



Moray Council

Wednesday, 07 October 2020

NOTICE IS HEREBY GIVEN that a Meeting of the **Moray Council** is to be held at remote locations via video-conference, on **Wednesday, 07 October 2020** at **09:30**.

BUSINESS

1. **Sederunt**
2. **Declaration of Group Decisions and Members Interests ***
3. **Moray Council Best Value Assurance Report** **5 - 60**
Report by the Chief Executive
4. **SPSO - Childrens Services Report** **61 - 78**
Report by the Interim Chief Officer - Health and Social Care
5. **SPSO - Chief Social Work Officer Report** **79 - 96**
Report by the Chief Social Work Officer

Any person attending the meeting who requires access assistance should contact customer services on 01343 563217 in advance of the meeting.

* **Declaration of Group Decisions and Members Interests** - The Chair of the meeting shall seek declarations from any individual or political group at the beginning of a meeting whether any prior decision has been reached on how the individual or members of the group will vote on any item(s) of business on the Agenda, and if so on which item(s). A prior decision shall be one that the individual or the group deems to be mandatory on the individual or the group members such that the individual or the group members will be subject to sanctions should they not vote in accordance with the prior decision. Any such prior decisions will be recorded in the Minute of the meeting.

** **Written Questions** - Any Member can put one written question about any relevant and competent business within the specified remits not already on the agenda, to the Chair provided it is received by the Proper Officer or Committee Services by 12 noon two working days prior to the day of the meeting. A copy of any written answer provided by the Chair will be tabled at the start of the relevant section of the meeting. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than 10 minutes after the Council has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he or she can submit it in writing to the Proper Officer who will arrange for a written answer to be provided within 7 working days.

*** **Question Time** - At each ordinary meeting of the Committee ten minutes will be allowed for Members questions when any Member of the Committee can put a question to the Chair on any business within the remit of that Section of the Committee. The Member who has put the question may, after the answer has been given, ask one supplementary question directly related to the subject matter, but no discussion will be allowed.

No supplementary question can be put or answered more than ten minutes after the Committee has started on the relevant item of business, except with the consent of the Chair. If a Member does not have the opportunity to put a supplementary question because no time remains, then he/she can submit it in writing to the proper officer who will arrange for a written answer to be provided within seven working days.

Clerk Name:

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THE MORAY COUNCIL

Moray Council

SEDERUNT

Councillor Shona Morrison (Chair)
Councillor Graham Leadbitter (Depute Chair)
Councillor George Alexander (Member)
Councillor James Allan (Member)
Councillor David Bremner (Member)
Councillor Frank Brown (Member)
Councillor Theresa Coull (Member)
Councillor John Cowe (Member)
Councillor Gordon Cowie (Member)
Councillor Paula Coy (Member)
Councillor Lorna Creswell (Member)
Councillor John Divers (Member)
Councillor Tim Eagle (Member)
Councillor Ryan Edwards (Member)
Councillor Claire Feaver (Member)
Councillor Donald Gatt (Member)
Councillor Marc Macrae (Member)
Councillor Aaron McLean (Member)
Councillor Maria McLean (Member)
Councillor Ray McLean (Member)
Councillor Louise Nicol (Member)
Councillor Laura Powell (Member)
Councillor Derek Ross (Member)
Councillor Amy Taylor (Member)
Councillor Sonya Warren (Member)
Councillor Walter Wilson (Member)

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REPORT TO: MORAY COUNCIL ON 7 OCTOBER 2020

SUBJECT: BEST VALUE ASSURANCE REPORT ON MORAY COUNCIL

BY: CHIEF EXECUTIVE

1. REASON FOR REPORT

- 1.1 To consider the Accounts Commission's findings on the Best Value Assurance Report on Moray Council by the Controller of Audit (**Appendix 1a and Appendix 1b**).
- 1.2 This report is submitted to Council in terms of Section 103E of the Local Government (Scotland) Act 1973, as amended by the Local Government (Scotland) Act 2003.

2. RECOMMENDATIONS

The Council is requested to;

- 2.1 **Discuss and debate the key findings and recommendations of the Accounts Commission on the Controller of Audit's Best Value Assurance Report on the Council (the report with the findings incorporated is attached as Appendix 1a and Appendix 1b respectively to this report) in order to;**
- 2.2 **Decide the actions to take in response (attached as Appendix 2 is a proposed plan of strategic actions).**

3. BACKGROUND & INTRODUCTION

- 3.1 As Members will recall, the Audit took place in September 2019. The report by Controller of Audit containing recommendations was reported to the Accounts Commission and the Commission's findings, along with the report subsequently published in August (**Appendix 1a and Appendix 1b**). The Commission has accepted the Controller of Audit's report and endorsed the recommendations.
- 3.2 The Commission require a further report by the Controller of Audit no later than February 2022 on the progress made by the Council. The Council's annual external audit process will also monitor and report progress.

3.3 The audit involved reviewing Council documents, interviewing Elected Members and Senior Council Officers. I wish to acknowledge the cooperation and assistance provided to the Auditors, particularly by the Elected Members and the Officers of the Council contacted during the audit.

3.4 The purpose of this report is therefore to;

- Provide comment on a number of key findings and recommendations and offer a view where appropriate on a number of aspects of them, in particular financial management and performance management reporting.
- Highlight specific areas of development necessary to deliver at pace the transformational change for the Council to become sustainable namely leadership of the Council, strategic focus and capacity and resilience.
- To bring Council up to date with an assessment of progress made since the review that can be taken into account in the plan of strategic action in response to the findings and recommendations.
- Recommend strategic actions and an approach to delivery which will change from the past.

4. KEY FINDINGS

4.1 The Council has a history of underperformance in Best Value and of slow progress and improvement. There is acknowledgement of more recent progress such as; cross-party working; consensus on 2019/2020 budget setting and the restructure of Senior Management.

4.2 There is also recognition that the Council is aware of what it has to do and the plans in place, but concerns remain about pace and capacity. Whilst recent progress has been made on a number of strategic issues, this needs to continue to move forward with pace.

5. FINANCIAL MANAGEMENT

5.1 The Council's financial position is well known and rehearsed.

5.2 A medium-long term financial strategy has been developed to accompany the Corporate Plan. This was approved by Council at its meeting in March 2020.

5.3 This strategy identifies substantial future funding gaps. At present, there are not well developed plans which meet these gaps. A key area of improvement is a need for a medium-long term financial strategy which clearly maps out how the Council will deal with substantial future funding gaps in a sustainable way while transforming its services. The Improvement and Modernisation Programme as currently framed and future iterations of this will play a major part in this process. It should be acknowledged however that whilst this is the clear objective and one which officers are working hard to achieve, it is one which councils across Scotland find challenging, both in framing fully costed plans and then in delivering the savings anticipated in those plans.

5.4 The report refers to use of reserves to balance budgets in recent years and that is not sustainable. However, it should be noted that by the end of 2015/16

free general reserves amounted to £24 million - net budgeted expenditure for that year was £198 million and for 2016/17 was £195 million.

- 5.5 In short, free reserves stood at 12% of budgeted net spend, against an agreed reserves policy of 2.5%. This is the significant background to the decision by Members to use reserves to cushion the effect of cuts in funding to Council services.
- 5.6 In the financial year 2019/20, cumulative savings were £24 million (see para 64 of the report). The Council's progress was compared to others nationally and commented on favourably in the national financial overview by Audit Scotland. This forms a context for some of the council's challenges as the Council saved more earlier than many comparator Councils.
- 5.7 The acknowledgement of significant savings and reduced reliance on reserves is reassuring, but the key message that the Council has relied on lots of small savings is not consistent with the body of the Controller of Audit's report (see para 64).
- 5.8 Although comments about the composition of savings being lots of small ones, the introduction of charges for garden waste in 19/20 generated income of £0.7 million and in the same financial year, the reduction in the roads maintenance budget came to £1 million. The Council's strategic approach to roads maintenance in the context of budgetary constraints has also been the subject of positive comment within the report and in Audit Scotland's financial overview reports.

6. PERFORMANCE MANAGEMENT & REPORTING

- 6.1 The Commission underlines the recommendations of the Controller of Audit on the need for better and timely performance information reported to Elected Members and to the public.
- 6.2 A new Performance Management Framework was approved in August 2019 following a review carried out with Improvement Service. This identified a number of improvements in the current approach to Performance Management including service plans that are more closely linked with the Corporate Plan
- 6.3 There has been some staffing capacity and resourcing issues which have impacted on timely performance reporting which have been addressed.
- 6.4 The statutory requirement is to report to the public on the outcome of the performance of Council functions. The approach of the Council of publishing regular service performance and then having a higher level summary seems to be used by other Councils. The approach to public performance reporting varies considerably across Councils and there is no detailed guidance on what is expected. While there is scope for improvement of the Council's reporting of outcomes and the level of detail, as acknowledged in the Council's developing performance framework, what is published is in accordance with relevant Local Government legislation.
- 6.5 The reference to Moray as a poorer performing authority in comparison to others is strong in respect of a number of indicators of performance.

6.6 Taking a broader approach to the performance agenda, and taking into account the impact of strategic decisions like the budget noted above, the Council can highlight successes in terms of good performance across a range of services such as;

- Recycling - one of the best rates in Scotland.
- Care at Home – performing above National average.
- Planning – one of the best performing authorities in Scotland.

7. LEADERSHIP

- 7.1 Increasing the pace of improvement will require leadership from the Council as a whole, exercised alongside effective implementation and support by Officers if the Council is to make difficult strategic decisions about how and where it needs to improve. It is recognised Senior Management is cohesive; workforce morale is positive and there is staff commitment to change albeit there are concerns about capacity to deliver on the range of issues requiring attention.
- 7.2 The expectation of the Commission is that the Council will deliver considerable changes to the ways and means by which services are delivered in Moray, making clear and timely decisions based on constructive relationships and trust between Members and Officers.
- 7.3 No-one can argue that the findings of the Commission are not profound in terms of the need for cohesive political leadership of the Council. There therefore must be a concerted effort over the coming months to establish a shared political agenda; to do nothing is not an option, the risk is too great. The Council must be seen by all concerned to be moving forward.
- 7.4 Whilst political realities cannot be ignored, I believe the Commission's findings provide compelling evidence of the need for the Council to resolve to find ways and means of working to secure the best outcomes for Moray.

8. STRATEGIC FOCUS

- 8.1 There is clear evidence of strategic direction, in the form of the Local Outcome Improvement Plan (LOIP); Corporate Plan and the draft Learning Estate Strategy as well as a range of other strategic plans and priorities which must be the continued focus of the Council.

9. CAPACITY & RESILIENCE

- 9.1 The scale of the challenge the Council faces is significant and cannot be overstated. It is therefore crucial that the Council develops the leadership capacity, resilience and ways of working to avoid undermining the scope for transformational change.
- 9.2 The need for better balance of scrutiny and challenge with more focus on strategic priorities and less emphasis on the operational also needs to be addressed.

10. PROGRESS SINCE THE REVIEW

- 10.1 In terms of governance, the Council is already carrying out a review of Committees following the restructure of Senior Management. The findings of the Commission underline the recommendations of the Controller of Audit on the need to continue to review and improve decision making and governance structures.
- 10.2 There has been significant progress in a number of strategic areas such as;
- Community Planning – a refreshed Local Improvement Outcome Plan approved in September 2020.
 - A revised Corporate Plan approved in March 2020.
 - Moray Growth Deal – Heads of Terms signed in August 2020.
 - A range of other strategic plans like the Climate Change Strategy currently out for consultation, the Children's Services plan approved in June 2020 and the Local Development Plan 2020.
- 10.3 Members are referred to section 5 of the report in terms of progress on the Financial Strategy.
- 10.4 Attainment initiatives and a review of the Learning Estate Strategy will require to be resourced and expedited.
- 10.5 The Council's Performance Management Framework has been revised and agreed as acknowledged in para 42 of the report. The only outstanding element is the further development of some of the outcome measures in the corporate plan delivery plan which has been approved as a developing document.
- 10.6 The Council demonstrates a more outward looking approach to improve performance. For example, it is engaging with the external bodies' such as the Improvement Service, the Northern Alliance and Education Scotland on areas they wish to improve as well as discussing best practice with other Councils and networks.
- 10.7 Housing satisfaction levels are noted as being particularly low. The 2018/19 tenant survey results were reported to Communities Committee on 27 August 2019 together with an Improvement Plan. The report at that time highlighted that the approach to and timing of tenant surveys varied widely across Scotland with many authorities doing smaller targeted and face to face surveys which tend to produce better results. Whilst it is acknowledged that improvements must be made in the areas highlighted in the report, an example of the change which differing methods can have is evident in the recent change to face to face surveys for satisfaction with repairs which has led to satisfaction rates for the 2019-20 SHR return rising from 78.61% in 18-19 to 99.21% for 19-20.
- 10.8 The Council's assets are now being reviewed as part of its improvement and modernisation, examples of key strategies for property assets are:-
- **Review of the Learning Estate Strategy** – the draft approach to the Learning Estate Strategy was agreed at Children and Young People's

Committee in March this year but public engagement stopped due to COVID-19. Whilst planned to be completed and reported in June, this has now been inevitably delayed.

- **Review of Council offices** – how services are using these offices and opportunities to bring these together.
- **Depot review** – to maximise use of depots, co-locate and rationalise existing provision. Reports for both these reviews are currently being finalised.

10.9 Service planning for 2019/20 progressed whilst the draft Corporate Plan was being developed. Following approval of the Corporate Plan in March 2020, the service plans are being prepared to go to Committee in November/December 2020, now reflecting the new Performance Management Framework.

10.10 The Council has a good track record of involving communities in the strategic design of services. Examples include;

- Financial Planning
- Moray Local Development Plan
- Moray Council Corporate Plan
- Childrens Services Plan
- Expansion of Early Years' Service

10.11 The recent formal inspection of the Council's Community Learning and Development service indicates there has been very good progress in terms of;

- Leadership and governance.
- Locality Planning.
- Improved links with children and young people.

10.12 The Council's Community Support Unit support to Community Asset Transfers is strong, probably further ahead than in most other Local Authorities in Scotland.

11. ACTION PLAN OF PROPOSED IMPROVEMENTS

11.1 The findings and recommendations are largely reflective and generally supportive of the Council's own continuing self-evaluation of its strategic direction and financial standing. The areas of improvement recommended in the Controller of Audit's report and endorsed by the Accounts Commission are integrated into a plan of strategic actions for improvement, as set out in **Appendix 2** to this report as an approach to delivery that will change from the past.

11.2 Accordingly, the plan recognises the potential to improve significantly the outcomes for Moray's communities and for the Council to continue to improve its services. Along with the findings of the Commission, the current financial imperative provides the momentum to realise that potential.

12 **SUMMARY OF IMPLICATIONS**

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

The Council is committed to delivering better public services year on year through Best Value and its key principle of continuous improvement.

(b) Policy and Legal

The Council has a legal duty to deliver Best Value and to address findings arising from any Best Value Assurance Reports.

(c) Financial Implications

The Council has committed £3million of earmarked reserves for transformational change which will require to be drawn upon to develop the capacity to deliver the action plan.

(d) Risk Implications

Inspections involve a considerable amount of time and effort diverting attention from the delivery of priorities and day to day services and whilst scrutiny is invaluable in driving improvement, on balance it is in the Council's interest to maintain performance levels such that the number of scrutiny activities can be minimised.

As the Council operates with small teams/specialists there is an ongoing risk associated with workforce issues. Accordingly it will be important that the actions in the Action Plan (**Appendix 2** to this report) are resourced properly and/or other work reprioritised given the tight resourcing across current services. Failure to do this is likely to introduce other risks.

There is a considerable risk that delayed progress in some of the significant actions has a substantial impact on the Council's future financial position.

There is also a considerable risk that lack of progress towards making the significant changes in the Council to produce the required improvements in performance and outcomes may result in further intervention.

(e) Staffing Implications

There are no implications arising directly from this report. The development of the officer capacity to deliver the required improvements related to the various actions will require to be costed as the actions are considered and initiated.

(f) Property

None.

(g) Equalities/Social Economic Impact

This is covered in terms of the inspection regime itself and the Council's duty to deliver Best Value.

(h) Consultations

The Convener, the Council Leader and CMT respectively have been consulted in terms of reporting to this meeting of Council. Group Leaders were also invited to a presentation by CMT on the emerging draft action plan.

