![Renfrewshire Council logo]

To:	**Communities, Housing and Planning Policy Board**
On:	**29 October 2019**

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Report by:	**Director of Children's Services**

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Heading:	**Children's Services Service Improvement Plan 2019/22: Mid-Year Monitoring Report**

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1.   Summary

1.1   The Children's Services Service Improvement Plan 2019-22 was approved by the Communities, Housing and Planning Policy Board in May 2019. The plan sets out the priorities for the development of the service over a three year period and details the actions which will contribute to the priorities of both the Council and the Community Planning Partnership. It also sets out the actions which will ensure continuous improvement across the service and the performance indicators which ensure the impact can be measured. Actions and indicators reflect the five priority themes of the Council Plan.

1.2   This report contains details of Children's Services performance over the period 1 April 2019 to 30 September 2019. The main purpose of the report is to provide:

- details of the key achievements of the service over the period;
- a progress update on implementing the action plan linked to the 2019-22 Service Improvement Plan;
- an assessment of performance in relation to the service scorecard of core performance indicators; and
- an overview of priorities for the service over the next six months.

1.3   Over the past six months, the service has made good progress in delivering positive outcomes for children and young people. The list below details some of these achievements.

- There have been very positive outcomes for early years centres, schools, children's houses and throughcare services who have been inspected by either the Care Inspectorate or Education Scotland.

- The roll-out of 1140 hours of early learning and childcare continues, with 62 early years establishments now offering the additional hours to around 1500 children. At the same time, the ambitious infrastructure programme is on target to deliver refurbishments and new-builds.

- There is continuing evidence of the very strong quality improvement framework in place which allows the service to understand all our establishments and thereafter ensure the appropriate supports and challenges are in place. This is reflected in external evaluations.

- Another very positive set of National Qualification results demonstrated the progress of our schools and more importantly our young people. We continue to demonstrate our aspiration of raising attainment for all and at the same time continuing to close the poverty-related attainment gap.

- Increasing numbers of children and young people are achieving expected levels in literacy and numeracy in the Broad General Education and the rate of improvement is more marked in our most disadvantaged communities, which also contributes to the narrowing of the poverty-related attainment gap.

- We are continuing sector-leading partnership approaches with the University of Strathclyde and Stanford University in the research and pedagogical approaches to teaching literacy and numeracy.

- The service is strengthening our co-production approach by awarding small grants to 12 voluntary organisations as part of our Early Action System Change programme. They will help progress work in relation to the mental health and wellbeing of children and young people, and coercive control in adolescent relationships.

- We have undertaken a review of good practice in relation to Family Group Decision Making and have secured funding to have two managers trained in practice, which will contribute to our early intervention approach to supporting families.

- Through our innovative programme of professional development for existing staff and sustained focus on teacher and early years recruitment, all vacancies were filled for the start of the new term.

- Engagement with families remains a priority with examples including the launch of a Parental Engagement Strategy and the introduction of an intensive family support service for vulnerable families. This work further supports our focus on family learning.

- We have a continued focus on the health and wellbeing of children and young people with activities such as creating mentally healthy schools and the review of Personal and Social Education (PSE). This is allowing us to understand need and be able to work in a proactive way to support children and young people.

2. Recommendations

2.1 The Communities, Housing and Planning Policy Board is asked to note:

- the content of this report;
- the progress that has been made on service performance;

- the progress made on actions and performance in the action plan;

- that an out-turn report will be provided to this board in Spring 2020; and

- that this mid-year report will be provided to the Education and Children's Services Policy Board for the elements covered within that Board's remit.

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3. Background

3.1 The service improvement plan is a comprehensive statement of the outcomes the service aims to achieve, and the actions it will take to achieve these. It fits within the wider planning framework of the Council by taking account of Community Planning themes and Council priorities. It enables elected members to have oversight of developments within the service and to consider and develop policy options which reflect customer need and resource availability.

3.2 The service improvement plan also provides a mechanism by which elected members can evaluate the performance of the service. The appendices to the plan contain an action plan and performance indicators against which progress can be measured. This mid-year monitoring report provides an update on progress against the 2019-22 plan.

3.3 Section 4 of this report provides a service update, aligned to Council Plan priorities, over the period April to September 2019. It highlights areas of significant progress and details of action to be taken to address any areas where performance has not reached target. Further detail is provided in the action plan and performance scorecard included as Appendices 1, 2a and 2b.

3.4 An outturn report detailing full-year performance will be brought before this board in spring 2020.

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4. Service Update

4.1 Elected members will be aware from previous reports that the service is actively working to address a range of demand and financial pressures. For Children's Services, these include high numbers of children requiring care and protection due to the significant issue of parental alcohol or substance misuse and increasing school rolls in some catchment areas. In addition, the service is preparing for the expansion of the free early years entitlement from 600 hours to 1140 hours by 2020. Criminal justice social work services have experienced several years of growing demand as the use of community sentences has expanded. The service is contributing to the "Right for Renfrewshire" transformation programme and is the lead for the Early Intervention and Prevention element of Right for Renfrewshire and will contribute to other projects which impact on Children's Services.

4.2 Children's Services is committed to delivering high-quality services. In addition to internal self-evaluation activity, social work services and educational establishments are subject to considerable, robust, external scrutiny from the Care Inspectorate and Education Scotland.

Reports on every school inspection are provided to this Policy Board, as are reports on any social work service which receives a grading of Weak or Unsatisfactory. A summary paper of inspection outcomes for registered social work services is provided to this Board. The service also contributes to multi-agency self-evaluation work, most recently to a self-evaluation undertaken by Renfrewshire Child Protection Committee.

4.3 Whilst Children's Services works in collaboration with other services to ensure the delivery of all Council Plan priorities, it does not currently have any actions or performance indicators under Outcome 4: Creating a sustainable Renfrewshire for all to enjoy. More detail on the progress against planned actions and performance in relation to key indicators are given in Appendix 1 to this report.

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5. Actions which have been reviewed or delayed

5.1 All actions are progressing in line with planned timescales.

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6. Performance Indicators

6.1 Children's Services reports against 36 indicators in the Service Improvement Plan. There are 13 indicators relating to attainment and updated information for these will not become available until later in 2019/20. There are 8 indicators not currently meeting their target.

