

Comhairle nan Eilean Siar



Action and KPI Progress Report

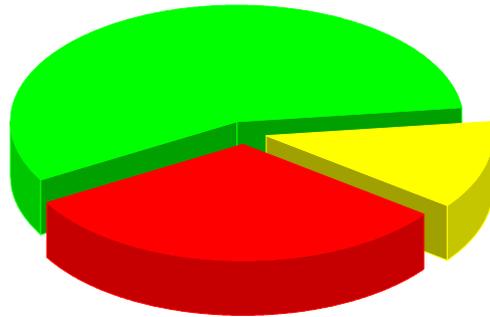
April 2023 - March 2024

EDUCATION, SKILLS AND CHILDREN'S SERVICES

OVERALL PERFORMANCE - EDUCATION, SKILLS AND CHILDREN'S SERVICES

Actions

On Track	56.3%
Monitoring Required	12.5%
Off Track	31.3%
No Targets Set/ Ongoing	0.0%
Total:	100.0%

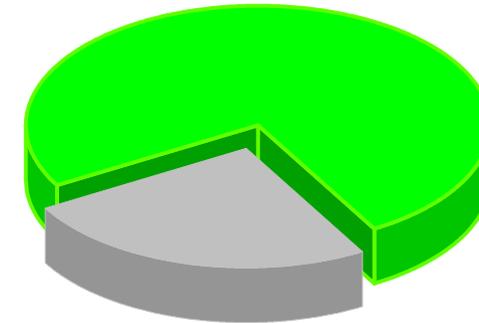


16 Actions reported on

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

KPIs

On Track	75.0%
Monitoring Required	0.0%
Off Track	0.0%
Annual	25.0%
Total:	100.0%



4 KPIs reported on

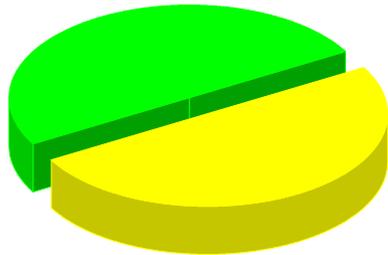
- 3 KPIs on track
- 0 KPIs monitoring required
- 0 KPIs off track
- 1 KPIs NA

Children's Services

Business Unit Overall Performance - Children's Services

Actions

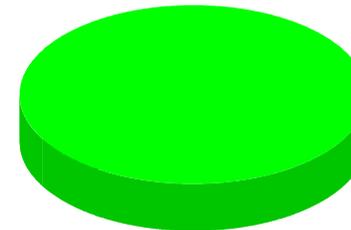
On Track	50.0%
Monitoring Required	50.0%
Off Track	0.0%
No Targets Set / Ongoing	0.0%
Total:	100.0%



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

KPIs

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



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

Comments - Children's Services

2023/24 End of Year (Q4) Progress Comment:

Due to an increase in child protection activity over the past 2 quarters, meeting statutory duties is currently very challenging. The Service is prioritising the most serious Child Protection referrals. Increasing referrals of a non-protection but still statutory nature is placing additional pressure on the service.

The review of the care estate is well underway and will be presented to the June Committee series. The review has expanded its focus to include a review of the wider service delivery model in terms of early intervention and prevention. This is referred to as a prevent and return model. Prevent, as in preventing children coming into care, and Return as in returning children home from care when coming into care was unpreventable.

The Service has now acquired both of the two flats above the supported living resource on Keith Street with the first tenants about to move in.

Ross Drummond has been appointed as the new Chair of the Child Protection Committee. General and Specific training has progressed both in Lewis and in Uist and training has increased from a half day to a full day course to reflect the level of training provided nationally. A return to face-to-face training took place this quarter also, reflecting the feedback from participants. Audit activity has continued with a further 2 Child Protection cases audited. The CPC Improvement plan is being reviewed in advance of update in Q3 to be approved Dec 2024.

The Scottish Child Interview Model has continued to be utilised as the main interview model for children and all local staff have successfully completed their training. Bairns' Hoose plans have continued to progress, with the next financial years budget allocation meeting our budgetary request. Bairns' Hoose to be renamed 'Taigh-Solais' and a progression of logo creation for this.

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

Action Progress - Children's Services

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

Objective:

Service Profile

Children & Families, Resources and Child Protection

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.2.1.Ensure delivery, quality assurance and development of services that meet statutory duties and support the outcomes of the Integrated Children's Services Plan.	Jack Libby - Chief Social Work Officer / Head of Children's Services	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN
ACTION PROGRESS COMMENTS							
Quarter 1 The CPC Audit and Scrutiny Group increased its audit activity and is sharing learning across the partnership. A Supported Accommodation provision for vulnerable young people age 16 - 19 has opened in Stornoway. The wellbeing Web has now been introduced for CP and LAC cases. The transition of outreach respite delivery from Action for Children to the Extended Learning Resource has gone extremely well. The CPC IP has 13 overall Outcomes and under these outcomes there are 45 specific actions. Over the course of this quarter 13 actions have been completed. A number of these actions are new processes or practices being implemented and will continue to be ongoing pieces of work within the multi-agency services.							
Quarter 2							



Two social workers are undertaking the Scottish Child Interview Model training and the revised Child Protection Guidance has been completed.

Quarter 3

In the past quarter, the Service has provided an update to Scottish Government on our progress with delivering on The Promise. We have also had discussions with Who Carers? Scotland in terms of how they will support us in our incorporation and implementation of UNCRC. The CYPPP met in January 2024 where service updates were presented. It was agreed that at the April CYPPP meeting, sub-groups will provide written updates on their sections of the ICSP. The updated Throughcare and Aftercare Policy and Operational Guidance has been completed in draft form and will now be shared with Care Experienced Young Persons in terms of further consultation. Many other policies and procedures have been lost to the cyber attack so efforts are underway to retrieve what can be retrieved and to source from other local authorities, what cant. The Service has been participating in a Thematic Review of its services for Children Affected by Disabilities. This has been undertaken by the Care Inspectorate and the findings will be made known shortly. Rowan Short-break Service has received a very good inspection outcome.

Quarter 4

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

The review of the care estate is well underway and will be presented to the June Committee series. The Action for Children budget has seen a real terms decrease resulting in a likely, further reduction in LAC beds from 3 to 2, having previously been reduced from 4 to 3. The review of the care estate has expanded to include a review of the wider service delivery model in terms of early intervention and prevention. This is referred to as a prevent and return model. Prevent, as in preventing children coming into care, and Return as in returning children home from care when coming into care was unpreventable. It is felt that the wider children's services partnership could be working more efficiently and effectively through a 'all services under one roof' type approach.

The Service has now acquired one of the two flats above the supported living resource on Keith Street and discussions are underway with Housing and HHP to acquire the 2nd flat. This is a major step forward in terms of a step-up and step-down supported living model for vulnerable 16-19 year olds.

General and Specific training has progressed as per the Child Protection Committee Training Calendar. Specific Training has increased from a half day to a full day course to reflect the level of training provided nationally. This has resulted in more positive feedback from participants.

