



Securing the future... • *Improving services*
• *Enhancing quality of life* • *Making the best use of public resources*

Council Building
2 High Street
Perth
PH1 5PH

Tuesday, 21 November 2017

A Meeting of the **Scrutiny Committee** will be held in the **Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 29 November 2017** at **14:00**.

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

BERNADETTE MALONE
Chief Executive

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

Members:

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

Scrutiny Committee

Wednesday, 29 November 2017

AGENDA

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

- 1 WELCOME AND APOLOGIES
- 2 DECLARATIONS OF INTEREST
- 3 MINUTE OF MEETING OF THE SCRUTINY COMMITTEE OF 13 SEPTEMBER 2017 FOR APPROVAL AND SIGNATURE 5 - 8
- 4 UPDATE BY ARMS LENGTH EXTERNAL ORGANISATION
- (i) HORSECROSS ARTS LTD
- 5 THE ENVIRONMENT SERVICE SIX MONTH PERFORMANCE SUMMARY 2017 9 - 28
Report by Director (Environment) (copy herewith 17/366)
Note: The above report was also considered by the Environment, Enterprise and Infrastructure Committee on 8 November 2017.
- 6 HOUSING AND COMMUNITY SAFETY SIX MONTH PERFORMANCE SUMMARY 2017 29 - 48
Report by Interim Director (Housing and Community Safety) (copy herewith 17/362)
Note: The above report was also considered by the Housing and Communities Committee on 1 November 2017.
- 7 EDUCATION AND CHILDREN'S SERVICES SIX MONTH PERFORMANCE SUMMARY 2017 49 - 70
Report by Executive Director (Education and Children's Services) (copy herewith 17/353)
Note: The above report was also considered by the Lifelong Learning Committee on 1 November 2017.
- 8 RAISING ATTAINMENT STRATEGY UPDATE 2017 71 - 96
Report by Executive Director (Education and Children's Service) (copy herewith 17/354)
Note: The above report was also considered by the Lifelong Learning Committee on 1 November 2017.

There will be a presentation on the above item.

9 FUTURE SCRUTINY ACTIVITY

Verbal update by Head of Community Planning, Strategic Commissioning and Organisational Development

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 (CRC) OF 3 AUGUST 2017

- Exempt Reason 1 - Information relating to a particular employee, former employee or applicant to become an employee of, or a particular office holder, former office holder or applicant to become an office holder under the authority.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

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

All Council Services can offer a telephone translation facility.
--

SCRUTINY COMMITTEE

Minute of meeting of the Scrutiny Committee held in the Council Chamber, 2 High Street, Perth on Wednesday 13 September 2017 at 2.00pm.

Present: Councillors G Laing, H Anderson, K Baird (substituting for Councillor A Jarvis) H Coates, D Doogan, E Drysdale (substituting for Councillor S McCole), D Illingworth, T McEwan, A Parrott, C Purves, and C Stewart.

In Attendance: N Brian and B Renton (The Environment Service); J Chiles, R Hill and S Johnstone (Education and Children's Services); C Hendry (Perth and Kinross Health and Social Care Partnership); K McNamara, L Simpson, G Taylor and D Williams (all Corporate and Democratic Services); and L Cameron and J Mayglothing (both Housing and Community Safety).

Apologies: Councillors A Jarvis, S McCole and C Ahern.

Councillor G Laing, Convener, Presiding.

495. WELCOME AND APOLOGIES

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

496. DECLARATIONS OF INTEREST

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

497. MINUTE OF THE MEETING OF THE SCRUTINY COMMITTEE OF 19 APRIL 2017

The minute of meeting of the Scrutiny Committee of 19 April 2017 (Arts. 229-238) was submitted, approved as a correct record and authorised for signature.

498. JOINT BUSINESS MANAGEMENT & IMPROVEMENT PLANS 2017-18 AND ANNUAL PERFORMANCE REPORTS 2016-17

The Committee unanimously agreed to vary the order of business and consider Appendix 1B and Appendix 1C to Report 17/292 at this point in the meeting.

In response to a query from Councillor Anderson regarding whether there was a strategy in place for autism support, L Cameron advised that the Autism Action Plan and Strategy Update had been approved at a meeting of the Housing and Communities Committee on 31 May 2017.

PERTH AND KINROSS COUNCIL
SCRUTINY COMMITTEE
13 SEPTEMBER 2017

Resolved:

The Joint Business Management & Improvement Plans 2017-18 and Annual Performance Reports 2016-17 as detailed in Appendices 1B and 1C to Report 17/292 be noted.

499. SIXTH SCRUTINY REVIEW – PLANNING ENFORCEMENT – UPDATE REPORT

There was submitted a report by the Depute Chief Executive & Chief Operating Officer (17.289) providing an update on the implementation of recommendations from the Scrutiny Review of Planning Enforcement.

Councillor Stewart raised a question regarding the annual report of the Planning Enforcement Team being submitted to the quasi-judicial Development Management Committee as opposed to the service-based Environment, Enterprise and Infrastructure Committee. N Brian informed Councillor Stewart that it was felt that Development Management Committee would be the most appropriate as it would bring a higher level of scrutiny upon conditions and have added relevance with regards to delegated powers. B Renton added, for clarity, that a wider performance report is submitted to the Environment, Enterprise and Infrastructure Committee.

In response to a query from Councillor Coates regarding the number of planning enforcement cases in the last twelve months which had resulted in enforcement action, N Brian advised that, this was the situation with the minority of cases but that he could provide exact figures to the committee.

Resolved:

The work undertaken to implement the recommendations from the Sixth Scrutiny Review on planning enforcement be noted.

N BRIAN LEFT THE MEETING AT THIS POINT

500. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK 2015/16

There was submitted a report by the Depute Chief Executive & Chief Operating Officer (17/290) presenting a summary of Perth & Kinross Council's performance during 2015/16 against the Local Government Benchmarking Framework indicators. It was noted that the report had been approved by Council on 28 June 2017.

In response to a question from Councillor Drysdale regarding the increased time to complete non-emergency repairs to Council properties, L Cameron stated that there had been improvement from an average of 13 day to 7.3 days.

In response to a request from Councillor Drysdale regarding the narrative nature of the reports, K McNamara stated that he would be happy to present future reports of this nature to the Scrutiny Committee in a tabular format.

PERTH AND KINROSS COUNCIL
SCRUTINY COMMITTEE
13 SEPTEMBER 2017

Resolved:

- (i) The Local Government Benchmarking Framework results for 2015/16 as detailed in Report 17/290 be noted.
- (ii) It be noted further that the Local Government Benchmarking Framework results will be used to inform the development of Service Business Management and Improvement Plans, the Council's Transformation Programme, the Council's wider performance management and planning framework, and budget preparations.

501. THE COUNCIL'S BUSINESS PLAN – ANNUAL PROGRESS REPORT

There was submitted a report by the Depute Chief Executive & Chief Operating Officer (17/291) providing an update on year one actions of the Council's Business Plan. It was noted that the report had been approved by the Council on 28 June 2017.

In response to a query from the Convener regarding the embedding of Community Planning local action partnerships across five localities which focus on tackling stubborn inequalities, K McNamara informed members that a number of participatory budget events had taken place and that action partnerships had been working throughout the summer to develop action plans.

In response to queries raised by a number of members, L Cameron commented that there had been progress with the action partnerships over the previous year, and added that there were aims in place to see further improvement over the next year.

Resolved:

The update to year one of the development plan of the Council's Business Plan be noted.

L CAMERON AND C HENDRY LEFT THE MEETING AT THIS POINT

J MAYGLOTHLING ENTERED THE MEETING AT THIS POINT

502. JOINT BUSINESS MANAGEMENT & IMPROVEMENT PLANS 2017-18 AND ANNUAL PERFORMANCE REPORTS 2016-17

There was submitted a report by the Depute Chief Executive & Chief Operating Officer (17/292) presenting the Joint Service Business Management and Improvement Plans 2017-18 and the Annual Performance Reports 2016-17 for Council Services. It was noted that the report had been approved by Council on 28 June 2017.

With regards to Appendix 1A to Report 17/292, R Hill informed members that the Raising Attainment report would be submitted to a future meeting of the Lifelong Learning Committee. S Johnston added that the improvement in Primary School literature attainment would be detailed in that report. In response to a query from the Convener, S Johnston advised that there had been significant moves forward with

PERTH AND KINROSS COUNCIL
SCRUTINY COMMITTEE
13 SEPTEMBER 2017

regards to the use of data and engagement with pupils and parents in the last five years.

In response to a query from Councillor Baird regarding the Men in Childcare development, S Johnston confirmed that all those who had taken part in the development had moved into childcare. S Johnston added that a workforce plan was in place and that there were plans in place to make the childcare sector an attractive employment opportunity for male school leavers.

With regards to Appendix 1D to Report 17/292, and in response to queries from Councillor Doogan and Councillor Coates, B Renton informed members that the Council's Energy Team were exploring numerous options at present with regards to energy supplies to the forthcoming new school at Bertha Park, Perth.

Resolved:

The Joint Business Management and Improvement Plans 2017-18 and Annual Performance Reports 2016-17, as detailed in Appendices 1A & 1D to Report 17/292 be noted.

J CHILES, R HILL AND S JOHNSTON LEFT THE MEETING AT THIS POINT

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.