6.2 The service continues to demonstrate strong performance in relation to educational attainment, including narrowing the poverty-related attainment gap. There has been an increase in the uptake of early-years places not only for 3 and 4 year olds, but for those 2 year olds entitled to a place.

6.3 Criminal Justice Social Work continues to perform well in relation to new clients, with targets for first appointments, inductions and first work placements all being met.

6.4 The number of unpaid work orders completed within the required timescale has fallen behind target, with 19 orders completed after the due date. Performance is behind target in relation to new service users being seen by a supervising officer within the first 7 days of their order. The complexity of people being sentenced and the challenges in ensuring they are appropriately supported in completing the order successfully is a factor in performance. Criminal Justice Social Work staff make every effort to address these challenges and also to ensure orders are completed even if outwith the timescale.

6.5 Two home supervision visits took place outwith the 15 day target in quarter 1, meaning performance was 86% against a target of 100%. Social work make every effort to meet this deadline and late visits this quarter related to a non-engaging family and a service issue which has been remedied. Both visits have taken place.

This indicator is to some extent dependent on families complying with statutory orders. Work is underway within Children & Families Social Work to look at performance against this measure, which is rarely at 100%.

6.6   For 2019/20, the service set an ambitious target stating that no care leavers should experience homelessness. This is a very challenging target which was not met this quarter; 4 care experienced young people aged between 18 and 25 had a period of homelessness in the last six months. The Throughcare Team continue to work closely with colleagues from Communities, Housing and Planning to address this.

6.7   Indicators relating to satisfaction with schools all have a target of 100%, and performance below this level does not necessarily reflect a high level of dissatisfaction with local schools. Data for these indicators is collected by other agencies and is based on a very small sample size. The recent attainment inspection included very positive feedback from parents.

6.8   A small number of complaints and Freedom of Information requests were not dealt with in the required timescale. There were 8 late FOI requests; these were complex requests requiring information from a number of sources. The service is working with Information Governance to discuss how performance can be improved in relation to FOI requests.

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7.   Priorities over the next six months

7.1   The service has a number of priorities for the next six months and beyond. Significant detail is described within a range of planning documents including the Renfrewshire Children's Services Partnership Plan and the Education Improvement Plan. The following is a summary of key priorities.

7.2   Children's Services will support the council's transformation programme "Right for Renfrewshire" by leading on the Early Intervention and Prevention workstream and contributing to other projects which impact on Children's Services.

7.3   Developing the young workforce remains a priority for Children's Services and for Renfrewshire. The service will work with partners to build on the progress made with a focus on growth areas in the local economy (construction, manufacturing, and early learning and childcare). The successful programme of offering vocational college courses and foundational apprenticeships in schools will continue and there will be more opportunities for students in the senior phase to access work experience and mentoring. The service hopes to increase collaboration between education, training providers and employers.

7.4 Children's Services will work with colleagues to progress the work under Challenge 6 in Renfrewshire's Economic Strategy, which is to bring local education and skills provision closer to the needs of the economy. A skills action plan will be developed to support 'skills for work' in the curriculum. This will focus on the softer skills employers require from a potential workforce (such as positive work ethic, teamwork and resilience).

7.5 The service is progressing plans for the expansion of Early Years' provision to 1140 hours by 2020, with 1140 hours already being delivered in 62 establishments. This expansion will continue over the next six months with more establishments operating over a longer day/year; refurbishment of existing premises; continuing with plans for new builds; and ongoing recruitment work to ensure sufficient staff to deliver the new model.

7.6 The Presumption Against Short Sentences (relating to custodial sentences) was extended from 6 months to 12 months in July 2019. The change was announced well in advance of implementation which allowed Criminal Justice Social Work to prepare for it within existing resources. The decision to divert to a community sentence rather than custody remains with the courts and implementation is at too early a stage to determine the impact on the service.

7.7 A partnership project with the Dartington Service Design Lab and Snook Design Agency is underway to create a new quality assurance framework and feedback tool which is meaningful for young people and those who support them. A co-production approach has been adopted, with practitioners and young people working together on designing an evaluation framework which is focused on what is important to young people and allows the impact to be measured.

7.8 The service will continue to focus on raising attainment for all children, whilst closing the poverty related attainment gap through the work of the Attainment Challenge, Pupil Equity Fund, and the Care Experienced Fund, as well as everyday service provision. The service is continuing sector-leading partnership approaches with the University of Strathclyde and Stanford University in the research and pedagogical approaches to teaching literacy and numeracy.

7.8 The review of Additional Support Needs is progressing and will continue to be a priority for the service. Engagement sessions have taken place with parents and staff and sessions with young people are planned. A communications strategy for sharing the findings with parents, staff and young people is being developed.

7.9 Preparatory work for the implementation of a new case management system for social work will continue. Children and Families Social Work will roll out new case recording guidance and new six-monthly case summaries which are innovative in Scotland.

7.10 A new Parental Engagement Strategy has been launched and this will now be implemented in schools. This will include opportunities for parents to be more involved in helping schools set priorities and will promote an ethos of family learning and positive relationships between families and schools.

Implications of the Report

1.   **Financial** – The report highlights resourcing pressures arising from increasing demand for services and the current financial environment.

2.   **HR & Organisational Development** - none

3.   **Community Planning –** the report details a range of activities which reflect local community planning themes.

4.   **Legal** - none

5.   **Property/Assets** – none

6.   **Information Technology** – none

7.   **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because it is for noting only.   If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8.   **Health & Safety** – none

9.   **Procurement** – the report details the activities being undertaken to promote more efficient and effective commissioning and procurement

10.   **Risk** – Risks related to the delivery and management of services are regularly monitored and included in the Children's Services Risk Register.

