

WEST DUNBARTONSHIRE COUNCIL**Report by Strategic Lead – Education, Learning & Attainment****Committee: Educational Services Committee 6 March 2019**

Subject: Education, Learning & Attainment (ELA) Delivery Plan 2018/19 - Mid-Year Progress**1 Purpose**

1.1 The purpose of this report is to set out the mid-year progress of the ELA Delivery Plan.

2 Recommendations

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

3 Background

3.1 Each Strategic Lead prepares an annual delivery plan which sets out actions to help meet the Council's priorities and address the key service challenges identified through the planning process. It also provides an overview of services and resources, including employees and budgets, and identifies relevant risks.

3.2 The ELA Delivery Plan for 2018/19 was approved by Educational Services Committee on 5 September 2018 with a commitment to submit a progress report mid-year through the school year (March) and at year end (September).

3.3 In addition, progress is monitored regularly by the Education, Learning & Attainment management team and reported on a quarterly basis through the performance monitoring and review group meetings chaired by the Chief Executive.

4 Main Issues2018/19 Mid-Year Progress

4.1 Appendix 1 sets out the mid-year progress of the ELA Delivery Plan.

4.2 Of the 8 actions set out in the action plan, all are progressing as planned. At sub-action level there are a number of milestones for which the completion dates have been adjusted, however these should not impact upon final delivery of the actions by the end of the year.

4.3 5 of the 22 performance indicators in the plan are available quarterly and these are also included at Appendix 1 as well as service risks.

Self-Evaluation

- 4.4** Education, Learning & Attainment is subject to both external and internal structured self-evaluation models using the 'How Good is Our School? 4' and the 'How Good is Our Early Learning & Childcare?' frameworks.
- 4.5** Education, Learning & Attainment have revised their internal Improvement Framework, building on the previous model used for the last three year cycle. Each establishment is aware of the core Quality Indicators that are required to be self-evaluated each session. In addition, there is a 3 year cycle that ensures that all establishments self-evaluate against the remaining Quality Indicators over time. To aid this process, Education Learning & Attainment utilise both structured Officer support visits and an online resource to assist establishments in their self-evaluation process, and in recording and analysing information.
- 4.6** In November 2018, Education, Learning & Attainment took part in an external evaluation by Education Scotland of 'empowerment', which found us to be in a good position of supporting our communities, stakeholders and establishments to make decisions.

Service User Feedback

- 4.7** A key focus in the development of the delivery plans was ensuring that customer feedback informs learning and improvement. One of the key sources of feedback is complaints data.
- 4.8** Between 1 April and 31 December this year, the ELA service area received a total of 21 complaints, comprising 20 Stage 1 and 1 Stage 2 complaints. During the same period, 7 complaints were closed, 6 at Stage 1 and 1 at Stage 2.
- 4.9** Of the 6 complaints closed at Stage 1, 3 (50%) met the 5 working days target set for resolving Stage 1 complaints, with an average of 11 working days to resolve all complaints closed at Stage 1. The 1 complaint closed at Stage 2 was well within the 20 working days target at 5 days.
- 4.10** Four of the 6 complaints closed at Stage 1 were upheld (67%) and none at Stage 2.
- 4.11** The 21 complaints received between April and December 2018 were categorised as follows:
- citizen expectation not met (quality of service) - 17 complaints, 4 of which were upheld;
 - Council policy (level of service provision) - 1 complaint;
 - employee behavior - 2 complaints;
 - error in service delivery - 1 complaint.

As a result of complaints received, Education, Learning & Attainment reviewed policy, and has worked with corporate communications to identify messages to ensure clarity of service provision for citizens.

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 on the actions assigned to ELA 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 and approved.

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 detailed in this report was developed through consultation with officers from the strategic service 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: ELA Delivery Plan 2018/19 - Mid-Year Progress

Background Papers: None

Wards Affected: All