6 CONCLUSIONS AND RECOMMENDATIONS

6.1 Recording of Stage 1 school complaints has increased significantly since the first academic year reported to Committee. This is a result of the continued embedding of the CHP within schools.

6.2 It is recommended that the Scrutiny Committee:

- Considers and comments on this report and Appendices; and
- Notes that work is continuing to promote and further embed the CHP across all schools through ongoing advice, support and briefing/training sessions.

### Author

Name	Designation	Contact Details
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### Approved

Name	Designation	Date
Sheena Devlin	Director (Education & Children's Services)	3 October 2016

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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>No</b>
Workforce	<b>No</b>
Asset Management (land, property, IST)	<b>No</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>Yes</b>
Strategic Environmental Assessment	<b>Yes</b>
Sustainability (community, economic, environmental)	<b>No</b>
Legal and Governance	<b>No</b>
Risk	<b>No</b>
<b>Consultation</b>	
Internal	<b>Yes</b>
External	<b>No</b>
<b>Communication</b>	
Communications Plan	<b>No</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This section should set 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
- (v) Creating a safe and sustainable place for future generations

This report relates to Objective No (ii).

#### Corporate Plan

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

The Perth and Kinross Community Plan 2013-2023 and Perth and Kinross Council Corporate Plan 2013/2018 set out five strategic 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 following key policy area:

- Communication and Consultation

## 2. Resource Implications

### Financial

- 2.1 N/A

### Workforce

- 2.2 N/A

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

- 2.3 N/A

## 3. Assessments

- 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.

The matters presented in this report were considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

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

- 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 N/A

### Legal and Governance

- 3.4 N/A

Risk

3.5 N/A

#### **4. Consultation**

Internal

4.1 The Education and Children's Services Senior Management Team and the Corporate Complaints and Governance Officer have been consulted on this report.

External

4.2 N/A

#### **5. Communication**

5.1 N/A

## **2. BACKGROUND PAPERS**

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: School Complaints Summary for Academic Year 2015-2016

Appendix 2: Summary of Learning from School Complaints – Academic Year 2015-2016

**Perth and Kinross Council  
Education and Children's Services  
School Complaints Summary for 2015-2016 Academic Year**

**Stage 1 – School Frontline Resolutions (FLRs) Complaints**

A total of **327 Stage 1 FLR school complaints** were recorded during the **2015-2016 Academic Year**.

The following information shows the breakdown of FLRs by **Education Service area** in comparison to Academic Year 2014/2015.

Frontline Resolutions	No received during reporting period		Upheld		Partially upheld		Not upheld		Outcome Unknown	
	2015/2016	2014/2015	2015/2016	2014/2015	2015/2016	2014/2015	2015/2016	2014/2015	2015/2016	2014/2015
Primary & Early Years	127	109	18	13	16	26	72	64	21	6
Secondary & Inclusion	200	119	44	38	32	24	82	44	42	13
<b>TOTAL</b>	<b>327</b>	<b>228</b>	<b>62</b>	<b>51</b>	<b>48</b>	<b>50</b>	<b>154</b>	<b>108</b>	<b>63</b>	<b>19</b>

**27% of Primary and Early Years** and **38% of Secondary and Inclusion Stage 1 FLRs** were either **Upheld** or **Partially Upheld**. **57% of Primary and Early Years** and **41% of Secondary and Inclusion FLRs** were **Not Upheld**. The outcomes of **16% of Primary and Early Years** and **21% of Secondary and Inclusion FLRs** are **Unknown** as this information has not been recorded on the system. Awareness raising and briefing sessions are ongoing to improve this.

The target for complaint responses at **Stage 1** is **5 working days** with an extension available to **10 working days**. The table below shows the number and percentage of complaints which were responded to within five, six to ten and over ten working days in comparison to 2014/2015.

Service Area	0-5 Working days		6-10 Working days		Over 10 Working days	
	2015/2016	2014/2015	2015/2016	2014/2015	2015/2016	2014/2015
Primary & Early Years	98	63	16	22	13	24
Secondary & Inclusion	127	64	37	20	36	35
<b>TOTAL</b>	<b>225</b>	<b>127</b>	<b>53</b>	<b>42</b>	<b>49</b>	<b>59</b>

**77% of Primary and Early Years** and **64% of Secondary and Inclusion FLRs** were responded to within the target of **5 working days** and a further **13%** and **19%** respectively were responded to within the overall **10 working days** allowed. The 5 day response time, as set by the SPSO, is challenging, however, an overall **85%** response rate was achieved for all FLR school complaints within the target timescales allowed.



The main reasons for a delay in FLR responses are complexity of the complaint, and the availability of the employee best suited to resolve/respond to a complaint, eg school staff during school holidays. Incorrect recording has also introduced some inaccuracy to the information, particularly where the FLR is not properly closed on the recording system.

To continue to improve the number of complaints being responded to by schools within a target of up to 10 working days, **FLR briefing sessions** are provided jointly by the ECS Service Complaints Co-ordinator and the Corporate Complaints Team. These sessions are aimed at raising awareness/improving understanding of the Stage 1 process, how to record an FLR on the system, as well as general complaints handling advice, guidance and good practice. These sessions are currently being targeted at schools, but are available across all ECS Service areas.

### Stage 2 – School Complaint Investigations

A total of **29 Stage 2 school complaints** were investigated during the 2015-2016 Academic Year. **It should be noted that 1 complaint investigation is still ongoing due to its complexity.**

#### Stage 2 – No of Complaints Received by Service Area

Primary	12	Secondary	7
Early Years	1	Inclusion	9
<b>Total</b>	<b>13</b>	<b>Total</b>	<b>16</b>

**Only 5.5% of Stage 1 FLR complaints were escalated to a Stage 2 investigation.** This indicates the effective early resolution of complaints by education staff at Stage 1, thereby preventing costly and resource intensive investigations at Stage 2.

In conjunction with the SPSO, a set of **standard complaint categories** was devised for all 32 Local Authorities. The table below shows the number and percentage of Stage 2 complaints within these categories for the 28 complaints which have been **concluded**.

#### Stage 2 – School Complaint Investigations by SPSO Category

Complaint Category	No.	%
Communication	0	0%
Employees	4	14%
Service Provision	18	64%
Policy/Procedure	5	18%
Other	1	4%
<b>Total</b>	<b>28</b>	<b>100%</b>

The Council's complaints procedure specifies that Stage 2 complaints should be acknowledged within 3 working days and should receive a response within 20 working days of receipt. The following table shows Education & Children's Services responsiveness to Stage 2 complaints.

Stage 2 – Complaint Target Times		
Target Times	No.	%
Acknowledged within 3 working days (for 29 complaints received)	*28	*97%
Response to complainant within 20 working days	13	47%
Response to complainant within 21 – 25 working days	2	7%
Response to complainant within 26-30 working days	2	7%
Response to complaints over 30 working days	11	39%
<b>Total</b>	<b>28</b>	<b>100%</b>

\*Complainant sent their complaint directly to an email account of an Officer who was out of the office therefore there was a delay in acknowledging the complaint within 3 working days.

The rate of response within the **target date of 20 days** is not always achieved for reasons such as:

- complexity of the complaint;
- agreeing the scope with the complainant within a reasonable timeframe;
- difficulty in obtaining information from those involved in an investigation, ie during school holidays;
- access to staff/records; and
- pressures of work and capacity issues.

If an investigation is going to take longer than 20 working days, the Investigating Officer will contact the complainant to explain the delay and agree a revised response date, if possible. If the investigation is complex, the Investigating Officer will keep the complainant updated on progress.

The following table shows the number of complaint points investigated and their outcomes for the **28 Stage 2 school complaints** which have been concluded. It should be noted that a single complaint can have **multiple points for investigation**.

Stage 2 – Complaints Investigation Outcomes by Service Area							
Service Area	Investigations completed during reporting period	No. of complaint points Investigated	Upheld	Partially upheld	Not upheld	No Conclusion	Not investigated
Primary & Early Years	13	53	4	7	40	2	0
Secondary & Inclusion	15	67	4	12	34	13	4
<b>Total</b>	<b>28</b>	<b>120</b>	<b>8</b>	<b>19</b>	<b>74</b>	<b>15</b>	<b>4</b>

**62%** of complaint points were **Not Upheld** and **23%** were either **Upheld** or **Partially Upheld**.

It was **not possible to reach a conclusion** for **13%** of complaint points. The most common reasons for this is contradictory subjective evidence and/or a lack of any other supporting evidence or witnesses. Where complaints points are **not investigated** this is usually as there is nothing further to be added to the response provided at Stage 1 of the complaints process, or that the complaint point has already been upheld.

## Stage 2 – Complaints Referred to the SPSO

If a complainant is **not satisfied** with the Council's response, they can refer their complaint to the Scottish Public Services Ombudsman (SPSO) for a review. Of the **28 Stage 2 school complaints** concluded, **2** were referred to the SPSO by complainants with the following outcomes:

Complaint Referred	Year of Referral to SPSO	SPSO Outcome
Complaint A	2016	Complaint not taken forward by SPSO
Complaint B	2016	Complaint not taken forward by SPSO

## Summary of Learning from School Complaints – Academic Year 2015-2016

Learning from complaints is important as it can help improve the services we deliver and the customer's experience. The following are a summary of learning points from Stage 2 school complaints investigated during Academic Year 2015-2016. The ECS Service Complaints Co-ordinator is working with staff to implement the actions identified below. As part of this, an ECS '**Focus on Complaints**' document for staff will be published by the end of 2016 which will highlight the learning points below.

Learning Point	Action
<b>Communication with Parents/Carers:</b> <ul style="list-style-type: none"> <li>Ensure school staff understand and adhere to response timescales for general correspondence/enquiries and complaints.</li> <li>Promote appropriate responses to parental contact/complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Promote the procedures all staff are required to adhere to: <ul style="list-style-type: none"> <li>➤ The Council's Customer Service Standards</li> <li>➤ The Council's Complaints Handling Procedure.</li> </ul> </li> <li>Sharing good practice templates for written correspondence/responses (email, letters etc).</li> </ul>
<b>Additional Support Needs (ASN)</b> <ul style="list-style-type: none"> <li>Signposting parents/carers of a child with ASN to their rights to help resolve disagreements.</li> </ul>	<ul style="list-style-type: none"> <li>Amendments made to ASN information on Council's CHP document and page on Council Website (<a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a>) to support process of referring parents/carers to their rights within the ASN Act to Resolving Disagreements.</li> </ul>
<b>Policy/Procedure</b> <ul style="list-style-type: none"> <li>Ensure schools promote key school policies/procedures to parents/carers.</li> </ul>	<ul style="list-style-type: none"> <li>Headteachers to promote key school policies/procedures to parents to increase awareness/understanding and manage expectations (eg Anti-Bullying, Positive Behaviour, Restorative Practice etc) through school communications channels such as newsletters, school website, Parent Council meetings, parent contact meetings, social media, notice boards etc.</li> <li>Headteachers to signpost the CHP to parents/carers.</li> <li>Clearer CHP information has been included in School Handbooks for publication in December 2016.</li> </ul>
<b>Complaints Handling Procedure (CHP) Support/Guidance/Training for Schools:</b> <ul style="list-style-type: none"> <li>Ensure all school staff are aware of the CHP and are clear about the process and timescales.</li> </ul>	<ul style="list-style-type: none"> <li>Stage 1 FLR resources re-issued to all Headteachers: Acknowledgement/Response letter templates; FLR Guidance for Schools document and Complaints leaflet.</li> <li>Information re complaints good practice/learning points/process to be shared at session Headteacher meeting in February 2017.</li> <li>Complaints Surgery/Drop-In Sessions to be developed for future Headteacher Meeting as a follow-up to February 2017 meeting.</li> <li>Articles in ECS News (Service newsletter) to promote information/resources/support/guidance/training available such as: <ul style="list-style-type: none"> <li>➤ ECS Complaints page on <b>eric</b></li> <li>➤ ECS Complaints generic email account for advice/guidance/support</li> <li>➤ Complaints e-learning module on Learn Innovate Grow (LIGO) online (<b>eric</b>)</li> <li>➤ Stage 1 FLR Briefing sessions which can be delivered to staff in any school (see 2.5 of report).</li> </ul> </li> </ul>



## PERTH AND KINROSS COUNCIL

Council Meeting – 5 October 2016  
Scrutiny Committee – 30 November 2016

**PERTH AND KINROSS CHILD PROTECTION COMMITTEE (CPC)  
STANDARDS AND QUALITY REPORT 2015 – 2016**

**Joint Report by Chief Executive and Director (Education and Children's  
Services)**

**PURPOSE OF REPORT**

Perth and Kinross Child Protection Committee (CPC), in compliance with National Guidance, publishes an annual Standards and Quality Report. This Standards and Quality Report for the academic year 2015 - 2016 provides an overview of the key activities of the work of the CPC to protect children and young people from abuse and neglect and presents the findings from a wide range of single agency and multi-agency self-evaluation activities led by the CPC. It sets out the progress made against a 3-year improvement plan, identifies key strengths and areas for further development. The report concludes that there is a strong capacity for continued improvement across the partnership to protect children and young people.

**1. BACKGROUND/MAIN ISSUES**

- 1.1 All Child Protection Committees in Scotland are encouraged to publish an Annual Report. This Standards and Quality Report covers the work of the Child Protection Committee for the academic year from 1 August 2015 to 31 July 2016.
- 1.2 The Standards and Quality Report takes account of the Care Inspectorate's Quality Indicator Framework for Services for Children *How well are we improving the lives of children and young people?* It presents an overview of performance in services to protect children and is based on sound evidence obtained through a wide range of self-evaluation activities. The conclusions and evaluations provide the CPC with robust confirmation of areas of strengths and will assist the CPC to focus its improvement actions upon key areas for development.
- 1.3 Overall, the CPC has made very good progress in the first year of implementing a three-year Improvement Plan for 2015 - 2018. A significant amount of work has been taken forward and progress is reported in Appendix 5 of the Standards and Quality Report. The CPC will continue to consolidate this within the 3-year improvement plan for 2015 - 2018.
- 1.4 The headlines set out in the Executive Summary reflect the extensive range of activity in Perth and Kinross to achieve a shared vision to keep children and young people safe and enable them to be the best they can be. The findings demonstrate that we have maintained some very effective multi-agency practices to protect children and young people and support vulnerable families and can be confident of ongoing improvement in many areas. The findings

also highlight the positive collaboration and concerted efforts of staff to intervene when necessary to keep children safe, and to strive to give children the best start in life and to achieve positive outcomes.

- 1.5 Following analysis of the management information presented in the CPC Standards and Quality Report for 2014 to 2015 the CPC agreed to focus its self-evaluation of practice on decision-making in child protection processes. The report highlights on pages 18 to 20 the findings from a recent rigorous multi-agency review of decision-making in respect of 63 individual children and young people within the child protection system. The review was carried out by a multi-agency review team of 15 local practitioners and managers, supported by an external independent consultant to provide additional challenge and scrutiny. This review highlights key strengths as well as areas for further development which will be incorporated into the CPC Improvement Plan.
- 1.6 There are also a number of key areas in which there is room for further development and improvement which include the need to:
  - 1.6.1 Further refine the management information and performance framework to enhance the scrutiny and governance of performance;
  - 1.6.2 Ensure our quality assurance and self-evaluation programme continues to focus on key processes including decision making, but places more focus on impact;
  - 1.6.3 Improve key processes in line with the outcomes from the review of decision-making in child protection;
  - 1.6.4 Continue to develop our zero-tolerance and preventative approach to abuse and exploitation;
  - 1.6.5 Continue to embed the provisions of GIRFEC and The Children and Young People (Scotland) Act 2014 to safeguard, support and promote wellbeing - including the wellbeing of 16 - 18 years who may be at risk; and
  - 1.6.6 Continue to implement the Year 2 priorities within the CPC Improvement Plan 2015 – 2018 and the CSE Work Plan 2016.
- 1.7 The statistical data in this Standards and Quality Report shows that the number of children and young people who are identified as needing help and support at an early stage is continuing to rise. This is in keeping with the ethos of *Getting it right* Perth and Kinross. There has also been an increase in the number of children and young people who are the subject of child protection investigations, a trend which continues year-on-year. The findings from the review of decision-making in child protection also indicate that earlier intervention has had a positive bearing on the protective actions taken in advance of decisions to hold a child protection case conference.

- 1.8 Overall, the number of children and young people who are considered at child protection meetings has reduced. However, the length of time that children and young people are included on the Child Protection Register has increased. This may be an indication of the increasing complexity of the risk factors experienced by children and young people and highlights the need for regular review and rigorous assessment of risks and needs. We cannot afford to be complacent and the Council and its statutory partners need to keep staffing levels under review to ensure that there is sufficient professional expertise to ensure these children and young people's circumstances are reviewed regularly to ensure that sufficient progress is made.

## 2. CONCLUSION AND RECOMMENDATIONS

2.1 It is recommended that the Council:

- (i) notes the wide range of work 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 2015 – 2016 (Appendix 1);

3.2 It is recommended that Scrutiny Committee:

- (i) scrutinises and comments as appropriate on the Child Protection Committee Standards and Quality Report 2015 – 2016 (Appendix 1).

### Author(s)

Name	Designation	Contact Details
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### Approved

Name	Designation	Date
John Fyffe	Senior Depute Chief Executive	19 August 2016

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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 report relates to Strategic Objective No (i) Giving every child the best start in life.

#### Corporate Plan

- 1.2 This report relates to Strategic Objective No (i) Giving every child the best start in life.

#### 1.3 Education & Children's Services Policy Framework

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.

## **4. Consultation**

### Internal

- 4.1 The Head of Democratic Services, Head of Finance, Head of Legal Services, Corporate Human Resources Manager, 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**

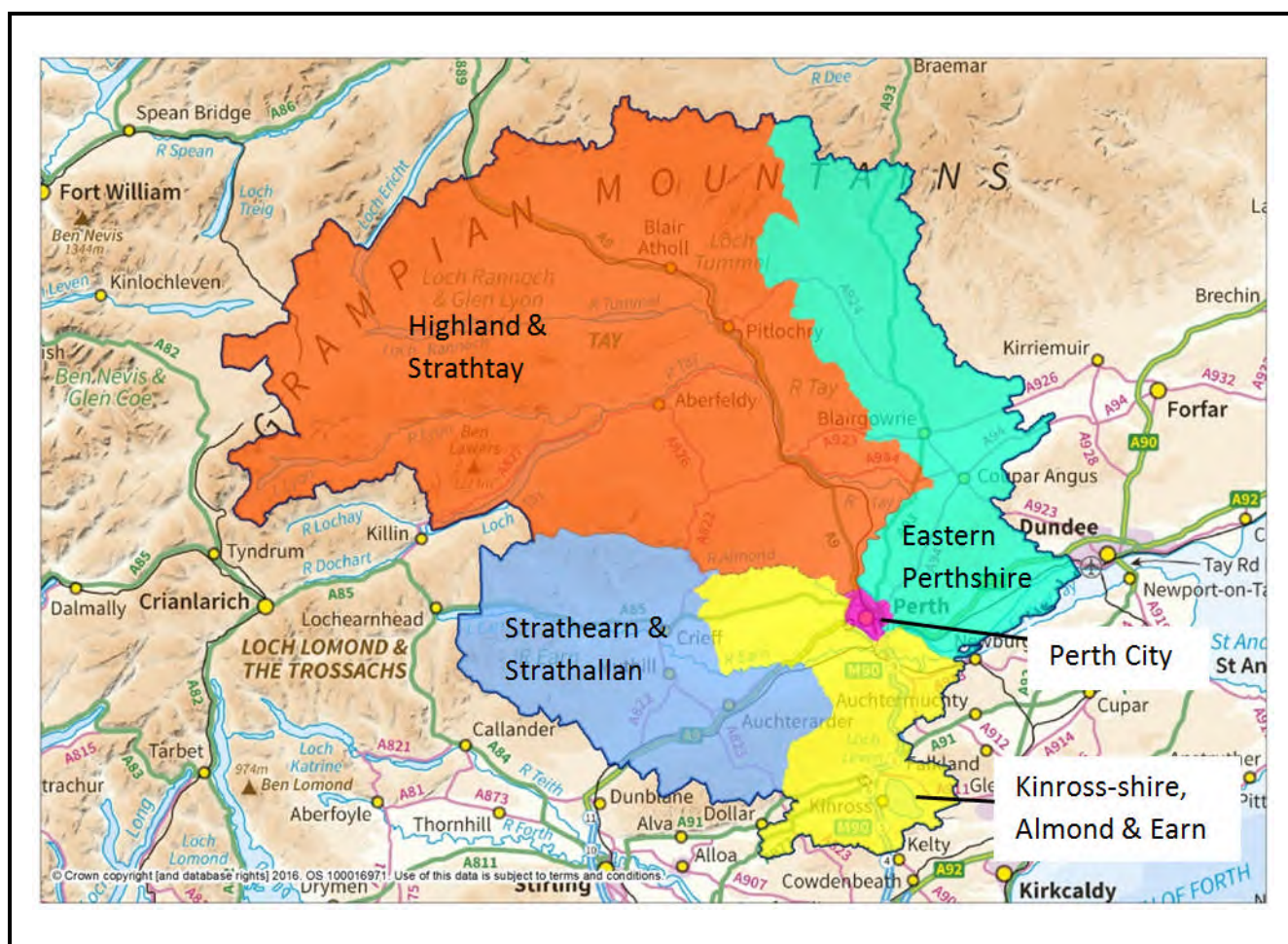
Appendix 1: Perth and Kinross Child Protection Committee Standards and Quality Report 2015 – 2016.



# Standards and Quality Report 2015 / 2016



## Perth and Kinross



<b>Guardian/Keeper:</b>	<b>Perth and Kinross Child Protection Committee (CPC) Standards and Quality Report 2015 / 2016</b>
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## 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 and the NHS Tayside Board are pleased to support the Perth and Kinross Child Protection Committee (CPC) Standards and Quality Report 2015 / 2016.

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 and abuse is **everyone's job**. We take this responsibility very seriously and we are committed to **closing the attainment gap, tackling inequalities** and **minimising the impact of child poverty**.

**Getting it right for every child** remains a key approach to achieving our vision of **enabling all children and young people to be the best they can be**.

The Children, Young People and Families Partnership (CYP&FP) continues to provide robust leadership; direction; governance; scrutiny; challenge and support to the CPC. Over the last year, we have scrutinised the work of the CPC regularly and our strengthened partnership working is improving outcomes.

As a partnership group we are committed to continuous improvement through self-evaluation. We remain vigilant and we are pleased that this report shows our services continue to improve. We are however, not complacent and together with the CPC, we strive to ensure continuous improvement and to realise fully our capacity for improvement.

We acknowledge the efforts of the CPC, members of the CPC Sub Groups, wider child protection community and all staff across the public, private, third and independent sectors, whose commitment, dedication and hard work is achieving better outcomes for vulnerable children and young people at risk of harm and abuse.

We commend and endorse this CPC Standards and Quality Report for 2015 / 2016.

**Bernadette Malone CBE**  
**Chief Executive**  
**Perth & Kinross Council**

**Lesley McLay**  
**Chief Executive**  
**NHS Tayside**

**Paul Anderson**  
**Chief Superintendent**  
**Police Scotland – Tayside Division**

**Anne Gerry**  
**Locality Reporter Manager**  
**Scottish Children's Reporter**  
**Administration**

## Introduction by the Chair of Perth and Kinross CPC

Welcome to our CPC Standards and Quality Report 2015 / 2016. This report covers the period 1 August 2015 to 31 July 2016.

I am very pleased to present this high-level, overview report, of our multi-agency activity for the past year. This report presents the findings from an ever-increasing range of single and joint self-evaluation activities which are focussed on prevention; early intervention; keeping safe and taking action to protect children and young people from harm, abuse and exploitation.

This report identifies our *achievements; key strengths* and *areas for further improvement* and we remain confident that our approach to *joint self-evaluation* is evidence-based; focused firmly on improving wellbeing and frontline practice and there is increasing evidence of this across all services in Perth and Kinross.

We know ***what works; what can work better; how good we are now and how good we can be***. As a result, this report concludes that our capacity for continued improvement remains strong.

Once again, 2015 / 2016 has been a very demanding and challenging year for the CPC. Our work has continued against an ever-changing / dynamic legislative, policy and practice environment; an integration agenda and both organisational and transformational change. Earlier this year, Scottish Ministers announced a comprehensive review of the child protection system in Scotland and at the time of publication that work is now underway.

Nevertheless, this report shows we have continued to deliver our services to protect children and young people effectively and efficiently. We have continued to develop our ***partnership working***; to ***build our child protection community*** and to develop our ***community approach quality assurance and self-evaluation***. Together, we are supporting a partnership approach to create a ***hostile environment and zero-tolerance*** to abuse and exploitation.

The Child Protection Committee has identified its improvement priorities for the year ahead. Last year, we set an ambitious three-year plan for improvement and I am confident that this will build on our track record of strong performance in the protection of children and young people in Perth and Kinross.

The hard work, commitment and dedication of all our staff is outstanding and they are making a positive difference to, and improving the life chances of all children, young people and families across Perth and Kinross.

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



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

This report reflects the extensive range of activity in Perth and Kinross to achieve the vision of ***keeping children and young people safe*** and ***enabling them to be the best they can be***.

It demonstrates effective partnership working and the commitment of Elected Members, Chief Officers, the Child Protection Committee (CPC) and our wider child protection community to achieve high standards in all areas of our work. It reflects the work of a very energetic child protection community and a highly committed CPC support team.

We are confident that our performance overall is ***safeguarding, supporting*** and ***promoting*** the ***wellbeing*** of all children and young people and is ***protecting*** them from harm and abuse.

We know that:

- *our services to protect children and young people are robust and focus on wellbeing, vulnerability, risks and needs*
- *there is a very strong commitment at every level to tackle inequalities and to improve the life chances of all children, young people and families*
- *our practices are flexible, evidence-based, informed by policy, quality assurance and self-evaluation*
- *our staff respond to children, young people and families in ways which keep them safe and promote their wellbeing*
- *we are supporting, developing and empowering a highly committed, competent and confident workforce*
- *we are a learning CPC which is transparent and public-facing*

The work presented in this report is a summary of our key outcomes. The improvements identified in this report underpin our confidence in our collective capacity for continuous improvement through self-evaluation.

The CPC has made ***significant progress*** in taking forward the high level actions / tasks in the Improvement Plan. Whilst much has been achieved, there remains more to do. The CPC continues to implement its ambitious programme of change and improvement and this report demonstrates what has been achieved over the last year.

The statistical data in this report shows that ***the number of children and young people for whom there is a child concern is growing***. This means we cannot afford to be complacent and presents us with a constant challenge to respond at early stage and to ensure that we provide advice, support and assistance to ***safeguard, support*** and ***promote*** their ***wellbeing*** and to prevent their difficulties from getting worse. The data also show that while the numbers of new registrations on the Child Protection Register have reduced, the complexity of risk factors continues to present challenges across the partnership.

## Context

This section sets out our shared and ambitious vision, values and aims. It briefly describes the national and local context within which we deliver our services for children, young people and families.

