

**To: Education and Children's Services Policy Board**

**On: 21 January 2021**

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

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**Heading: Service Update and Performance Scorecard**

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## **1. Summary**

- 1.1 Following on from the previous Service Update presented to this board on 29 October 2020, this report provides a further update on key areas within the Board's remit. It also outlines the priorities through to Spring 2021, highlighting key areas of focus and plans for next steps to support the Council's recovery plans. Whilst developing these plans, the local and national position remains fluid and services will remain flexible and able to respond quickly in relation to changes in restrictions and local outbreaks.
- 1.2 Appended to this report is a performance update covering quarters 1 and 2 of 2020/21 (that is, April to September 2020). A performance update covering 2019/20 was provided to this board on 29 October 2020 and to the Communities, Housing and Planning Policy Board on 27 October 2020 since aspects of service delivery fall under the remits of different policy boards. This report will also be provided to both boards.
- 1.3 Service Improvement Plans for 2020/21 were developed for all Council services and the Children's Services Service Improvement Plan was approved by this Board prior to the lockdown. The majority of the actions and activities did not proceed or were not undertaken in the same way due to Covid-19 and, new Service Improvement Plans for 2021/22 will reflect the greater focus on recovery and renewal rather than solely improvement activity. These plans will be linked to the recovery plans being developed and delivered by council services. It is proposed that these draft Service Improvement Plans will be presented to the spring 2021 Board cycle and this will restart the normal scrutiny and governance activity associated with these high-level plans.

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## **2. Recommendations**

2.1 It is recommended that members of the Education and Children's Services Policy Board:

- note the content of this report; and
  - note the performance information for Q1 and Q2 as appended to this report.
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## **3. Background**

3.1 In the previous Service Update reported to this Board on 29 October 2020, the Council's response to the coronavirus from August to October was outlined - our partnership approach, our move to protect and support our employees and communities, particularly vulnerable people across the area.

3.2 Employees across the Council continue to show great commitment and resilience during this time delivering essential services, volunteering to support frontline services and helping others to remain safe at home.

3.3 The service remains acutely aware of the impact on Renfrewshire's communities of the pandemic - of those who have sadly been bereaved, who feel isolated, have concerns about their income, have had their health impacted, have supported their children and young people with home learning or have contended with other challenges made more difficult by the pandemic and consequent restrictions. Across services, and with our partners, the Council continues to support our communities and develop our operational and policy response both now and as we continue to move through the recovery route map.

3.4 Further restrictions were introduced on January 5 which will apply until the end of January in areas currently under Level 4 restrictions, including Renfrewshire. New laws will require people to stay at home and work from home where possible. Those previously asked to shield by the Chief Medical Officer have been advised not to attend work. All staff required to attend work to deliver or support essential work, have the required workplace guidance, Health and Safety measures and PPE (if required) in place.

3.5 Council services continue to operate flexibly in order to respond to whatever challenges the pandemic brings for local communities but there is also a

continuing focus on the recovery position and the opportunities to 'build back better'. Alongside this, new opportunities and potential funding streams are emerging, and information and learning is being shared across local government and the service will also continue to respond to this.

- 3.6 This report gives a broad overview of the key areas which continue to be impacted by the Covid-19 crisis, further areas the service has paused and restarted, the particular areas of focus now and in the near future, and any specific risks and priorities of relevance to this Policy Board.
- 3.7 The report also provides an overview of the service's performance against the indicators in the 2020/21 Service Improvement Plan. These indicators were approved by members before lockdown and therefore reflect expectations for service delivery in a business as usual context rather than during a pandemic response period.
- 3.8 Throughout the year, council services have also been required to undertake a considerable amount of additional reporting to national government and other organisations. Much of this information has been requested on a weekly basis and was intended to provide reassurance that key services were being delivered as well as demonstrating the extent of the pandemic response.

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#### **4. Updates for the Education and Children's Services Policy Board**

- 4.1 Schools and early years centres continued with full-time face to face learning throughout November and December. Schools and early years centres continue to operate rigorous hygiene procedures and risk assessments are regularly updated to reflect the latest guidance. Partnership working with colleagues from all other council services has been invaluable, and schools would not have been able to operate as effectively without the input of officers from across the council.
- 4.2 The announcements by the First Minister on 19 December 2020 and 4 January 2021 provided details first of a delay to schools returning and then of a national lockdown which means the majority of children and young people will not return to face-to-face learning in schools and early learning establishments until at least 1 February 2021. Following the Christmas break, school and nursery staff returned on Wednesday 6 January to plan the support needed for remote learning and make necessary arrangements for the children of key workers and vulnerable children and young people.