11.   **Privacy Impact** – none

12.   **COSLA Policy Position** – none

13.   **Climate Risk** - none

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List of Background Papers: None
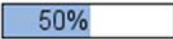
Author: Lisa Fingland, Service Planning & Policy Development Manager
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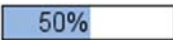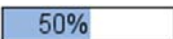
Children's Services SIP 2019-2022 Actions

	Action Status
❎	Cancelled
🛑	Overdue; Neglected
⚠️	Unassigned; Check Progress
▶️	Not Started; In Progress; Assigned
✅	Completed

Priority Strategic Priority 1: Reshaping our place, our economy and our future
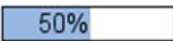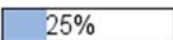
Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
▶️	CS.SIP.19.01a	Develop high quality learning and teaching that leads to improved levels of attainment and achievement in all of our establishments.	Staff are skilled and knowledgeable and able to effectively support children and young people in their learning and development.	31-Mar-2021	50%	Provisional data from the Achievement of a CfE Level return indicate that increases in attainment in literacy and numeracy have been maintained or surpassed. The percentage of learners in primary stages achieving expected level for their stage in literacy has been maintained at 76%, an increase of 3 percentage points since 2016-17. In numeracy, the percentage of learners achieving the expected level for their stage has increased to 84%. In S3,	Head of Early Years and Broad General Education

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						the percentage of learners achieving 3rd level or above has increased to 94% in both literacy and numeracy. The attainment gap between pupils living in most deprived areas and those living in the least deprived areas has continued to decrease across most measures. The attainment gap between primary pupils living in SIMD quintile 1 and SIMD quintile 5 has reduced by 5 percentage points in literacy and 2 percentage points in numeracy since 2016-17. These reductions are due to increased attainment of pupils living in most deprived areas. Within the senior phase, the positive trend in the percentage of school leavers achieving SCQF level 5 in literacy and numeracy has been maintained. The attainment gap in the percentage of school leavers achieving SCQF level 5 in literacy and numeracy has continued to decrease. The attainment gap between school leavers living in the 20% most and 20% least deprived areas has continued to decrease in literacy and numeracy. The gap in the percentage of leavers achieving SCQF level 5 has reduced by 19 percentage points in literacy and 7 percentage points in numeracy since 2013.	
▶	CS.SIP.19.01b	Improve employability skills and support all of our young people to enter positive destinations and sustained post-school destinations.	Equipping children and young people with the skills needed in the workplace improves opportunities and life chances for all.	30-Jun-2020	50%	Following a review of actions taken by all secondary schools, a number of actions are being taken forward to ensure all young people are supported into positive and sustained destinations. Working with SDS, access to the data hub is ensuring	Head of Schools; Education Manager (Senior Phase)

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						that each school has the most up to date and accurate information in order to inform decision making.	
▶	CS.SIP.19.01c	Increase the role of arts and creativity in the school curriculum from early years through to the senior phase.	Children and young people benefit from increased participation in cultural activity.	31-Mar-2020	50%	A Creative Learning Showcase was held in May 2019 with contributions from Paisley schools. Whole class delivery and family initiatives are becoming embedded as part of the Music Service programme of work	Head of Early Years and Broad General Education
▶	CS.SIP.19.01d	Continue to develop partnership links and collaborative arrangements with the Further Education sector, employers and commerce in line with the Commission for Developing Scotland's Young Workforce Report.	A range of programmes delivered through these partnerships enable school leavers to secure a positive post-school destination.	31-Mar-2020	50%	A range of vocational programmes offered by West College Scotland continue to offer opportunities for young people to develop the skills and knowledge required to prepare them for the world of work. The model of joint delivery of a some vocational programmes between school and college has been very successful and has impacted positively on retention rates and successful accreditation. There has been a significant increase in the number of young people applying for Foundation Apprenticeships for session 2019-20 (83 completed applications to date) with the shorter model proving a popular option. Representation from Children's Services on the Renfrewshire Community Benefits Forum has significantly increased awareness of the opportunities which are available to young people in terms of work experience, mentoring and potential employment post school, and schools are now benefitting from these. The delivery of an SQA course in early learning and childcare is being piloted with an external provider across 2 schools with plans to expand this provision. In addition, schools are	Education Manager (Senior Phase)

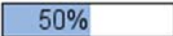| Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						more actively pursuing links with businesses and employers within their own localities. Work done this session between schools, local authority personnel and wider partners in terms of processes to support young people into post school positive and sustained destinations, should see an improvement in this area.	
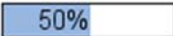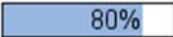
Priority Strategic Priority 2: Building strong, safe and resilient communities

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
▶	CS.SIP.19.02a	Embed a consistent approach to supporting children and families affected by domestic violence informed by a strength-based model of intervention.	Children experiencing domestic violence are supported to be safe.	31-Mar-2020	50%	The gender based violence strategy group continues to support staff on the front line to identify children affected by domestic violence and offering supports such as the CEDAR approach. All staff in children's social work are using a common language based on a strengths based approach to ensure that children are safe and supported.	Head of Child Care and Criminal Justice
▶	CS.SIP.19.02b	Implement recommendations flowing from the national reviews of child protection and the care system.	Child protection practice is further enhanced and strengthened in line with recommendations.	31-Mar-2020	25%	The overarching national guidance on child protection has not yet been released but elements of national guidance are being released periodically and we are responding to this. Policies and procedures to be reviewed have been mapped and we are updating accordingly in line with the government's continuous improvement programme. We are continuing to improve culture, ethos and practice by quality assuring	Child Protection Adviser

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						our practice against the lessons learned from National and Local Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs), identifying existing good practice and highlighting areas for development. Operational guidance on the Inverclyde & Renfrewshire Vulnerable Young Person (VYP) Procedure has been developed in conjunction with Inverclyde and Renfrewshire Children's Services, Greater Glasgow NHS, Barnardo's Safer Choices and K Division Public Protection Unit, Police Scotland. Our guidance on Initial Referral Discussions, written in partnership with East Renfrewshire and Inverclyde Councils, has been approved.	
▶	CS.SIP.19.02c	Use the Early Action System Change funding to co-design and develop new approaches in 2 areas – the mental health of children and young people, and coercive control in adolescent relationships.	Children and young people benefit from positive support at an early stage, and from clear messages about safe, healthy relationships.	31-Mar-2022	44%	The project has awarded small grants to 12 voluntary organisations to work with young people and their families to gain a better understanding of the priority challenges and drivers of existing service provision. A learning event was held on the 31st of July to present all the findings from the voluntary organisations. In October we will be launching two grants, totalling £153,000 to be awarded to the voluntary sector to further co-design and rigorously test services to address the two priority issues.	Quality Assurance and Practice Development Manager
▶	CS.SIP.19.02d	Extend the whole-school Nurturing Relationships Strategy (RNRA) in schools across Renfrewshire.	All staff in participating schools have an understanding of attachment theory and nurturing practices to help children develop socially and emotionally.	31-Mar-2020	87%	87% of schools are engaged in RNRA. 77% of participating schools (N = 57) have received whole school training, established a core team and are implementing an action plan. 7% of participating schools are at the final stage of implementation.	Principal Educational Psychologist