13 CONCLUSION

- 13.1 Whilst it makes difficult reading, the report and Commission findings acknowledge the good work already underway in the areas highlighted by inspectors. The report and findings provide a sharpened focus on the challenges the Council faces, and a plan to address these.**
- 13.2 Delivering the committed and decisive leadership called for by the Accounts Commission requires acceptance of change in the way the Council works, at both Officer and Member level. Vital to this will be greater collaboration to pave the way for transformation at strategic level in both our school estate and the delivery of our services to the Moray community. The continuing experience dealing with the Covid-19 pandemic has thrown the need for strong partnership working/collaboration into sharp relief and I believe the Council will do all in its power to ensure that lessons will be learned from this.**

Author of Report:	Roddy Burns
Background Papers:	Letter dated 05 August 2020 from Secretary to Accounts Commission enclosing the Controller of Audits Best Value Assurance Report on Moray Council. Letter dated 20 August 2020 from Secretary to Accounts Commission enclosing a copy of the finding of the Accounts Commission on the Control of Audits Best Value Assurance Report on Moray Council. Best Value Assurance Report Detailed Plan Strategic Summary (SPMAN-1108985784-334)
Ref:	<u>SPMAN-1108985784-246</u>

Moray Council

Best Value Assurance Report

ACCOUNTS COMMISSION 

Prepared for the Accounts Commission by the Controller of Audit
August 2020

The Accounts Commission

The Accounts Commission is the public spending watchdog for local government. We hold councils in Scotland to account and help them improve. We operate impartially and independently of councils and of the Scottish Government, and we meet and report in public.

We expect councils to achieve the highest standards of governance and financial stewardship, and value for money in how they use their resources and provide their services.

Our work includes:

- securing and acting upon the external audit of Scotland's councils and various joint boards and committees
- assessing the performance of councils in relation to Best Value and community planning
- carrying out national performance audits to help councils improve their services
- requiring councils to publish information to help the public assess their performance.

You can find out more about the work of the Accounts Commission on our website: www.audit-scotland.gov.uk/about-us/accounts-commission

Audit Scotland is a statutory body set up in April 2000 under the Public Finance and Accountability (Scotland) Act 2000. We help the Auditor General for Scotland and the Accounts Commission check that organisations spending public money use it properly, efficiently and effectively.

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Key facts

Area: 2,238 sq. KM (864 square miles)

Population: 95,520

Council workforce: 3,500 (number of full-time equivalent employees)

Elected members:

- 9 Scottish National Party
- 9 Conservative and Unionist
- 7 Independent
- 1 Scottish Labour

Council houses: 6,121

Net Revenue Budget £212 million (2020/21)

Capital budget £42 million (2020/21) best value

Budget gap £20 million 2020/21 – 2022/23

Audit approach

1. The statutory duty of Best Value was introduced in the Local Government in Scotland Act 2003. The audit of Best Value is a continuous process that forms part of the annual audit of every council. Findings are reported each year through the Annual Audit Report. In addition, the Controller of Audit will present a Best Value Assurance Report to the Accounts Commission at least once during the five year audit appointment for each council.
2. This report seeks to provide the Commission with assurance on the council's statutory duty to deliver Best Value, with a particular focus on the Commission's Strategic Audit Priorities. We are looking for councils to demonstrate Best Value by showing continuous improvement in how they deliver services. The pace and depth of this improvement is key to how well councils meet their priorities in the future. Our audit approach is proportionate and risk based and so is reflective of the context, risks and performance of the individual council. It also draws on the intelligence from audit and scrutiny work carried out in previous years.
3. We conducted some initial work to identify risks and council initiatives to build into the scope of our audit. This included a review of previous audit and inspection reports and intelligence, review of key council documents, initial meetings with senior officers and reflection on our wider public sector knowledge and experience. Key areas of focus for our audit included (Exhibit 1):

Exhibit 1

Key areas of focus for our audit

Vision and strategic direction



- Moray Council vision and priorities and how these fit with the LOIP
- Leadership, governance and scrutiny

Performance



- Overall progress on performance and outcomes
- Developing performance reporting arrangements, including public performance reporting

Use of resources



- Financial position and future planning
- Asset condition and capital maintenance programmes
- Workforce planning

Partnership working



- Partnership working arrangements

- **Community engagement and empowerment**

Continuous improvement



- **Improvement and modernisation programme**
- **Progress against keys judgements in 2015 follow up report**

Source: Audit Scotland

4. The detailed audit work for this report was undertaken in November and December 2019. Our audit work included:

- interviews with elected members and senior officers
- observing a range of council and committee meetings
- document review
- interviews with partners and outside agencies

5. The fieldwork for this report was conducted before the COVID-19 (coronavirus disease) outbreak in Scotland. The outbreak has brought unprecedented challenges to organisations around the country. It is not yet known what long-term impacts these will have on populations and on the delivery of public services, but they will be significant and could continue for some time. The report does not consider the impact of COVID-19 on the council, or the implications for the audit findings and conclusions. However, the principles of sound financial management, good governance, public accountability and transparency remain vital.

6. We will continue to audit Best Value at the council over the course of our audit appointment. This will include a follow-up on the findings from this report as well as more detailed audit work on other Best Value characteristics as appropriate.

7. We gratefully acknowledge the cooperation and assistance provided to the audit team by all elected members and officers contacted during the audit.

Key messages

- 1** The council has received six Best Value reports since 2006 consistently highlighting Best Value issues and slow progress in addressing these. This has continued, since 2015, with political instability and lack of focus resulting in a slow pace of change. Recent progress is now being made toward some significant strategic decisions.
- 2** Recent progress includes a corporate management team restructure, committee structure review, new performance management framework and a review of the learning estate strategy. Most of these are still at an early stage. Progress against the council's transformational plan has so far been limited.
- 3** The council's financial position is extremely challenging, and it continues to rely on lots of small savings and using reserves to balance its budget. This is unsustainable over the medium-term and the council is at risk of depleting its general fund reserves in four years.
- 4** Performance reporting in the council focuses on each service but it is difficult to see how this contributes to the council achieving its overall priorities. The council is implementing its revised performance management framework and is developing wider corporate indicators.
- 5** Performance relative to other councils has deteriorated over the past five years, particularly in educational attainment. Overall Moray is one of the lowest performing Scottish local authorities, a significant decline since 2014/15, when Moray was placed 12th. The council has put in place additional measures to give young people more opportunities to improve attainment.
- 6** Council properties are in poor condition predominantly because the condition of Moray's learning estate is the worst in Scotland. The council has previously found it difficult to make decisions regarding key assets, but it is now starting to work together to agree and implement strategies.
- 7** Workforce morale is good and staff commitment to change is positive, but staff survey responses have identified workload issues. The capacity of staff to deliver change has been identified as a limiting factor in several areas in this report. This represents a significant risk in delivering Best Value going forward.
- 8** The strategic focus of the Community Planning Partnership (CPP) on outcome and performance has also been slow to improve, though the CPP demonstrated good partnership working in addressing issues in children's services.
- 9** The council demonstrates some good progress in implementing community empowerment and has developed a corporate engagement strategy to involve communities in the future of council services.

Part 1

Does the council have clear strategic direction?



The council recognises its key challenges and has a consistent vision and overall priorities.

Historically the council has been slow to deliver Best Value characteristics.

Since the last Best Value report in 2015, political instability and lack of focus has continued the slow pace of change, but recent progress is being made towards some significant strategic decisions.

The corporate management team has been restructured and the committee structure is being reviewed to provide a more strategic approach.

The council recognises the key challenges it faces

8. Moray Council is the eighth largest council by land area in Scotland, covering an area from the Cairngorm mountains to the Moray Firth coast of the North Sea.

9. At June 2018, the population of Moray was 95,520 (22nd out of 32 Scottish local authorities). Its main towns are Elgin (population 23,000), Forres and Buckie. The remaining population is distributed across smaller rural and coastal communities. Total population is projected to increase to 100,251 by 2026. Population and household growth are above the Scottish average.

10. The council has a higher percentage of older people than the national average, particularly in its more rural and coastal locations, and there is significant outward migration of young people. The area's young people tend to leave home to complete further and higher education in other parts of the country and there is then a low rate of return. It's an area with relatively low unemployment, but inequality, deprivation and poverty on an individual level and collectively in some small geographical areas

11. Key issues in Moray include:

- Educational attainment and post-school destinations vary between communities.
- It has a low wage economy and reliance on a small number of industries.

- Its rural nature brings challenges around social isolation and access to services.

The council's overall priorities and vision align with the Local Outcome Improvement Plan

12. Moray's 10-year Local Outcome Improvement Plan (LOIP) 'Moray 2027' was approved in February 2018. The community planning partnership's (CPP) vision and priorities are set out in the LOIP. The council's vision and its strategic priorities, set out in its Corporate Plan, align with the LOIP. The LOIP has an overarching objective of raising aspirations and four main priorities:

- Building a better future for our children and young people in Moray.
- Empowering and connecting communities.
- Growing, diverse and sustainable economy.
- Changing our relationship with alcohol.

The council has approved a new corporate plan

13. The council's new corporate plan 2019-24 was approved in March 2020. The plan reflects a change in tone and emphasis with little change in the continuing key challenges for the Moray area and existing high-level priorities which reflect the LOIP. The revised priorities are:

- Our people: provide opportunities for people to be the best they can be throughout their lives with a strong and sustained focus on those individuals and groups in our society who experience the most disadvantage and discrimination.
- Our Place: empower and support communities to build capacity.
- Our Future: drive economic development to create a vibrant economy for the future.

14. The council also has an overarching priority of creating a sustainable council that provides valued services to its communities. The council is developing a corporate plan delivery framework to help it deliver and monitor the corporate plan across the council (paragraph 42).

Historically the council has been slow to deliver Best Value characteristics

15. The first Best Value report on Moray Council, published in 2006 concluded that the council lacked effective corporate leadership and direction and "had a long way to go to deliver Best Value". Follow-up reports in 2007, 2009 and 2013 identified the need to prioritise and manage strategic change. The 2015 Best Value progress report noted a more cohesive strategic direction, and that the council was moving in the right direction, but the pace of improvement needed to increase significantly, particularly around the financial challenge facing the council.

Since 2015, political instability and lack of focus has continued a slow pace of change, but recent progress is being made towards some significant strategic decisions

16. Since the [2015 Best Value Audit progress report](#), there have been changes in the experience and make-up of political groupings and leadership in the council. This led to wide-ranging issues with the development of strategic and transformational plans. At paragraph 75 we discuss this in the context of the

schools' estate, but in outline the key changes/ events that contributed to a relatively slow pace of change were:

- **2016** - The council was facing a period of transition with none of the main group leaders planning to return after the next election. The council produced a suite of reports to deal with the financial position, but these were difficult to progress due to the imminent change in political leadership. Positive steps were taken to address this, with a cross-party transition board set up which developed an improvement and modernisation programme. The council started to develop a framework for the next corporate plan (The Moray Growth Bid and improving educational attainment were identified as key priorities).
- **2017** - Following the election in May 2017, a coalition administration was formed between six independent and eight conservative members. The council leader was an independent councillor and convenor was a conservative councillor. Twenty of the 26 elected members were new, having no previous experience of being a councillor. The council undertook an extensive induction programme for members, which lasted for a period of 100 days.
- The coalition administration faced several challenges, they needed to develop a new corporate plan, produce a balanced budget (with significant savings) and they needed to implement the improvement and modernisation programme. However, the administration was not always working effectively together and was unable to galvanise support. This meant that, difficult decisions were not being made and progress was limited, although an approach to financial planning – Bridging the Gap – was agreed. During this period and prior to May 2017 elections the corporate management team spent a significant amount of time trying to get political groups and individual councillors to work effectively together.
- **2018** - In May 2018, seven of the eight conservative members left the administration, following a disagreement over the council's senior management structure and how best to modernise the council. A special meeting of the council was convened in June 2018 and at that time the SNP formed the current minority administration.
- **2019** – Political leadership developed further, and the administration has been able to gain support for key decisions and has relieved senior officers of much of the effort of facilitating political agreements amongst councillors and loose coalitions. Senior officer restructuring was agreed.
- **Early 2020** – For the first time, some essential elements are emerging that the council can build on to deliver key strategic and transformational change. These are also helping to define key priorities going forward. This may be more effective than the past broad range of initiatives managed within services. The key areas of focus include:
 - a strategic review of the learning estate strategy (paragraph 77)
 - the revised performance management framework (paragraph 42)
 - the revised corporate plan (paragraph 13)
 - the cross-party governance review (paragraph 27).

17. The council needs to maintain the recent pace of change in order to see some of the potential transformational improvement delivered.

CMT has reported some improved working relations with members

18. The current administration is cohesive and following a period of relative stability there are good working relationships between the corporate management team and the administration. Some early signs of successful working are:

- A cross-party working group developed the 2019/20 budget (in March 2019) and the budget was approved unanimously.
- The council approved its improvement and modernisation programme in November 2018. In September 2019, members agreed to set aside £2 million in earmarked reserves to help the council meet the priorities set out in the corporate plan and its improvement and modernisation programme. In February 2020 this set aside was increased by a further £0.9 million.

19. The CMT continues to provide briefings for all elected members on strategic issues including financial planning.

The current political control is finely balanced

20. In December 2019, a by-election was held following the retirement of an independent councillor, with a conservative candidate being elected.

21. The political alliances of the seven independent elected members can change: four align with the Councillors Open Group (COG) and three with the Moray Alliance Group (MAG). The labour elected member left the MAG in January 2020 and is not currently aligned with either of these groups.

22. The political control of the council is finely balanced at a time when the council needs to work constructively to make some difficult strategic decisions that may be of benefit to the area as a whole rather than individual communities.

The corporate management team has been restructured to provide a more strategic approach

23. In December 2018, as part of the improvement and modernisation programme, the council engaged with the Improvement Service to identify the types of senior management structures operating in Scottish local authorities and review the corporate management structure in Moray Council. The council commissioned the former Chief Executive of Inverclyde Council, to deliver consultancy support to review its corporate management structure and to address concerns about the lack of collegiate working and protectionism at corporate level in certain service areas.

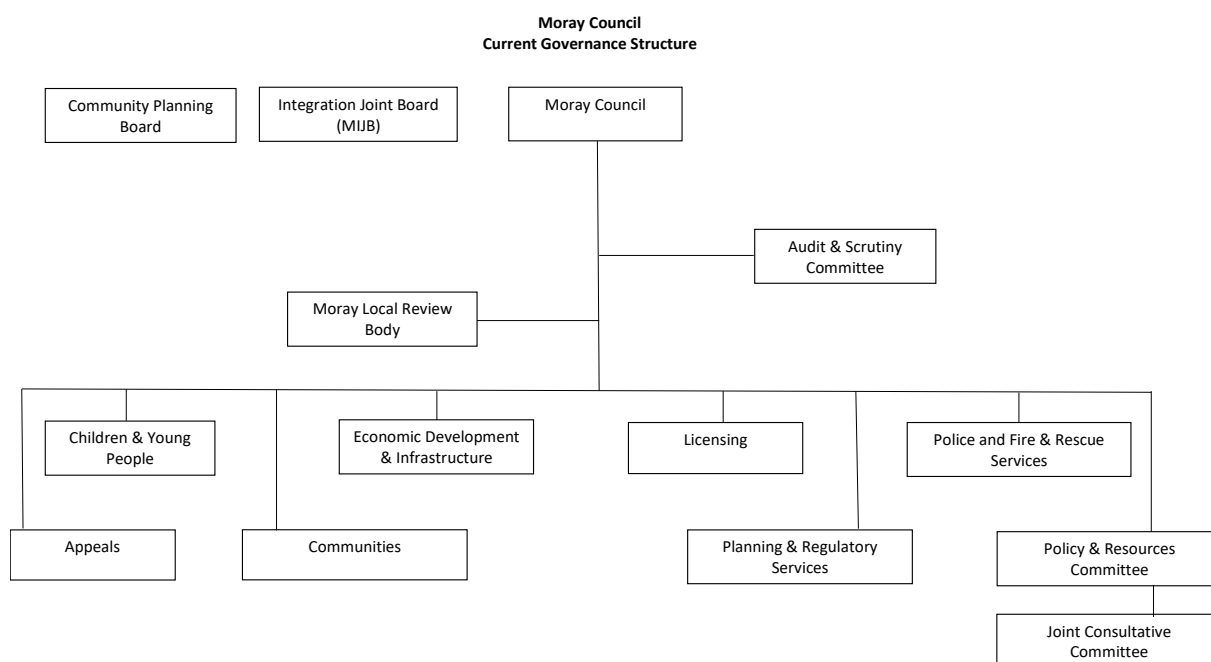
24. The recommendations of the review were accepted by the council and the corporate management team was restructured in October 2019. The corporate management team (CMT) now comprises the Chief Executive, two Deputy Chief Executives and the Chief Officer of Moray Integration Joint Board. Further changes were also made to Heads of Service roles and responsibilities, with one permanent post being removed. There is now a relatively small but cohesive CMT which is better able to coordinate developments across the council. But as we reported in the local auditor's annual audit reports ([2017/18](#) and [2018/19](#)) the management capacity has been under pressure and progress has been slow in the context of significant financial challenges. Clearer focus is required on performance and priorities for the council as a whole (paragraphs 39 to 42)

The council is now reviewing committees to ensure management capacity is directed to strategic management and developments

25. The corporate management team was linked to the council's committee structure. The existing committee structure is service based (Exhibit 2).

