

WEST DUNBARTONSHIRE COUNCIL**Report by the Chief Education Officer****Educational Services Committee 6 December 2017**

Subject: Education, Learning & Attainment Delivery Plan 2017/18: Mid-Year Progress Report

1 Purpose

- 1.1** The purpose of this report is to set out the progress of the Education, Learning & Attainment Delivery Plan at mid-year.

2 Recommendations

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

3 Background

- 3.1** Each Strategic Lead developed a delivery plan for 2017/18 which sets out actions to address the key issues identified in the planning process, provides an overview of its services and resources, including employees and budgets, and considers the relevant risks.
- 3.2** The Education, Learning & Attainment Delivery Plan was approved by Educational Services Committee on 14 June 2017 with a commitment to submit a mid-year progress report.

4 Main Issues

- 4.1** Appendix 1 sets out the progress of the delivery plan at mid-year. All 15 actions are in progress and due to be completed by the target dates specified. An annual progress report on the delivery plan, including all performance indicators and risks, will be submitted to committee at year end.
- 4.2** Education, Learning & Attainment is subject to both external and internal structured self-evaluation models using the 'How Good is Our School 4' and the 'How Good is Our Early Learning Centre' frameworks.
- 4.3** Education, Learning & Attainment have revised their internal Improvement Framework, building on the previous model used for the last three year cycle. Each establishment is aware of the core Quality Indicators that are required to be self-evaluated each session. In addition, there is a 3 year cycle that ensures that all establishments self-evaluate against the remaining Quality Indicators over time. To aid this process, Education Learning & Attainment utilise both structured Officer support visits and an online resource to assist establishments in their self-evaluation process, and in recording and analysing information.

- 4.4** A key focus in the development of the delivery plans was ensuring that customer feedback informs learning and improvement. This feedback comes from a range of mechanisms including complaints data and a monthly residents' telephone survey.
- 4.5** Between 1 April and 30 September this year, Education, Learning & Attainment received a total of 10 complaints, comprising 7 Stage 1 and 3 Stage 2 complaints. During the same period, 9 complaints were closed, 8 at Stage 1 and 1 at Stage 2.
- 4.6** Half of the complaints closed at Stage 1 met the 5 working days target for resolving complaints, with an average of 15 days for all complaints closed at Stage 1. The only complaint closed at Stage 2 was resolved in 58 days, beyond the 20 working days target set for Stage 2 complaints. This was a complex complaint requiring significant investigation.
- 4.7** A monthly telephone survey of 100 residents is carried out to gauge satisfaction levels with a range of Council services. This covers early education, childcare and nurseries, primary and secondary education and additional support needs provision.
- 4.8** All respondents who had experience of these services reported very high satisfaction over the 6 month period with levels sitting at 100% for all services other than secondary education, where satisfaction has risen from 94% to 100% during the period.

5 People Implications

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

6 Financial & Procurement Implications

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

7 Risk Analysis

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

8 Equalities Impact Assessment

- 8.1** As this report details progress on a delivery plan already agreed, there is no requirement for equalities screening or impact assessment.

9 Consultation

9.1 This report provides an update on the progress achieved across the strategic area, drawing from information provided by officers.

10 Strategic Assessment

10.1 The strategic delivery plan sets out actions to support the successful delivery of all strategic priorities of the Council.

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Date: 7 November 2017

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Appendix:	Appendix 1: Education, Learning & Attainment Delivery Plan 2017/18 - Mid-Year Progress
Background Papers:	None
Wards Affected:	All wards