- 4.3 Schools and nurseries reopened for these groups on 7 January 2021; all other children and young people remained on holiday until 11 January 2021 in line with the national extension to school holidays. Headteachers and heads of centres will ensure that a high-quality learning experience will be provided for all children whether they are learning from home, in-school, or indeed through a mixture of both. All staff, unless shielding, are expected to attend school or nursery on a rota basis to ensure those children in school are supervised and supported in their learning. This will be balanced to ensure staff who have class teaching responsibilities are deployed, as much as possible, to plan, deliver and monitor remote learning for their own class/subject. We have significantly increased the number of devices available to families with over 2500 devices and 500 dongles available to support learning. All schools have arrangements in place to ensure children and young people have the resources they need to learn remotely.
- 4.4 Social work teams and schools have worked together with families to identify children who, for a range of reasons, would benefit from being in school from 7 January. The benefits to the child and the family have to be balanced with the general instruction from government to remain at home as much as possible, and consequently not all children with an identified additional support need have been allocated an in-school place. Children who are on the 'shielding' list should not attend school or nursery at present. Schools and early learning centres will continue to adopt a flexible approach which balances support for families with the need to comply with strict public health measures.
- 4.5 School transport remains in place for those attending in person, as do free school meals for those who are entitled to them. Those children who would normally receive a free school meal but are home learning will receive a payment in lieu of these meals.
- 4.6 There are a number of other updates on progress and achievement in schools which reflect the commitment to delivering improvement even in very challenging circumstances. In November 2020, Gryffe High School was named The Sunday Times Scottish State School of the Year by Parent Power, The Sunday Times School Guide. This followed its recent Education Scotland inspection where it became the first secondary school in Scotland, under the short model of inspection, to receive an 'excellent' grade for 'raising attainment and achievement'. Two additional schools, Heriot and Brediland Primaries, have been awarded the prestigious Scottish Government Digital Schools Award since August, recognising positive digital learning experiences for children and young people. To date, 36 of our schools have now received this award. The Renfrewshire Digital School was launched in October. This provides a range of resources across all subject areas in addition to

secondary teachers online throughout the day, each day to support young people learning from home.

- 4.7 Since schools reopened in August, our highest priority has remained the health, wellbeing and safety of all our staff and pupils. Resources developed by our teams including “Skills for Recovery” and “Nurturing Wellbeing to Build Back Better” have been widely used to focus on approaches within the classroom which support the wellbeing of our children.
- 4.8 Quality Improvement visits continue to be a feature in our improvement framework. Since August virtual visits have enabled senior officers to support schools in areas of health and well being and attainment and achievement.
- 4.9 Despite robust public health measures, there have continued to be cases of Covid amongst school-based staff and pupils, and swift action has been taken to identify close contacts, followed up with any additional measures to mitigate against any further spread of transmission. The service will continue to work with other council services to take swift action in the event of further cases during the lockdown and when face-to-face learning resumes. The majority of absences were due to self-isolation requirements rather than illness.
- 4.10 Children and Families social work services continued throughout lockdown as noted in previous service updates to this board. Social work staff continue to have face-to-face contact with our most vulnerable children and families on a regular basis, and meeting space equipped with appropriate technology has been made available to support families to attend statutory meetings remotely. During the current lockdown, the most vulnerable children and families will continue to receive a service. Children & Families social work often takes place in family homes and this will continue, with appropriate safeguards in place. As noted in the paper to the Leadership Board on 2 December 2020, some work to progress changes as part of the Right for Renfrewshire programme is underway, with a current focus on residential houses.
- 4.11 Criminal Justice Social Work services, although part of Children’s Services, are covered by the remit of the Communities, Housing and Planning Policy Board and an update on this area of the service has been provided to that board.

