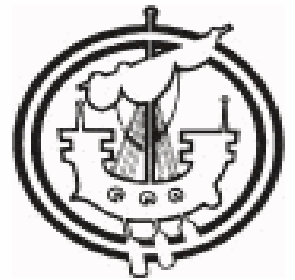


Comhairle nan Eilean Siar



Action and KPI Progress Report

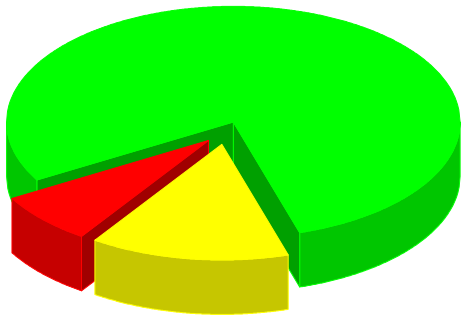
April 2024 - June 2024

EDUCATION, SKILLS AND CHILDREN'S SERVICES

OVERALL PERFORMANCE - EDUCATION, SKILLS AND CHILDREN'S SERVICES

Actions

■ On Track	78.6%
■ Monitoring Required	14.3%
■ Off Track	7.1%
■ No Targets Set/ Ongoing	0.0%
Total:	100.0%

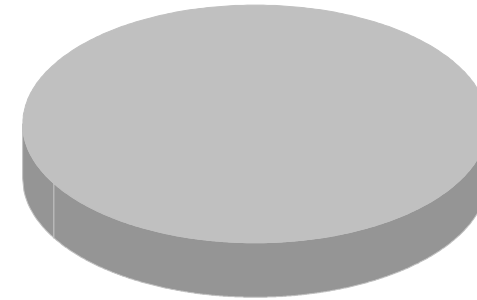


14 Actions reported on

- 11 Actions with at least 100% of target
- 2 Actions greater than 79 and less than 100% of target
- 1 Actions with less or equal to 79% of target
- 0 Actions with no target set / ongoing

KPIs

■ On Track	0.0%
■ Monitoring Required	0.0%
■ Off Track	0.0%
■ Annual	100.0%
Total:	100.0%



4 KPIs reported on

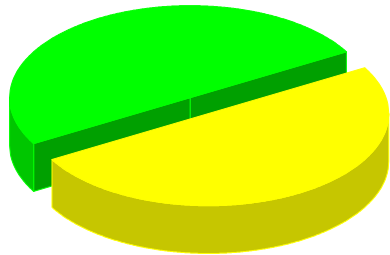
- 0 KPIs on track
- 0 KPIs monitoring required
- 0 KPIs off track
- 4 KPIs NA

Children's Services

Business Unit Overall Performance - Children's Services

Actions

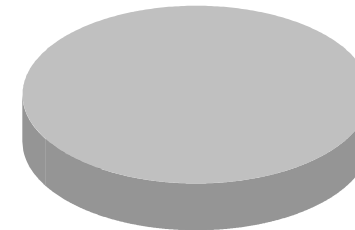
On Track	50.0%
Monitoring Required	50.0%
Off Track	0.0%
No Targets Set / Ongoing	0.0%
Total:	100.0%



2	Actions reported on
1	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
0	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

On Track	0.0%
Monitoring Required	0.0%
Off Track	0.0%
Annual	100.0%
Total:	100.0%



2	KPIs reported on
	KPIs on track
0	KPIs monitoring required
0	KPIs off track
2	KPIs NA

Comments - Children's Services

2024/25 Quarter 1 Progress Comment:

Due to a combination of maternity leave and sickness, staffing within statutory social work services is compromised and meeting statutory duties is currently very challenging. The Service is prioritising Child Protection activities. Referrals to statutory social work, like elsewhere in Scotland, are increasing. This is placing additional pressure on the service as the number of statutory social workers remains static. The service is also expected to make an additional £70,000 saving and this will have to come from the staffing budget. The Service does not have the budget to allow for cover during maternity and sickness absences, so quality and quantity of interventions is affected.

The review of the care estate has expanded to include a review of the wider service delivery model in terms of early intervention and prevention. This focusses on preventing children coming into care, and returning children home from care when coming into care was unpreventable. It is felt that the wider children's services partnership could be working more efficiently and effectively through a 'all services under one roof' type approach.