Exhibit 2

Moray Council committee structure



Source: Moray Council

26. There is a high degree of challenge and scrutiny at service committees. However, scrutiny sometimes focuses too much on operational detail at the expense of strategic issues. Elected members need to achieve a more effective balance between focusing on local issues and priorities and the longer-term strategic objectives. Officers also need to support elected members to do this effectively.

27. A cross-party working group is carrying out a governance review following the corporate management team restructure. It is reviewing committee structures, schemes of delegation and reporting to committees with a view to faster, more focused and efficient decision making. This will need to align with the capacity of management to support the revised structure.

The council provides training and support for elected members and is developing a more comprehensive strategy

28. After the 2017 election, only six of the 26 elected members returned with many members retiring. The council provided a comprehensive 100-day induction programme for new members covering issues such as: the role of the council; corporate planning; understanding services and; governance. The council provides mandatory and optional training sessions, members briefings, opportunities for external training and support materials for elected members.

29. In the first quarter of 2019, member briefings included the following topics: educational attainment, the CMT, the integration joint board (IJB), the local development plan 2020. There was also a development session on the corporate plan. All elected member training activity is recorded. The attendance rate for the bespoke sessions in this quarter was 59 per cent.

30. The council has developed a more comprehensive elected member development strategy and framework which includes programmed activity and personal development plans for members. The formal approval of this work by

committee has been delayed due to the impact of budget work although members have indicated their support.

31. Elected members we spoke to were generally happy with the training provided by the council. Members also commented that they can contact officers for support and information as required.

Part 2

How well is the council performing?



Performance reporting focuses on each service but it is difficult to see how this contributes to the council achieving its overall priorities. The council has revised its performance management framework and a delivery plan is in development.

Performance relative to other councils has deteriorated particularly in educational attainment.

Satisfaction levels are below the national average in housing and leisure.

Performance reporting focuses on each service but it is difficult to see how this contributes to the council achieving its overall priorities

32. Moray Council reports quarterly performance based on 268 indicators to the relevant service committees on a quarterly basis.

33. Service performance reports contain targets for most indicators, (except those defined as “contextual”) though some of these targets have remained unchanged for several years, even where they have been exceeded, and these should be reviewed.

34. Annual benchmarking data is shown for indicators measured nationally. These indicators are ranked against the Scottish average and family groupings from the Local Government Benchmarking Framework (LGBF).

35. Service reports are variable in quality and do not always clarify what specific actions are being taken to address areas where issues are identified. The lack of identification of critical or key indicators within the service reports makes it difficult to see how individual services are contributing to overall corporate priorities and it has not been possible to make an overall assessment of the council's view of its performance on the basis of these reports.

Resourcing has affected timely reporting of overall performance

36. The Council publishes quarterly service performance reports on its website and includes commentary on council performance in its annual statement of accounts.

The council has fallen behind in producing an annual public performance report providing an overall summary for the last two financial years. The 2017/18 overall performance report (to 31 March 2018) was not prepared and the 2018/19 report has recently been added to the council's website but has not yet been approved by any council committee.

37. An annual statement of 2017/18 performance against LGBF indicators (not an overall summary of council indicators) was presented to the audit and scrutiny committee in January 2020, which is around a year late. It is also available online. The report details year-on-year performance as well as national and family group rankings for LGBF indicators. The delay in reporting this information limits the usefulness of the data and the effectiveness of scrutiny by elected members. The report does not contain any overall narrative on performance; or a summary of key areas of relatively good or poor performance or identify any actions to be taken by the council and analysis of each indicator was limited with no assessment of relevance to the council's strategic priorities.

38. Issues with performance reporting have been attributed to staff absence and a vacancy within the council's performance reporting team. As part of the recent CMT restructure a new head of governance, strategy and performance and a performance manager have been appointed.

Performance monitoring is not focused on key indicators or priorities and is being revised

39. The 2018/19, the council's overview report provides a high-level, mainly narrative summary of initiatives rather than a review of the council's performance with little balanced information or assessment on detailed performance or actions, except in relation to education (paragraph 44).

40. Targets are not routinely provided and the report does not make clear what the council's key performance indicators are or performance achieved against these.

41. The council acknowledges that it has found it challenging to set clear, measurable outcomes under the broad priorities in its corporate plan and to manage the array of actions and priorities that emerge from across services and the community planning partnership.

42. The council approved a new performance management framework in August 2019 to help it more clearly focus on identifying and monitoring outcomes against its priorities. A corporate plan delivery framework for the new corporate plan is being developed and service plans are now expected to more clearly align with corporate outcomes.

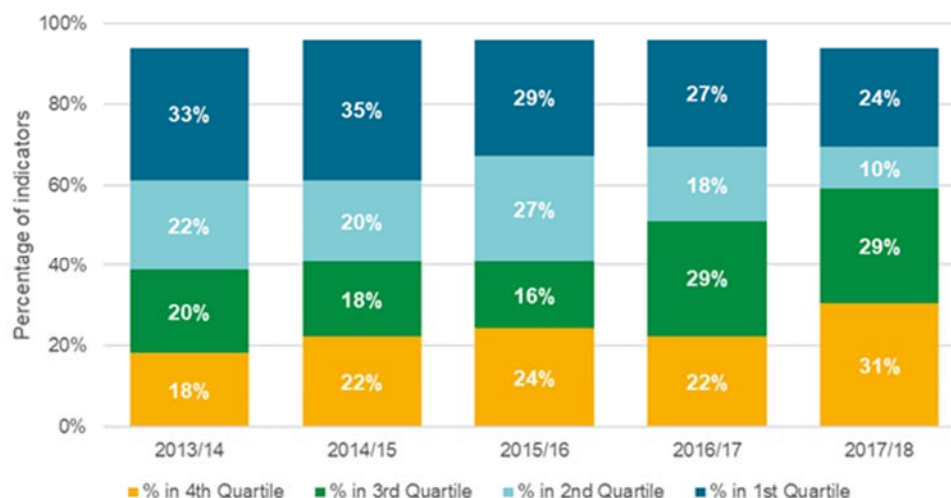
Performance against national LGBF indicators has deteriorated over a five-year period

43. Our analysis of the LGBF indicators up to 2017/18, the latest complete data set, shows a deterioration in the council's performance over time. For 2017/18, 60 per cent of indicators sit in the bottom two quartiles, this position has deteriorated from 2013/14 when only 38 per cent sat in the bottom two quartiles (Exhibit 3)

Exhibit 3

Moray Council's LGBF relative performance, 2013/14 to 2017/18

Over half of the available indicators are in the bottom two quartiles



Note: This analysis is based upon 49 single-year, mainly outcomes-based indicators, which were reported on as part of the Local Government Benchmarking Framework every year in the five-year period. Quartile 1 contains the best-performing councils for that indicator whilst quartile 4 contains the poorest-performing councils. Not all data for the 49 indicators is reported yet therefore totals do not equal 100 per cent.

Source: Audit Scotland analysis of Local Government Benchmarking Framework, Improvement Service

Relatively poor performance exists in areas such as educational attainment, sickness absence and investment in the economy

44. The council underperforms, relative to other councils, in some key areas such as education, economy and sickness absence rates.

- In education the council's own performance report identifies that for attainment "Overall Moray is placed at 29th out of the 32 Scottish local authorities, which is a significant decline in comparison to 2014/15 when Moray was placed 12th. To tackle this, additional measures have been put in place to give young people more opportunities to improve on attainment. Additional literacy and numeracy sessions have been brought in for all S1-3 pupils and additional time has been allocated to senior phase pupils to allow them to improve their literacy and numeracy skills before exiting school."
- The average days absence per non-teaching employee has increased to 12.5 days in 2018/19. Moray ranks 22nd out of the 32 councils. For teaching staff, the average has risen to 6.5 days, ranking 20th nationally.
- Moray's Investment in Economic Development & Tourism per 1,000 population is the lowest of all the councils in Scotland. It fell by 31 per cent in the last five years to £22,581. In the same period, the Scottish average has increased by 48 per cent to £102,086 per 1,000 population.
- The proportion of people earning less than the living wage has increased. Increasing 4.9 percentage points to 27.4 per cent since 2014/15, Moray is ranked 26th (out of 29) in mainland Scotland.
- Improvements have been made in some areas of economic development such as superfast broadband coverage (up 23 percentage points from 2014/15 to 83 per cent), town vacancy rates (down six percentage points to 6.9 per cent) and immediately available land for employment use (up 33.7

percentage points to 49%). These changes are in line with the national trend.

45. Areas where Moray is performing well include gross rent arrears, cost per attendance at sports facilities, libraries, museums and parks and the percentage of household waste that is recycled.

The council planned to de-prioritise roads investment and this area continues to perform relatively well

46. In 2014, the council made a decision to reduce investment in its roads network and set a target of being mid-point in the national table. As expected, roads performance deteriorated, however Moray Council still performs relatively well against the other councils with A, B and C-class roads being ranked 21st, 13th and 8th respectively.

Educational attainment is also an issue when compared to Education Scotland's virtual comparator

47. One of Moray Council's priorities is to provide opportunities where young people can achieve their potential and be the best they can be. Moray performs well in a few areas such as school attendance rates and satisfaction with local schools. The cost per primary school pupil and secondary school pupil are both below the national average of £5,520 and £7,185 retrospectively with a spend of £4,760 per primary and £6,973 per secondary school pupil.

48. The Children and Young People's Services Committee discussed a report on secondary school attainment in October 2019. This identified that overall tariff scores are consistently below the virtual comparator for S4-S6. Education Scotland's virtual comparator for school outcomes allows schools to compare themselves with those of similar characteristics.

49. There is no sign of consistent improvement across the S4-S6 cohorts between 2017 and 2019 with decreases in the tariff scores. Performance varies between individual schools across the council with some performing better than their virtual comparator.

Community Planning Outcomes Profile (CPOP) data also identifies issues with educational attainment and the economy

50. The Community Planning Outcomes Profile (CPOP) is a set of core measures which help assess if the lives of people in a community are improving. CPOP indicators are relevant to both the council and the CPP. Moray CPP notes in its annual report that despite challenges in setting clear outcomes and performance measures, progress has been made in the council's own performance in several areas such as positive destinations for school leavers, crime rate and early mortality and this is evidenced in the CPOP data, where improvements have tended to follow national trends. Outcomes below the Scottish average include educational attainment and wider economy measures including median earnings, fragility and fuel poverty.

Inspectorate reviews of community learning and development (CLD) found that focus is improving but performance reporting could be improved

51. Education Scotland carried out an inspection of CLD in Moray Council in April 2018. It found that leadership, governance and planning for change was not robust and that the CLD plan 2015-18 was weak with a lack of measurable and quantifiable targets.

52. Further inspection reports were published in December 2018, April 2019 and July 2020. The latest report found that strategic leadership of CLD is improving.

Virtual comparator

A sample group of school leavers from schools in other local authorities who have similar characteristics to the school leavers from the school in question

Source: [Education Scotland](#)

Overall average total tariff

The number and level of qualifications a young person gains by the point they leave school provides a tariff score. These figures are brought together to provide an average total tariff score for the school

Source: [Scottish Government](#)

The CLD Plan for Moray 2020-21 informs partnership working and plans are in place to improve the governance of CLD. As a result of the improvements, no further visits are planned.

Satisfaction levels have declined with most indicators below the national average

53. Between 2012-15 and 2018-19, using three-year rolling averages, satisfaction with council services declined in line with the national average. The most recent data shows satisfaction levels are above average for refuse collection, local schools, libraries and parks and open spaces. However, some areas have remained below the Scottish average. These include adult care (impact and satisfaction), street cleaning, leisure facilities and museums. Satisfaction with leisure facilities had the biggest decline (Exhibit 4).

Exhibit 4

Moray Council's performance against LGBF service satisfaction indicators Satisfaction across a range of services has declined

	Moray (2012-15)	Moray (2016-19)	Scottish avg (2016-19)	Moray Council ranking
Percentage of adults satisfied with museums and galleries	59.0	58.1	69.3	23
Percentage of adults satisfied with leisure facilities	78.0	66.4	71.4	29
Percentage of adults satisfied with parks and open spaces	93.0	85.1	84.8	17
Percentage of adults satisfied with libraries	80.7	74.9	72.4	12
Percentage of adults satisfied with local schools	78.7	74.6	71.8	18
Percentage of adults satisfied with refuse collection	87.7	82.8	76.3	11
Percentage of adults satisfied with street cleaning	74.3	65.3	66.3	22
Adults satisfied with social care/social work services	82.7	79.8	80.2	21
Adults looked after at home satisfied that the care they receive has an impact on their quality of life	79.2	78.5	80.0	21

1. Satisfaction levels are based on three year rolled average responses to Scottish Household Surveys. 2. Indicators marked '**' are from the Scottish Health and Care Experience Survey and presented for 2017/18.

Source: Audit Scotland using the LGBF satisfaction measures from 2016-19

Housing satisfaction levels are particularly low

54. The council conducts additional customer satisfaction surveys which are included as part of the council's performance reports. A survey for housing tenants is carried out every three years. Recent results from the 2018/19 survey show 74 per cent of tenants are satisfied with the quality of their home against a target of 90 per cent.

55. The 2018/19 landlord report from the Scottish Housing Regulator shows results for Moray Council are well below the Scottish average:

- 79.6 per cent said they were satisfied with the overall service Moray Council provided, compared to the Scottish local authority average of 83.4 per cent.
- 76.3 per cent felt that Moray Council, as a landlord, were good at keeping them informed about their services and outcomes compared to the Scottish average of 81.3 per cent.
- 68.8 per cent of tenants were satisfied with the opportunities to participate in the council's decision making, compared to the Scottish average of 74.1 per cent.
- 78.6 per cent of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 91.0 per cent.

Part 3

Is the council using its resources effectively?



The council's financial position remains extremely challenging and reliance on reserves to meet deficits cannot be sustained over the medium-term.

Council properties are in poor condition predominantly because the condition of Moray's learning estate is the worst in Scotland. The council has been slow to address this.

Workforce morale and commitment to change are positive, staff capacity represents a risk in delivering Best Value.

The total amount available to councils from the Scottish Government has been reducing

56. In the Accounts Commission's [2018/19 local government financial overview](#), we identified that funding from the Scottish Government to local government between 2013/14 and 2018/19 decreased by 7.6 per cent over these six years, in real terms.

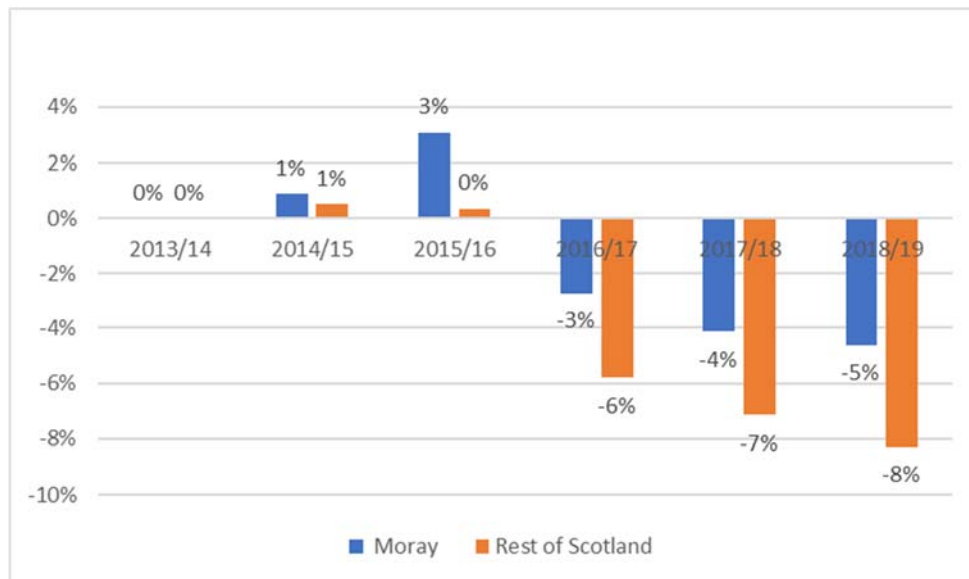
57. Moray Council receives around 1.65 per cent of the total revenue funding available to Scottish Councils. This has been a fairly consistent percentage over the last five years.

58. The funding available to Moray Council from the Scottish Government per head of population has reduced in the last three years (Exhibit 5). The cumulative reduction is 5 per cent (real terms since 2013/14).

Exhibit 5

Cumulative real term changes in Scottish Government revenue funding

Moray council has had a five per cent reduction in funding over the last five years compared to an average of eight per cent across all other councils



Source: Scottish Government Finance Circulars and ONS deflators

The council has identified significant financial pressures that it has found difficult to fully manage in budgets

59. The council identifies several additional financial burdens totalling £62 million that it has had to deal with over a ten-year period that have exceeded additional funding (£4 million) and council tax (£5 million). These pressures include:

- wage inflation and living wage rises
- contract cost increases in care homes and transport
- increases in employer's national insurance
- increased statutory loan charges from capital spend
- growth in community care demand.

