



REPORT TO: EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT COMMITTEE ON 3 FEBRUARY 2020

SUBJECT: PERFORMANCE REPORT (EDUCATION RESOURCES & COMMUNITIES) – 1 APRIL TO 31 DECEMBER 2020

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

1. REASON FOR REPORT

- 1.1 To inform the Committee of the performance of the service for the period from 1 April 2020 to 31 December 2020.
- 1.2 This report is submitted to the Education, Communities and Organisational Development Committee following a decision of Moray Council on 17 June 2020 to agree a simplified committee structure as a result of the Covid-19 pandemic in the case of this committee the combining of the delegated responsibilities of Children and Young Peoples Services and Governance, Strategy and Performance (para 9 of the minute refers).

2. RECOMMENDATION

- 2.1 **It is recommended that Committee scrutinises and notes performance of the Strategic Plan, Service Plan, Recovery Outcomes and Complaints over the period April to December 2020.**

3. BACKGROUND

- 3.1 On 7 August 2019, the Moray Council, approved a revised Performance Management Framework for services (para 5 of the minute refers). The framework introduced new arrangements for Managing, Delivering and Reporting of Performance. This is intended to increase the focus on priority areas and reduce the level of reporting on lower priority indicators in order to ensure discussion, scrutiny and challenge is directed towards areas of strategic importance as opposed to operational performance. Whilst the latter is clearly deserving of scrutiny if trends develop, consideration at committee should focus on the ability to deliver Local Outcomes Improvement Plan (LOIP), Corporate Plan and Service Plan priorities. This performance report allows the Strategic and Service Plan priorities, any relevant Operational Performance Indicators and Complaints Data for Education Resources and

Communities, to be monitored by committee as outlined in this section of the framework.

4. SUMMARY OF PERFORMANCE

4.1 At a meeting of the Education, Communities and Organisational Development Committee on 18 November 2020, approval was given for the Education Resources & Communities Service Plan (para 14 of the minute refers). This is the first service plan for this new service portfolio and it refers to strategic level, service level and recovery (Covid) priorities and outcomes which are reported in three sections:

- Strategic Outcomes - LOIP and Corporate Plan outcomes pertinent to the service.
- Service Level Outcomes – reflecting service priorities which sit below strategic level.
- Recovery & Renewal Outcomes - actions which are a direct result of dealing with the impact of the Covid outbreak

4.2 A total of seven strategic actions, six service level actions and 2 recovery actions have been used to measure progress over the course of the year to December 2020, summarised in paras 4.3 to 4.8. Progress has been achieved against the majority of actions, however the increased demand on certain services as well as the temporary closure of services due to the Covid lockdown has impacted on progress against a number of actions.

Level of Action	Number of Actions	Expected completion by end December 2020	Actual completion by end December 2020
Strategic Outcome	7	0	0
Service Level Outcomes	6	1	1
Recovery & Renewal Outcomes	2	0	0

Strategic Outcomes

4.3 Progress continues in ‘Empowering and Supporting Communities’, with Findochty Town Hall becoming the fourth such facility to have their Community Asset Transfer agreed at the Economic Growth, Housing and Environmental Sustainability Committee on 6 October 2020 (para 21 of minute refers). Ongoing capacity building support to community groups such as governance and project development are continuing as well as dealing with requests for additional support. Progress has also been made in developing and implementing the Participatory Budget (PB) programme, however Covid has impacted on the rate of progress. Moray Council PB branding “Our Communities, Our Choices” has been developed and approved, while the online CONSUL site has been developed and tested on staff (<https://mor.communitychoices.scot/>). Progress towards our Scottish Government 1% target has been restricted due to Covid, however, one pilot projects progressed to date. (STRATEGIC ERC 1.1 & 1.2). The date to

achieve the 1% target was deferred by government and is under further review due to the pandemic.