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
▶	CS.SIP.19.02e	Undertake evaluation of family support provision within social work services, and consider options for the provision of Family Group Decision Making.	Early intervention supports families to make positive changes which improve relationships and may prevent compulsory measures.	31-Mar-2020	33%	A review of family support provision highlights some good practice but also gaps in our current practice and capacity to deliver family support. Non Violence Resistance has been identified as a tool to support some of our most vulnerable families. Implementation of the approach in partnership with colleagues in Education began in September 2019. Our strategic partnership with Barnardo's provides opportunities for the development and delivery of additional family support resources. We have visited FGDM services in Edinburgh City and Glasgow City Councils and identified best practice which we would wish to emulate. Funding secured for two senior managers to undertake accredited FGDM training in October which will form a proposal for the development of a new FGDM service in Renfrewshire.	Quality Assurance and Practice Development Manager
✓	CS.SIP.19.02f	We will respond to the planned presumption against short sentences.	Extend the opportunities for people with convictions to engage with community-based services to address their offending behaviour.	31-Mar-2020	100%	The Presumption Against short sentences of 12 months came into force on the 4 July 2019. Supervision and appropriate interventions will be provided to all individuals made subject to community sentences in place of a custodial sentence, within available resource.	Criminal Justice Service Manager

Priority Strategic Priority 3: Tackling inequality, ensuring opportunities for all

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
▶	CS.SIP.19.03a	Expand the provision of early learning and childcare to 1140 hours.	Children are given the best start and are supported to reach their full potential.	31-Mar-2021	50%	During school session 2018/19 around 600 children accessed 1140 hours of high quality early learning and childcare. Approximately 1,500 1140 places have been approved for this current school session. This is being provided across 31 LA and 31 Provider establishments.	Head of Early Years and Broad General Education
▶	CS.SIP.19.03b	Ensure Renfrewshire is a 'Child Friendly' place where children are nurtured and thrive.	All children in Renfrewshire have the best possible start in life.	31-Mar-2022	50%	Work is ongoing in the Renfrewshire Children's Services Partnership to build a common approach based on trauma responsive and trauma reducing behaviours to support children and families. This approach builds on the work being carried out in schools to support children's emotional development and create a nurturing Renfrewshire.	Head of Child Care and Criminal Justice
▶	CS.SIP.19.03c	Deliver on the Attainment Challenge workstreams.	All children in Renfrewshire have the best possible start in life.	31-Mar-2020	50%	In May, the Deputy First Minister, visited the authority to recognise the progress made in relation to closing the poverty-related attainment gap. This led to a number of authorities visiting the authority to share learning and practice during this period. As part of the numeracy work, a group of 19 Head Teachers, Class Teachers and Central Team staff participated in the professional learning visits to Stanford University in California. Following this, 172 children participated in an immersive experience of creative and flexible mathematics camps which was hosted over two weeks.	Director of Children's Services
▶	CS.SIP.19.03d	Review support for young carers, identifying opportunities to improve life chances.	Young carers have time away from their responsibilities and are supported to make time for themselves.	31-Mar-2022	80%	More than 150 Young Carer Statements now completed. Several new activities are now available via the Carers' Centre including walking	Quality Assurance and Practice Development Manager

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						and swimming groups. YCS are informing changes in groupwork and social activities offered by the Centre. Young carers' uptake of offers is increasing. A summer activities programme was put in place and another for the October school holidays. A new partnership plan, supported by the contracts and commissioning team, is in place to support the carers' Centre to improve its responsiveness to young carers' needs.	
▶	CS.SIP.19.03e	Reduce inequalities and deliver improved health and wellbeing outcomes for children and young people	Children and young people have increased resilience and are supported in social and emotional development.	31-Mar-2021	50%	The Health and Wellbeing Development Officer leads on a wide range of HWB activities including: •Promoting Positive Mental Health in collaboration with EPS to provide a model for schools that includes NHSGGC Healthy Minds framework for early intervention and aligns with the recommendations from the Mental Health Strategy 2017-27. •Providing establishments with a mental health resource and supplementary toolkit to ensure that all staff working with CYP receive the same high-quality professional learning experience by December 2019. This will support the ambition that all children and young people (CYP) receive the right help at the right time. •In partnership with the Chooselife co-ordinator, sessions in 'understanding self-harm' and 'understanding suicide', along with suicide prevention courses like safeTALK and ASIST have been well-attended and highly evaluated.	Education Manager (Health and Wellbeing)
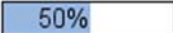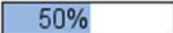
Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						•In line with Scottish Government's commitment to LGBT Inclusive Education, we have provided training for secondary staff and will provide LGBT awareness raising training for primary establishments and professional learning on tackling homophobic, bi-phobic and transphobic bullying. 5 secondary schools and 3 primary schools currently pursuing LGBT Charter award. •Almost all primary establishments are formally teaching social and emotional literacy using programmes, for example Promoting Alternative Thinking Strategies (PATHS), Emotion Works, and Bounce Back. •Progressive and coherent substance misuse planners aligned to the national CfE benchmarks, have been developed, in partnership with GGC Health colleagues. These are being trialled in schools and will be evaluated and amended as appropriate. •Counselling services remain in all secondary schools provided by Lifelink. Place2Be counselling services are present in targeted primary and secondary schools. •In response to the national Personal and Social Education Review we are consulting with young people in Renfrewshire to develop a 'Framework for Personal and Social Education in Renfrewshire'	
✅	CS.SIP.19.03f	Develop processes to support service users affected by the EU Settlement Scheme once the UK withdraws from the European Union.	Vulnerable service users who are EU nationals are supported to retain their right to live, work and access public services in the UK and are not	31-Mar-2020	100%	Process in place and shared with staff on supporting children affected by the EU Settlement Scheme. EU nationals have been identified and information is being shared with the	Head of Child Care and Criminal Justice
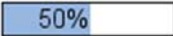
Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
			disproportionately affected by the UK's withdrawal from the EU.			children and their families by the allocated social worker.	
▶	CS.SIP.19.03g	Implement a refreshed Parental Engagement Strategy.	Stronger relationships will exist between the school and the home, leading to more successful learning partnerships.	31-Mar-2020	50%	A new Parental Engagement Strategy has been produced and was formally launched in October 2019. It was developed by a working group which included parent representatives. The strategy will be implemented in all Renfrewshire schools.	Education Manager (Assessment, Teaching and Learning)
▶	CS.SIP.19.03h	Support inclusion of vulnerable pupils including those with additional support needs.	Attainment and achievement are increased through access to relevant opportunities and enhanced pathways to success.	31-Mar-2021	50%	The Education Support and Resource Group has continued to meet on a sectoral basis. Locality Inclusion Support Network (LISN) pilots which offer peer support for particularly challenging circumstances have been positively evaluated and will be rolled out during session 2019-20. These developments have led to more empowerment of headteachers and more transparent decision making. There has been a reduction in the number of external education day placements required for Renfrewshire pupils. Improvements in engagement with pupil support co-ordinators in pre-5 and primary have been made through locality meetings. A review of key processes to improve support for children who are looked after has been completed. Good progress is being made with the ASN review and extensive consultation with stakeholders has been carried out between January and June 2019. Peer support is being rolled out across all clusters.	Head of Schools
▶	CS.SIP.19.03i	Refine processes to support further improvement in	Opportunities to engage with families at an early stage are maximised.	31-Mar-2020	50%	This indicator is closely monitored by senior managers. Any vacant critical front line posts are fast-tracked	Children's Services Manager