Council income has not kept pace with expenditure and the annual decrease in the general fund balance has grown to £4.6 million

60. During the period 2013/14 to 2018/19, the council's total income increased by almost £9 million (cash terms). Over the same period council expenditures also increased, but not at the same rate. The increase in expenditure was £12 million. The fact that expenditure has increased more than total income explains why the council's annual decrease in the general fund balance has grown from £1.5 million (2013/14) to £4.6 million (2018/19) or 1.3 per cent of gross expenditure. The council has reduced its general fund balance in five of the last six years.

The council receives good quality information about its finances

61. The scale of the financial challenges facing the council has been well documented in reports to full council and the policy and resources committee and councillors are satisfied with the information provided by officers on the financial position. Regular budget monitoring reports are presented to full council or the policy and resources committee on a quarterly basis. These reports provide an overall picture of the budget position at service level, a forecast outturn position and good narrative explanations for significant variances against budget. Regular financial planning updates are also provided to councillors, these contain up-to-date financial forecasts and savings proposals as the next year's budget is developed.

The council has effective budgetary control and a track record of delivering planned savings

62. In February 2019 the council approved its net revenue general services budget (£204 million) for 2019/20. After council tax increases of 4.79 per cent, the resulting budget gap of £15.3 million was to be funded from reserves (£5.2 million) and savings (£10.1 million). Following confirmation of the 2018/19 outturn position and other in year adjustments, the budgeted use of reserves was reduced to £4.3 million.

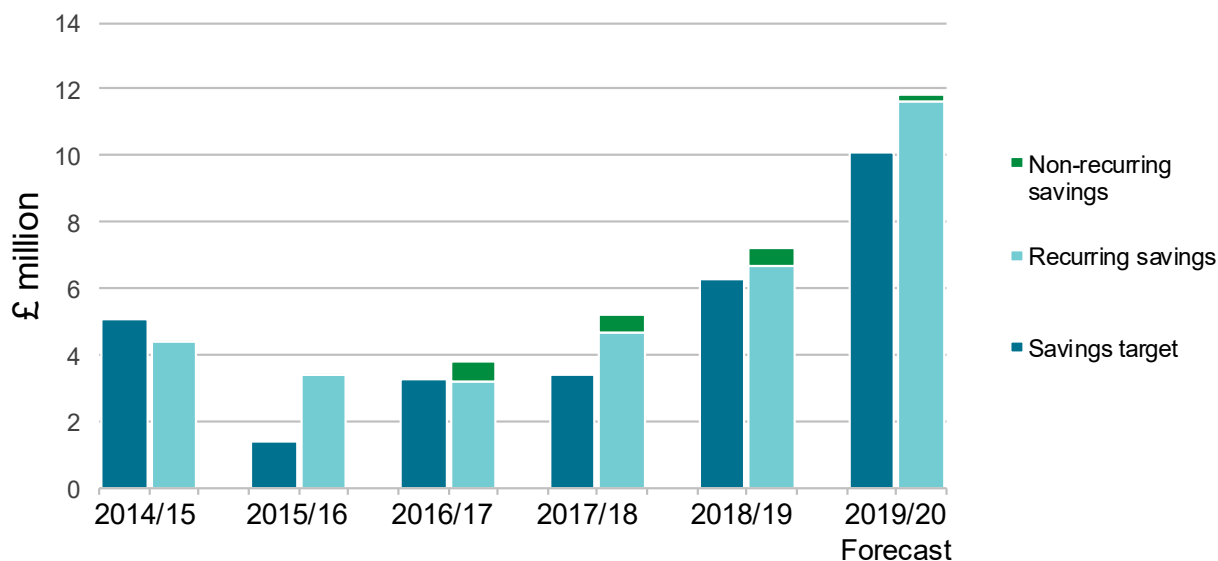
63. The budget monitoring report, in March 2020, forecasts that the council will achieve £11.8 million of savings and will achieve a surplus adding an additional £0.6 million to its uncommitted general reserves in 2019/20.

64. The council has a track record of delivering savings ([Local Government in Scotland Financial Overview 2018/19](#)). In the five years to 31 March 2019, the council delivered total cumulative savings of around £24 million (Exhibit 6).

Exhibit 6

Council savings targets and savings delivered

Moray council has a good track record of delivering identified savings



Source: Moray Council's savings report

The 2020/21 budget will draw further on reserves and savings plans consisting of many small amounts

65. In March 2020, the council approved a balanced net revenue budget of £212 million for 2020/21 for general services. After council tax increases of 4.84 per cent and the use of £2 million of capital receipts to fund investment in change, the resulting budget gap of £5.4 million is to be funded from reserves (£2.3 million) and savings (£3.1 million) including £360,000 to be delivered by the council's improvement and modernisation programme. As in previous years, the planned savings for 2020/21 are made up of many small amounts.

The financial impact of the council's response to COVID 19 means that it will have to revise its 2020/21 revenue budget and future financial plans

66. The global COVID 19 pandemic has had a significant impact on the council's finances. In estimates prepared for COLSA, as at 29 May, the council identifies that it will be £2.3 million worse off in the 3 months to 30 June 2020 due to the pandemic. The majority (£2 million) of this is lost income resulting from the closure of facilities such as leisure centres, car parks and school meal provision. The council has also identified a number of areas not covered by the COSLA return which are likely to impact on its 2020/21 revenue budget:

- reduced council tax receipts - estimated to be £1.2 million in the three months to 30 June 2020
- reduced rental collected from industrial units - estimated to be £0.3 million in the three months to 30 June 2020
- additional charges to the revenue budget for ongoing staff costs which would otherwise be charged to capital as part of the council's capital programme - estimated to be £1.6 million in the three months to 30 June 2020.

67. At the time of writing this report, the council has received £3.9 million in additional funding from the Scottish Government to support its response to COVID 19. This more than covers the additional costs and loss of income reported in the COSLA return but once the additional areas identified by the council are included the council faces an additional funding gap of £1.5 million to balance its revenue budget in the 3 months to 30 June 2020. The figures reported here can only be estimates at this stage and there is much uncertainty about the financial impact the pandemic will have on the remainder of the 2020/21 financial year and in the medium to longer-term. The council has recognised the importance of updating its financial plans. It is currently developing a road map for financial planning in 2020/21 and is revising its short term strategy as a first step to reshaping its future financial strategies and plans.

The continued reliance on dwindling reserves to balance the budget is unsustainable over the medium term

68. Current projections indicate that the council continues to face significant funding gaps for 2021/22 (£6.8 million) and 2022/23 (£7.4 million). Uncommitted general fund reserves will be reduced to the council's minimum level (£5 million) by 31 March 2022 and so the whole 2022/23 funding gap will have to be met by savings (Exhibit 7).

69. As reported in the 2018/19 Annual Audit Report, the council is at risk of running out of total general fund reserves (including earmarked and unearmarked elements) within four years.

Exhibit 7

Moray Council's actual and projected uncommitted general fund balances

At the current rate uncommitted general fund reserves are expected to reduce to £5 million by 2022



Source: Moray Council Audited Accounts and 2020-21 Budget and 2020-23 Financial Plan

A medium to long term financial strategy exists but this lacks detailed savings plans in key services

70. The council's medium to long term financial strategy faces significant future funding gaps. The council has yet to detail the actions that will achieve these levels of savings beyond its current one-year budget. The council acknowledges that sustainable service delivery will require extensive and detailed consideration of what services the council can provide, to what scale and quality and how services are delivered.

71. Projects to transform education and integrated children's services have been slower than expected. These services account for nearly half of the council's net expenditure. The council acknowledges that the amount of savings (current projection is £0.7 million plus potential for up to £3 million from review of Education and Integrated Children's Services) which can be reasonably be expected to be generated by the improvement and modernisation programme will not resolve the budget gaps identified above.

A significant number of the council's properties (predominantly schools) are in poor condition. The council has been slow to deal with this

72. The council faces significant challenges with the condition of its properties, which are in poor condition and have high maintenance costs which are unaffordable. It ranks lowest of all councils for the percentage of operational buildings in satisfactory condition. 54 per cent of its properties are in a satisfactory condition, compared to the Scottish average of 87 per cent (Exhibit).

Condition A: Good – Performing well and operating effectively (

Condition B: Satisfactory – Performing adequately but showing minor deterioration (

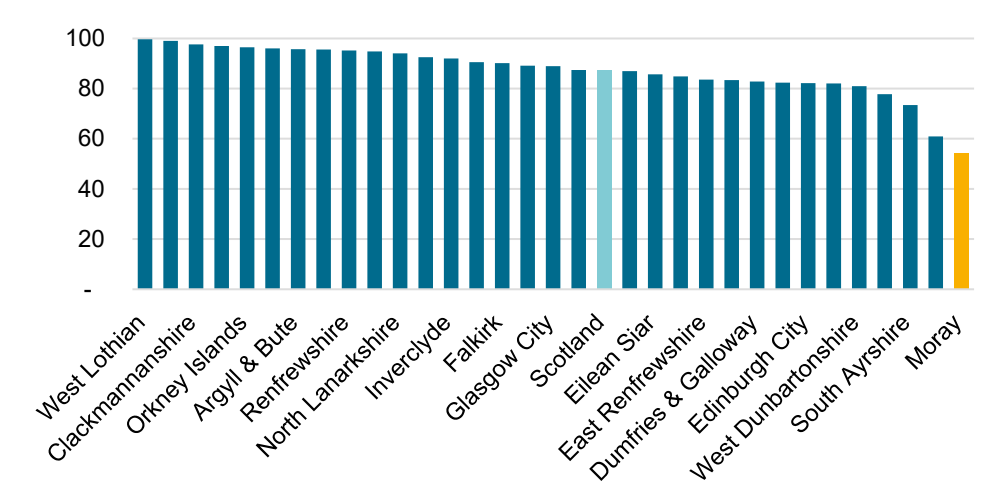
Condition C: Poor – Showing major defects and/or not operating adequately (

Condition D: Bad – Economic life expired and/or risk of failure.

Exhibit 8

Operational buildings in satisfactory condition 2018/19

Moray Council has the lowest level of buildings in satisfactory condition compared to other councils



Source: Local Government Benchmark Framework 2018/19

73. In December 2018, the council completed a property and asset management appraisal (PAMA) which estimated that it would cost £151 million to bring the whole of the current property portfolio up to a satisfactory standard (condition B). Of this total, £142 million is for schools. The council has 53 schools (45 primary and eight secondary schools). School estates' data for 2018/19 details that six per cent of the council's school estate is good (condition A), 40 per cent is satisfactory (condition B) and 55 per cent of schools is poor (condition C).

74. There has been some recent investment in two new secondary schools in Elgin and a new primary school in Keith. A new secondary school in Lossiemouth is under construction and four primary schools in Elgin, Forres, Lossiemouth and Buckie were significantly refurbished. The council cannot afford to continue this level of investment and so must reduce, replace, and reconfigure its property portfolio if it is to protect front-line services and deliver sustainable schools for the future. This is critical given 55 per cent of the school estate is classed as in poor condition and there is a risk of some schools falling into the lowest condition category where the buildings are no longer viable. The PAMA noted that the current asset management plans do not contain strategies for the key assets and recommended that these should be developed.

75. The council has previously looked at developing a strategy for the learning estate. In 2013 an independent review of the learning estate recommended the reorganisation of the council's secondary schools and the proposed closure and reorganisation of a number of rural primary schools. In November 2014 the council considered the recommendations of the report but, following pressure from parents and students, chose not to close any schools and agreed a five-year moratorium on the closure of any rural and secondary schools.

The council's assets are now being reviewed as part of its improvement and modernisation programme

76. Examples of key strategies for property assets are:

- a review of the learning estate strategy

- a review of council offices - how services are using offices and opportunities to bring these together (co-location)
- a depot review, to maximise the use of depots, co-locate and rationalise existing provision.

77. The strategic approach for the learning estate, is to provide its learners with the best learning environments and to ensure that there is sufficient capacity for the future. The draft strategy agreed for consultation by the Children and Young People's Committee on 4 March 2020. The council then held engagement meetings/consultations with head teachers to discuss the present and current situations and the approaches to enhance the learning estate but further planned engagement was halted due to the coronavirus pandemic.

78. The office review has focused on how services are currently using offices, how they interact with customers and what opportunities there are to bring services together through co-location of office space. Several options to further rationalise the office estate have been identified but the draft report has not been prepared, due to capacity issues.

Workforce morale and commitment to change are positive, but staff capacity represents a risk in delivering Best Value

79. Workforce development and culture remains embedded in the council's corporate priorities, which are supported by the workforce strategy and annual plan.

80. The council has worked with staff to advise them of the impact of changes arising from budgetary pressures and the savings decisions agreed by elected members. The council has minimised redundancies by offering positions to staff in alternative service areas that require extra capacity. Staff had a good understanding of the case for change.

81. The 2019 staff survey shows a drop in participation in the employee survey with 31 per cent of staff responding compared to 42 per cent in the 2017 survey (although this was considerably higher than previous years). Improvements have been seen in staff morale and direct management/supervision. However, less positive responses were reported in relation to workload, attitudes to working for the council, the council's commitment to develop a more positive workforce culture and addressing issues arising from the survey.

82. In this report we identify a number of areas where staff capacity has limited the pace of change. This represents a significant risk in delivering Best Value going forward and includes key areas such as

- Corporate Management Team work to organise member working (paragraph 16)
- Challenge and scrutiny on operational issues at service committees (paragraph 26)
- Performance reporting (paragraph 38 and 40)
- Educational attainment (paragraph 47)
- Transformation of services (paragraph 71 and 121)
- Office rationalisation (paragraph 78)
- Human Resources and workforce planning (paragraph 83)
- Community Planning development (paragraph 85)

Budget pressures and Human Resources capacity issues have led to limited progress in implementing some workforce actions

83. A modified workforce plan was approved in November 2018 to help provide capacity within Human Resources to support the change and transformation work, with the operational work being prioritised according to risk. This enabled managed reduction of the workforce through an internal redeployment and retraining programme but resulted in some targets within the workforce targets slipping. In particular, finalising the strategy for development of elected members, progressing the senior manager performance framework and planned development work with services were not advanced. The number of employee development plans delivered decreased with Service managers noting that budget savings work had affected their capacity to undertake appraisals.

Part 4

Is the council working well with its partners?



The strategic focus on outcomes and performance reporting of the Community Planning Partnership (CPP) has been slow to improve.

The CPP worked together to address weaknesses in services for children and young people.

The IJB faces financial challenges but generally performs well against the national standards.

The council demonstrates some good progress in implementing community empowerment and has developed a corporate engagement strategy to involve communities in the future of council services.

The Community Planning Partnership (CPP) has been slow to improve its focus on outcomes and performance reporting

84. Relationships between community planning partners are generally good with agreement on the priority areas identified within the LOIP. However, the CPP has struggled to achieve clarity on the specific outcomes it is trying to achieve under its broad priority areas and how it will measure progress against them. The Accounts Commission's report into the Community Planning Partnership in 2014 recommended the Partnership implement a robust performance management framework.

85. The CPP are taking steps to address this, but progress has been slower than anticipated. The CPP committed to reviewing the LOIP early in 2019 to sharpen the focus on outcomes which are linked to robust and measurable plans. This activity was delayed until December 2019 when the council facilitated workshops for partners to help clarify those areas where the partnership can add most value. Further workshops were held in February 2020 but further progress has been delayed due to Covid-19. At the time of our audit, the CPP strategic lead partnership groups had agreed to take forward actions from the workshops to develop the outcomes and actions for their priority areas.

86. In November 2018, a report to the CPP Board highlighted several factors influencing this delay in developing CPP outcome measures including:

- capacity and lack of dedicated resource across the partners

- commitment to shared CPP outcomes being subordinate to organisational priorities
- lack of clarity around how some of the milestones and actions identified in the LOIP will progress that priority
- the need to participate in inspection regimes taking priority.

The LOIP performance report for 2018/19 highlights progress and activities undertaken

87. Given the lack of a clear performance framework, the 2018/19 LOIP performance report was largely a narrative assessment of progress with limited evidence-based indicators. Progress included:

- Moray Poverty Strategy Action Plan, was approved in April 2019
- A reduction in the gender pay gap. However, there is limited explanation of the initiatives contributing to this
- Moray Skills Investment Plan was developed which aims to provide better access to skills pathways for 3–24 year olds
- Modern apprenticeships were promoted, acting on evidence of a reduction in uptake among the 16-19 year age group
- Baby Steps Programme which promotes healthy living among expectant and new mothers received excellent feedback from those participating and won the Young Peoples Improvement Collaborative award in 2018 for excellence in early year's provision
- Improved support provided to children identified as having development concerns at their 27-30 month review
- The development of Locality Plans in New Elgin East and Buckie.