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## **5. Key priorities until next Board Cycle**

- 5.1 The service priorities remain the maintenance of business as usual as far as possible within whichever restrictions are in place. At present, this means a

particular focus on maintaining key public protection processes and supporting our most vulnerable children and families through frontline social work services and with school placements where appropriate. Children's Services will continue to work in partnership with other council services, and with others in the public and third sectors to ensure vital services can continue.

- 5.2 It also means providing extensive support for home-based learning during the current school closures. Pupils will be able to access remote learning online and physical resources will also be available. As far as possible, teachers will support their own class and deliver some lessons online. School staff will use a range of activities to support and engage all children and young people in their learning. This will be balanced with a need to have a small number of teachers in each school to support in-school learning.
- 5.3 The service will also support the council in its wider recovery and renewal activities, including those service redesigns identified in the Prevention and Early Intervention workstream as part of Right for Renfrewshire.
- 5.4 Specific priorities include:
- Maintaining in school learning in all our early years, primary, secondary and ASN settings for vulnerable children and the children of key workers who have no access to childcare;
  - Delivering high quality home-based learning resources to all other children and young people in schools or early years education and ensuring everyone has access to suitable resources;
  - Delivering high quality learning and teaching, including additional supports being made available to support young people's preparation for their National Qualifications.
  - Continuing to manage critical statutory processes including child protection procedures and support for looked after children;
  - Facilitating supervised contact for families in a manner that works for each family but follows public health guideline regarding Covid-19;
  - Continuing to work with other council services to implement a rapid response whenever a positive Covid case is identified in any of our early years centres or schools, including an out-of-hours response team operating on Sundays;
  - Providing the technology and space to allow families to participate in online meetings regarding their child;
  - Working with others from the Renfrewshire Children's Services Partnership to look at opportunities for enhance existing mental health services for children and young people;

- Progressing some of the service redesign work identified in the Prevention and Early Intervention workstream of Right For Renfrewshire;
  - Progressing the work on the school estate to enable full implementation of 1140 hours for early years.
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## **6. Performance scorecard for Q1 and Q2 2020/21**

- 6.1 Appendix 1 to this report contains a performance scorecard covering Quarter 1 (April-June) and Quarter 2 (July-September) of 2020/21. As noted above, these indicators were agreed prior to any knowledge that a prolonged lockdown and subsequent restrictions would be in place. Targets were set in a pre-Covid position and may not reflect the operating context services have been working in since March 2020. Commentary is provided for each indicator and where relevant, includes an assessment of how the pandemic has impacted on performance. Academic indicators, such as figures on attainment, are provided annually and in arrears, with 2018/19 data being the most recent available information for most; and annual 2019/20 data available for a small number. As these were reported to the board in the last cycle, they have not been included here.
- 6.2 There are two facets to the impact of Covid-19 on the performance data available at present. The first is the complete shut-down either of council-provided services (such as schools) or of other public services which directly impact on council services (such as courts); this meant that there was no activity to be captured by performance indicators. The second is the reliance on manual collation of data by different frontline teams in order to arrive at a performance measure. The priority for the service remains the direct delivery of frontline services to children and families and so activities which would impact the resource available to do that has been temporarily halted. The service has continued with all statutory reporting required by the Scottish Government as well as that required by the Renfrewshire Child Protection Committee.
- 6.3 In the 2020/21 Service Improvement Plan, an indicator relating to home visits for children on a new supervision order was included. The way this is monitored through the new social work case management system is changed and it is not possible to report this in the same way as we did previously, so the indicator will be deleted. Monitoring of the first visits following a new compulsory supervision order being made has always been, and continues to be, part of the day to day operational management of social work services for Children & Families.
- 6.4 The delivery of 1140 hours of funded early years provision is progressing well, despite the delays to implementation resulting from the pandemic.

Renfrewshire Council is already providing the full complement of hours to almost half of eligible 2 year olds and almost three quarters of 3 and 4 year olds. The Scottish Government has removed the requirement on local authorities to have this in place by August 2020 and has not advised of a new deadline. Renfrewshire continues to make very good progress in this regard with new provision scheduled to come on stream throughout 2020/21 and the full 1140 provision for all children to be available by the start of the 2021/22 academic year. A full report on this was provided to this board on 29 October 2020.