A return to face-to-face training took place this quarter also, reflecting the feedback from participants. Training is being delivered both in Lewis and in Uist. This Quarter participants numbers have been: 25 at three General Workforce training sessions, 13 at two Specific Workforce training events and 6 at one Risk Assessment training.

Audit activity has continued with a further 2 Child Protection cases audited. The IRD audit has restarted this quarter with cases and dates circulated for audit.

In last quarter CPC chair left with new Chair Ross Drummond appointed.

The Scottish Child Interview Model has continued to be utilised as the main interview model for children. This quarter the final (4th) staff member of the local cadre has been trained with all 4 staff passing their accreditation first time. Scoping of fixed interview sites in Uist has started with Police Scotland.

Bairns' Hoose plans have continued to progress, with the next financial years budget allocation meeting our budgetary request. Bairns' Hoose to be renamed 'Taigh-Solais' and a progression of logo creation for this.

The CPC Improvement plan is being reviewed in advance of update in Q3 to be approved Dec 2024.

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

Objective:

Service Profile

Children & Families, Resources and Child Protection

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

ACTION PROGRESS COMMENTS



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

- Action 2.2 recommended: It may be prudent for the Comhairle to request that the costs for the services being provided for the coming year/s are identified as quickly as possible to allow the Comhairle and the providers to work with the available budgets.
 - Action By: Chief Social Worker/Head of Children's Services
 - Progress as at 24th October 2023: Discussions are taking place with the provider re anticipated costs for 24/25.
 - Action outstanding: Finalise arrangements with provider.
 - Progress update: COMPLETE - The Service have obtained costs for all 4 out of region placements and for local residential resource.

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

- Action 2.4b recommended: The Head of Children's Services to ensure that quality assessment reviews are provided to the Comhairle on an annual basis to provide assurance that regulatory frameworks and requirements are being met.
 - Action By: Chief Social Worker/Head of Children's Services
 - Progress as at 24th October 2023:
 - Action outstanding: In place. Awaiting outcome of Action for Children's recent inspection.
 Progress update: COMPLETE - Received inspection report and improvement plan from AfC and are supporting them with improvement plan.

Scorecard - Children's Services

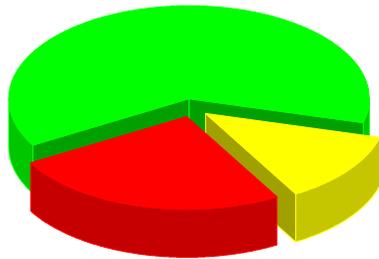
2023/24 SBP PIs - Children's Services	Unit	Target	Actual	Indicator	Comments
2.1.2. ECS197: Percentage of children who through the use of outcome measurement tools, have shown an improvement in their wellbeing after 6 months. Responsible Officer: Jack Libby.	%	0.00	0.00	 GREEN	Baseline year. The service have set milestone targets increasing year on year towards a target of 90% by 2030.

Education, Skills, and Children's Services Directorate

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

Actions

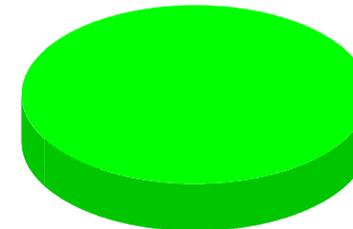
■ On Track	62.5%
■ Monitoring Required	12.5%
■ Off Track	25.0%
■ No Targets Set / Ongoing	0.0%
Total:	100.0%



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

KPIs

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



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

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

2023/24 End of Year (Q4) Progress Comment:

The Sports Development team have progressed the re-introduction of primary school festivals and events. The Active Schools team are working on their monitoring for Term 2 (Easter). The whole Sports Development Team attended a workshop with Public Health Scotland, sportscotland, NHSWI and local partners for the latest stage of the systems based approach towards understanding the physical activity landscape. Progress has been made in increasing the numbers going through the swimming lessons programme at Lewis Sports Centre which allowed us to open up the waiting list again.

Interviews took place for the post of Libraries Manager. Regular bookbug sessions in English and Gaelic along with sessions in makaton were delivered in Stornoway Library. The Library also hosted a talk from astrophysicist Dr Anne-Marie Weijmans, from the University of St Andrews, " and a talk organised by Island Book Trust with Ian Stephen and John Randall. Lionacleit Library ran a variety of events including a weekly breast feeding group, a textiles group and bookbug sessions. An Easter Craft Session was held at the end of March with over 60 people attending. Regular Bookbug sessions also take place in Tarbert Library and an Easter Craft Day took place on 23 March. Castlebay Library has seen a steady increase of people signing up to the library, and there are regular weekly class visits from both Eoligarry primary and Castlebay primary. Saturday has seen a significant increase of families and young children using the library.

The two new MULTIPLY tutors have begun planning and creating resources for delivery of MULTIPLY to various groups. Due to difficulties in recruiting a Gaelic Tutor there is currently only one Tutor delivering training. Resettlement ESOL continues to work well with some more Ukrainians joining. Adult Learning participated in a CLD Progress Review Visit and Inspectors commented on the respect there was amongst partners.

Work continues on rebuilding employee records and systems whilst also continuing to ensure staff pays are processed. Holiday Entitlement / SFLA Progress Sheets are being re-established and updated. SEEMiS is now accessible to 1 member of staff in the Non Teaching Staffing Team and updating records has commenced. There was a successful rollout of new phone system and the referral system, that was lost due to the cyber attack, has been rebuilt and streamlined. Various sites have been set up in Sharepoint to provide shared file storage and collaboration for staff.

In this quarter the Department received 69 FOIs and completed 63 FOIs with 73.02% of those being completed within 20 working days.

The MIS team continues to refine Eclipse processes in liaison with Eclipse Working Group. Work continues on rebuilding custom databases and data reports. MS Forms are being developed to replace disconnected SEEMiS functions and the loss of access to Lagan School Enrolment Forms. Refresher training has been delivered for Learning Support in Additional Support Needs recording and reporting in SEEMiS. Planning meetings with Early Years Managers have resumed for SEEMiS Early Years. ScotXed data follow up queries for Looked After Children were responded to and final sign off by Head of Children's Services was completed within timescale

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

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

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

Objective:

Service Profile

Education Resources

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.3.1.Support community access to school facilities,	Iain G Smith - Service Manager – Resources	In Progress	01/04/2022	31/03/2024	75%	100%	 RED

ACTION PROGRESS COMMENTS

Crown Estate funding to subsidise use of School Sports Pitches for organised groups ceased in April 2023. Groups are now charged as per policy and the online application form clearly states the relevant charges that groups must pay. Funding has been found to support the school lets for the Feis in 2023/24. Feis groups will receive free lets of school premises for this



year only and the costs will be offset on a one-off basis from a Department budget. These charges will revert to CNES policy for 2024/25 when Feis groups will have to pay £100 a day plus cleaning and other costs.