*"In areas which are performing well, leaders continue to provide strong, collective ownership of a common purpose and shared values for delivering the best possible outcomes for children and young people in need of protection. Chief officers and child protection committees are making strenuous efforts to steer services through the challenges associated with sustaining what is working well and implementing change for improvement through integrated working. Placing the emphasis on protecting children and young people within the wider public protection agenda has been highly effective in delivering better outcomes for children and young people through safer communities"*

*"Strong links between the work of child protection committees and strategic groups which lead integrated children's services planning helps place protection of children and young people at the centre of wider strategies to improve their wellbeing. This provides a helpful interface between child protection and other planning arrangements for services for children and supports steady and incremental advancement in successful and collaborative partnership working"*

*A report on the effectiveness of child protection arrangements in Scotland* (Care Inspectorate: November 2014)

## Vision, Values and Aims

Elected Members, Chief Officers, the Child Protection Committee and partner agencies are working together effectively to keep children safe. Our Vision is to **enable all children and young people to be the best they can be**. We are committed to **getting it right for every child** by working to keep them **safe; healthy; achieving; nurtured; active; respected; responsible and included**.

## National Context

The Scottish Government wants Scotland to be the best place in the world for children and young people to grow up so that they become: **successful learners; confident individuals; effective contributors and responsible citizens**.

All children and young people (including unborn babies) have the right to be cared for; protected from harm and abuse and to grow up in a safe environment in which their rights are respected and their **wellbeing** needs are met. Children and young people should **get the help they need, when they need it, for as long as they need it**. They should also **get the right help, at the right time, from the right people** and their welfare is always paramount.

Most children and young people get all the help and support they need from their parents, carers and families, in addition to the universal services of education and health. However, on some occasions, some children and young people may need further help and support in order to **safeguard, support and promote** their **wellbeing** and to **protect them from harm and abuse**.

## **Local Context**

Within in Perth and Kinross, supporting the **wellbeing** of all children and young people and **protecting them from harm and abuse** 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.

Wellbeing sits at the heart of the Getting it right for every child (GIRFEC) approach. GIRFEC is the national approach in Scotland to improving outcomes and supporting the *wellbeing* of all our children and young people, by offering the right help, at the right time, from the right people. GIRFEC has its origins in the United Nations Convention on the Rights of the Child (UNCRC), which outlines the rights of children and young people to have their basic needs met and to reach their full potential. GIRFEC puts the rights and *wellbeing* of all children and young people at the heart of the services that support them.

Child protection is not something which sits separately from wellbeing. Protecting children and young people is an integral part of the wider Getting it right for every child approach. Both are inextricably linked and prerequisite to improving outcomes for children and young people.

Protecting a child or young person from abuse or neglect sits within a spectrum of early intervention and effective family support.

Under the auspices of the Community Planning Framework, the Perth and Kinross Community Plan / Single Outcome Agreement 2013 - 2023 and the Perth and Kinross Integrated Children's Services Plan 2013 - 2018 are the key strategic plans for all services for children, young people and families in Perth and Kinross.

Our **Strategic Objectives** and **Local Outcomes** for 2013 – 2023 form the **golden thread** for all of our work to improve the lives of children, young people and families by ensuring that:

- *Children have the best start in life*
- *Families are nurtured and supported*
- *Young people reach their potential*
- *People are ready for life and work*
- *Employment opportunities for all*
- *Longer healthier lives for all*
- *Resilient, responsible and safe communities*
- *People in vulnerable circumstances are protected*

The Perth and Kinross Integrated Children's Services Plan 2013 - 2018 identifies the priorities and actions across services for children, young people and their families for the next five years around eight key themes:

1. *GIRFEC - Getting it Right for Every Child*
2. *Participation and Engagement*
3. *Early Years*
4. *Parenting*
5. *Corporate Parenting*
6. *Child Protection – Keeping Children Safe*
7. *Learning and Achievement*
8. *Workforce Development*

## Our Local Outcomes: A Whole Life Approach<sup>1</sup>



<sup>1</sup> Source: Perth and Kinross Community Plan / Single Outcome Agreement (SOA) 2013 - 2023  
Perth and Kinross Council Corporate Plan 2013 - 2018  
Perth and Kinross Integrated Children's Services Plan 2013 - 2018

## The Work of the Child Protection Committee (CPC)

The work of Perth and Kinross Child Protection Committee is fundamental to ensuring better outcomes for our most vulnerable children and young people who are in need of protection from abuse, neglect and exploitation.

Underpinning the work of the CPC is the National Guidance for Child Protection in Scotland 2014 (Scottish Government: 2014) and two quality improvement frameworks for services to protect children: How well do we protect children and meet their needs? (HM Inspectorate of Education: 2009) and How well are we improving the lives of children and young people? (Care Inspectorate: 2014).

The National Guidance for Child Protection in Scotland 2014 describes the functions of Child Protection Committees as ***continuous improvement, strategic planning and public information and communication***.

### Continuous Improvement

- *Policies, Procedures and Protocols*
- *Self-Evaluation in Improving Services to Protect Children*
- *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 Children and Young People and their Families*

Over the last year, members of the Child Protection Committee along with Chief Officers revisited the purpose, roles and responsibilities of the committee and how these are taken forward. The committee keep its membership and the work of its sub groups under regular review

## Management Information and Performance Outcomes

This section describes the findings from our CPC multi-agency management information and performance outcome framework and reports on *headline messages* for 2015 - 2016.

**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 and abuse.**

*"CPCs have continued to develop systematic and rigorous approaches to joint self-evaluation using relevant quality improvement frameworks such as How well do we protect children and meet their needs? published by HMIE in 2009 and How well are we improving the lives of children and young people? published by the Care Inspectorate in 2012. This is providing them with a detailed, shared understanding of strengths as well as priorities for improvement. In turn, this is helping services sustain what is working well and at the same time embrace new, improved ways of working"*

*A report on the effectiveness of child protection arrangements in Scotland (Care Inspectorate: November 2014)*

*"The CPC could benefit from further developing management information to enable partners to demonstrate how their performance in public protection is improving over time. Leaders are confident that outcomes for individual children in need of protection are improved as a result of the services they receive. They recognise that developing a more systematic approach to aggregating this information using a set of outcome indicators would help them to show overall improvements in safety and wellbeing"*

*Effectiveness of the CPC in Perth and Kinross Council Area:  
Report to Scottish Ministers (Emma McWilliam, Link Inspector,  
Care Inspectorate: March 2014)*

### **Background Information and Context**

Perth and Kinross CPC publishes Child Protection and Looked-After Children Management Information and Statistical Reports on an academic year basis (August to July), in compliance with Scottish Government's annual reporting requirements.

On 1 August 2015, we introduced a robust and meaningful multi-agency CPC Management Information and Performance Outcome Framework.

The 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).

The framework provides the CPC with quarterly reports and a more robust and comprehensive annual performance report and **represents a significant improvement led by the CPC**. This framework continues to evolve and develop, in compliance with GIRFEC and the requirements of The Children and Young People (Scotland) Act 2014.

The framework also allows the CPC to effectively monitor key child protection processes and practices and to provide reassurance to the CYP&FP.

In addition to these quarterly and annual CPC performance management reports, a new Thematic (cyclical) Approach to Performance Reporting has been agreed with the CYP&FP.



Aimed at achieving better outcomes for children and young people, this thematic approach to reporting has four key strands: *health and development; improving the life chances of vulnerable children and young people; quality of life; and contextual / inequalities information and education outcomes*. Child protection features as a priority for the CYP&FP and quarterly thematic reports are now provided to the CYP&FP for assurance and scrutiny purposes.

### Headline Messages 2015 - 2016

For the purposes of this report, we will present only the **headline messages** from our CPC Management Information and Performance Outcome Framework. These are presented for the academic year 01 August 2015 – 31 July 2016 and, where possible, compared with previous years.<sup>2 3</sup>

### Child Concern Reports (CCRs)<sup>4</sup>

Table: 1

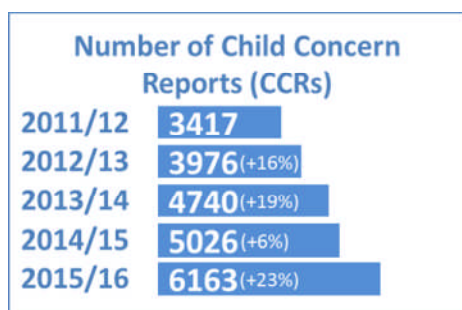
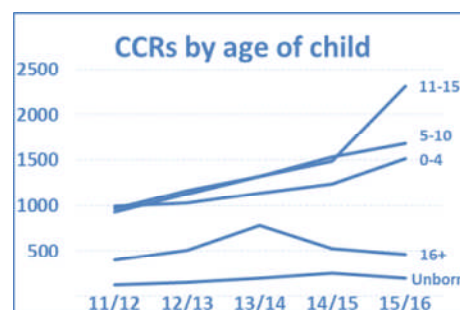


Table: 2



The total number of Child Concern Reports (CCRs) has risen significantly over the last year, in line with the priority to intervene early to support children, young people and families.

CCRs have risen for all children under 16, particularly in relation to 11-15 year olds.

### Source of Child Concern Reports (CCRs)

Table: 3

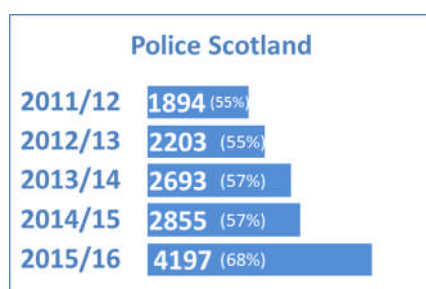


Table: 4

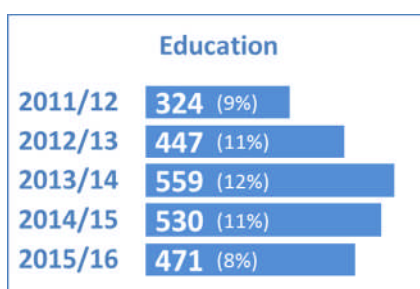
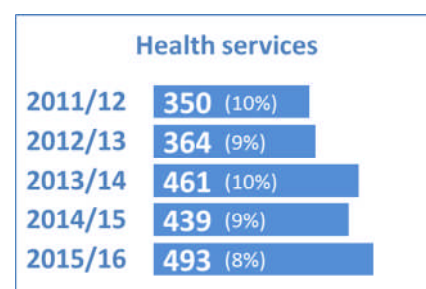


Table: 5



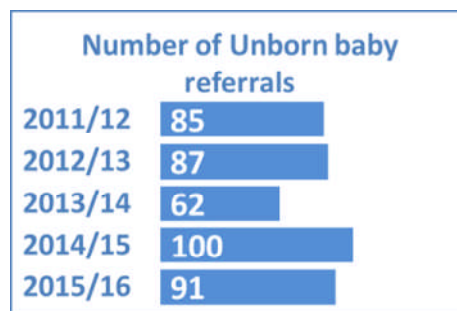
The main source of CCRs continues to be Police Scotland (possibly as a result of the implementation and embedding of their Vulnerable Persons Database (iVPD) and their proactive approach to prevention and early intervention), followed by Health Services and Education. Overall, these three groups account for 85% of all CCRs submitted. The sharpest increase (68% from last year) has been from Police Scotland.

<sup>2</sup> Note: Since August 2011, Child Protection statistical information has been reported on an Academic Yearly basis (August to July) in compliance with Scottish Government Guidance.

<sup>3</sup> Note: Figures are accurate as at 31 July 2016, however they may be updated in subsequent reporting due to data validation and quality processes.

<sup>4</sup> Note: Child Concern Reports (CCRs) may relate to aspects of child wellbeing, which are screened and shared proportionality with staff in Police, Health, Education and Social Work through the Multi-Agency Screening Group (MASG). Child Protection Concerns are escalated and managed via Multi-Agency Child Protection Procedures.

Table: 6



The number of referrals for unborn babies has remained steady since 2011, with a drop in 2013/2014.<sup>5</sup>

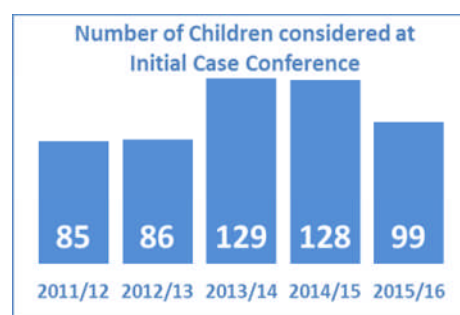
## Investigations and Initial Child Protection Case Conferences

Table: 7



The number of Child Protection Investigations continues to rise year-on-year. The 152 child protection investigations related to 218 separate children and young people.

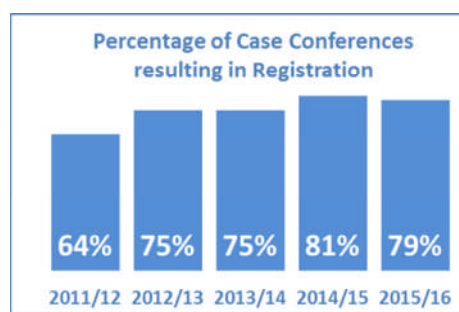
Table: 8



The number of individual children and young people considered at an Initial Child Protection Case Conference has dropped and represents a small proportion (2%) of the total CCRs.

## Conversion Rates

Table: 9

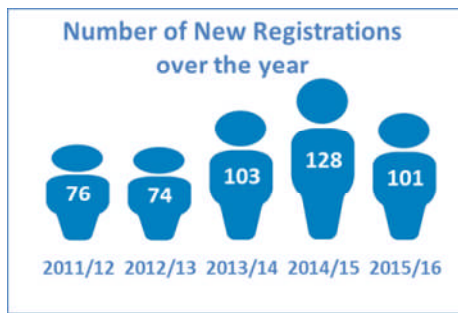


<sup>5</sup> Unborn Baby Referrals considered by the Multi-Agency Screening Group (MASG).



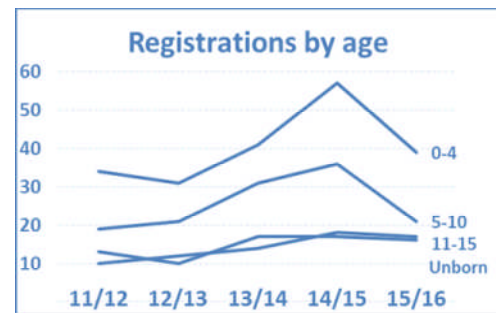
## Registration Rates

Table: 10



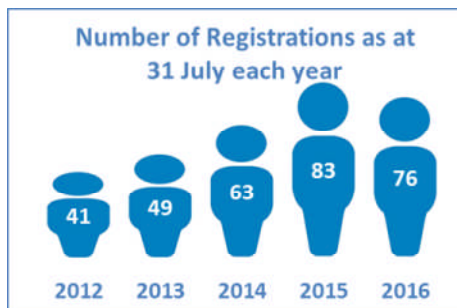
The number of children and young people placed on the CPR has fallen over the last year.

Table: 11



Children aged 0-4 continue to make up the largest age group with 39 (45%) of registrations.

Table: 12



The number of children and young people on the CPR has fallen slightly after a large increase in 2015, which was partly due to several large sibling groups being registered. Registrations include temporary registrations (these are for children who move into Perth & Kinross Council area for a limited period for a holiday with relatives, for example).

Table: 13



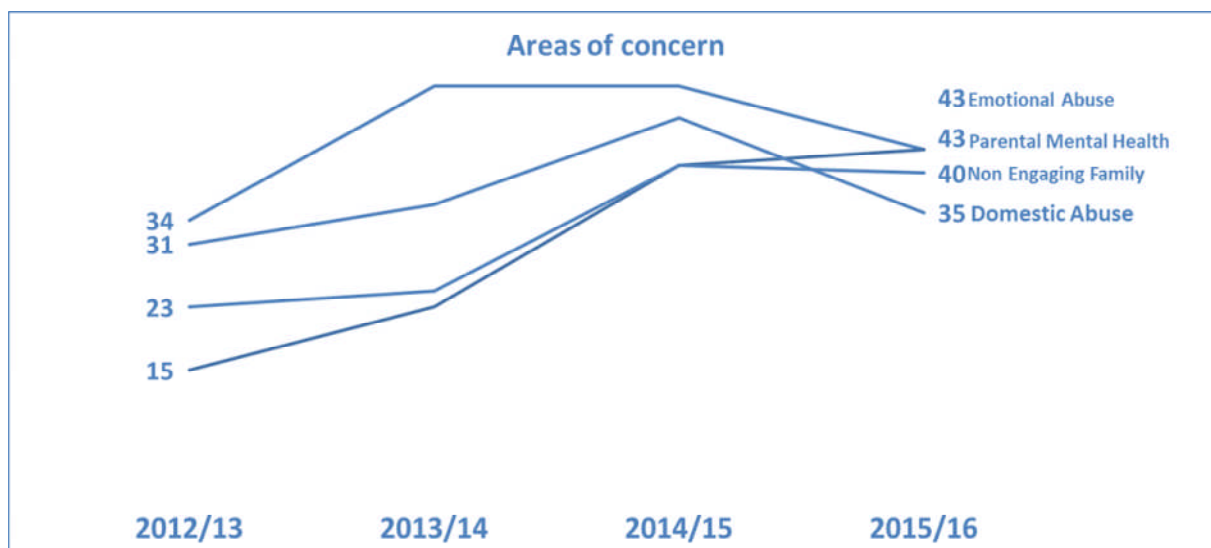
Most registrations last less than a year, with 22 out of 120 children and young people removed from the CPR in 2015/2016 having been on the CPR for 12 months or more. In comparison to last year, more children and young people are staying on the CPR for longer, which may be an indication of the increasing complexity of the risk factors experienced.

Over the last year there has been a significant increase in the number of Child Concerns Reports being submitted. This is in keeping with the ethos of *Getting it Right* in Perth and Kinross. The number of child protection investigations has also continued to rise.

The findings from the Review of Child Protection Decision Making in 2015/2016 indicated that earlier intervention had a positive bearing on the protective actions taken in advance of the decision to hold a Child Protection Case Conference to place a child or young person's name on the CPR. There are indications that the level of needs and risks is greater and more complex and this is shown in the increase in the length of time children and young people are retained on the CPR.

## Areas of Concern (Registration Categories)

Table: 14



## Areas of Concern<sup>6</sup>

Table: 15

Area of concern	14/15	15/16	Area of concern	14/15	15/16
Emotional Abuse	51	43	Parental Alcohol Misuse	27	20
Parental Mental Health	41	43	Poverty/Financial Difficulty	19	12
Non Engaging Family	41	40	Child Placing Themselves At Risk	10	7
Domestic Abuse	47	35	Sexual Abuse	14	7
Neglect	26	26	Parental Learning Difficulties	*	*
Parental Drug Misuse	32	24	Frequent Changes Of Address	7	*
Physical Abuse	18	24			

## Household Characteristics

Table: 16

Household characteristics	14/15	15/16
In Receipt Of Welfare Benefits	62	50
Unemployment	60	44
Domestic Violence	33	42
Serious Marital Problems	36	28
Social Isolation - Lack Of Family Or Community Support	33	27
Mother Pregnant Or Recently Delivered	27	22
Debts Or Serious Financial Stress	18	17
Inadequate Housing	10	15
Schedule 1 Offender	8	10
Frequent Address Change	11	6

<sup>6</sup> Totals less than 5 have been suppressed.

More than one area of concern can be identified for each child or young person placed on the CPR. There has been a noteworthy decrease over the last year in the number of children and young people whose names are included on the CPR and who are affected by domestic abuse and parental drug and/or alcohol misuse.

The most common Household Characteristics are *In Receipt of Welfare Benefits* and *Unemployment*, which are the same as last year. Household Characteristics for children on the CPR register are recorded by the Chair of the Child Protection Case Conference and more than one category can be recorded for each registration.

### Scottish Children's Reporter Administration (SCRA) (figures based on Financial Year (Apr 2015 – Mar 2016))

Table: 17

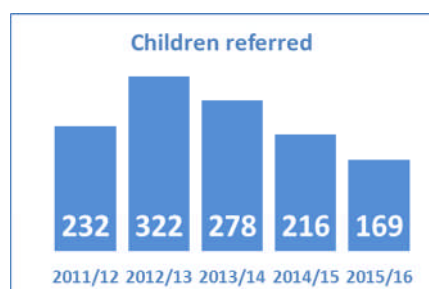
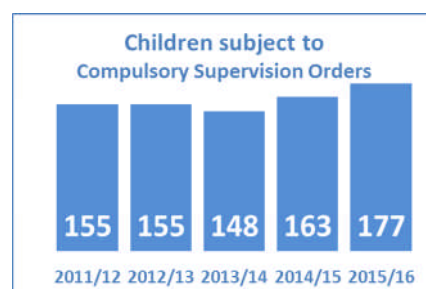


Table: 18



Table: 19



The number of children and young people referred to SCRA is dropping, in line with a national trend. The number of Child Protection Orders (CPOs) has also dropped following an increase in 2014/15. The number of Compulsory Supervision Orders (CSOs) has again risen, opposed to a generally downward national trend.

The Locality Reporter Manager confirms that children and young people referred meet the threshold for Compulsory Measures of Care. However these are small numbers and are subject to large short term variations.

## 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** 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.

*"The most effective child protection committees have adopted sound quality assurance systems, jointly monitor performance and implement systematic and rigorous self-evaluation using relevant quality improvement frameworks. We found a high level of commitment to quality improvement through joint multi-agency self-evaluation led by child protection committees. We also found encouraging evidence that this was becoming much more firmly embedded and carried out systematically, often conducted within a programme or cycle of evaluation"*

*A report on the effectiveness of child protection arrangements in Scotland (Care Inspectorate: November 2014)*

### Quality Improvement Framework

The continuous improvement through self-evaluation work of the CPC continues to be underpinned by the following quality improvement frameworks:

- How well do we protect children and meet their needs? published by HMIE in 2009
- How well are we improving the lives of children and young people? published by the Care Inspectorate in 2014

The following Quality Indicators are those used by the CPC to evaluate the impact of single and multi-agency child protection processes and practices on children and young people, families, staff and the community:

#### Quality Indicator Framework 2009

- QI 2.1 Children and young people are listened to, understood and respected
- QI 2.2 Children and young people benefit from strategies to minimise harm
- QI 2.3 Children and young people are helped by the actions taken in immediate response to concerns
- QI 2.4 Children and young people's needs are met
- QI 5.2 Information sharing and recording

#### Quality Indicator Framework 2014

- QI 2.1 Impact on children and young people
- QI 2.2 Impact on families
- QI 3.1 Impact on staff
- QI 4.1 Impact on the community
- QI 5.1 Providing help and support at an early stage
- QI 5.2 Assessing and responding to risks and needs
- QI 5.3 Planning for individual children and young people
- QI 5.4 Involving individual children, young people and families

## Impact on Children, Young People and Families

**Evaluation: We are confident that we listen carefully, 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.**

The following activities from our continuous improvement through self-evaluation programme and demonstrate the impact of our work on children and families:

### ***Review of Decision making in Child Protection 2016***

Since 2002, the CPC has been carrying out annual quality assurance self-evaluations of key child protection processes. One element of this has included an annual multi-agency review of child protection practice through and examination of minutes of meetings and supporting documentation such as Assessment Reports and Child's Plan used by Child Protection Case Conference and Core Group meetings.

Year-on-year, the findings have been fairly consistent in terms of identifying key strengths and areas for development. We also recognised that this was small-scale, albeit an in depth review and evaluation and we set about improving this.

Following on from very helpful and constructive feedback received from Elected Members and Chief Officers in response to last year's CPC Standards and Quality Report, the CPC decided to take a broader, systematic multi-agency approach to evaluating key child protection processes and practices.

We committed ourselves to a *whole-system* approach which included:

- *review and quality assurance of all Child Protection Case Conferences which did not result in the child's name being placed on the child protection register (CPR)*
- *systematic review and quality assurance of all children whose names were removed from the CPR in less than 6 months*
- *systematic review and quality assurance of all children whose names were retained on the CPR for more than 12 months.*

This year we recruited a number of new and existing multi-agency practitioners and managers (15) to act as Assessors. We also invited Safaa Baxter, Independent Chair of South Lanarkshire CPC and former Head of Children and Families and Criminal Justice (CSWO) in East Renfrewshire to participate and to provide additional independence.

We also adopted a more refined methodology which included a focus on:

- *Quality Indicator 2.1 - Impact on children and young people (focus on safe, healthy and nurtured)*
- *Quality Indicator 5.2 - Assessing and reposing to risks and needs (focus on assessment of risks and needs)*
- *Quality Indicator 5.3 - Planning for individual children and young people (focus on quality, reviewing progress, multi-agency decision making and securing stable and caring environments)*

- *Quality Indicator 5.4 - Involving individual children, young people and families (seeking and recording views).*

This was a retrospective multi-agency review of practice which took place in June / July 2016.

The period of scrutiny was August 2014 - July 2015. In total, decision making relating to 63 individual children and young people (including unborn babies and sibling groups) was reviewed and evaluated. The sample was a demographic and geographical representative sample from across Perth and Kinross and this represented a significant increase from our previous sample of 18 (239% increase) from last year. The sample included:

- *all those children and young people (21) who had been considered by an Initial CPCC and whose names had not placed on the CPR*
- *a random sample (21) of children and young people who had been considered by a CPCC and whose names had been placed / retained on the CPR for less than six months*
- *all those children and young people (21) who had been considered by a CPCC and whose names had been placed / retained on the CPR for twelve months or more within the specified timeframe (01/05/2015 – 31/07/2015).*

This review focussed on two particular aspects of practice - *the quality of multi-agency decision making and the consistency of response.*

***In terms of impact,*** the high-level findings from this exercise are:

#### ***Key Strengths***

- *in addition to the requirement to ensure safety, children and young people's wellbeing needs were also being addressed*
- *early intervention was effective and prevented the need for registration as risks had been reduced at an early stage*
- *immediate action was taken to ensure the protection of children and young people*
- *in almost all cases there was strong evidence of partnership working and excellent information sharing*
- *there was positive use of multi-agency risk assessment and robust plans were in place for the majority of children*
- *recognised frameworks were used to assess need and risk e.g. resilience framework, risk matrix*
- *repeated reference was made to 'trusted adults' and the importance of this to enabling the participation and successful engagement of children, young people and their families*
- *very clear plans in place and outcomes defined*
- *growing evidence of wider use of the 'Child's Plan' to record co-ordinated action (regardless of registration of child)*
- *evidence of commitment to the core groups from a range of partners and from parents and carers*
- *positive action by family was repeatedly noted as supporting progress for children*
- *good evidence of collated chronologies which were helpful in identifying patterns and risks*
- *children and young people's views were expressed, documented and clear evidence of records being very child-centred and this was reflected in the majority of records*
- *there was strong emphasis on obtaining and recording of the views of the child and their parents.*



## Areas for Development

- *more could be done to consider health and general wellbeing issues in the early stages of the child protection process; however, this becomes much more evident once a child or young person has been part of the child protection process for 6 months or more)*
- *need to ensure that the impact of intervention is clearly recorded and can provide evidence of improvement in circumstances prior to decisions being made to deregister a child or young person*
- *there was a tendency to promote parenting capacity assessments even when there was evidence that the likelihood of change was limited (optimism about capacity for parental change)*
- *further work is required to ensure more active engagement of fathers and male carers*
- *in some cases children and young people remained on the CPR for more than 12 months when risks had not been reduced sufficiently*
- *Child's Plans needed to be SMARTer with clearer timescales*
- *a wider range of approaches can be used to seek the experience and views of very young children aged 2-5 years*
- *introduce interactive mechanisms to capture views of children e.g. tablets, apps etc*
- *introduce standardised formats for staff to report on progress.*

## Conclusions

This was a robust and rigorous review which explored key elements of child protection processes. The high level findings demonstrate consistently high standards of multi-agency practice - particularly in respect of *partnership working; information sharing; building and sustaining trusted relationships; assessment of needs and risks; respectful communication, and recording the views of children and families.*

The recent introduction of the Child's Plan and Chronology Guidance is already contributing to improvement in multi-agency *planning and decision making.* Work is already underway to improve the existing CPCC Reporting Templates.

