



REPORT TO: CHIEF OFFICERS GROUP ON 4 NOVEMBER 2021 and then COMMUNITY PLANNING BOARD ON 17 NOVEMBER 2021

SUBJECT: 2021-22 QUARTER 2 (JULY-SEPTEMBER) LOIP PERFORMANCE MONITORING REPORTS

BY: DEPUTE CHIEF EXECUTIVE (EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT), MORAY COUNCIL

1. REASON FOR REPORT

1.1 To inform the Group of the performance against the Local Outcome Improvement Plan (LOIP) for the period to 30 September 2021.

2. RECOMMENDATION

2.1 It is recommended that the Group scrutinises and notes the progress reported in the templates hyperlinked to this report taking account of the impact responding to the pandemic has had on partner organisations.

3. BACKGROUND

3.1 The Community Planning Board on 28 April 2021 agreed the LOIP delivery frameworks, recognising them as an evolving area of work that will continue to develop.

3.2 The Community Planning Board on 22 September 2021 agreed the use of Pentana (performance monitoring software) for the presentation of future monitoring reports. This report gives narrative summary on progress on LOIP priorities with links to Pentana styled backing tables. Refinement of performance indicators and provision of all results will be progressed for quarter 3 reporting as will reporting percentages complete against individual actions and a uniform format across all priorities. The tables aim to capture progress against the delivery frameworks as well as recognise efforts around response and recovery.

- 3.3 Delivery Plans provide a sharper focus which aims to enable the Group to give attention to a narrower range of priorities.
- 3.4 The Group and Board is invited to consider and apply scrutiny in assessing whether the information contained gives reasonable assurance on progress against LOIP priorities and actions to mitigate risks and issues.
- 3.5 **Building a better future for our children & young people in Moray** ([LOIP Actions & Indicators table](#))

Work continues across the three focus areas, with slight slippage in progress to date. Individual actions will be refreshed following annual review of the Children's Service Plan.

| LOIP PRIORITIES | RAG |
|---|------------|
| The emotional and mental wellbeing of children and young people is improved | 40% |
| Children live in safe and supportive families | 40% |
| The impact of poverty on children, young people and families is mitigated | 40% |
| OVERALL PRIORITY PROGRESS Children and young people live in communities where their voice is heard and they are build up to be all they can be | 40% |

Progress summary -

- 3.5.1 Investment in early intervention wellbeing support is provided through Counselling in Schools, Family Wellbeing Service, Locality Planning model and an enhanced summer holiday provision. In the quarter to September 2021, 175 referrals were made to Counselling in Schools with 67 pupils completing a programme of support, almost all reported improved wellbeing. The Family Wellbeing Support Service supported 8 families during the same period and 22 were supported through the Locality Planning Model. Enhanced funding provided wellbeing support for 750 children, young people and families over the summer holiday period.
- 3.5.2 Voices of children and young people continue to be heard in planning and decision making; an independant advocate enabled the wishes and feelings of children to be expressed during looked after children / child protection meetings, survey work around views and experiences of justice and health services was shared with practitioners to shape future provision. The Transition Policy was amended as a result of feedback to improve experiences and outcomes for those requiring ongoing support. Development of a new social work model to help better achieve consistency in the work undertaken with families and the number of children remaining at home has started. Implementation of the Safe and Together model, that will improve practice and create better outcomes for children and families exposed to domestic violence, is at an early stage.

3.5.3 A pathway of financial supports to mitigate the effects of poverty is in place and widely publicised. The Benefits Service operates a single application process that is used to assess entitlement to multiple benefits, making the process quicker and easier for families. Grampian hospitals are promoting a pan-Grampian income maximisation pilot, although uptake from Moray families is low, 6%. The Child Poverty Action Plan aims to deliver localised support and intervention through actions that promote digital inclusion and income maximisation.

Risks and Issues -

3.5.4 Lack of lead officer limiting the pace of progress made against the child poverty priority, this is due to be considered by the GIRFEC Leadership Group (GLG).

3.5.5 Single agency pressures limiting progress on children’s partnership priorities is being addressed through the review of role, remit and priorities of GLG and of strategic and thematic group memberships.

3.5.6 Evidence base of a full suite of performance measures to track whether interventions are delivering improved outcomes will be developed during the review of the Children’s Service Plan in quarters 3 and 4

3.6 **Empowering and connecting communities** ([LOIP Actions and Indicators](#)) –

Progress is as expected at this stage against the two focus areas contributing to this priority.

| LOIP PRIORITIES | RAG |
|---|------------|
| Develop stronger, more resilient, supportive, influential and inclusive communities | 45% |
| Improve life chances for people in Moray of all ages in communities experiencing the greatest inequality | 45% |
| OVERALL PRIORITY PROGRESS Thriving and well connected place, where more people live well | 45% |

Progress summary -

3.6.1 Supporting Community Anchor Organisations to extend reach and involvement is progressing in Lossiemouth with the analysis and reporting of recent community consultation findings and in Keith and Forres through supporting exploratory discussions. Genuine community engagement continues as a long term process, built of relationships of trust. The initial timeline to produce area plans is likely to extend for at least 12 months to allow meaningful engagement. The Buckie Monitoring Group is preparing to survey the community in order to broaden the themes considered and extend the boundary of the current Locality Plan and to take account of the impact COVID-19. Local groups are working well together with initial discussions being held with Development Trusts Association Scotland to explore the establishment of a constituted anchor organisation in the town to support delivery of the plan going forward. Work in New Elgin is

refocusing around boundaries and priorities, recognising some are specific to New Elgin East while others concern a wider community. In supporting initiatives to build wealth and prosperity, the statutory consultation period for The Fisherman’s Hall community asset transfer has completed, a report is due to be submitted to the Corporate Committee in November 2021.