Quarter 3
 Online booking forms have now been amended to include the 14 day notice period when booking a let. System previously allowed short notice lets which proved difficult in terms of providing staff cover for the Comhairle and FES. This amendment is intended to reduce instances where let bookings cannot be honoured because of staffing issues. The Department has advertised and sought interest from communities for relief janitors and school caretakers in all areas with limited success. Uist adverts did get some positive results which should support school lets for the area. The Department are also working with Spors Nis to potentially provide cover and other janitorial services to support the use of Lionel School campus for school lets and other activities.
 Department are now trying to recover from cyber attack and put in place an interim online service to manage school lets. Paper forms, emails and telephone have been used to manage school lets since the attack. It is hoped to have a reasonable service back in place by the end of the third quarter. Departments cannot progress their own solutions or reinstate existing systems. The pace and direction of recovery is with the Corporate Services Incident Recovery Team.

Strategic 2.1.4. People are healthy and active.

Objective:

Service Profile

Sport and Health

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.4.1.Ensure delivery, quality assurance and development of sporting and national health improvement activities in support of the Active Hebrides Strategy	Iain GG Campbell - Sports Development Services Manager	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN

ACTION PROGRESS COMMENTS

Quarter 1
 The service continues to be a main contributor to the outcomes of the Active Hebrides Strategy. The partnership group managing the strategy, led by NHSWI Health Promotion staff, have carried out a review of the strategy and in June received a presentation from Flora Jackson (Health Improvement Manager for Physical Activity, PHS) on a systems-based approach to physical activity. If successfully implemented by the group this will draw on international evidence of what works to increase population levels of physical activity, translated into a Scottish context and applied to our local communities using a whole system approach. An ambitious plan in the early stages of development. The services provided by Sport & Health reach a wide range of the local population, maximising the use of available spaces. The now established Move More programme supports clients (predominately older populations) suffering from long-term illnesses including cancer using exercise in pre-opp, recovery and for longer term lifestyle changes. The service also works with the NHS Cardiac and Diabetics teams and GPs to support referrals for physical activity interventions and also in discussions with the Orthopedics team. These programmes are primarily funded by NHSWI. At the other end of the scale we provide support to nursery staff in the delivery of physical activity and have introduced more activities for pre-school children and families in our programmes and through volunteers. In between these age groups the service delivers or supports the delivery of a wide range of activities in our communities covering recreational, grassroot sport up to elite participation in professional sport and representing the Western Isles at the International Island Games, including life skills such as all primary children being able to ride a bike and be safe in water. This is provided by experienced staff who maintain high levels of competency. The Slainte Mhath (SM) membership scheme remains amongst the cheapest in Scotland and continues to help reduce the barriers to taking part in sport and physical activity. The membership has been enhanced in recent years by the introduction of the LeisureLink scheme which allows SM members to access facilities in 8 other regions in Scotland (Aberdeen, Angus, Argyll, Borders, Highland, Moray, Orkney & Shetland) with Aberdeenshire also looking to become a member. The Sports Facilities Services Manager, Tony Wade, left post in June after 22 years of sterling service with Sports Development Services Manager, Iain GG Campbell, taking over interim responsibility for all Sport & Health services pending consideration of a proposed restructure. The service will work with colleagues across departments, funding partners and community partners to maximise funds and resources to maintain service levels.

Quarter 2
 The Move More programme continues to provide a valuable service in partnership with NHS Western Isles. Move More Activity Officers (MMAO's) bases in Stornoway, Benbecula and Castlebay deliver a range of support for people suffering from long term illnesses, including cancer. MMAO's are currently preparing 6 month reports for presentation to partners in November.
 Rural swimming pools at Lionel and Shawbost are increasingly challenging to staff – lifeguard and janitor posts difficult to fill and cover. A pilot has been approved to allow a business to provide swim lessons at the Lionel pool and informal discussions have been held with representatives at Sporsnis and community groups around other potential opportunities.



The Games Hall area at ISL has recently been utilised by Scottish Ballet and WI Community Group for the Metagama Celebrations. Rangers RFC and Ross County RFC have also hired indoor and outdoor spaces.

The Performance Development Programme (PDP) and the Athlete Travel Award Scheme (ATAS) have been reviewed with main partner and funder, sportscotland, and funding and support is being maintained for the current financial year. Athletes for the current school year have been confirmed and programmes are underway for 10 young athletes at ISL and Linciate Hub. The 2nd tranche of ATAS funding was distributed following an application process in September, with 8 athletes receiving £750 towards travel costs to high level competition and coaching events.

The Western Isles was represented at the NatWest International Island Games XIX in Guernsey 8-14 July. Team management and administration was provided by the Sport & Health service to organise a team of 104 athletes and managers. The Comhairle was represented by the Leader, Cllr Kenneth Macleod. Following the postponement of the Guernsey Games from 2021 due to Covid this was the biggest team to represent the Western Isles, participating in 9 different sports. The team returned with 4 silver medals and 1 bronze medal finishing top Scottish Island on the medal table. A full Games Report will be available in November.

An internal audit of Sport and Health, carried out between July and September, was generally positive with any concerns highlighted either dealt with or programmed for actioning.

Quarter 3

The cyber-attack on the council's computer systems in November affected our ability to access information and membership software for a time but we were able to maintain a full range of services throughout. The effects of the loss of historic information will be determined over time. Staff and support services are to be commended for the way they reacted to this serious and disruptive event.

The Active Hebrides Strategy Group have held further meetings to progress discussions around the systems-based approach to Physical Activity (PA). The group is carrying out work with a wide range of partners to assist in understanding the local Physical Activity system. The Sport & Health service is contributing to this process as a major partner, which will be used to identify future Outer Hebrides PA strategies.

The Active Schools team successfully completed its first monitoring return of the current school year for sportscotland at the end of the December. We will receive local and national figures in due course.

Slainte Mhath memberships have increased by 400 since the reintroduction of the scheme in July 2022 following the Covid 19 pandemic. Work is being done to review and promote our services to encourage more people to participate in physical activity and take up memberships moving into a new year.

Our range of services delivered in partnership with NHSWI is being expanded by the instruction of an Orthopaedic Pre-Hab Clinic early in the New Year. This will be adding to current services - GP Referral, Move More, Counter Core and Cardiac Rehab.

Quarter 4

The Sports Development team have progressed the re-introduction of primary school festivals and events covering activities such as Uni-hoc, Indoor Rowing, Tchoukball, Sports Hall Athletics and Football. These were well received and well attended by pupils staff and volunteers. The Active Schools team are working on their monitoring for Term 2 (Easter). We still have a vacancy in Outdoor Learning so a member of our relief Outdoor Instructor pool has been helping with preparation for the Duke of Edinburgh expedition season. The whole Sports Development Team attended a workshop with Public Health Scotland, sportscotland, NHSWI and local partners for the latest stage of the systems based approach towards understanding the physical activity landscape. Thanks to the hard work of staff progress has been made in increasing the numbers going through the swimming lessons programme at Lewis Sports Centre. All 70 added to the waiting list in January have been offered places with 65 moving on to the next level by the end of February, which allowed us to open up the waiting list again to a further 90 who are being offered places as quickly as possible.

Work was completed to implement approved 10% increases to Slainte Mhath scheme from 1st April along with a 5% increase to pay-as-you-go prices.