The council and its partners have developed an economic strategy which supports the LOIP and the Moray Growth Deal is a key part of this

88. In addition to its work on the Skills Investment Plan, the council and its partners in Moray Economic Partnership developed the Moray Economic Strategy 2019-29, led by Highlands and Islands Enterprise and in cooperation with regional partners across the public and third sectors and businesses. This supports the LOIP priority to create a growing, diverse and sustainable economy. The strategy sets out four strategic outcomes: qualification levels, business growth, talent attraction and workforce development.

89. The Moray Growth Deal, Moray's equivalent of a city deal, is a plan for long-term economic development and underpins the Economic Strategy. It is a long-term plan centred around specific projects designed to transform the economy, address concerns around encouraging young people to live and work in the area and address gender inequality in employment.

90. The deal is being negotiated by a team consisting of representatives from the council and its regional partners. The Scottish and UK governments have each announced a funding commitment of £32.5 million to support the deal. Still in its early stages, the next step is agreement of heads of terms and agreement on individual projects. The council has engaged positively with its partners and the two governments during the development of the Growth Deal and there has been significant political interest in it.

Community planning partners worked together to address weaknesses in services for children and young people

91. In February 2017, a joint inspection report led by the Care Inspectorate identified key weaknesses in the way services were being delivered for children and young people by the Moray community planning partnership. Across nine key indicators of performance, inspectors rated five as adequate and four as weak. The main areas of weakness were collaborative leadership, strategic planning and in some cases, how services worked together to ensure children were safe. Inspectors found that while children at immediate risk of significant harm were being protected, those experiencing neglectful parenting were exposed to risk for too long before decisive action was taken.

92. The follow up inspection report, published in March 2019, recognised that partners, managers and staff have been working hard to make changes to their processes and ways of working to improve the lives of children. Partners had developed a comprehensive improvement programme to address the areas identified. They had strengthened their strategic planning arrangements and implemented a new framework for quality assurance. Chief officers and senior managers modelled a change in culture to one of joint ownership and shared responsibility. They had strengthened their approaches to self-evaluation and adopted a more outward looking focus, learning from high performing areas and adopting new ways to improve their services. No further reviews specifically related to the 2016 inspection are planned.

Moray is working with neighbouring authorities

93. Moray Council is working in partnership with Aberdeenshire Council and Aberdeen City Council to develop a plant to jointly deliver an Energy from Waste (EfW) plant. The Waste (Scotland) Regulations 2012 sets out that Scottish councils will no longer be able to dispose of biodegradable municipal waste into landfill from 1 January 2021. The project commenced in 2015 and is due to be operational by 2022. The estimated cost of the project is £150 million with Moray Council contributing £25 million, Aberdeen City Council has taken the role of the lead authority.

94. The EfW plant will be located in East Tullos Industrial Estate in Aberdeen and provide heating to an estimated 10,000 households in the nearby area and will result in savings for all three councils by reducing the amounts they spend on landfill tax.

95. Moray council has been working collaboratively with the Northern Alliance to increase the life chances for children and young people. This includes initiatives to improve wellbeing, tackle the poverty related attainment gap and developing career pathways.

The IJB faces financial challenges but generally performs well against the national standards

96. Moray Integration Joint Board (MIJB) was established in April 2016 and assumed responsibility for adult community care services. In 2018/19, MIJB met an overspend of £0.6 million through a planned use of reserves. This was after £1.2 million deficit-funding from partner bodies at the year end and after using £1.4 million of the strategic funding provided by the Scottish Government to support core services. In November 2018, a financial recovery plan for 2019/20 to 2021/22 was agreed with the council and NHS Grampian to address the underlying overspend on core services.

97. Financial pressures continued throughout 2019/20. At the end of December 2019, the MIJB was forecasting an end-of-year overspend of £1.7 million. A shortfall of £1 million in savings set out in the financial recovery plan has contributed to this overspend. For example, expected savings have not been fully realised in community hospitals and prescribing.

The Northern Alliance is a Regional Improvement Collaborative between eight local authorities: Aberdeen City, Aberdeenshire, Argyll and Bute, Comhairle Eilean Siar [Western Isles], Highland, Moray, Orkney Islands and Shetland Islands. It aims to make a difference to the lives of children and young people by ensuring that the professionals who work with them collaborate for improvement and impact.

98. Despite financial pressures, overall performance of MIJB is good. The performance report for 2018/19 includes 19 national health and social care integration indicators. Of these, 14 are the same or better than the Scottish average, four are worse and one is significantly worse. A successful initiative that has shifted the balance of care from residential to home settings and improved outcomes for people with complex support needs is described in case study 1.

Case study 1

Lhanbryde supported accommodation

The project consisted of eight new purpose-built bungalows in Lhanbryde for people with autism and challenging behaviour, replacing an existing residential facility in a converted Victorian house.

The objectives were to decrease stress and improve the quality of life for people by placing them in a more homely environment closer to their families. The new accommodation is tailored to the specific needs of each tenant whilst ensuring the accommodation is sustainable for future use. All the units were occupied by June 2018 and initial results have been positive for the people and staff caring for them with a significant reduction in medication required to reduce distress and a reduction in the number and severity of incidents and staff injuries. In the first full year at Lhanbryde the average number of incidents reduced by 70 per cent to 24 incidents per user. In September 2018, the Care Inspectorate completed its first inspection of this housing support service and the report findings were very positive with no requirements or recommendations.

Source: Moray Integration Joint Board Annual Performance Report 2018/19

NHS Grampian and the council recently agreed to delegate children's criminal justice and social work services to the IJB

99. The independent review of the council's management structure in 2019 included a recommendation to delegate children and families social work and criminal justice to MIJB. It recommended revising the governance arrangements for the Chief Social Work Officer (currently split across the council and MIJB) to provide an integrated, families-based approach to care to help to improve outcomes.

100. NHS Grampian and Moray Council agreed in principle to delegate the services at the end of 2019. It is anticipated that it will take at least 12-18 months for the detailed work, relevant approvals and due diligence to be undertaken prior to a report being submitted to the health board and the council for final approval. Any change to the MIJB Integration Scheme requires ministerial approval prior to implementation.

101. A children and families social work transformation plan is being developed. The council recognises that there are significant areas of work to be progressed and will seek funding from the council transformation reserve fund to assist this.

The council is making some good progress in implementing community empowerment

102. Community empowerment is identified as a priority in the LOIP and corporate plan. The new corporate plan states that the council plans to build increased community capacity by focusing on the following key areas:

- engaging with the public on the future of council services
- developing locality engagement so solutions are influenced by local people

- enhancing community participation in service delivery eg community asset transfer
- developing and implementing participatory budgeting.

103. The council is making some good progress. The council's central support team, the Community Support Unit (CSU), provides good, professional support, but it is a small team.

Locality plans have been developed for two areas

104. Based on assessment of the data about the communities in Moray and engagement carried out by the partnership, the CPP identified two areas, Buckie Central East and New Elgin East, to target first for specific locality-based work as part of the LOIP. The Scottish Community Development Centre supported locality planning in both areas and the locality plans are based on extensive engagement and consultation with local communities.

105. The locality action plans were launched in August and September 2019 and are at the early stages of being implemented. There is good community ownership of the locality plans and actions are being progressed to tackle issues such as food poverty and social isolation. The CSU have provided training in key areas to help build the capacity of the local people involved to take the plans forward.

The council has good examples of community asset transfers

106. The council has successfully transferred some of its assets to community groups with examples predating the Community Empowerment (Scotland) Act 2015, for example the Tolbooth in Forres and the Mackintosh Building in Elgin which is used by a social enterprise group. In April 2018, Moray Council approved the closure of seven town halls and community centres. Since then, seven groups have been constituted to take over these assets and two-year leases signed, with six-month deficit funding in place if required to help groups get started.

107. The CSU has provided strong support to the groups. This includes using the SCVO Keystone Awards, a quality assurance award for village halls and community centres which shows that an organisation is fully aware of its role and responsibility in delivering a fully functioning facility. The programme of support delivered by the CSU also includes a peer learning approach with input from partners (HIE, council officers, DTAS/COSS and TSI), and learning visits funded by Scottish Government's Knowledge and Exchange Fund.

108. All seven facilities have increased usage by groups, established new activities and events and managed to turn finances around so that they are no longer losing money. At November 2019, Forres town hall has been approved for full transfer.

Case study 2

Fisherman's Hall community asset transfer

The Fisherman's Hall is a historic building erected in the late 19th century in Buckie. In 2016 the Council proposed its closure and the community campaigned to save it. The community and the council agreed a two-year initial lease of the hall for a nominal monetary amount. The lease period allowed for the community to prepare for a full asset transfer request and to trial the running of the hall.

The Fishermen's Hall Trust, also known as the Friends of the Fishermen's Hall, was established in January 2018 with the purpose of taking ownership of the hall. The Trust has around 500 members and uses a volunteering reward scheme to encourage its members to participate. Since the hall is being managed by the community, the charges for using the hall have decreased, resulting in increased usage. The hall is used for a variety of events, such as wedding receptions, community events, meeting groups and fitness classes.

Community access to the Fisherman's Hall contributes to improving local outcomes in the Buckie community in terms of social isolation, health and wellbeing.

Source: The Fishermen's Hall Trust

Participatory budgeting is developing from an established grant-model

109. Local people and voluntary organisations in Moray have been successfully leading participatory budgeting for the past few years. In 2016, Moray Council asked the chair of the joint community councils to lead on participatory budgeting activity. This led to a working group, Money for Moray, being established with 16 volunteers from community councils, area forums and the Moray Federation of Community Halls and Associations. The council supported the development of this group which is now self-sufficient.

110. The Money for Moray group works to ensure that a wide range of people and groups are involved and provides support for community groups wishing to apply for funds. For example, in 2017, the Findochty Church of Scotland Restoration Appeal was awarded money from the Social Isolation fund to upgrade toilet facilities and install a toilet for people with disabilities. The project at the forefront of the application was a weekly 'Soup and Sweet' to encourage social cohesion in the village. Money for Moray's progress report in August 2018, reported that this continues to be popular and well attended and is now known locally as the 'lunch club' which is open to all. The hall is being used for community events and it is estimated that after these improvements over 120 people benefit each week.

111. The council now intends to move from a predominantly community grant-making model to mainstreaming participatory budgeting so that communities can influence larger elements of mainstream budgets. The council approved its participatory budgeting strategy in January 2020.

The council has developed a corporate engagement strategy to involve communities in the future of council services

112. Examples of consultation and engagement includes tenant consultation on housing strategies, policies and plans; budget consultation and use of Facebook to engage with customers on controversial issues; engagement on the Early Learning and ChildCare Delivery Plan and on the Moray Local Development Plan 2020. The council plans to build on this and learn from the comprehensive engagement it has carried out on locality plans.

113. The draft Children's Service Plan 2020-23 has been co-produced with children and young people, parents / carers and practitioners. The Children's Services Partnership carried out extensive engagement with school pupils, younger children and parents, front line practitioners, community representatives and two local employers. Moray Youth Matters, a diverse group of young people from the different communities in Moray and representative of different equalities groups, come together regularly to discuss topics they decide are important and how to tackle them such as poverty related issues. People involved spoke positively about the value of being involved in the process, having open and meaningful conversations and working collaboratively to bring about change.

114. Effectively involving communities in making decisions on the future of council services will be critical. This is recognised in the council's new corporate plan (see para 110) and the council is now planning a corporate programme of community engagement. The first stage was a consultation event on the new corporate plan which included workshop conversations on the future of council services and the difficult decisions the council needs to make. The next stage will be engaging with specific communities, most likely geographic and based on inequalities of outcome.

The detail of this is being prepared but will comprise implementing the new participatory budgeting strategy and service specific engagement.

Part 5

Is the council demonstrating continuous improvement?



The pace of improvement has been slow since the 2015 Best Value report.

The council is demonstrating a more outward looking approach to developing best practice.

Progress against the council's own transformation plan has so far been limited.

The council's pace of improvement has been slow since the 2015 Best Value report with limited effect

115. In [the 2015 Best Value Audit Progress Report](#), the Accounts Commission found that the council was moving in the right direction, but the pace of improvement needs to increase significantly.

116. The report identified areas for improvement, including political and management leadership and development, financial sustainability, workforce culture, continuous improvement and customer/citizen focus. The council has made slow progress and the impact of improvement has been limited (Exhibit 9).

Exhibit 9

[A comparison of 2015 areas of improvement and 2020 audit judgements](#)

Accounts Commission areas of improvement 2015	Controller of Audit judgement 2020
Political leadership and development Continue to build effective working relations between members and ensure that sound protocols are in place for making the council's key business decisions, including agreeing financial savings. Ensure that its member development programme is well aligned to its corporate priorities.	Since 2015 political make-up and instability and lack of focus has impacted on key business decisions. Until recently progress has been slow and limited. Moray has now started to put in place foundations for significant strategic decisions in key areas (paragraph 16). The council provides training and support for elected members and has developed a strategy and framework which includes programmed activity and personal development plans for members (paragraph 30).
Managerial leadership and development Review, by June 2016, recent developments to improve corporate leadership to ensure: <ul style="list-style-type: none"> – a consistent standard of management is being delivered across the council – council priorities are communicated effectively to all staff. Use the senior management development programme to strengthen the council's approach to	The corporate management team has been restructured and the committee structure is now being reviewed to provide a more strategic approach matched to capacity (paragraph 23 and 27). A smaller CMT does now appear to be focused on delivering corporate leadership across the council rather than at a service level. Committee structures are also now being reviewed

Accounts Commission areas of improvement 2015	Controller of Audit judgement 2020
<p>managing strategic projects that involve more than one service.</p> <p>Monitor senior management development needs more robustly through the performance appraisal process.</p> <p>Ensure senior management development needs are well aligned to the council's corporate priorities as part of the review of training provision scheduled for 2016.</p>	<p>Performance reporting has tended to be service based (paragraph 32) and has not focused on key indicators or priorities (paragraph 39).</p> <p>A modified workforce plan led to the operational work being prioritised according to risk. Some targets within the original workforce plan have not been met. This includes approving the strategy for development of elected members and progressing the senior manager performance framework. (paragraph 83)</p>
Financial sustainability	
<p>The council should ensure that its plans for changing the way it delivers services are informed by performance intelligence and strike an appropriate balance between maintaining services and securing the council's long-term financial stability.</p> <p>Strengthen its approach to developing new ways of delivering services and organisational change and maintain a shared commitment across the council in this area.</p> <p>Use the 2016/17 budget setting process to agree its strategy for the use of financial reserves and ensure the councils uses them for the long-term benefit of local communities.</p>	<p>Financial sustainability is still an issue over the medium term and the council has been slow to address this, despite delivering annual savings, this has not been enough.</p> <p>The council is incurring annual deficits (paragraph 60) and is using reserves to meet these. There is a risk that all general fund reserves are depleted within 4 years based on usage over the last three years.</p> <p>There has been a relatively slow pace of change and issues with the development of strategic and transformational plans and only recently have we seen evidence of developing these (paragraph 16 and 120) including review of the learning estate and other council assets (paragraph 76).</p> <p>Projects to transform Education and Integrated Children's Services has been slow (paragraph 71).</p> <p>A Children and Families Social Work Transformation Plan is being developed using funding from the council's transformation reserve (paragraph 101).</p>
Workforce culture	
<p>Develop appropriate responses to the findings of the 2015 staff survey results, using the Workforce Culture Group to coordinate areas for action</p> <p>Ensure that all staff receive an annual performance appraisal, and that the results of these are used to inform the review of training provision scheduled for 2016.</p> <p>Review, by June 2016, the impact of additional human resources staff put in place to address the priority areas of the Workforce Culture Group.</p>	<p>Staff survey results show improvement in staff morale and direct management/supervision. However, fewer positive responses were reported in relation to workload, working for the council, the council's commitment to develop a more positive workforce culture and to address the issues arising from the survey (paragraph 81).</p> <p>Planned workforce development work with services was put on hold and the number of employee review and development meetings completed decreased with service managers reporting that budget savings work had affected their capacity to undertake appraisals. The number of staff receiving a development activity has also notably declined (paragraph 83).</p>
Strategic planning and continuous improvement	
<p>Review, by March 2016, the performance management / continuous improvement framework to ensure it is delivering the intended benefits, and that officers and members are effectively scrutinising performance.</p>	<p>A new performance management framework (PMF) for the new corporate plan is being developed (paragraph 42). Progress has been slow in developing and reporting an overall assessment of performance that transcends individual service scrutiny of data and focuses on priorities.</p>

Source: Audit Scotland

The council continues to use the Public Sector Improvement Framework (PSIF) but it is not always consistently applied

117. The council continues to use the PSIF as an aid to improve services with functions within services applying the framework to identify improvements as part

of the service planning process. However, it is not always clear that self-assessment through the PSIF is embedded consistently across and within council services or linked to strategic priorities.

The council is demonstrating a more outward looking approach to developing best practice

118. The council has been engaging with external bodies on areas it wishes to improve and discussing best practice with other local authorities and networks. Examples of these are its engagement with the Improvement Service to develop its approach to delivering training sessions for members and requesting support and feedback for the development of its revised performance management framework and the consultancy support it received to review its corporate management structure.