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### **Implications of the Report**

1. **Financial** – None.
2. **HR & Organisational Development** – None.
3. **Community/Council Planning** – Covid-19 will impact on the operations of Council partners and on services to the community. This paper highlights the work being undertaken to mitigate this impact as far as possible and maintain essential services for the safety and wellbeing of the community.
4. **Legal** – None.
5. **Property/Assets**- Adjustments have made to physical spaces wherever required to comply with the current relevant guidance. This applies to both indoor and outdoor spaces.
6. **Information Technology**- Staff have the capability to work from home wherever possible to reduce social contact in line with government and health guidance. Digital learning remains a contingency in the event of restrictions being re-imposed.
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. However, the service notes the scientific advice in relation to risks to particular groups and communities from Covid-19 and is undertaking individualised risk assessments wherever appropriate.
8. **Health & Safety** – Advice and guidance is being given to protect the health and safety of employees and service users when carrying out priority services for the Council in line with government and health guidance. Risk assessments are in place throughout the service and are regularly reviewed.



9. **Procurement** – The ongoing pandemic has and will continue to have a significant impact on existing contractual obligations and on the procurement of future goods and services required by the Council.
10. **Risk** – The Corporate Risk Management Group regularly review the Council's risk profile in light of the coronavirus pandemic.
11. **Privacy Impact** – None.
12. **CoSLA Policy Position** – None.
13. **Climate Risk** – None.












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**List of Background Papers** – Service Update, Education and Children's Services Policy Board, 29 October 2020




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**Author:** Lisa Fingland, Service Planning & Policy Development Manager (Children's Services); [Lisa.Fingland@renfrewshire.gov.uk](mailto:Lisa.Fingland@renfrewshire.gov.uk)







## CS 2020-2021 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 2: Building strong, safe and resilient communities










Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
CHS/LGBF/01	Percentage of Looked After Children cared for in the community				95%	89.9%	94.4%	89.9%	Where remaining in the parental home or living with other family members is not possible, the service will aim to place children with foster carers or prospective adopters, and most of our looked after children live in a family setting. A residential placement is sometimes the best fit for a young person's needs, and almost all young people in a residential setting remain in Renfrewshire in one of the council's children's houses.




Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
CHS/CJ/CPO/02	% of NEW unpaid work orders/requirement complete by the required date				50%	72%	83%	72%	<p>Performance for 2020/21 against this indicator will be adversely affected by the service changes necessitated by the COVID-19 pandemic.</p> <p>Due to COVID-19, automatic extensions were applied to community-based orders since some frontline services could not safely be delivered during lockdown. National estimates suggest that services will operate at 30% capacity in the first stages of recovery so that physical distancing rules can be complied with.</p> <p>In Q2, the figure is 83% which equates to 29 orders out of 35 being completed within the target time and reflects some return to 'business as usual'.</p>
CHS/CJ/CPO/01	The percentage of NEW clients subject to a new supervision order seen by a supervising officer within 1 week				N/a	85%	N/a	85%	<p>All Scottish courts closed in March 2020 for all but urgent business as a result of the UK-wide lockdown. Because of this closure, there were no new community orders with unpaid work or supervision requirements for several months. As such, there was no activity to measure for these indicators. Although courts have now resumed, there is a considerable backlog to be worked through and the number of new orders has not returned to pre-lockdown levels. Further, the public health restrictions which remain in place mean that the capacity of the unpaid work service is significantly reduced and this is likely to impact on performance for the remainder of 2020/21 and beyond.</p>
CHS/CJ/CPO/04	Percentage of NEW unpaid work clients seen within 1 working day of the order				N/a	70%	N/a	70%	
CHS/CJ/CPO/05	Percentage of NEW unpaid work clients receiving an induction within 5 working days of the order				N/a	75%	N/a	75%	
CHS/CJ/CPO/06	Percentage of NEW unpaid work clients beginning work placement within 7 working days of the order				N/a	65%	N/a	65%	