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

Objective:
Service Profile

Library and Information Services

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.5. Provide a Library and Information Service that meets the aims of the Scotland's Public Library Strategy.	Neil MacLeod - Service Manager – Performance & Staffing	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN

ACTION PROGRESS COMMENTS

Quarter 1
 There were in excess of 11,830 visits to the library in Stornoway in the first quarter of the year compared to 7,290 for the same period last year. There has also been an increase in the



number of book issues with 6,866 issues in this quarter compared to 6,165 issues in the same quarter last year. Issues in Lionacleit stood at 1,497 in comparison to 1,321 in the same quarter last year however Castlebay has seen a drop from 511 in Quarter 1 of last year to 424 in this quarter. Lewis and Harris Mobile issues stood at 2,865 this quarter which is a slight drop over the same quarter last year. The Lionacleit Mobile issues are down following the retiral of the Library Van driver although a new member of staff should be in place shortly. There were 2151 digital issues in this quarter compared to 2,016 in the same quarter last year.

A new library website bringing together the existing web pages with our e-Library offer and an online catalogue has been finalised and is due to be launched soon. Work is also underway on another website which will feature cultural collections from the Western Isles.

In partnership with the Comhairle's Museum service a number of books and documents have been identified as suitable for archiving and work will begin shortly on digitising these prior to placing in the Comhairle archive for suitable storage.

Bookbug training, delivered by the Scottish Book Trust, took place in Lewis and in Uist. Bookbug bags for 3 year olds have been distributed to Nurseries and baby and Toddler bags have been distributed to Health Clinics.

Quarter 2

The new website is up and running.

Bookbug sessions and various group activities have taken place during this quarter.

Interviews for the post in Tarbert Library were undertaken and an appointment made.

Quarter 3

The Cyber attack has resulted in the loss of access to library data however the Library Management System and web pages are hosted on line and were not impacted by the attack. The library branches were able to continue to deliver services with the use of portable wifi devices and the use of mobile hotspots. Unfortunately public access to printing was lost and is still not available.

There were 12,500 visits to Stornoway library in quarter 3 with over 7,000 physical issues.

The Tarbert Library reopened in November and a bookbug session took place in December.

Lionacleit Library had over 1,300 physical issues and ran a variety of events including a breast feeding group, a textiles group and bookbug sessions.

Castlebay library had over 480 physical issues.

Information for the Library Data Framework Survey was collated.

Quarter 4

Interviews took place for the post of Libraries Manager.

Regular bookbug sessions in English and Gaelic along with a couple of sessions in makaton were delivered in Stornoway Library during this quarter. Activities in The Space included the chess club and an OhCon card swap. The Stornoway Library also hosted a talk from astrophysicist Dr Anne-Marie Weijmans, from the University of St Andrews, titled "Secret Lives of Galaxies" and a talk organised by Island Book Trust with Ian Stephen and John Randall titled "Where the Stories Lie"

In the last 3 months there were 12,085 visits to Stornoway Library and 7,374 books issued; 12085.

During the last quarter Lionacleit Library had over 1152 physical issues of books compared to 1635 in the same quarter in 2023. There has been a reduction in visits by English classes due to a change in approach to class reading time. The Library ran a variety of events including a weekly breast feeding group, a textiles group every Friday and bookbug sessions once a month. The monthly Reading Group also takes place the first Wednesday of every month. A very successful Easter Craft Session was held at the end of March with over 60 people attending. Uist Mobile had 611 physical issues in the quarter compared to 631 in the same quarter in 2023.

A bookbug session takes place in Tarbert Library on the last Monday of every month and an Easter Craft Day took place on 23 March.

Over the last quarter Castlebay Library has had a steady increase of people signing up to the library, requesting books as well as using the space for reading and the computers. There are regular weekly class visits from both Eoligarry primary and Castlebay primary. Saturday has seen a significant increase of families and young children using the library.

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

Objective:

Service Profile

Adult Learning

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.5.1.Ensure delivery, quality assurance and development of Adult Learning opportunities in support of the Community Learning and	Morag Fletcher - Adult Learning Manager	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN



Development Plan

ACTION PROGRESS COMMENTS

Quarter 1

Our Adult Learning Apprentice, Hannah, was asked by an HM Inspector to complete a case study in Gaelic around GFL. While working on this, with support from Neil, we realised we had not used any form of baselining for parents or children.

Hannah went on to develop a five-point scale for each element (reading / writing / speaking / listening) for both parents and children. She will now be able to take a baseline when she starts working with new learners, and show progress more easily both in reporting and to the learners using this method.

In future Hannah will note start and end date of all learners as some may only come for one session to learn something specific, we need to ensure we are capturing all learner data.

We have received a number of referrals over the past couple of months, so the Learning Shop is becoming a bit busier again. Hopefully we will be able to get some of the numeracy learners to become a group rather than 1:1 learning, but this depends on their availability. We will continue to offer remote learning to those whom this methods suits better.

As we have been unable to recruit to the 4 hour Literacies post we may need to use this money in the future to support delivery of General ESOL provision.

Our Adult Literacies Apprentice, Hannah, is going out to promote GFL on the Gaelic Play bus during the summer at a few local events. This is a project by another team, to which we have been asked to contribute. Hannah will speak to parents to let them know that Gaelic support is available and pass on her contact details in order to share the link to the electronic booking system.

Resettlement ESOL - A significant number of Ukrainian people are working at McDuff's and the management there are keen for them to engage in ESOL. Melissa has been working with the management to make this possible. So far a few of the people have started to attend. We plan to offer an evening session to pick up some of the potential learners who cannot make it during the day.

We did have a relief tutor for a short period of time, but she has stated she cannot work just now as the nursery is closed during holidays. Unsure if she will pick up again. If not we may need to find another tutor to support.

The planned social event will now be combined with some Place Standards questions around finance / child poverty with learners, supported by Morag and Mary (Health Promotion). The questions will be worded appropriately and if any learner feels uncomfortable with the questions we will pull back.

Any relevant information we are able to gather will be shared with Health Promotion and other partners as appropriate.

We also plan to incorporate the use of our wonderbags into this event to raise awareness of them and promote their use. If we plan to do more social events we may keep a bag or two in the Learning Shop to be used by whoever is cooking for each gathering.

General ESOL - Paperwork was completed and sent to college, request for copies of passports has now been received, however between sickness and annual leave it has not been possible to pull this together yet. Tutor due back mid July.

General ESOL - MF and NML applied for funding for the current year, while securing a 3 month extension to post while we await a response. If we secure funding for this year we will spend the year identifying partners to support provision, producing SLAs and agreeing Learning outcomes for reporting.

Funding for the General ESOL post has now been granted to 31 March 2024.

CBAL - As the e-Sgoil Gaelic Development Officer has moved on we no longer have that close relationship with Gaelic provision. Need to meet with Mira for a handover, LCC & Donald Weir dealing with grant funding for now.

CD continues to work on Gaelic class provision, however we are down to two tutors and one of them can only work a few hours as studying for her PhD.

Wonderbags project - KM vacated her post so the final report was completed by Morag and Mary (Health Promotion). Project is now closed as far as the Europe Challenge (funders) are concerned.

We have managed to purchase more wonderbags and will meet to discuss how best to distribute across island groups.

We have launched some awareness raising and promotion of the bags on social media and have two "in person" events planned with the Heb Baker doing demonstrations.