Progress against the council's own transformation plan has so far been limited

119. In 2016 the council commenced developing its current improvement and modernisation programme, to provide the basis for a medium to long-term financial plan to enable the financial sustainability of the council. The improvement and modernisation programme was approved in November 2018 and has eight streams, which are detailed below in exhibit 10.

120. The progress of projects categorised as strategic are monitored by CMT and by three transformation boards (council, learning and economy). The transformation boards are made up of elected members and council officers. The projects that are categorised as basic and intermediate are managed by the appropriate service and reported to the relevant transformation board on completion.

Exhibit 10

Improvement and modernisation programme summary at January 2020

Project title	Description	Started	Phase
Stream 1: Asset Management	Review of staffing structures, offices, depots, storage units. To align property assets to council priorities to ensure affordable and sustainable asset base.	November 2018	Concept
Stream 2: ICT and digital	Add value and efficiency to service delivery by increasing adoption of online services.	November 2018	Delivery
Stream 2: Customer services re-design	Deliver a culture change in customer service delivery towards an enabling approach for customers.	November 2018	Delivery
Stream 3: Alternative service delivery	Explore all avenues to create sustainable future for the leisure estate and identify strategic priorities for services within leisure.	September 2018	Concept
Stream 4: CMT review	Ensure that organisation is designed and structured to meet the challenges of the future as efficiently as possible.	November 2018	Delivery
Stream 4: Review and expansion of flexible working	Reduce resilience on physical buildings and enable property estate to reduce in size and reduce costs through flexible working.	November 2018	Concept

Project title	Description	Started	Phase
Stream 5: Parks, communities and leisure sponsorship	Generate income from advertising, sponsorship and other income.	November 2018	Delivery
Stream 6: Service efficiency	Review of direct services and establishing a new HR/payroll system. All projects have been delivered.	November 2018	Closed
Stream 7: Transforming education	Learning estate strategy, to provide essential infrastructure for the delivery of education and ASN review.	November 2018	Concept
Stream 8: Transforming children's services	More effective and efficient service delivery of a quality service that effects real change and measurable outcomes.	November 2018	Concept

Source: Moray Council

121. The council has made slow progress with its improvement and modernisation programme, with a number of key projects at concept stages. While progress has been made with changes to customer service only one work stream of the improvement and modernisation has been completed (service efficiency review) and three streams are presently at delivery stage (ICT/digital and customer service re-design, CMT review and the parks communities and leisure sponsorship). In September 2019, as part of the CMT restructure and to deal with strategic focus the council appointed a temporary head of transformation to oversee the improvement and modernisation programme, and there has been recent progress made towards some significant strategic decisions.

Recommendations



The council needs to make some difficult strategic decisions on areas such as, asset management, leisure services, flexible working, income generation and service transformation in education and social work. (paragraphs 16, 99 and 119)

The council needs to complete its performance management suite of documents. This should include key indicators to support priorities and address the level of reporting at an overall council-level versus service-level. Improvements to reporting should include a review of targets and better summary of key areas of good and poor performance and any specific actions to be taken. (paragraph 42)

The medium and longer-term financial position needs to be addressed and the continued reduction in the council's reserve position halted before the position becomes acute. (paragraph 68)

The elected member development strategy should be implemented through, programmed activity and personal development plans. (paragraph 30)

To help streamline processes, the council needs to continue to progress its governance review, including reviews of committee structures, schemes of delegation and reporting to committees. (paragraph 27)

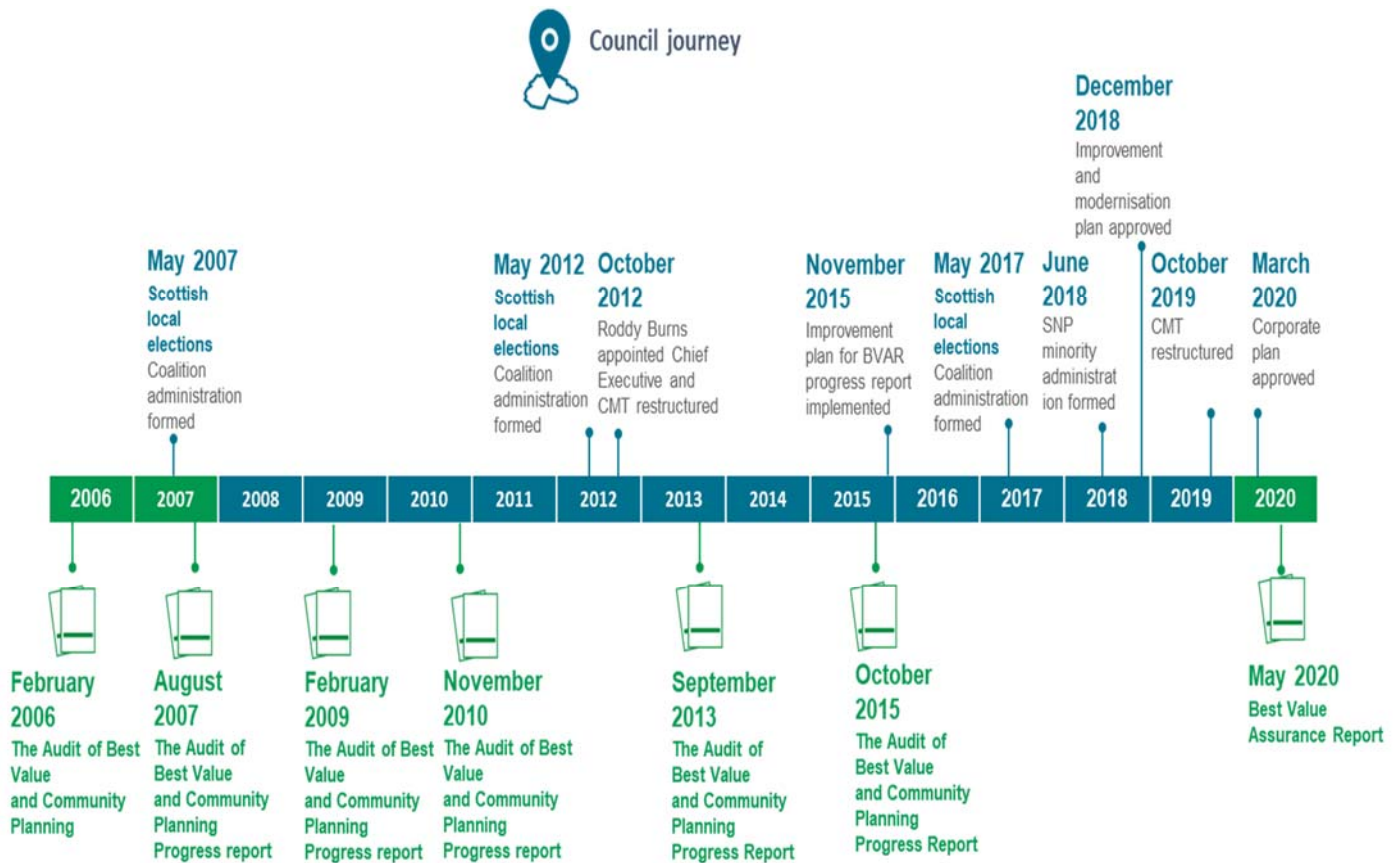
Considerable development work and additional measures are required to improve educational attainment, alongside making significant changes to the school estate. (paragraphs 44 and 75)

The council should investigate and better understand the reasons for poorer satisfaction levels in housing, learning from councils with higher satisfaction results. (paragraphs 54 and 55)

The council needs to continue working with CPP partners to determine clear outcome milestones and performance reporting. (paragraphs 84 and 85)

Appendix 1

Best Value audit timeline



Moray Council

Best Value Assurance Report

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ACCOUNTS COMMISSION

AUDITING BEST VALUE: MORAY COUNCIL

AUGUST 2020

FINDINGS

The Commission accepts the Controller of Audit's report on Best Value in Moray Council and we endorse his recommendations. We note the substantial nature of these recommendations.

The work for this audit was done prior to the Covid-19 emergency and thus does not consider the additional and sizeable pressure that this has placed on the Council. The Commission is however of the firm view that the principles of sound financial management, good governance, public accountability and transparency remain vital. Accordingly, we intend that our reporting of the Best Value audit will help the Council deal with the significant challenges that it faces.

We have serious concerns about a lack of sustained improvement in Moray Council over many years since our first Best Value report in 2006. The Controller's report gives us only limited assurance and confidence about the Council's prospects to improve. While we noted some progress in our previous report in 2015, momentum stalled and it is only recently that this has been restored. While we are pleased to note such early signs, it is critical that the Council increases its pace of implementing change.

To do this, clear, committed and decisive leadership will be needed. The duty of Best Value lies with the Council as a whole, and so it is important that all elected members fulfil their responsibilities – in administration or opposition - to improve the Council for the good of its communities. Such political leadership exercised alongside effective implementation and support by officers will help the Council make difficult strategic decisions about how and where it needs to improve.

At the core of such improvement is a need for a medium to long term financial strategy which clearly maps how the Council will deal with substantial future funding gaps in a sustainable way while transforming its services.

We underline the recommendations of the Controller of Audit on the need to continue to review and improve decision-making and governance structures and similarly the need for better and timely performance information reported to elected members and to the public.

Deteriorating performance and evidence of declining satisfaction of many Council services is concerning. Underperformance in educational attainment is a significant issue. Recent attainment initiatives and a review of the learning estate strategy are vital components that the Council needs to expedite urgently in conjunction with school leaders and communities. The Council's approach to working with its communities and partners is a good foundation as it faces future challenges in delivering its services and improving people's lives.

It is crucial that the Council ensures that it has the capacity to deliver change. We note messages from staff surveys around workload and culture which highlight risks to staff morale and commitment.

As a result of our findings we require a further report by the Controller of Audit no later than February 2022 on the progress made by the Council. In line with our new approach to auditing Best Value, the annual audit process will also monitor and report progress.

**SELECTED STATUTORY PROVISIONS FOR REPORTS BY THE CONTROLLER OF
AUDIT AND PROCEDURE OF THE ACCOUNTS COMMISSION**

**AN AMALGAMATION OF EXCERPTS FROM THE LOCAL GOVERNMENT
(SCOTLAND) ACT 1973 AND THE LOCAL GOVERNMENT IN SCOTLAND ACT 2003**

S102 1973 Act - Reports by the Controller of Audit

(1) The Controller of Audit may, and if so required by the Commission, shall make reports to the Commission with respect to -

- (a) the accounts of local authorities audited under this part of this Act;
- (b) any matters arising from the accounts of any of those authorities or from the auditing of those accounts being matters that the Controller considers should be considered by the local authority or brought to the attention of the public;
- (c) the performance by a local authority of their duties under Part 1 (best value and accountability) and Part 2 (community planning) of the Local Government in Scotland Act 2003.

(2) The Controller of Audit shall send a copy of a report made under subsection (1) above to

- (a) any local authority named in the report; and
- (b) any other person the Controller thinks fit.

(2A) A local authority shall, forthwith upon their receiving a copy of a report sent to them under subsection (1) or (2) above, supply a copy of that copy report to each member of the authority and make additional copies available for public inspection.

S3 2003 Act - Action by Accounts Commission following report by Controller of Audit

On a report being made to it by the Controller of Audit under section 102(1) of the Local Government (Scotland) Act 1973 the Accounts Commission may do, in any order, all or any of the following, or none of them -

- (a) direct the Controller of Audit to carry out further investigations;
- (b) hold a hearing;
- (c) state its findings.

S4(2)(b) 2003 Act

Findings which do not follow a hearing shall be treated as the findings of the members of the Commission holding a hearing.

(3) Findings may include recommendations and the persons to whom those recommendations may be made include the Scottish Ministers.

(4) The Accounts Commission shall give a copy of findings so made to any member or officer of a local authority who was named in the report upon which proceeded the hearing to which the findings relate.

S103E 1973 Act - Action by local authorities

(1) A local authority receiving a copy of findings shall consider those findings at a meeting of the authority within three months of receiving them or within such longer period as the Commission may specify in writing.

(2) The duty imposed on a local authority by subsection (1) above shall be discharged only by that authority and not by a committee or sub committee or an officer.

(3) Where findings received by a local authority contain recommendations, the authority shall decide -

- (a) whether to accept any or all of those recommendations;
- (b) what, if any, action to take in response to those recommendations.

(4) A meeting under subsection (1) above shall not be held unless, at least seven clear days before the meeting, there has been published, in a newspaper circulating in the area of the local authority concerned, a notice which -

- (a) states the time and place of the meeting;
- (b) indicates that the meeting is to be held in order to consider the findings of the Commission and any recommendations in those findings; and
- (c) describes the nature of those findings and of any such recommendations.

(5) The local authority shall, as soon as practicable after that meeting -

- (a) notify the Commission of any decisions made in pursuance of subsection 3 above; and
- (b) publish, in a newspaper circulating in the area of the local authority, a notice containing a summary, approved by the Commission, of any such decisions.

(6) A notice under subsection 5(b) above shall not need to summarise any decision made while the public were excluded from the meeting -

- (a) under section 50A (2) of this Act (confidential matters) or in pursuance of a resolution under section 50A (40) of this Act (exempt information); but
- (b) in a case where section 50C and 50D of this Act (availability for inspection after meetings of minutes, background papers and other documents) apply in relation to the meeting, shall indicate the documents which, in relation to that meeting, are open for inspection in accordance with those sections.

Moray Council
Best Value Assurance Report Strategic Action Plan
October 2020

1. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 to 5)
<u>Recommendation 1</u> Increase the pace of transformational change	Review and re-prioritise programme of work to ensure focus on work that will deliver priority outcomes.	Projects show sustained progress towards defined outcomes and the Council delivers its priority transformation projects. Corporate priorities are delivered.	Transformation programme with defined benefits driven by priorities and appropriately resourced to deliver. Projects deliver planned outcomes within timescale.	Aug 2024	DCE (ECOD)	1
<u>Recommendation 2</u> Improve Performance Management Reporting	Roll out of Performance Management Framework.	More focused corporate performance management reporting. Continuous improvement based on evidence.	Set of core performance measures linked to corporate plan priorities in place. Officers and political leaders know the key performance messages and priorities.	Sept 2021	HoS GSP	2
<u>Recommendation 3</u> Financial Planning	Further develop medium-long term financial strategy	Affordable and achievable medium-long term financial strategy. Budget more clearly aligned to council priorities	Strategy agreed to address funding gap. Shift in resource to reflect priorities.	Feb 2022	DCE (EEF)	1

Moray Council
Best Value Assurance Report Strategic Action Plan
October 2020

1. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 to 5)
<u>Recommendation 4</u> Implement the Elected Member Development Strategy	Work with elected members to implement the Elected Member development strategy through programmed activities and personal development plans to support strategic and corporate roles of members.	<ul style="list-style-type: none"> Continuing development in place for elected members. 	<ul style="list-style-type: none"> Training and development activities organised and routinely attended by 75% of (relevant) Members. 	Oct 21	H/HR ICT& OD	3
<u>Recommendation 5</u> Continue to progress the Governance Review	Streamline processes including reviews of Committee structures, Schemes of Delegation and reporting to Committees.	Business of the Council more strategic, corporate and efficiently progressed.	<p>Reporting across multiple governance lines is reduced.</p> <p>Use of suitable alternative reporting methods including information reports and briefings increases.</p>	April 2021	H/SG&S P	3
<u>Recommendation 6</u> Improve Educational Attainment	Determine investment in resourcing to drive the pace and scale of change in educational attainment.	Improved attainment identified ACEL and LGBMF measures.	% of primary pupils achieving expected CfE levels in literacy and numeracy meeting local targets.	June 2023 Then annually	H/E	2

Moray Council
Best Value Assurance Report Strategic Action Plan
October 2020

1. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 to 5)
	Launch and establish the revised Education plan to improve outcomes for Moray's children and young people 2020-23.		Consistent improvement across SCQF levels achieved in senior phase per local targets.	August 2023 then annually		
<u>Recommendation 7</u> Improving satisfaction levels in Housing	Review existing improvement plan and implement a revised SMART Improvement Plan.	Tenants are more satisfied with the quality of their home and housing services. Tenants feel more engaged and better informed.	LGBMF satisfaction indicators.	Dec 2021	H/H&PS	4
<u>Recommendation 8</u> Continue working with Community Planning Partners to determine clear outcomes and milestones and performance reporting	Progress planned work to develop delivery framework to support the revised LOIP, including measures of progress.	Progress is made in delivering the planned priorities and outcomes in the LOIP.	LOIP delivery framework developed. Set of core performance measures linked to LOIP priorities in place.	Sept 2021	H/SG&S P	3

Moray Council
Best Value Assurance Report Strategic Action Plan
October 2020

1. Strategic Outcome or Priority	Action	Planned Outcome	Outcome measures	Completion target	Lead	Priority Rating (1 to 5)
Accounts commission findings Need for clear committed and decisive leadership	Work to develop and improve relationship of trust between members and officers. Consider enhanced investment in leadership development.	The Council makes sustained progress in its improvement and transformation work.	Measures per section 1 above. Reduced demand for operational scrutiny evident in committee business.	Oct 2021	CEx	1



REPORT TO: MORAY COUNCIL ON 7 OCTOBER 2020

SUBJECT: SPSO REPORT ON CHILDREN'S SOCIAL WORK

BY: INTERIM CHIEF OFFICER, HEALTH & SOCIAL CARE

1. REASON FOR REPORT

- 1.1 To inform the Council of actions required as an outcome of a parental complaint made to the Scottish Public Services Ombudsman (SPSO).
- 1.2 This report is submitted to Council in terms of Section II (14) of the Council's Scheme of Administration relating to exercising all the functions of the Council as a Social Work Authority within terms of relevant legislation with regard to research; assessment of need re: community care services, provision of information to carers and assessment of ability to provide care; and to determine the Council's policies in regard thereto.