The Scottish Child Interview Model has continued to be utilised as the main interview model for children. The Child Protection Committee Improvement plan is being reviewed and is expected to be approved in December 2024.


Jack Libby, Head of Children's Services and Chief Social Work Officer, July 2024

Action Progress - Children's Services

Strategic *2.1.2.Early intervention in place to keep our most vulnerable children safe.*

Service Profile

Children & Families, Resources and Child Protection

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.2.1.Ensure delivery, quality assurance and development of services that meet statutory duties and support the outcomes of the Integrated Children's Services Plan.	Jack Libby - Chief Social Work Officer / Head of Children's Services	In Progress	01/04/2022	31/03/2027	25%	25%	
ACTION PROGRESS COMMENTS							
<p>Due to staff absence in the 2023/24 period, through a combination of maternity leave and sickness, staffing within statutory social work services is compromised and meeting statutory duties is currently very challenging. The Service is prioritising Child Protection activities. Referrals to statutory social work, like elsewhere in Scotland, are increasing and not decreasing. This is placing additional pressure on the service and whilst the referral rate is increasing, the number of statutory social workers remains static. The service is also expected to make an additional £70,000 saving and this will have to come from the staffing budget. The Service does not have the budget to allow for cover during maternity and sickness absences, so quality and quantity of interventions is affected.</p> <p>The review of the care estate has expanded to include a review of the wider service delivery model in terms of early intervention and prevention. This is referred to as a prevent and return model. Prevent, as in preventing children coming into care, and Return as in returning children home from care when coming into care was unpreventable. It is felt that the wider children's services partnership could be working more efficiently and effectively through a 'all services under one roof' type approach. The review is well underway and will be presented to the June 2024 Committee series.</p> <p>The Scottish Child Interview Model has continued to be utilised as the main interview model for children. The CPC Improvement plan is being reviewed and is expected to be approved in December 2024.</p>							


Strategic *4.1.5.Effective governance of the Comhairle is in place.*



Objective:

Service Profile

Children & Families, Resources and Child Protection



ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.62.CIAP: Implement the Children's Services - Residential Placement Providers - Contracts Internal Audit Follow Up Review (FU11-2022/23) recommendations.	Jack Libby - Chief Social Work Officer / Head of Children's Services	In Progress	10/02/2023	31/12/2024	90%	100%	 YELLOW

ACTION PROGRESS COMMENTS

As per the Internal Audit Follow Up Review Children's Services (Providers/Contracts) Final Report – FU11-2022/23 24th October 2023, Internal Audit note that out of the 7 follow up recommendations made in the original report 4 appear to have been fully implemented, and management have confirmed that the remaining recommendations will be implemented by early 2024. One recommendation was found to be partly outstanding as at 31 March 2024. As further work is required to meet the objectives, this CIAP Action is carried forward to the 2024/25 business plan for implementation by late 2024 and the End Date in Interplan updated accordingly.

- Action 2.3 recommended: The Comhairle to reflect on the services offered, the costs incurred and to consider looking into the Comhairle running part or all of the service using the Spend to Save strategy.
 - Action By: Chief Social Worker/Head of Children's Services
 - Progress as at 24th October 2023: The Comhairle has commenced discussions with HHP re possible site for new build short-break and residential facility on-island. A Service Manager will commence a review of all commissioned services November 2023.
 - Action outstanding: Complete review of all commissioned services.
- Progress update: This action is pending. Plan is to bring report to Committee in June 2024, setting out options.

Scorecard - Children's Services

2024/25 SBP PIs - Children's Services	Unit	Target	Actual	Indicator	Comments
2.1.2 ECS002 (LGBF: CHN09): Balance of Care for looked after children: Percentage of "Looked After Children" (LAC) being cared for in the Community.	%	85.00	Annual		CHN9 – The COVID-19 pandemic impacted on how the service was delivered, resulting in an 8% decrease in 2020/21 (80%) in comparison to the previous year. The 2019/20 (pre-COVID) Scottish average and LGBF Family Group average are both 90%. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of 83% increasing 1% each year towards a target of 90% by 2030 and the national and group average, and to exceed the baseline year.
2.1.2. ECS197: Percentage of children who through the use of outcome measurement tools, have shown an improvement in their wellbeing after 6 months. Responsible Officer: Jack Libby.	%	77.50	Annual		The service have set milestone targets increasing year on year towards a target of 90% by 2030.