## Child Protection Case Conference - Refresher Training for Chairs 2016

Last year we reported on the need to carry out the above refresher training, which has now completed. Moira McKinnon, Social Work Consultant and Independent Chair of Argyll and Bute CPC, carried out this one-day training in early 2016; which all Improvement Officers and some Team Leaders from Services for Children, Young People and Families attended. Overall the training was evaluated as very helpful in improving practice. ***In terms of impact,*** the following is a snapshot of the feedback:

## CPCC Core Group Chairing - Refresher Training - Comments / Feedback

*"allowed me an opportunity to reflect on my chairing - ideas for creative ways of focusing on risk management in a more inclusive way"*

*"I have begun to look at how I chair meetings - putting things on the table - real discussions - around the real issues"*

*"the case conference is not a social work meeting - a multi-agency one so I will now ensure I involve everybody more in the shared decisions we make"*

## Keeping Children Safe Survey: Local Authority Schools Sector 2016

This year we repeated the annual *How Good is Our School at Helping Me to Stay Safe Survey* across the Perth and Kinross Council Primary and Secondary Schools between May and June 2016.

This year we are presenting the year-on-year comparative results and also showing them separately for primary and secondary schools; albeit both surveys had very slight age-specific and dependent question differences.

In total 4,811 children and young people took part in the survey (compared to 1,740 in 2015 an increase of 176%). 3,139 (65%) were of *primary school* age and 1,672 (35%) were of *secondary school* age.

**In terms of impact**, the following Tables provide a comparative snapshot analysis between the 2016 and 2015 (greyed-out figures) surveys:

Table No: 20

<b>Survey: Keeping Children and Young People Safe</b> Sample Size 2016: 4,811 Sample Size 2015: 1,740		<b>2016</b> <b>Strongly Agree</b> <b>and/or Agree</b>		<b>2015</b> <b>Strongly</b> <b>Agree and/or</b> <b>Agree</b>
1. I know what things are dangerous for me	Primary	96%	96%	
	Secondary	92%		
2. School teaches me how to stay safe online	Primary	89%	90%	
	Secondary	74%		
3. If I had a problem I know who I would talk to at school	Primary	91%	89%	
	Secondary	84%		
4. School teaches me how to stay safe in my community	Primary	88%	88%	
	Secondary	68%		
5. At least one adult knows me well at school	Primary	90%	88%	
	Secondary	76%		
6. If I had a worry about my friend not being safe, I would talk to an adult I can trust in school	Primary	91%	87%	
	Secondary	72%		
7. If I have a problem I know school will help me for as long as I need help	Primary	86%	85%	
	Secondary	68%		
8. At school, if I want to talk to someone privately about a concern, I can do that	Primary	74%	75%	
	Secondary	73%		
9. I know that I can call ChildLine on 0800 1111 free of charge if I have a problem	Primary	61%	70%	
	Secondary	79%		
10. I know that it is wrong for anyone to hurt me	Primary	96%	96%	
	Secondary	93%		
11. I know that it is wrong for anyone to ask me to do something I don't want to	Primary	93%	95%	
	Secondary	93%		
12. I am confident to say "No" if someone asks me to do something I don't want to	Primary	85%	87%	
	Secondary	86%		



Table No: 21

<b>Survey: Keeping Safe: Alcohol, Drugs and Healthy Relationships</b> Sample Size 2016: 4,811 Sample Size 2015: 1,740					
	<b>Year</b>	<b>Sector</b>	<b>A Lot</b>	<b>Some</b>	<b>Not Much</b>
1. At school, how much have you learned about the effects of alcohol?	2016	Primary	28%	38%	34%
		Secondary	37%	49%	14%
	2015	Primary & Secondary	32%	37%	31%
2. At school, how much have you learned about the effects of illegal drug use?	2016	Primary	24%	36%	40%
		Secondary	39%	45%	16%
	2015	Primary & Secondary	29%	37%	34%
3. At school, how much have you learned about sexual health and relationships?	2016	Secondary School Only	34%	45%	21%
	2015	Secondary School Only	34%	47%	19%

## Conclusions

Taking into consideration the significant variation in the year-on-year sample size; whilst acknowledging that different primary and secondary school cohorts took part and the % variations between 2015 and 2016, overall the findings remain relatively consistent and very positive.

Table No: 20 clearly demonstrate that overall children and young people have a good awareness and understanding about keeping themselves and others safe; have a good knowledge of where and when to seek help and a general confidence that they would get the help they need when they needed it.

However, some of the % differentials between the primary and secondary school cohorts do suggest there is a continued need for support to be provided in all schools, particularly around keeping safe online; in the community and the need for further reassurance.

Table No: 21 whilst demonstrating an overall good awareness and understanding about the impact of alcohol and drugs and a good understanding of sexual health and relationships (secondary schools only), it also identifies the need to continue these preventative alcohol, drugs and sexual health educational programmes in all our schools.

As would be expected, children and young people in secondary schools reported an overall higher percentage understanding of these matters than those in primary schools. This year, schools are being provided with individualised evaluation reports to inform their improvement programmes for 2016 - 2017. The CPC plans to share these findings with E2S Officers; with the ADP Children and Young People Group and will repeat this survey next year.

## **NSPCC Schools Service 2015 - 2016 / NSPCC “Speak out. Stay safe. Programme” 2016 - 2017**



Last year we reported on the continued roll-out of the NSPCC Schools Service across Perth and Kinross Council Primary Schools (P6 and P7) and plans to extend this Service

to younger children in all PKC Primary Schools and to the Perth and Kinross Independent Schools sector.

The NSPCC Schools Service, first launched in January 2011, continues to work across Scotland and the UK to ensure that children:

- 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.

By 31 May 2016, the NSPCC Schools Service has been delivered to 2,958 schools in Scotland, (visiting many of these more than once) and 147,118 children. The programme provides child-friendly, interactive assemblies and workshops, which are delivered by specially trained NSPCC volunteers.

Since November 2013, the Service has been delivered in a number of PKC Primary Schools and has been evaluated highly by pupils and teaching staff alike. During the academic year 2015 -2016, the Service was delivered in 30 PKC Primary Schools, including Fairview School. The Service was also delivered at Strathallan and Kilgraston Independent Schools. In total, almost 900 children in P6 and P7 participated in the Service in this reporting period.

In 2016 the NSPCC Schools Service was re-launched as the **“Speak out. Stay safe. Programme”**. It continues to be delivered, free of charge, by the NSPCC, at the point of delivery and remains a key part of the CPC's approach to keeping children and young people safe and protected from harm, abuse and exploitation.

From August 2016, this Programme will be offered to every PKC Primary School, every two years. A feature of this new Programme is that an extended offer is now made to all primary schools: engagement with the whole school community – children, teachers, parents and carers to ensure that every child in the UK is better protected.

A new resource has also been developed so that children from across the whole school population have the opportunity to understand abuse and know how to keep themselves safe. An assembly is now offered to pupils in P1-P3 and to pupils P4-P7, as well as the original workshop still being offered to pupils in P6 & P7. This extended Programme will be piloted in Perth & Kinross in September 2016, with a view to it being offered across Perth and Kinross thereafter.

The NSPCC will also offer resources for teachers, parents and carers and will work in partnership with schools to ensure that they are the safest environment for children. The NSPCC will also provide schools with valuable resources for their parents and carers, for example the Underwear Rule and Share Aware materials.

During 2015 - 2016 the NSPCC withdrew their online pupil evaluation, **However, in terms of impact**, the following Table provides a snapshot of feedback received from PKC Teaching staff:

Table No: 22

<b>School</b>	<b>School Staff - Comments / Feedback</b>
<i>Balhousie Primary School</i>	<i>"Very useful IT resources. Power-point was effective and made children focus. Questioning in smaller groups was effective to ensure all children were engaging. Thank you"</i>
<i>St Ninian's Episcopal Primary School</i>	<i>"Session made them think more about what constitutes abuse and what is actually not acceptable"</i> <i>"Children in class were very interested and engaged"</i>
<i>Stanley Primary School</i>	<i>"Children had good discussions and questions during the workshops"</i> <i>"The activities were a good mix of listening, watching and being active"</i> <i>"A valuable service, presented by people who know everything about Childline"</i>
<i>Kirkmichael Primary School</i>	<i>"Well presented with thought provoking discussions"</i> <i>"Very professional presenters and engaged all the children.....friendly, reassuring but authoritative"</i>

### **Annual Safety Awareness Survey – School Pupil Transition Days 2016**

This year we carried out our fifth annual safety awareness survey with those children and young people in transition between primary school P7 and secondary school S1 in June 2016. This year, we extended the scope of the survey across Perth and Kinross to cover transitions to all Secondary Schools

In total 749 primary school children and young people (compared with 466 last year an increase of 61%) took time to complete our survey; being the highest total number we have recorded to date for this survey. Respondents did not necessarily answer each and every survey question.

**In terms of impact**, the following Table provide a cumulative comparative analysis between this year and last year's (greyed-out figures) surveys:

Table No: 23

<b>Safety Awareness Survey – School Transition Days 2016</b> Sample Size 2016: 749 Sample Size 2015: 466						
<b>Question</b>	<b>Year</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
1. I feel listened to, understood and respected in school?	2016	227	458	18	2	39
	2015	135	297	12	6	16
2. I know how to keep myself safe from harm?	2016	394	317	9	0	24
	2015	275	181	0	0	9
3. I know how important it is to keep myself active and healthy?	2016	514	224	1	0	9
	2015	336	126	1	0	2
4. If I was worried about myself or another child or young person I know who to contact?	2016	303	365	27	6	44
	2015	197	251	8	3	7
5. I am confident that my worry or concern would be taken seriously and dealt with quickly?	2016	249	358	40	9	88
	2015	148	272	30	2	14
6. I feel I am helped and encouraged to learn?	2016	382	332	14	1	20
	2015	245	204	6	2	8
<b>Additional Question 2016</b>		<b>Responses 2016</b>				
What dangers do you think children and young people should be protected from?		Bullying: 241; drugs / drug dealers 71; abuse 51; stranger danger 50; cyber bullying 37; abduction 17; alcohol 18 and smoking 16.				

## Conclusions

Overall, the findings this year remain consistent with the findings from previous surveys and remain extremely positive.

However, in relation to question 4, 10% of respondents reported that they disagreed / strongly disagreed and / or did not know about who best to contact if they were worried about someone else. In relation to question 5, 18% of respondents reported that they were not confident / did not know if their concern would be taken seriously. This indicates a need for continual reinforcement of key messages to children about where they can share their worries and how these will be managed.

In response to the additional question asked this year, 241 (32%) of respondents reported there was still a need to protect children and young people from bullying.

Schools are being provided with an evaluation report to inform their improvement programmes for 2016 - 2017. The CPC plans to repeat this survey next year.

## Getting it Right: Keeping Your Child Safe Event 2016

Last year we reported on the fourth annual *Getting it Right: Keeping Your Child Safe Event*.

This year we held our fifth annual event on 5 March 2016 in the Playhouse Cinema, Perth. This popular event continues to be targeted at inter-agency practitioners and parents and carers in Perth and Kinross.

This event aimed to raise awareness and understanding about *keeping children and young people safe from harm and abuse online* and from *child sexual exploitation (CSE)*.

Guest speakers provided presentations on *making internet use safer; online radicalisation; making the most of social media* and *CSE*. Keynote Speakers included Nazir Afzal.

Three separate sessions took place in the morning, afternoon and evening with a minimum of 489 delegates attending this annual event, compared to 622 last year.

Of those who attended this year's event, a total of 294 (60%) took time to complete an exit evaluation form prior to leaving. All the presentations and speakers were evaluated highly.

***In terms of impact***, the following Table provides an analysis of the individual levels of understanding prior to the event; the impact the presentations had on their understanding and learning post the event and a snapshot of practitioner feedback:

Table No: 24

<b>Evaluation: Getting it Right: Keeping Your Child Safe Event 2016</b>				
Sample Size 2016: 294 (60%)				
<b>Key Indicators</b>	<b>Very Good</b>	<b>Good</b>	<b>Adequate</b>	<b>Weak</b>
<b>Knowledge levels <u>before</u> the event</b>				
knowledge about keeping children and young people safe from <b>harm and abuse online</b>	5%	34%	44%	16%
knowledge about keeping children and young people safe from <b>child sexual exploitation</b>	6%	28%	45%	20%
<b>Knowledge levels <u>after</u> the event</b>				
knowledge about keeping children and young people safe from <b>harm and abuse online</b>	30%	56%	12%	5%
knowledge about keeping children and young people safe from <b>child sexual exploitation</b>	31%	56%	10%	2%
<b>Key Practitioner Comments / Feedback:</b>				
<p>"We need to adopt a black box approach - thinking and avoid blame; Everyone needs to do more to safeguard and protect vulnerable children; Peer to peer influencing - use all kinds of content to discuss and educate; Talk to children, listen and believe them; Important to give a child a voice; Information sharing across agencies is essential; We can all be champions of child protection; Parents need to know a lot more and how to limit children's options online and on their mobiles.</p>				

## **Children's Rights and Advocacy**

Throughout 2015 - 2016, the Children and Youth Rights Officer (CYRO) and the Who Cares? Scotland Advocacy Worker, have worked to increase the provision of advocacy for children and young people in key decision making meetings such as Child Protection Case Conferences (CPCC) and Looked-After Children Reviews.

Throughout 2015 - 2016 we have continued to review and evaluate these arrangements.

We have reviewed and realigned their core responsibilities and we have prioritised our advocacy arrangements; particularly for those children and young people most in need of independent support and advocacy (external residential placements).

***In terms of impact***, the following provides an overview of some of the advocacy support and children's rights work that has been undertaken throughout 2015 - 2016:

### **Advocacy Support - Achievements**

- *62 contact visits made to prepare and support children and young people for / at Child Protection Case Conferences*
- *39 contact visits made to prepare and support children and young people for / at Looked-After Children Reviews*
- *27 contact visits made to prepare and support children and young people for / at a Children's Hearing*
- *25 contact visits made to support children and young people in residential placements*
- *24 additional contact visits made to provide general rights and advocacy advice.*

### **Children's Rights - Achievements**

In addition to the above, the CYRO continues to carry out a wide range of other duties in relation to children's rights and respect work, including:

- *bullying support work in schools (when requested by schools)*
- *classroom inputs on rights; respect; resilience; coping mechanisms and self-awareness*
- *engagement activities during school Transitions days (P7 to S1)*
- *support to schools to achieve Rights Respecting School Awards*
- *supported the development of Corporate Parenting and the Fun Young Individuals Group*
- *supported the organisation of a Residential Leadership Programme for Looked-After and care experienced young people; led by Columba 1400 - due to commence early August 2016.*

## **Next Steps**

Over the next two years we plan to ensure that there is an increased focus on the provision of independent support for children and young people, including support for their participation within decision making meetings.



## **PKAVS Young Carers Project**

Young Carers are children and young people who have caring responsibilities that are usually associated with an adult. For example young carers may be helping to support a family member with a physical disability, a chronic illness, mental health issues or where substance misuse is prevalent in the household. The caring role varies from home to home but these responsibilities can affect Young Carers emotionally, socially and educationally. Over half of the young carers currently being supported by PKAVS come from single parent families. Often in these scenarios, these children and young people are not only young carers, but are in fact the main carer.

PKAVS Young Carers Service aims to provide young carers with respite support, delivered through weekly groups, school holiday day trips and longer residential breaks and one to one support sessions. Staff also raise awareness of young carers and the challenges they face through advocating on their behalf at a number of statutory and voluntary forums.

It is estimated that there are as many as 1800 children and young people aged between 5 and 18 years old who have caring responsibilities living in Perth & Kinross. Currently PKAVS has 272 young carers receiving the offer of support, with a further 184 young carers having received support in the past 3 years.

A new multi-agency Perth & Kinross Young Carers Strategy 2015-2018 was launched at the Carers Conference on 4 November 2015. This strategy aims to embed a sustainable model of support for all Young Carers in Perth & Kinross. A multi-agency monitoring group will meet quarterly to review the actions set out in the strategy to ensure these are being met.

***In terms of impact***, the following provides an overview of some of the progress that has been made:

### **PKAVS Young Carers Project – Achievements**

- *launched the multi-agency Perth & Kinross Young Carers Strategy 2015-2018 in November 2015*
- *Young Carers Identification Card being piloted in Perth & Kinross in 2016. This is a long sought after request made by young carers both locally and nationally. This Identification Card should help support young carers both in Health (pharmacies etc.) and Educational settings. This card comes at a very appropriate time as The Carers (Scotland) Act 2016, which comes into force in 2017, states that professionals must engage with carers of all ages, especially at health appointments or at hospital discharge*
- *47 (just over half) Perth and Kinross Schools now have a designated worker specifically to support young carers at their school and this is a significant improvement over the last 2 years*
- *Young Carers Landing Page Tab now included within PKAVS Carers Hub website ([www.pkavscarershut.org.uk](http://www.pkavscarershut.org.uk))*
- *Breadalbane Academy first school in P&K to launch a course within their curriculum that will be geared specifically towards supporting young carers*
- *on behalf of the Scottish Government's Transformation of Nursing Agenda, Perth & Kinross has been the first test area for the School Nursing Transformation Pilot, which now includes Young Carers as one of their nine key priority areas.*

## Impact on Staff

**Evaluation:** We are confident that we are developing a competent and confident 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.

### Staff Learning and Development

*“Child Protection Committees are responsible for publishing, implementing and reviewing an inter-agency child protection training strategy. They should also quality assure and evaluate the impact of that training”.*

*“Multi-agency training is an essential component in building common understanding and fostering good working relationships, which are vital to effective child protection. Child Protection Committees are well placed to help develop and deliver such training. Training on a single and an inter-agency basis can help develop the core skills needed to support effective inter-disciplinary working both on actual cases of abuse and on prevention and post-abuse programmes. Child Protection Committees should make sure mechanisms are in place for the delivery and evaluation of local training initiatives”.*

*National Guidance for Child Protection in Scotland 2014*  
(Scottish Government: 2014)

Since 2012, all CPC child protection staff learning and development opportunities have been compliant with the National Framework for Child Protection Learning and Development in Scotland 2012 (Scottish Government 2012).

We are continuing to provide a wide range of inter-agency learning and development opportunities, which are evaluated highly, to the *general contact workforce; specific contact workforce and the intensive contact workforce*.

We continue do this in partnership with the Pan Tayside Child Protection Learning and Development Group and the Perth and Kinross Education and Children’s Services (ECS Learning Hub), which provides a one-stop shop for all ECS learning and development opportunities across Perth and Kinross. We continue to provide these opportunities in a number of ways - online; seminars; workshops and group learning activities, within our existing budget, free of charge at the point of delivery.

**In terms of impact**, the following Tables provide an analysis of the inter-agency child protection learning and development opportunities we have provided throughout 2015 - 2016:

Table No: 25

<b>OnLine Learning and Development Opportunities</b>	
<b>Title of Course</b>	<b>No of Unique Users (Internal and External)</b>
<i>Child Protection OnLine Module</i>	<i>470</i>
<i>Adult Support and Protection OnLine Module</i>	<i>373</i>
<i>Getting it Right for Every Child (GIRFEC) OnLine Module</i>	<i>408</i>
<b>Totals</b>	<b>1,251</b>



Table No: 26

<b>CPC Inter-Agency Learning and Development Opportunities</b>		
<b>Title of Course</b>	<b>No of Courses</b>	<b>No of Attendees</b>
<i>Basic Awareness Child Protection (Half-Day)</i>	5	102
<i>Protecting People Course (One-Day)</i>	2	47
<i>Designated Child Protection Officer Course (One-Day)</i>	2	47
<i>Designated Child Protection Officer Update Course (One-Day)</i>	2	39
<i>Inter-Agency Child Protection (Two-Day)</i>	2	47
<i>Child Protection Case Conference (One-Day)</i>	2	43
<i>Chronology of Significant Events for Children and Young People Course (Half-Day)</i>	3	89
<i>NSPCC Working with Families with Complex and Multiple Needs (Toxic Trio) Course One-Day)</i>	1	25
<i>Online Risks, Child Sexual Exploitation and Trafficking Course (Half-Day)</i>	2	30
<i>GIRFEC Named Person Course (Half-Day)</i>	4	61
<i>GOPR Locality Training (Half-Day)</i>	5	72
<i>CSE Locality Training (One-Day)</i>	1	17
<b>Totals</b>	<b>31</b>	<b>619</b>

Table No: 27

<b>CPC Single Agency Bespoke Child Protection Learning and Development Sessions</b>		
<b>Title of Course</b>	<b>No of Courses</b>	<b>No of Attendees</b>
<i>Basic Awareness Child Protection (Half Day) (Kinfauns RDA)</i>	1	20
<i>Basic Awareness Child Protection (Half Day) ( H&amp;CC)</i>	2	32
<i>Outcome Focused Planning for Children and Young People (Operational Team Leaders from Services for Children, Young People and Families)</i>	1	8
<i>Outcome Focused Planning for Children and Young People (Child Health Team and Woodlea Cottage staff from Services for Children, Young People and Families)</i>	1	11
<b>Totals</b>	<b>5</b>	<b>71</b>

Table No: 28

<b>Seminar and Workshop Opportunities</b>		
<b>Title of Course</b>	<b>No of Events</b>	<b>No of Attendees</b>
<i>Leadership Summit: Zero-tolerance of abuse and exploitation</i>	1	125

<i>Perth &amp; Kinross Child Sexual Exploitation Working Group Workshop</i>	<i>1</i>	<i>21</i>
<i>Joint Learning &amp; Development Practice Session – Police Scotland Public Protection Unit; Perth &amp; Kinross Child Protection Duty Team &amp; Out of Hours Team</i>	<i>1</i>	<i>27</i>
<i>Masterclass – CSE: Stop to Think – See Beyond</i>	<i>1</i>	<i>46</i>
<i>Joint Meeting Perth &amp; Kinross Children, Young People and Families Partnership and Perth &amp; Kinross Child Protection Committee</i>	<i>1</i>	<i>23</i>
<i>Getting Our Priorities Right (GOPR) in Perth &amp; Kinross Training the Trainers Sessions</i>	<i>1</i>	<i>18</i>
<i>Child Sexual Exploitation (CSE) in Perth &amp; Kinross Training the Trainers Session</i>	<i>1</i>	<i>9</i>
<i>Perth &amp; Kinross Child Protection Committee Annual Development Session</i>	<i>1</i>	<i>47</i>
<b>Totals</b>	<b>8</b>	<b>316</b>

Table No: 29

<b>Early Years Childcare Strategy Team Learning and Development Opportunities</b>		
<b>Title of Course</b>	<b>No of Courses</b>	<b>No of Attendees</b>
<i>Basic Awareness Child Protection (Half-Day)</i>	<i>3</i>	<i>90</i>
<i>Exploring Child Protection Further (One-Day)</i>	<i>4</i>	<i>111</i>
<b>Totals</b>	<b>7</b>	<b>201</b>

Table No: 30

<b>Grand Totals (Seminars; Workshops; Courses)</b>	<b>51</b>	<b>1,207</b>
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The ECS Child Protection Learning and Development Officer also had an input into the:

- *Child Protection Officers (Schools) Annual Development Day in September 2015 focusing on Chronologies; the attendees at this event was over 90 and*
- *Probationer Teachers Day in August 2015 focussing on Basic Awareness of Child Protection; the attendees at this event was 43 from Primary and 19 from Secondary Schools.*

At the time of publication, the ECS Child Protection Learning and Development Officer is also in the process of developing the following inter-agency learning and development courses:

- *GIRFEC Training for Named Persons and those who work closely with them (Multi-Agency One-Day Training)*
- *Working with Hostile and Non-Engaging Families*
- *Toxic Trio Training (Domestic Abuse; Parental Mental Ill-Health and Parental Problematic Substance Use) and*
- *Foundation Programme in Child Care and Protection.*

## Conclusions

**In terms of impact**, this represents a significant increase in the wide range of seminars, workshops and courses we are providing to an increasing number of delegates. The number of opportunities has increased by 89% (51 in 2015 - 2016 compared with 27 in 2014 - 2015) and the number of delegates has increased by 57% (1,207 in 2015 - 2016 compared with 764 in 2014 - 2015).

The CPC continues to collate on-the-day / exit evaluations which are consistently high and has introduced an evaluation methodology in the workplace, to measure the impact of child protection learning and development opportunities on practice.

**In terms of impact**, the following is a snapshot of some of the feedback we have received from practitioners who have attended CPC child protection staff learning and development opportunities over the last year:

Table No: 31

<b>Staff Learning and Development - Comments / Feedback</b>	
<b>CPC Inter-Agency Learning and Development Opportunities</b>	
<i>Basic Awareness Child Protection</i>	<i>"I feel more confident recognising signs of abuse and who to report that to"</i> <i>"I now know exactly what to do when I have concerns about a child or young person"</i>
<i>Protecting People Course</i>	<i>"My role involves visiting clients at home. I now feel confident in reporting any issue / concern I come across"</i> <i>"I now have more knowledge to help me work as a volunteer"</i>
<i>Inter-Agency Child Protection</i>	<i>"This will assist me in my role at Nursery School and will ensure the safety of all the children"</i> <i>"I now know not to question myself - if it doesn't seem right it is better to speak out"</i>
<i>Designated Child Protection Officer Course</i>	<i>"This course has reaffirmed my role as a CPO - I feel very much updated now"</i> <i>"I plan to review our child protection procedures at our next staff meeting"</i>
<i>Child Protection Case Conferences</i>	<i>"It has given me a much clearer understanding of what will be expected from me at a CPCC"</i> <i>"I would now be able to attend a CPCC with more confidence and able to put my information across"</i>
<i>Chronologies</i>	<i>"I now understand how to complete a Chronology and how to make use of it"</i> <i>"Although I am a social worker and complete Chronologies regularly - beneficial to discuss with other colleagues"</i>
<i>NSPCC Toxic Trio</i>	<i>"I am more aware of the need to dig beneath the surface to address needs"</i> <i>"I am a kinship carer and I gained a better understanding about ways in which I can help"</i>
<i>GIRFEC - Named Person</i>	<i>"I am now more familiar with the legislation and processes around the named person"</i> <i>"As a Nursery Manager gave me a better understanding about the role of the named person"</i>

Getting our priorities Right (GOPR) - Working with Children, Young People and Families Affected by Problematic Alcohol and / or Drug Use	"Using the P&K GOPR Toolkit will inform my practice and ensure I cover everything" "I will disseminate to my staff and check that my children's Nursery School know about this toolkit"
Child Sexual Exploitation (CSE)	"I will take what I have learned back into my workplace as a Support Worker" "It has encouraged me to look beyond problem children and to see if there is something underlying."