We may also look for funding to expand the project.

CBAL - Cookery classes did not go as planned so we have regrouped and are planning demonstrations with invited groups to ensure attendance. In an attempt to start offering classes in communities, we plan to use a small budget to provide CBAL learning across communities, one specific area of learning at a time. We tried this with cooking demos and have learned a few

lessons from that.

We will next look at offering first aid for under 5s. I have spoken to the tutor we previously used, and he is happy to do this again. This has always been a popular course and we will be able to offer it free of charge – unless we have to pay for the venue, then the charge may need to be passed on to the learners.

MULTIPLY - 2 x p/t posts to be advertised and recruited to work with groups of learners on the specific areas of numeracy they require. Potential for some family learning / parental support in primary and secondary schools.

Quarter 2, July - September:

Adult Literacies

A Case Study on Gaelic Family Learning (GFL) has been written in Gaelic for Education Scotland.

Although attempts to establish a numeracy group have not been successful to date the service continues with one-to-one learning and engagement continues to be good.

Staff promoted GFL on the Gaelic Playbus during the summer at a few local events. Staff were also involved in the Early Years event in the Town Hall in September. This allowed an opportunity to meet parents and carers along with young children and advise them of our GFL offer.

An Adult Literacies grant application from Cothrom has been approved and a session on reporting requirements has been delivered to tutors in Cothrom.

ESOL (General and Resettlement):

An English for Speakers of Other Languages (ESOL) social event went ahead in September and was a huge success. 42 People attend the event and learners cooked food for everyone. There was also a BBC film crew filming for EORPA and the show will be on BBC Alba later in the year.

Funding has been secured for this financial year however general ESOL provision remains a concern as funding for the next financial year has not been secured. The Western Isles is not the only area in which the current ESOL model doesn't work and this information has been passed on to the policy unit by LS at Education Scotland.

An ESOL grant application from Cothrom has been approved and a session on reporting requirements has been delivered to tutors in Cothrom.

CBAL:

The Community Learning Support Worker continues to work on Gaelic class provision, however we are down to two tutors. Interviews for relief Gaelic tutors are scheduled for later in October. Gaelic Conversation Circle sessions ran up to the summer and then took a natural break, however we will not be able to re-start until we have more tutor availability.

Cooking demos at Cearns Community Fridge went down very well with the tutor using the wonderbag. At an Early Years event in the Town Hall in September The Hebridean Baker used the wonderbag and explained how it worked along with his cooking demo.

Drumming (for drum fit) equipment ordered for Seaforth House, some of it has not arrived so this needs to be sorted by P2P before we order any for Harris House. Health Promotion supplied the funding for Cothrom to do the same for the care home in Uist.

https://www.reddit.com/r/MadeMeSmile/comments/l8sjlw/this_nursing_home_has_drum_exercise_classes_for/

General

A progress report from Adult Learning Partnership has been sent for consideration at the next the CLD Steering Group and CPP meeting.

CLD self-evaluation day in Harris went well with good communication and ideas from all those attending. Follow up meeting will be planned by FMB

Quarter 3 October - December 2023

Literacy and Numeracy referrals continue to come in and tutors are so far managing to provide suitable learning options. However we have more referrals pending and will hope to put learners into small groups to allow some peer support for learners and social interaction. This will of course depend on learners being able to be in at the same time. We have a previous tutor who has now returned as a volunteer to support the Reading and Writing group. 2 new staff covering numeracy (under MULTIPLY) will join the team in January 2024.

A Gaelic class was run over October and November. A recent recruitment exercise for Gaelic Tutors was unsuccessful. We got a grant from Health Promotion and have purchased additional wonderbags for use by community groups. First aid for under 5s classes ran very successfully and we had 17 learners across Lewis and Harris attend these sessions.

Resettlement ESOL provision is growing steadily and while one to one, or family groups are very useful initially, this will not be possible for everyone. We will need to start grouping learners and some will be in mixed level groups. A mixed level group takes quite a bit of planning and that is difficult at the moment due to the various connectivity challenges we are having. Staff have had trauma training and any concerns or worries about learners are raised. I

General ESOL provision will come to an end 31 March 2024 as that is when the last funding we managed to secure will run out. The Scottish Funding Council, Scottish Government CLD and Education Scotland have all been approached and the Service has written to land trusts to invite them to discuss how they may be able to help with ESOL provision for migrant workers and their families, however, we have had no response as yet.

This quarter our apprentice has supported Gaelic after school clubs in partnership with CnaG in primary schools. She is also working with staff in the Childcare Centre in partnership with

Early Years to tutor Gaelic. Hannah continues her studies and continues to support a number of Adult Literacies learners, along with her GFL learners and a Reading and Writing group.

The follow up to the CLD self evaluation was impeded by the data breach and work on this will pick up now that we are getting back online more often.

Quarter 4

The two new MULTIPLY tutors have begun planning and creating resources for delivery of MULTIPLY to various groups. A survey has been created for use in Stornoway Primary as a pilot to gauge the interest of parents in either Family Learning or Adult Learning in regards to numeracy. Once this has been trialed it can be rolled out to other schools.

One of the new tutors has been given more hours at the Nicolson in the short term so we need to recruit to a 14 hour post internally. This could cause some delay in delivery but I am hopeful we can find the right person for the post.

Our issues with recruitment of Community Based Adult Learning tutors for Gaelic classes continues. We now only have one tutor who is currently delivering. It is hoped we will be able to engage some you Gaelic speakers who are at university, but have time to deliver a class in the evening. Still working on this, nothing is set in stone yet. The tutors would need to complete some tutor training before delivering any learning sessions.

In the future GLAIF money will go to the Local Authority (not all LAs, but CnES is one of the ones chosen) therefore we will be bidding into a pot of money held by the council. This should make the process more straightforward.

Resettlement ESOL continues to work well with some more Ukrainians joining. Tutor now has two evening sessions per week to meet the learners needs.

General ESOL - as feared the tutor has now been made redundant and there is no General ESOL provision. No confirmation from the college as to what their offer might be for the coming year. Information on the unmet need will be lifted from the evaluations when the tutor hands them in.

Report is going to committee on this matter.

CLD had an HMIE inspection which takes in the wider CLD - all partners. Adult Learning participated fully in this inspection and we had three visits for inspectors. One to the Childcare Centre to meet staff who are learning Gaelic to be able to speak to the under twos before they go to GME nursery. One visit to a staff and partners meeting which was very well received by the visiting inspector who commented on the fact that everyone around the table (10 or 11) got on very well and it was clear the respect each individual had for the other persons profession. The third visit was to meet some of the Resettlement ESOL learners.