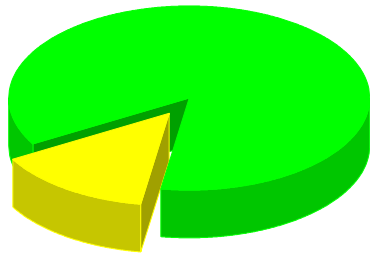


Education, Skills, and Children's Services Directorate

Business Unit Overall Performance - Education, Skills, and Children's Services Directorate

Actions

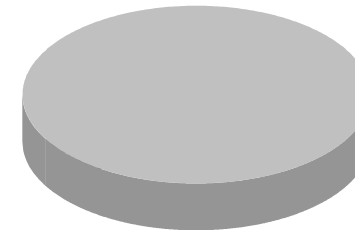
■ On Track	85.7%
■ Monitoring Required	14.3%
■ Off Track	0.0%
■ No Targets Set / Ongoing	0.0%
Total:	100.0%



7	Actions reported on
<hr/>	
6	Actions with at least 100% of target
1	Actions greater than 79 and less than 100% of target
0	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

KPIs

■ On Track	0.0%
■ Monitoring Required	0.0%
■ Off Track	0.0%
■ Annual	100.0%
Total:	100.0%



2	KPIs reported on
<hr/>	
	KPIs on track
0	KPIs monitoring required
0	KPIs off track
2	KPIs NA

Comments - Education, Skills, and Children's Services Directorate

2024/25 Quarter 1 Progress Comment:

The online application form for school lets has been reinstated with a 14 day notice period. The online form is now integrated with power automate, and the CNES OTOBO helpdesk and case management system. 43 applications for school lets were processed.

Approved increases in fees and charges at facilities were put in place from 1st April 2024, 10% increase to the Slainte Mhath membership scheme and 5% increase to pay-as-you-go prices.

We still have a vacancy in Outdoor Learning, so a member of our relief Outdoor Instructor pool has been helping with preparation for the Duke of Edinburgh expedition season. The Move More Programme will end on 31st July 2024 following the withdrawal of funding by NHSWI Director of Public Health. This a major loss to the service and to the community. Lifeguard courses have been held at Castlebay and ISL during the period in an effort to top up our pool of relief Leisure Attendants. Recruitment continues to be an issue across the service with more reluctance to work unsociable hours putting pressure on staffing, particularly in rural areas. The Sports Development team completed our annual award winning Bikeability Level 2 programme to 260 P6 pupils, with all 20 Primary Schools participating. At the end of the summer term the team held the WIIGA School Sports for Lewis & Harris and Uist & Barra schools and the Charlie Nicolson Football tournament in Stornoway. The Active Schools team's main focus was PEPAS support, extra-curricular clubs and School Sports Awards, incorporating our approach to equality, diversity and inclusion. Currently 6 of our primary schools have achieved Gold School Sports Award – Balivanich; lochdar; Laxdale; Uibhist a Tuath; Stornoway; and Tong. A number of others have been working through Bronze and Silver levels with the intention of aiming for Gold during the 2024/25 school year.

The new Libraries Manager took up post in June 2024. During this quarter there were events with authors Jennifer Mackenzie Dunbar and Louisa Macdougall. Bookbug sessions continue to run across our library branches. Various events have taken place in "The Space" including: Craft Markets; the Forget Me Not Cafe; An Cat Coigreach book launch and OH CON. This quarter saw 13,403 physical issues across our network and from our online collection there were 1,103 e-Audiobooks; 1,017 e-Books; and 802 e-Magazines issued.

The Adult Literacies service continues to receive referrals and has managed to offer support to everyone who has approached us. We continue to support the Child Care Centre Gaelic Family Learning project and also working with parents in person in the Learning Shop and via Teams on Gaelic Family Learning. Multiply project workers continue to engage with one to one learners twice per week and engage with community groups to offer numeracy support. They continue to develop resources that engage learners and educate at the same time. Digital Literacies interventions are problematic as we cannot have learner access on the council network. General ESOL provision has now come to an end. The learners who were entitled to access the Resettlement ESOL provision have been contacted and offered to meet with the tutor to chat over options. A new Adult Learning Award is now available to be delivered, however this is likely to need to be done in partnerships as people don't have the staff / capacity to deliver the award.