### Getting it Right (GIRFEC)

Throughout 2015 - 2016 the Perth and Kinross multi-agency GIRFEC Strategy Group has continued to provide the strategic direction and leadership for the implementation and embedding of Getting it right for every child (GIRFEC) and the provisions of The Children and Young People (Scotland) Act 2014 (The Act) across all services in Perth and Kinross.

**In terms of impact,** the following provides an overview of some of the key aspects of work successfully taken forward during 2015 - 2016:

- meeting monthly to coordinate a wide range of practice activity to support the delivery of GIRFEC and in particular the key provisions of the Act (scheduled for implementation on 31 August 2016)
- included Independent Schools representation on the Perth and Kinross multi-agency GIRFEC Strategy Group
- actively participated in and influenced the Scottish Government's National Child Protection and GIRFEC Working Group and the Tayside GIRFEC Group
- widened the role of the CPC Child Protection Learning and Development Sub Group to include both GIRFEC and child protection training
- revised the Perth and Kinross GIRFEC webpages at [www.pk.gov.uk/girfec](http://www.pk.gov.uk/girfec)
- widely disseminated nationally produced GIRFEC information and advice leaflets
- ensured that GIRFEC principles are included in all multi-agency child protection training
- updating the Perth and Kinross e-learning GIRFEC module
- published quarterly GIRFEC newsletters which are distributed electronically to all staff
- promoting a Tayside-wide approach to GIRFEC per the Tayside GIRFEC Group's Action Plan
- ensuring that GIRFEC is embedded into everyday processes and practice aimed at safeguarding, supporting and promoting wellbeing and improving outcomes - including child protection
- following up and acting upon the headline findings from the wellbeing survey of P&K frontline staff in 2015

- collating GIRFEC readiness reports from key partners, including education and children's services; health; police, third sector and the CPC
- implementing the Tayside Practitioner's Guide: Chronologies (published in December 2015) and supported it by multi-agency training opportunities, which have been evaluated highly
- implementing the Tayside Child's Plan (published in February 2016 and compliant with the Child's Plan Order) supported by staff guidance and staff training opportunities
- ensured that single agency and multi-agency GIRFEC training has taken place specifically for Named Persons in both health and education with regular updates
- ensured that multi-agency training has taken place in relation to GIRFEC; the National Practice Model; Child's Plans and Chronologies
- sought and acted upon the view of children and young people at a Young People's Speak-Up Innovation Lab in Perth Concert Hall on 8 September 2015
- providing a Named Person Service for school leavers up to the age of 18 through Services for Young People based @Scott Street - now branded 4U@scottstreet
- issued new GIRFEC promotional materials to all school leavers in June 2016
- working to confirm a Perth and Kinross definition for targeted intervention
- ensured that assessments reflect the GIRFEC National Practice Model - Wellbeing Wheel (SHANARRI - Wellbeing Indicators); My World Triangle and the Resilience Matrix
- developed and adapted the Perth and Kinross Practitioner's Guide and OnLine Toolkit: GORP Getting our Priorities Right - Working with Children, Young People and Families Affected by Problematic Alcohol / Drug Use - which reflect GIRFEC and the National Risk Framework and Toolkit to Support the Assessment of Children and Young People (Scottish Government: 2012)
- reinforced the Perth and Kinross Practitioner's Guide and OnLine Toolkit: Information Sharing, Confidentiality and Consent among practitioners
- reviewing, updating and future-proofing the Perth and Kinross Inter-Agency Child Protection Guidelines to reflect GIRFEC and recent and emerging child protection legislative, policy and practice changes
- developed plans to revise the current Multi-Agency Screening Group (MASG) to introduce proportionate information sharing and support to Named Persons for the commencement of Part 4 of the Children & Young Peoples (Scotland) Act 2016t
- working to develop a P&K Named Person Toolkit to support and empower practice.





## 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**

*"Perth and Kinross CPC is outward looking..... specific examples of good practice include public reporting; successfully promoting community engagement in public protection through events run in partnership with the Community Safety Partnership; effective engagement to protect children and young people with the third sector.....in private schools.....in on-site sports and recreational activities delivered by approved providers".*

*Effectiveness of the CPC in Perth and Kinross Council Area:  
Report to Scottish Ministers (Emma McWilliam, Link Inspector,  
Care Inspectorate: March 2014)*



The CPC Public Information, Communication and Engagement Strategy 2015 - 2018 continues to underpin the CPC's approach to *public information, communication and community engagement*. This strategy has three specific strands – *information, communication and engagement*. The following are key exemplars of the work the CPC has undertaken throughout 2015 and 2016 in terms of communication and engagement.

### **Perth and Kinross Protecting People Communications Group**

Last year we reported that we had established the Perth and Kinross Protecting People Communications Group.

Membership of the group includes the Lead Officers of the Adult Support and Protection Committee (APC); Alcohol and Drug Partnership (ADP); Child Protection Committee (CPC); Violence Against Women Partnership (VAWP) and two Communications Officers from the Chief Executive's Service and Education and Children's Services respectively.

The purpose of this group is to coordinate existing public information and communication activities, with a clear focus on *protecting people and keeping them safe*.

In 2015 and 2016, under the auspices of this group, the following two public consultation surveys were completed by the Child Protection Committee, in partnership with the Adult Support and Protection Committee.

## Protecting People Public Awareness Survey 2015

This partnership, online public consultation survey, took place between November / December 2015 and was promoted via the P&K Council Website and Corporate Social Media Accounts.

The purpose of this survey was to elicit the public's perception of, and level of confidence in, child and adult protection and to ascertain how they would access information and advice. The survey questions related equally to child protection and adult protection services.

In total, 138 members of the public took time to complete this short online survey.

**In terms of impact**, the following Table presents an analysis of the key findings:

Table No: 32

<b>Protecting People Public Awareness Survey 2015</b>		
<i>Sample Size: 138</i>		
1. In the last 12 months, has your confidence in services to protect people? (general question)	Increased	21%
	Stayed the same	56%
	Decreased	23%
<i>Respondent Recurring Comments: from high profile media reporting; high levels of public service funding cuts; too much bureaucracy for workers; from attending child protection training courses; from previous contacts; from general awareness and understanding</i>		
2. Where have you seen information about protecting people locally? (select all that apply)	Posters	54%
	Information leaflets	37%
	Social media	36%
	Council website	34%
	Other (specify)	28%
	Events	13%
	Twitter	6%
<i>Respondent Recurring Comments: on community council websites; from television adverts; in newspapers; attending training courses; information in schools; on local refuge lorries</i>		
3. Where would you find information about how to share and report your concerns? (select all that apply)	Council website	50%
	Internet search engine - e.g. Google	32%
	Posters	7%
	Council general contact number	7%
	Information leaflets	4%
4. How confident are you that any concern you might have about a child or an adult would be taken seriously?	Very confident	31%
	Confident	45%
	Not confident	24%
<i>Respondent Recurring Comments: from previous experience; personal presumptions; own expectations; levels of cuts to funding and resources</i>		

5. How confident are you that services will respond effectively to address your concerns?	Very confident	20%
	Confident	48%
	Not confident	32%
Respondent Recurring Comments: because of a lack of resources; my own self-assertiveness; confidence in our services; from past and previous experience		

6. Is there anything that would stop you reporting a concern about an adult or a child? (general question)
Majority Answers - No / Nothing
Respondent Recurring Comments: nothing; some uncertainty of how to report; confidentiality concerns; would need to be sure of the facts; worried about interfering; getting it wrong

7. Is there anything that would make it easier to report a concern about an adult or a child? (general question)
Respondent Recurring Comments: nothing more needed; a single point of contact / helpline; an online reporting facility; an App; more public advertising; more information provided

8. Would you like to take part in follow up surveys to help us improve our services to protect vulnerable people?	Yes	26%
	No	74%

## Conclusions

Overall this public consultation survey showed a general confidence in our public protection service provision. 76% of respondents reported they were either very confident / confident that their concerns would be taken seriously and 68% of respondent reported that they were either very confident / confident we would respond effectively. By far the majority reported that nothing would stop them from reporting such concerns. Respondents also provided honest and qualified feedback to a number of the questions and a snapshot of the recurring comments are shown above.

In terms of where they had seen information and where they would find information, respondents were provided with a menu of options, which allowed them to select multiple answers. Whilst posters and information leaflets were reported as being visible; there was strong evidence that web-based and social media based advertising was equally important in terms of the provision of public information.

As a result of this survey, the CPC will continue to provide a menu of options in relation to its public information, communication and engagement business. At the time of publication, the CPC plans to develop its website further; continues to review the arrangements for the public reporting of concerns and is exploring the potential to create CPC social media accounts.

In terms of the 26% of respondents who intimated they wished to help the CPC further with this work, the CPC has created and continues to develop a virtual community for further consultation and engagement work.



## Protecting People Caller Survey 2016

This small-scale partnership survey took place between June / July 2016 and involved practitioners from the Perth and Kinross Access Team (adult protection) and practitioners from the Child Protection Duty Team (child protection) making contact with a representative sample of recent callers who had reported a worry or concern either about a child or vulnerable adult. The purpose of this survey was to elicit perceptions about the experience of callers to our child and adult protection lines.

A representative, randomised sample of recent callers was obtained; in total 30 callers to the *Child Protection Line 01738 476768*. Of these 30 callers, 10 (33%) were successfully contacted and agreed to take part in this small scale survey.

***In terms of impact***, the following Table presents an analysis of the findings from the callers to the child protection line:

Table No: 33

<b>Protecting People Public Awareness Survey 2015</b>		
<i>Sample Size: 10</i>		
1. Where did you find the telephone contact number (child protection line)?	Internet search engine e.g. Google	50%
	Other (specify)	40%
	Council website	10%
	Council general number	Nil
	Posters	0%
	Information leaflet	0%
	Social media	0%
<i>Respondent Comments: already had the number it; knew the number; from RASAC; from Police</i>		
2. Was the contact telephone number easy to find (child protection line)?	Yes	80%
	No	20%
3. Prior to reporting your concern, how long had you been concerned about the child?	Other (specify)	50%
	1 - 2 weeks	20%
	Less than a week	0%
	3 - 4 weeks	0%
	No answer	30%
<i>Respondent Comments: lifelong concerns; intermittent over a long period of time; about 12 months; reporting via the police;</i>		
4. When you contacted us, did you feel understood, listened to and respected?	Yes	50%
	No	30%
	No answer	20%

5. Did you feel confident that your concern was taken seriously?	Yes	50%
	No	40%
	No answer	10%

6. Did you feel your concern was dealt with quickly enough?	Yes	30%
	No	50%
	No answer	20%

7. Did someone contact you or tell you what happened about your concern?	Yes	20%
	No	80%

8. Would you like to take part in follow up surveys to help us improve our services to protect vulnerable people?	Yes	20%
	No	80%

## Conclusions

This was a small-scale study and the findings above relate to only 10 (33%) out 30 (100%) callers who made contact with the child protection line. In many cases the callers number was unobtainable, messages were left and or remained unanswered.

The survey clearly shows that 60% of the respondents searched the internet or visited the PKC website to source the contact number to report their concern, with 80% reporting it was easy to find. The survey also showed that some of the callers had held a concern about a child or young person for at least one week before they made their call and some for a longer period; albeit some did not disclose this information when asked.

In terms of being understood, listened to, respected and being taken seriously, there was a mixed response with 50% responding positively and 50% responding negatively or not at all. Of those who responded, only 30% of respondents felt their concern had been acted upon quickly enough and by far the majority of respondents reported that they did not know what had happened with their concern. 20% of respondents intimated they wished to help the CPC further with this type of work.

At the time of publication, the CPC and the P&K Protecting People Communications Group is examining these findings which we be used to shape and develop the CPC's public information, communication and engagement strategy and plan which recognises the need to improve further the customer experience of callers.

## Virtual Community

In 2015, in an attempt to increase the virtual reach of the CPC and following on from the small scale *Protecting People Public Awareness Survey 2015* and *Protecting People Caller Survey 2016*, the CPC has started to develop a virtual community. Members of the public who have registered an interest in helping the CPC with its work, have been invited to join this small, but growing community of interested parties and it is the intention of the CPC to promote this community further and to consult community members on a wide range of child protection related matters in the future.

Since December 2015, a total of 17 members of the public have joined our virtual community and the CPC will continue to grow and develop this valuable consultation resource.

## Social Media

In June / July 2016, building on the findings from the previously mentioned, small scale, *Protecting People Public Awareness Survey 2015*, the CPC, in partnership with Perth and Kinross Council Chief Executive's Corporate Communications Officer, developed a pilot (CPC proof of concept) social media campaign using the Council's existing Facebook and Twitter social media accounts. This pilot campaign aimed to extend the reach of the CPC and concentrated on a small number of key child protection messages.

**In terms of impact**, the following Table presents an analysis of the key findings from the posts and tweets sent on behalf of the CPC:

Table No: 34

<b>Social Media Pilot (Proof of Concept) 2016</b>		
<b>Posts / Tweets</b>	<b>Facebook Reach</b>	<b>Twitter Reach</b>
1. Free learning opportunities this month for local residents including those working with children & young people: <a href="http://ow.ly/BdWK300Tupq">http://ow.ly/BdWK300Tupq</a>	192 reached	1,045 impressions 1 retweet
2. Are you worried or concerned about a child or young person? Find out how to report your concerns: <a href="http://ow.ly/SzBZ3010rJ7">http://ow.ly/SzBZ3010rJ7</a> #pkchildprotection	2,395 reached 12 shares 9 likes	765 impressions
3. Child Sexual Exploitation (CSE) is child abuse - find out more about the issue: <a href="http://www.pkc.gov.uk/cse">www.pkc.gov.uk/cse</a> #pkchildprotection	166 reached	1,125 impressions 1 retweet
4. What are Child Protection Committees? What do they do? Find out more: <a href="http://www.pkc.gov.uk/cpc">www.pkc.gov.uk/cpc</a> #pkchildprotection	134 reached	1,061 impressions
5. Get advice if you're concerned about a child - it's everyone's responsibility: <a href="http://ow.ly/62nZ3010vcn">http://ow.ly/62nZ3010vcn</a> #pkchildprotection	269 reached 1 share	990 impressions 1 retweet
6. If your child uses a phone/PC/tablet to go online, how sure can you be they're surfing safely? <a href="http://ow.ly/AqZz3010vy6">http://ow.ly/AqZz3010vy6</a> #pkchildprotection	511 reached 4 shares 2 likes	1,411 impressions 1 retweet

7. If you're worried about a child or young person, or need some advice, phone our Child Protection Duty Team on 01738 476768 (24 hours) or by e-mail to <a href="mailto:childprotection@pkc.gov.uk">childprotection@pkc.gov.uk</a> #childprotection <a href="http://ow.ly/u8XP301KzE2">http://ow.ly/u8XP301KzE2</a>	1,112 reached 7 shares 4 likes	868 impressions 1 like 3 retweets
8. Want to learn more about protecting people and keeping them safe? <a href="http://ow.ly/OzVN301Wr0Y">http://ow.ly/OzVN301Wr0Y</a> #pkchildprotection #protectingpeople	444 reached	1,883 impressions 1 like 5 retweets
9. What is the role of Community Wardens? <a href="http://ow.ly/GvUo301WrkV">http://ow.ly/GvUo301WrkV</a> #protectingpeople #pkchildprotection	534 reached	745 impressions 2 retweets
<b>Totals</b>	<b>5,757 reached</b> <b>24 shares</b> <b>15 likes</b>	<b>9,893 impressions</b> <b>14 retweets</b> <b>2 likes</b>

## Conclusions

In terms of reach, this short (4 week) social media pilot campaign has had a very positive impact; with a total of 16,000 reaches and impressions across Facebook and Twitter. It clearly shows the value in the CPC making use of social media to share and exchange information in an immediate and direct way; albeit most of the campaign has largely been one-way in nature.

At the time of publication, the CPC is considering these findings further and considering whether or not to create its own social media accounts.

## Child Protection Website

Last year we reported on the work to improve and consolidate the effectiveness and functionality of the [Perth and Kinross Child Protection Website](#). Throughout 2015 - 2016 we have continued to ensure the website and the work of the CPC remains transparent and public-facing.

**In terms of impact**, the following Table provides some specific information on key pages within the child protection website; showing single user activity, page activity and an impact analysis between last year and this year:

Table No: 35

<b>CPC Website Single User and Page Activity 1 August 2015 - 31 July 2016</b>		
<b>Key Webpage Activity</b>	<b>Impact (Minimum) 2015 - 2016</b>	<b>Impact (Minimum) 2014 - 2015</b>
<i>Child Protection Landing Page</i>	7,763 users – 24,110 page hits	6,735 users – 18,574 page hits
<i>Child Protection – Frequently asked Protection</i>	899 users – 1,131 page hits	790 users – 1,077 page hits
<i>Information Sharing Guide and OnLine Toolkit</i>	863 users – 1,816 page hits	1,133 users – 1,979 page hits

<i>OnLine Training Modules (3)</i>	<i>863 users – 419 page hits</i>	<i>727 users - 1,342 page hits</i>
<i>CSE Guide and OnLine Toolkit</i>	<i>785 users – 2,004 page hits</i>	<i>N / A</i>
<i>What's New in Child Protection – News Page</i>	<i>721 users – 2,217 page hits</i>	<i>583 users – 1,388 page hits</i>
<i>Child Protection Committee – Main Page</i>	<i>605 users – 1,157 page hits</i>	<i>934 users – 1,309 page hits</i>
<i>Child Protection Publications &amp; Resources</i>	<i>516 users – 1,157 page hits</i>	<i>327 users – 670 page hits</i>
<i>GOPR Guide and OnLine Toolkit</i>	<i>499 users – 1,513 page hits</i>	<i>518 users – 902 page hits</i>
<i>Information for Practitioners</i>	<i>463 users – 855 page hits</i>	<i>391 users – 575 page hits</i>
<i>National Guidance for Child Protection</i>	<i>383 users – 828 page hits</i>	<i>279 users – 511 page hits</i>
<i>What to do if worried about child</i>	<i>329 users – 499 page hits</i>	<i>120 users – 176 page hits</i>
<i>Child Protection Posters</i>	<i>312 users – 810 page hits</i>	<i>383 users – 503 page hits</i>
<i>Inter-agency Child Protection Guidelines</i>	<i>231 users – 810 page hits</i>	<i>168 users – 431 page hits</i>
<i>Information for Parents and Carers</i>	<i>151 users – 231 page hits</i>	<i>160 users – 207 page hits</i>
<i>Information for Children and Young People</i>	<i>116 users – 187 page hits</i>	<i>176 users – 247 page hits</i>
<i>Disability Guide and OnLine Toolkit</i>	<i>62 users – 142 page hits</i>	<i>152 users – 239 page hits</i>
<i>Integrated Children's Services Plan (ICSP)</i>	<i>53 users – 116 page hits</i>	<i>N/A</i>

### ***Engagement with Activity Centres / Approved Providers***

Approved Providers are organisations that provide on-site adventurous, sporting and recreational activities to children and young people from Perth and Kinross. Perth and Kinross Council approve these organisations, if they meet certain standards; particularly in terms of registration, health, safety and liability insurance cover. Whilst the majority of these organisations are based within Perth and Kinross, some are not. Irrespective of where they are based, the approach we have taken to their registration and approval has been the same.

Since 2012, the CPC has been working in partnership with these activity centres / approved providers to promote a culture of promoting child wellbeing and keeping children and young people protected and safe from harm and abuse. This has included support to develop robust child protection policies and procedures and providing their staff members with access to free child protection training.

Throughout this time, as a result of our radical approach, the overall number of active approved providers has continued to fluctuate. We have worked hard to support all approved providers, particularly those who are used *most frequently* by schools across Perth and Kinross.

Working on a RAG Matrix – *GREEN* – meets the requirements expected; *AMBER* – almost meets the requirements expected and *RED* – does not meet the standards expected; we are continuing to support our approved providers and we are continuing to make good progress with this partnership work aimed at keeping children and young people safe.

***In terms of impact***, the following Tables provide a status overview of the progress we have made @ 31 July 2016:

Table No: 36

<b><i>Approved Providers: Active and In-Active – Review Status</i></b>	<b><i>ACTIVE</i></b>	<b><i>INACTIVE</i></b>	<b><i>TOTAL</i></b>
@ August 2015	62	12	74
@ August 2016	45	27	72

Table No: 37

<b><i>Approved Providers: Child Protection Policy – Review Outcomes</i></b>	<b><i>GREEN</i></b>	<b><i>AMBER</i></b>	<b><i>RED</i></b>	<b><i>TOTAL</i></b>
@ August 2015	49	8	5	62
@ August 2016	36	5	4	45

Table No: 38

<b><i>Approved Providers: Child Protection Training – Review Outcomes</i></b>	<b><i>GREEN</i></b>	<b><i>AMBER</i></b>	<b><i>RED</i></b>	<b><i>TOTAL</i></b>
@ August 2015	39	13	10	62
@ August 2016	28	8	9	45

## How good is our operational management?

This section describes how the CPC has led a range of policy and practice developments to protect children, young people and families. It describes improvements already made to key child protection policies, procedures and practices as well as planned improvements. This work aims to support competent and confident 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 and multi-agency practitioner learning and development opportunities.**

*"Strong leadership and a competent and confident workforce play a critical role in child protection. Two key issues here are the importance of leadership in local child protection, particularly with regard to the way in which services are steered by senior managers and to the professional development of those working in child protection"*

*"Child protection can be a complex and demanding area for staff and volunteers at all levels and requires sound professional judgements to be made. All of those involved should have access to advice and support from, for example, peers, managers or designated practitioners. Opportunities to reflect on individual and collaborative practice are particularly valuable"*

*"Child Protection Committees have a responsibility to identify and promote good, evidence-based policy and practice developments, address issues of poor policy and practice, and encourage learning from effective policy and practice developments"*

*National Guidance for Child Protection in Scotland 2014  
(Scottish Government 2014)*

*"There is a strong culture in Perth and Kinross of continually striving for improvement, staff are actively encouraged to innovate. Mechanisms are in place to ensure that good practice is routinely identified, disseminated and celebrated. Perth and Kinross is outward looking and keen to learn from a wide range of sources including good practice elsewhere, for example, contact with other high performing CPCs"*

*Effectiveness of the CPC in Perth and Kinross Council Area:  
Report to Scottish Ministers (Emma McWilliam, Link Inspector,  
Care Inspectorate: March 2014)*

*"Child protection committees have led significant development and activity to highlight and address the risks associated with child sexual exploitation and there are some potential areas of good practice emerging which are worthy of further exploration, validation and wider dissemination"*

*A report on the effectiveness of child protection arrangements in Scotland  
(Care Inspectorate: November 2014)*

Throughout 2014 and 2015, the CPC has led a number of key child protection policy and practice developments, in collaboration with partner agencies and staff. The following are *selected highlights* of some of the progress and key improvements we have made to date, and plan to make, aimed at *supporting and empowering* a competent and confident practitioners:



***Young People's Speak-Up Innovation Lab and Leadership Summit 2015***



On 8 September 2015, under the auspices of Perth and Kinross Community Planning Partnership (CPP), a very successful all-day Summit was held in Perth Concert Hall. The morning session took the form of a Young People's Speak-Up Innovation Lab and the afternoon session took the form of a Leadership Summit.

Whilst the Young People's Speak-Up Innovation Lab focussed a wide range of issues important to the wellbeing of young people (as evidenced in the mosaic above), it included a focus on child sexual abuse and exploitation (CSE) and GIRFEC.

Key messages relating to both of these issues were captured in the morning session and reported back, by the young people themselves, to the Leadership Summit in the afternoon.

The key messages from the Young People's Speak-Up Innovation Lab included the following:

## Young People's Speak-Up Innovation Lab: GIRFEC - Key Messages

- *raise further awareness and understanding of GIRFEC*
- *develop wider discussions about the meaning of wellbeing*
- *embrace and celebrate young people's diversity (ethnicity and sexual orientation)*
- *support young people's mental ill-health*
- *promote the Named Person Service widely.*

## Young People's Speak-Up Innovation Lab: CSE - Key Messages

- *abuse and exploitation (CSE) - need to see beyond, look and listen*
- *involve young people in work to raise awareness and understanding of CSE*
- *make better use of social media; increase community engagement and develop more publicity*
- *CSE - provide early peer-to-peer education and support*
- *have a greater focus on young men and boys at risk / victims of abuse and exploitation*
- *CSE - increase staff learning and development opportunities*
- *develop confidential pathways and safe places to discuss CSE.*



In the afternoon, 125 delegates - including Elected Members, Chief Officers and Senior Managers from Perth and Kinross CPP and the wider child protection community attended the Leadership Summit, which followed on from the Young People's Speak-Up Innovation Lab.

At this Summit, Leaders re-affirmed their commitment to creating a *hostile environment and zero-tolerance of abuse and sexual exploitation* across Perth and Kinross. Following on from a range of high-profile speakers, where the victim's perspective was prominent throughout, delegates had an opportunity to consider the challenges presented by, and the opportunities and solutions to tackling abuse and exploitation, including CSE. External speakers included Nazir Afzal and Jo McFarlane who gave a rendition of a specially commissioned poem *It's Everyone's Job to Care*.

Many of the findings were found to be similar to the feedback from the Young People's Speak-Up Innovation Lab in the morning session. The following additional points were made:

#### **Leadership Summit - Additional Points**

- *continue to roll-out the NSPCC "Speak out. Stay safe. Programme"*
- *embrace the use of social media - facebook and twitter to promote awareness*
- *promote the P&K CSE webpages - www.pkc.gov.uk/cse*
- *continue to deliver the RSHP / PSE training in schools*
- *promote a single point of contact for all concerns - including CSE*
- *continue to communicate - raise awareness and understanding of abuse and exploitation*
- *provide additional support to Named Persons - CSE*
- *continue to promote the concept - it's everyone's job and a zero-tolerance approach to abuse and exploitation.*

Following on from this event, the findings and feedback has been incorporated in to the revised Perth and Kinross CSE Work Plan 2016.



#### **Perth and Kinross Masterclass: CSE - Stop To Think - See Beyond**

This all-day, multi-agency event, took place in Perth on 3 February 2016. 46 delegates attended this event, which was evaluated highly.

Elected Members, Chief Officers and Senior Managers had a further opportunity to hear from a number of high-profile national and regional speakers (including Nazir Afzal), who spoke about the challenges and approaches being taken to tackle CSE across the UK and here in Scotland.