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
		performance in relation to home supervision visits.				through the initial recruitment stages to minimise delays.	

Priority Strategic Priority 5: Working together to improve outcomes

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
▶	CS.SIP.19.04a	Support and strengthen the professional capacity of staff through leadership and professional development.	Staff at all levels recognise their individual responsibility to facilitate improved outcomes for children and young people.	31-Mar-2020	50%	All Depute Head Teachers (DHTs) and early years deputes have now been afforded the opportunity to participate in the Drummond International 'Step Back' Workshops allowing them time and space to reflect on their leadership approaches, develop skills in the co-coaching approach and strengthen relationships with colleagues from across sectors and the authority.

One DHT recently completed the PgCert 'Into Headship' at Strathclyde University and six staff will undertake the qualification in the 2019/20 session.

The Aspiring Principal Teacher (PT) programme, delivered by promoted staff from across Renfrewshire, has completed for both primary and secondary sectors. Primary evaluations indicated that 93% of participants feel more prepared to take on the role of PT and 100% feel more knowledgeable about effective leadership and what the role involves. Secondary evaluations indicated that 100% of those who responded feel more confident in their knowledge of effective leadership and what the role | Head of Schools |

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						involves. 86% feel more likely to apply for future PT posts as a result of the training. 9 fully funded West Partnership applications for Post Graduate Certificates at Glasgow University have been approved for teachers across both primary, secondary and ASN sectors. Studies commenced in September 2019.	
▷	CS.SIP.19.04b	Implement the service's workforce plan.	Staff at all levels recognise their individual responsibility to facilitate improved outcomes for children and young people.	31-Mar-2020	50%	Very good progress is being made to address the actions identified in the services workforce plan. A particular focus on leadership development and improving skills of managers ensures individuals recognise their own responsibilities.	Head of Schools
▷	CS.SIP.19.04c	Through Community Justice Renfrewshire take forward national and local priorities, including housing for prison leavers, improved mental health and employability for persons with convictions.	By addressing some of the factors which lead to offending behaviour, the rate of re-offending can be reduced. People with convictions can be supported to make positive changes.	31-Mar-2021	50%	All are being progressed as local community justice priorities. Just Learning is continuing to ensure that individuals with conviction have access to employment services that take account of the specific barriers that they face due to convictions; and work is ongoing to address the housing needs and ensure appropriate knowledge of and pathways into mental health services.	Criminal Justice Service Manager
✓	CS.SIP.19.04d	Produce a refreshed school estate management plan.	Schools are modern environments with facilities that allow more opportunity for activities and innovative learning and support a more positive experience of learning.	31-Aug-2019	100%	The refreshed School Estate Management Plan was approved by the Education and Children's Services Policy Board in May 2019.	Education Manager (Resources)
▷	CS.SIP.19.04e	Progress opportunities for greater integration and joint working within Children's Services	Outcomes for children and young people are improved by child-centred, joined-up working.	31-Mar-2020	25%	As part of the care experienced children and young people, a commitment has been made by the authority to support the Aberlour Attain mentoring service to ensure	Director of Children's Services

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
						better outcomes for vulnerable children and young people. A collaborative event was hosted in June for Head Teachers, Central Staff and Poverty Leads from across the authority to share practice and challenges associated with PEF. A short-life working group has revised the Children's Services parental engagement strategy to ensure outcomes for children and young people are improved by joined up working inclusive of parents / carers.	
▶	CS.SIP.19.04f	Managing the use of Attainment Challenge, Pupil Equity Fund, and Care-Experienced Fund to maximise the benefits from additional funding.	Additional funding is deployed effectively to support Children's Services in delivering the priorities of the Council.	31-Mar-2021	50%	All workstreams associated with the Attainment Challenge fund are making 'excellent progress' in relation to closing the poverty-related attainment gap. The additional funding and activity related to the Attainment Challenge continues to be proportionately managed across our families of schools. During this period, plans have been further implemented in relation to the care experienced children and young people fund including the establishment of an intensive family support service to support vulnerable children and families. A mentoring support service is now operational with 23 children and young people being referred into the service. In March, Head Teachers submitted PEF plans for 19-20 spend. Plans have been scrutinised for procurement and staffing related issues to ensure the fund is managed effectively.	Head of Schools