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

Objective:

Service Profile

Education Resources

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.4.1. Provide resources to support the delivery of the Education, Skills and Children's Services Department Business Plan.	Iain G Smith - Service Manager – Resources	In Progress	01/04/2022	31/03/2025	75%	100%	 RED

ACTION PROGRESS COMMENTS

Quarter 1

The Department budget was prepared to meet the Budget Strategy and the final Cash Planning Limit issued by the Chief Finance Officer for the Education, Skills and Children's Services Department. This included an initial savings exercise to meet the initial CPL which necessitated a range of comprehensive savings from service managers to meet our targets e.g. Sports Centre closures on public holidays (additional funding since found to delay this until April 2024). Supplementary to this was the removal to central CNES budgets of approximately £950k of uncommitted Education balances and elements of external funding built up over a number of years by careful budget management and retention of carry forward surpluses. As part of the Budget Strategy, Departments were asked for significant savings and a corporate programme of savings was agreed by the Policy and Resources Committee in February 2023. The programme was for £1.7 million of savings and our Department share was £1.25 million (73%). The Final CPL for the Department included the removal of £1.25million of savings which was done in advance of budgets going live on the 1st April 2023. These savings include teaching posts, administrative posts, supply budgets, ASN staff, Early Years staff, libraries staff and a range of other cuts and efficiencies. The Resources Team will monitor the situation closely throughout the year to ensure the Department are meeting their targets and have made the necessary savings to keep the Department budget on track. The first quarter revenue monitoring report is being worked on and will be reported to the Education, Sport and Children's Services Committee in September 2024.



Quarter 2

The second quarter performance is showing that staffing budget targets are not being met and the overall approach to approving relief cover is prudence and close scrutiny to focus on essential additionality only while still managing vacancy savings and other efficiencies. Underspends on grant funded projects last year are being addressed and progress has improved. The Department operates a system that requires management approval for all non-routine and large purchases which has been implemented with a light touch for the first half of the year. The second quarter indicates that tighter control of spending is required for the remainder of the year because of the uncharacteristic tight staffing position at the end of the second quarter. The Department budget is currently being scrutinised and reports to the budget board and members prepared with the options to achieve 5% and 10% overall savings. This will mean savings proposals prepared to make service cuts in the region of £4.8million for the Education, Skills and Children's Services Department.

Quarter 3

The third quarter monitoring report has not been possible due to the loss of systems and data that occurred during the recent cyberattack. All expenditure data in the civica system was lost and the current emphasis is on data recovery to feed a new online system. It is hoped that progress will be made in the 4th quarter to provide an interim spreadsheet system to allow expenditure monitoring to take place before the financial year closes.

Service Profile

Performance and Staffing

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.4.2. Provide business and administrative resources to support the delivery of the Education, Skills and Children's Services Department Business Plan.	Neil MacLeod - Service Manager – Performance & Staffing	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN

ACTION PROGRESS COMMENTS

Quarter 1

In addition to the ongoing HR administration of Education Teaching and Non teaching staff the service supported the ASN staffing audit and the annual teacher staffing exercise. The department received 97 FOIs in the quarter compared to 69 in the same quarter of last year. 96 FOIs were responded to with 70 (76.08%) responded to within 20 working days.

Quarter 2

Teachers workforce planning for 23/24 concluded and new staffing levels in schools being updated for Budget setting and progressing budget monitoring for 23/24. New LA5 Supply hours in Schools form redesigned and implemented to reduce likelihood of errors when coding hours. New starter/leaver letter calculation letter redesigned and implemented to simplify the demands of the pay and leave specification for teachers requirements. Preparations under way for proposals for the Workforce Planning Strategy. Central Admin Staff have undertaken group and one to one training on the Eclipse System with the Business Support Team to increase confidence in the use of the system, in order to provide support to the children's services section. Non Teaching Staff information was collated and checked with schools and FTEs calculated and entered into the ScotXed Census return. From 1 April 2023 to 30 September 2023 the department has received 180 Freedom of Information (FOI) requests. In the same time frame 178 FOIs have been responded to with 130 (73.03%) responded to within timescales. 4 Stage 2 complaints have been submitted in this quarter. KPI metadata sheets and supporting evidence as collated and submitted.

Quarter 3

A significant amount of time is being spent recovering and recreating files and systems lost during the recent cyber attack. Staffing Levels in schools completed and ready for Budget Setting exercise. Ongoing monitoring of teachers staffing budgets and compilation of the annual Staff PAY FTE return to Scottish Government to inform GAE. Teachers No's Census return also completed. The Staffing team are rebuilding/replicating server structure currently within available systems. Workforce Planning for 24/25 is underway and the staffing movements letter will shortly be issued. Previous work undertaken has had to be recreated due to cyber attack. The Central Admin Team faced significant challenges and are having to build some of the administrative processes from scratch and implement temporary measures to the administrative service. Paper processes for purchasing and invoices were re-introduced and required the team to adapt to these different ways of working. Loss of access to wifi and printing/scanning further impacted the team, and resulted in resorting to temporary use of mobile hotspots and communication with Sgoil Lionacleit office for printing. The Non Teaching Admin section have access to the resourcelink or payroll system and this required the team to manually process timesheets for relief non-teaching staff across Western Isles Schools. This required a great deal of liaising with payroll and HR, to ensure continuity. Non Teaching Staff information was collated and added into the ScotXed Census return. The FTE for Non-Teaching Staff was calculated by admin staff and entered into the Census. This involved a great deal of liaising with schools to ensure the correct information was held.

As a result of the cyber attack quarter 3 FOI data is not available.

Quarter 4
 A significant amount of time is being spent recovering and recreating files and systems lost during the recent cyber attack. Work is ongoing to rebuild employee records and systems whilst also continuing to ensure staff are able to be paid their contracted and supply hours. One drive is now used for filing of Personnel Files and relevant forms and information have also been added. Holiday Entitlement/ SFLA Progress Sheets are being re-established and updated. SEEMiS is now accessible to 1 member of staff in the Non Teaching Staffing Team and updating records has commenced. All uploads completed to meet payroll deadlines and preparation is underway for the annual ASN Audit.
 There was a successful rollout of new phone system and the referral system, that was lost due to the cyber attack, has been rebuilt and streamlined.
 Work continues on updating content on the new Comhairle website to provide clear information to service users.
 Although there is still no direct access for the central admin team to Seemis reports for social work and police Scotland are delivered within 24 hours.
 A template, to provide a more structured note of meetings, has been developed in partnership with the Children's and Families team. The Central Admin team can now minute more TATC meetings due to reducing the volume of work required in completing minutes.
 Various sites have been set up in Sharepoint to provide shared file storage and collaboration for staff.
 In this quarter the Department received 69 FOIs and completed 63 FOIs with 73.02% of those being completed within 20 working days.

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

Service Profile

Education Resources

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.37.(4.1.1.135) CIAP: Implement the Catering Trading Organisation Internal Audit Follow Up Review (FU02-21/22) recommendations	Diane Campbell - Trading Operations Manager - Catering & Cleaning	Completed	31/05/2021	31/03/2024	100%	100%	 GREEN

ACTION PROGRESS COMMENTS

The Catering Trading Organisation Audit (May'21) made 12 recommendations and five were found to be complete during the follow-up review (Nov'21). Due to the impact of the COVID-19 pandemic on the service, the completion date was put back. The end of year 2022/23 performance review of the Continuous Improvement Action Plan (CIAP) found that nine recommendations are now complete and the remaining three are now underway. The required work includes spot checks during site visits and signed off on the quality control daily and weekly sheets; undertaking physical stock reconciliations of catering supplies to confirm that the stock used is accurate and any issues identified are addressed; and implementing the changes required to bring the secondary school canteen standards up to the requirements of The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 (legislation.gov.uk).