A mixture of presentations; posed questions; question and answer sessions and a workshop allowed delegates to explore and consider the challenges and solutions to CSE and from a Perth and Kinross perspective.

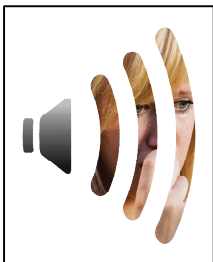
Many of the findings were found to be similar to the feedback from the previous Young People's Speak-Up Innovation Lab and leadership Summit. The following additional points were made:

## **Masterclass: CSE - Stop To Think - See Beyond - Additional Points**

- *CSE - leadership remains key - its everyone's job to care*
- *develop black box thinking – embrace learning from what has gone wrong at every level - if you notice it - escalate it - say something if you see something*
- *crucial role of first responders and first contact - we need to support and empower their practice*
- *abuse takes place - within the family home; online; within institutions and clubs and in the street - develop a range of approaches and media to tackle this*
- *night-time economy workers - develop a range of approaches and media to support them*
- *develop information sharing and intelligence gathering toolkits*
- *improve joint investigative interviews - quality assure them*
- *improve the quality of return interviews - missing young people and young runaways*
- *keep a focus on learning disabilities - greater risks*
- *keep a focus on boys and men - can be victims of CSE too.*

Delegates also had an opportunity to contribute towards the development of the Perth and Kinross Pathfinder: Stop To Listen (STL), a joint initiative with Children 1st and took part in a workshop to consider what (if any) culture and practice changes needed to be made in Perth and Kinross in relation to this work.

Following on from this event, the findings and feedback have been incorporated into the revised Perth and Kinross CSE Work Plan 2016.



### **Perth and Kinross Pathfinder : Stop To Listen (STL)**

In 2015, Perth and Kinross was successfully appointed as one of four Scottish Local Authority Pathfinder areas for this national initiative (others being - Glasgow, North Ayrshire and Renfrewshire), which is being led by Children 1st.

The aim of this work is to improve the way in which we work alongside children and young people by building strong and trusting relationships to create a system for encouraging disclosures about sexual abuse from children and young people. It will give children and young people more control over, and involvement in, the process of investigation and evidence gathering. It goes at their own pace as far as possible; responds to their own fears about disclosure and gains their trust; while offering them support throughout the process.

As a pilot area we are committed to:

- offering children and young people a better means of finding safety and support that upholds and respects their rights, by allowing space for their voices to be heard and for their best interests to be taken into account

- creating a truly child-centred child protection system that responds to children and young people's own development, fears and behaviours and is guided by the child or young person
- enabling children and young people to determine their own pace with respect to talking about abuse and supporting them to overcome potential fears relating to disclosing what has happened to them
- improving the quality of evidence-gathering through child-centred practice and through reducing fears, which could lead to retractions of evidence
- raising the morale and sense of efficacy of professionals involved in child protection.

Feedback from the *Young People's Speak-Up Innovation Lab: Leadership Summit*; *CSE Masterclass* and the *Joint Meeting of the CYP&FP* and the CPC has now identified *Joint Investigative Interviewing* and *Peer-to-Peer Mentoring* as the two practice areas for change for the pathfinder work in Perth and Kinross.

At the time of publication we have now established a Perth and Kinross STL Steering Group and we are playing a major part in shaping and developing this initiative.



### ***Perth and Kinross Child Sexual Exploitation (CSE) Working Group***

Last year we reported upon the establishment of the above multi-agency P&K CSE Working Group in February 2015, following publication of the *Independent Inquiry Report into Child Sexual Exploitation in Rotherham 1997 - 2013* (Professor Alexis Jay: August 2014) and publication of *Scotland's National Action Plan to tackle Child Sexual Exploitation* (Scottish Government: 11 November 2014).

Since then, we have provided comprehensive CSE briefings and reports to Elected Members (Full Council) and to the Chief Officers per the Children, Young People and Families Partnership (CYP&FP).

Membership of this Working Group is being kept under constant review and clear Terms of Reference remain in place.

On 1 April 2015, we published the P&K CSE Work Plan 2015, which contained a wide range of improvement actions / tasks under four specific workstreams: *Prevention*; *Intervention*; *Prosecution and Disruption*; and *Recovery* and have made good progress with implementing this Work Plan.

Following on from the *Young People's Speak-Up Innovation Lab: Leadership Summit*; *CSE Masterclass* and the *Joint Meeting of the CYP&FP*, we have taken the opportunity to review this Work Plan and have published a revised P&K CSE Work Plan for 2016.

***In terms of impact***, a recent review by the P&K CSE Working Group has identified the following as our key achievements since August 2015:

## CSE Work Plan - Achievements

- agreed and implemented a working definition for CSE; developed and promoted a definitive set of CSE vulnerability and risk factors
- provided regular briefings and written updates to Elected Members and Chief Officers
- participated in and influenced the work of the National CSE Working Group
- developed, launched and promoted the P&K Practitioner's Guide and Toolkit
- developed and promoted specific CSE webpages on the P&K child protection website
- published, distributed and making widely available bespoke CSE Information and Advice Leaflets to Young People; Parents and Carers; Hotel and Accommodation Providers; Licensed Premises and Taxi and Private Hire Drivers
- completed a number of different surveys with young people to gauge levels of awareness and understanding of keeping safe and CSE
- continued the roll-out of the NSPCC "Speak out. Stay safe. Programme" in schools and planning to extend the reach in 2016
- supported the Young People's Speak-Up Innovation Lab and Leadership Summit and acted upon their specific findings / feedback
- held a multi-agency CSE Masterclass on 3 February 2016; acted upon the findings / feedback and shared this work in the Central and North Scotland CPC Consortium
- held the fifth Annual GIRFEC - Keeping Your Child Safe Event in Perth on 3 March 2016 with a focus on abuse and exploitation
- mapped our existing recovery services into a single directory of services showing contact numbers; referral pathways; types of support services and identified gaps in CSE support
- developed a CPC Communications Plan, with a focus on keeping children and young people safe and protected from abuse and exploitation - piloted on social media
- rolled-out and promoted the roshni Abuse, Culture and Child Protection OnLine Training Modules which includes modules on GIRFEC; child protection; sexual abuse; forced marriage; honour-based violence and female genital mutilation (FGM)
- recruited and trained 9 multi-agency practitioners and managers as P&K CSE Training Champions and started to roll-out locality based multi-agency training from May / June 2016
- worked in partnership with Children 1st to take forward the P&K Stop To Listen (STL) Pathfinder Project: established a multi-agency P&K STL Steering Group and identified two areas of practice to pilot STL - Joint Investigative Interviewing and Peer-to-Peer Mentoring
- planning to complete a further CSE Self-Evaluation Exercise against the National CSE Working Group CSE Self-Evaluation Tool in autumn 2016
- reviewed, updated and revised the P&K CSE Work Plan for 2016 - which includes a comprehensive and wide range of ongoing and new actions / tasks to tackle abuse and exploitation.



## ***Joint Learning and Development Session***

At the request of the Head of Services for Children, Young People and Families, on 20 January 2016, a joint learning and development session was held for child protection practitioners from the Perth and Kinross Child Protection Duty Team (PKC - CPDT), Out of Hours Service (PKC - OOHS) and the Public Protection Unit (Police Scotland).

The aim of this event was to support joint working; to develop shared approaches to solving problems; to securing continuous improvement; to promote a deeper understanding of the distinct and shared roles and responsibilities of the three teams and explore how greater collaboration can be achieved. The day was also to provide an opportunity to consider how current practices can be enhanced to take forward Getting it Right in Perth and Kinross. More specifically to:

- focus on developing an appreciation and better understanding of each other's roles and responsibilities
- consider what, if anything, stands in the way of undertaking these roles
- identify what would improve each other's ways of working
- learn and improve by way of a case study.

In total 21 practitioners attended this facilitated and positively evaluated event - 6 from the CPDT; 6 from OOHS and 9 from the PPU. Having identified and described to each other the key strengths and the many positive aspects of their individual and shared child protection working arrangements; the participants were also able to reflect on key areas for continuous improvement and change.

The following is a snapshot of some of the suggested mutual policy and practice areas which would benefit from further improvement and change:

- *inter-agency referral discussions (IRDs)*
- *joint investigative interviewing and training*
- *screening and recording of child concern reports (wellbeing and child protection)*
- *16 - 18 years at risk of abuse and exploitation*
- *co-location and joined-up working arrangements*
- *access to IT systems and increased information sharing.*

***In terms of impact***, the following is a snapshot of comments from participants of this joint learning and development session, which capture the overall learning value of this event. A further event is planned for autumn 2016:

### ***Joint Learning and Development Session - Comments / Feedback***

*"provided a networking opportunity to improve collaborative working"*

*"understand the challenges we all face working in child protection"*

*"understand the importance of slick information sharing"*

*"understand the strengths and weaknesses of partners and expectations"*

*"reinforced that communication is key to what we do"*



## **Significant Case Review (SCR): Grooming in an Early Years Nursery Seminar**

Last year we reported on a Practitioner Seminar which took place on 21 November 2014. 89 delegates, including numerous representatives from partner agency HR and Recruitment Departments, attended this event which they evaluated very highly.

Presented by Norman Dunning, former Independent Chair of South Lanarkshire CPC, delegates were provided with a powerful presentation which described the circumstances, challenges and opportunities presented by this SCR. At this event, existing recruitment and appointment procedures were discussed; the presenter posed many thought provoking questions; answered numerous questions from the delegates and a number of learning points were identified.

Following on from this event, in March 2016, a Post-Event Workplace Evaluation took place and 15 (17%) of those who attended the event took time to complete the survey evaluation.

**In terms of impact**, the following is a snapshot of comments made by the respondents:

Table No: 39

<b>Significant Case Review (SCR): Grooming in an Early Years Nursery Seminar - Post-Event Workplace Evaluation 2016</b> Sample Size: 15	
<b>Key Question</b>	<b>Respondent Comments / Feedback</b>
1. What personal learning did you take away from this seminar?	<i>"importance of gut instincts and the need for more flexible interview systems"</i> <i>"need to give gut feeling and professional judgement a place in recruitment"</i> <i>"the complexity of recruiting - particularly make staff into childcare roles"</i> <i>"recruitment checks are not everything - learn to check out feelings and monitor staff behaviours"</i> <i>"need ensure that robust recruitment and interview processes are in place - listen to gut feelings - engage in robust conversations with others to check out and validate concerns, or have them invalidated"</i>
2. How have you cascaded that learning in your workplace?	<i>"all staff were made aware of this case and the fact it could happen anywhere"</i> <i>"shared with colleagues at team meetings - including my HR colleagues"</i> <i>"per my lead role in the development of the Council's enhanced safer recruitment toolkit"</i> <i>"I have used some of this in my mentoring role with a newer manager"</i>
3. What difference has that learning made to your practice in your workplace?	<i>"encouraging people to be more vigilant - greater awareness of risks and dangers"</i> <i>"begun to think about boundaries and checking out people's thinking about what is ok or not"</i> <i>"consulted with HR about how we change the questions during interview"</i>

	<i>"I remember a lot about this training. It has made an impact on my practice. I trust my instincts at work"</i>
<i>4. What changes have you made to any processes, procedures or practice in your workplace as a result of having attended this seminar?</i>	<i>"altered our recruitment process"</i> <i>"I ask about child protection issues as a matter of course now"</i> <i>"priority is to provide training for interview panel members to support recruitment decisions"</i> <i>"enhanced safer recruitment toolkit - rigorous checking process - additional questions relating to regulated work posts - proposing to introduce safeguarding interview questions and providing additional guidance and e-learning for management"</i>
<i>5. What difference, if any, do you think these changes have made in keeping children and young people safe in Perth and Kinross?</i>	<i>"greater scrutiny at early stages of employment - hopefully getting the right people"</i> <i>"extra level interview process has been very useful in appointing personnel"</i> <i>"in the longer term the ability to understand the motivation and values of someone through the recruitment process"</i>

As a direct result of this event and as a further example of impact, PKC Employment Services (Recruitment Team) has made significant improvements to their recruitment and selection practices for all PKC staff and has introduced new additional measures for those applying to take up regulated posts.

These new measures include guidance for validating previous work histories; right to work and document checklists. New practices for interviewing have been introduced for roles which involve working with children or vulnerable groups and requires the individual to be a member of the PVG scheme.

There is now a requirement on the recruiting manager to explore a candidate's attitudes, beliefs and motives for working with such groups and to reinforce that PKC are protecting citizens from potential harm. Safeguarding questions are now used in all interviews. In addition, a *Digital Learning Module – Right to Work, Document Awareness* - has also been developed.

## **Getting Our Priorities Right Guidance: Working with Children, Young People and Families Affected by Problematic Alcohol and / or Drug Use**

*"Alcohol and Drug Partnerships presents an opportunity to further develop the relationship between the key strategic bodies responsible for coordinating local activity across adult and child services. This will largely be achieved through enhanced links between Alcohol and Drug Partnerships and Child Protection Committees".*

*National Guidance for Child Protection in Scotland 2014  
(Scottish Government 2014)*

### **GOPR Training Champions**

Last year we reported on the development of our P&K Practitioners Guide and Toolkit: GOPR. This was joint work we had taken forward in partnership with the ADP, APC and 250 local managers and practitioners from public, private and voluntary sectors across Perth and Kinross, who had attended a series of multi-agency practitioner events, which they had evaluated highly.

In 2015, following a local recruitment campaign, 17 multi-agency practitioners and managers from the public, private and third sectors came forward voluntarily and having successfully completed a two-day GOPR Training-for-Trainers Course, became P&K GOPR Champions. This Training-for-Trainers Course was evaluated highly.

***In terms of impact***, the following Table present a snapshot of the key comments and feedback from this GOPR Champion Training:

#### **GOPR Champion Training - Comments / Feedback**

*"I feel I have learned a huge amount about the GOPR materials and about myself"*

*"a great mix of information given and collaborative learning"*

*"I better understand GOPR and the associated toolkit and how this would support practitioners and communities alike"*

*"I am glad I have been given this opportunity and I look forward to taking this forward"*

In spring 2016, locality-based, multi-agency, half-day GOPR training events commenced and at the time of publication, 5 such events have taken place and 72 multi-agency practitioners and managers have attended. The training has been evaluated highly and further training events are planned from September 2016.

### **Review of the Multi-Agency Screening Group (MASG)**

Last year we reported on the review and evaluation of the Perth and Kinross Multi-Agency Screening Group (MASG), which was first established on 6 November 2012.

When established, MASG provided us with an opportunity to share, risk and assess police child concern reports and unborn baby referrals from health services with partners agencies.

MASG was also seen as a significant improvement upon our previous information sharing and screening arrangements and allowed us to develop a more holistic approach to joint investigations, assessment and planning.



In 2015, a MASG Review and Evaluation Report identified key strengths and areas for development and made 17 recommendations to the CPC. An Improvement Plan was agreed and all of this work was completed by February 2016.

Since then, further preparations have been made in response to key GIRFEC provisions contained within The Children and Young People (Scotland) Act 2014 relating to the sharing of relevant information with Named Persons due to commence on 31 August 2016.

A multi-agency MASG Re-Design Working Group has been established to support and empower practice and practitioners and to safeguard, support and promote the wellbeing of children and young people under 18 years.

### ***Re-Design of MASG – Possible Next Steps***

- *re-design, re-configure and re-name the MASG*
- *future-proof the work of the MASG against emerging legislation, policy and practice developments*
- *establish how the revised MASG interfaces with existing partnership arrangements e.g. Lead Professionals; CAPSM / GOPR; Unborn Baby Referrals to Early Years Screening Group*
- *ensure the work of the revised MASG safeguards, complies with relevant legislation and the welfare of all children and young people (pre-birth to 18 years of age)*
- *ensure the work of the revised MASG can assist, support and empower the Named Person Service when this is implemented*
- *develop a robust response to the needs of 16 - 18 year old who may be at risk*
- *develop new ways for the coordination of wellbeing concerns as part of the child protection arrangements*
- *promote consistent and proportionate information sharing and recording practices compliant with data protection legislation*
- *maintain the collation of performance management information*
- *review and revise the P&K Screening and Inter-Agency Referral Discussion (IRD) and CPC Inter-Agency Child Protection Guidelines.*

## Single Agency Practice Developments

The following is a management snapshot of single agency policy and practice development; including achievements; key strengths and areas identified for further development and / or improvement in 2015 / 2016 and beyond:

### Cultural and Community Services

#### Culture Perth and Kinross (CPK Trust)

Table No: 40

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>strong staff awareness of child protection issues across CPK; opportunity for all staff to participate in discussions and explore scenarios at network sessions; discussions on how to deal with a range of child protection issues which have occurred in different CPK venues</li> </ul>	<ul style="list-style-type: none"> <li>strengthen child protection and GIRFEC awareness with volunteers throughout CPK</li> </ul>
<ul style="list-style-type: none"> <li>all staff in Libraries and front of house Museum are fully trained in child protection with a Designated Child Protection Lead</li> </ul>	<ul style="list-style-type: none"> <li>continue to embed GIRFEC principles across the service</li> </ul>
<ul style="list-style-type: none"> <li>wide range of staff and volunteers trained in child protection and other related training that focuses on keeping children and young people safe</li> </ul>	<ul style="list-style-type: none"> <li>continue to promote and share good practice across all parts of the service</li> </ul>

#### Live Active Leisure (LAL Trust)

Table No: 41

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>wide range of staff and volunteers trained in child protection and other related training that focuses on keeping children and young people safe when in our care</li> </ul>	<ul style="list-style-type: none"> <li>continue to promote and share good practice across all parts of the Company</li> </ul>
<ul style="list-style-type: none"> <li>coached and instructor lead sessions developed to promote fair play principles in a fun and encouraging environment</li> </ul>	<ul style="list-style-type: none"> <li>develop and implement a Code of Conduct for front line staff delivering coached and instructor led sessions</li> </ul>
<ul style="list-style-type: none"> <li>lead facilitators in delivering PACES for local sports clubs, emphasising the need for quality child protection procedures in all sports clubs using Company and Council facilities</li> </ul>	<ul style="list-style-type: none"> <li>develop PACES so any club delivering physical activities to children and vulnerable adults have to be registered to be able to make a booking</li> </ul>

<ul style="list-style-type: none"> <li>planning, managing and evaluation of Excursions in a Sports Development context; delivering high quality adventurous activities to children and vulnerable adults in a safe and exciting environment</li> </ul>	<ul style="list-style-type: none"> <li>review with PKC "Planning, Managing and Evaluating Your Excursion" taking into account the changes in organisational structures between both parties that took place in 2016</li> </ul>
<ul style="list-style-type: none"> <li>working with Children 1<sup>st</sup>, Perth and Kinross Council and Perth and Kinross CPC to develop and implement action plans to improve child safety in our facilities</li> </ul>	<ul style="list-style-type: none"> <li>develop and implement "Safe in Our Care" guidance for managers and coaching staff and develop and implement "Safe use of changing facilities" guidance</li> </ul>

### **Public Service Reform, Culture and Community Development (PKC)**

Table No: 42

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>staff and volunteers are trained in child protection and other related training that focuses on keeping children and young people safe and protected</li> </ul>	<ul style="list-style-type: none"> <li>continue to promote and share good practice across all parts of the service</li> </ul>

### **Education Services (Schools)**

Table No: 43

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>all training sessions for CPOs and NPs in schools have included a common focus on chronologies, with reference to the Tayside Chronologies Guidance; the majority of schools are using the chronology format increasingly effectively</li> </ul>	<ul style="list-style-type: none"> <li>extend the focus in all NP and CPO training sessions on the importance and use of the Chronology in Child Concern Folders (CCFs) and Child's Plans; promote strict adherence to Tayside Chronology Guidance; continue to sample, review and report on practice</li> </ul>
<ul style="list-style-type: none"> <li>all schools, routinely and timeously, receive Police Child Concern Reports and are asked to inform the subsequent MASG discussion; information received has at times been very influential in terms of the actions agreed at MASG</li> </ul>	<ul style="list-style-type: none"> <li>continue to improve support to school staff in order that they can contribute fully when there are concerns that a child may be at risk of significant harm or abuse</li> </ul>
<ul style="list-style-type: none"> <li>two education officers have been trained as Child Sexual Exploitation (CSE) Trainers and the roll-out of CSE training has begun. CSE lesson plans and appropriate resources have been shared with all schools - primary (for P6&amp;7) and secondary. We have raised awareness with all staff in relation to the Prevent agenda</li> </ul>	<ul style="list-style-type: none"> <li>roll-out CSE training across all localities; continue to support CSE education by identifying appropriate resources; develop lesson plans to support the Prevent agenda for secondary schools; raise awareness of CSE and Prevent at Integrated Team Meetings (ITMs)</li> </ul>

<ul style="list-style-type: none"> <li>presentations for all staff and guidance and training for NPs and for CPOs, have been focused to ensure that all staff understand that there is no change to CPO role, CP procedures or information sharing guidance, as a result of full implementation of the NP role</li> </ul>	<ul style="list-style-type: none"> <li>further develop understanding of, and guidance on, effective partnership working between NP and CPO role to ensure that at all times staff in schools respond appropriately to keep all children safe – including in relation to the CSE and Prevent agendas</li> </ul>
<ul style="list-style-type: none"> <li>revised the introductory GIRFEC E-Learning Module for all staff and have created a NP E-Learning Module; both will be rolled out in session 2016-2017 and emphasise that CP procedures remain unchanged by NP role implementation</li> </ul>	<ul style="list-style-type: none"> <li>develop the planned use by schools of wellbeing indicators to better inform decisions about wellbeing; extend use of Resilience Matrix and My World Triangle to inform decisions to act to intervene early and to prevent harm</li> </ul>
<ul style="list-style-type: none"> <li>continued positive partnership with health colleagues has informed the planned School Nurse developments and supported effective transitions at entry to P1</li> </ul>	<ul style="list-style-type: none"> <li>continue to develop wider partnership working via ITMs to support schools to identify risks and needs; schools will be supported by revised ITM guidance to be issued by October 2016</li> </ul>

## Health Services

Table No: 44

Key Strengths / Achievements	Areas for Development
<ul style="list-style-type: none"> <li>continued positive partnership with education colleagues has informed the planned School Nurse developments and supported effective transitions</li> </ul>	<ul style="list-style-type: none"> <li>develop procedures for sharing information from 27-30 month screening to ensure children are able to access the right support at the right time</li> </ul>
<ul style="list-style-type: none"> <li>embedding Health Visitor Transformation Project and Health Visiting Pathway</li> </ul>	<ul style="list-style-type: none"> <li>pilot of the School Nursing Transformation Project near to completion and will be rolled out to Tayside. This will include a new specialist practitioner's qualification that all staff will be required to undertake</li> </ul>
<ul style="list-style-type: none"> <li>Early Years Workers now delivering Incredible Years Parenting Groups</li> </ul>	<ul style="list-style-type: none"> <li>roll out the new Immunisation Model to create an Immunisation Team for both pre-school and school aged children</li> </ul>
<ul style="list-style-type: none"> <li>intensive continuous professional development undertaken by all Health Visitors to meet the Health Visiting role which includes Named Person role, Speech &amp; Language Training and the Health Visiting Pathway. Includes a new devised Continuous Professional Development Learning Log</li> </ul>	<ul style="list-style-type: none"> <li>the continuous development of staff to deliver case supervision</li> </ul>
<ul style="list-style-type: none"> <li>NHS Tayside Child Protection Advice Line devised for NHS staff</li> </ul>	<ul style="list-style-type: none"> <li>Advice Line for families re general health visiting advice and information to increase capacity for staff to concentrate on the Health Visiting Pathway</li> </ul>

<ul style="list-style-type: none"> <li>development of processes for multi-agency Child's Plan, targeted intervention and escalation guidance in place</li> </ul>	<ul style="list-style-type: none"> <li>Tayside review re the referral criteria for Early Years Workers</li> </ul>
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## **Housing and Community Care (H&CC)**

Table No: 45

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>community safety services have developed a range of initiatives such as SafeTaysiders: Junior Wardens and Street Sports for All, which educate and inform children in respect of risk taking behaviour and general safety. Over 1000 children attended Street Ports for All alone</li> </ul>	<ul style="list-style-type: none"> <li>fully understand the implications of the role of the Named Person as described in The Children and Young People (Scotland) Act 2014 on service delivery</li> </ul>
<ul style="list-style-type: none"> <li>the champions model for GOPR has been rolled out within H&amp;CC ensuring the implementation of GOPR and ensuring that its principles and assessments are embedded throughout the service</li> </ul>	<ul style="list-style-type: none"> <li>Housing Services to explore the most efficient and innovative ways to deliver housing advice in schools</li> </ul>
<ul style="list-style-type: none"> <li>MAPPA process in Perth and Kinross received positive review from recent joint inspection</li> </ul>	<ul style="list-style-type: none"> <li>explore new ways of delivering services, including mental health, for young people transitioning from school to adulthood</li> </ul>
<ul style="list-style-type: none"> <li>Community Safety Services have developed a more effective and efficient way of collating information in respect of convicted sex offenders</li> </ul>	<ul style="list-style-type: none"> <li>Community Safety Service to review their relationship with Youth Justice to ensure as seamless as possible delivery of services for young people</li> </ul>
<ul style="list-style-type: none"> <li>the OWLS service has been well established with new opportunities offered from the new premises for staff to work with mothers and their children</li> </ul>	<ul style="list-style-type: none"> <li>understand the effect of locality planning on the delivery of services</li> </ul>

## **Police Scotland**

Table No: 46

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>key partner in the plans for the redesign of the multi-agency screening group (MASG) to meet the requirements of The Children and Young People (Scotland) Act 2014</li> </ul>	<ul style="list-style-type: none"> <li>continue to ensure consistency in attendance at child protection case conferences and where necessary consider the use of technology for case conferences</li> </ul>
<ul style="list-style-type: none"> <li>launch of local CSE screening tool and procedures resulting in increased proactivity around potential offenders</li> </ul>	<ul style="list-style-type: none"> <li>continue to quality assure inter-agency referral discussions across Police Scotland's Tayside Division to ensure consistency recording and debrief</li> </ul>

<ul style="list-style-type: none"> <li>creation of a <i>Tayside Risk / Concern Hub</i> bringing together specialists in <i>Child Protection / Adult Protection / Youth Justice / Missing People and Domestic Abuse</i></li> </ul>	<ul style="list-style-type: none"> <li>re-launch joint investigative interviewing (JII) arrangements with particular reference to training, quality assurance and evaluation - potentially in partnership with the Central and North Scotland Child Protection Committee Consortium</li> </ul>
<ul style="list-style-type: none"> <li>key contributor to the ongoing development of the CPC multi-agency management information and performance outcome framework</li> </ul>	<ul style="list-style-type: none"> <li>continue to refine and develop the provided key performance management information for the CPC</li> </ul>
<ul style="list-style-type: none"> <li>partner in the Perth and Kinross Stop To Listen Pathfinder project</li> </ul>	<ul style="list-style-type: none"> <li>develop joint investigative interviewing approaches in terms of Perth and Kinross Stop To Listen Pathfinder project</li> </ul>
<ul style="list-style-type: none"> <li>key partner in Perth and Kinross CPC and all Sub Groups and Working Groups</li> </ul>	