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
CHS/CPR/01	Percentage of children registered in this period who have previously been on the Child Protection Register				43%	Not applicable	17%	Not applicable	The percentage of children registered this quarter who have been previously placed on the Child Protection Register has decreased from 43% in Q1 of 2020/21 to 17% in Q2. In Q1 of 20/21, there were 37 children placed on the Child Protection Register, of which 16 children from 7 families had previously been registered. In Q2 of 20/21, there were 29 children placed on the Child Protection Register, of which 5 children from 4 families had previously been registered. In effect there was a decrease of 3 families re-registered in Q2 of 20/21 when compared to the number of families re-registered in Q1. Of the children re-registered, 1 child from 1 family was placed on the Register within 6 months of their previous registration ending; and 4 children from 3 families were placed on the Register 2 or more years after their previous registration ended.
CHS/LAC/01	The percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days								This indicator has been deleted as per paragraph 6.3 above.
CHS/LAC/02	Percentage of accommodated Looked After Children placed with families				85%	83%	84%	83%	The service continues to place the majority of accommodated children and young people with families where this is appropriate. A small number will always be placed in a residential setting where this is the best way to meet their needs. Placement decisions may also be taken by Children's Hearings or by courts.

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
RCPC/01	Number of children on the Child Protection Register at quarter end date				92	Not applicable	64	Not applicable	As one of the critical statutory roles of the local authority, child protection work continued throughout the lockdown period.










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

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
CHS/LAC/CL/01	Percentage of care leavers participating in employment, training or education				N/a	53%	N/a	53%	These indicators require manual collation of data on each young person by practitioners in the Throughcare service. Due to the priority rightly given to frontline work during the pandemic, this data will not be provided on a quarterly basis at present. The new social work system, Eclipse, allows for more detailed recording for both these indicators and will remove the need for manual collation. The data in these two indicators forms part of the statutory Eligible for Aftercare collection and this will be compiled for the 'as at' date of 31 July as in other years and will be reported against this indicator.
CHS/LAC/CL/02	Percentage of care leavers who have had a period of homelessness in the last 6 months				N/a	0%	N/a	0%	
CHS/EY/03	% of entitled 2 year olds accessing 1140 hours of early learning and childcare				N/a	N/a	45%	N/a	This is the first year this indicator has been provided and no targets will be set until baseline data has been established by 2020/21 performance. There are no figures for Q1 because all centres were closed during

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
									lockdown. Q2 figures show that Renfrewshire is already providing 1140 hours to almost half of all eligible 2 year olds despite the delays to refurbishments and new builds caused by the pandemic. This indicator is based on all eligible children in Renfrewshire not just those who attend nursery. Of the children attending nursery at the start of this academic session, 91% of 2 year olds were receiving 1140 hours. The Scottish Government has removed the requirement for local authorities to deliver universal 1140 provision by August 2020 but Renfrewshire is making good progress and should be in a position to deliver this before the end of the 2020/21 academic session.
CHS/EY/04	% of 3 and 4 year olds accessing 1140 hours of early learning and childcare				N/a	N/a	74%	N/a	This is the first year this indicator has been provided and no targets will be set until baseline data has been established by 2020/21 performance. There are no figures for Q1 because all centres were closed during lockdown. Q2 figures show that Renfrewshire is already providing 1140 hours to three quarters of 3 and 4 year olds despite the delays to refurbishments and new builds caused by the pandemic. This indicator shows the take-up of places across the whole population in the age group. Of the children attending nursery at the start of this academic session, 89% of 3 and 4 year olds were receiving 1140 hours. The Scottish Government has removed the requirement for local authorities to deliver universal 1140 provision by August 2020 but Renfrewshire is making good progress and

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
									should be in a position to deliver this before the end of the 2020/21 academic session.

**Priority** Strategic Priority 5: Working together to improve outcomes

Code	Short Name	Status	Short Term Trend	Long Term Trend	Q1 2020/21		Q2 2020/21		Latest Note
					Value	Target	Value	Target	
CHS/CORP/01a	% of Stage 1 complaints responded to within timescales agreed with customers				100%	95%	80%	95%	There was only one frontline complaint received in Q1 and five in Q2. Four of the five Q2 complaints were concluded within the target timescale.
CHS/CORP/01b	% of Stage 2 complaints responded to within timescales agreed with customers				88%	95%	100%	95%	There were nine Stage 2 complaints received in Q1 and eight were concluded within the target timescale. In Q2, there were 13 Stage 2 complaints and all were dealt with within the required timescale.
CHS/CORP/03	% of FOI requests completed within timescale by Children's Services				100%	100%	100%	100%	All FOIs were responded to within the required timescale. There was a reduction in the volume of requests received during lockdown in Q1 but activity has since returned to expected levels.