Two meetings of the department Health & Safety Committee have been held to date.

Support has been provided to schools for data entry and school-level submission. There is also ongoing support to Education HR section for data entry and reporting and development of data reports for managers. New reports for FOI responses, Child Protection, Referrals and Looked After Children for Children's Services. Refinement of Eclipse processes in liaison with Eclipse Working Group continues. Ongoing review of data reports affected by IT Incident and recreation of school roll draft reports.

Collated school Suitability Surveys from school Head Teachers, liaised with colleagues in AFR to obtain most current Condition Survey Reports. All information gathered brought together and submitted to ScotXed.

We continue to deliver, monitor and evaluate the catering provision in schools in the Western Isles. All Primary Schools in the Western Isles follow the same 4 week menu cycle which is compliant with the Nutritional requirements for Food & Drink in Schools (Scotland) Regulations 2020. The changes aim to increase fibre, promote the benefits of and increase consumption of fruit and vegetables. We have had a number of Health & Nutrition Inspections in Primary Schools from Education Scotland to ensure compliance. The cleaning in schools and council buildings is monitored monthly and actions taken as required.

Continual service improvement and increased security due to Corporate network breach is a focus for the Schools IT Team. The process of ordering all of the necessary IT equipment has begun.

Planning and route allocation of pupils to Home to School Transport for Primary and Secondary Schools is underway as is planning and route allocation of pupils accessing ASN Home to School Transport. The service is facing difficulties in recruiting suitable staff to assist on a relief basis. All vehicles for the ASN Transport Fleet Replacement project have been procured, delivered and are now in service.

The Education Resources Section have sent out Education Maintenance Allowance invitation to apply letters to: 414 – Summer Intake Students and 114 – Winter Intake Students. The following payments have been made this quarter: April - £1,830, May - £3,120 and June - £3,240. Invitations to apply for Free School Meals & Clothing Grants have been sent out to all parents/guardians of children in the Western Isles via GROUPELL and e-mail and 55 applications have been received. Easter Free School Meal Holiday Payments have been made and applications for Free School Meals & Clothing Grants have processed in addition to applications for Education Maintenance Allowance.

The first quarter expenditure has been carefully monitored by a system of spreadsheets. These spreadsheets will be uploaded to the new ledger system prior to launch.

CFRC and Capital funding is currently being allocated to priority works. Sgoil nan Loch nursery works, lochdar School Play Area and a refurbishment of The Kabin were all approved in the first quarter.

Of the eight complaints finalised during quarter 1 one was withdrawn, three were upheld, two were partially upheld and two were not upheld. 69 FOIs were received during this quarter and 63 were responded to with 50 of these within 20 days.

Analysis of Probationer need and availability of placements was undertaken as part of the Teacher staffing exercise. The ASN Audit was finalised and work began on completing the required

Fins.

Donald A Macleod, Head of Education and Children's Services, July 2024


Action Progress - Education, Skills, and Children's Services Directorate

Strategic 2.1.3.Schools are centres for lifelong learning and key assets for the community.

Objective:

Service Profile

Education Resources


ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.3.2.Support community access to school facilities and sports facilities within schools.	Iain G Smith - Service Manager – Resources	In Progress	01/04/2024	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
Q1 - April - June							
43 applications for school lets processed. Liaise with FES to arrange access to WISP schools and obtain quotations where required. Arrange Janitorial cover for requests to access CNES operated schools. Reinstated online application form for school lets with 14 day notice period. The online form is now integrated with power automate, and the CNES OTOBO helpdesk and case management system.							

Strategic 2.1.4.People are healthy and active.

