

WEST DUNBARTONSHIRE COUNCIL**Report by Chief Officer: Education****Committee: Educational Services Committee 16 March 2022**

Subject: Education Delivery Plan 2021/22 - Mid-Year Progress**1 Purpose**

1.1 This report sets out the mid-year progress of the 2021/22 Delivery Plan.

2 Recommendations

2.1 It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

3 Background

3.1 The Delivery Plan sets out actions to deliver the Strategic Plan and address the performance challenges and service priorities identified in the planning process. It also provides an overview of services and resources, including employees and budgets, sets out the performance indicators for monitoring progress and considers the relevant risks.

3.2 The 2021/22 Delivery Plan was presented to Educational Services Committee on 9 June 2021 with a commitment to submit a progress report at mid-year.

3.3 It relates to the academic year, August 2021 to July 2022.

4 Main IssuesMid-Year Progress

4.1 Full details of mid-year progress are set out at Appendix 1 and summarised below.

4.2 Of the 7 actions set out in the plan, none are complete, with all 7 progressing as planned. It is anticipated that all 7 actions will be completed by year-end.

Service User Feedback

4.3 A key focus in the development of the delivery plan was ensuring that feedback from service users informs learning and improvement. One of the main sources of feedback is complaints data.

4.4 Between 1 April and 31 December 2021, Education received a total of 27 complaints, comprising 27 at Stage 1 and 0 at Stage 2. During the same period, 25 complaints were closed, 12 at Stage 1, 1 at Stage 2 and 12

categorised as resolved. This new category of closed complaints was introduced by the Scottish Public Services Ombudsman from April 2021. It relates to complaints where both parties agree that the complaint can be resolved effectively without a full investigation such as an appointment rescheduled, a refund processed, or a decision explained to a complainant. Neither the outcome (upheld/not upheld) nor the time taken to close complaints of this type are recorded.

- 4.5 Of the 12 complaints closed at Stage 1, 8 (66.7%) were closed within the 5 working days target, with an average of 4 working days for all Stage 1 complaints. Of the 1 complaints closed at Stage 2, 1 (100%) was closed within the 20 working days target, with an average of 1 working day for all Stage 2 complaints.
- 4.6 5 of the 12 complaints closed at Stage 1 were upheld (42%) and 0 of the 1 at Stage 2 (0%).
- 4.7 The 27 complaints received between April and December were categorised as follows:
- Citizen expectation not met (quality of service) - 19 complaints, 5 upheld;
 - Citizen expectation not met (timescales) - 1 complaint, not upheld;
 - Employee behaviour - 6 complaints, 0 upheld; and
 - Contractor - 1 complaint, not upheld.
- 4.8 Complaints will continue to be monitored to identify opportunities for learning and improvement.

5 People Implications

- 5.1 There are no direct people implications arising from this report.

6 Financial & Procurement Implications

- 6.1 There are no direct financial or procurement implications arising from this report.

7 Risk Analysis

- 7.1 Failure to deliver the actions assigned to Education may have a direct impact on the delivery of the Council's Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed.

8 Equalities Impact Assessment

8.1 Screening and impact assessments will be carried out on specific activities as required.

9 Consultation

9.1 The Delivery Plan was developed through consultation with officers from the strategic area.

10 Strategic Assessment

10.1 The Delivery Plan sets out actions to support the successful delivery of the strategic priorities of the Council.

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Appendix: Appendix 1: Education Delivery Plan 2021/22 - Mid-Year Progress

Background Papers: Education Delivery Plan 2021/22 Report – Educational Services Committee, 9 June 2021

Wards Affected: All