503. MINUTE OF MEETING OF SOCIAL WORK COMPLAINTS REVIEW COMMITTEE OF 19 MAY 2017

There was submitted and noted the minute of meeting of the Social Work Complaints Review Committee of 19 May 2017.

~~~~~



**PERTH AND KINROSS COUNCIL**

**Environment, Enterprise and Infrastructure Committee  
8 November 2017**

**Scrutiny Committee  
29 November 2017**

**THE ENVIRONMENT SERVICE SIX MONTH PERFORMANCE SUMMARY  
2017**

**Report by Director (Environment)**

**PURPOSE OF REPORT**

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 2017.

**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 2017**

- 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 2017/18 against the targets contained in the 2017/18 BMIP, approved and scrutinised earlier in the year by the appropriate committees.
- 2.2 The exceptions in the report have been included following consideration of all BMIP performance management information. They relate to performance that is deemed to be significant. Where these exceptions are targets that have not been met, explanations and details of improvement actions to be taken are provided.
- 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 2017/18.

### 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, where this information is available.

3.2 It is recommended that:

- (i) The Environment, Enterprise and Infrastructure Committee consider and approve, 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

| Name          | Designation                         | Contact Details                                |
|---------------|-------------------------------------|------------------------------------------------|
| Hunter Hope   | Performance and Support Manager     | TESCommitteeReports@pkc.gov.uk<br>01738 475000 |
| Connor Wilson | Performance and Support Team Leader |                                                |

#### Approved

| Name           | Designation            | Date            |
|----------------|------------------------|-----------------|
| Barbara Renton | Director (Environment) | 24 October 2017 |

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |             |
|-----------------------------------------------------|-------------|
| <b>Strategic Implications</b>                       |             |
| Community Plan / Single Outcome Agreement           | <b>Yes</b>  |
| Corporate Plan                                      | <b>Yes</b>  |
| <b>Resource Implications</b>                        |             |
| Financial                                           | <b>None</b> |
| Workforce                                           | <b>None</b> |
| Asset Management (land, property, IST)              | <b>None</b> |
| <b>Assessments</b>                                  |             |
| Equality Impact Assessment                          | <b>Yes</b>  |
| Strategic Environmental Assessment                  | <b>Yes</b>  |
| Sustainability (community, economic, environmental) | <b>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 2017.



**The Environment Service**  
**Six Month Performance Summary**  
**1 April 2017 to 30 September 2017**

**27/10/17**

# Contents

|                                                                     |           |
|---------------------------------------------------------------------|-----------|
| <b>Introduction by Barbara Renton (Executive Director)</b>          | <b>2</b>  |
| <b>Service performance summary</b>                                  | <b>3</b>  |
| <b>How do we compare with others?</b>                               | <b>5</b>  |
| <b>What are our customers saying?</b>                               | <b>6</b>  |
| <b>Progress against Performance Indicators and Improvement Plan</b> | <b>7</b>  |
| <b>Performance Indicators exceptions</b>                            |           |
| Where we are exceeding our target                                   | 8         |
| Where we are not on target                                          | 10        |
| <b>Improvement Plan exceptions</b>                                  | <b>12</b> |



# Introduction

## by Barbara Renton

### **Welcome to The Environment Service six monthly performance summary 1 April 2017 to 30 September 2017**

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 our [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 why we are predicting that we will not meet some of the targets.

The Service continues to work very hard in delivering in a wide range of areas with a responsive customer and community focus. This includes services which impact on residents and visitors on a daily basis – such as school transport, roads, bin collection, and street sweeping – to those which people may only use on occasion, including planning, business services, trading standards, dealing with emergencies and support to help find a job, for example.

Significant outcomes and very positive progress in terms of Promoting a Prosperous, Inclusive and Sustainable Economy and Creating a Safe and Sustainable Place for Future Generations are detailed in our Service Performance Summary. It is particularly encouraging to table a number of excellent “good news” stories in relation to Perth City centre.

Going forward, there will be a continuing need to understand how best to use all of the resources available to us and to communicate what the available services will look like. In the meantime, as a Service, we will also seek out all opportunities to work collaboratively both within the Council and with a range of different partners.

Added to this, we are committed to our transformation programme, looking to further modernise the way services are delivered and producing in further efficiencies.

Across the whole service, there are a range of committed and dedicated staff who work hard to deliver the best services possible within the resources available. As such, we remain confident of our ability to rise to the challenges ahead.

Barbara Renton  
Director (Environment)

## Service Performance Summary

### Promoting a Prosperous, Inclusive and Sustainable Economy

Working closely with Perth and Kinross Council, Beales independent department stores will make Perth the location for their first Scottish store, endorsing our city as a great place for business investment and growth. The store will open in November in the former McEwens building in the city centre.

The Council has concluded the sale of land to Espresso Property Ltd to progress The Mill Quarter site, a brand new landmark mixed leisure scheme with residential apartments. The scheme will be a catalyst for economic change in Perth and will significantly transform the City's visitor destination offer on completion. Construction works are due to commence in 2018 and completed in summer 2019.

The Tay Cities Economic Development Strategy was agreed as part of the Tay Cities Deal submission. It was approved by Council on 9 February and formally submitted to the UK and Scottish Governments on 1 March 2017. Progress has been made in delivering the strategy, for example, through collaborative working on Tourism & Events, International Trade & Investment, Growth Sectors, Employability and Transport Planning.

In addition, further development of the Strategic Outline Cases for the City Deal projects has been undertaken and refreshed documentation was submitted by the end of August. The Council has committed £180 million of funding through the Capital Budget to deliver the outcomes associated with these plans. The strategic direction set for the economy as a consequence of the Strategy has been incorporated into the refreshed Community Plan. On 16 August, Council agreed to enter into a [Minute of Agreement with Angus Council, Dundee City Council, and Fife Council](#) to establish a Joint Committee for the purposes of progressing and implementing the Tay Cities Deal.

European Social Fund funding of £4.6m to deliver an employability pipeline is helping the Council to deliver positive outcomes in terms of education, training and employment to 800 people. A further £1m of funding to tackle social inclusion and poverty is similarly supporting 420 lone parents, jobless households and low income households facing social exclusion and poverty. By September 2017, 188 people have been supported through this funding – 12 ahead of target.

12 people aged 18-24 are taking advantage of the "Perth and Kinross Employer Recruitment Incentive" and a further 12 in the "Scotland's Employer Recruitment Incentive". A further 15 starts have been recorded under the European Social Fund Wage Incentive for under 25 year olds, where people have multiple barriers to employment and 11 for over 25 year olds experiencing similar challenges.

Although the unemployment rate in the area has remained low at around 1.2% throughout much of this business year, the Hub and all other Employment Initiatives projects continue to thrive. Throughout the first 5 months of this year, the Hub has welcomed 2000 visitors, with 254 new clients registering for support. These figures mean that the service is ahead of target at this point. In terms of job outcomes secured, the service has recorded great successes with 193 outcomes through April

to August. The team have implemented 26 new recruitment incentive starts for local businesses in this period, providing a total of £104,000 of financial support to our local employers, investing in the futures of young people and those with barriers to employment.

Alongside Dundee City and Angus councils, PKC has secured funding through the Scottish Government Innovation and Integration Fund – total funding £275,000. This provides a great opportunity to develop relations and an aligned employability strategy across the three Councils as well as an innovative offer to our clients.

Progress with the [Perth City Plan](#) is good. New city centre representatives have been appointed to the Perth City Development Board, to drive forward private/public collaboration. Specialist retail consultants have been appointed to identify growing and new retail, leisure and markets within the context of future customers and city growth. Architectural teams have been appointed to assist the delivery of public realm improvements in the former St John's primary school and St Paul's Church.

Work is ongoing in respect of the development of travel plans in collaboration with Scotrail and Network rail linked to a master plan for the rail station, public transport interchange and links with development sites. Transport consultants have been appointed to model and programme longer term shared space and city centre public transport related projects.

Progress with major infrastructural improvements is good. The A9/A85 Link Road is expected to be complete by March 2019. The Cross Tay Link Road now has Council funding of £78m committed. A bid for a contribution of £42m to total project costs has been submitted as part of the Tay Cities Deal.

Strategic Policy and Resources Committee on 13 September approved a report recommending [targeted non-domestic rates relief assistance](#) to further support business expansion or new business investment in vacant property in Perth & Kinross on the basis of business need and economic benefits. This continues to support the growth of existing business, attract new business into the area and provide a welcome addition to the range of targeted support and action. It will encourage the re-use of vacant property as part of the Vacant Property Initiative, primarily via grants for development advice, housing as well as heritage repair and improvement.

New visitor attractions on the River Tay have encouraged more tourists and locals into the City of Perth to enjoy a programme of organised boat trips to view the Fair City from a different perspective. The [Boating on the Tay](#) scheme has seen 1336 trips taken to the end of September 2017.

Environment, Enterprise and Infrastructure Committee on 14 June agreed changes to introduce [15 minutes free parking across the whole of the Council area](#) in all Council operated Pay-and-Display parking bays, following the successful trial in Perth City.

## Creating a Safe and Sustainable Place for Future Generations

Strategic Policy and Resources Committee on 13 September noted good progress with [TES Transformation projects](#) with all 5 projects on target to deliver more effective working and £2.4m of budgeted savings per annum to reinvest in the services that matter most to people.

Environment, Enterprise and Infrastructure Committee on 14 June noted the success of previously introduced [Green Routes](#) in promoting roads for use by more sustainable transport modes. The Committee agreed that an additional four routes (Bridge of Earn/Glenfarg, Glenfarg/Milnathort, and Rattray/Alyth, Kirkton Road/Old Mill Road to Ashgrove Road to West Mill farm, Rattray) be promoted as Green Routes.

Environment, Enterprise and Infrastructure Committee on 14 June considered an update on the [Cycling, Walking and Safer Streets](#) projects implemented in 2016/17. It also approved a list of Cycling, Walking and Safer Streets projects for 2017/18 and for potential schemes in 2018/19.

Environment, Enterprise and Infrastructure Committee on 6 September agreed to develop further - through the outline design phase, publication, detailed design and eventual construction - a [potential flood protection scheme in Comrie](#).

At the Beautiful Scotland Awards on 7 September, Perth and Kinnesswood were both awarded trophies for best in their respective categories. The Take a Pride in Perthshire campaign encompasses some 48 volunteer “bloom groups”, Community Greenspace work closely with the volunteers supporting them with funding, advice and help on the ground. With over 21,000 volunteer hours annually helping to improve our greenspaces, the campaign makes a real difference. New groups are emerging every year, such as Rannoch Station in Highland Perthshire and Forgandenny in South Perthshire.

## How do we compare to others?

The Local Government Benchmarking Framework was developed by the Improvement Service on behalf of the Society of Local Authority Chief Executives in 2012 to

- help councils better understand why they achieve their current performance levels
- build our understanding of where and why council performance varies
- help identify and share good practice across councils.

Council considered a report on the framework on 28 June which recognised that we are ranked consistently in the top quartile for the percentage of waste recycled (sixth and over 10% higher than the Scottish average in 2015/16) and that we are ranked in the top quartile (fifth) for both street cleanliness and for satisfaction with street cleaning. The report also highlighted that we are ranked third in Scotland in terms of assisting unemployed people into work from council operated or funded employability programmes at 27.2% (the Scottish average was 13.9%) and that we are ranked in the top quartile (eighth) for the number of Business Gateway supported start-ups.

## What are our customers saying?

### Hub client comments book

- “A huge thank you! You guys were so friendly and after coming into the Hub twice I now have a job. Will recommend the Hub to anyone who it may apply to”
- ”Was very happy to receive the encouragement and support I received at the Hub. Being unemployed is a cold and demoralising experience, a touch of heartfelt support can go an awful long way in helping during these days. Many thanks and I wish you at the Hub much continued success”
- “I now have the job I have been wanting and am so happy! Thank you for all your support”
- “All the staff are very friendly and helpful and take time to help you and make you feel good about yourself”

### Boating on the Tay social media

- “Fantastic boat trip on the Tay today. Well done Perth and Kinross Council”
- “We had a fantastic time today. Thanks for an excellent, well organised event”

### Our 1 March to 31 May customer satisfaction survey shows

- 84% of people had no problems when dealing with the Environment Service
- 60% of people were very satisfied and 18% fairly satisfied with their overall experience of dealing with the Environment Service

In September 2017 SGS, the world’s leading inspection, verification, testing and certification company found that the Council’s Building Standards team is continuing to meet the Customer service Excellence Standard. Our Food Safety Team has received Customer Service Excellence accreditation for the last 19 years.

Perth & Kinross Council's Employability Hub on South Street, Perth, hosted a special event on 19 September to showcase to the Scottish Government how Perth & Kinross Council has used money from the European Social Fund to get local people into work. This was in support of our Skills Academy and partnership approach. For example Kilmac construction’s Business Liaison Officer said: "Kilmac are proud to be working in partnership with Perth and Kinross Council Employment Connections Hub delivering employability schemes in the local area and we look forward to a continued partnership for the future." JBSafesite’s Safety Training Manager added, "JBSafesite have enjoyed co-design and delivery of a recurring Construction skills programme in Partnership with Perth and Kinross Council Employment Connections Hub building a skilled workforce to meet industry needs."

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2017 to 30 September 2017, the Environment Service has made significant progress in delivering the services and actions identified in the Business Management Improvement Plan agreed by Council on 28 June 2017.

Of the 73 key performance indicators and improvement tasks contained within the BMIP: 3% are exceeding target; 61% are on target; 7% are not on target; and 29% 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                                         | 12    | 0                | 6         | 1             | 5                         |
| Employment opportunities for all                                    | 7     | 1                | 6         | 0             | 0                         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b> |       |                  |           |               |                           |
| Attractive, welcoming environment                                   | 18    | 1                | 3         | 2             | 12                        |
| Resilient, responsible and safe communities                         | 4     | 1                | 0         | 0             | 3                         |
| People in vulnerable circumstances are protected                    | 2     | 0                | 0         | 2             | 0                         |
| Performance Indicators                                              | Total | Exceeding Target | On Target | Not on Target | Information not Available |
| Improvement Plan                                                    | 30    | 0                | 29        | 0             | 1                         |

**Note:**

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

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target by March 2018.

## Performance Indicator Exceptions

### Where we are exceeding our target

| Indicators exceeding targets                                                                                                                                                                                                                                                           | Performance |         |         |        | Targets |         |         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                        | 2014/15     | 2015/16 | 2016/17 | Sep 17 | 2017/18 | 2018/19 | 2022/23 |
| <b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>                                                                                                                                                                                                                       |             |         |         |        |         |         |         |
| Number of unemployed people assisted into work as a result of employability and skills programmes based on the total number claiming out of work benefits                                                                                                                              | 612         | 689     | 457     | 234    | 200     | 200     | 200     |
| <b>Comments</b><br>234 people were assisted into work from 1 April to 31 August.                                                                                                                                                                                                       |             |         |         |        |         |         |         |
| Vacant residential/commercial premises brought into use (schemes)                                                                                                                                                                                                                      | 6           | 20      | 139     | 47     | 10      | 10      | 10      |