Objective:

Service Profile

Sport and Health

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.4.1.Ensure delivery, quality assurance and development of sporting and national health improvement activities in support of the Active Hebrides Strategy	Iain GG Campbell - Sports Development Services Manager	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
Approved increases in fees and charges at facilities were put in place from 1st April 2024, 10% increase to the Slainte Mhath membership scheme and 5% increase to pay-as-you-go prices. The Active Schools team are working on their monitoring for Term 2 (Easter). We still have a vacancy in Outdoor Learning, so a member of our relief Outdoor Instructor pool has been helping with preparation for the Duke of Edinburgh expedition season. The Move More Programme will end on 31st July 2024 following the withdrawal of funding by NHSWI Director of Public Health. Preceded by a GP Referral Scheme, the Move More Programme was initially a partnership between Macmillan Cancer, NHSWI and CnES Sport & Health in October 2017. The Covid pandemic severely restricted Macmillan's ability to fundraise and they withdrew their support in 2020, with NHSWI and CnES filling the funding gap. Despite widespread support for the programme from users and health care professionals, and extensive efforts to change the DPH's decision the programme will cease and the contracts of the 3 staff involved will end. This is a major loss to the service and to the community. Lifeguard courses have been held at Castlebay and ISL during the period in an effort to top up our pool of relief Leisure Attendants. Recruitment continues to be an issue across the service with more reluctance to work unsociable hours putting pressure on staffing, particularly in rural areas. More courses are planned in the coming months as well as the re-introduction of the Rookie Lifeguard Courses. The Sports Development team completed our annual award winning Bikeability Level 2 programme to 260 P6 pupils, with all 20 Primary Schools participating. At the end of the summer							


term the team held the WIIGA School Sports for Lewis & Harris and Uist & Barra schools and the Charlie Nicolson Football tournament in Stornoway. The Active Schools team are in the process of completing year-end monitoring returns following a busy year where the continued main focus was PEPAS support, extra-curricular clubs and School Sports Awards, incorporating our approach to equality, diversity and inclusion. Currently 6 of our primary schools have achieved Gold School Sports Award – Balivanich; lochdar; Laxdale; Uibhist a Tuath; Stornoway; and Tong. A number of others have been working through Bronze and Silver levels with the intention of aiming for Gold during the 2024/25 school year.

Strategic 3.1.1. The Gaelic language, natural heritage and culture of our communities is supported and promoted.

Objective:

Service Profile

Library and Information Services

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.5. Provide a Library and Information Service that meets the aims of the Scotland's Public Library Strategy.	Renee Mason - Libraries Manager	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS


A new Libraries Manager was appointed in June 2024. During this quarter there were events with authors Jennifer Mackenzie Dunbar and Louisa Macdougall. The Library Service celebrated; World Earth Day; World Book Night; Mental Health awareness Week; Dementia Awareness Week; Scottish Breastfeeding Week; and Make Music day. Bookbug sessions continue to run across our library branches. Various events have taken place in "The Space" including: Craft Markets; the Forget Me Not Cafe; An Cat Coigreach book launch and OH CON. This quarter saw 13,403 physical issues across our network and from our online collection there were 1,103 e-Audiobooks; 1,017 e-Books; and 802 e-Magazines issued.

Strategic 3.1.5. Reduce inequality and poverty and promote social mobility.

Objective:

Service Profile

Adult Learning

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.5.1. Ensure delivery, quality assurance and development of Adult Learning opportunities in support of the Community Learning and Development (CLD) Plan	Morag Fletcher - Adult Learning Manager	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

The Adult Learning Plan is due to be refreshed at the end of this year (2024). As this sits under the CLD strategy, Adult Learning is working across both. The CLD Steering group has had a couple of meetings regarding the next iteration of the CLD plan. The Adult Learning Partnership will meet on 16th July to discuss the next iteration of the Adult Learning Action Plan. Information has been supplied to partners regarding our current position / what actions we need to decide to continue, remove (as completed) or remove as unable to achieve. One of the Adult Literacy tutors has set up two groups of learners which is working well. They access the Learning Shop and this means if one person doesn't come in that day, the tutor still has other learners to work with. The Adult Literacies service continues to receive referrals and has managed to offer support to everyone who has approached us. We continue to support the Child Care Centre Gaelic Family Learning project and also working with parents in person in the Learning Shop and via Teams on Gaelic Family Learning. Multiply project workers continue to engage with one to one learners twice per week and engage with community groups to offer numeracy support. They continue to develop resources that engage learners and educate at the same time. Digital Literacies interventions are problematic as we cannot have learner access on the council network. General ESOL provision has now come to an end. The learners who were entitled to access the Resettlement ESOL provision have been contacted and offered to meet with the tutor to chat over options. They would need to join existing groups in the Learning Shop as tutor is at capacity. A number of wonderbags have gone out to community groups across the islands along with a recipe book. While we have received one or two additional requests for a bag we still have a few left. We will do another offer after the summer when groups are likely to be looking at warm spaces etc again for the winter. A new Adult Learning Award is now available to be delivered, however this is likely to need to be done in partnerships as people don't have the staff / capacity to deliver the award.