2. RECOMMENDATION

2.1 It is recommended that the Council:-

- (i) notes the content of this report;
- (ii) notes the actions underway to address each of the elements; and
- (iii) agrees that the final recommended revisions of the transitions policy and of the continuing care policy are tabled at Education, Communities and Organisational Development Committee on 18 November 2020.

3. BACKGROUND

- 3.1 The SPSO are a Government agency that investigate complaints when a complainant remains dissatisfied with a Council's response. Report 201811019 – Social Work/ Continuing Care relates to a complaint made by a parent on behalf of her child. The investigation report can be accessed at the following link [SPSO published sw cont care 201811019 \(HB\).pdf](#)
- 3.2 In response to the complaint that the Council had not fulfilled its responsibility to provide continuing care to a looked after young person, the SPSO found: -

- the Council failed to begin transition planning for Mr A at least 3 years before he was due to leave school;
- the Council failed to carry out a pathway assessment prior to making the decision that Continuing Care was not available to Mr A and prior to transitioning Mr A to Adult services;
- the Council did not take reasonable steps to ensure that Mr A could make informed choices;
- there is no evidence in the records that Mr A was given concrete examples of the type of care he might be offered or that he was taken to see possible care settings;
- a recommendation made at a Looked After Child Review in January 2018 to offer Mr A independent advocacy was not actioned until over a year later.

The SPSO upheld Ms C's complaint that the Council failed to act reasonably regarding Mr A's care and support.

3.3 In response to complaint about the Council's communication with Ms C about her son's care and support, the SPSO found: -

- the Council largely engaged with Ms C via email rather than holding meetings out with the formal Looked After Child Review process;
- an invite to a Looked After Child Review was sent three days before the Review was due to take place;
- there was a delay in the Look After Child Review minutes being available and there was a delay in these being sent to Ms C;
- Ms C was not provided with information on how to make a Continuing Care request when she requested this.

The SPSO upheld the complaint about the Council's communication.

3.4 In response to complaint about how the Council handled Ms C's complaint, the SPSO found: -

- that there was an unreasonable delay in Ms C receiving a response to her complaint
- that the response had been copied directly from an email that had been sent to Ms C before she submitted her complaint
- there was no evidence that the Council had investigated Ms C's complaints
- the Council's complaint response did not address all the complaints that Ms C made to the Council or indicate whether her complaints were upheld or not upheld.

The SPSO upheld Ms C's complaint that the Council had failed to handle her complaint reasonably.

3.5 The action plan that has been agreed as a result of the outcome of investigation can be accessed at **APPENDIX I**. The plan has a Red/ Amber/ Green rating to reflect the stage at which each activity is at.

- 3.6 Colleagues from within education, adults and children's services have been working together on the plan given the recommendations made by the SPSO reflect the need for services to work together.
- 3.7 Consistent with the recommendations made by the SPSO those involved in the revision and review of existing policies and processes have sought the views and experiences of young people, their parents or carers. However numbers of responses, at time of writing, have been small. A further period of time is needed to try alternative ways to hear from young people and their parents/ carers given they have a key role in shaping the changes needed. Adults and children's social work services and education services, will try a number of ways to seek the opinions of parents/ carers/ young people, including contacting key organisations such as Enquire.
- 3.8 In addition to hearing from young people, parents and carers being a recommendation by the SPSO - hearing from young people, their parents and carers is one of the key foundations from the Care Review – The Promise: Voice.
- “Children (and young people) must be listened to and meaningfully and appropriately involved in decision- making about their care, with all those involved properly listening and replying to what children (and young people) want and need. There must be a compassionate, caring decision- making culture focussed on children (and young people) and those they trust”
- 3.9 A number of the issues that are reflected in this complaint are reflected in the outcome of the Care Review and those working on revisions will seek to embed a number of the findings from the review. For example – those in relation to advocacy: -
- “It is vital that for as long as the care system remains complexchildren and care experienced young adults ...have ready access to advocates”.
- 3.10 Progress is being made in relation to invitations to looked after child reviews and minutes. New systems are being tested to ensure invites are issued in good time for all to be able to fully prepare. The standard being tested is that families and professionals have not less than 2 weeks' notice of a looked after child Review.
- 3.11 New minute templates are being tested which will record key points, actions, recommendations and the views of children, young people and their families in a concise, readable and useable manner. The standard being tested is that minutes will be issued within 15 days of the meeting, with a decision letter having been issued the day following the meeting. These systems, if agreed depending on feedback, will be added to the Reviewing Team Administration Handbook which is being developed.
- 3.12 There is delay in achieving final revision of the policies. That will impact on staff training. Work is continuing and should conclude by October, for reporting and seeking approval at committee in November 2020, for recommended change to key policies.

- 3.13 A report with recommendations will be tabled to this Committee on 18 November 2020.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

The Children's Services plan 2020/23 identifies improving outcomes for looked after children as a key priority the Children and families and Justice Social Work service improvement plan identifies actions to be taken to support these improvements the Corporate plan (2020 update) identifies the following priorities:

Work with families as partners to give their children the kind of lives they want them to lead so that children grow up to be strong and resilient]
Improve the life chances and outcomes for care experienced children and young people Improvement in children and young people's health and well-being

(b) Policy and Legal

Policies are being reviewed in light of the outcome of the investigation and required actions. The revision will reflect what are anticipated are likely to be the changes currently progressing through the various stages of legislation: the Transition Children and Young People (Scotland) Bill.

(c) Financial implications

There are no additional financial implications are a consequence of this this report.

(d) Risk Implications

The risk has been that planning for the more vulnerable children in Moray has fallen below the standard that should be in place in terms of practice and legislation.

(e) Staffing Implications

There are no additional staffing implications as a consequence of this report.

(f) Property

There are no property implications as a consequence of this report.

(g) Equalities/Socio Economic Impact

There is key legislation for looked after children and young people and for children who have additional support needs. Revision of the policies in place will ensure that equality issues are addressed.

(h) Consultations

Chief Executive, Moray Council; Chief Social Work Officer; Head of Service, Children & Families & Criminal Justice Services; Senior Human Resources Adviser; Principal Accountant, Morag Smith, Senior Solicitor, Tracey Sutherland, Committee Services Officer and the Equal Opportunities Officer have been consulted in the preparation of this

report and are in agreement with the content relating to their areas of responsibility.

5. CONCLUSION

- 5.1 The complaint and the outcome of complaint reflected that key policies and practices needed to be reviewed in partnership with children/ young people and their parents and carers.**
- 5.2 That work is ongoing.**
- 5.3 Further report with recommendation will be tabled at Education, Communities and Organisational Development Committee on 18 November 2020.**

Author of Report:	J Gordon
Background Papers:	
Ref:	SPMAN-1108985784-328



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

	<p>Red (trouble): At risk to miss scheduled completion date. Immediate management action required.</p> <p>Amber (danger): At risk if issues are not addressed. Attention required.</p> <p>Green (all good): On track to meet scheduled dates</p>
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The following action plan outlines what will be done to ensure that each of the requirements made by the Scottish Public Services Ombudsman progress. The action plan is in relation to the complaint that was made about social work services in Moray with focus on policy relating to continuing care.

Point number	What the organisation should do	What we need to see	What we will do	By when	By whom	RAG Status
1	Apologise to Ms C and Mr A for: <ul style="list-style-type: none"> Failing to begin transition planning for Mr A at least 3 years before he was due to leave school. 	Copy or record of the apology. By 20 May 2020	Write a letter of apology as described to Mrs A.	Complete at 20 May 2020	Head of Service	Green



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

	<ul style="list-style-type: none"> Failing to carry out a pathway assessment prior to making the decision that Continuing Care was not available to Mr A and prior to transitioning Mr A to Adult services. Failing to communicate reasonably with Ms C about her son's care and support. Failing to handle her complaint reasonably. 					
2	Consider whether it would be appropriate to fund Mr A to remain in the residential placement until he is 21 years of age or whether this could be achieved through Self-Directed Support.	Evidence that the Council have considered funding Mr A's residential placement until he is 21 years of age or whether this could be achieved through Self-	Update 04.06.2020 – following a meeting with Mr and Ms C, the family note that they have not been involved in any discussion or decision for A to return to Moray. Also the date on the support plan for A to remain in	Complete at 4 June 2020	Interim Service Manager Learning Disability	Green



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

		Directed Support taking into account the findings of this investigation, with full reasons provided for any decisions reached. By 20 May 2020	provision was ambiguous. An amendment to the support plan has been written with a clear date of June 2022.			
3	Where a young person has significant additional support needs, transition planning should begin at least 3 years before a young person is due to leave school.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning development opportunity.	Complete at 20 May 2020	Corporate Parenting and Commissioning Manager and Interim Service Manager Learning Disability.	Green



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

		Evidence that the Council have considered any training needs for social work staff in relation to transition planning. By 22 October 2020	Provide training following review of transitions and continuing care policies.	The Committee which will consider recommendations, being made as a consequence of revision of the relevant policies, will be November 2020. Training would be scheduled following consideration by Committee: - Training will be December/ January 2021.	Corporate Parenting and Commissioning Manager; Interim Service Manager Learning Disability will lead the team comprising – Transitions Social Workers; East Area Manager; Senior Organisation Development Advisor, and Consultant Practitioner Children and Families. Group as above indicated.	Red
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APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

4	Where a young person is approaching adulthood, a pathways assessment should also be carried out to assess throughcare and aftercare options (including an assessment of whether it is in the young person's best interests to remain in their current placement under Continuing Care rather than transitioning to Adult services) with the input of the young person, their parents/ guardians, Adult services and any other interested agencies.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning and development opportunity.	Complete at 20 May 2020	Group indicated at 3 above for each of the following activities.	Green
		Evidence that the Council have considered any training needs for social work staff in relation to	Provide training following: <ul style="list-style-type: none"> review of current policies in relation to transitions, pathways, continuing care and 	December 2020/ Jan 2021		Red



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

		pathways assessments, Continuing Care and Ordinary Residence. By 22 October 2020	ordinary residence policies • Committee approval of recommendations arising from review.			
		Evidence that the Council have reviewed their Continuing Care Procedure taking into account Mr A's case and the legislative framework. By 22 October 2020	Review current policy and guidance in relation to transitions planning, pathways assessments and planning, continuing care and ordinary residence for young people with additional support needs.	The Committee which will consider recommendations, being made as a consequence of revision of the relevant policies, will be November 2020.		Red
5	Looked After Children with complex needs should be given examples of the type of care they might be offered	Evidence that the findings on these complaints have been fed back to	Meet with relevant staff to support them to read contents of investigation and support staff to	Complete at 20 May 2020	Team indicated at 3 above and additionally Service Manager	Green



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

	and be taken to see possible care settings.	relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions).	understand it in the context of a learning development opportunity.		Provider Services and Consultant Practitioner Challenging Behaviour.	
	Where a recommendation has been made to offer a Looked After Child independent advocacy, this should be acted on timeously.	Evidence that the Council have considered any training needs for social work staff in relation to making sure that Looked After Children with complex needs can make informed choices. By 22 October 2020	By using the record of the above sessions actions required in terms of training/ resource for advocacy will be planned.	Complete at 20 May 2020		



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

6	The Council should engage in a meaningful way, including holding meetings with parents/ guardians, out with the formal Looked After Child Review process, when planning the future care for Looked After Children with complex needs.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions). By 22 October 2020	Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning opportunity.	Complete at – 20 May 2020	Corporate Parenting and Commissioning Manager	Green
7	Information on how to make a Continuing Care request should be provided to individuals when they request it.	Evidence that the findings on these complaints have been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions).	Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning opportunity. Review current policy and guidance in relation to transitions planning,	Complete at - 20 May 2020	Corporate Parenting and Commissioning Manager	Green



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

		By 22 October 2020	pathways assessments and planning and continuing care for young people with additional support needs.			
8	<p>Invites to Looked After Child Reviews should be distributed in a timely way.</p> <p>Minutes of Looked After Child Review should be typed up and distributed in a timely way.</p>	<p>Evidence that the Council have a system in place to timeously to: -</p> <ul style="list-style-type: none"> • Distribute invites to Looked After Child Reviews. • Type up and distribute minutes of Looked After Child Reviews. <p>By 22 October 2020</p>	Review and agree standards for all key administrative processes related to the functioning of Looked After Child reviews.	By 22 October 2020	Service Manager	Amber
9	The necessary systems should be in place to ensure that complaints are handled in line	Evidence that the findings on these complaints have	Meet with relevant staff to support them to read the contents of investigation	Complete at October 2019 May 2020	Corporate Parenting and	Green



APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

	with the Moray Council's complaint handling procedure and the model complaints handling procedure and that all staff responsible for dealing with complaints should be aware of their responsibilities in this respect.	<p>been fed back to relevant staff in a supportive way (e.g. a record of a meeting with staff; or feedback given at on-to-one sessions).</p> <p>Evidence that the Council's systems demonstrate senior level/ governance responsibility for complaint handling.</p> <p>By 22 October 2020</p>	<p>to ensure that complaints are handled in line with the Moray Council's handling procedure</p> <p>Specific sessions relating to the management and handling of complaints have been delivered and will be repeated at agreed intervals.</p> <p>All complaints; management of complaints and the learning arising from complaints are tabled at the Children and Families and Criminal Justice Social</p>	Quarterly – April 2020; July 2020; Oct 2020; Jan 2021	<p>Commissioning Manager</p> <p>Complaints Officer</p> <p>Chair of Practice Governance Group</p>	
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APPENDIX I

ACTION PLAN - SPSO 201811019 – Moray Council

Social Work/ Continuing Care

			Work Practice Governance Group to: - <ul style="list-style-type: none">• Ensure consistency in approach to handling complaints and• Disseminate learning.			
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REPORT TO: MORAY COUNCIL ON 7 OCTOBER 2020

SUBJECT: SPSO REPORT ON CHILDREN'S SOCIAL WORK

BY: CHIEF SOCIAL WORK OFFICER

1. REASON FOR REPORT

- 1.1 To inform the Council of actions required as an outcome of a parental complaint made to the Scottish Public Services Ombudsman (SPSO).
- 1.2 This report is submitted to Council in terms of Section II (14) of the Council's Scheme of Administration relating to exercising all the functions of the Council as a Social Work Authority within terms of relevant legislation with regard to research; assessment of need re: community care services, provision of information to carers and assessment of ability to provide care; and to determine the Council's policies in regard thereto.

2. RECOMMENDATION

2.1 It is recommended that Council considers and notes:-

- i) the content of this report;
- ii) the actions taken in response; and
- iii) improvements to Children's Social Work that are being undertaken.

3. BACKGROUND

- 3.1 The SPSO are a Government agency that investigate complaints when a complainant remains dissatisfied with a Council's response. Report 201707281, published in August 2020, relates to complaints originally made in November and December 2017, regarding events that occurred from March 2016. The report can be found here <https://www.spsso.org.uk/investigation-reports/2020/august/the-moray-council>
- 3.2 The majority of issues that were described within the SPSO report were previously identified by Senior Social Workers in Moray, both the Chief Social Work Officer and the previous Head of Integrated Children's Services during the initial review of the complaint response in 2019. These issues are identified in 3.9.