| <b>Comments</b><br>In 2016/17, we assisted in bringing back 138 long term residential and 1 commercial property back into use through signposting advice, giving encouragement and offering financial incentives. The numbers for 2017/18 to date are 45 residential and 2 commercial. |             |         |         |        |         |         |         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b>                                                                                                                                                                                                                    |             |         |         |        |         |         |         |
| Number of communities being supported to develop and maintain resilience plans.                                                                                                                                                                                                        | 9           | 20      | 20      | 28     | 22      | 22      | 25      |
| <b>Comments</b><br>The Perth and Kinross Multi Agency Community and Business Resilience Group is currently engaged with twenty eight communities to                                                                                                                                    |             |         |         |        |         |         |         |

| Indicators<br>exceeding targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Performance |         |         |        | Targets |         |         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2014/15     | 2015/16 | 2016/17 | Sep 17 | 2017/18 | 2018/19 | 2022/23 |
| <p>support them to build and/or enhance their resilience in the event of an emergency. All of these groups are at different stages of developing or maintaining Community Emergency Plans. In addition, 51 Infantry Brigade approved the groups involvement in a pilot project in the 7 SCOTS area to engage with and encourage reservists to join or form a resilience group in their communities. The group is engaging with Veterans Associations to encourage veterans to join or form a resilience group in their communities. The group meets regularly to ensure that all agencies are joined up in their approach to supporting communities.</p> |             |         |         |        |         |         |         |



## Where we are not on target

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Performance |         |         |        | Targets |         |         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2014/15     | 2015/16 | 2016/17 | Sep 17 | 2017/18 | 2018/19 | 2022/23 |
| <b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |         |         |        |         |         |         |
| % of residential and business premises with access to next generation broadband                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 51          | 63      | 71.2    | 81.5   | 90      | 90      | 100     |
| <b>Comments</b><br>Digital Scotland is delivering this and aim to achieve 90.5% by December 2018.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |         |         |        |         |         |         |
| Proportion of operational buildings that are suitable for their current use (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 85.5        | 85.5    | 84      | 85.3   | 90      | 90      | 90      |
| <b>Comments</b><br>Analysis of the suitability scoring returns shows, however, that a number of properties with poor scores are currently undergoing significant replacement or refurbishment works which should be reflected in future scoring exercises.                                                                                                                                                                                                                                                                                                                                    |             |         |         |        |         |         |         |
| Proportion of operational buildings in satisfactory condition (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 94          | 94      | 91.2    | 91.2   | 95      | 95      | 95      |
| <b>Comments</b><br>The condition score reflects the age of our property estate and the ongoing requirement for a developed, targeted replacement and planned maintenance programme. The opportunities afforded by the new electronic property management system will assist in this - allowing for a more targeted approach through modelling based on strategic objectives and robust condition survey data. The Scottish Futures Trust is currently undertaking a national review of property condition survey methodology which will assist in ensuring effective data is being collected. |             |         |         |        |         |         |         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |         |         |        |         |         |         |
| Number of businesses participating in Perth and Kinross better business partnership                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 262         | 252     | 260     | 262    | 300     | 300     | 350     |
| <b>Comments</b><br>The scheme is being redesigned to produce a more meaningful scheme to both businesses and consumers alike.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |             |         |         |        |         |         |         |

| Indicators not achieving target                                                                                                                                                                                  | Performance |         |         |        | Targets |         |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------|---------|---------|---------|
|                                                                                                                                                                                                                  | 2014/15     | 2015/16 | 2016/17 | Sep 17 | 2017/18 | 2018/19 | 2022/23 |
| Number of Perth and Kinross staff and voluntary carers of vulnerable adults given training in scam awareness                                                                                                     | 218         | 122     | 93      | 32     | 120     | 120     | 120     |
| <b>Comments</b><br>Between 1/4 and 31/8/17, 32 carers have received talks. The customer base is starting to be exhausted as almost all carers have attended. The next step is to extend the talks beyond carers. |             |         |         |        |         |         |         |

# Improvement Plan Exceptions

None.



**PERTH AND KINROSS COUNCIL****Housing and Communities Committee  
1 November 2017****Scrutiny Committee  
29 November 2017****HOUSING AND COMMUNITY SAFETY SIX MONTH PERFORMANCE SUMMARY  
2017****Report by Interim Director (Housing and Community Safety)****PURPOSE OF REPORT**

This report reviews the performance of Housing and Community Safety against its Business Management and Improvement Plan (BMIP) for the period 1 April 2017 to 30 September 2017.

**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 is an exception report which highlights achievement towards both the improvement actions and those BMIP targets that are either 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 2018. It should also be noted that some information is not available until later in the year.

**2. SIX MONTH PERFORMANCE SUMMARY 2017**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Housing and Community Safety during the first six months of 2017/18 both by way of achievement towards improvement actions as well as against the targets agreed in the 2017/18 BMIP, approved by Council on 28 June 2017 and considered by the Scrutiny Committee on 13 September 2017.
- 2.2 Although targets were set in the 2017/18 BMIP further analysis has been undertaken and certain indicators have been reviewed. These have been highlighted within the report.
- 2.3 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.

2.4 A full annual report with detailed progress against all targets and actions within the Housing and Community Safety BMIP will be produced at the end of 2017/18.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The six monthly monitoring of BMIP performance information by the Housing and Community Safety Senior Management Team has identified that achievements have been made in most areas. Although there are a number of activities where the Service is exceeding the targets set, there are some areas where improvement actions are required.

3.2 The Housing and Communities Committee is asked to note the progress in meeting the targets and priorities within the Housing and Community Safety Six Month Performance Summary 1 April 2017 to 30 September 2017 (Appendix 1).

3.3 It is recommended that the Housing and Communities Committee:

- (i) Considers and accepts the contents of the Housing and Community Safety Six Month Performance Summary 2017. (Appendix 1)

3.4 It is recommended that the Scrutiny Committee:

- (i) Scrutinises and comments as appropriate on the contents of the Housing and Community Safety Service Six Month Performance Summary 2017. (Appendix 1)

#### Author

| Name        | Designation                       | Contact Details                                                                                    |
|-------------|-----------------------------------|----------------------------------------------------------------------------------------------------|
| Alan Taylor | Head of Corporate IT and Revenues | <a href="mailto:hcccommitteereports@pkc.gov.uk">hcccommitteereports@pkc.gov.uk</a><br>01738 475000 |

#### Approved

| Name          | Designation                                     | Date            |
|---------------|-------------------------------------------------|-----------------|
| Lorna Cameron | Interim Director (Housing and Community Safety) | 19 October 2017 |

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

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

**Community Plan/Single Outcome Agreement.** – the content of the report relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement

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 Safety Service Six Monthly Performance Summary 1 April 2017 to 30 September 2017



**Housing and Community Safety**  
**Six Month Performance Summary**  
**1 April 2017 to 30 September 2017**

# Contents

|                                                                     |    |
|---------------------------------------------------------------------|----|
| <b>Introduction by Lorna Cameron</b>                                | 2  |
| <b>Service performance summary</b>                                  | 3  |
| <b>How do we compare with others?</b>                               | 8  |
| <b>What are our customers saying?</b>                               | 9  |
| <b>Progress against Performance Indicators and Improvement Plan</b> | 11 |
| <b>Performance Indicators exceptions</b>                            |    |
| Where we are exceeding our target                                   | 12 |
| Where we are not on target                                          | 13 |
| <b>Improvement Plan exceptions</b>                                  |    |
| Where we are exceeding our target                                   | 14 |
| Where we are not on target                                          | 14 |

## Introduction

### **Welcome to Housing & Community Safety's 6 monthly performance summary April 2017 to September 2017**

Over the last six months we have achieved many positive results, thanks to the efforts and commitment of staff across the Service working together with tenants, service users, local people and organisations.

We continue our work in local communities with other organisations and groups working to support local people. This remains a priority for the community planning partners as we address the recommendations of our Fairness Commission and as our Locality Action Partnerships develop their local priorities.

In the last six months we have completed some of our new housing projects, including Tulloch and Craigie in Perth, to deliver much needed affordable housing. We are working hard with developers to deliver more sites in the next half of the year.

We held meetings of our Community Safety and Community Justice Partnerships where we talked about the priorities of the community justice improvement plan and the annual performance of the community safety team. We will target work at the people who face many challenges and inequalities and provide services to support them to improve their lives and opportunities.

In the meantime we progress many other challenges – tackling rent arrears, dealing with the impact of welfare reform and preparing for universal credit; preventing homelessness; progressing with our transformation of the Repairs Service and completing the extensive re-tendering of our care at home service.

We have also commenced our budget discussions, thinking about how we can continue to change and transform to meet future need and demand.

It is clear from current challenges we will need to continue developing new and innovative ways of working and over the next six months we will continue to work with local people, our community partners and the third and independent sectors to deliver excellent services.

Lorna Cameron  
**Interim Director Housing and Community Safety**

## Service Performance Summary

### Giving Every Child the Best Start in Life

*The provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person's health and wellbeing. We recognise that good quality housing of the right size and close to family and social networks can have a positive impact on children's development and educational outcomes.*

- We have successfully implemented our Home First Transformation Project and reduced the reliance on temporary accommodation by delivering immediate, settled and affordable housing. Since April 2017, 22 families have received 'Home First' offers moving straight into permanent settled accommodation.
- Work to prevent homelessness continues to be our priority and through a range of early intervention and prevention approaches we have reduced the number of families presenting as homeless. This has partly been achieved through working with colleagues in Education and Children Services (ECS) to help deliver the strengthening families programme to intervene early and prevent homelessness.
- We recognise the impact that overcrowding and unsuitable accommodation has on children's health, development and educational outcomes. We continue to focus on reducing overcrowding through a range of approaches, such as the buy back scheme, effective waiting list management and providing a range of housing options for people.

### Developing Educated, Responsible and Informed Citizens

*We continue to work with our partners both strategically and locally 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.*

- We are enhancing our **Integrated Schools Programme** raising awareness of homelessness and supporting secondary school children to focus on their own health and wellbeing and raising awareness of drug and alcohol issues.
- The Quality panel have drafted **the Good Neighbour Agreement**. The agreement will run alongside the existing Tenancy Agreement and will focus on "What makes a good Neighbour" and we will pilot this in four separate localities throughout Perth and Kinross.
- We have established an **HRA Tenant Scrutiny Working Group** to support tenants to look at the way we spend the Housing Revenue Account (HRA) and to help determine future spending priorities.
- **Fairer Futures:** Staff within the service are currently considering what the findings and recommendations mean for Housing & Community Safety and how we will implement and support these, raising awareness of the experiences of poverty and inequality within Perth and Kinross.

- **Unpaid Work Team:** We continue to improve local communities by involvement in a range of activities and at the same time developing community skills such as gardening and painting.

## Promoting a Prosperous, Inclusive and Sustainable Economy

*We continue to provide and commission a range of services, from the third and private sectors, ensuring good quality and value for money services and the creation of employment opportunities across Perth and Kinross.*

- Our capital programme of £23.3m for new build properties as well as improvements to our council stock continues to boost the local economy through employment opportunities.
- Recognising the challenging financial times for households we have been supporting tenants to maximise their income and helping them keep their household bills and rent up to date. Our Rent 1st Campaign continues to promote the importance of paying rent with key messages and reminders throughout the year.
- **Energy Efficiency/Fuel Poverty:-** This continues to be one of our main improvement priorities ensuring we increase energy and fuel efficiency for households. From April to September 2017:-
  - 379 upgraded central heating systems have been installed.
  - 295 houses have received new triple glazed windows and insulated exterior doors.
  - 69 Council houses, and 123 privately owned or privately rented houses, have been fitted with externally applied wall insulation
  - 367 Council houses have had cavity wall insulation extractions and re-fills.
  - 52 houses have been fitted with new gas main connections and 23 houses have been fitted with renewable energy measures such as air source heat pumps or solar panels.
- We continue to support people to improve the energy efficiency of their homes:
  - We have taken opportunities to promote the HEEPs Equity Loan Scheme through our engagement with private landlords and to home owners accessing our housing options service.
  - Through our Empty Homes Initiative, we provide grants to bring properties up to the Repairing Standard to enable them to be rented out to private tenants. These improvement works often include energy efficiency measures including replacement windows, upgrades to heating systems, etc.
- **Assessing the Affordability of our Rent Levels:-** We launched our new affordability assessment model at our Annual Tenant Conference in June 2017. Using a local economic context the model compares our rent levels with other housing options in Perth and Kinross allowing us to assess the impact on affordability of any potential rent increase. Discussions about affordability form part of our annual rent setting consultation with tenants.
- **Welfare Reform/Universal Credit:-** We continue to work in partnership with a range of colleagues and partner organisations to deliver advice and assistance to tenants.

- Our **Service Centre** provides a wide range of customer focussed activities to support all the Council's services. Since April 2017 we have:
  - Been key to the development of customer access channels by maximising the use of technology such as on-line services, secure card payment systems, self-service and payment kiosks to ensure our customers receive a flexible and accessible service.
  - Reviewed and supported access to facilities at both Pullar House and the High Street buildings by working with the Centre for Inclusive Living to ensure all our customers have access to services.
  - Supported the introduction of new services for The Environment Services such as new process related to Garden Waste and permits for the Recycling Centre.

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

**We have focussed on work that promotes early intervention and prevention, promoting healthier lifestyles and tackling health inequalities through a range of activities.**

- **New Care at Home Contract:-** A new care at home contract, with 10 external careproviders, has been introduced by Perth and Kinross Health and Social Care Partnersip (HSCP) over the summer. The new care at home contract aims to provide a more flexible service which supports people to be as independent as possible at home, giving people more choice and control over their care and support.
- **Technology Enabled Care (TEC) :-** we continue to expand the use of technology to support people in the community. The first Perth and Kinross TEC conference was held in September 2017 and showcased TEC developments highlighting opportunities for technology across housing, health and social care to support people to remain in their homes, encouraging inclusion and reducing isolation.
- **Sheltered Housing Complexes:-** We are progressing with a major capital refurbishment programme within some of our sheltered housing complexes to support the roll out of housing with additional support and dementia friendly environments. Work has started in Carpenter Court and Strathmore Street in Perth and initial feedback on the improvement work by tenants is very positive.

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