Strategic 4.1.4. Efficient and sustainable services are provided to the community.

Objective:

Service Profile

Education Resources

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.4.1. Provide resources to support the delivery of the Education, Skills and Children's Services Department Business Plan.	Iain G Smith - Service Manager – Resources	In Progress	01/04/2022	31/03/2025	25%	25%	 GREEN

ACTION PROGRESS COMMENTS

Two meetings of the department Health & Safety Committee have be held to date.

Support has been provided to schools for data entry and school-level submission. All schools submitted by deadline. Data under review at LA level.

There is also ongoing support to Education HR section for data entry and reporting. There is Ongoing development of data reports for managers. New reports for FOI responses, Child Protection, Referrals and Looked After Children for Children's Services. Refinement of Eclipse processes in liaison with Eclipse Working Group continues. Ongoing review of data reports affected by IT Incident and recreation of school roll draft reports. Re-development of custom databases from IT Incident ongoing - school roll collation, Glow account creation and Achievement Of A Level Survey Quality Assurance functionality complete.

Collated school Suitability Surveys from school Head Teachers, liaised with colleagues in AFR to obtain most current Condition Survey Reports. Liaised with colleagues in AFR to obtain information on incurred costs for capital works undertaken. All information gathered brought together and submitted to ScotXed.

We continue to deliver, monitor and evaluate the catering provision in schools in the Western Isles. All Primary Schools in the Western Isles follow the same 4 week menu cycle which is compliant with the Nutritional requirements for Food & Drink in Schools (Scotland) Regulations 2020.

The new regulations are designed to minimise the risk to the health of children and young people by limiting the amount of red and red processed meat and reduce the intake of fat, sugar and salt. The changes aim to increase fibre, promote the benefits of and increase consumption of fruit and vegetables.

These new standards for food and drink apply to all food and drink supplied to children throughout the day including breakfast clubs, lunch, mid-morning service, after school clubs, evening meals (Hostels), community cafes, vending machines and tuckshops.

We have had a number of Health & Nutrition Inspections in Primary Schools from Education Scotland to ensure compliance.

The cleaning in schools and council buildings is monitored monthly and actions taken as required.

Continual service improvement and increased security due to Corporate network breach is a focus for the Schools IT Team. The process or ordering all of the necessary IT equipment has began.

Planning and route allocation of pupils to Home to School Transport for Primary and Secondary Schools is underway as is planning and route allocation of pupils accessing ASN Home to School Transport. Trial runs to establish timings are underway along with updating of ASN Transport Risk Assessments for each route. The service is facing difficulties in recruiting suitable staff to assist on a relief basis. The Central office staff have had to assist on occasion with driving and escorting duties to maintain continuity of service. All vehicles for the ASN Transport Fleet Replacement project have been procured, delivered and are now in service.

The Education Resources Section have sent out Education Maintenance Allowance invitation to apply letters to: 414 – Summer Intake Students and 114 – Winter Intake Students. The following payments have been made this quarter: April - £1,830, May - £3,120 and June - £3,240

Invitations to apply for Free School Meals & Clothing Grants have been sent out to all parents/guardians of children in the Western Isles via GROUPELL and e-mail and 55 applications have been received. Easter Free School Meal Holiday Payments have been made and applications for Free School Meals & Clothing Grants have processed in addition to applications for Education Maintenance Allowance.


The first quarter financial monitoring was managed by spreadsheets issued to budget managers by the Resources Section to inform them of their budgets. Expenditure has been carefully monitored by a system of spreadsheets. These spreadsheets will be uploaded to the new ledger system prior to launch.