Status	Code	Title	Description	Due Date	Status Progress Bar	Latest status update	Managed By
▶	CS.SIP.19.04g	Support and challenge staff in more effective use of data to understand children's needs and drive further improvements.	Staff are comfortable using data to support their understanding of local needs and use this to inform service delivery and support improvement.	31-Mar-2021	50%	There continues to be a high level of engagement with the data analysis workstream across all establishments. Support in this quarter has been focused on secondary staff in PT Data Literacy role. This support has allowed these staff to develop robust evaluations of their work and develop next steps. All schools continue to be supported and challenged through quality improvement visits where data trends are discussed, and next steps identified.	Director of Children's Services

Renfrewshire Council

PI Status	
🛑	Alert
⚠️	Warning
✅	OK
❓	Unknown
📈	Data Only

Priority Strategic Priority 1: Reshaping our place, our economy and our future

Code	Short Name	Status	Short Term Trend	Long Term Trend	2017/18 Value	2018/19 Value	Current Value	Current Target	Latest Note
CHS/ATT/01a	% of Leavers attaining literacy SCQF Level 4	✅	▬	▬	96%	Not available	96%	96%	The percentage of leavers in Renfrewshire achieving literacy and SCQF level 4 or above has remained relatively constant over the past 5 years at 96%. These figures are in line with our virtual comparator. Figures for 2018/19 will be available from March 2020.
CHS/ATT/01b	% of Leavers attaining numeracy SCQF Level 4	✅	▬	▬	92%	Not available	92%	92.5%	The performance of Renfrewshire school leavers in numeracy at SCQF level 4 or above has remained consistent over the past 3 years at 92%. This is

Code	Short Name	Status	Short Term Trend	Long Term Trend	2017/18 Value	2018/19 Value	Current Value	Current Target	Latest Note
									marginally below the virtual comparator which is 93%. Over 5 years, the percentage achieving SCQF level 4 numeracy or above has increased by 6 percentage points. Figures for 2018/19 will be available from March 2020.
CHS/ATT/01c	% of Leavers attaining literacy SCQF Level 5	✅	▬	▬	87%	Not available	87%	82.5%	Attainment of school leavers in literacy at SCQF level 5 or above has increased by 2 percentage points in 2017/18. This increase has brought Renfrewshire marginally ahead of its virtual comparator. Over 5 years, Renfrewshire has increased the percentage of leavers achieving literacy at SCQF Level 5 by 12 percentage points. Figures for 2018/19 will be available from March 2020.
CHS/ATT/01d	% of Leavers attaining numeracy SCQF Level 5	✅	▬	▬	76%	Not available	76%	71.5%	The percentage of school leavers achieving SCQF level 5 or above in numeracy is unchanged at 76%. Renfrewshire remains above the virtual comparator, which in 2017/18 was 74%. Over 5 years, the percentage achieving level 5 numeracy or above has increased by 10 percentage points. Figures for 2018/19 will be available from March 2020.
CHS/ATT/12	Average Complementary Tariff (S4)	📈	⬆	⬆	304	311	311	Not applicable	
CHS/ATT/13	Average Complementary Tariff (S5)	📈	⬇	⬇	563	546	546	Not applicable	

Priority Strategic Priority 3: Tackling inequality, ensuring opportunities for all									
Code	Short Name	Status	Short Term Trend	Long Term Trend	2017/18 Value	2018/19 Value	Current Value	Current Target	Latest Note
CHS/ATT/07	Percentage gap in average total tariff score of school leavers resident in SIMD 30% most deprived and those	✅	▬	▬	40%	Not available	40%	36%	The size of the gap between pupils living in most and least deprived areas has increased marginally in the 2017/18 leavers cohort. This is due to particularly strong attainment of pupils living in the

	from the 70% least SIMD deprived Renfrewshire areas.								least deprived areas in the 2017/18 leavers cohort. Figures for 2018/19 will be available from March 2020.
CHS/ATT/08	Average Total Tariff Score of Looked After Children (school leavers)	🛑	▬	▬	203	Not available	203	249	The average total tariff of school leavers that are looked after decreased in 2017/18 to 203. Due to the small number of looked after pupils in each leavers cohort there is considerable variation in the average tariff from year to year. However, the trend over 5 years has seen a gradual decrease in the total average tariff. Figures for 2018/19 will be available from March 2020.
CHS/ATT/09	Gap between the Average Total Tariff Score of Looked After Children (school leavers) and that of the total Renfrewshire leavers cohort	✅	▬	▬	79%	Not available	79%	72.5%	The percentage gap between the average total tariff between looked after school leavers and the general cohort increased in 2017/18 to 79%. This was due to a decrease in the average total tariff of looked after pupils and an increase in the average total tariff of the general cohort. The number of looked after pupils in each leaver's cohort is small therefore a high degree of variation is expected in these figures year on year. Figures for 2018/19 will be available from March 2020.
CHS/ATT/14	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Literacy between pupils living in 30% Most Deprived areas and those living in 70% Least Deprived Areas (SIMD)	✅	⬆	⬆	11	Not available	11	12	The percentage point gap between the attainment in literacy of pupils living in the most and least deprived areas has continued to decrease. The reduction in the gap has occurred due to attainment of pupils living in SIMD deciles 1 to 3 increasing at a higher rate than pupils living in SIMD deciles 4 to 10. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.
CHS/ATT/15	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Numeracy between pupils living in 30% Most Deprived areas and those living in 70% Least Deprived Areas (SIMD)	✅	⬆	⬆	10	Not available	10	11	The percentage point gap between the attainment in numeracy of pupils living in the most and least deprived areas has continued to decrease. The reduction in the gap has occurred due to attainment of pupils living in SIMD deciles 1 to 3 increasing at a higher rate than pupils living in SIMD deciles 4 to 10. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.