***We continue to work closely with all our partners to achieve positive outcomes and recognise the need to focus on reducing inequities and building resilient and sustainable communities. We are building on the Council's success in creating safe and sustainable communities and over the past year we have worked, alongside our partners, to achieve:***

- **Preventing and Responding to Homelessness:-** By adopting a pro-active, prevention-focussed approach to homelessness and by promoting a range of housing options, we have:

- Reduced the reliance on temporary accommodation by changing the way we work.
- Reduced the length of time homeless people have to wait to be offered accommodation from over 400 days to around 100 days.
- Increased the proportion of housing allocated to homeless people from around 50% to almost 70%.
- **Repairs Transformation:-** We have continued to improve our Repairs Service to deliver a more responsive and customer focussed service to our tenants. Our new mobile scheduling system should be introduced in late Autumn 2017 and will support the delivery of greater efficiencies.
- **Out of Hours Emergency Services:-** Tenants can now enjoy an improved out of hours emergency repairs reporting service. The new arrangements will deliver a more effective service to tenants, including a more responsive service during periods of severe weather.
- **Estate Based Initiatives:-** We continue to work alongside tenants and local areas to improve our local housing estates and the environment for local people. 46 projects have already been agreed throughout Perth and Kinross and additional projects are currently being agreed.
- **New Homes:-** New tenants have recently moved into their new homes in our two new housing developments of 24 flats completed under the Council's new house building programme. All of the flats have been designed for future adaptation and are fully accessible to people who may require the use of a wheelchair.
- **Secure Door Entry Systems:-** Around 565 blocks of flats owned by Perth and Kinross Council have been fitted with new secure door entry systems enhancing the safety and security of our tenants.
- **Housing Digital Inclusion:-** Our Housing Digital Inclusion Project continues to support tenants to become digitally agile and develop skills and confidence to become digitally included. The project is progressing well, 34 learners engaged this year and we have also recruited 2 tenant Digital Champions to help support at group work sessions.
- **Housing Liaison Officer:-** We are committed to making sure people can be discharged home from hospital as soon as they are able. Our new Housing Liaison Officer works closely with colleagues to ensure earlier engagement with the housing service and help people discharged from hospital.
- **Fire Safety Arrangements:-** We continue to work closely with the Scottish Fire and Rescue Service and tenants.
  - We contacted all tenants and owners within multi-storey blocks and held drop-in sessions for tenants and residents to discuss fire safety and answer questions.
  - We also updated and enhanced our Fire Safety Action Plan and held a desk top emergency planning exercise with SFRS colleagues to test our response arrangements.
- **Community Justice Partnership:-** We continue to focus on key priorities including better access to services, early intervention and prevention, reducing offending and improving life chances. Progress against the actions will be reported annually to Community Justice Scotland.
- **Community Watch Scheme:-** Perth and Kinross is now part of the National Working Group led by Neighbourhood Watch Scotland (NWS). We continue to work to increase

uptake and there are now 563 direct users with around 1,000 who access the system locally through the broader NWS site.

- **Community Task Force:-** A task force dedicated to keeping communities safe has been set up at Perth Community Fire Station, the first of its kind in Scotland. Around a dozen community wardens will now assist fire-fighters across the Perth City and Aberfeldy in helping safeguard homes, tackling anti-social behaviour and protecting the environment.
- **Community Safety Hub:-** We continue to work closely with our partners to plan and manage community safety issues. Police Scotland's Offender Management Unit will join the Safer Communities Hub to further develop the partnership and collaborative working in managing sexual and violent offenders.
- **Youth Anti-Social Behaviour:-** A Youth Networking session was held in Perth to address some concerns around anti social behaviour which resulted in the following actions:-
  - Joint briefing and co-ordinated patrol by Police and Safer Communities Wardens
  - Safer Communities Wardens patrolling schools and environs at lunch times
  - Joint visits to parents regarding alcohol use
  - Street a Week activity at a variety of locations
- **Employability Project of Offenders:-** An employability project for offenders subject to Community Payback Orders was established with St Johnstone Community Trust. The project aims being to build a number of life skills such as health and wellbeing courses, first aid and fire safety. The model is also being considered for other client groups, most notably for young people who are disengaged from school.
- **Violence against Women Partnership:-** We have developed a 2 year delivery plan for a range of actions, taking into account Scottish Government Priorities and Perth and Kinross Council Objectives. Some of the key actions includes supporting the Challenge to Change programme in Perth and Kinross Schools, including helping schoolchildren to arrange their own conference around issues of equality, diversity and respect.



## 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 2016/17 Annual Return on the Charter were published on 31st August 2017. Some highlights are:-

- In 2016/17 the **average weekly rent** in Perth & Kinross for a 4 apartment property was **£70.58** in comparison to the Scottish average of £79.42, a difference of 12.5%.
- The average time to complete **emergency repairs** during 2016/17 was **3.8 hours** compared to the Scottish average of 4.7 hours.
- As at 31 March 2017, **95.6%** of our housing stock met **the Scottish Housing Quality Standard** compared to the Scottish average of 93.8%.
- During 2016/17, we did not collect **0.6%** of rent because **homes were empty**, compared to the Scottish average of 0.9%.
- The amount of money we collected for current and past rent was equal to **99.6%** of the **total rent that was due** in the year, compared to the Scottish average of 99.6%
- **97.0%** of **anti-social behaviour cases were resolved** within locally set targets compared to the Scottish Average of 87.2%.

### Community Safety

Statutory partners are required to report annually on progress against their Outcomes Improvement Plan using the national outcomes for community justice outlined in the Outcomes, Performance and Improvement framework (OPI). To support the outcomes a basket of common indicators has also been developed for use by statutory partners. The PKC Community Justice Partnership will report to Scottish Government on progress to March 2018.

**Local Government Benchmarking Framework (LGBF)** figures for 2016/17 are due to be released in late 2017.

# What are our customers saying?

## HOUSING SERVICE

- **Tenants' feedback:-** When we consulted our tenants; 64% of the 587 people who responded suggested we increase the number of Council houses and 41% suggested improving the quality of our repairs and getting them right first time. 81% agreed that our rent levels were affordable, with 12% giving a neutral response and 7% considering them unaffordable.
- **Staff:-** Tenants also gave some very positive feedback about staff; describing 'How helpful the wardens are at Charterhouse'. We also have received some praise from tenants in North Muirton's Lewis Place who have been a part of this year's Estate Based Initiatives.
- **Neighbourhoods:-** We also asked tenants to tell us about people in their neighbourhoods who make it a good place to live. Over 80 people were nominated as either being a Neighbourhood Angel or because they keep a great garden which helps make their neighbourhood a pleasant place to live.
- **Digital Inclusion project:-** This project continues to support tenants to become digitally agile and develop the skills and confidence to become digitally included.
- Feedback from tenants have been positive, one of the tenants said that *'the sessions had improved her life a lot and that she was grateful at being able to keep in touch with her family a lot more'*.
- 56 Housing staff attended Digital Training Awareness sessions developed as a result of consultation with them about what they needed to learn.
- **The SURE Team Activities:**  
The Service User Review and Evaluation (SURE ) Team have been at the heart of assessing Housing Services achievement of the Scottish Social Housing Charter. They have considered staff presentations about the work and their performance across all 16 Charter Outcomes and their feedback will be included in the Annual Performance Report to tenants later this year.
- The SURE Team have also reviewed Tenant Participation activities and consulted with tenants to help develop a new Tenant Participation Strategy which will go to the Housing and Communities Committee later this year.

### Scottish Housing Regulator

We received positive feedback from the Scottish Housing Regulator following a validation exercise of our performance reporting in relation to tenancy sustainment, abandonments, evictions, Gypsy travellers and lettings. The Inspectors commented that our approach was thorough and that all staff were highly committed to submitting an accurate ARC return .

The results of the 2016/17 Annual Return on the Charter (ARC) which was submitted to the Scottish Housing Regulator (SHR) in May 2017 were published by the SHR on 31 August 2017.

- **90.2%** 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 90.6%. (PKC 2015/16 = 90.06%)

- 85.2% of tenants said they were satisfied with the overall service provided, compared to the Scottish Average of 89.7%. (PKC 2015/16 = 85.2%)
- 82.5% of tenants feel their landlord is good at keeping them informed about their services and decisions, compared to the Scottish Average of 91.1%. (PKC 2015/16 =82.5%)
- 74.5% of tenants were satisfied with the opportunities to participate in their landlord's decision making, compared to the Scottish Average of 83.8%. (PKC 2015/16 =74.5%)

## COMMUNITY SAFETY

**Unpaid Work Team:-** Clients on the Unpaid Work Team were asked 'What did they like about Unpaid Work?'. Comments included:

- *Doing different things, helping the community.....*
- *Doing worthwhile work for the needy*
- *Giving back to the community*
- *Jobs that I could see value to the community*
- *Made me think about some of the things I had been doing*

The service are currently rolling out a new system of gathering feedback in relation to the unpaid work team. People who request work to be carried out by the team will be given the opportunity to provide feedback.

Evaluation Questionnaires are sent to members of the public who made complaints to the Safer Communities Team, 65.7% of respondents indicated that they were very/fairly satisfied with the service. Cases are always reviewed and people contacted to establish the reason for their dissatisfaction and steps are taken, where possible, to improve the service.

The new Community Justice agenda offers up opportunities for the service in relation to participation of clients and victims. The service are looking to explore new methods of involving people more in community justice planning.

**Housing and Community Safety Employee Survey 2017** is currently underway, and the results will be distributed at the end of October 2017.

# Progress against Performance Indicators and Improvement Plan

Of the 37 key performance indicators contained within the BMIP: 8% are exceeding target; 41% are on target; 16% are not on target; and 35% 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>Giving Every Child the Best Start in Life</b>                    |       |                  |           |               |                           |
|                                                                     | 2     | 0                | 2         | -             | -                         |
| <b>Developing Educated, Responsible and Informed Citizens</b>       |       |                  |           |               |                           |
|                                                                     | 2     | -                | 1         | 1             | -                         |
| <b>Promoting a Prosperous, Inclusive and Sustainable Economy</b>    |       |                  |           |               |                           |
|                                                                     | 6     | 1                | 3         | 2             | -                         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b> |       |                  |           |               |                           |
|                                                                     | 27    | 2                | 9         | 3             | 13                        |

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

The following sections provide an update on Service performance where targets have been exceeded and where the Service is not on track to meet the target in the BMIP. Where performance is currently not on target, improvement actions have been identified to ensure the Service reaches the target by March 2018.

## Performance Indicator Exceptions

Where we are exceeding our target

| Indicators exceeding targets                                                                                                                                                                                                                                                                                                                                                                                                                   | Performance |         |         |                   | Targets |         |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|-------------------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2014/15     | 2015/16 | 2016/17 | Sep 17            | 2017/18 | 2018/19 | 2022/23 |
| <b>Developing a Prosperous, Inclusive and Sustainable Economy</b>                                                                                                                                                                                                                                                                                                                                                                              |             |         |         |                   |         |         |         |
| <b>1. The average number of days to process change events Housing Benefit/Council Tax Reduction/Claims</b>                                                                                                                                                                                                                                                                                                                                     | 15          | 12      | 7       | 7<br>(Aug17)      | 8       | 8       | 8       |
| <p>We have continued to improve our processes, procedures and upskilling staff, which has led to continued improvement.</p> <p>The target for the average number of days to process change events has been revised from 13 days to 8 days.</p>                                                                                                                                                                                                 |             |         |         |                   |         |         |         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b>                                                                                                                                                                                                                                                                                                                                                                            |             |         |         |                   |         |         |         |
| <b>2. % of repairs appointments kept</b>                                                                                                                                                                                                                                                                                                                                                                                                       | 92.9%       | 96%     | 98%     | 96.6%<br>(Aug 17) | 95%     | 95%     | 95%     |
| <b>3. Average length of time taken (in hours) to complete emergency repairs</b>                                                                                                                                                                                                                                                                                                                                                                | 3.29        | 3.74    | 3.78    | 3.69<br>(July 17) | 4.0     | 4.0     | 4.0     |
| <p>We continue to perform well in these areas and have exceeded our targets. Our performance compares favourably against the averages of the Scottish Social Housing Charter. The 2016/17 Scottish Averages for appointments kept was 95.7% and emergency repairs response time was 4.7 hours.</p> <p>The target for the average length of time taken (in hours) to complete emergency repairs has been revised from 4.5 hours to 4 hours.</p> |             |         |         |                   |         |         |         |

## Where we are not yet on target

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Performance |         |         |                    | Targets |         |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|--------------------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2014/15     | 2015/16 | 2016/17 | Sep 17             | 2017/18 | 2018/19 | 2022/23 |
| <b>Nurturing Educated, Responsible and Informed Citizens</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |         |         |                    |         |         |         |
| <b>5. % young people aged (16-25) sustaining a council tenancy for more than a year</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 92%         | 79%     | 87%     | 80%<br>(June 17)   | 85%     | 85%     | 85%     |
| <p>Tenancy sustainability is closely monitored and 5 day health checks are now being carried out across all localities to ensure that each tenant has the best possible start in their tenancy. Tenancy sustainment can be affected by a range of reasons such as people moving along the property ladder, changes in personal circumstances and this continues to be closely monitored and checks are carried out against all localities to ensure that each tenant has the best possible start in their tenancy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |         |         |                    |         |         |         |
| <b>Developing a Prosperous, Inclusive and Sustainable Economy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |             |         |         |                    |         |         |         |
| <b>6. % of rent due in the year that was lost due to voids</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 0.5%        | 0.6%    | 0.6%    | 0.8%<br>(Aug 17)   | 0.6%    | 0.6%    | 0.6%    |
| <b>7. Current and former tenant arrears as a % of gross rent due for the reporting year</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 9.28%       | 10.4%   | 10.04%  | 9.7%<br>(Aug 17)   | 9.0%    | 8.7%    | 8.0%    |
| <p><b>Current and former tenant arrears as a % of gross rent due for the reporting year:</b><br/>There has been an improvement in performance since the year end and we continue to monitor this closely.</p> <p><b>% of rent due in the year that was lost due to voids:</b> The voids policy and procedures have been reviewed and updated. Void performance is improving month on month and it is expected that we will meet the BMIP target of 0.6% by March 2018.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |             |         |         |                    |         |         |         |
| <b>Creating a Safe and Sustainable Place for Future Generations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |             |         |         |                    |         |         |         |
| <b>8. % of tenancy offers refused during the year</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 36%         | 35%     | 35%     | 36%<br>(Aug 17)    | 35%     | 32%     | 28%     |