This outstanding recommendations are summarised below and will be carried forward to the 2023/24 business plan period to enable the Operations Manager to progress to completion. An update will be provided to the Audit and Scrutiny Committee in the next performance review of the CIAP.

The Operations Manager was recommended (2.1), by August 2021, to consider that spot checks undertaken are signed off on the quality control daily/weekly sheets. However, this was delayed due to the impact of the COVID-19 pandemic on the service. This is now underway during site visits. Complete.

All education authorities are required to comply with the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 (the Regulations). In addition, such authorities are also under a duty within the Standards in Scotland's Schools etc. Act 2000 (the 2000 Act) to ensure that schools are health promoting. The 2021 legislation came into force on 8 April 2021 and compliance is required by June 2021. Recommendation 2.3 required the Operations Manager by August 2021 to implement the changes required to bring the secondary school canteen standards up to the requirements of the regulations. The follow-up review found work was still to be done with The Nicolson and Lionacleit schools, and the Nicolson menu was restricted due to the pandemic. A revised date of implementation was set for Feb 2022 and put back to October 2022. Complete.

The internal audit found that a final stock inventory reconciliation is not undertaken in the catering section and recommended (2.9) for the Operations Manager, by September 2021, to

consider that a physical stock of catering supplies is undertaken to confirm that the stock used is accurate and any issues identified are addressed. This was delayed due to the pandemic restrictions, as it required two members of staff to attend the location following the stock take to do a physical check of stock against the stocktake submitted. This is underway. Complete.

Service Profile

Education Resources

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

ACTION PROGRESS COMMENTS

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

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

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

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

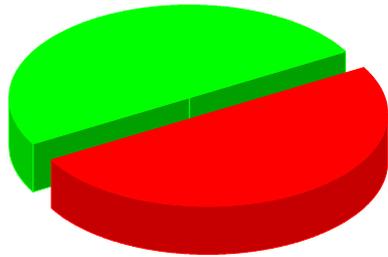
2023/24 SBP PIs - Education, Skills, and Children's Services Directora	Unit	Target	Actual	Indicator	Comments
3.1.5 ECS079: (LO7) Percentage of adults participating in literacy and numeracy provision achieving one or more of their learning outcomes per annum. Responsibility: Morag Fletcher	%	90.00	100.00	 GREEN	A couple of learners have only attended for a month, however they have maintained attendance and are well on track to achieving their goals. To not have counted them as a positive would have been a misrepresentation.
3.1.5 ECS081: Percentage of adults participating in English for Speakers of Other Languages (ESOL) provision achieving one or more of their learning outcomes per annum. Responsible Officer: Morag Fletcher	%	80.00	100.00	 GREEN	100% of those completing evaluation forms achieved at least one of their planned Learning Outcomes. Some learners had not been attending long enough to fill in an evaluation which would give an accurate reflection of achievement. These learners will have the opportunity to complete evaluation at a later date. In the meantime, Individual Learning Plans are completed and regularly reviewed for each learner. Cothrom data is not included at this stage as one of their tutors is off sick - data to be added at a later date.

Schools and Early Education

Business Unit Overall Performance - Schools and Early Education

Actions

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



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

Comments - Schools and Early Education

2023/24 End of Year (Q4) Progress Comment:

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

Action Progress - Schools and Early Education

Strategic Objective: 2.1.1. Attainment rates continuously improve.

Objective:

Service Profile

Schools, Pre-School and Early Years Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.1.1.Ensure delivery, quality assurance and development of educational provision in accordance with Scotland's Curriculum, the National Improvement Framework and Local Improvement Plans (Including School Improvement Plans)	Donald A. Macleod - Chief Officer for Education and Children's Services	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN

ACTION PROGRESS COMMENTS

Q1:
 Early Years settings within schools have collaborative improvement plan projects incorporated into their school's improvement plans that were developed between April and June 2023 for implementation in the next academic session.
 The Early Years Gaelic Curriculum Officer has been providing targeted support to identified EY settings to support stronger development of Early Level curriculum and the quality of learning experiences in these provisions.
 Teachers across schools undertook their annual Professional Review and Development processes, in line with our recently updated policy, to reflect on their year's professional learning and to set priorities for the year ahead.
 Between April and June 2023, Executive Headteachers undertook a programme of routine quality assurance visits across their allocated schools and provided records that identified areas of strength and future development. HMI inspection processes were supported in two primary schools in Lewis. During Q1, teams of senior officers undertook quality assurance reviews in two secondary schools: Castlebay (Leadership) and The Nicolson Institute (ASN).
 CNES worked with colleagues from Orkney and Shetland Councils and staff from ADES and Education Scotland to undertake a collaborative review of the Broad General Education (S1-3) across secondary schools in the three island council areas. This forms an important part of our Quality Assurance Strategy. Findings are expected to be reported in Q2.
 Planning commenced with the ASN Service Manager to refresh and complete the ASN Structural Review that encompasses strategic policy, audit of needs, deployment of resources and mechanisms for assessment and planning.
 The Comhairle's National Improvement Plan was reviewed and data gathering and consultation was undertaken to begin preparation of the next iteration of the plan that will be completed and submitted to Scottish Government in Q2.

Q2
 Through the Whole Family Wellbeing Fund we have been able to increase the number of Children's Services Support Workers from 1FTE to 2.5FTE thus increasing the capacity to offer support to children and families in need.
 Early Years continue to work collegially with external partners and agencies in support of providing best outcomes children and families. A successful Family and Child event took place on the 20th of September in the Town Hall bringing together numerous agencies thus providing the opportunity for families through informal discussion to receive advice and signposting to



appropriate services or agencies.

Q3

This quarter 2 HMIE inspections have taken place in both Laxdale and Uig school and nursery provisions. Uig Sgoil Araich receiving gradings of satisfactory for areas inspected. Laxdale Sgoil Araich receiving grading of good for all areas inspected. The report for Laxdale included a section titled Practice worth sharing. A copy of the full reports for both settings can be found on the Education Scotland website.

Regular Bookbug (supported by the Scottish Book Trust) sessions have been well received and attended and are now taking place in various locations across the Western Isles in both English and Gaelic.

Quarter 4

Current vacancies in Early Years are continuing to present challenges in some of the more rural areas. Two teachers have been appointed on a temporary basis so that services can continue to remain open. Early Years staff have attended careers fairs in the Nicolson Institute and Sir E Scott School to promote careers in childcare. These have resulted in applications for the supply list. Early Years are working with the training team to upskill existing staff and train our modern apprentices. Our Graduate Practitioner is leading support for the most disadvantaged children to close the attainment gap.

Service Profile

Multi Media

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.1.2.Ensure delivery, quality assurance and development of multi media resources	Martin C. Macleod - Multimedia Developer	In Progress	01/04/2022	31/03/2027	50%	100%	 RED

ACTION PROGRESS COMMENTS

Q2

The new version of Foghlam Gaidhlig has been Launched. All content from e-Storas is now available, legacy content from Ar Dileab is being converted and uploaded. The Donald Macleod Piping Event was recorded and streamed by the Multi Media Unit (MMU). MMU provided support and advertising for the event and provided resources and the Gaelic Van for the event. The Unit has been creating resources and leaflets for the two gaelic vans to aid in the delivery of sessions using the van and has provided graphical support and continues to develop the new e-Sgoil website. The civic event for Sandy Matheson was supported with Powerpoints, PA and technical support.