- 3.3 Ms C complained on behalf of Mrs A, about Moray Council (the Council) Children and Families social work department. Mrs A's two children, Child Y and Child Z, were removed from Mrs A's care in September 2016 as a result of a Child Protection Order (an emergency legal order granted by a Sheriff which allows the local authority to remove a child from their parent's care). Ms C complained that the Council unreasonably failed to gather and take into account relevant information when making decisions regarding the children's care and education, both before and after the children were removed from Mrs A's care and placed into accommodation.
- 3.4 Ms C also complained that the Council failed to handle complaints raised by herself and Mrs A in a reasonable and timely manner.
- 3.5 The SPSO's investigation identified the following failings:
- a) *Prior to the children being accommodated:*
- little or no evidence of exploring parenting style, family or other supports; or questioning and challenging what was observed;
 - little or no evidence of clear assessments of risk and need;
 - little evidence of the Getting It Right For Every Child practice model (GIRFEC; the Scottish Government's approach to supporting children and young people) being utilised, including a robust, multi-agency assessment; and
 - failure to make attempts to engage the family in supporting the prevention of a breakdown in the family or to provide kinship care as a means of preventing statutory care.
- b) *Following the children being accommodated:*
- failure to consider and arrange independent advocacy for the children in a timely manner;
 - in the absence of independent advocacy, failure to explore ways of communicating with the children to elicit their views and feelings;
 - failure to include the views and feelings of the children in many reports;
 - failure to facilitate Child Y attending their hearings when Child Y voiced their wish to attend;
 - when Child Y changed their story about allegations made, it appeared that the allegations were given less weight and there was not enough understanding of the way in which children and young people may retract their stories. Rehabilitation with the children's father (Mr A) went ahead without this being resolved or there being more clarity on the risks and safeguards in place;
 - failure to reasonably consider and assess potential kinship placements and follow national guidance and legislation in relation to kinship care assessments;
 - failure to communicate in a reasonable and timely way with extended family in relation to kinship care;
 - no evidence that Child Z's views were obtained in relation to moving school; or that Child Z or the new school were prepared for the transition;
 - failure to promote or encourage extended family relationships;

- failure to inform Mr & Mrs A of Child Z's admission to hospital shortly after they were accommodated; and
 - failure to complete a number of Looked After Child forms which should have been completed at the point of the children being accommodated, in a timely manner.
- 3.6 The SPSO also identified that the council had failed to handle the complaints raised by the parent and her supporter in a reasonable and timely manner. Whilst it was acknowledged that the complaint was complex, involving correspondence from a number of people, some of which had overlapping issues and with concurrent requests for information, they considered that much of the complaint handling was unreasonable, and this aspect of the complaint was also upheld.
- 3.7 Fourteen of the recommendations made relate to social work practice, underpinned by knowledge skills, values and rights in the approach to assessment and working with children and families, including extended families; policy and procedure to be reviewed and refreshed in relation to kinship care, child protection, and looked after children.
- 3.8 An extensive action plan has been drawn together to ensure that the explicit detail on the recommendations is attended to in the required timescales, and this is to be found in **Appendix 1**.
- 3.9 Prior to receiving the SPSO report, Social Work managers in Moray including CSWO and the then Interim Head of Children's Services had reflected upon the complaint responses previously provided and put together learning points from this. The learning points identified were:
- i) Child Protection Orders:
 - To consider the process of applications to consider how a legal order fits within child planning and how reflection and governance of orders is established within ICS Practice Governance.
 - ii) Family Work:
 - Establishing the principle of all wider family members being regarded as relevant for consideration in child planning.
 - Establishing the wider application of family and systemic work in ICS including as a preventative intervention.
 - Consider social work development in family including issues of diversity and community context
 - iii) Parenting Assessments and Support:
 - To review parenting assessment work with a view to establishing any training and development needs.
 - To have dialogue with commissioned providers of parenting assessments to achieve parenting assessment and support review.
 - Ensure that contact and communication between birth families and children/young people is maintained in accordance with child's plan

iv) Escalation of Complex Situations and Governance:

- To establish practice protocols that provide support and review in complex situations, including support and strategy meetings, communication protocols and enhanced supervision arrangements.
- Establish Practice Governance in ICS to provide a supportive infrastructure for social work decision making.
- Consider allocation of more than one social worker to complex family situations so that divergent views can be adequately heard and represented.

v) Business Processes Review:

Consider the business processes followed in case work situations especially those in complex situations to ensure that:

- a. Written documentary confirmation and clarification to all stakeholders is adequate.
- b. To ensure that communication is clear and of good standard.
- c. Identification of and opportunities for prevention of family breakdown / family support can be made in a timely and supportive manner

3.10 The learning points were discussed with staff involved in Children's Social Work.

3.11 Additionally the CSWO discussed with the Chief Executive and recommended the establishment of additional Consultant Practitioner posts to support the identified required change in practice. These posts were advertised and filled in early 2020. So it can be confirmed that practice changes were identified and resources put in place for improvement before receipt of the SPSO report.

3.12 Approaches to social work practice underpin the Improvement and Modernisation programme for Children and Families and Justice Social Work, to embed relational practice, and seeking to support families positively, even when legal measures may be required. This approach is further echoed in the Independent Care Review, published in Feb 2020.

4. SUMMARY OF IMPLICATIONS

(a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The Children's Services plan 2020/23 identifies improving outcomes for looked after children as a key priority the Children and families and Justice Social Work service improvement plan identifies actions to be taken to support these improvements the Corporate plan (2020 update) identifies the following priorities:

Work with families as partners to give their children the kind of lives they want them to lead so that children grow up to be strong and resilient]
Improve the life chances and outcomes for care experienced children and young people Improvement in children and young people's health and well-being.

(b) Policy and Legal

Policies are being reviewed in light of the outcome of the investigation and required actions.

(c) Financial implications

Changing practice culture within social work will require investment in additional system wide learning and development, to include relational approaches similar to family group decision making, and functional family therapy.

(d) Risk Implications

The report and associated action plan to meet the recommendations outlines significant changes in practice that need to occur, without which the reputation of the council could be at risk.

Furthermore, any intervention by social work should improve outcomes for children and young people and without these changes to practice being implemented, there is a risk that this does not happen

(e) Staffing Implications

Staff will need to be supported with additional learning and development programmes.

(f) Property

None

(g) Equalities/Socio Economic Impact

Not required

(h) Consultations

Chief Executive, Moray Council; Chief Officer, Health & Social Care Moray; Chief Social Work Officer; Head of Service, Children & Families & Criminal Justice Services; Morag Smith, Senior Solicitor, John Black, Complaints Officer; Tracey Sutherland, Committee Services Officer and the Equal Opportunities Officer have been consulted in the preparation of this report and are in agreement with the content relating to their areas of responsibility.

5. CONCLUSION

5.1 We welcome the findings of the SPSO, despite the report making extensive recommendations and making uncomfortable reading. A programme of actions and activities are underway to make the required improvements

5.2 Whilst the SPSO investigation has been underway, the CSWO and previous and current Heads of Service reviewed practice and identified improvements required, including the need to support social work practice with the role of Consultant Social Work Practitioners, which have been in place since January 2020.

5.3 A review of complaints handling has also been undertaken with improvements identified.

Author of Report: Jane Mackie, CSWO/Head of Service
Background Papers:
Ref: SPMAN-1108985784-327



APPENDIX 1

ACTION PLAN – SPSO 202000338 – Moray Council

Social Work/ Kinship Care

Red (trouble): At risk to miss scheduled completion date. Immediate management action required.

Amber (danger): At risk if issues are not addressed. Attention required.

Green (all good): On track to meet scheduled dates

The following action plan outlines what will be done to ensure that each of the requirements made by the Scottish Public Services Ombudsman progress. The action plan is in relation to the complaint that was made about social work services in Moray with focus on policy relating to continuing care.

*****PLEASE NOTE: RISK RATING IS SET AS AMBER FOR POINTS NOT YET COMPLETE – THEY ARE NOT OVERDUE AND ARE LIKELY TO BE COMPLETED WITHIN THE TIMESCALES SET.*****

Point number	What the organisation should do	What we need to see	What we will do	By when	By whom	RAG Status
1	Apologise to Mrs A for the failure to reasonably gather and take into account relevant information when making decisions regarding the children's care and education.	Copy or record of the apologies	Write a letter of apology as described to Mrs A	Complete at 1 st September	Head of Service	Green



APPENDIX 1

ACTION PLAN – SPSO 202000338 – Moray Council

Social Work/ Kinship Care

	Apologise to Mrs A and Ms C for the failure to reasonably and timeously respond to their complaints.					
2	The Council's Child protection function should be delivered within the context of supporting families and meeting children's needs through Getting It Right For Every Child practice model as stated in the National Guidance for Child Protection In Scotland and the Children and Young People (Scotland) Act 2014.	<p>Evidence that the findings of this investigation have been fed back to relevant staff in a supportive manner that encourages learning.</p> <p>Evidence that the Council have considered any training needs for social work staff in relation to the Getting It Right For Every Child practice model and child protection. The</p>	<p>Meet with relevant staff to support them to read contents of investigation and support staff to understand it in the context of a learning opportunity.</p> <p>Daily, mandatory training workshops delivered as lunchtime conversations held online all month to allow each practitioner to be able to attend, which incorporate all of the points in this action plan, including an exercise to</p>	<p>Completed 1st May 2020</p> <p>In place and scheduled</p>	<p>Service Manager and Consultant Practitioner</p> <p>Service Manager and Senior Social Worker (SSW)</p>	Green



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		<p>Council may wish to consider using this case as a training tool.</p> <p>Evidence that the Council have reviewed their Child Protection guidance to ensure it takes into account the Getting It Right For Every Child practice model and the relevant legislation in relation to supporting families and meeting children's needs.</p>	<p>fully engage the participants. This will take place across the whole of October 2020.</p> <p>Review child protection procedures and policy to ensure that it is GIRFEC led</p>	Complete at 1 st September	Consultant Practitioner	
3	In line with the Children (Scotland) Act 1995, the Council should promote the upbringing of children by their	Evidence that the findings of this investigation have been fed back to	Meet with relevant staff to support them to read contents of investigation and support staff to	Complete at 20 May 2020	Service Manager and Consultant Practitioner	Green



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	families and the possibility of kinship care placements should be considered at the earliest opportunity and if this is not possible, the reasons should be recorded.	relevant staff in a supportive manner that encourages learning.	understand it in the context of a learning opportunity.			
		Evidence that there is appropriate policy and guidance in place to ensure that the possibility of kinship care placements are considered at the earliest opportunity.	Looked After Child Policy updated to include requirement for social workers to evidence contact with family members. That evidence needs to be provided at the 72 hour Looked After Review and followed up at 6 week review. Tracking system developed.	Completed 9 th June 2020	SSW	
			Include this in daily October workshops and encourage social workers to complete a genogram during assessments. This will become mandatory as more detailed training is rolled out.	Scheduled for completion by end October 2020	Service Manager	



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4	The views of children should be sought in line with the Getting It Right For Every Child Framework and as laid down in the Children (Scotland) Act 1995 and the Children and Young People (Scotland) Act 2014. The views of children should be listened to, considered and recorded; and independent advocacy should be considered for children in a timely manner.	<p>Evidence that the Council have considered any training needs for social work staff in relation to seeking and including children's views.</p> <p>Evidence of an audit being carried out of Looked After Child and Child Protection paperwork, and Child's Plans, to ensure that children's views are being sought and included appropriately.</p>	<p>Mandatory lunchtime workshop to share good practice examples of gaining the views of young people and the use of Independent Advocacy considered in every case.</p> <p>Audit review paperwork and minutes to establish quality of gaining children's views, how that is recorded and of how that informs decision making.</p>	<p>To be completed by end of October</p> <p>Started and ongoing to be completed by end of October 2020</p>	<p>Service Manager and SSW</p> <p>Consultant Practitioner</p>	Amber
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5	Timescales for kinship care assessments should be in line with the Looked After Children (Scotland) Regulations 2009 and the Adoption (Scotland) Act 2007 - Part 9 Kinship Care unless the reasons as to why this is not possible are specifically recorded.	Evidence that the Council's policy and procedures on kinship care assessments are in line with the timescales in statutory guidance.	Complete audit of Kinship Care assessments, policy and procedures and identify if we have an issue in relation to timescales as per statutory guidance. Use our social work bulletin and briefing system to remind staff of the need to consider guidance in relation.	Completed	Team Manager, Placement Services	Amber
		Evidence that social work staff at the Council have been reminded of the guidance in relation to kinship care assessments.	Briefing to all staff	30 October 2020	SSW	
		Evidence that there is a system in place to monitor timescales for	Provide details of a schedule that evidences ongoing monitoring of kinship care assessment	In progress and to be completed by 30 October 2020	Service Manager and Team Manager	



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		kinship care assessment and management action taken to address when timescales are not being adhered to.	timescales and to be taken to senior management if these fall below statutory guidelines.		Placement Services	
6	Communication with extended family in relation to potential kinship care placements should be proactive, clear, and timely.	Evidence that the findings of this investigation in relation to communication with extended family members have been fed back to relevant staff in a supportive manner that encourages learning.	Discuss with relevant staff. Ensure kinship care requirements are explicitly included in staff development related to work with families. Incorporate into October workshop conversations early on with families in relation to possible kinship placement	Completed at 1 st May 2020 Scheduled completion October 2020 Scheduled completion October 2020	Service Manager and Consultant Practitioner Consultant Practitioner Service Manager and SSW	Amber



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7	Prior to any decision that brings about a change to the child's plan, or before a decision to seek a children's hearing for a child whose supervision order they think should be varied or terminated, a Looked After Child review should be held.	<p>Evidence that social workers have been reminded that significant decisions concerning a child should not be made out with a formal review.</p> <p>Evidence of an audit to ensure Looked After Child reviews are being held appropriately.</p>	<p>Send a bulletin and briefing to staff to ensure that are reminded that a Looked After Child review should be held to support decision making around a child's plan.</p> <p>Robust review of Looked After Child reviews to be completed.</p>	<p>Scheduled completion October 2020 and forms part of a larger brief incorporating other points in this document.</p> <p>Calendar schedule in place for audit and completion scheduled for end of October 2020</p>	SSW	Amber
8	When a child who has social work involvement moves school, the new school should be informed of this in a timely manner in line with the Getting It Right For Every Child national framework principles of working collaboratively with the child at the centre.	Evidence that the findings of this investigation in relation to the Getting It Right For Every Child national framework principles of working collaboratively with	Findings shared in briefing to all social work staff and included in workshops in October 2020	Briefing and workshops scheduled for completion end of October 2020	Service Manager and SSW	Amber



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		the child at the centre have been fed back to the relevant staff in a supportive manner which encourages learning.				
9	Social workers should avoid making statements based on assumptions and pejorative personal opinion.	Evidence that the findings of this investigation in relation to record keeping and attitude towards families have been fed back to relevant staff in a supportive manner that encourages learning.	General culture shift across social work department required. Should be formed as part of the workshop and upcoming development sessions on relational practice and all other training/ briefings/ supervisions.	Workshops scheduled completion end of October 2020 and upcoming development of staff beginning in September and ongoing	Service Manager and SSW	Amber
10	Parents with parental rights and responsibilities should, as far as possible, be consulted prior to medical treatment or	Evidence that social workers have been reminded of and understand their	Briefing reminder to all staff and ongoing monitoring through Looked After Child Reviews	Scheduled for completion October 2020	SSW	Amber



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	in cases of an emergency admission be notified as soon as possible, in line with the Children (Scotland) Act 1995.	legal obligations in respect of children and parents.				
11	The Council should adhere to the National Guidance for Child Protection in Scotland in relation to notifying the receiving local authority immediately when children and/or their family move.	Evidence that social workers have been reminded of their obligations under the National Guidance for Child Protection in Scotland. Evidence that the Council's procedures and guidelines meet the National Guidance for Child Protection in Scotland standards.	Ensure that as part of a closure process we have clear recording and evidence of passing information to receiving authority in a timely manner. Briefing to all staff	Scheduled completion end of October 2020	Service Manager and SSW	Amber
12	The relevant Looked After Child forms, including general medical consent, should be	Evidence of an audit to ensure that Looked After Child	Audit of Looked After Child forms.	Scheduled completion end of October 2020	Service Manager and SSW	Amber



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	completed at the point of a child being admitted to the care of the Local Authority, or in cases of emergency, as soon as is practicable possible after the child is placed; in line with The Looked After Children (Scotland) Regulations 2009.	forms are completed prior to or at the point of a child being accommodated.	Prompt for Reviewing Officers to ensure relevant forms are completed and on time.	Completed		
13	When making decisions regarding the care and education of children, the Council should appropriately gather and take into account relevant information.	Evidence that the findings of this investigation have been reviewed in full by a senior member of staff at the Council and that they are satisfied that all failings have been addressed by the recommendations above or actions already taken by the Council. If they are not, an action plan should be devised	Ongoing monitoring and review by Service Manager and completed actions along with evidence to be taken to Children and Family Governance Meeting on 16th November 2020	November 2020	Service Manager	Amber



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		to ensure that all issues are addressed appropriately and fully.				
14	Complaints should be handled in line with the relevant complaint handling procedure.	Evidence that the Council have carried out a review into the handling of this complaint, identified where improvement action (such as training) is required, and developed an action plan to improve complaint handling.	<p>Review of complaint to be completed and staff training regarding complaint process to be provided.</p> <p>Further mandatory staff training to incorporate process and approach to staff to be timetabled over the coming year.</p> <p>Action plan in place to improve complaint handling.</p>	<p>Training scheduled for October 2020.</p> <p>Timetable in place by end of October 2020 and in part to be included in workshops throughout October 2020.</p> <p>Complete September 2020.</p>	Service Manager	Amber