| <b>9. Average length of time (days) taken to re-let properties (includes mainstream and difficult to let)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 21.16       | 25.2    | 24.1    | 35.5<br>(Aug 17)   | 27      | 27      | 27      |
| <b>10. % of cases of adult protection screened within 24 hours of notification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 77%         | 94%     | 95%     | 86.4%<br>(June 17) | 95%     | 95%     | 95%     |
| <p><b>% of tenancy offers refused during the year:</b> A small test of change has been implemented with the North team regarding how properties are allocated to help reduce the number of properties that are currently being refused or classed as difficult to let. An evaluation exercise will be conducted following the three month test of change in November 2017.</p> <p><b>Average length of time (days) taken to re-let properties (includes mainstream and difficult to let):</b><br/>We continue to monitor voids at the monthly Voids Scrutiny meeting and cross service locality and repairs meetings are held in each locality. Performance has been improving month on month and we expect to achieve the target of 27 days by the year end.</p> <p><b>% of cases of adult protection screened within 24 hours of notification:</b><br/>We have continued to improve our processes, procedures and upskilling staff which will lead to a performance improvement. Out of the cases not screened within timescales 70% were completed within 3 days and the remaining 30% were screened within 5 days. Where desired timescales have not been met, people are in a safe care setting and therefore not at risk.</p> |             |         |         |                    |         |         |         |

# Improvement Plan Exceptions

We have no improvement plan exceptions to report.





**PERTH AND KINROSS COUNCIL****Lifelong Learning Committee  
1 November 2017****Scrutiny Committee  
29 November 2017****EDUCATION AND CHILDREN'S SERVICES SIX MONTH PERFORMANCE  
SUMMARY 2017****Report by Executive 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 2017 to 30 September 2017.

**1. BACKGROUND**

- 1.1 Lifelong Learning Committee considers performance against the Service BMIP 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 2017**

- 2.1 The purpose of the six month performance summary in Appendix 1 is to review the performance of Education and Children's Services during the first six months of 2017/18 against the targets in the 2017/18 BMIP, approved by the Council in June 2017 (Report No. [17/240](#) refers) and considered by the Scrutiny Committee in September 2017.
- 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 2017/18.

### 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 2017. (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 2017. (Appendix 1)

#### Author

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

#### Approved

| Name          | Designation                                               | Date              |
|---------------|-----------------------------------------------------------|-------------------|
| Sheena Devlin | Executive Director<br>(Education and Children's Services) | 21 September 2017 |

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

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 2017.



**Education and Children's Services**  
**Six Month Performance Summary**  
**1 April 2017 to 30 September 2017**

**Introduction by Sheena Devlin (Executive Director)**  
**Error! Bookmark not defined.**

|                                                                     |          |
|---------------------------------------------------------------------|----------|
| <b>Service performance summary</b>                                  | <b>3</b> |
| <b>How do we compare with others?</b>                               | <b>6</b> |
| <b>What are our customers saying?</b>                               | <b>6</b> |
| <b>Progress against Performance Indicators and Improvement Plan</b> | <b>8</b> |
| <b>Performance Indicators exceptions</b>                            |          |
| Where we are exceeding our target                                   | 9        |
| Where we are not on target                                          | 10       |
| <b>Improvement Plan exceptions</b>                                  |          |
| Where we are exceeding our target                                   | 12       |
| Where we are not on target                                          | 13       |



## Introduction by Sheena Devlin, Executive Director (Education and Children's Services)

### Welcome to Education and Children's Services six monthly performance summary - 1 April 2017 to 30 September 2017.

The Education and Children's Services Business Management and Improvement Plan (BMIP) 2017/18 sets out the key actions which will be delivered by Education and Children's Services in 2017/18 to ensure better outcomes for children, young people and their families in Perth and Kinross, and contribute to the delivery of the Council's strategic objectives and local outcomes. In this performance summary we are pleased to report good progress in meeting the targets and commitments that we set out.

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

Our objectives and approaches are now guided by, and aligned with the **Tayside Plan for Children, Young People and Families 2017-2020**, a multi-agency, cross-border approach towards improving the lives and the life chances of children and young people across the 3 Community Planning areas of Perth and Kinross, Angus and Dundee.

Our **Early Years Strategy** and the principles of **Getting it Right for Every Child** (GIRFEC) aim to ensure that we provide children and young people with the best possible start. Together with our partners, we intervene at the earliest possible point and provide the appropriate support to address issues or concerns where required. Our **Parenting Strategy** informs the provision of both universal and targeted support and information for parents with children at all ages.

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

Raising attainment and achievement for all is a key priority for Education and Children's Services, with a focus on closing the **attainment gap**, increasing children's engagement in their learning and **reducing inequity**, guided by the National Improvement Framework for Scottish Education (NIF).

The **Raising Attainment Strategy 2016-2019** sets out a range of actions and interventions designed to raise attainment and close the gap for all, focused on the nationally recognised drivers for improvement including the launch of Pupil Equity Funding direct to schools as part of the Scottish Attainment Challenge.

Young people are afforded more choice and a continuity of support through **Continuing Care**, which meets the welfare needs of the young person up to the age of 21, providing a bridge from the protected status of a looked after child to adult independence.

## Service Performance Summary

### Giving Every Child the Best Start in Life

The Incredible Years Parenting programme continues to help parents of children who are displaying challenging behaviours. 10 Incredible Years Groups began in August 2017, to run until December 2017. A further 10 groups are scheduled to run from February to June 2018.

A project team, overseen by a project board has been established to work towards the implementation of 1,140 hours of Early Learning and Childcare. A draft Expansion Plan was presented to Lifelong Learning Committee in September 2017 and then submitted to the Scottish Government.

In partnership with NHS Tayside, resources have been redirected to enhance the multi-agency responses to vulnerable pregnant woman and their unborn babies. The NHS protocol has been rewritten to ensure health staff access relevant support for pregnant women, and the Multi-Agency Screening Group for Unborn Babies (UBB MASG) is now operational to receive and consider these requests. Dedicated interventions for young children affected by parental substance misuse and unborn babies who may be at risk are provided by the multi-agency *Change Is A Must* team.

12 Mental Health training sessions have been delivered for staff from schools, Live Active Leisure and Tayside Contracts. A series of further training opportunities have been scheduled including use of In-service days. An Emotional Health & Wellbeing E-learning Module will be launched at the Emotional Wellbeing Leadership and Learning Session in October.

A revised draft Parental Involvement strategy is to be discussed with Parent Council Chairs in October 2017. All Perth and Kinross Parent Councils are now members of the Scottish Parent Council Association, and are being supported with a training programme. A number of schools are allocating part of Pupil Equity Funding to support approaches to engaging parents via literacy, numeracy and family clubs. Support with digital tools is being provided to schools by ECS Digital and Technology Officer.

The Family Focus team is now fully operational. The team operate from Strathmoor and now work on an outreach basis across Perth and Kinross. The team continue to work to ensure that the right families are being supported. In collaboration with maternity services, work is ongoing to deliver early support to pregnant women in need.

The Contact Team was established in 2016 and over the last year the team has embedded approaches to ensure effective coordination and the promotion of high quality contact experiences for children who are looked after and their families. The ground floor at Strathmoor now offers a homely and nurturing environment for contact and the team is continuing to develop a range of suitable places for contact outside of Perth.

A refreshed Parenting Strategy Action Plan 2017-2019 was approved by the Early Years, Early Intervention Programme Board in July 2017. A communication plan is being drafted to ensure wide scale awareness of and engagement in the agreed Action Plan.

An Options Appraisal arising from the Transformational Review and Remodelling of Residential Care (Children and Young People) was presented to Council in August 2017. The approved option will replace traditional, council-run, residential care and to reduce the use of external providers of residential care by providing an innovative “hub” model to support young people within their local communities. A detailed implementation plan is now under development with the proposed transition phase to take place over 2018.

Improvements to how Child Protection Case Conference meetings are arranged and recorded have been introduced to provide greater focus on the needs of children and young people and bring increased clarity about risks and needs. The views of children and young people are being actively sought for their conferences and attendance is encouraged. There is a comprehensive plan in place to continue to bring about further improvements.

The Mind of My Own (MOMO) app went live in August 2017 to enhance the ways in which children and young people who have a Lead Professional Social Worker can give their views to staff, meetings, case conferences and looked after children’s reviews. It is not always easy to elicit young people’s views and consultation with young people showed that they would often prefer to use technology to convey what they think and feel.

## Developing Educated, Responsible and Informed Citizens

A first update report on the 2016-2019 Raising Attainment Strategy will present information to the Lifelong Learning Committee and Scrutiny Committee on progress against the priorities of the National Improvement Framework, including a range of measures to monitor progress of improvements.

Gaelic Medium Education has been incorporated in the second generation Gaelic Language Plan that is currently in the consultation phase, and will go to full Council and Bòrd na Gàidhlig for approval in December 2017.

An Implementation Plan based on recommendations arising from the Review of Inclusion Services was presented to the Inclusion Board in August 2017. Planning for implementation was launched at a Headteacher's Development Day in September 2017.

Our schools continue to embed the 1+2 approach to Language Learning, giving every child the opportunity to learn two languages in addition to their first language. All schools are delivering French by P3, with almost all schools adopting a whole school approach.

We are developing the use of online platforms to support learning and teaching and professional learning. Schools are using GLOW/Office 365 tools for learning and teaching and we are now piloting use of Google Apps for Education. Parental engagement with the Seesaw app to share learning with parents is now available and used in growing numbers of our primary schools. We have over 1500 iPads in use across Education services and we continue to develop practice across early years, primary, secondary and special schools.

There is continued engagement with schools to implement the Career Education Standard and the Work Placement Standard, and in partnership with Skills Development Scotland, including the service delivery of the Workit programme. We are also working in partnership with the Developing our Young Workforce Regional Board to improve employer engagement and work experience approaches.

The process for the assessment of continuing care is now in place and to date there are 7 young people who have taken up this opportunity. A leaflet has been produced by young people which describes continuing care to young people.

A short life working group is developing guidance for schools on planning and tracking wider achievement opportunities, to link to skills for learning, life and work. Four "Closing the Gap" primary schools and one "Closing the Gap" secondary school are involved in the Children's University 'Passport to Learning' project involving around 600 pupils. A number of partners are now working with the schools supporting their wider achievement planning. A PKC Children's University Representative works with the schools, promoting wider achievement opportunities and developing sustainable approaches to planning with partners.

## 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. This analysis is used to inform ongoing developments to raise attainment for all and to reduce inequalities. Further details are included in the Raising Attainment Strategy Update 2017.

The Participation Measure reports on the Scottish Government's *Opportunities for All* pledge, which aims to ensure that all young people are supported into sustainable employment. The latest report, from August 2017, shows that for the third year in a row, Perth and Kinross is performing above the national average, and is doing so in every individual age group as well as overall, with around 93% of young people 16-19 taking part in employment, education or training.

|                 | <i>Overall</i> | <i>Individual age groups</i> |           |           |           |
|-----------------|----------------|------------------------------|-----------|-----------|-----------|
|                 | <b>16 – 19</b> | <b>16</b>                    | <b>17</b> | <b>18</b> | <b>19</b> |
| <b>PKC</b>      | 93.1%          | 99.1%                        | 97.2%     | 92.2%     | 84.2%     |
| <b>Scotland</b> | 91.1%          | 98.8%                        | 94.0%     | 88.9%     | 83.4%     |

The **Care Inspectorate** has completed sixteen inspections of services for children and young people within Perth and Kinross since April 2017, almost all of which have received gradings of *Good*, *Very Good* or *Excellent* in all quality themes. Services within PKC received ratings of *Good*, *Very Good* or *Excellent* in 97% of all quality theme gradings, compared to approximately 93% for the whole of Scotland.

## What are our customers saying?

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

*"My son always says positive things about the nursery. He is learning lots of new things and has built up his confidence. The staff all do a great job!"*  
(Balhousie Primary School)

*"The nursery is a really special setting. I feel the staff really take the time to understand the children and think about them as individuals."* (Royal School of Dunkeld)

*"My child is happy at nursery and has become more confident and independent. I can't ask for more than this."* (Luncarty Primary School)

*"The care our child has received is and continues to be outstanding! Our child absolutely loves going to nursery." (Milnathort Primary School)*

*"The first time I came here I felt very scared but now I feel very safe and happy. I have enough of everything here. I have a free life here." (Wellbank)*

*"I am very pleased with the service and everyone who provided the service was really considerate. I am very much indebted." (Wellbank)*

Inspections by **Education Scotland** also involve feedback from parents and carers. Questionnaires completed by parents show that overall 92% are happy with the school that their child attends.

**Extended Learning and Achievement Visits (ELAVs)** support nursery, pre-school services and schools in the process of self-evaluation, using the core Quality Indicators from How Good Is Our School? Parents and carers are involved in this process, and their feedback is included in the reporting.

*"Parents were very pleased with the opportunities for their involvement in their child's learning as well as the range of ways that learning and care information is shared." (City of Perth Early Childhood Centre)*

*"Parents consulted particularly appreciated the approachability of school staff and the very good communication systems in place." (Crieff Primary)*

*"Parents consulted spoke positively of their satisfaction with the school. They appreciate the genuine interest and care that all staff have for their children and commented on the evident positive relationships which exist. Parents feel that the staff know their children well and are confident that concerns raised by them are dealt with effectively." (Tulloch Primary)*

The annual **How Good is Our School at Helping Me to Stay Safe Survey** across all Perth and Kinross schools collected the view of 5,640 young people. There were strongly positive results, with 80% of young people responding positively to the statement "School teaches me how to stay safe in my community" and 85% responding positively to the statement "School teaches me how to stay safe online".

As part of the Council's Transformation Programme, the transfer of the Janitor and School Crossing Patrol services to Tayside Contracts was completed in June 2017. This approach follows a similar successful transfer of services across Dundee City and Angus Councils in the preceding 2 years. Feedback following the transfer has been very positive, eg.

*"They have been fabulous in ensuring that the place was in perfect condition for our staff and learners returning." (Headteacher)*

*"They really have gone over and above their duties in ensuring that the school staff are kept happy, and we appreciate that greatly." (Headteacher)*

## Progress against Performance Indicators and Improvement Plan

Over the six months from 1 April 2017 to 30 September 2017 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 Council on 28 June 2017.

Of the 142 number of key performance indicators and improvement tasks contained within the BMIP: 7% are exceeding target; 51% are on target; 6% are not on target; and 36% are not measurable at this six month point. The majority of performance indicators recorded as *not measurable* are annual indicators (including LGBF indicators) that would not be expected to be updated at this point, but will be included in the full performance update at the end of the year.

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                          | 3          | 1                | 2         | 0             | 0                         |
| Nurtured and supported families                               | 14         | 1                | 4         | 5             | 4                         |
| <b>Developing Educated, Responsible and Informed Citizens</b> |            |                  |           |               |                           |
| Young people reach their potential                            | 40         | 0                | 5         | 0             | 35                        |
| People are ready for life and work                            | 6          | 0                | 1         | 0             | 5                         |
| Improvement Plan                                              | Total      | Exceeding Target | On Target | Not on Target | Information not Available |
| Giving Every Child the Best Start in Life                     | 50         | 5                | 36        | 4             | 5                         |
| Developing Educated, Responsible and Informed Citizens        | 29         | 3                | 24        | 0             | 2                         |