- 4.4 Further work has been undertaken in 'engaging with our communities' to help influence the future of council services. The Communities Team have engaged with the public on the Climate Change Strategy consultation, the COVID-19 Recovery Plan (analyses completed) and the Community Council Scheme consultation ahead of elections in 2021. In addition, monitoring reports for Buckie Central East and New Elgin East have been completed and submitted to the Community Planning Board (September 2020). Covid has impacted on planned Locality Planning activity, this will be progressed at the earliest opportunity, however the Community Support Unit have been active across our communities throughout the Covid pandemic, providing valuable support to community groups responding to need in their local areas. (STRATEGIC ERC 2.1 & 2.2),
- 4.5 As part of providing 'valued service to our communities' a number of strategic actions have been progressed in 2020/21. In tackling the affordability and standard of our schools and buildings the Learning Estate strategy has been approved following consideration and feedback. The learning estate investment programme for Findrassie Primary School has been approved with a business case to follow, while further engagement / consultation activity in priority ASGs (Buckie, Elgin and Forres) have been earmarked for the start of this year. As part of the Leisure Service Review staff and public consultations were undertaken with feedback embedded into the new Sport and Leisure Business Plan that was approved at ECOD Committee on 18 November. The Business Plan is now being implemented, prioritising some key transformational developments, however progress will be impacted by Covid and the requirement to close all sport and leisure facilities for the time being. Development of a Business Case on the preferred option for the future delivery of Leisure Services will be explored further in 2021. (STRATEGIC ERC 3.1 & 3.2)

Service Level Outcomes

- 4.6 A number of service actions around the development of digital solutions to maximise connectivity, collaboration and online service delivery have been progressed in 2020/21:
- The implementation of digital solutions as part of the School Business Admin review has progressed, however there is still work required to ensure consistency of uptake across all schools so that time savings can be generated across all sites. The service is currently scoping a second stage to the review that will consider the benefits of different school admin models to ensure maximum efficiency and enable continuous improvement.
 - Roll out of digital Youth Work –a Senior Youth Worker is now dedicated to digital development and a presence on social media - facebook, Instagram, and twitter. A blog is in place which is accessible to all and kept updated. The Moray Youth Work Discord server is now set up and all Youth Workers have been trained to use it (Discord provides young people with a safe space to meet with friends and Youth Workers). The server will be launched in February 2021.

- Online music instruction has been rolled out in the form of remote live video lessons and has been offered to all current instrumental music pupils as of Monday 11 January. Microsoft Teams within Glow is being used by all nine instrumental music instructors. Initial responses from families/community have been overwhelmingly positive.
- Significant investment has been made by libraries in eResources, with standing orders now in place for monthly additional top titles. Regular online Bookbug sessions have been delivered while Libraries are closed. (SERVICE ERC 1.1 - 1.4)

4.7 Development of the Community Learning & Development (CLD) Strategy (2021-2024) has been delayed from March 2021 to September 2021 due to Covid. Guidance from the Scottish Government for writing of new strategic plans in light of the Covid pandemic was due in January, with an expectation that plans will be more focussed on Covid recovery and for a shorter period of time. Training input by Education Scotland for strategic officers has been postponed until February. A writing subgroup has been created in preparation for the development of the new strategic plan. (SERVICE ERC 3.1)

Recovery & Renewal Outcomes

4.8 A priority for recovery and renewal is the development of community resilience plans. As part of supporting communities a working group has been formed to progress resilience plans in Moray. The group gave a presentation at the Joint Community Council on resilient communities and Community Councils have now agreed to co-ordinate the plans at a local level so that contact details and local information is kept up to date. Areas have been identified to start producing the first plans, with a focus on areas with existing challenges such as flooding. Support for Community Anchor organisations is also continuing, mainly through information sharing and online meetings. Two communities (Lossiemouth and Forres) are currently developing Community Plans, prioritising community recovery from the pandemic.

Complaints & MP/MSP Enquiries

4.9 Between April 2020 and December 2020, Education Resources and Communities received three complaints. All three complaints were closed during the same period. The three complaints were resolved at frontline stage, all were upheld. Two of the three complaints were closed within the target five days, the overdue complaint was granted an extension.

5 SUMMARY OF IMPLICATIONS

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

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in both the Corporate Plan and the LOIP.

(b) Policy and Legal

The Council has a statutory requirement to publish a range of information that will demonstrate that it is securing best value and assist in

comparing performance both over time and between authorities where appropriate.

(c) Financial implications

None.

(d) Risk Implications

None.

(e) Staffing Implications

None.

(f) Property

None.

(g) Equalities/Socio Economic Impact

An Equality Impact Assessment is not required as this report is to inform the Committee on performance.

(h) Consultations

The Head of Education, Depute Chief Executive (Education, Communities and Organisational Development), Service Managers, the Equal Opportunities Officer, and Tracey Sutherland, Committee Services Officer have been consulted with any comments received incorporated into this report.

6. CONCLUSION

6.1 The committee is asked to consider and note the progress made against the Education Resources and Communities strategic, service and recovery actions up to the end of December 2020.

Author of Report: Neil Stables, Research & Information Officer

Background Papers: Held by Author
[Education Resources & Communities Service Plan
Community Planning Board \(September 2020\) LOIP
Performance Reports \(Agenda Item 3\)](#)

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