Asset Management meetings to manage issues in the Department Estate take place weekly. Regular meetings have taken place with Chief Officer Education and Children's Services and a schedule of required and prioritised projects for the Department has been compiled. CFCR and Capital funding is currently being allocated to priority works. Sgoil nan Loch nursery works, lochdar School Play Area and a refurbishment of The Kabin were all approved in the first quarter.

Service Profile

Performance and Staffing

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.4.2. Provide business and administrative resources to support the delivery of the Education, Skills and Children's Services Department Business Plan.	Neil MacLeod - Service Manager – Performance & Staffing	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN

ACTION PROGRESS COMMENTS


Managers have been supported to update 2023-24 Quarter 4 Business Plan progress report. Reviewed and coordinated update of Departmental Business Plan on Interplan. Of the eight complaints finalised during quarter 1 one was withdrawn, three were upheld, two were partially upheld and two were not upheld. 69 FOIs were received during this quarter and 63 were responded to with 50 of these within 20 days. Analysis of Probationer need and availability of placements was undertaken as part of the Teacher staffing exercise. During this quarter the Teacher Staffing Team processed 8 Fin 1s, 17 Fin 2s and 35 Fin 3's. Supply Teacher timesheets were checked and payroll uploads were prepared and submitted by the payroll deadlines. The ASN Audit was finalised and work began on completing the required Fins. During this quarter 6 Fin 1s, 6 Fin 2s, 36 Fin 3's and 16 Fin 4s for Support for Learning Assistants, Classroom Assistants and School Assistants were completed and submitted to HR. Relief staff timesheets were checked and payroll uploads were prepared and submitted by the payroll deadlines.

Strategic 4.1.5. Effective governance of the Comhairle is in place.

Objective:

Service Profile

Education Resources

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.56. CIAP: Implement the Education Maintenance Allowance (EMA) Internal Audit Follow Up Review (FU03-2022/23) recommendations.	Jordan Carberry - E&CS - Senior Resources Officer	In Progress	16/05/2022	31/12/2024	80%	100%	 YELLOW

ACTION PROGRESS COMMENTS

As per the Internal Audit Follow Up Review Education Maintenance Allowance Final Report – FU03-2022/23 9 May 2023, Internal Audit note that out of the 4 follow up recommendations made in the original report three appear to have been fully implemented, and management confirmed that the remaining recommendation would be updated by September 2023. This recommendation was found to be partly implemented as at 31 March 2024. As further work is required to meet the objectives, this CIAP Action is carried forward to the 2024/25 business plan for implementation by late 2024 and the End Date in Interplan updated accordingly. The progress will be reported to the Audit and Scrutiny Committee within the Continuous Improvement Action Plan (CIAP) for scrutiny.

- Action 2.1 recommended: update and refresh the Education Maintenance Allowance Policy on the website.
- Action By: Senior Resources Officer
- Progress as at 9 May 2023: Old policy removed from website. Policy to be streamlined and updated with hyperlinks to Scottish Government EMA Guidance and Process which are updated every year.
- Action outstanding: Policy will be updated over the summer by the Senior Resources Officer and linked to online guidance to futureproof and reflect annual changes.

Progress update: The Scottish Government EMA Guidance and Process document was finalised late 2023 and did not give enough time for the policy development and report to be presented to the November 2023 series of meetings. Proposals were for the updated policy and report to be presented to the first series of meetings in 2024. However, the cyber incident experienced by the Comhairle in November 2023 and the subsequent loss of the Comhairle website has led to a pause with this project. Recovery has been the focus of the officer responsible for refreshing the policy and there has been a delay. The aspiration is to progress this in the summer when it is anticipated the emphasis on recovery will have lessened.