| <b>Total</b>                                                  | <b>142</b> | <b>10</b>        | <b>72</b> | <b>9</b>      | <b>51</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 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 2018.

## Performance Indicator Exceptions

### Where we are exceeding our target

| Indicators exceeding targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Performance |         |         |             | Targets     |         |         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|-------------|-------------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2014/15     | 2015/16 | 2016/17 | Latest      | 2017/18     | 2018/19 | 2022/23 |
| <b>Giving Every Child the Best Start in Life</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |         |         |             |             |         |         |
| <b>Average number of placement moves experienced by Looked After 5 year olds in a rolling year</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0.86        | 1.26    | 1.20    | <b>1.03</b> | <b>2.00</b> | 1.00    | 1.00    |
| <p>32 Young People were 5 years old at some point during the reporting period and between them experienced a total of 33 moves. There continues to be an emphasis on ensuring the right match is made at the outset of the placement; helping to provide a stable environment at school entry. Investment in the recruitment and assessment of additional foster carers is beginning to increase the pool of foster carers available and this will have a further positive impact on reducing the number of placement moves for younger children.</p>                                                                                                                                                                                                                                       |             |         |         |             |             |         |         |
| <b>% of initial child protection case conferences within timescales (in line with revised national guidance)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 49%         | 58%     | 72%     | <b>100%</b> | <b>75%</b>  | 80%     | 95%     |
| <p>In total 12 Initial Child Protection Case Conferences have taken place in the reporting period, and all were within timescales. Overall timescales have been improving in this area due to continued management and monitoring systems. An 18 month fixed term post was created for an Independent Chair of Child Protection Case Conferences with additional administrative capacity to improve the efficiency and effectiveness of them; promote transparency and meaningful parental involvement; ensure that children's views are given prominence; and ensure adherence to national and local guidance in relation to timescales. Progress is being closely monitored and reported to the Child Protection Committee, and further improvements will be embedded by Spring 2018.</p> |             |         |         |             |             |         |         |



## Where we are not on target

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Performance |         |         |            | Targets    |         |         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|------------|------------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2014/15     | 2015/16 | 2016/17 | Latest     | 2017/18    | 2018/19 | 2022/23 |
| <b>Giving Every Child the Best Start in Life</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |         |         |            |            |         |         |
| <b>% of Unborn Baby Initial Case Conferences held within timescales in line with revised national guidance</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | -           | 58%     | 53%     | <b>15%</b> | <b>80%</b> | 85%     | 95%     |
| <p>There were 13 Unborn Baby Conferences, of which 11 were outwith timescales.</p> <p>Late notification of pregnancies continues to affect timescales; work is ongoing with health colleagues to improve the referral notification process. The NHS Tayside Unborn Baby Protocol has been reviewed following extensive internal and external consultation and in line with the Children and Young People (Scotland) Act (2014), to promote information sharing and the role of the Named Person Service (Health). A joint working group with NHS Tayside is to be established to focus on addressing this complex multi-agency process.</p>                                                                                                                                                                                 |             |         |         |            |            |         |         |
| <b>% of children on child protection register over 9 months</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | -           | 20%     | 17%     | <b>36%</b> | <b>6%</b>  | 6%      | 5%      |
| <p>The majority of children on the Child Protection Register are on for less than a year although the proportion that are on the register for 6-11 months has increased somewhat in recent years. 30 out of 82 young people have been on the register for greater than 9 months. More children and young people are staying on the CPR for longer as an overall trend, which may be an indication of the increasing complexity of the risk factors experienced. It is important to ensure that children are kept safe via a multi-agency plan for as long as this is needed to ensure sufficient progress. The circumstances of children whose names are included on the Child Protection Register are reviewed by multi-agency child protection case conference at 3 months, 6 months and 12 months post registration.</p> |             |         |         |            |            |         |         |
| <b>% of looked after reviews (accommodated children) which are held within statutory timescales</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 76%         | 83%     | 80%     | <b>82%</b> | <b>95%</b> | 95%     | 95%     |
| <p>144 out of 175 were held within timescales between 1 April 2017 and 31 August 2017.</p> <p>Performance is steady in this area despite growing demand.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |         |         |            |            |         |         |

| Indicators not achieving target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Performance |         |         |            | Targets    |         |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|------------|------------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 2014/15     | 2015/16 | 2016/17 | Latest     | 2017/18    | 2018/19 | 2022/23 |
| <b>The proportion of assessment reports which were submitted within target timescale</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 57%         | 69%     | 48%     | <b>45%</b> | <b>70%</b> | 72%     | 78%     |
| <p>The monitoring of Initial Assessment Reports (IAR) and Social Background Reports (SBR) reports requested by the Reporter is monitored by each team and service on a monthly basis. This information is supplemented by regular meetings between the Service Manager and the Area Reporter Manager. No concerns have been expressed regarding timescales for receipt of reports and the target fluctuates as a consequence of having negotiated a postponement for legitimate reasons. The agreed postponement date cannot be logged within the timescale information and can then appear as a late report.</p> |             |         |         |            |            |         |         |
| <b>% of children approved for permanence and who have been accommodated for less than 12 months</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | -           | 81%     | 79%     | <b>63%</b> | <b>83%</b> | 84%     | 85%     |
| <p>5 of the 8 children and young people considered by Fostering and Permanence Panel or Kinship Panel were accommodated for less than 12 Months.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |         |         |            |            |         |         |

## Improvement Plan Exceptions

### Where we are exceeding our target

| Focus and Major Change                                                                                                                                                | Key action (Lead responsibility)                                                                                                                                 | Delivery timescales | Comments on progress                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implement the Corporate Parenting Strategy for 2017-2020 through a collaborative partnership of Corporate Parents.                                                    | Finalise and approve the Corporate Parenting Plan.<br>(Service Manager – Planning, Performance and Partnership)                                                  | Jul 2018            | <b>Complete</b><br>The Corporate Parenting Strategy has been finalised and approved by the Corporate Parenting Group.                                                                                                                                                      |
| Continue to improve in Permanence Planning for looked after children, helping children to reach secure and nurturing positive destinations without unnecessary delay. | Continue to use the Looked After Children Review process to identify children in need of permanent substitute care.<br>(Service Manager – Looked After Services) | Apr 2018            | <b>Complete</b><br>Permanence planning is embedded within the Looked after review process.                                                                                                                                                                                 |
|                                                                                                                                                                       | Embed robust tracking and monitoring of all looked after children.<br>(Service Manager – Looked After Services)                                                  | Apr 2018            | <b>Complete</b><br>The Permanence Monitoring group meets 1 <sup>st</sup> Monday of each month and a robust tracking system is in place.                                                                                                                                    |
| Address gaps and improve outcomes for priority groups identified in the Perth and Kinross Parenting Strategy 2015-2019.                                               | Final Strategy Document for consultation with stakeholders.<br>(Service Manager – Evidence2Success)                                                              | Dec 2017            | <b>Complete</b><br>Development event held in June 2017 to engage partners in development of the revised Parenting Strategy Action Plan 2017-2019.                                                                                                                          |
|                                                                                                                                                                       | Parenting Strategy and Action Plan presented to Early Years and Early Intervention Programme Board.<br>(Service Manager – Evidence2Success)                      | Jan 2018            | <b>Complete</b><br>Refreshed Parenting Strategy Action Plan 2017-2019 approved by the Early Years, Early Intervention Programme Board in July 2017. Communication plan being drafted to ensure wide scale awareness of and engagement in the agreed Action Plan 2017-2019. |
| Work to meet the requirements of the Education (Scotland) Act 2016.                                                                                                   | Incorporate Gaelic Medium Education within the Corporate Gaelic Language Plan.<br>(Quality Improvement Officer - Secondary)                                      | Dec 2017            | <b>Complete</b><br>Gaelic Medium Education incorporated in second generation Gaelic Language Plan that is currently in the consultation phase and will go to full Council and Bòrd na Gàidhlig for approval in December 2017.                                              |

| Focus and Major Change                                                                                               | Key action (Lead responsibility)                                                                                                                                                                                | Delivery timescales | Comments on progress                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Work to meet the requirements for Continuing Care arising from the Children and Young People (Scotland) Act 2014.    | Continue to use the Looked After Children Review process and the Through Care and After Care Team to encourage young people to take up the option of Continuing Care. (Service Manager – Looked After Services) | Apr 2018            | <b>Complete</b><br>The process for the assessment of continuing care is now in place and by September 2017 there were 10 young people who had taken up this opportunity. A leaflet has been produced by young people which describes continuing care to young people.                                                       |
| Continue to extend the approaches to Developing Skills for Learning, Life and Work in nurseries and primary schools. | Support and challenge schools to ensure that the entitlements contained within the Career Education Standards are further developed. (Quality Improvement Officer – Early Years and Primary)                    | Oct 2017            | <b>Complete</b><br>Developing the Young Workforce, Skills for Learning, Life and Work and the Career Education Standards were a focus at the Headteacher Development Day and Depute and Principal Teacher days in January 2017. National Guidance was shared and an opportunity was provided for schools to share practice. |

### Where we are not on target

| Focus and Major Change                                 | Key action (Lead responsibility)                                                                                                                                                                                                   | Delivery timescales                       | Comments on progress and improvement actions                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop and implement a Health and Wellbeing Strategy. | Provide a range of physical activity options across nurseries and schools in partnership with other agencies to have a positive impact on children's health and wellbeing. (Quality Improvement Officer – Early Years and Primary) | Aug 2017                                  | <b>Cancelled</b><br>The joint project with St Johnstone FC was not taken forward due to an unsuccessful bid for funding by St Johnstone. However we have made some progress to take this forward next year. In partnership with LAL we will be delivering the Active under 10s project to provide and encourage more physical activity at Nursery and Primary schools. |
| Review and improve our Parental Involvement Strategy.  | Update Parental Involvement Strategy and Guidance. (Quality Improvement Officer – Early Years and Primary)                                                                                                                         | Aug 2017<br><b>Revised Date: Dec 2017</b> | <b>Ongoing</b><br>Draft strategy to be discussed with Parent Council Chairs Oct 2017.                                                                                                                                                                                                                                                                                  |

| Focus and Major Change | Key action<br>(Lead responsibility)                                                                             | Delivery<br>timescales                              | Comments on progress and improvement actions                                                                                                                                                                                                                                                                                                                     |
|------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | Provide support and training to Parent Councils.<br>(Quality Improvement Officer – Early Years and Primary)     | Aug 2017<br><b>Revised Date:</b><br><b>Nov 2017</b> | <p><b>Ongoing</b><br/>All Perth and Kinross Parent Councils are now members of the Scottish Parent Council Association.</p> <p>Parent Council Chairs Group has been consulted on next steps regarding training needs.</p> <p>Training programme organised and Parent Councils to be offered dates for initial training.</p>                                      |
|                        | Provide advice and support to schools on engagement.<br>(Quality Improvement Officer – Early Years and Primary) | Aug 2017<br><b>Revised Date:</b><br><b>Mar 2018</b> | <p><b>Ongoing</b><br/>A number of schools are allocating part of Pupil Equity Funding to support approaches to engaging parents via literacy, numeracy and family clubs. Support with digital tools is being provided to schools by ECS Digital and Technology Officer. One day seminar for Headteachers to be delivered with support of Education Scotland.</p> |



## PERTH AND KINROSS COUNCIL

Lifelong Learning Committee  
1 November 2017

Scrutiny Committee  
29 November 2017

## RAISING ATTAINMENT STRATEGY UPDATE 2017

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

**PURPOSE OF REPORT**

This report is the first of its kind to provide a progress update on the Raising Attainment Strategy 2016-2019. It also presents information, for the first time, on a range of main and supporting measures designed to both improve performance and monitor progress of improvements.

**1. BACKGROUND**

- 1.1 In March 2017, Scottish Government published [statutory guidance](#) detailing new education authority duties. Education authorities are to demonstrate how they have sought, and continue to seek, to deliver against the strategic priorities of the [National Improvement Framework](#) (NIF) for Scottish Education. Specifically, education authorities are required to publish annual plans and reports setting out the steps they have taken in pursuance of the NIF with particular reference to reducing inequalities of outcome experienced by pupils as a result of socio-economic disadvantage. This report is an initial, interim response to this requirement, reporting on an academic session during which the duties were set out.
- 1.2 Additionally the guidance set out the requirement that education authorities must have 'due regard' to the need to reduce inequalities of educational outcome experienced by pupils as a result of socio-economic disadvantage, whenever it makes a strategic decision relating to school education (or the steps resulting from it). This consideration will be explicit in future relevant reports.
- 1.3 Through the Scottish Attainment Challenge, the Scottish Government is providing funding for local authorities and individual schools with the greatest proportions of children living in poverty. Perth and Kinross is not a Challenge Authority, and no school in the area has been designated a Challenge School under the allocations based on the Scottish Index of Multiple Deprivation (SIMD). However under Pupil Equity Funding (PEF), using free school meal registrations to allocate resources, 76 of Perth and Kinross schools will share £1.6M in funding in 2017-18. As seen in this report, inequalities of outcome as a result of socio-economic disadvantage are clearly seen in Perth and Kinross, and this evidence provides the focus for how PEF allocations are best used to address poverty-related outcomes.

## **2. RAISING ATTAINMENT STRATEGY 2016-2019: PROGRESS IN 2016/17**

- 2.1 The Raising Attainment Strategy was agreed by the Lifelong Learning Committee on 2 November 2016 ([Report 16/348 refers](#)). Supporting the [strategy](#) was a detailed one year implementation [plan](#). The plan was organised around the four NIF priorities:
- Improvement in attainment particularly in literacy and numeracy;
  - Closing the attainment gap between the most and least disadvantaged;
  - Improvement in children and young people's health and wellbeing;
  - Improvement in employability skills and sustained, positive school leaver destinations for all young people.
- 2.2 As part of a local Closing the Gap programme, Perth and Kinross Council allocated £150,000 as part of the budget settlement in February 2015 to support the planning and delivery of actions and interventions that would look to raise attainment for all and reduce the attainment gap between the most and least disadvantaged learners. The programme was targeted at the 20 schools which had 16% or more of pupils classified as ACORN Category 5<sup>1</sup>. Although the work continues in the 20 schools, nationally this has now been superseded by the Pupil Equity Fund, which is based on registrations for Free School Meals for all schools.