### **Scottish Children's Reporter Administration (SCRA)**

Table No: 47

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>strong partnership working between SCRA and key P&amp;K partner agencies</li> </ul>	<ul style="list-style-type: none"> <li>developing training jointly with ECS Services for Children, Young People and Families to improve understanding of hearing system</li> </ul>
<ul style="list-style-type: none"> <li>audit of P&amp;K referrals to SCRA to support GIRFEC approach to decision making in relation to children who may need compulsory measures</li> </ul>	<ul style="list-style-type: none"> <li>developing a protocol between ECS Services for Children, Young People and Families</li> </ul>
<ul style="list-style-type: none"> <li>continuing to develop and review practice between SCRA and P&amp;K partners agencies</li> </ul>	
<ul style="list-style-type: none"> <li>included key SCRA data in the P&amp;K CPC management information and performance outcome framework</li> </ul>	

### **Services for Children, Young People and Families Service**

Table No: 48

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>development of a universal Named Person Service as Phase 2 of the MASG review</li> </ul>	<ul style="list-style-type: none"> <li>embed new Named Person Service process in accordance with the implementation of the Children and Young People (S) Act 2014 and introduce mechanism to provide assistance</li> </ul>
<ul style="list-style-type: none"> <li>refresher training provided for all Chairs of Child Protection Case Conferences and Core Groups</li> </ul>	<ul style="list-style-type: none"> <li>refinement of recording practices to reduce duplication whilst ensuring accurate and detailed recording</li> </ul>



<ul style="list-style-type: none"> <li>consultation and involvement of Children and Young People is clearly demonstrated in CP processes</li> </ul>	<ul style="list-style-type: none"> <li>improve mechanisms for creative engagement and consider potential use of social media</li> </ul>
<ul style="list-style-type: none"> <li>comprehensive assessments addressing needs and risk and evidence of very good information sharing</li> </ul>	<ul style="list-style-type: none"> <li>provide greater clarity on the extent of coordinated partnership working</li> </ul>
<ul style="list-style-type: none"> <li>multi-agency training provided on use of chronologies which is evaluated highly</li> </ul>	<ul style="list-style-type: none"> <li>implement key legislative and practice changes as part of the Children and Young People (S) Act 2014</li> </ul>
<ul style="list-style-type: none"> <li>Unborn Baby Referrals considered by multi-agency group in order to offer early intervention and support</li> </ul>	<ul style="list-style-type: none"> <li>multi-agency support structure to be reviewed in order to ensure the provision of early intervention in managing CAPSM and children affected by parental mental health</li> </ul>
	<ul style="list-style-type: none"> <li>improve the administration and timescales for CPCCs</li> </ul>

### **Third Sector – Child Protection Voluntary Sector Forum**

Table No: 49

<b>Key Strengths / Achievements</b>	<b>Areas for Development</b>
<ul style="list-style-type: none"> <li>pro-active engagement with the National Third Sector GIRFEC Project with many voluntary sector organisations contributing</li> </ul>	<ul style="list-style-type: none"> <li>continuing to promote and embed GIRFEC practice model and the SHANARRI wellbeing indicators across our services to promote integrated and collaborative working</li> </ul>
<ul style="list-style-type: none"> <li>leading on the development of child sexual exploitation training for all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>improving the quality and consistency of chronologies supported by staff training</li> </ul>
<ul style="list-style-type: none"> <li>good quality assessments; care plans and recording practices in place across sector</li> </ul>	<ul style="list-style-type: none"> <li>promoting awareness and understanding of self-evaluation in a partnership setting</li> </ul>
<ul style="list-style-type: none"> <li>made staff training and development opportunities more accessible to our staff</li> </ul>	<ul style="list-style-type: none"> <li>developing further engagement with smaller voluntary sector organisations</li> </ul>
<ul style="list-style-type: none"> <li>wide range of diverse early supports in place for children and families</li> </ul>	<ul style="list-style-type: none"> <li>proactive inclusion of third sector at strategic planning stages</li> </ul>
<ul style="list-style-type: none"> <li>good cross service working and peer support promoting good practice</li> </ul>	<ul style="list-style-type: none"> <li>recognition and inclusion of third sector role in relation to child protection and children and young people's services</li> </ul>
<ul style="list-style-type: none"> <li>engagement with Third Sector Strategic Commissioning Project</li> </ul>	

## 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.**

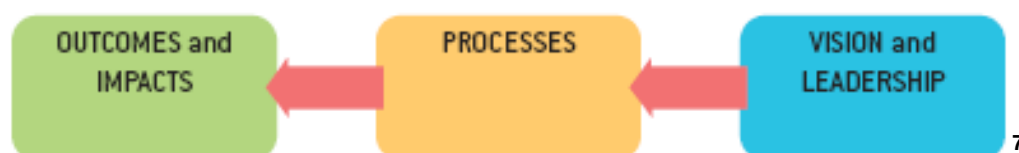
*"A growing number of chief officers' groups have reviewed and strengthened structures and governance arrangements for public protection comprising child and adult protection, and the management of sex offenders. This is aimed both at improving the scrutiny and challenge of performance across public protection and at firming up wider connections across relevant strategic areas such as domestic abuse, violence against women, and drug and alcohol partnerships"*

*"Collective leadership for public protection is leading to new integrated approaches and better coordinated efforts to protect and support groups that are vulnerable and at risk. There are notable illustrations of positive joint working across strategic groups and some possible areas of good practice worthy of further exploration. For example, the establishment of joint working groups on behalf of adult and child protection committees in relation to raising public awareness and multi-agency training and development of staff"*

*A report on the effectiveness of child protection arrangements in Scotland (Care Inspectorate: November 2014)*

*"The governance and accountability arrangements between the Community Planning Partnership (CPP) and the CPC are clear. The CPC is directly accountable to the C&YPSG. There is a very strong culture of challenge in Perth and Kinross Council with regular and robust scrutiny of the work of the CPC. There is strong evidence of effective leadership and direction resulting in continuous improvement in high performing public protection services and in the effectiveness of the CPC"*

*Effectiveness of the CPC in Perth and Kinross Council Area:  
Report to Scottish Ministers (Emma McWilliam, Link Inspector,  
Care Inspectorate: March 2014)*



### **Perth and Kinross Children, Young People and Families Partnership (CYP&FP)**

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

<sup>7</sup> Source: Extracted from *How well do we protect children and meet their needs?* (HM Inspectorate of Education 2009)



services, in particular, child protection services through the Perth and Kinross Children, Young People and Families Partnership (CYP&FP).

They do so within the Community Planning Partnership (CPP) Framework and their work is articulated via the Perth and Kinross Community Plan / Single Outcome Agreement 2013 - 2023 and the Perth and Kinross Council Corporate Plan 2013 – 2018.

The Vision of the CYP&FP is ***to enable children and young people to be the best they can be***. The CYP&FP continues to provide strong leadership, direction, support, challenge and scrutiny of children's services and child protection services.

The CYP&FP also provides the CPC with clear governance; accountability and reporting frameworks for its work (see Appendices 1 and 2) and is committed to continuous improvement through self-evaluation.

Elected Members (Full Council) and Agency Board Members continue to provide added value and scrutiny of the work of the CPC across Perth and Kinross.

### ***Joint Meeting (CYP&FP and CPC)***

On 18 February 2016, the CYP&FP and the CPC held a Joint Meeting.

The purpose of this joint meeting was to:

- consider governance and reporting arrangements
- clarify the understanding of respective roles, responsibilities and relationships
- develop stronger working relationships
- allow members of both partnerships to discuss key issues relating to child protection and the promotion of wellbeing
- jointly identify key risks and future challenges in protecting children and young people
- consider the important role of the CYP&FP in scrutinising the work of the CPC and at the same time promoting a learning culture and supporting frontline staff.

A total of 23 members from the CYP&FP and CPC attended this half-day event. The main focus was on identifying, managing and mitigating risk and challenges by identifying opportunities for continuous improvement.

Following a series of interactive presentations and discussions, participants identified many strengths in the partnership working; identified the key risks and challenges ahead in protecting children and young people and suggested a number of solution-focussed actions to mitigate and these risks. Members also had an opportunity to contribute towards the Perth and Kinross Pathfinder: Stop To Listen (STL), a joint initiative with Children 1st.

Following on from this joint meeting, the strategic leadership priorities for the CYP&FP were identified as:

## CYP&FP Priorities for 2016 and Beyond

- *maintaining resources for child protection (as the number one priority) with increasing volume and case complexity*
- *promoting an autonomous, confident workforce and an authorising environment alongside strong leadership, direction and scrutiny*
- *keeping abreast of the complex and rapidly changing policy and practice landscape and ensure that the actions which are taken forward enhance and build on existing good practice*
- *leading the effective management of organisational and transformational change*
- *developing partnership working further and breaking down barriers between services and agencies to implement locality and integrated working*
- *supporting the importance of professional judgement in policy, process and practice*
- *providing effective supervision, which supports and empowers practice*
- *maintaining a learning culture, as opposed to a blame culture, by developing a competent, confident and upskilled workforce*
- *keeping pace with new challenges, e.g. the changing nature of risk, especially for those children not in the child protection system*
- *making more effective use of new technologies, e.g. social media*
- *maintaining public confidence in our services to protect people.*

### Perth and Kinross Child Protection Committee (CPC)

*"The most effective child protection committees have continued to place a strong focus on continuous improvement and striving for excellence. They have adopted sound quality assurance systems and jointly monitor performance across relevant services, using good quality quantitative and qualitative data for measuring and reporting on progress regularly against agreed priorities"*

*A report on the effectiveness of child protection arrangements in Scotland (Care Inspectorate: November 2014)*

Perth and Kinross Child Protection Committee (CPC) is the strategic, multi-agency child protection partnership which oversees the development; dissemination; implementation; and evaluation of child protection policy and practice developments across Perth and Kinross. Membership of the CPC is reviewed regularly to ensure it represents fully local children's services local needs and challenges.

The CPC remains compliant with the requirements specified in Part 2 of the National Guidance for Child Protection in Scotland 2014 (Scottish Government 2014) and continues to operate in terms of a CPC Partnership Agreement and Constitution. The CPC is supported by a public facing, Child Protection Website, which provides a transparent overview of the work of the CPC.

The CPC supports the ethos that **getting it right for every child is everyone's job** and it is **everyone's responsibility to keep children safe** and to **protect** them from harm, abuse and neglect.

## CPC Development Day 2016

This annual event was held on 3 May 2016 and 47 members from our *child protection community* attended this event, which was evaluated highly. This year, as the CPC continued its *journey towards effective quality assurance and self-evaluation* the focus was on:

- developing our child protection community
- improvement planning through self-evaluation
- clarifying the connections between child protection and Getting it right
- implementing and embedding the Named Person provisions per The Children and Young People (Scotland) Act 2014
- embedding the Child's Plan provisions per The Children and Young People (Scotland) Act 2014
- embedding the Tayside Practitioner's Guidance: Chronologies
- developing new arrangements to support Named Persons in the handling and management of child wellbeing concern reports
- identifying the risks and challenges in supporting 16 to 18 years who may be at risk
- considering the opportunities created by changing structures and transformational changes in health and social care and housing and community care services.

Following on from this development session, the CPC has been able to validate and consolidate its approach to continuous improvement through self-evaluation and has future-proofed its work, in terms of forthcoming and emerging child protection legislative, policy and practice developments and changes. In particular the CPC will continue to:

### CPC Priorities for 2016 and Beyond

- *continue to develop the child protection community across Perth and Kinross*
- *ensure the CPC is an effective partnership which provides leadership and direction in terms of child protection*
- *further develop effective quality assurance and self-evaluation approach, with a focus on risk and need*
- *support the Getting it right approach and the provisions of The Children and Young People (Scotland) Act 2014*
- *continue to improve information sharing, assessment and planning arrangements*
- *take cognisance of changing structures and transformational changes*
- *implement a robust annual self-evaluation programme*
- *progress the various actions / tasks contained within the CPC Improvement Plan 2015 - 2018 (see Appendix 5)*
- *assess our capacity for improvement and change.*

## **Partnership Working**

Perth and Kinross CPC continues to work in partnership with and proactively influences, negotiates and contributes to the child protection policy, practice and work plans of a number of national, regional and local partnerships and / or groups. This includes (in no particular order):

### **National Partnership Working**

- *Scottish Government Child Protection Policy Team*
- *Scottish Government Getting it Right for Every Child (GIRFEC) Team*
- *Scottish Government Ministerial and National Working Groups (various)*
- *Child Protection Committees Scotland*
- *National Child Sexual Exploitation (CSE) Working Group*
- *National CPC Lead Officers' Group*
- *National Child Protection Learning and Development Group*
- *National Child Protection and Disability Network*
- *Care Inspectorate*
- *WithScotland.*

### **Regional Partnership Working**

- *Central and North Scotland Child Protection Committee Consortium*
- *Tayside Getting it Right for Every Child (GIRFEC) Strategic Group*
- *Pan Tayside Child Protection Learning and Development Group.*

### **Local Partnership Working (Perth and Kinross)**

- *Perth and Kinross Children, Young People and Families Partnership (CYP&FP)*
- *Perth and Kinross Adult Support and Protection Committee (APC)*
- *Perth and Kinross Alcohol and Drug Partnership (ADP)*
- *Perth and Kinross Violence Against Women Partnership (VAWP)*
- *Perth and Kinross Community Safety and Environment Outcome Delivery Group*
- *Perth and Kinross Suicide Prevention Steering Group*
- *Perth and Kinross Voluntary Sector Child Protection Forum*
- *Perth and Kinross Getting it Right for Every Child (GIRFEC) Strategic Group*
- *Perth and Kinross Partnership Coordinators' Network*
- *Perth and Kinross Child Sexual Exploitation (CSE) Working Group*
- *Perth and Kinross Protecting People Communications Group.*

## Useful Links

- [Perth and Kinross Children, Young People and Families' Partnership - Membership](#)
- [Perth and Kinross Child Protection Committee - Membership](#)
- [Perth and Kinross CPC Quality Assurance Sub Group - Membership](#)
- [Perth and Kinross CPC Practice Sub Group - Membership](#)
- [Perth and Kinross CPC Learning and Development Sub Group - Membership](#)
- [Perth and Kinross Child Sexual Exploitation Working Group - Membership](#)
- [Perth and Kinross Protecting People Communications Group - Membership](#)
- [Role, Remit and Responsibility - CPC Quality Assurance Sub Group](#)
- [Role, Remit and Responsibility - CPC Practice Sub Group](#)
- [Role, Remit and Responsibility - CPC Learning and Development Sub Group](#)

## **What is our capacity for improvement?**

*"We found encouraging signs that chief officers and child protection committees are striving for excellence in the protection of children and young people and that the capacity for improvement overall is high. In those areas showing signs of highly effective performance, leaders provide strong direction and collective ownership of shared values for delivering the best possible outcomes for children and young people in need of protection"*

*"Our link inspectors will build on these conclusions and provide the necessary support and challenge to community planning partnerships, chief officers and child and adult protection committees to effect continuous improvement. They will offer support to build capacity for joint self-evaluation using recognised quality improvement frameworks and carry out work to validate areas of good practice, focusing particularly in those aspects which represent the biggest challenges across Scotland"*

*A report on the effectiveness of child protection arrangements in Scotland (Care Inspectorate: November 2014)*

*"The CPC have identified very ambitious priorities for improvement in the coming year. Based on past performance, there is good reason to be confident that partners have the drive and determination to achieve their stated objectives"*

*Effectiveness of the CPC in Perth and Kinross Council Area:  
Report to Scottish Ministers (Emma McWilliam, Link Inspector,  
Care Inspectorate: March 2014)*

Perth and Kinross CPC can demonstrate a long and well-established commitment to continuous improvement through self-evaluation, as evidenced throughout this report. We know *how good we are now* and *how good we can be*.

Through strong leadership, direction, challenge, support and scrutiny; effective partnership working; a wide range of joint self-evaluation activities and workshops; engagement and feedback from service users; joint-working with other high-performing CPC areas; benchmarking exercises and local practitioner events helps us to conclude again that our *capacity for improvement remains very strong*.

Underpinning the work of the CPC is a robust continuous improvement through self-evaluation programme.

Last year we committed ourselves to developing and implemented a three-year CPC Improvement Plan 2015 - 2018 (published on 29 March 2016). A comprehensive update (published on 31 July 2016) on this plan can be found at Appendix 5.

We also committed ourselves to an ambitious three-year programme of improvement and identified the following as high priority actions / tasks for 2015 – 2016:

### **CPC High Priority Actions / Tasks 2015 – 2016 (Year 1)**

- *develop a management information and performance outcome framework with a particular focus on key outcome measures*
- *develop a zero-tolerance and preventative approach to child sexual exploitation and other harmful practices*
- *develop our communications strategy for protecting people and keeping children and young people safe*
- *develop our advocacy arrangements and methods of engagement with children, young people and families*

- *develop our screening and management arrangements through the multi-agency steering group and fully implement the MASG improvement plan*
- *develop the consistency of single and integrated chronologies and integrated assessments for children and young people at risk*
- *develop a child's plan and continue to align and embed GIRFEC and the provisions of The Children and Young People (Scotland) Act 2014*
- *continue to implement all the actions / tasks in the CPC Improvement Plan 2015 - 2018.*

We are confident that this report evidences and demonstrates clearly that we have made significant progress and improvements on all of the above commitments.

In terms of our ongoing three-year programme of improvement, we have identified the following high level actions / task which will underpin the work of the CPC in 2016 - 2017:

#### ***CPC High Priority Actions / Tasks 2016 – 2017 (Year 2)***

- *further refine the management information and performance outcome framework to enhance the scrutiny and governance of performance*
- *refine our approach to quality assurance and self-evaluation using recognised frameworks*
- *ensure our quality assurance and self-evaluation programme continues to focus on key processes including decision making, but places more emphasis on impact*
- *continue to review and revise our existing CPC policies; procedures; protocols; guidelines and information leaflets to ensure compliance with new legislative and policy changes*
- *continue to embrace the opportunities and challenges presented by organisational change; transformational change; partnership working and integration*
- *continue to develop our public information, communication and engagement strategy and communications plan and make better use of the opportunities presented by the use of social media*
- *continue to embed the provisions of GIRFEC and The Children and Young People (Scotland) Act 2014 to safeguard, support and promote wellbeing - including the wellbeing of 16 - 18 years, who may be at risk*
- *re-design the multi-agency screening group (MASG) as required to ensure compliance with The Children and Young People (Scotland) Act 2014*
- *continue to support professional judgement and empower practitioners in terms of information sharing; GOPR; CSE; chronologies; assessments and planning*
- *develop the P&K Stop To Listen Pathfinder, in terms of joint investigative interviewing and peer-to-peer mentoring*
- *continue to implement the Year 2 priorities within the P&K CPC Improvement Plan 2015 - 2018 and the P&K CSE Work Plan 2016.*



## Child Protection Committee Statutory Partners



**Perth and Kinross Council** is responsible for the delivery of public services across a large landward area of approximately 5,286 square kilometres to a population of approximately 149,930. Perth and Kinross Council is ranked 5<sup>th</sup> in Scotland in terms of area and 13<sup>th</sup> in Scotland in terms of population. Our population is projected to grow by 24% by 2037, which is the third highest growth rate in Scotland.

In 2013, there were 66,545 households in Perth and Kinross and it is predicted that there will be 82,870 by 2033. Around 80% of the overall population live within a settlement, the largest of which is Perth City, where approximately a third of the total population reside. Levels of deprivation remain relatively low, although there are identifiable pockets of deprivation. It is estimated that after housing costs, approximately 17% of children are living in poverty.

Children and young people (0-15) make up 16% of the population and education is delivered to 17,750 pupils. Early learning and childcare is delivered to 2,484 children through 46 nursery classes, 37 partner providers and one pre-school centre. Local authority education is provided to 17,821 pupils through 10 secondary schools; 73 primary schools and one additional support needs school. Attainment levels continue to be high. Perth and Kinross Council Headquarters are located in Perth. Education and Children's Services (ECS) delivers an integrated approach to Children and Families Services across Perth and Kinross<sup>8</sup>.



**NHS Tayside** is responsible for commissioning health care services for the residents in the geographical local government areas of Angus, Dundee and Perth and Kinross. The Board's boundaries are coterminous with these local authority government areas, which had a combined population of 405,721 based on mid-year 2011 population estimates published by the General Register Office for Scotland.

NHS Tayside's governance includes a total of 19 major and community hospitals, including the University of Dundee's Medical School attached to the region's flagship institute, Ninewells Hospital in Dundee. It also includes over 66 GP surgeries and a variety of health centres staffed by over 30,000 employees of the health region.

NHS Tayside's Vision is: *Everyone has the best care experience possible.* NHS Tayside Aim is: *we will strive to deliver excellent care with compassion, dignity and respect, always listening to patients, their families and carers and working with partners to support people to live longer and healthier lives. We have a determination to learn, to improve and do the right thing.* NHS Tayside Values are:

1. *put patients first;*
2. *show compassion, caring and kindness;*
3. *treat everyone with dignity and respect;*

<sup>8</sup> Source: National Records of Scotland: 2015  
 Perth and Kinross Community Plan / Single Outcome Agreement (SOA) 2013 - 2023  
 Perth and Kinross Education and Children's Services Standards and Quality Report 2014/2015



4. *take the time to have good, open communications and be accountable for our actions and behaviours; and*
5. *do the best that we can by working as a team to provide excellent treatment and care<sup>9</sup>.*



**Police Scotland** was formally established on 1 April 2013 and is responsible for policing across the length and breadth of Scotland, some 28,168 square miles. Police Scotland is the second largest force in the UK, after the Metropolitan Police. Police Scotland's purpose is to improve the safety and wellbeing of people, places and communities in Scotland. The focus is on ***Keeping People Safe*** which is at the heart of everything that they do. There are 13 local

policing divisions, each headed by a Local Police Commander who ensures that local policing in each area is responsive, accountable and tailored to meet local needs<sup>10</sup>.

**Tayside Division** serves approximately 388,000 people over 2,896 square miles, covering the City of Dundee, Angus and Perth and Kinross council areas. The Division has 3 territorial command areas – one each for Dundee, Angus and Perth and Kinross. Each area has a dedicated Area Commander who has the responsibility for all day-to-day policing functions in that area. Each area is served by a number of community policing teams. These teams are built around the needs of local people. They are responsible for responding to calls in the local area, as well as looking for long term solutions to key issues<sup>11</sup>.

**Perth and Kinross Area Command** covers an area of 2,000 square miles and is home to 134,949 people (2001 census). The main centres of population are Perth, Blairgowrie, Crieff, Kinross and Pitlochry<sup>12</sup>. Policing across Perth and Kinross is delivered in compliance with the Police Scotland: Perth and Kinross Local Policing Plan 2014 - 2017.



**Scottish Children's Reporter Administration (SCRA)** is a national body formed in 1996. Its main responsibilities are to facilitate the work of Children's Reporters, to deploy and manage staff to carry out that work, and to provide accommodation for Children's Hearings. The Children's Hearings System provides the operational setting in which SCRA and partner agencies work. The aim is to provide a safety net for vulnerable

children and deliver tailored solutions which meet the needs of the individuals involved, while helping to build stronger families and safer communities. SCRA also works collaboratively with partners to support and facilitate the Getting it Right For Every Child (GIRFEC) agenda.

The role of the Reporter is to:

- *receive referrals for children and young people who are believed to require compulsory measures of supervision;*
- *decide whether the child or young person needs to be referred to a Hearing, and if so draft a statement of grounds;*

<sup>9</sup> Source: NHS Tayside Website at: <http://www.nhstayside.scot.nhs.uk/index.htm> [Accessed: 2016]

<sup>10</sup> Source: Police Scotland Website at: <http://www.scotland.police.uk/about-us/> [Accessed: 2016]

<sup>11</sup> Source: Police Scotland Website at: <http://www.scotland.police.uk/your-community/tayside/> [Accessed: 2016]

<sup>12</sup> Source: Police Scotland Website at <http://www.scotland.police.uk/your-community/tayside/perth-and-kinross/> [Accessed: 2016]

- *provide administration to Children's Hearings and keep a record of proceedings at Hearings;*
- *maintain the independence of Hearings and support fair process; and*
- *conduct Children's Hearings court proceedings.*

The Reporter's primary function is to receive referrals for children and young people who are believed to require compulsory measures of supervision. The Reporter then decides whether the child or young person should be referred to a Children's Hearing.

SCRA has nine localities, supported by a Head Office. The nine localities are: Highlands & Islands, North Strathclyde, Glasgow, Grampian, South East, Tayside & Fife, Ayrshire, Central, and Lanarkshire/Dumfries & Galloway.<sup>13</sup> The service to Perth is provided by the Tayside Fife Locality. It is the Glenrothes office that provides the service to Perth & Kinross, contact details are on the [SCRA](#) website.

The [SCRA](#) website provides information and resources for families and professionals. There is also information for partners guidance on referral to the Reporter – [information for partners](#) which is a valuable resource for anyone considering whether to refer a child to SCRA. **SCRA service to Perth and Kinross** is provided from the Tayside and Fife Locality, which has sites in a Dundee and Glenrothes. The Children's Hearings Centre in Perth continues to hold on average 170 hearings sessions throughout the year.