Scorecard - Education, Skills, and Children's Services Directorate

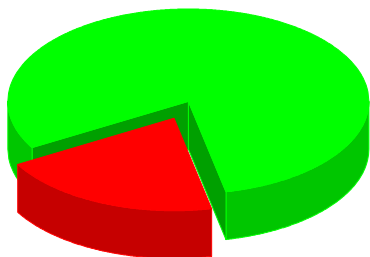
2024/25 SBP PIs - Education and Children's Services Directorate	Unit	Target	Actual	Indicator	Comments
3.1.5 ECS079: (LO7) Percentage of adults participating in literacy and numeracy provision achieving one or more of their learning outcomes per annum. Responsibility: Morag Fletcher	%	80.00	Annual		A couple of learners have only attended for a month, however they have maintained attendance and are well on track to achieving their goals. To not have counted them as a positive would have been a misrepresentation.
3.1.5 ECS081: Percentage of adults participating in English for Speakers of Other Languages (ESOL) provision achieving one or more of their learning outcomes per annum. Responsible Officer: Morag Fletcher	%	80.00	Annual		

Schools and Early Education

Business Unit Overall Performance - Schools and Early Education

Actions

On Track	80.0%
Monitoring Required	0.0%
Off Track	20.0%
No Targets Set / Ongoing	0.0%
Total:	100.0%



5	Actions reported on
4	Actions with at least 100% of target
0	Actions greater than 79 and less than 100% of target
1	Actions with less or equal to 79% of target
0	Actions with no target set / ongoing

Comments - Schools and Early Education

2024/25 Quarter 1 Progress Comment:

2024/25 Quarter 1 Progress Comment:
 Responsible Officer update due by 8 July 2024
 Head of Service narrative due by 22 July 2024

Donald A. Macleod, Head of Education and Children's Services, DATE


Action Progress - Schools and Early Education

Strategic 2.1.1. Attainment rates continuously improve.

Objective:

Service Profile

Schools, Pre-School and Early Years
 Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.1.1.Ensure delivery, quality assurance and development of educational provision in accordance with Scotland's Curriculum, the National Improvement Framework and Local Improvement Plans (Including School Improvement Plans)	Donald A. Macleod - Chief Officer for Education and Children's Services	In Progress	01/04/2022	31/03/2027	70%	25%	 GREEN

ACTION PROGRESS COMMENTS


Important new appointments completed and commencing to support quality assurance:
 Quality Improvement Officer (Secondary Education)
 Quality Improvement Officer (Attainment)
 Quality Improvement Officer (Learning & Teaching) - Temp

School Improvement Plan templates were further improved and a new template issued. All schools and nurseries completed them and submitted in May. Primary and secondary attainment tracking tools have been updated and are being rolled out. An updated National Improvement Plan is being developed and prepared for the next submission deadline in September 2024.

Meetings and visits held with our Senior Regional Advisor and HMI Area Lead Inspector.

Service Profile

Multi Media

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.1.2.Ensure delivery, quality assurance and development of multi media resources	Martin C. Macleod - Multimedia Developer	In Progress	01/04/2022	31/03/2027	30%	25%	 GREEN

ACTION PROGRESS COMMENTS




Strategic 2.1.2.Early intervention in place to keep our most vulnerable children safe.

Objective:

Service Profile

Educational Psychology

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.2.2.Ensure delivery, quality assurance and development of Education Psychology Services that meet statutory duties and support the outcomes of the Integrated Children's Services Plan.	Sally Kane - Educational Psychologist	In Progress	01/04/2022	31/03/2027	70%	25%	 GREEN
ACTION PROGRESS COMMENTS							


Strategic 2.1.5.Childcare facilities in place to meet the needs of working parents.

Objective:

Service Profile

Schools, Pre-School and Early Years

Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.5.1.Support the provision of childcare across the Western Isles	Carol Burns - Early Years Service Manager	In Progress	01/04/2022	31/03/2027	25%	25%	 GREEN
ACTION PROGRESS COMMENTS							
We have a requirement to review service provisions on a 2 yearly basis. Our next review is due in the 2025/26 period. Two of our staff are now trained in Ante-Natal PEEP and have been liaising with maternity services to begin the first session. We have also set dates to deliver baby massage which will be advertised shortly.							


Strategic 3.1.1.The Gaelic language, natural heritage and culture of our communities is supported and promoted.

Objective:

Service Profile

Schools, Pre-School and Early Years

Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.14.Ensure delivery, quality assurance and development of the Gaelic Action Plan and Comhairle Gaelic First Policy	Evelyn Coull NicLeòid - Gaelic Education Manager	In Progress	01/04/2022	31/03/2027	10%	25%	 RED
ACTION PROGRESS COMMENTS							

Scorecard - Schools and Early Education

<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Indicator</i>	<i>Comments</i>
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there are no KPIs for this Business Unit