- 2.3 To review progress with the Raising Attainment Strategy each of the NIF priorities will be considered separately.

### **Improvement in attainment particularly in literacy and numeracy**

- 2.4 All teachers are required to assess and record the progress made by each pupil in every class in Reading, Writing, Listening/ Talking and Numeracy. This information is monitored at class, school, local management group and authority-wide level as required. The data gathered from these teacher judgements in June 2016 and June 2017 along with figures from previous years, shows a generally improving trend in literacy and numeracy. However, there is no room for complacency as the P4 and some P7 figures this year show that improvement is not sustained as in other stages. The improvement in numeracy, in all schools, has not been sustained in the last two years and is an area of focus. The development and implementation of the Numeracy Strategy in session 2017-18 will provide further support in this area.
- 2.5 All schools used the Perth and Kinross Literacy and Numeracy Indicators of learning to ensure teachers have a shared understanding of expected standards of children at different stages. During 2016-17, Education Scotland released "benchmarks" of expected standards to support each of the eight curricular areas, not just literacy and numeracy. A focus of work in session 2017-18 will be ensuring that these benchmarks are understood and used in

---

<sup>1</sup> ACORN is a small-area classification used in P&K to complement Scottish Index of Multiple Deprivation (SIMD) in understanding communities and households.



all schools to help all teachers make informed judgements about progress in learning across the whole curriculum. This work is supported by eight teachers who have been trained to undertake a specific quality assurance role in relation to standards in literacy and numeracy.

- 2.6 An implementation plan for the development of a PKC Literacy Strategy was created in April 2017. The Strategy is designed to provide clear direction for all to ensure that our learners experience the highest quality of literacy learning and teaching at all stages from the early years to adulthood. The literacy consultation process is well underway with a wide range of stakeholders and partners. Educational Psychology input has supported the undertaking of robust research to determine effective universal and targeted approaches to raising attainment. Impact will be measured through the improvement in young children's emergent literacy skills, the number of learners attaining appropriate Curriculum for Excellence Levels in P1, P4, P7 and S3 and the percentage of pupils attaining National Qualifications. The strategy will be finalised and launched in November 2017. A similar process will be undertaken to develop the aforementioned PKC Numeracy Strategy during 2017-18. Good practice in literacy and numeracy continues to be shared at Authority, Local Management Group, School and Curriculum Improvement Network level.
- 2.7 Research indicates that boosting children's early language skills is critical for narrowing the attainment gap. Bespoke Talk Listen Communicate (TLC) training was delivered jointly by the Early Years Team and Speech and Language Therapy Team to develop early years staff's skills to support children's language and communication development and early reading skills. The project was delivered in 18 settings where the highest level of need was identified using ACORN information. Parents were involved in the project and were invited to attend "Brunch and Blether" sessions to enable staff to informally share information about the ways parents can support children's language skills at home. Nurseries also developed "Blether Bag" Resources which contain activities that have a focus on language development for the home. The information collected to date indicates that nursery classes are embedding strategies into practice that will promote vocabulary acquisition and language development with young children.
- 2.8 The Raising Attainment in Reading project is an innovative pilot aimed to improve achievement and attainment in reading by inspiring and empowering practitioners in Perth and Kinross to take forward improvements in their teaching practice, using the Model for Improvement<sup>2</sup>. It also aimed to increase the skills of school staff in managing improvement projects and applying evidence-based practice or programmes. A survey measured the confidence of school staff in teaching literacy, identifying barriers and addressing barriers prior to and after the support sessions. This showed that practitioner confidence in teaching reading, for example comprehension or selecting strategies for addressing barriers, increased in all aspects but

---

<sup>2</sup> A simple yet powerful tool for accelerating improvement.

one. In respect of this, teachers voiced that a reduction in confidence (from very confident to confident) may be due to an increased understanding of the complexities of teaching and developing vocabulary.

### **Closing the attainment gap between the most and least disadvantaged**

- 2.9 The importance of supporting children's development before starting school is widely recognised and a range of parenting, family learning, early learning and childcare supports are now in place. This ranges from the provision of Infant Massage to improve attachment of babies and their carers, to over 260 children benefiting from their parent or carer completing an Incredible Years Pre-school Parenting Programme, to most nursery classes now offering parents the opportunity to 'stay and play' with their child.
- 2.10 The Closing the Gap programme across the 20 targeted schools was the main area of development in relation to this priority. Key to ensuring that the interventions used had the maximum impact, data analysis support was provided to each school by the Research and Performance Team centrally. Early literacy work focused on the use of a set of evidence-based programmes across the schools involved. Young people were assessed at the start and at the six month point of each programme. The assessment results show that the interventions used had a significant impact on the literacy levels of the young people<sup>3</sup>.
- 2.11 Supported by Educational Psychologists, schools in the Closing the Gap programme used action research<sup>4</sup> approaches to ensure a full understanding of their gaps and the consequences of them, and to then support implementation of evidenced-based approaches to address these gaps. This way of working provided an opportunity for schools to identify their own unique challenges and solutions. Schools established a baseline of current performance in a particular area, e.g. reading for understanding, identified the appropriate interventions based on evidence of impact, planned and implemented the necessary improvements and then monitored and assessed the impact of the changes.
- 2.12 There was a focus on Self-Regulation in Action using action research in primary schools. Self-regulation is a process whereby a learner can take control of, and evaluate their own learning and behaviour. ECS staff were supported to develop young people's self-regulation skills. Evaluations have shown that this led to improvements in attainment and achievement.

---

<sup>3</sup> The "Word Aware" assessment showed a statistically significant improvement in results which were similar across all pupil backgrounds. The "Renfrew Word Finding" assessment showed an average 4.3 month improvement in ability. The level of improvement in this assessment was greater amongst pupils from more disadvantaged backgrounds.

<sup>4</sup> A study carried out in the course of an activity/ project to improve the methods and approach of those involved.

- 2.13 Local research has demonstrated a clear impact on the understanding on both pupils and staff of this sustained staff development programme. The emotional self-regulation of pupils from disadvantaged households improved significantly during the period of the training. Significant impact was also noted for pupils with identified Additional Support Needs (ASN). Further research by the Educational Psychologist Service is proposed to investigate the impact of this approach in nurseries and secondary Schools in the 2017-18 and 2018-19 sessions.
- 2.14 Five of the schools in the Closing the Gap programme are currently involved in a project to increase pupil and family engagement in wider achievement activities. These schools are working with the Children's University<sup>5</sup>, to develop partnerships to extend the offer they have for children, young people and families. They plan to identify children where there is a gap in achievement and plan ways, supported by partners, to provide the opportunities to address this in and out of school. They aim to not only raise engagement in achievement experiences, but to raise aspirations, attainment and skills for learning, life and work.

### **Improvement in children and young people's health and wellbeing**

- 2.15 During 2016-17, the development of a Health and Wellbeing Strategy has been undertaken. The views of children and young people have been pivotal in determining the scope of the strategy. They have told us what would best help them keep mentally, physically and emotionally well. The strategy will be finalised and launched during academic session 2017-18. Work continues to support the use of Restorative Approaches in schools.
- 2.16 The Emotional Wellbeing Collaborative is the first of its kind in Scotland established to deliver improvement in emotional wellbeing and mental health. It has delivered a number of learning opportunities to stimulate improvement activity that will support young people to have better emotional and mental health. This includes development of a peer mentoring programme, increasing staff understanding of Growth Mindset<sup>6</sup> approaches and the testing of an analysis tool to assist schools to use the Wellbeing Web, simple self-evaluation framework for primary age pupils to assess their wellbeing. A series of training sessions have also been delivered to improve staff awareness of, and confidence in responding to, the mental health and emotional wellbeing concerns experienced by young people.

---

<sup>5</sup> The Children's University is an international charity which encourages children aged 5 to 14 years to try new experiences, develop new interests and acquire new skills through participation in innovative and creative learning activities outside of the school day.

<sup>6</sup> Growth Mindset is a name for the idea that abilities can be developed through dedication and hard work

- 2.17 The new Eat, Play, Learn Well project is being introduced in three primary schools to address the obesity issues identified by NHS Tayside data of children. The aim of the project is to reduce childhood obesity through a community planned approach to healthy lifestyles and weight. The project uses Primary schools as a 'foot print' into the community and the families living and working there. A long term aim of this project is to normalise discussions around healthy weight.
- 2.18 Building the resilience of families was identified as a key preventative approach to support children and young people at all ages. Over 150 families have benefited from completing the Strengthening Families Programme since the evidence-based programme was introduced in 2014. This programme was one of the initial evidence-based parenting and family learning programmes commissioned to improve priorities identified through Evidence2Success.
- 2.19 The Start Active, Stay Active project is a partnership between Live Active Leisure and Perth and Kinross Council, also involving NHS Tayside and third sector partners. It integrates four intervention programmes that enable a pathway of active living from early years in the family setting. It supports children to become 'school ready' and encourage the engagement of inactive primary school age children in sport and physical activity out of school hours. The targeted project:
- Provides additional physical activity programmes for vulnerable families with children under 3 supported by children and families' services.
  - Undertakes follow on work with parents from targeted Incredible Years groups to continue weekly participation.
  - Provides training and support to nursery/P1 classes in priority schools.
  - Provides support to closing the gap schools in target localities to improve extra-curricular physical activity provision by supporting volunteers and community-led activities.

### **Improvement in employability skills and sustained, positive school leaver destinations for all young people**

- 2.20 The Developing the Young Workforce (DYW) Regional Board became fully operational during 2016-17. This business-led Board is designed to support local employers to engage with schools and young people as part of the Scottish Government's Youth Employment Strategy. DYW is a seven year programme to 2021, which aims to reduce youth unemployment by 40%. The Board appointed a DYW Manager and two Employer Engagement Advisers. This has led to an increased employer focus on engagement with schools, modern apprenticeships and work experience opportunities and an increase in the number and quality of partnership arrangements with our schools.

- 2.21 Schools continued to develop their curricular options at the Senior Phase with a view to increasing vocational opportunities while maintaining a broad academic offer. The Perth City Campus continues to provide a wide range of options for the Perth city schools. Work will now be taken forward to widen this offer through the use of a virtual campus which will serve and support all secondary schools across Perth and Kinross.
- 2.22 The Career Ready programme has once again been supported by PKC. This is a high quality mentoring and work placement programme for targeted young people. Further work is required, with the support of the DYW Board, to increase the range of work experience placements available for our Senior Phase pupils. All schools are working to adopt the Career Education Standard (3-18) developed in light of the recommendation of starting careers advice and guidance earlier in schools.
- 2.23 The annual Help at Hand event celebrates its tenth anniversary and continues to provide invaluable support for young people with additional support needs, their parents and carers. The drop-in event is attended by young people from S2 onwards and brings together over twenty local support agencies and services. Year on year evaluations are extremely positive and number in attendance grow. Help at Hand provides a support to those who may require help, in order that they may achieve a positive and sustained destination.

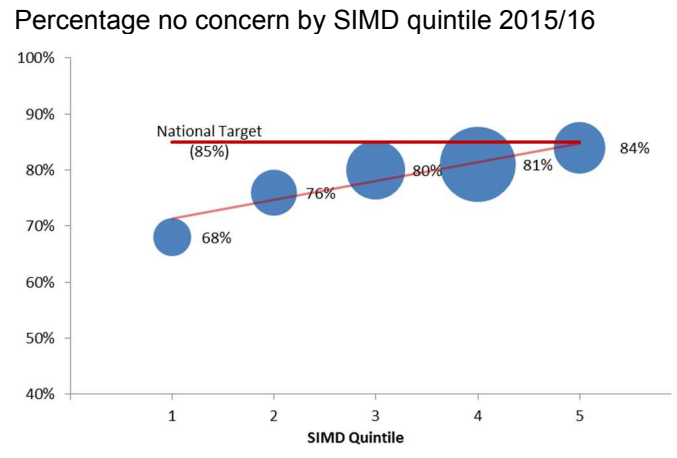
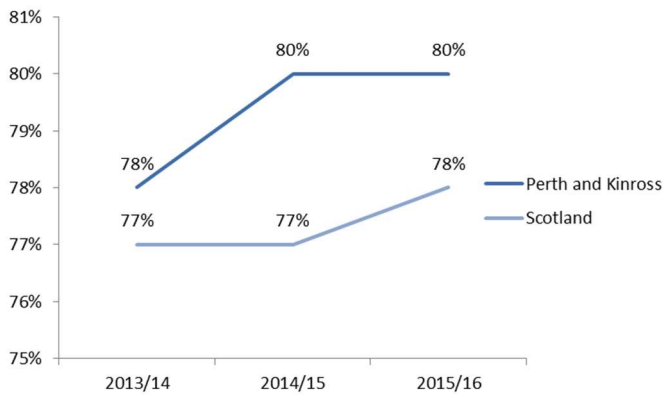
### 3. PERFORMANCE MEASURES

- 3.1 The Raising Attainment Strategy set out a range of measures aligned to the strategy's two overall objectives of achieving **excellence** i.e. improving performance across the board and **equity** i.e. reduce the attainment gaps between those disadvantaged in different ways because of their circumstances.
- 3.2 A number of key measures and supporting measures were set out in the Strategy and these are reported and interpreted below. These are ordered to follow a young person's journey through education to a young adult destination and will likely evolve over time as our understanding grows and priorities change. The following should be **noted** to aid interpretation:
- The key attainment measures consider overall attainment of school leavers, in line with the national benchmarks which consider the Senior Phase in totality, rather than the individual years.
  - In the 'bubble' charts used generally to consider equity, the size of the bubbles is proportional to the number of pupils in that SIMD quintile. Quintile 1 = most deprived, 5 = most deprived.
  - A flatter relationship between bubbles in these charts indicates greater equity of outcome.
  - Vertical axes of charts are adjusted so as to aid interpretation.

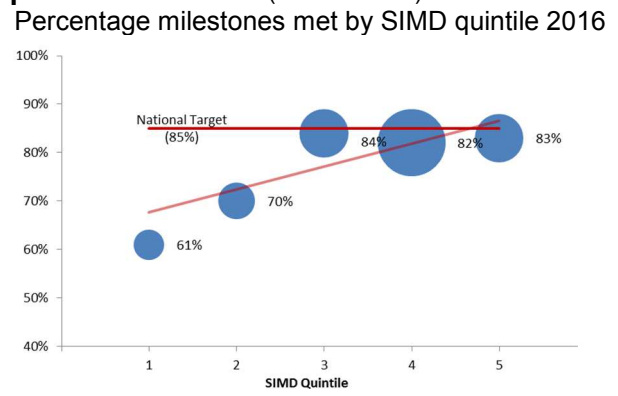
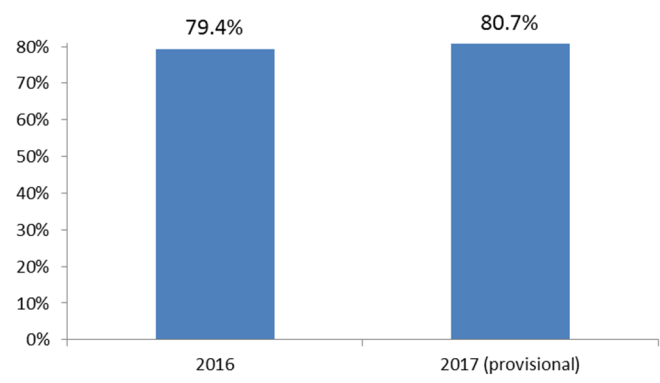
**Main Measures: Table 3.1 Pre-School**

**Excellence** **Equity**

**3.1a 27-30 Month Child Health Review: Percentage of children assessed that have no concerns across all domains** (Source: ISD)



**3.1b Percentage of P1 Children meeting all development milestones** (Source: ECS)



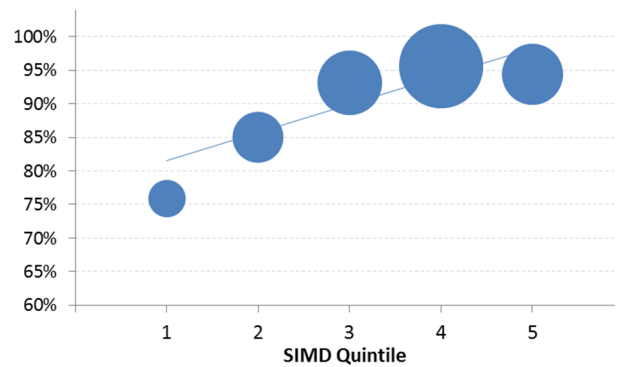
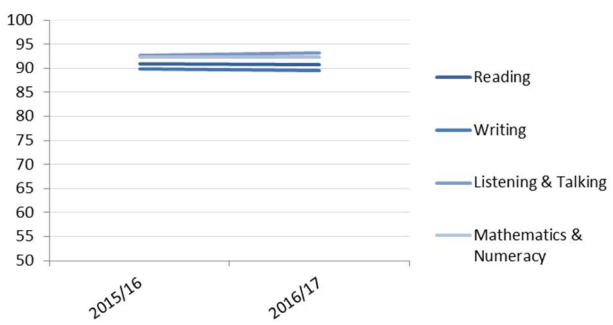
The National Children and Young People Improvement Collaborative Stretch Aim by 2020 is that at least 85% of Children within each SIMD quintile will have reached all of their developmental milestones at time of their 27-30 month and 4-5 year child health reviews. Until the latter review is established, Perth and Kinross Council collects development milestone information of all pre-school children using its own approach. A 13 -15 month health review is also under development and will have the same target. For both reviews where data are available, consistently 4 out of 5 children have no concerns. There is a clear relationship with deprivation, with only higher SIMD quintiles meeting the national target.

**Table 3.2 Broad General Education (BGE) (P1 – S3)**

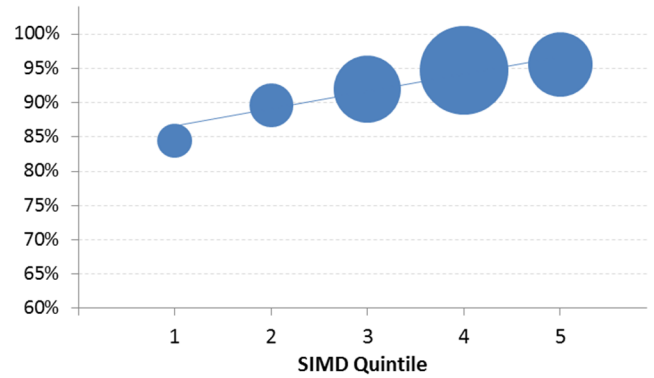
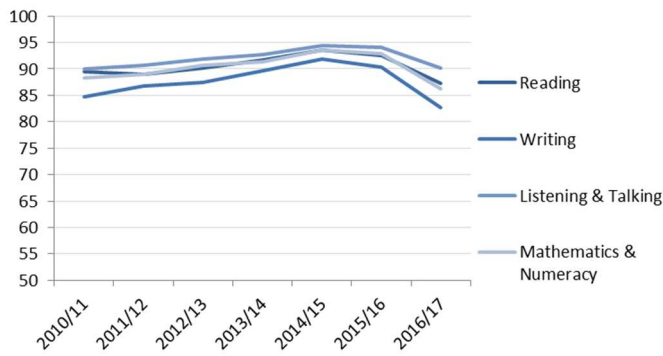
**Excellence** **Equity**

**3.2a Proportions achieving expected levels (CfE) of literacy and numeracy at P1, P4, P7, S3** (Source: ECS. Chart is not intended to provide specific figure and full details are provided in Appendix 1)

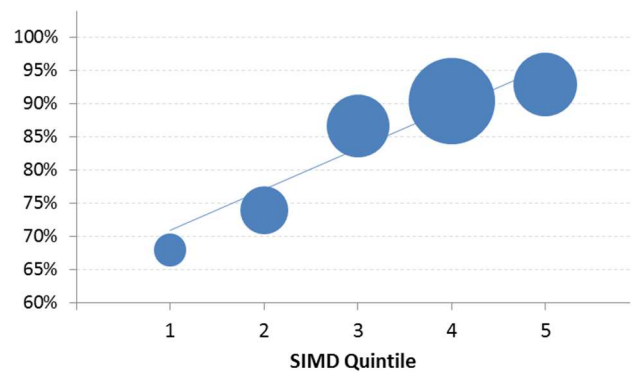
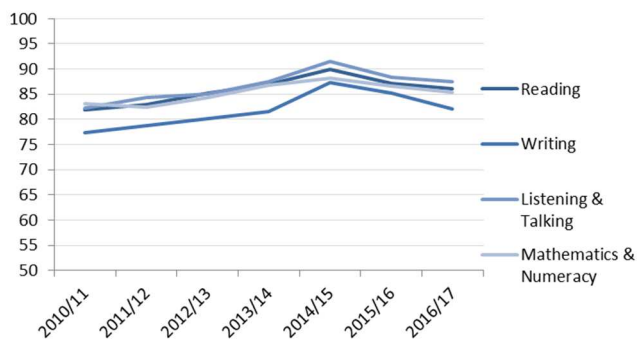
**P1 – Early Level**



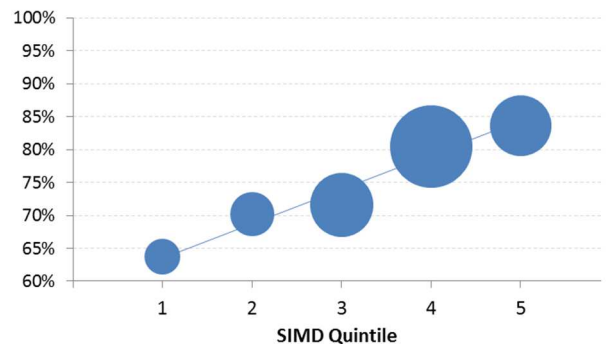
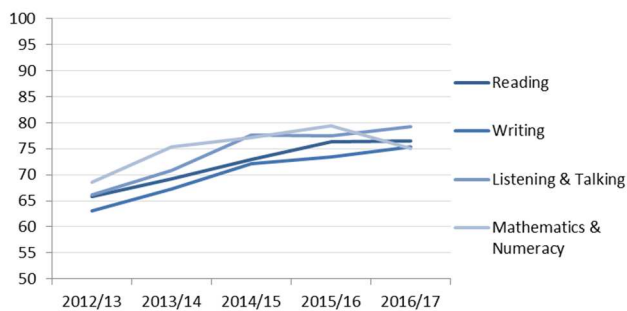
### P4 – First Level



### P7 – Second Level



### S3 – Third Level



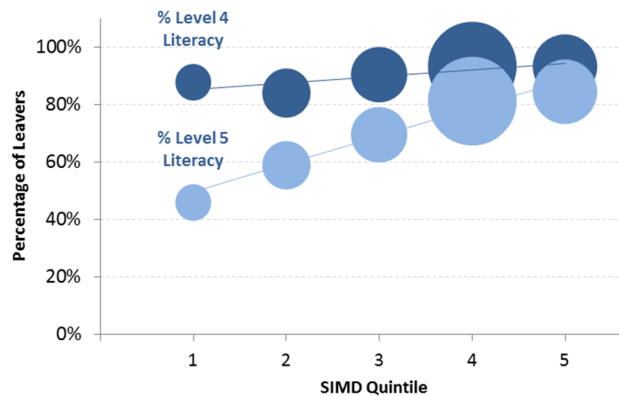
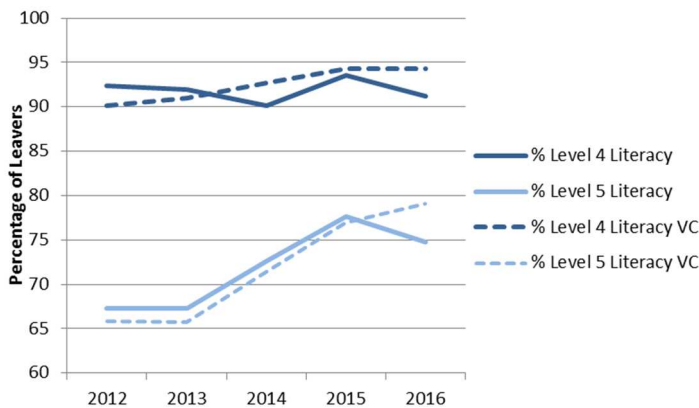
The achievement of Curriculum for Excellence levels shows long-term growth. As the relative strength of different cohorts of children varies there will be some natural movement as a result. P1 performance shows little change whilst this year there was a dip at P4 in all areas. At P7, performance is mainly unchanged this year with the exception of writing. At S3 all areas except numeracy show improvement. To simplify the SIMD charts (which relate to 2015-16 data), all four curricular areas have been combined. The so-called attainment gap is clearly visible and expressed by the gradient of the trend line.

**Table 3.3 Senior Phase (S4 – S6) and School Leavers**

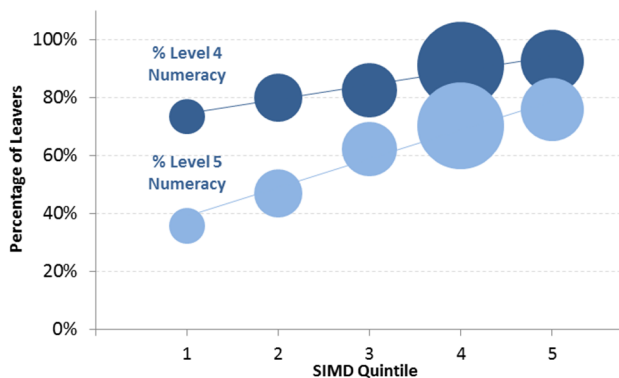
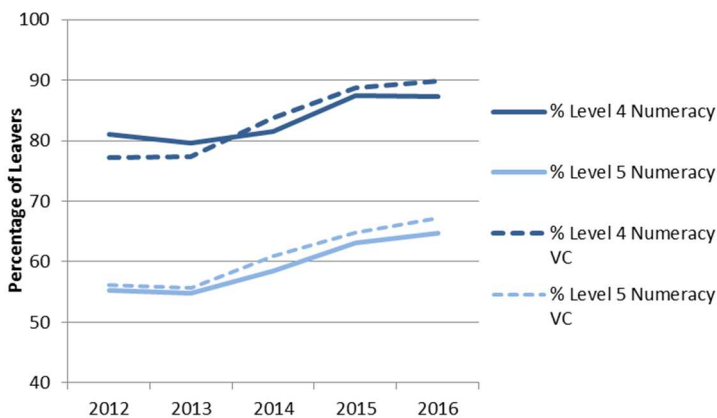
**Excellence** **Equity**

**3.3a Proportion of school leavers achieving literacy at SCQF levels 4 and 5**

(Source: Insight<sup>7</sup>. Full details are provided in Appendix 2)



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



Literacy and Numeracy of school leavers is generally increasing across both SCQF levels 4 and 5. More recently this increase has fallen slightly behind the virtual comparator (VC)<sup>8</sup>, highlighting the need for continued focus to maintain steady improvement. The relationship with deprivation is shown clearly throughout, especially at the more stretching SCQF Level 5.

**3.3b Average total tariff score of school leavers (2015-16)**

(Source: Insight)

Insight uses its own total tariff points to compile ‘latest and best’ attainment for individuals in a way that recognises all types of achievements and awards from a range of providers. The average of this total across all school leavers is used to compile the measure. The excellence chart indicates attainment in three groups where all leavers are sorted by the tariff points achieved and grouped as indicated. The equity chart considers attainment across SIMD quintiles, where the attainment gap is clearly shown. Pupils from lower deciles tend to leave school earlier and this has a strong influence on number of tariff points accrued. The 2015-16 overall average tariff points was **958**.

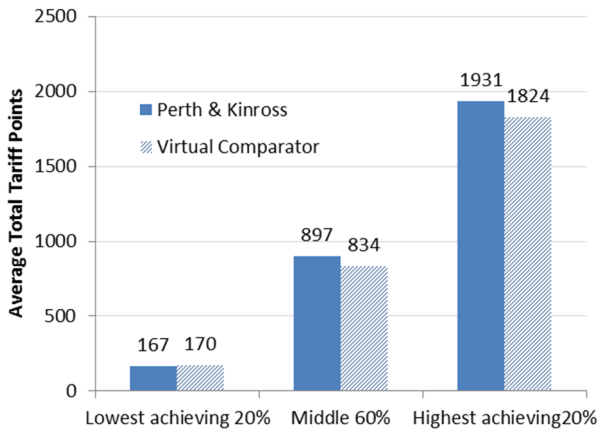
<sup>7</sup> Insight: The Scottish Government Senior Phase benchmarking tool that assists schools and LAs support the key principles/purpose of CfE, drawing together a range of attainment data for analysis.

<sup>8</sup> VC: The virtual comparator feature takes the key characteristics of each Perth and Kinross pupil that influence attainment and matches them to the average of 10 similar pupils from across Scotland. This benchmark is an effective way to help understand the authority strengths and areas for improvement.



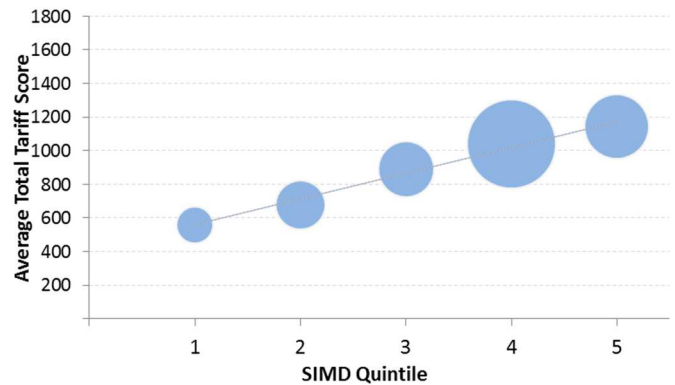
### Excellence

Average total tariff score for lowest, middle and highest achieving



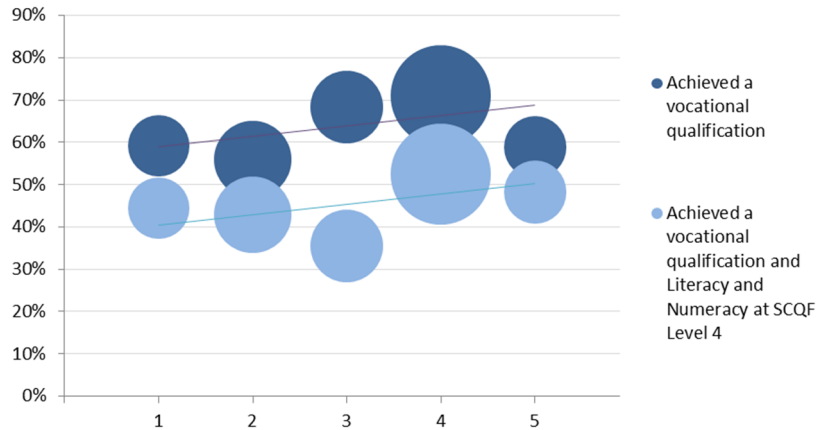
### Equity

Average total tariff score by SIMD quintile