**Children's Hearings Scotland (CHS)** is a public body. It was established in July 2011 by The Children's Hearings (Scotland) Act 2011 and became fully operational on 24 June 2013. The Act aims to improve the lives, outcomes and opportunities of Scotland's most vulnerable children and young people. In relation to CHS, the Act:



- *created the role of National Convener, to act as a figurehead for Scotland's 2,700 volunteer panel members, to ensure they are consistently supported to a high standard*
- *created CHS as a dedicated national body, to support the National Convener in the delivery of functions related to the recruitment, selection, appointment, training, retention and support of panel members*
- *empowered the National Convener to establish a national Children's Panel*
- *empowered the National Convener to establish Area Support Teams, with the consent of each local authority, to be responsible for managing and supporting the national panel at local level.*

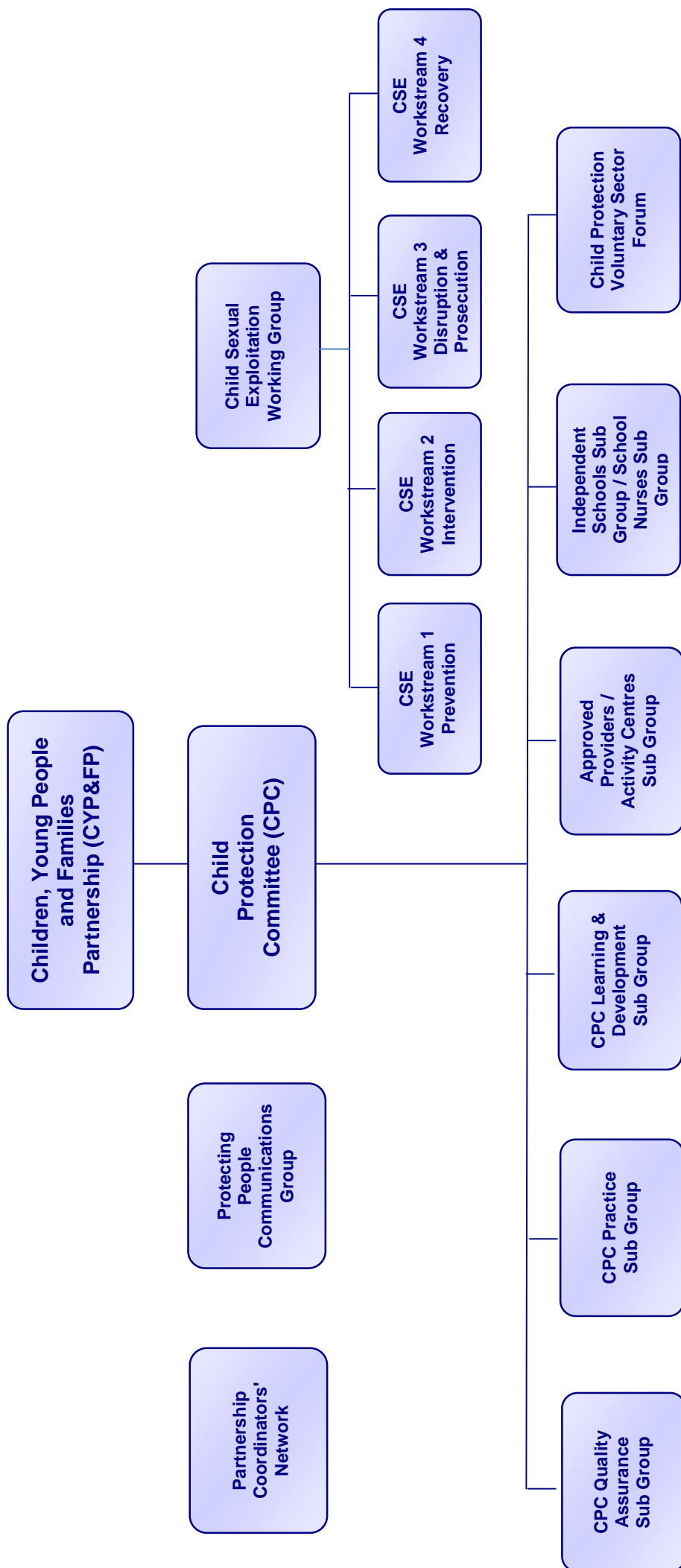
Under the Act, the National Convener of CHS has a number of duties. These include:

- *recruitment, appointment and reappointment of panel members*
- *making arrangements for the training of panel members*
- *managing the 22 Area Support Teams*
- *appointment and reappointment of Area Support Team members*
- *providing advice to children's hearings*
- *publishing annually a report about the implementation of compulsory supervision orders (the feedback loop)<sup>14</sup>.*

<sup>13</sup> Source: SCRA Website at: [http://www.scra.gov.uk/children\\_s\\_hearings\\_system/about\\_scra.cfm](http://www.scra.gov.uk/children_s_hearings_system/about_scra.cfm) [Accessed: 2016]

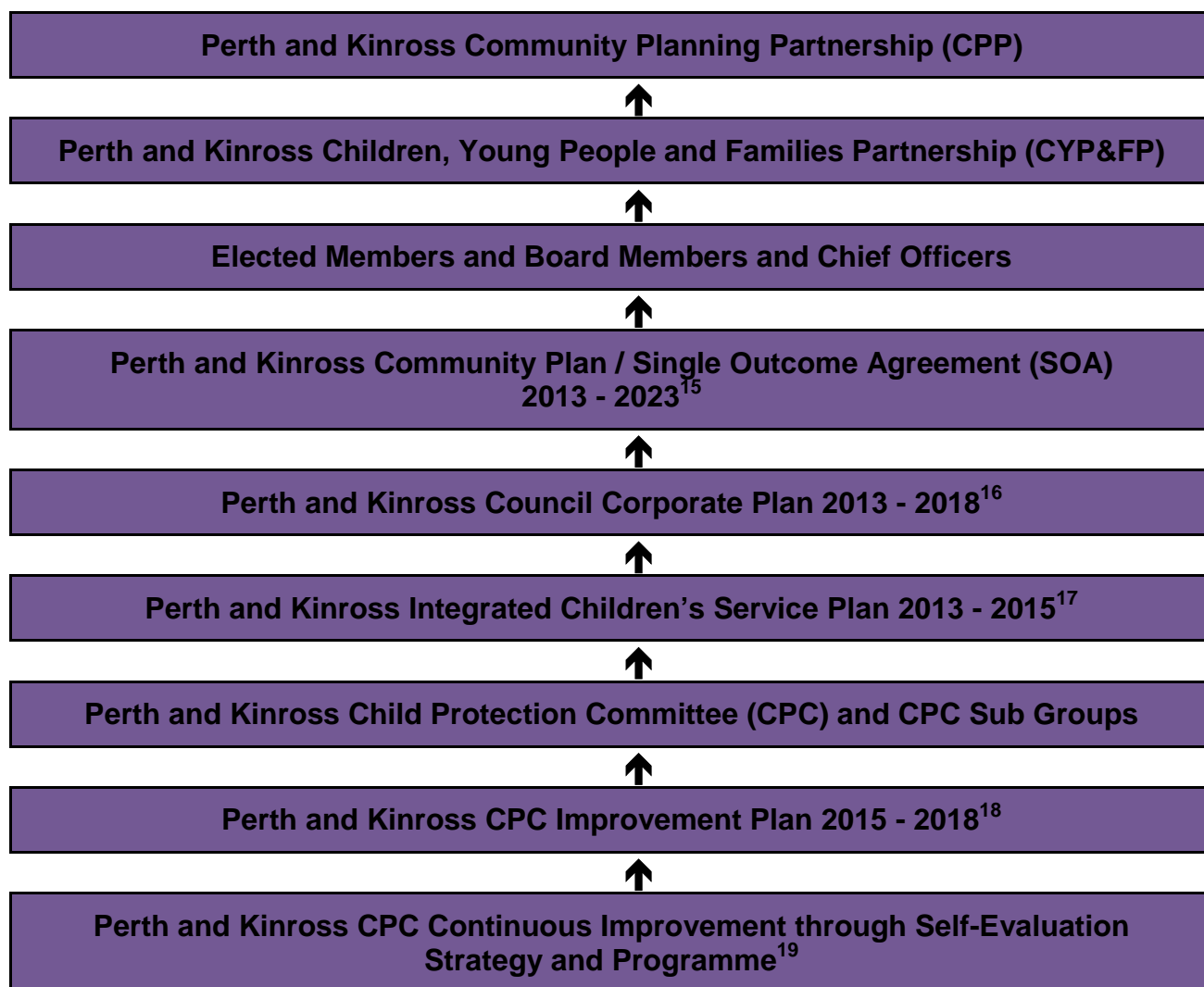
<sup>14</sup> Source: Children's Hearings Scotland Website at: <http://www.chscotland.gov.uk/about-chs/> [Accessed: 2016]

## Perth and Kinross Child Protection Committee Governance and Accountability Framework



# Perth and Kinross Child Protection Committee Reporting Framework

Appendix 3



Our Golden Thread<sup>20</sup>



<sup>15</sup> Source: [Perth and Kinross Community Plan/Single Outcome Agreement 2013 - 2023](#)

<sup>16</sup> Source: [Perth and Kinross Council Corporate Plan 2013 - 2018](#)

<sup>17</sup> Source: [Perth and Kinross Integrated Children's Services Plan 2013 - 2015](#)

<sup>18</sup> Source: [Perth and Kinross CPC Improvement Plan 2015 - 2018](#)

<sup>19</sup> Source: [Perth and Kinross CPC Continuous Improvement Programme](#)

<sup>20</sup> Source: [Perth and Kinross Council Corporate Plan 2013 - 2018](#)

## List of Useful Abbreviations

ACCP	Abuse, Culture and Child Protection (roshni)
ADP	Alcohol and Drug Partnership
ASPC	Adult Support and Protection Committee
C&NSCPCC	Central and North Scotland Child Protection Committee Consortium
CAPSM	Children Affected by Parental Substance Misuse
CCF	Child Concern Folder (Schools)
CCR	Child Concern Report
CHS	Children's Hearings Scotland
CI	Care Inspectorate
COPFS	Crown Office and Procurator Fiscal Service
CPC	Child Protection Committee
CPCC	Child Protection Case Conference
CPDT	Child Protection Duty Team
CPK	Culture Perth and Kinross (CPK - Trust)
CPO	Child Protection Officer (Schools)
CPO	Child Protection Order
CPP	Community Planning Partnership
CPR	Child Protection Register
CPVSF	Child Protection Voluntary Sector Forum
CSE	Child Sexual Exploitation
CSO	Compulsory Supervision Order
CYP&FP	Children, Young People and Families Partnership
CYRO	Children and Youth Rights Officer
DWP	Department for Work and Pensions
ECHR	European Convention on Human Rights
ECS	Education and Children's Services
FAQ	Frequently Asked Questions
FGM	Female Genital Mutilation
FM	Forced Marriage
FOI	Freedom of Information
GIRFEC	<i>Getting it Right for Every Child</i>
GOPR	Getting Our Priorities Right
GP	General Practitioner

H&S	Health and Safety
H&SCI	Health and Social Care Integration
HBV	Honour Based Violence
HCC	Housing and Community Care
HMIE	Her Majesty's Inspectorate of Education
ICO	Information Commissioner's Office
ICR	Initial Case Review
ICSP	Integrated Children's Services Plan
IJB	Integrated Joint Board
IRD	Inter-Agency Referral Discussion
ITMs	Integrated Team Meetings (in Schools)
iVPD	Vulnerable Person's Database (Interim) (Police Scotland)
JII	Joint Investigative Interview
JIIT	Joint Investigative Interview Training
KPI	Key Performance Indicators
LAAC	Looked After and Accommodated Children
LAC	Looked After Children
LAL	Live Active Leisure (LAL - Trust)
LP	Lead Professional
MAPPA	Multi-Agency Public Protection Arrangements
MARAC	Multi-Agency Risk Assessment Conference
MASG	Multi-Agency Screening Group
MATAC	Multi-Agency Tasking and Coordinating
MiDIS	Multi-Disciplinary Information Systems (NHS Tayside)
MIS	Management Information and Statistics
NHS	National Health Service
NP	Named Person
NSPCC	National Society for the Prevention of Cruelty to Children
OOHS	Out of Hours Service (P&KC)
P&K	Perth and Kinross
PACES	Perth and Kinross Accredited Club Excellence Scheme
PAN Tayside	Perth, Angus and Dundee Councils (Tayside)
PCC	Police Concern Report
PF	Procurator Fiscal
PKAVS	Perth and Kinross Association of Voluntary Service

PKC	Perth and Kinross Council
PPU	Public Protection Unit (Police)
PSE	Personal Social Education (Schools)
QI	Quality Indicator
RAG	Red; Amber; Green
RSHP	Relationships, Sexual Health and Parenthood (Schools)
S&Q	Standards and Quality Report
SCR	Significant Case Review
SCRA	Scottish Children's Reporter Administration
SHANARRI	GIRFEC Wellbeing Indicators - Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; Included
SMART	Specific; Measurable; Achievable; Realistic and Time-Limited
SOA	Single Outcome Agreement
STL	Stop To Listen (Children 1st)
UBB	Unborn Baby
UNCRC	United Nations Convention on the Rights of the Child
VAWP	Violence Against Women Partnership
VPR	Vulnerable Person Report (Police Scotland)
VRI	Visually Recorded Interviews



## CPC Improvement Plan 2015 – 2018

### Progress Report for CPC S&Q Report 2015 – 2016

Progress Report Published: 31 July 2016



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.

CPC Sub Groups - Colour Designation

- CPC Quality Assurance Sub Group
- CPC Practice Sub Group
- CPC Learning & Development Sub Group
- All CPC Sub Groups

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
1.1	Carry out a systematic biennial review the Child Protection Committee (CPC) and CPC Sub Groups to ensure they are providing leadership and direction in terms of their role, remit and function and consider future succession planning for Chairs and Vice-Chairs	Chair of the CPC Chairs of all CPC Sub Groups	By 31 December 2016	<ul style="list-style-type: none"> <li>CPC Partnership Agreement and Constitution 2015 - In Place;</li> <li>CPC Communications Strategy; Communications Plan; Learning and Development Strategy &amp; Learning Frameworks 2015 - 2018 - In Place;</li> <li>CPC Improvement Plan 2015 - 2018 - In Place / Ongoing;</li> <li>CPC Self-Evaluation Programme 2015 - 2016 - In Place / Ongoing;</li> <li>CPC Multi-Agency Management Information and Performance Outcome Framework 2015 - 2016 - In Place / Ongoing;</li> <li>CPC and Sub Groups Annual Development Sessions - In Place;</li> <li>CPC Annual Standards and Quality Reports - In Place;</li> <li>Governance, Leadership, Direction, Scrutiny and Reporting Framework via Children, Young People and Families Partnership; Full Council and Scrutiny Committee - In Place;</li> <li>CPC Minutes - Published on CPC Website;</li> <li>CPC and Sub Groups Induction and Self-Briefing Pack - In Place / Continually Updated;</li> <li>CPC and Sub Groups Membership - Under Constant Review;</li> <li>CPC and Sub Group Members - Role, Remit and Responsibility Guidance - In Place / Ongoing;</li> <li>Joint Session of the CYP&amp;FP and CPC held on 18/02/2016 - Focus on Governance; Leadership; Accountability; Reporting; Partnership Working; Risks, Opportunities and Challenges Full</li> </ul>	GREEN

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
				<ul style="list-style-type: none"> <li>• Evaluation Report;</li> <li>• CPC Development Session held on 03/05/2016 - Evaluation Report;</li> <li>• CPC Inter-Agency Child Protection Guidelines 2011 - In Place / Under Review per GIRFEC and The Children and Young People (Scotland) Act 2014 - Compliance;</li> <li>• <b>ONGOING.</b></li> </ul>	
2	<b>2.1</b> From 1 August 2015, implement the revised multi-agency management information and performance outcome framework	Chair of the CPC	Ongoing from 1 August 2015	<ul style="list-style-type: none"> <li>• CPC Multi-Agency Management Information and Performance Outcome Framework 2015 - 2016 - In Place / Ongoing;</li> <li>• Providing Annual Reporting to CPC and CYP&amp;FP and Quarterly Reporting to CPC;</li> <li>• Themed Approach to Performance Reporting to CYP&amp;FP - In Place for the CYP&amp;FP via ECS Research and Performance Team;</li> <li>• Implications of GIRFEC, MASG Re-Design and The Children and Young People (Scotland) Act 2014 - Compliance;</li> <li>• <b>ONGOING.</b></li> </ul>	<b>GREEN</b>
	<b>2.2</b> Make use of the multi-agency management information and performance outcome framework to further enhance the scrutiny and governance of performance by the Child Protection Committee and the Children, Young People and Families Partnership (CYP&FP)	Chair of the CPC Chair of the Children, Young People and Families Partnership	Ongoing from 1 January 2016	<ul style="list-style-type: none"> <li>• CPC Multi-Agency Management Information and Performance Outcome Framework 2015 - 2016 - In Place / Ongoing;</li> <li>• Providing Annual Reporting to CPC and CYP&amp;FP and Quarterly Reporting to CPC;</li> <li>• Themed Approach to Performance Reporting to CYP&amp;FP - In Place for the CYP&amp;FP via ECS Research and Performance Team;</li> <li>• BMIP - Providing Additional Reporting to CYP&amp;FP - Key Child Protection Information;</li> <li>• Implications of GIRFEC, MASG Re-Design and</li> </ul>	<b>GREEN</b>

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
				<p>The Children and Young People (Scotland) Act 2014 - Compliance;</p> <ul style="list-style-type: none"> <li>• Key Performance Management Information being used to inform ongoing CPC Quality Assurance and the CPC Self-Evaluation Calendar 2015 - 2016 includes:</li> <li>• <i>sampling and quality assurance of the outcomes of wellbeing concerns submitted / considered by the MASG – including those passed to Named Persons without an offer of additional support;</i></li> <li>• <i>sampling and quality assurance of Inter-Agency Referral Discussions (IRDs) which did not lead to a child protection investigation;</i></li> <li>• <i>review and quality assurance of all child protection investigations which did not result in a Child Protection Case Conference;</i></li> <li>• <i>review and quality assurance of all Child Protection Case Conferences which did not result in the child's name being placed on the child protection register (CPR);</i></li> <li>• <i>systematic review and quality assurance of all children whose names were removed from the CPR in less than 6 months;</i></li> <li>• <i>systematic review and quality assurance of all children whose names were retained on the CPR for more than 12 months;</i></li> <li>• <b>ONGOING.</b></li> </ul>	GREEN

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
2.3	Develop and implement robust qualitative measures in relation to the impact of interventions for children and young people in need of protection	Chair of the CPC Quality Assurance Sub Group	By 1 August 2016	<ul style="list-style-type: none"> <li>CPC Multi-Agency Management Information and Performance Outcome Framework 2015 - 2016 - In Place / Ongoing;</li> <li>Includes Service Output Indicators (quantitative indicators showing frequency and volume) and Proxy Service Improvement Outcomes (qualitative indicators showing improved outcomes over time);</li> <li>Themed Approach to Performance Reporting to CYP&amp;FP - In Place for the CYP&amp;FP via ECS Research and Performance Team;</li> <li>CPC Self-Evaluation Calendar 2015 - 2016 includes a wide range of quality assurance (review and sampling) and self-evaluation activities - focus on impact and outcomes;</li> <li><b>ONGOING.</b></li> </ul>	GREEN
3	3.1 Continue to refine our common approach to self-evaluation using relevant frameworks; implement a planned and coordinated cycle of single agency and joint self-evaluations of services to protect children and young people which integrates well with the evaluation of our implementation of <i>Getting it Right</i> in Perth and Kinross	Chair of the CPC	Annual Evaluation Reports October 2016 October 2017 October 2018	<ul style="list-style-type: none"> <li>CPC Multi-Agency Management Information and Performance Outcome Framework 2015 - 2016 - In Place / Ongoing;</li> <li>Evidenced By - CPC Improvement Plan 2015 - 2018; CPC Self-Evaluation Calendar 2015 - 2016 and CPC Annual Standards and Quality Reports;</li> <li>CPC Self-Evaluation Calendar 2015 - 2016 includes a wide range of quality assurance (review and sampling) and self-evaluation activities - focus on impact and outcomes;</li> <li><b>ONGOING.</b></li> </ul>	

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
<p><b>3.2</b> As part of the Self-Evaluation Programme, examine and quality assure the conversion rates between child concern reports; child protection investigations; child protection case conferences; rate of child protection registrations; de-registrations and re-registrations to ensure the right children, are getting the right help and at the right time</p>	<p>Chair of CPC Quality Assurance Sub Group</p>	<p>Completed by 1 August 2016 and reported 1 October 2016</p>	<ul style="list-style-type: none"> <li>• CPC Self-Evaluation Calendar 2015 - 2016 - In Place and includes:</li> <li>• <i>sampling and quality assurance of the outcomes of wellbeing concerns submitted / considered by the MASG – including those passed to Named Persons without an offer of additional support;</i></li> <li>• <i>sampling and quality assurance of Inter-Agency Referral Discussions (IRDs) which did not lead to a child protection investigation;</i></li> <li>• <i>review and quality assurance of all child protection investigations which did not result in a Child Protection Case Conference;</i></li> <li>• <i>review and quality assurance of all Child Protection Case Conferences which did not result in the child's name being placed on the child protection register (CPR);</i></li> <li>• <i>systematic review and quality assurance of all children whose names were removed from the CPR in less than 6 months;</i></li> <li>• <i>systematic review and quality assurance of all children whose names were retained on the CPR for more than 12 months;</i></li> <li>• <b>ONGOING.</b></li> </ul>	<p style="text-align: center;"><b>G R E E N</b></p>	

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
3.3	Ensure that there is a focus on vulnerable children for whom there is a wellbeing concern in the review, self-evaluation and quality assurance of the effectiveness of practices to support prevention and early intervention	Chair of CPC Quality Assurance Sub Group	By August 2016 and Ongoing Delayed to October 2016 as a result of UK Supreme Court Judgement	<ul style="list-style-type: none"><li>CPC Self-Evaluation Calendar 2015 - 2016 - In Place and includes:</li><li>sampling and quality assurance of the outcomes of wellbeing concerns submitted / considered by the MASG – including those passed to Named Persons without an offer of additional support;</li><li>sampling and quality assurance of Inter-Agency Referral Discussions (IRDs) which did not lead to a child protection investigation;</li><li>review and quality assurance of all child protection investigations which did not result in a Child Protection Case Conferences;</li><li>review and quality assurance of all Child Protection Case Conferences which did not result in the child's name being placed on the child protection register (CPR);</li><li>systematic review and quality assurance of all children whose names were removed from the CPR in less than 6 months;</li><li>systematic review and quality assurance of all children whose names were retained on the CPR for more than 12 months;</li><li>GIRFEC and The Children and Young People (Scotland) Act 2014 - Impact of changes - Redesign of the MASG;</li><li>CPC Inter-Agency Child Protection Guidelines 2011 - In Place / Under Review per GIRFEC and The Children and Young People (Scotland) Act 2014 - Compliance;</li><li><b>ONGOING.</b></li></ul>	A M B E R



No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
4	<b>4.1</b> Develop a joint framework for quality assurance to include a comprehensive set of standards; systems and processes to check on the quality of our work	Chair of the CPC Quality Assurance Sub Group	By 31 December 2016	<ul style="list-style-type: none"> <li>CPC Continuous Improvement through Self-Evaluation Framework - In Place;</li> <li>Evidenced By - CPC Improvement Plan 2015 - 2018; CPC Self-Evaluation Calendar 2015 - 2016 and CPC Annual Standards and Quality Reports;</li> <li>Joint QA Framework - Policy &amp; Legislation - Fully Researched;</li> <li>CPC QA Joint Framework - Being Drafted;</li> <li><b>ONGOING.</b></li> </ul>	GREEN
5	<b>5.1</b> Review, revise and publish the CPC Inter-Agency Child Protection Guidelines 2011 in keeping with the Scottish Government's <i>National Guidance for Child Protection in Scotland 2014</i> and the provisions of The Children and Young People (Scotland) Act 2014 and associated statutory guidance published in 2015	CPC Short Life Multi-Agency Working Group (SLWG)  CPC Child Protection Inter-Agency Coordinator	By 31 July 2016 Launch and Dissemination August 2016 New Deadline proposed to November 2016 as a result of the UK Supreme Court Judgement	<ul style="list-style-type: none"> <li>CPC Inter-Agency Child Protection Guidelines 2011 - In Place / Under Review per GIRFEC and The Children and Young People (Scotland) Act 2014 - Compliance;</li> <li>Being updated in keeping with The National Guidance for Child Protection in Scotland 2014; GIRFEC and The Children and Young People (Scotland) Act 2014;</li> <li>Taking into account Local Practice Re-Designs - Named Persons and MASG;</li> <li>P&amp;K CPC SLWG Identified to Complete this Multi-Agency Work 2016;</li> <li>Publication Planned for end of August / early September 2016;</li> <li><b>ONGOING.</b></li> </ul>	AMBER



No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
6.1	<p>Ensure the new arrangements for Health and Social Care Integration support positive joint working practices between children's services and adult services for children, young people and families affected by:</p> <ul style="list-style-type: none"> <li>• <i>Domestic abuse</i></li> <li>• <i>Problematic alcohol / drug use</i></li> <li>• <i>Mental ill-health</i></li> <li>• <i>Sexual exploitation</i></li> <li>• <i>Learning disability</i></li> <li>• <i>Young people in transition between children's services and adults services</i></li> </ul>	Director of Social Work (Chief Social Work Officer)	Ongoing 2016 - 2018	<ul style="list-style-type: none"> <li>• Update Reports Presented to the Children, Young People and Families Partnership 2015 / 2016;</li> <li>• Director of Social Work / CSWO - Presentation at CPC Annual Development Session (3 May 2016);</li> <li>• IJB Membership Review (Children's Services);</li> <li>• <i>Problematic Alcohol / Drug Use</i>: P&amp;K Joint Working ADP and CPC - Joint Partnership Agreement 2013 - In Place and GPR Action Plan 2013 - In Place / Ongoing;</li> <li>• <i>Problematic Alcohol / Drug Use</i>: GPR Multi-Agency Staff Training - Being rolled-out across Localities from June 2016 to June 2017;</li> <li>• <i>Sexual Exploitation</i>: P&amp;K CSE Working Group - In Place; <i>Sexual Exploitation</i> : P&amp;K CSE Work Plan 2016 - Numerous Actions / Tasks - Being Updated;</li> <li>• <i>Sexual Exploitation</i>: Multi-Agency Staff Training - Being rolled-out across Localities from June 2016 to June 2017;</li> <li>• P&amp;K Partnership Coordinators' Network - In Place - with Terms of Reference to promote Joint Working across all Public Protection Partnerships;</li> <li>• Joint Working - Ongoing between APC and CPC - Public Awareness Survey of AP &amp; CP - Completed end of 2015; Public Caller Survey of Callers to Adult Protection and Child Protection Lines - Completed June 2016;</li> <li>• Services for 16 - 18 Year Olds at Risk - Paper presented to CPC on 07/06/2016;</li> <li>• CPC Child Protection Website - Public Facing - Contains key Information;</li> <li>• <b>ONGOING</b>.</li> </ul>	GREEN
6					

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
6.2	Review the connectivity between the Integration Joint Board (IJB) and the Child Protection Committee (CPC) to ensure the effectiveness of services to protect children, young people and families	Director of Social Work (Chief Social Work Officer)	Ongoing 2016 - 2018	<ul style="list-style-type: none"> <li>Update Reports Presented to the Children, Young People and Families Partnership 2015 / 2016;</li> <li>Director of Social Work / CSWO - Presentation at CPC Annual Development Session (3 May 2016);</li> <li>Presentation by H&amp;SC and Table Top Discussion - Identified IJB Review Membership in terms of Services for Children, Young People and Families;</li> <li>Scottish Government Child Protection Leadership Summit - Held in Perth on 03/06/2016 - Review of Child Protection in Scotland 2016;</li> <li><b>ONGOING.</b></li> </ul>	<b>GREEN</b>
7	7.1 Continue to develop and implement a CPC Communications Plan in compliance with the CPC Public Information, Communication and Engagement Strategy which coordinates the work of the CPC to raise awareness and understanding of how to keep children and young people safe and what to do to protect children and young people from harm and abuse	Chair of the Protecting People Communications Group	Annual Evaluation Reports October 2016 October 2017 October 2018	<ul style="list-style-type: none"> <li>CPC Communications Strategy and Communications Plan 2015 - 2018 - In Place;</li> <li>CPC Social Media Work - Underway from June / July 2016;</li> <li>Includes a wide range of public information, communication and engagement work for all stakeholders;</li> <li>Public Awareness Survey of Adult Protection and Child Protection - Completed end of 2015;</li> <li>Public Caller Survey of Callers to Adult Protection and Child Protection Lines - Completed June 2016;</li> <li>CPC Survey of Children &amp; Young People in Schools - Keeping Safe - Completed June 2016;</li> <li>CPC Survey of Children &amp; Young People in School Transition P7 to S1 - Keeping Safe - Completed June 2016;</li> <li>CPC Child Protection Website - Public Facing - Contains Key information;</li> <li><b>ONGOING.</b></li> </ul>	<b>GREEN</b>