CHS/ATT/16	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Literacy between pupils entitled to Free School Meals and pupils not entitled	✓	⬆	⬆	17	Not available	17	20	The percentage point gap between the attainment in literacy of pupils entitled to free meals and those not entitled has continued to decrease. The reduction in the gap has occurred due to attainment of pupils entitled to free meals increasing at a higher rate than pupils that are not entitled. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.
CHS/ATT/17	Percentage Point Gap in % Pupils Achieving Expected Level for their stage in Numeracy between pupils entitled to Free School Meals and pupils not entitled	✓	⬆	⬆	16	Not available	16	16	The percentage point gap between the attainment in numeracy of pupils entitled to free meals and those not entitled has continued to decrease. The reduction in the gap has occurred due to attainment of pupils entitled to free meals increasing at a higher rate than pupils that are not entitled. As such it represents a genuine decrease in the size of the attainment gap. Figures for 2018/19 will be available in December 2019.
CHS/SCH/07	% of children attending school (Primary)	✓	⬇	⬇	95%	94.9%	94.9%	94.9%	Renfrewshire continues to maintain a high level of attendance in the primary sector. National comparator data for attendance is compiled biennially and will next be published in December 2019. Previous performance has been in line with or above the national average.
CHS/SCH/08	% of children attending school (Secondary)	✓	—	⬇	90.3%	90.3%	90.3%	90.3%	Attendance levels in secondary schools has been consistent for several years and has been above the national average. National data on attendance is compiled biennially and will next be published in December 2019.
CHS/SCH/09	% of young people choosing to stay onto S5 after January (as % of S4 roll at September previous year)	✓	⬇	⬆	94%	92%	92%	88%	The percentage of pupils staying on to 5th year remains above target. There has been a slight decrease in the stay-on rate. Figures for post-school destinations for the 2018/19 leavers is not yet available but local information suggests an increase in the number of young people moving on to apprenticeships after school, which may account for this shift.
CHS/SCH/10	% of young people choosing to stay onto S6 (as % of S4 roll at September two years before)	✓	⬇	⬆	70.4%	69.7%	69.7%	66%	The percentage of pupils staying on to 6th year is relatively stable, and the long-term trend shows a steady rise in the stay-on rate. Renfrewshire has

								above average stay-on rates and has been improving with regard to the number of school leavers in positive post-school destinations, suggesting that pupils in the senior phase are pursuing a number of options.

CS 2019-2022 Financial Year Scorecard

PI Status			Long Term Trends			Short Term Trends	
🛑	Alert	⬆	Improving		⬆	Improving	
⚠	Warning	➖	No Change		➖	No Change	
✅	OK	⬇	Getting Worse		⬇	Getting Worse	
❓	Unknown						
📈	Data Only						

Priority Strategic Priority 1: Reshaping our place, our economy and our future

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
CHS/PD/01	% of School leavers in a positive destination	✅	⬆	⬆	Not measured for Quarters				Not measured	93.1%	95%	The percentage of 2017/18 leavers entering a positive destination is consistent with previous years at 93.1%. This represents a gradual increasing trend over 3 years. Renfrewshire

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
									for Quarters			remains behind national and the virtual comparator in this measure. The majority of school leavers went into higher education. The figure this year was 43%, above the national average of 41%. A further 25% of leavers went to further education and 22% went into employment.

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
CHS/CJ/CPO/02	% of NEW unpaid work orders/requirement complete by the required date	🛑	⬇	⬇	83%	71%	73%	71%	63%	63%	72%	Performance has reduced this quarter and has not met target set. All attempts are made to complete orders within the timescale. Hours imposed have increased by 100% since 2011/12 and timescales for completion have reduced significantly. Where timescales cannot be met due to service user issues (such as ill health), or service capacity, then extensions are sought from the court to enable completion of orders, however they are not always actioned. During this period staff sickness has impacted upon capacity. Of those not completing in time this relates to 19 cases, 10% of these individuals were sentenced to a custodial sentence during their order. 47% completed within 4 weeks of the required date.
CHS/CJ/CPO/01	The percentage of NEW clients subject to a new	🛑	⬇	⬇	78%	74%	83%	78%	74%	74%	85%	Performance does not meet the target set, despite focus on this area. Appointments are

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
	supervision order seen by a supervising officer within 1 week											arranged at the point of the court assessment and are included within the court report. They are set for within 7 working days unless there are unusual circumstances e.g. client in custody, employment circumstances. Attendance is then dependent upon service user compliance; of the 19 people not seen within target 47% failed to attend and 5% were in custody.
CHS/CJ/CPO/04	Percentage of NEW unpaid work clients seen within 1 working day of the order	✅	⬆	⬆	69%	70%	72%	68%	71%	71%	70%	Performance continues to exceed the increased target set reflecting a new system and focus on this initial engagement. All attempts are made to engage with those individuals where CJSWRs are undertaken and thus the service is aware of the possibility of an order. Growing numbers of individuals have no assessment prior to their court appearance and are thus unaware of reporting timescales, approx. 62% in this time period. Also 52% of those who were not seen within 1 day were sentenced at another court, thus resulting in delays as our court service cannot attempt to engage with them.
CHS/CJ/CPO/05	Percentage of NEW unpaid work clients receiving an induction within 5 working days of the order	✅	▬	⬆	70%	72%	76%	73%	73%	73%	75%	Performance is below the increased target set. Processes ensure that new unpaid work service users, that we are aware of, are scheduled to meet their supervising officers within 24 hours of court and receive their initial induction that day, They then attend for a more in depth health and safety induction within 5 working days of court. 44% of those not meeting the target failed to attend appointments. Increasing numbers of service users receive orders without court reports being undertaken, thus meeting the range of required deadlines is dependent upon the timescales of orders from court and the ability to engage with the individual as early as

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
												possible. In this period 26% of orders were imposed at an external court, thus the opportunity for early engagement and meeting all targets is limited.
CHS/CJ/CPO/06	Percentage of NEW unpaid work clients beginning work placement within 7 working days of the order	✅	⬇	⬆	63%	70%	69%	73%	69%	69%	50%	Performance continues to exceed target set. All attempts are made to engage with individuals and ensure that they commence work which is safe for the community, themselves and staff supervising them. A new and more intensive health and safety induction process has been created, which is the first day that the individual is attending work. These occur twice weekly to ensure that service users attend within 7 days. Where orders are imposed without social work reports, and there are delays with information being passed to Renfrewshire, delays can occur in initial contact which then impact upon the range of initial contacts. This is also reliant upon client compliance with failure to attend relating to 42% of orders during this period.
CHS/CPR/01	Percentage of children registered in this period who have previously been on the Child Protection Register	📊	⬇	⬇	36%	16%	22%	24%	34%	34%	Not applicable	The percentage of children registered this quarter who have been previously placed on the Child Protection Register has increased from 24% in Q4 of 2018/19 to 34% in Q1 of 2019/20. In Q4 of 18/19, there were 49 children placed on the Child Protection Register, of which 12 children from 6 families had previously been registered. In Q1 of 19/20, there were 29 children placed on the Child Protection Register, of which 10 children from 7 families had previously been registered. In effect there was an increase of 1 family re-registered in Q1 of 19/20 when compared to the number of families re-registered in Q4 of 2018/19.