### 3.3c Of the S4 and S5 leavers who have not achieved a SCQF Level 6 qualification (or above), the proportion who have achieved one or more vocational qualification at any level (Source: Insight)

- In 2015-16 there were a total of 559 total leavers in S4 and S5.
- Of these, 415 young people left school without a SCQF Level 6 (Higher) qualification (74% of S4/ S5 leavers).
- 267 (64%) of these achieved some form of vocational qualification at any level, and
- 190 (46%) achieved some form of vocational qualification **and** achieved literacy and numeracy at SCQF Level 4.



Looking across SIMD quintiles, there is a relatively weak relationship with deprivation.

### 3.3d Proportion of leavers in positive destinations – initial and follow-up<sup>9</sup> (Source: SDS/ Scottish Government)

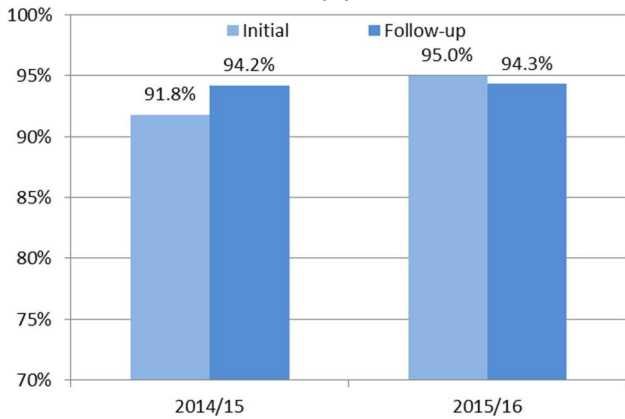
95% of our young people moved to a positive destination on leaving school in 2016-17. This has been a steadily improving figure and there is a generally even pattern across deprivation groupings. Follow-up destination figures show a similarly improving picture (growing from 88% in 2009-10 to 94.3% in 2015-16). Further work is needed to understand the nature, quality and sustainability of these destinations and the differences in outcomes seen across SIMD quintiles (as shown in chart below).

Note that the provision of this measure is subject to review and possible replacement with the Participation Measure which tracks participation across all 16-19 year olds. The latter is now the Scottish Government's preferred measure of sustained leaver participation, and recent improvement in the measure is shown below. As the participation measure attempts to cover the entire 16-19 age group, it is not currently considered suitably comprehensive to allow for analysis across deprivation.

<sup>9</sup> Initial: 1st Monday in October After Leaving; Follow-up: 1st Monday in April After Leaving

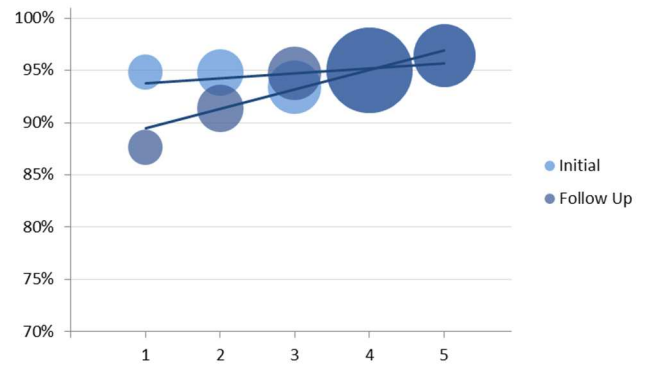
**Excellence**

2015-16 Initial and follow-up positive destinations

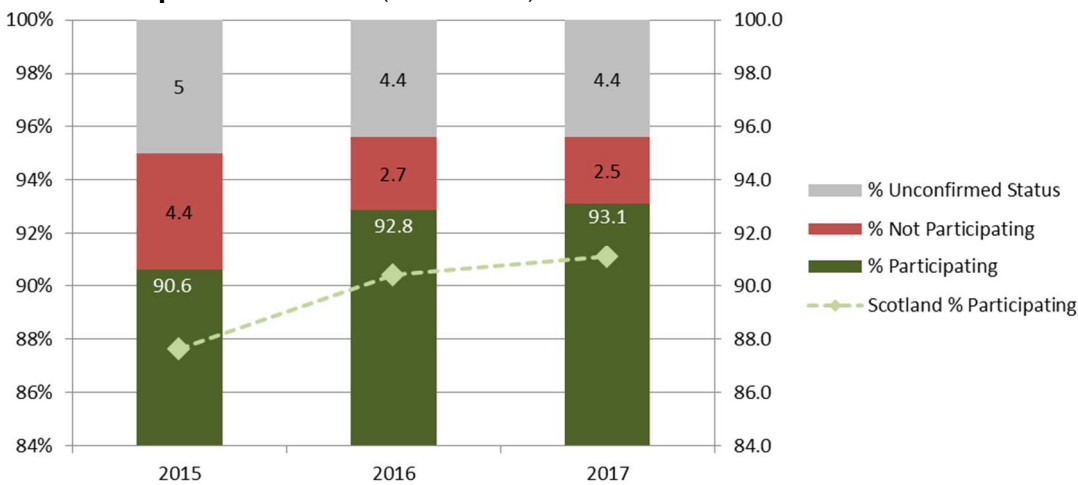


**Equity**

2015-16 Initial and follow-up positive destinations by SIMD quintile



**3.3e Participation Measure (Source: SDS)**



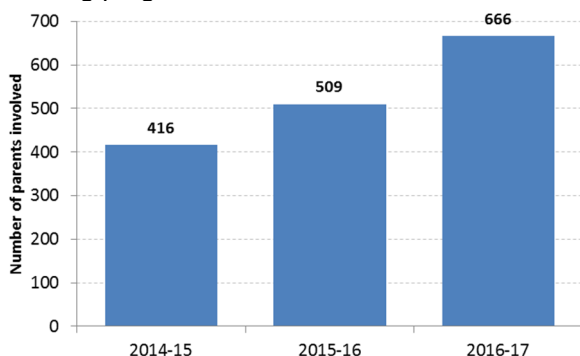
**Table 3.4 Supporting Measures**

**Excellence**

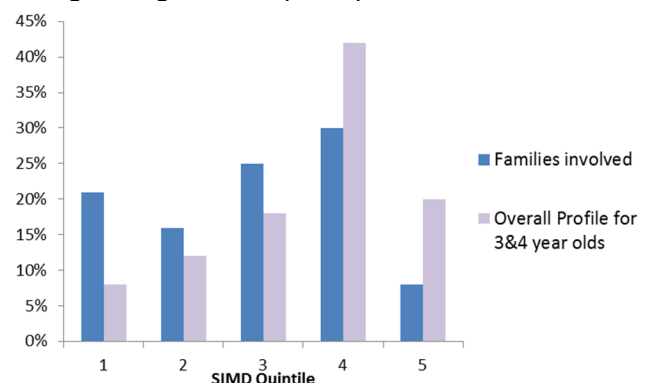
**Equity**

**3.4a Parents involved in effective family learning and parenting programmes** (Source: PKC/ NHS)  
 A range of parenting programmes and family learning opportunities are delivered in Perth and Kinross, this includes Infant Massage courses, SPACE/PEEP Learning Together, Incredible Years Parenting Programme, Strengthening Families Programme, Family Clubs and Cook-It courses. There has been an increase in numbers attending as more opportunities have been offered as a result of more trained staff to deliver some of the above.

Total number of parents involved in family learning and parenting programmes



Strengthening Families participants enrolled in 2016

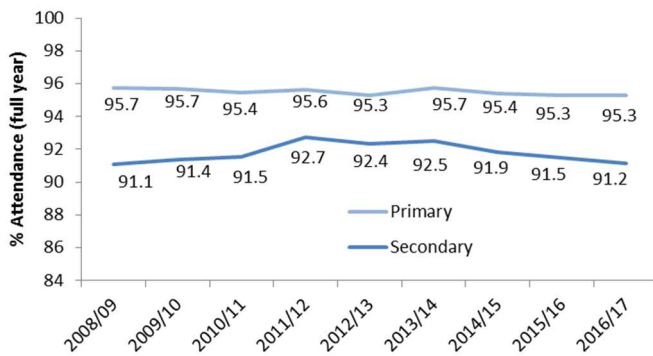


### 3.4b School Attendance and Exclusion

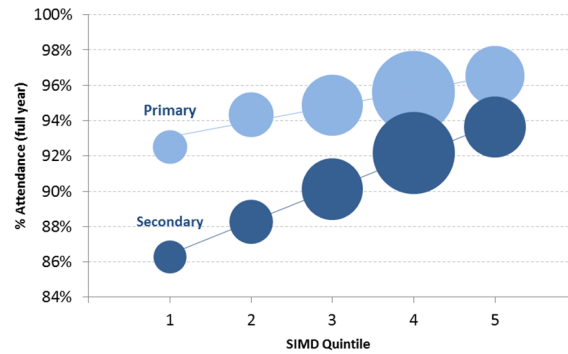
(Source: ECS)

School attendance is unchanged in primary but shows a slight decline in the latest years in secondary. This is the subject of specific continued analysis to understand the effects of different kinds of absence. Attendance is clearly related to deprivation, more strongly in secondary, as is exclusion. Several years' data is combined to calculate the latter.

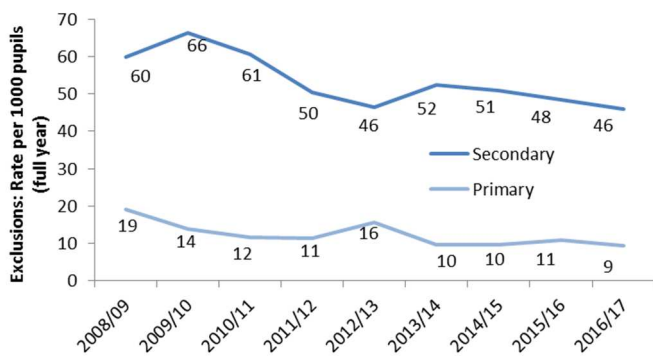
Annual percentage attendance



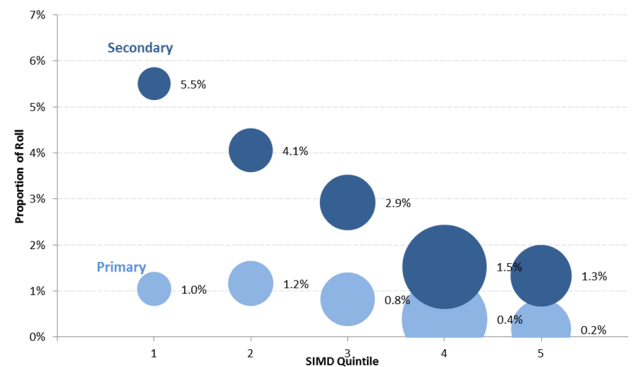
Attendance by SIMD Quintile 2015-16



Annual exclusion incidents (rate per 1000 pupils)



Proportion of roll ever excluded by SIMD Quintile (combined data for 4 academic years 2012/3- 2015/16)



### 3.4c Active Schools Participation

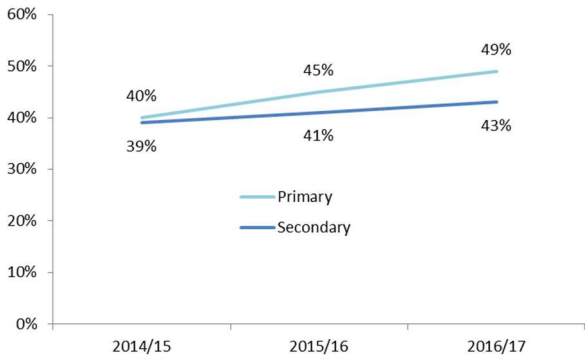
(Source: LAL/ ECS)

Active Schools participation is steadily increasing in both primary and secondary. In the latest year's data there remains a participation 'gap' across SIMD quintiles but this is somewhat narrower than that seen in other measures. Termly participation data is used by Active Schools, PE and Guidance staff to directly target those pupils not participating with the aim of engaging them in at least one activity. This approach was highlighted by **sportScotland** as good practice and shared at a national conference.

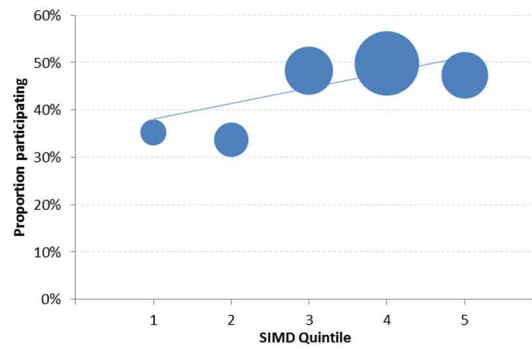
Participation in any Active Schools activity at least once during the school year

SIMD Quintile distribution of participation 2016-17 Primary and Secondary combined

### Excellence



### Equity



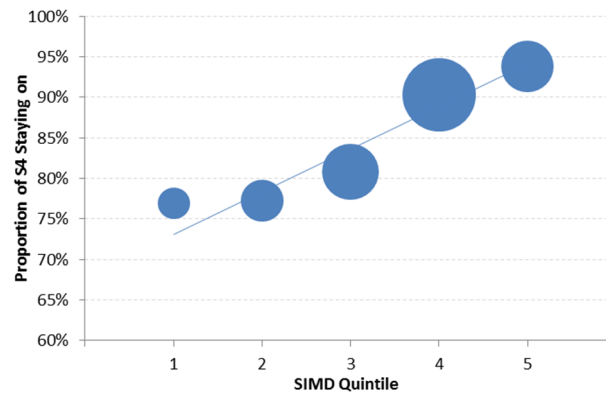
There is a network of Active Schools Co-ordinators who work together with schools, parents and communities to offer children and young people the opportunities and motivation to adopt active, healthy lifestyles, now and into adulthood. In 2016-17 909 volunteers, 284 of whom were senior pupils, delivered extracurricular school sport clubs. Active Schools has been very effective at establishing sustainable opportunities across the authority area. 44 Young Ambassadors are supported by Active Schools across secondary schools and Fairview School to promote, encourage and inspire pupils at their school to participate in sport.

### 3.4d Staying-on rates S4 to S5

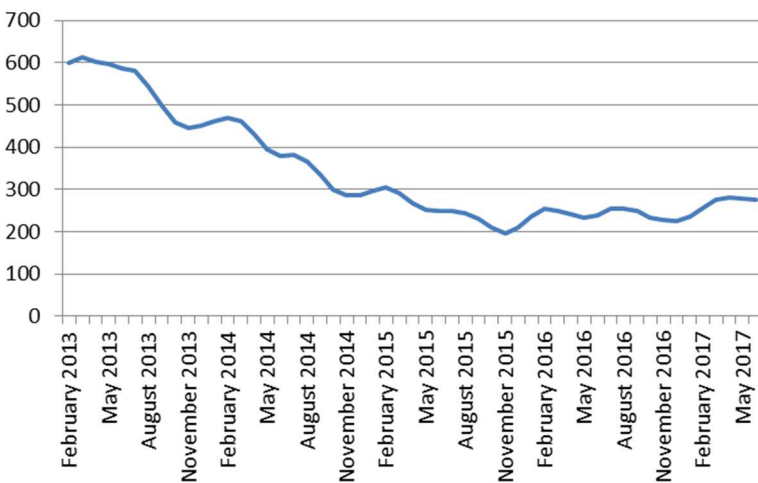
(Source: ECS)

A total of **86%** of 2015-16 S4 pupils stayed onto S5 the following year. This varies from 77% in SIMD quintiles 1 and 2 up to 94% in quintile 5.

Proportion of 2015-16 S4 pupils staying on to S5 by SIMD Quintile



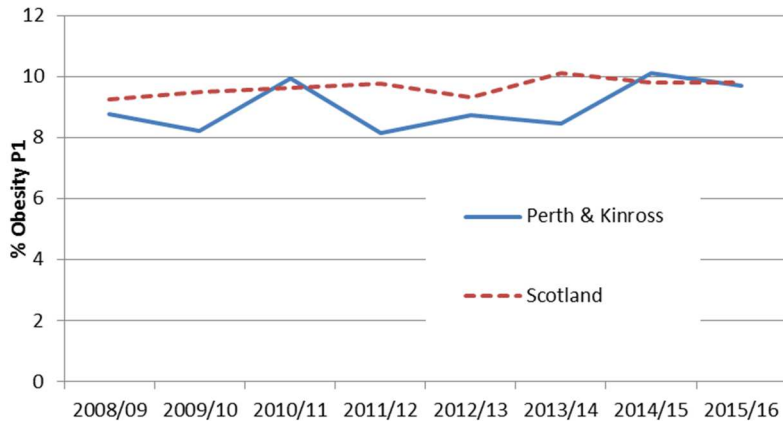
### 3.4e Age 16-24 Claimant Count (Source: DWP via NOMIS)



The number of Universal Credit (UC) and Job Seekers Allowance (JSA) claimants by month, 3 month rolling average, is shown below. After a steady decline over nearly three years to the end of 2015, the number of claimants aged 16-24 has remained relatively static. Under UC a broader span of claimants are required to look for work than under JSA. As UC is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise.

### 3.4f P1 Obesity

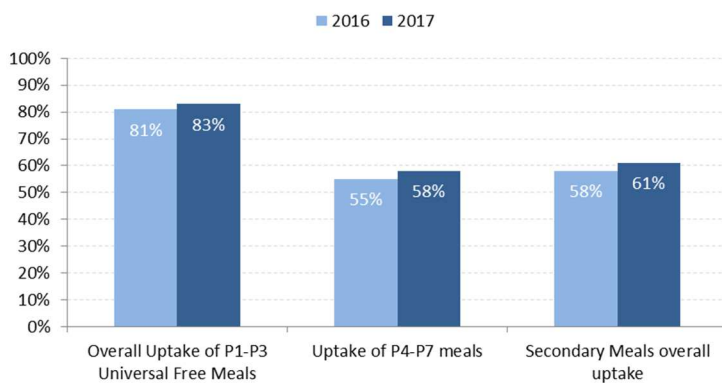
Percentage of Primary 1 children whose BMI is within the top 5% of the 1990 UK reference range for their age and sex. (Source: NHS ISD)



The number of P1 children classed as obese has remained relatively unchanged in recent years at just less than 1 in 10, similar to the Scottish average. At a national level there is a clear relationship between this measure of obesity and deprivation.

### 3.4g School Meal Uptake (Source: ECS)

At February Healthy Living Survey



Uptake of school meals increased across all areas at the Healthy Living Surveys of 2016 and 2017, including universal free school meals for P1-P3.

Data are not currently available at pupil level required for robust deprivation analysis. This area is under development.

### 3.4h Mental wellbeing

There are no recent measures suitable for a Perth and Kinross-wide view of mental wellbeing, since the SALSUS and E2S information from 2013. The Scottish Government intends to develop a survey to gather information about the health and wellbeing of children and young people across the Country, with an intention to publish this in 2020. See also section 2.16 of this report on progress through the Emotional Wellbeing Collaborative.

### Legacy 'Breadth and Depth' Measures for 2017 Attainment

3.3 While Insight measures have been reported above, there remains interest in traditional 'legacy' measures of attainment that to some extent show breadth and depth of awards received in the 2017 examination diet for S4, S5 and S6 pupils. These will continue to be reported but be supplementary to the wider Insight measures. Figures are shown in Appendix 2 including previous years.

## Specific groups who may experience disadvantage

3.4 For these groups, such as young carers, looked after or EAL pupils, a range of evidence, quantitative as well qualitative, will be important to understand progress across the key measures and supporting themes. With smaller numbers involved, care will always be needed in interpreting change in any measures. Specific focus is given on looked after children as evidence shows this group is particularly at risk of poorer education outcomes.

### Looked after Children

3.5 As acknowledged in the Corporate Parenting Plan for Perth and Kinross, children and young people who are looked after have generally poorer outcomes in terms of educational attainment. Young people who are looked after (or were previously looked after) are less likely to stay on at school to S5 and S6.

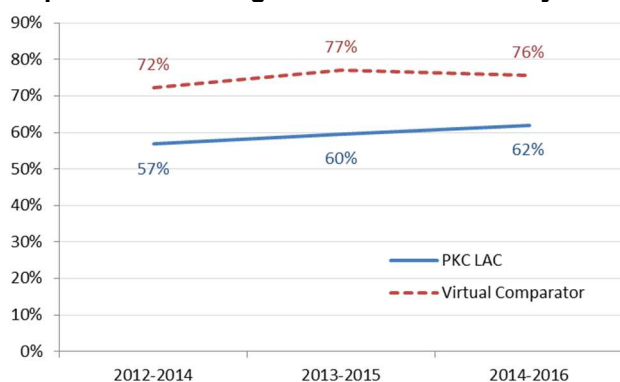
3.6 Care should be taken when interpreting measures for Looked After Children due to the small numbers involved. Typically less than 20 young people fall into the Looked After School Leavers cohort and for this reason, 3 years results have been combined to create rolling averages which allow for a slightly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

3.7 It can be seen generally that trends in attainment of looked after children are generally in line with the virtual comparator, which is the attainment of the general pupil population from a similar SIMD background, gender and stage of leaving school. However, Level 4 literacy appears consistently lower and tariff points (reflecting breadth and depth of attainment) is also lower than a similar (non-looked after) cohort.

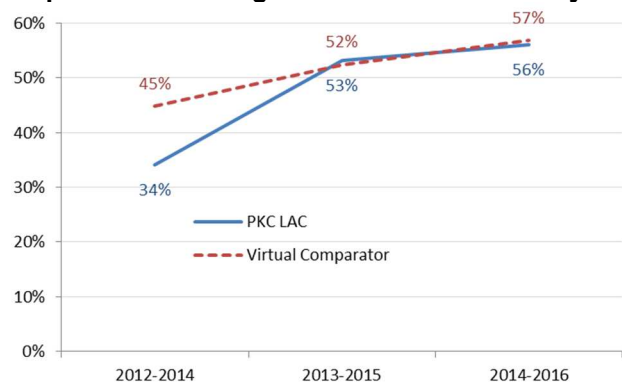
### Looked After Children Measures (abbreviated as LAC) (3 yr. rolling average)

(Source: Insight, looked after at time of pupil census)

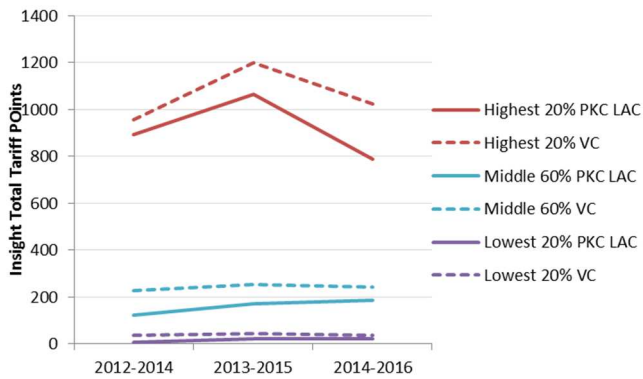
#### Proportion achieving SCQF Level 4 Literacy



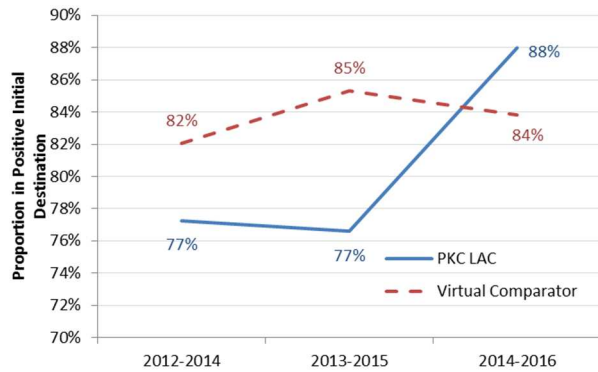
#### Proportion achieving SCQF Level 4 Numeracy



### Average Total Tariff Points



### Positive Initial Destination



## 4. CONCLUSIONS AND RECOMMENDATIONS

- 4.1 This report describes the considerable activity and progress in the first year of the Raising Attainment Strategy 2016-2019, aligned strongly with the requirements of the National Improvement Framework. This work will build further in the current and future sessions. Main and supporting measures show that, while there are performance improvements being made in many areas, there remain poorer outcomes for those children and young people who are disadvantaged by their background. There are also some areas of BGE and Senior Phase attainment where specific efforts are required to maintain the high levels of achievement that are aspired to in Perth and Kinross. As corporate parents, this aspiration also extends to looked after children. This report provides a focus for the sustained effort that will be required to achieve excellence and equity in educational outcomes.
- 4.2 It is recommended that the Lifelong Learning Committee considers the contents of this report.
- 4.3 It is recommended that the Scrutiny Committee scrutinises and comments as appropriate on this report.

### Author(s)

| Name         | Designation                                | Contact Details                                                                        |
|--------------|--------------------------------------------|----------------------------------------------------------------------------------------|
| Paul Davison | Corporate Research and Information Manager | <a href="mailto:ECSCCommittee@pkc.gov.uk">ECSCCommittee@pkc.gov.uk</a><br>01738 475000 |
| Rodger Hill  | Head of Education: Secondary and Inclusion |                                                                                        |

### Approved

| Name          | Designation                                            | Date              |
|---------------|--------------------------------------------------------|-------------------|
| Sheena Devlin | Executive Director (Education and Children's Services) | 21 September 2017 |



If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

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>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>No</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 / Legal and Governance / Risk

3.3 Not applicable

**4. Consultation**

4.1 Not applicable

**5. Communication**

5.1 School level information on attainment and other topics is available on the Education Scotland [parentzone](#) website.

**2. BACKGROUND PAPERS**

**Note:** 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 – Tabular Data for Main Measures

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

## Tabular Data for Main Measures

*Excellence**Equity*

## Pre-School

## 27-30 Month Child Health Review: Percentage of children assessed that have no concerns across all domains

|                   | 2013/14 | 2014/15 | 2015/16 |
|-------------------|---------|---------|---------|
| Perth and Kinross | 78%     | 80%     | 80%     |
| Scotland          | 77%     | 77%     | 78%     |

| SIMD Quintile                |     |     |     |     |     |
|------------------------------|-----|-----|-----|-----|-----|
| Year                         | 1   | 2   | 3   | 4   | 5   |
| 2015/16                      | 68% | 76% | 80% | 81% | 84% |
| Gradient <sup>1</sup> = 0.03 |     |     |     |     |     |

## Percentage of P1 Children meeting all development milestones

|                   | 2016  | 2017<br>Provisional |
|-------------------|-------|---------------------|
| Perth and Kinross | 79.4% | 80.7%               |

| SIMD Quintile   |     |     |     |     |     |
|-----------------|-----|-----|-----|-----|-----|
| Year            | 1   | 2   | 3   | 4   | 5   |
| 2016            | 61% | 70% | 84% | 82% | 83% |
| Gradient = 0.05 |     |     |     |     |     |

---

<sup>1</sup> a gradient of 0 across SIMD quintiles would indicate a perfectly flat line e.g. equity of outcomes

## Broad General Education (P1 – S3)

**Excellence**

**Equity**

Proportions achieving expected levels (CfE) of literacy and numeracy at P1, P4, P7, S3

| Stage                   | Area                | 2015/16 | 2016/17 |
|-------------------------|---------------------|---------|---------|
| <b>P1 – Early Level</b> | Reading             | 91%     | 91%     |
|                         | Writing             | 90%     | 90%     |
|                         | Listening & Talking | 93%     | 93%     |
|                         | Maths & Numeracy    | 92%     | 92%     |

| Stage     | SIMD Quintile (2015/16) All areas |     |     |     |     | Gradient |
|-----------|-----------------------------------|-----|-----|-----|-----|----------|
|           | 1                                 | 2   | 3   | 4   | 5   |          |
| <b>P1</b> | 76%                               | 85% | 93% | 96% | 94% | 0.04     |
| <b>P4</b> | 85%                               | 90% | 92% | 95% | 96% | 0.03     |
| <b>P7</b> | 68%                               | 74% | 87% | 91% | 93% | 0.06     |
| <b>S3</b> | 64%                               | 70% | 72% | 80% | 84% | 0.05     |

| Stage                   | Area                | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-------------------------|---------------------|---------|---------|---------|---------|---------|---------|---------|
| <b>P4 – First Level</b> | Reading             | 90%     | 89%     | 90%     | 92%     | 94%     | 93%     | 87%     |
|                         | Writing             | 85%     | 87%     | 87%     | 90%     | 92%     | 90%     | 83%     |
|                         | Listening & Talking | 90%     | 91%     | 92%     | 93%     | 94%     | 94%     | 90%     |
|                         | Maths & Numeracy    | 88%     | 89%     | 91%     | 91%     | 94%     | 93%     | 86%     |

| Stage                   | Area                | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-------------------------|---------------------|---------|---------|---------|---------|---------|---------|---------|
| <b>P7- Second Level</b> | Reading             | 82%     | 83%     | 85%     | 87%     | 90%     | 87%     | 86%     |
|                         | Writing             | 77%     | 79%     | 80%     | 82%     | 87%     | 85%     | 82%     |
|                         | Listening & Talking | 82%     | 84%     | 85%     | 88%     | 92%     | 88%     | 88%     |
|                         | Maths & Numeracy    | 83%     | 83%     | 84%     | 87%     | 88%     | 87%     | 85%     |

| Stage                   | Area                | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|-------------------------|---------------------|---------|---------|---------|---------|---------|
| <b>S3 – Third Level</b> | Reading             | 66%     | 69%     | 73%     | 76%     | 77%     |
|                         | Writing             | 63%     | 67%     | 72%     | 74%     | 75%     |
|                         | Listening & Talking | 66%     | 71%     | 78%     | 77%     | 79%     |
|                         | Maths & Numeracy    | 69%     | 75%     | 77%     | 79%     | 75%     |

## Senior Phase (S4 – S6) and School Leavers

**Excellence**

**Equity**

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

|                      | 2012 | 2013 | 2014 | 2015 | 2016 |
|----------------------|------|------|------|------|------|
| PKC Level 4 Literacy | 92%  | 92%  | 90%  | 94%  | 91%  |
| VC Level 4 Literacy  | 90%  | 91%  | 93%  | 94%  | 94%  |
| PKC Level 5 Literacy | 67%  | 67%  | 73%  | 78%  | 75%  |
| VC Level 5 Literacy  | 66%  | 66%  | 71%  | 77%  | 79%  |

|                  | SIMD Quintile (2016) |     |     |     |     | Gradient |
|------------------|----------------------|-----|-----|-----|-----|----------|
|                  | 1                    | 2   | 3   | 4   | 5   |          |
| Level 4 Literacy | 88%                  | 84% | 90% | 93% | 93% | 0.02     |
| Level 5 Literacy | 46%                  | 59% | 70% | 81% | 85% | 0.10     |
| Level 4 Numeracy | 74%                  | 80% | 83% | 91% | 93% | 0.05     |
| Level 5 Numeracy | 36%                  | 47% | 62% | 70% | 76% | 0.10     |

|                      | 2012 | 2013 | 2014 | 2015 | 2016 |
|----------------------|------|------|------|------|------|
| PKC Level 4 Numeracy | 81%  | 80%  | 82%  | 87%  | 87%  |
| VC Level 4 Numeracy  | 77%  | 77%  | 84%  | 89%  | 90%  |
| PKC Level 5 Numeracy | 55%  | 55%  | 59%  | 63%  | 65%  |
| VC Level 5 Numeracy  | 56%  | 56%  | 61%  | 65%  | 67%  |

VC: Virtual Comparator

**Excellence****Equity**

Average total tariff score of school leavers (2016)

|                       | PKC  | VC   |
|-----------------------|------|------|
| Lowest achieving 20%  | 167  | 170  |
| Middle 60%            | 897  | 834  |
| Highest achieving 20% | 1931 | 1824 |

| PKC | SIMD Quintile |     |     |      |      | Gradient |
|-----|---------------|-----|-----|------|------|----------|
|     | 1             | 2   | 3   | 4    | 5    |          |
|     | 557           | 679 | 891 | 1039 | 1143 | 152      |

Of the S4 and S5 leavers who have not achieved a SCQF Level 6 qualification (or above), the proportion who have achieved one or more vocational qualification at any level

|                                                                                      | SIMD Quintile |     |     |     |     | Gradient |
|--------------------------------------------------------------------------------------|---------------|-----|-----|-----|-----|----------|
|                                                                                      | 1             | 2   | 3   | 4   | 5   |          |
| Achieved a vocational qualification                                                  | 59%           | 56% | 68% | 71% | 59% | 0.02     |
| Achieved a vocational qualification <u>and</u> Literacy and Numeracy at SCQF Level 4 | 44%           | 43% | 36% | 52% | 48% | 0.02     |

Proportion of leavers in positive destinations – initial and follow-up

|           | 2014/15 | 2015/16 |
|-----------|---------|---------|
| Initial   | 91.8%   | 95%     |
| Follow Up | 94.2%   | 94.3%   |

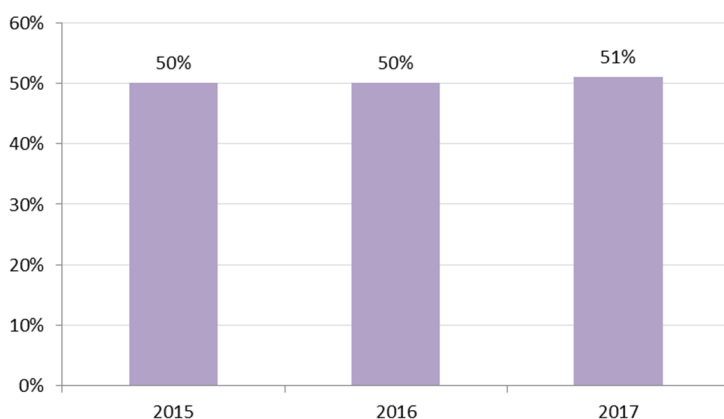
|           | SIMD Quintile (2015/16) |       |       |     |       | Gradient |
|-----------|-------------------------|-------|-------|-----|-------|----------|
|           | 1                       | 2     | 3     | 4   | 5     |          |
| Initial   | 94.8%                   | 94.8% | 93.4% | 95% | 96.4% | 0.005    |
| Follow Up | 87.6%                   | 91.4% | 94.7% | 95% | 96.4% | 0.02     |

## Attainment Breadth and Depth 'Legacy' Measures in Detail

Figures differ from those previously reported as Insight reports all award providers at the relevant SCQF level, not just SQA awards, as well as awards from other centres e.g. Perth College UHI. A – D grade results count as an award by Insight. All percentages are calculated as a percent of the relevant S4 school roll. (Source: Insight)

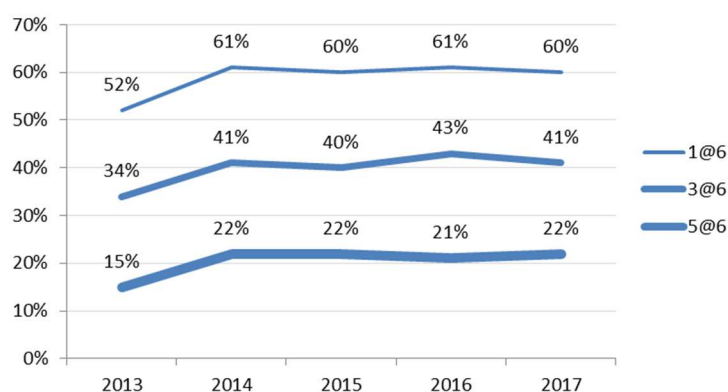
### A2.1: Attainment by end of S4

Proportion achieving 5 or more awards at SCQF Level 5



### A2.2: Attainment by end of S5

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



### Table A2.3: Attainment by end of S6

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