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
8	8.1 Ensure that the delivery of the statutory duties of <i>Getting it Right in Perth &amp; Kinross</i> prioritises and promotes the protection of children and young people	Chair of the CPC  Chair of the GIRFEC Strategic Group	By August 2016 and Ongoing	<ul style="list-style-type: none"> <li>• P&amp;K GIRFEC Strategic Group - In Place;</li> <li>• Minutes and Output Papers;</li> <li>• GIRFEC and The Children and Young People (Scotland) Act 2014 - Impact of changes - Redesign of the MASG;</li> <li>• Regular Reports / Presentations being provided to the CYP&amp;FP - 2015 / 2016;</li> <li>• CPC Inter-Agency Child Protection Guidelines 2011 - In Place / Under Review per GIRFEC and The Children and Young People (Scotland) Act 2014 - Compliance;</li> <li>• GIRFEC Training - Named Person; Child's Plan and Chronologies - Ongoing / Further GIRFEC Training planned 2016 / 2016;</li> <li>• Perth and Kinross CPC / GIRFEC Strategic Group - Membership of National CP / GIRFEC Group;</li> <li>• CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops -Evaluation Report;</li> <li>• <b>ONGOING.</b></li> </ul>	GREEN
	8.2 Ensure multi-agency staff learning and development opportunities support the GIRFEC approach and principles - including the Practice Model; Named Person; Child's Plan and that it promotes, supports and safeguards wellbeing	Chair of the CPC Learning & Development Sub Group	By August 2016 and Ongoing	<ul style="list-style-type: none"> <li>• CPC Learning and Development Sub Group - In Place;</li> <li>• Re-Configured to include Child Protection and GIRFEC 2016;</li> <li>• Learning and Development Framework 2015 - 2018 - In Place;</li> <li>• Child Protection and GIRFEC Training - Includes GIRFEC Practice Model; Named Person; Child's Plan; Lead Professional and Chronologies;</li> <li>• Programme for 2016 / 2017 - Approved by CPC L&amp;DSG on 02/06/2016;</li> </ul>	

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
				<ul style="list-style-type: none"> <li>P&amp;K GIRFEC OnLine E-Learning Module and Website - Updated June 2016;</li> <li>CYP&amp;FP - Approved K GIRFEC OnLine E-Learning Module was Essential Training for all P&amp;K Council Employees 2016 / 2017;</li> <li>CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops - Evaluation Report;</li> <li><b>ONGOING.</b></li> </ul>	GREEN
9	<b>9.1</b> Continue the multi-agency roll-out of staff learning and development opportunities and evaluate the impact of the Perth and Kinross Practitioner's Guide and OnLine Toolkit to GPR: <i>Getting our Priorities Right: Working with Children, Young People and Families Affected by Problematic Alcohol and / or Drug Use</i>	Chair of the ADP  Chair of the CPC	Ongoing from 1 April 2016	<ul style="list-style-type: none"> <li>Joint Working - Ongoing between ADP &amp; CPC - <i>Getting Our Priorities Right: Working with Children, Young People and Families Affected by Problematic Alcohol and / or Drug Use</i>;</li> <li>ADP &amp; CPC Joint Partnership Agreement 2013 - In Place and GPR Action Plan 2013 - In Place / Ongoing;</li> <li>GPR OnLine Practitioner Guide &amp; Toolkit - In Place;</li> <li>GPR Training for Trainers - Completed March 2016 - Multi-Agency Staff Training - Being rolled-out across Localities from June 2016 to June 2017;</li> <li><b>ONGOING.</b></li> </ul>	

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
10	<p><b>10.1</b> Re-design the Multi-Agency Screening Group (MASG) to become a key mechanism for <i>Getting it Right in Perth and Kinross</i> and the implementation of Named Person, in keeping with the provisions of The Children and Young People (Scotland) Act 2014 and associated statutory guidance published in 2015</p>	<p>Chair of the CPC Practice Sub Group</p> <p>Chair of the MASG Review Group</p>	<p>By 1 May 2016</p>	<ul style="list-style-type: none"> <li>• P&amp;K MASG - Established November 2012;</li> <li>• Evaluated / Reviewed in 2014 / 2015;</li> <li>• MASG Improvement Plan 2015 - Work Completed and Reported to CPC and CYP&amp;FP 2015 / 2016;</li> <li>• Multi-Agency MASG Re-Design Group - Established 2015 / 2016;</li> <li>• Implications of GIRFEC and The Children and Young People (Scotland) Act 2014 - Identified;</li> <li>• Presentation and Report provided to CYP&amp;FP on 20/05/2016 - Work Ongoing for August / September 2016;</li> <li>• CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops - Evaluation Report;</li> <li>• Police Scotland - Reporting to Children and Young People Implementation Team via DI Loudon on Impact of Changes to Local Screening Groups;</li> <li>• Police Scotland and NHS Tayside - Sharing Learning from Reviews of Early Screening Group in Angus and MASH in Dundee;</li> <li>• <b>ONGOING.</b></li> </ul>	GREEN
11	<p><b>11.1</b> Further develop and implement a zero-tolerance approach to the prevention of abuse, exploitation, harmful practices and child sexual exploitation by implementing the provisions of the <u>CSE Work Plan</u> and from the messages from the Young People's Speak-Up Innovation Lab and Leadership Summit held in Perth on 8</p>	<p>Chair of the CSE Working Group</p>	<p>Ongoing 2016 - 2018</p>	<ul style="list-style-type: none"> <li>• P&amp;K CSE Working Group;</li> <li>• Meetings and Workshops - Minuted;</li> <li>• Terms of Reference - In Place and CSE Work Plan 2016 - In Place / Being Updated;</li> <li>• P&amp;K CPC CSE Web Pages - In Place;</li> <li>• P&amp;K CSE Practitioner's Guide and OnLine Toolkit - In Place;</li> <li>• P&amp;K CSE Information &amp; Advice Leaflets (Various Stakeholders) - In Place;</li> </ul>	GREEN

No		Action / Task		Strategic Lead		Timescale		Progress Report & Evidence @ 31 July 2016	<div> <div>R</div> <div>A</div> <div>G</div> </div>
		September 2015						<ul style="list-style-type: none"> <li>P&amp;K Young People's Speak-Up Innovation Lab and Leadership Summit held in Perth on 8 September 2015 - Feedback and Evaluation Reports;</li> <li>Elected Members and Chief Officers - Public Statements - Zero-tolerance of abuse and exploitation within P&amp;K - Reported by Media;</li> <li>Key Messages re GIRFEC and CSE - Extracted;</li> <li>P&amp;K CSE Masterclass held in Perth on 03/02/2016 - Feedback and Evaluation Reports;</li> <li>CSE Multi-Agency Staff Training - Being rolled-out across Localities from June 2016 to June 2017;</li> <li>P&amp;K Annual GIRFEC - <i>Keeping Your Child Safe</i> Event held in Perth Cinema on 3 March 2016 - Evaluation Report Presented to CPC on 07/06/2016;</li> <li>P&amp;K Annual Keeping Yourself Safe Survey in Schools – Completed June 2016;</li> <li>P&amp;K NSPCC Schools Programme in Primary Schools – Speak Out Stay Safe Programme - Ongoing 2016 / 2017;</li> <li>P&amp;K Stop To Listen Pathfinder (1 of 4 nationally in Scotland) - Multi-Agency STL Steering Group - In Place;</li> <li>P&amp;K STL Steering Group Terms of Reference - Drafted June 2016;</li> <li>Focus on CSE - Joint Investigative Interviewing and Peer Mentoring;</li> <li>Reports being provided to CPC and CYP&amp;FP - Next Report to Full Council in December 2016;</li> <li>Police Scotland - Launching CSE Procedures within P&amp;K with a view to Early Identification of</li> </ul>	<div>GREEN</div>

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
				Proactive Work around Young People at Risk; <ul style="list-style-type: none"> <li>Police Scotland - To share learning with P&amp;K about CSE Advisor Pilot with Barnardos;</li> <li><b>ONGOING.</b></li> </ul>	
	<b>11.2</b> Review, publish and implement a revised CPC Under-Age Sexual Activity Protocol in compliance with the Scottish Government: <i>National Guidance for Under-Age Sexual Activity – Meeting the Needs of Children and Young People and Identifying Child Protection Concerns</i>	CPC Short Life Multi-Agency Working Group (SLWG)  CPC Child Protection Inter-Agency Coordinator	By 31 July 2016	CPC Inter-Agency Child Protection Guidelines 2011 - In Place / Under Review per GIRFEC and The Children and Young People (Scotland) Act 2014 - Compliance; <ul style="list-style-type: none"> <li>Under-Age Sexual Activity - Wellbeing and Child Protection Procedures Apply;</li> <li>Police Scotland SOP: Under-Age Sexual Activity - Awaiting Publication;</li> <li><b>ONGOING.</b></li> </ul>	<b>GREEN</b>
12	<b>12.1</b> Examine the relationship between poverty and child protection and the implications of welfare reform through a multi-agency workshop for staff working with children, young people and families	Head of Community Care	TBC	Presentation to CPC on 18/08/2015 by P&K Welfare Benefits Team; <ul style="list-style-type: none"> <li>CPC 07/06/2016 - Agreed to hold a Multi-Agency Practitioner's Seminar - Autumn / Winter 2016;</li> <li>Focus on Neglect; Poverty and Child Protection;</li> <li>CPC and CELCIS Event - Planning underway from Summer 2016;</li> <li><b>ONGOING.</b></li> </ul>	<b>GREEN</b>



No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
13	13.1 Implement the Tayside Practitioner's Guide: Chronologies (Single and Integrated), roll it out and support it with multi-agency staff learning and development opportunities	Chairs of all CPC Sub Groups	Ongoing from 1 April 2016	<ul style="list-style-type: none"> <li>Tayside (GIRFEC) Tayside Practitioner's Guide: Chronologies - Published on 14/12/2015;</li> <li>Distributed Widely across P&amp;K;</li> <li>P&amp;K CPC Multi-Agency Chronology Training - In Place - Positive Evaluation Reports;</li> <li>Further Training Planned 2016 / 2017;</li> <li>CPC Quality Assurance Sub Group on 20/04/2016 and CPC Practice Sub Group on 24/05/2016 - Agreed to Examine Chronology Implementation;</li> <li>CPC Practice Sub Group on 24/05/2016 - Agreed to collate Examples for Existing Single Agency Chronologies - For Discussion &amp; Review;</li> <li>P&amp;K CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops - Evaluation Report;</li> <li><b>ONGOING.</b></li> </ul>	GREEN
	13.2 Review, evaluate and quality assure the effectiveness of Chronologies to ensure they are meeting the wellbeing needs of children and young people	Chairs of all CPC Sub Groups	Ongoing from 1 April 2016	<ul style="list-style-type: none"> <li>CPC Quality Assurance Sub Group on 20/04/2016 and CPC Practice Sub Group on 24/05/2016 - Agreed to Examine Chronology Implementation;</li> <li>CPC Practice Sub Group on 24/05/2016 - Agreed to collate Examples for Existing Single Agency Chronologies - For Discussion &amp; Review;</li> <li>CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops - Evaluation Report;</li> <li><b>ONGOING.</b></li> </ul>	



No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
14	14.1 Review the effectiveness of existing frameworks for assessing risks and needs and implement staff learning and development opportunities to ensure continuous improvement in the quality of assessments	Chairs of all CPC Sub Groups	Ongoing Evaluation Reports 2016 - 2018	<ul style="list-style-type: none"> <li>Single Service / Agency Assessment Frameworks - In Place;</li> <li>CPC Practice Sub Group on 24/05/2016 - Agreed to collate Existing Single Agency Assessment Framework Templates;</li> <li>CPC Practice Sub Group on 24/05/2016 - Agreed to examine them at future Meetings;</li> <li>CPC Quality Assurance Sub Group on 20/04/2016 - Agreed to evaluate them later in 2006;</li> <li><b>ONGOING.</b></li> </ul>	GREEN
	15.1 Implement the Tayside Child's Plan in keeping with The Children and Young People (Scotland) Act 2014, roll it out and support it with multi-agency staff learning and development opportunities	Chairs of all CPC Sub Groups	Ongoing from January 2016	<ul style="list-style-type: none"> <li>Tayside (GIRFEC) Child's Plan - Published April 2016;</li> <li>Child's Plan Template - Posted on CPC Website;</li> <li>Child's Plan - Included in all CPC Multi-Agency Child Protection and GIRFEC Training;</li> <li>Further Training - Planned 2016 / 2017;</li> <li><b>ONGOING.</b></li> </ul>	
15	15.2 Review, evaluate and quality assure the effectiveness of the planning arrangements to ensure they are meeting the risks and needs of children and young people	Chairs of all CPC Sub Groups	Ongoing from January 2016	<ul style="list-style-type: none"> <li>Tayside (GIRFEC) Child's Plan - Published April 2016;</li> <li>Child's Plan Template - Posted on CPC Website;</li> <li>Child's Plan - Included in all CPC Multi-Agency Child Protection and GIRFEC Training;</li> <li>Further Training - Planned 2016 / 2017;</li> <li>CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops - Evaluation Report;</li> <li>CPC Practice Sub Group on 24/05/2016 - Agreed</li> </ul>	GREEN

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
				<p>too early to Review / Evaluate;</p> <ul style="list-style-type: none"><li>CPC Quality Assurance Sub Group on 20/04/2016 - Agreed too early to Evaluate - Agreed to review later in 2016;</li><li><b>ONGOING.</b></li></ul>	
16.1	Review, evaluate and quality assure the effectiveness of the Inter-Agency Referral Discussions (IRDs) across Perth and Kinross and implement actions to improve practice	Chair of the CPC Quality Assurance Sub Group  Chair of the CPC Practice Sub Group	By 31 March 2016	<ul style="list-style-type: none"><li>P&amp;K CPC Inter-Agency Screening and IRD Protocol - In Place / Under Review 2016;</li><li>Re-Design of MASG - Future Proofing Identified Changes;</li><li>Police Scotland Tayside Divisions (DI Binnie) - Tayside-wide Review of IRDs - Completed September 2015;</li><li>CPC Self-Evaluation Calendar 2015 - 2016 - In Place and includes:<ul style="list-style-type: none"><li>sampling and quality assurance of the outcomes of wellbeing concerns submitted / considered by the MASG – including those passed to Named Persons without an offer of additional support;</li><li>sampling and quality assurance of Inter-Agency Referral Discussions (IRDs) which did not lead to a child protection investigation;</li><li>review and quality assurance of all child protection investigations which did not result in a Child Protection Case Conference;</li></ul></li><li><b>ONGOING.</b></li></ul>	<b>GREEN</b>

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
16.2	Participate as a Pathfinder area for the Stop to Listen project in partnership with Children 1 <sup>st</sup> with the aim of improving our practices in responding to and investigating child sexual abuse and sexual exploitation	TBC	By 31 January 2017	<ul style="list-style-type: none"> <li>P&amp;K Stop To Listen (STL) Pathfinder (1 of 4 nationally in Scotland) - Underway;</li> <li>P&amp;K Multi-Agency STL Steering Group - In Place;</li> <li>P&amp;K STL Steering Group Terms of Reference - Drafted June 2016;</li> <li>First Meeting - 1 June 2016; Further Meetings Planned;</li> <li>Focus on CSE - Joint Investigative Interviewing and Peer Mentoring;</li> <li>Part of the P&amp;K CSE Work Plan 2016 - Ongoing;</li> <li>P&amp;K CPC - Attending the National STL Steering Group Meetings - Minutes and Outputs;</li> <li>Reports being provided to CPC and CYP&amp;FP - Next CSE Report to Full Council in December 2016;</li> <li><b>ONGOING.</b></li> </ul>	GREEN
17	17.1 Jointly develop ways to manage risk to young people 16-18 years of age who may be Care Leavers / Looked-After and / or in Transition, in keeping with provisions of The Children and Young People (Scotland) Act 2014	Chair of the CPC Chair of the Adult Support and Protection Committee Head of Community Care	By 1 April 2017	<ul style="list-style-type: none"> <li>Implications of GIRFEC, MASG Re-Design and The Children and Young People (Scotland) Act 2014 - Compliance;</li> <li>GIRFEC and The Children and Young People (Scotland) Act 2014 - Impact of changes - Redesign of the MASG;</li> <li>Regular Reports / Presentations being provided to the CYP&amp;FP - 2015 / 2016;</li> <li>CPC Inter-Agency Child Protection Guidelines 2011 - In Place / Under Review per GIRFEC and The Children and Young People (Scotland) Act 2014 - Compliance;</li> <li>CPC Development Session held on 03/05/2016 - Key GIRFEC Provisions Presentation and Workshops - Evaluation Report;</li> </ul>	GREEN

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
				<ul style="list-style-type: none"> <li>Paper on 16 - 18 Years at Risk - Paper presented and discussed at Central and North Scotland CPC Consortium Meeting on 08/06/2016 and CPC Meeting on 07/06/2016;</li> <li><b>ONGOING.</b></li> </ul>	
18	18.1 Continue to improve the arrangements to ensure a robust and consistent approach to involving children, young people and their families meaningfully in child protection processes, including independent support through Advocacy	Chair of the CPC Practice Sub Group  Service Manager Children and Families Services (Child Protection)	Evaluation Report by 1 April 2017	<ul style="list-style-type: none"> <li>Report and Recommendations for Consultation, Engagement and Involvement of Children and Young People in Child Protection Processes - February 2015 - Reported to CPC by Rachel Mc P&amp;K Advocacy Group - Minutes &amp; Outputs - In Place;</li> <li>Views of Children and Families - Being captured in key Child Protection processes per the CPC Self-Evaluation Calendar 2015 - 2016;</li> <li>View of Children and families being captured at CPCC Minutes; Child's Plan; What do you Think and Have Your Say Forms;</li> <li>Young People's Speak-Up and Innovation Lab - 8 September 2015 - Provided Valuable Feedback;</li> <li>CPC Communications Strategy and Plan 2015 - 2018 - In Place promoting public information, communication and engagement;</li> <li>CPC Survey of Children &amp; Young People in Schools - Keeping Safe and Survey of Children &amp; Young People in School Transition P7 to S1 - Keeping Safe - Completed June 2016;</li> <li>CSE Young People's Advisory Group - Being established Summer 2016;</li> <li>CPC Practice Sub Group on 24/05/2016 - Discussed and started to identify where engagement takes place throughout the child protection process; <b>ONGOING.</b></li> </ul>	GREEN

No	Action / Task	Strategic Lead	Timescale	Progress Report & Evidence @ 31 July 2016	R A G
19	<p><b>19.1</b> Develop and implement an engagement strategy for involving children, young people and families in policy, planning and service development taking account of the messages from the Young People's Speak-Up Innovation Lab and Leadership Summit held in Perth on 8 September 2015</p>	<p>Chair of the CPC CPC Child Protection Inter-Agency Coordinator Youth Services</p>	<p>By 31 December 2016</p>	<ul style="list-style-type: none"> <li>• CPC Communications Strategy and Communications Plan 2015 - 2018 - In Place;</li> <li>• CPC Social Media Work - Underway from June / July 2016;</li> <li>• Includes a wide range of public information, communication and engagement work for all stakeholders;</li> <li>• Public Awareness Survey of Adult Protection and Child Protection - Completed end of 2015;</li> <li>• Public Caller Survey of Callers to Adult Protection and Child Protection Lines - Completed June 2016;</li> <li>• CPC Survey of Children &amp; Young People in Schools - Keeping Safe - Completed June 2016;</li> <li>• CPC Survey of Children &amp; Young People in School Transition P7 to S1 - Keeping Safe - Completed June 2016;</li> <li>• CPC Child Protection Website - Public Facing - Contains Key information;</li> <li>• <b>ONGOING.</b></li> </ul>	<p><b>G R E E N</b></p>

## Scrutiny Committee – 30 November 2016

**FIFTH SCRUTINY REVIEW: CHARGING FOR COUNCIL SERVICES  
UPDATE REPORT****Report by Depute Chief Executive, Environment  
(Sustainability, Strategic and Entrepreneurial Development)**

This report provides an update on the ongoing implementation of recommendations vii and ix from the Fifth Scrutiny Review (Charging for Council Services). The implementation of the review's recommendations was initially reported to the Scrutiny Committee on 20 April 2016 ([report 16/77](#)).

**1. BACKGROUND/MAIN ISSUES**

- 1.1 The Scrutiny Committee's decision to select "Charging for Council Services" as the topic for the Fifth Scrutiny review, followed publication of [Audit Scotland's Charging for Services Report in 2013](#) which highlighted the importance of local authority charging.
- 1.2 Progress to date on the implementation of the recommendations from the review was reported to the Scrutiny Committee on 20 April 2016 ([report 16/77](#)). The Committee noted the work which had been undertaken and asked for a follow-up report in 6 months on the two recommendations (No's vii and ix) which had not been fully completed at that point.
- 1.3 Recommendations vii and ix require services to undertake impact assessments, consultation exercises and benchmarking when reviewing charges levied for council services. It was however understood by the committee that this can be onerous, when considering the number of services provided, and as such it was agreed that services should undertake this on a rolling programme of reviews (Appendix 2).

**2. PROPOSALS**

- 2.1 Recommendations vii and ix from the review and the associated actions taken by Services are detailed in Appendix 1.
- 2.2 It is proposed to provide a further update report once the reviews scheduled for 2017/18 have been completed.

### 3. CONCLUSIONS/RECOMMENDATIONS

3.1 It is recommended that the Committee:

- (i) Notes the work undertaken to implement recommendations vii and ix from the Fifth Scrutiny Review.
- (ii) Approves the continuation of the rolling programme of reviews as outlined in Appendix 2.
- (iii) Approves the receipt of a further update report once the reviews scheduled for 2017/18 (see Appendix 2) have been completed.

Author

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Approved

Name	Designation	Date
Jim Valentine	Depute Chief Executive (Sustainability, Strategic & Entrepreneurial Development)	16 November 2016

## 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>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>

### 1.1 Strategic implications

This report supports the delivery of the Strategic Objectives within the Community Plan/Single Outcome Agreement 2013-23 and Corporate Plan 2013-18.

### 1.2 Consultation

The Director of Social Work & Housing, the Director of Education & Children Services and the Director of The Environment Service have been consulted in the preparation of this report.

## 2. BACKGROUND PAPERS

- Audit Scotland's Charging for Services [Report](#) in 2013
- Scrutiny Review, Charging for Services 2014 ([report 15/65](#))
- Implementation of the recommendation from the Fifth Scrutiny Review – Charging for Council Services ([report 16/177](#))
- Proposed Variation to Waiting Restrictions Within the City Centre Area, Perth and Parking Update ([report 16/249](#))
- Education Children & Services, Review of Charges 2016/17 ([report 16/19](#))
- Housing and Community Care, Community Care Annual Scheme of Charges ([report 16/25](#))



- Housing and Community Care, Housing Revenue Account (HRA) Strategic Financial Plan incorporating the 5 Year Capital Investment Programme and Rent Strategy to 2020/21, Reserves Strategy and other Housing Charges for 2016/17 ([report 16/28](#))

### **3. APPENDICES**

- Appendix 1 - Outstanding Recommendations from the Fifth Scrutiny Review: Charging for Council Services. This includes comments on the work undertaken to implement the recommendations in respect of the services set out in Appendix 2.
- Appendix 2 - Rolling Review of Service Charges (approved at Scrutiny Committee 20 April 2016, [report 16/177](#))

Outstanding Recommendations from the Fifth Scrutiny Review: Charging for Council Services		
No.	Recommendation	
vii	Services should monitor the impact of Service charging and report information annually to the relevant themed Committee	
ix	Reports to Committee on Service Charges are explicit about consultation which has taken place with Service Users and include benchmarking information, where available	
Service Reviewed (see rolling programme in Appendix 2)	Comment	RAG
Parking for Perth (TES)	<p>Following feedback and consultation with stakeholders a report on proposed variations to Waiting Restrictions within the City Centre was considered and approved at Enterprise and Infrastructure Committee on 1 June 2016 (<a href="#">Report 16/249</a>).</p> <p>A further report(s) on charges levied and the impact of any increases will be reported to the Enterprise and Infrastructure Committee in early 2017.</p>	
Instrumental Music Services (ECS)	A review of Instrumental Music Services has been undertaken and will report to Lifelong Learning Committee on 2 November 2016.	
Out of School Kids Clubs (ECS)	<p>A review of Out of Schools Kids' Clubs undertaken in 2015/16 involved consultation with service users in respect of the service provided and benchmarked this against services provided by other Councils.</p> <p>Following feedback from service users, no increase in charges was made for 2016/17 as doing so would have adversely impacted on the demand and uptake of the service. This was reported to Lifelong Learning Committee on 27 January 2016 (<a href="#">report 16/19</a>).</p>	

Service Reviewed (see rolling programme in Appendix 2)	Comment	RAG
Campus Charges (ECS)	<p>This Service is currently being reviewed as part of the Council's transformation programme. A series of benchmarking exercises has been undertaken with facilities from other Local Authorities as well as the private sector. Additionally, Community Engagement activity is being undertaken in the form of consultation with parents' groups and elected members with further feedback being gathered via the Community Capacity Building Team.</p> <p>Proposed alterations to charges will be reported to the Lifelong Learning Committee on 25 January 2016.</p>	
Charging for Adult Social Care (HCC)	<p>Charging for Adult Social Care was reviewed in 2015/16 as part of the budget setting process. The review included a consultation exercise with service users and took account of the impact of any changes to levied charges. The level of proposed charge for 2016/17 was reported to the Housing and Health Committee on 27 January 2016 (<a href="#">report 16/25</a>). These charges were then notified to COSLA and published for benchmarking purposes.</p> <p>As part of the 2017/18 budget setting process a further review will be undertaken and the impact of any changes in levied charges will be assessed. The proposed charges for 2017/18 will be reported to the Housing and Health Committee on 25 January 2017.</p>	
Council House Rents (HCC)	<p>This service is reviewed annually as part of the Housing Revenue Account budget setting process and was last reported to the Housing and Health Committee on 27 January 2016 (<a href="#">report 16/28</a>). This review benchmarked Council House Rents via the Scottish Housing Benchmarking Group and the HouseMark benchmarking organisation. Tenants were consulted extensively as part of this review and a similar process is being undertaken with respect to potential variations for 2017/18. Future rent levels will be reported to Housing and Health Committee on 25 January 2017.</p>	

<b>Rolling Review of Service Charges</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Parking for Perth (TES)			
Instrumental Music Services (ECS)			
Council House Rents (HCC)			
Charging for Adult Social Care (HCC)			
Out of School Kids Clubs (ECS)			
Campus Charges (ECS)			
Crematoria and Burials (TES)			
Community Greenspace Football Pitches, parks events and facilities (TES)			