Priority	Strategic Priority 3: Tackling inequality, ensuring opportunities for all

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
CHS/EY/02	% of entitled 2 year olds accessing 600 hours of early learning and childcare	✅	⬆	⬆	47%	60%	55%	62%	70%	70%	60%	The increase is due to the March intake of 2 year olds.
CHS/LGBF/01	Percentage of Looked After Children cared for in the community	✅	▬	▬	92%	92%	92%	92%	92%	92%	89.9%	The percentage of looked after children cared for in the community has remained stable at 92% in Q1 of 2019/20. Please note, this indicator is also reported annually and the figure for the annual figure is derived from the Local Government Benchmarking Framework indicator CHN9 'Balance of care for 'looked after children': % of children being looked after in the community'. The last data published for this indicator is for 17/18 and the 18/19 data is not expected to be published until March 2020 at the earliest. The percentage of looked after children cared for in the community in Renfrewshire in 2017/18 was 93% and above the Scotland average of 90%.
CHS/EY/01	% of 3 and 4 year olds accessing 600 hours of early learning and childcare	✅	⬆	⬆	97%	75%	87%	93%	94%	94%	96.4%	The figure is higher than Q4 as children join throughout the year. Of the children that are entitled to an Early Learning and Childcare place 100% who applied were offered a place.
CHS/LAC/01	The percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	🛑	⬆	⬇	100%	82%	84%	80%	86%	86%	100%	There were 14 new home supervision requirements in Q1 of 2019/20 and the first visit was carried out within 15 days for 12 of these cases. Of the 2 visits not completed on time, 1 was due to a service issue which has been addressed and the other was due to the family not making themselves available.
CHS/LAC/02	Percentage of accommodated Looked After Children placed with families	✅	▬	⬆	80%	80%	80%	81%	81%	81%	83%	The percentage of children looked after and accommodated with families has remained at 81% in Q1 of 2019/20 and continues to be below the target of 83%. We will always aim to

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
												place children within families where it is appropriate to do so. There will be reasons why a small number of children cannot be safely placed with a family and must be place in an another setting. This is always discussed with the Children Services Manager or Head of Service and is not a decision that is taken lightly.
CHS/LAC/CL/01	Percentage of care leavers participating in employment, training or education				47%	53%	49%	51%	51%	51%	51%	The target has been increased for 2019/20 and performance continues to meet this target. This reflects the focus the Throughcare team has on supporting care leavers into employment and education.
CHS/LAC/CL/02	Percentage of care leavers who have had a period of homelessness in the last 6 months				7%	3%	2%	1%	3%	1%	0%	There has been a slight increase in this figure from 1% to 3%. This remains a relatively low figure and equates to four young people aged between 18 and 25. There are continued efforts to improve tenancy sustainment and avoid homelessness.
RCPC/01	Number of children on the Child Protection Register at quarter end date				91	95	99	91	77	77	Not applicable	There were 77 children on the Child Protection Register as at the reporting period end date in Q1 of 2019/20, compared to 91 children as at the reporting end period date in Q4 of 2018/19. During Q1, there were 29 children newly registered and 43 children de-registered.

Priority Strategic Priority 5: Working together to improve outcomes

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
CHS/CORP/01	% of complaints responded to within timescales agreed with customers	🛑	▬	⬆	95%	87%	88%	96%	96%	96%	100%	112 complaints were received by Children's Services in Q1 of 2019/20. 108 complaints were in relation to education services, with 91 of these being dealt with by schools at frontline resolution stage. 4 complaints were in relation to social work services.
CHS/CORP/03	% of FOI requests completed within timescale by Children's Services	🛑	⬇	⬇	96%	92%	98%	99%	88%	88%	100%	In quarter 1 of 2019/20 the service responded to 88% of Freedom of Information requests within the timescale. This equates to 8 late responses to the 67 requests dealt with in the quarter. These 8 were more complex requests that required information from a range of sources.
CHS/SCH/04	Percentage of parents satisfied with establishments Education Scotland Survey	🛑	⬇	⬇	Not measured for Quarters				Not measured for Quarters	85%	100%	Figures for this indicator are taken from parental responses to surveys sent out by inspectors. As such, they relate to a proportion of parents in a small number of schools. Schools included in 2018/19 are St Andrew's Academy, Renfrew High, St Fergus' Primary, St Catherine's Primary, Paisley Grammar and St Anthony's Primary. During 2018/19, 37 parents responding from these 6 schools (which have a combined role in excess of 3,500 pupils) indicated that they were not satisfied.
CHS/SCH/05	Percentage of pupils satisfied with establishments Education Scotland Survey	🛑	⬇	⬇	Not measured for Quarters				Not measured for Quarters	82.4%	100%	Figures for this indicator are taken from pupil responses to surveys sent out by inspectors; in this case, it is the proportion responding positively to the statement "I enjoy learning at my school". As such, they relate to a proportion of parents in a small number of schools. Schools included in 2018/19 are St Andrew's Academy, Renfrew High, St Fergus' Primary, St Catherine's Primary and St Anthony's Primary. This measure does not take into account other statements which cover the broader aspects of school life, such as

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2018/19 Value	Q2 2018/19 Value	Q3 2018/19 Value	Q4 2018/19 Value	Q1 2019/20 Value	Current Value	Current Target	Latest Note
												pastoral care, extracurricular activities, and the relationships between pupils and staff.