3.6.2 In supporting community anchor organisation; Highlands and Islands Enterprise supported 15 social enterprise and community led groups and the Health Improvement Team have provided training to 20 community groups in the reporting period. Family Learning, Adult Literacies and Community based Adult Learning, through learning offers have contributed to ensuring that all communities have access to a range of learning opportunities. The Help Hubs in libraries noted a significant increase in numbers attending during September

Risks and Issues -

3.6.3 Maintaining and building on levels of volunteering commitment is addressed in the CLD Action Plan.

3.7 **Growing diverse, inclusive and sustainable economy** ([LOIP Actions and Indicators](#)) –

Work across the three focus areas is ongoing with some areas more advanced than others.

| LOIP PRIORITIES | RAG |
|--|------------|
| Increased participation, skill and pay levels with reduced gender inequality through pathways to employment and higher skilled employment | 67% |
| Increased participation, skill and pay levels with reduced gender inequality through targeted approaches for those furthest from the job market | 87% |
| Increased participation, skill and pay levels with reduced gender inequality through choices for the young workforce | 80% |
| Increased participation, skill and pay levels with reduced gender inequality through apprenticeships at all levels | 0% |
| OVERALL PRIORITY PROGRESS By the year 2030 Moray will have a sustainable and inclusive economy which generates improved opportunities for everyone, including more skilled and higher paid jobs | 60% |

Progress summary -

3.7.1 Early Learning and Childcare target to deliver 1140 hours to all settings by August was achieved with offers made to all parents by council, private and third sector providers. Plans to expand the Early Years Childcare Programme to meet future projected demand are developing. Pressures are evident in Buckie, Elgin and Speyside ASG areas, however current demand is being met.

3.7.2 The Moray Employer Recruitment Incentive (MERI) scheme, launched in April attracted 57 approved employers from a mix of private, public and third sectors who employ 59 young people on 12 month

placements. Plans to commit further funds to offer an additional 68 placements being considered by the local employability partnership. 29% of females are employed on MERI scheme, below the gender balance target of 50%. Since opening in May 2021, 103 individuals have engaged with Moray Pathways employability and training support hub at the Inkwell.

3.7.3 To date, 95 Kickstart placements have been filled through Moray Chamber of Commerce, 25 of which have finished the scheme and completed 6 months.

3.7.4 Initial research in developing an Apprenticeship Strategy is underway.

Risks and issues –

3.7.5 Transparency around the Kickstart Scheme, figures are shared but full data is with DWP who are unable to share, impacting on analysis and assessment, progress is currently based on available data.

3.8 **Improving well-being of our population** ([LOIP Actions and Indicators](#)) –

Progress on track to deliver against the three focus areas contributing this priority. Definitions around wider wellbeing priorities will be considered and incorporated in future reporting.

| LOIP PRIORITIES | RAG |
|--|------------|
| A whole population approach to prevention and reducing related harms – prevent and reduce alcohol and drug related harms | 50% |
| A whole population approach to prevention and reducing related harms – there is a reduction in alcohol and drug related harm and improvement in people’s wellbeing | 50% |
| A whole population approach to prevention and reducing related harms – promote engagement into treatment care and support and ensure the consistency of alcohol and drug service provision across Moray: supporting community services in meeting the needs of those using services where alcohol and drug use is a factor | 50% |
| OVERALL PRIORITY PROGRESS People are healthier and experience fewer harms as a result of making well informed decisions about their health and well-being | 50% |

Progress summary -

3.8.1 As restrictions ease, services continue to open up with group work being re-established and data showing an increasing demand for services from 457 clients in specialist services in June 2021 to 561 clients in September 2021. Comprehensive support packages are provided through the partnership of Moray Drug and Alcohol Services (MIDAS) and Arrows to prevent or reduce related harms. Delivery of alcohol brief interventions and make every second count interventions are applied to unplanned discharges and those re-engaging with services. Individual support provided by regular phone and video contact is now seeing a return to face to face meetings. Actions from a

meeting in August to discuss how to enhance the MARS risk process, used to assess and reduce the risks of those assessed as high risk, will be progressed in the coming weeks.

- 3.8.2 Recovery outcomes continue to show an average improvement from Assessment through 3, 6 and 12 month intervals with review findings being used to support operational and strategic planning. The service continues to meet its waiting time targets of 72 hours and 3 weeks. Moray Recovery Café, provided meals and food to those in need during the pandemic, many of the volunteers are in recovery and use the opportunity to gain confidence and work towards recognised qualifications. The Café links across wider networks such as the Moray Wellbeing Hub.
- 3.8.3 The partnership hosted 11 training events in the half year to September 2021, with 146 participants from a range of support organisations achieving 85% attendance, improving the competence, confidence and capacity within the workforce. Plans and funding are in place to further enhance the provision in Moray going forward, with particular focus on those with multiple complex needs to struggle to engage with the service.

Risk and issues -

- 3.8.4 Impact of service needs in taking forward and meeting the Medically Assisted Treatments (MAT) standards, in particular accommodation for the MIDAS Service, with the current provision no longer suitable to meeting the diverse and complex needs of those requiring support.

4. SUMMARY OF IMPLICATIONS

- 4.1. As a performance report, there are no direct financial, workforce, equalities, policy or legal issues from this report.

5. CONCLUSION

- 5.1. The report provides reasonable assurance of progress made against LOIP activities, whilst recognising that further improvement in performance monitoring and reporting will be made with each quarterly submission in the year ahead.

Author of Report: Louise Marshall, Strategy and Performance Manager

Background Papers: CPB 16/09/20 [LOIP 2nd edition approved](#) (item 4)

CPB 28/04/21 [LOIP Development of Delivery Framework Update](#) (item 3)

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