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

Objective:

Service Profile

Educational Psychology

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.2.2.Ensure delivery, quality assurance and development of Education Psychology Services that meet statutory duties and support the outcomes of the Integrated Children's Services Plan.	Sally Kane - Educational Psychologist	In Progress	01/04/2022	31/03/2027	50%	100%	 RED

ACTION PROGRESS COMMENTS

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

Objective:

Service Profile

Schools, Pre-School and Early Years



Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
2.1.5.1.Support the provision of childcare across the Western Isles	Carol Burns - Early Years Service Manager	Completed	01/04/2022	31/03/2027	100%	100%	 GREEN
<p>ACTION PROGRESS COMMENTS</p> <p>We have a requirement to review service provisions on a 2 yearly basis. From the questionnaires and consultation exercise that took place with parents and staff we have revised rotas and reduced the service hours provided from the 30th of June 2023 – the proposed changes will best meet the needs highlighted in the consultation as well as making budget savings. While still providing the statutory requirement for 1140 funded hours of early learning and childcare the changes are as follows:</p> <ul style="list-style-type: none"> • Sgoil Araich An Tarbeart will move from being a 52-week provision to term time and reduce hours from 8.30am – 5.30pm to 8.30am – 4.30pm. • Sgoil Araich nan Loch will reduce hours from 8.30am -5.30pm to 8.30am – 3.30pm. • Sgoil Araich Shiaboist will reduce hours from 8.30am – 5.30pm to 8.30am – 3pm. • Sgoil Araich Loch A Tuath will reduce hours from 8.30am – 5.30pm to 8.30am – 3pm in the English medium provision and 8.30am -4.30pm in the Gaelic medium provision. <p>We have now successfully recruited to the vacant posts that we had as well as the relief list which has alleviated some of the staffing issues. 1.5FTE Children's Support Family Workers have been recruited through the Whole Family Wellbeing Funding project until 2025 and they will commence work on the 3rd of July 2023. A further two 0.5FTE fixed term post until 2025 have gone to advert, one in Barra and one in Uist. Service level agreements were reviewed and updated in conjunction with the legal department and sent out to partner providers. All were returned signed and agreed by May 2023.</p> <p>Quarter 2</p> <p>This quarter there has been another Childminding recruitment campaign which has generated interest from some who are currently in discussions with the Early Years Support Officer with regards the process and requirements of the job. Further recruitment campaigns are planned for the next quarter. Currently we have twenty five permanent staff within our settings undertaking training towards SVQ level 7 Children and Young People qualification. There are three modern apprenticeships post which at present have gone out to advert, the adverts have also been distributed to all S5 and S6 pupils in the schools.</p> <p>Quarter 3</p> <p>The increase to the Children's Family Support Workers team through the Whole Family Wellbeing Funding has enabled us to extend our service provision, inclusive of an increase to the number of families currently able to access support. We continue to strive to offer support and advice to families by working collegiately with our colleagues from external and the third sector agencies. This has included the provision of planned events in many areas across the Western Isles including Uist and Barra which have proved to have positive outcomes and further events are planned.</p> <p>Quarter 4</p> <p>Our Children's Family Services Support Workers are currently supporting 27 families. They are also supporting families through our baby bank. Since we set it up in January 2024 – we have had approximately 10 parents come in and take baby clothes, nappies, equipment etc. On meeting parents this way and through initially discussions, we have been able to signpost where required to relevant external agencies and offer support with any issues they're struggling with. We have also had Health Visitors, Social Work and PEF workers access the baby bank for families that they're working with. We are also now working in Partnership with Pointers Young Mums group. We have built good relationships with the young mums and have been able to support with parenting, signposting to other agencies and offer general advice with issues. As well as our community events in different areas which have been a huge success and very well received by families and agencies, we also deliver regular Bookbug sessions in Stornoway, Ness, Harris, Sandwick & Point and have begun to introduce PEEP at these sessions. Two of our staff are now trained in Ante-Natal PEEP and have been liaising with maternity services a small group of expectant young mums are about to begin the first session. We have set dates to deliver baby massage which will be advertised shortly.</p>							

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

Objective:

Service Profile

Schools, Pre-School and Early Years



Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
3.1.1.14.Ensure delivery, quality assurance and development of the Gaelic Action Plan and Comhairle Gaelic First Policy	Evelyn Coull NicLeòid - Gaelic Education Manager	In Progress	01/04/2022	31/03/2027	75%	100%	 RED
ACTION PROGRESS COMMENTS							
3.1.1.14. Ensure delivery, quality assurance and development of the Gaelic Action Plan and Comhairle Gaelic First Policy							
Gaelic Attitudinal Survey:							
In September/October 2023, Sgioba na Gaidhlig delivered a presentation to S4-6 pupils in the four island secondary schools about the results of the survey and will conduct more detailed research of this views about Gaelic and Gaelic education. It is intended that the results of this survey, and the follow-up research, with S4-6 pupils in Sept/Oct, will be used by the Comhairle to inform the development of Gaelic in the community and in schools in future.							
Dileab 2024							
The aims of the Dileab project are as follows:							
<ul style="list-style-type: none"> • bring local history to life for the current population, both school children and the wider community alike; • generate exciting and relevant materials to aid teaching through Curriculum for Excellence, both within the timeframe of the project and beyond; • create opportunities for intergenerational learning; • provide a context for the creation of new works of music and drama inspired by the project themes, as well as opportunities for performance of these; • generate economic benefit for Comuinn Eachdraidh and the community; • showcase the cultural history and current talents of the Outer Hebrides to a wider audience, celebrating the resilience of our communities and other positive aspects of the historical legacy which have contributed to the vibrancy of life on the islands today. 							
By delivering a progressive, ongoing programme of thematic activities over a number of years, in conjunction with all CnES schools, the Dileab programme is ensuring that young people engage with aspects of language, culture, music and drama. It is an excellent example of intergenerational collaboration with all participants benefitting. Partnership from Fèisean nan Gàidheal and local Comunn Eachdraidh societies has been crucial in bringing this to fruition.							
GSG bid							
The bid for 2024/5 went to the Scottish Government in December 2023. The Comhairle have been given the same sum as in previous years, £965,000.							
Gaelic Education Strategy							
This Strategy, which was approved by the Comhairle in February 2023, was developed to provide school leaders and staff with guidance, support, and best practice to ensure high quality learning and teaching, consistency and equity in the delivery of Gaelic education provision from age 0-18 in the Western Isles. Clear expectations have been outlined within the Strategy, underpinning the Education Scotland's Gaelic Language Plan, which defines Gaelic education as having three inter-related components:							
<ul style="list-style-type: none"> • Gaelic Medium Education (GME); • Gaelic Learner Education (GLE); • The promotion of learning about Gaelic Language and Culture (LAGC) as part of Scotland's identity. 							
The Strategy highlights best practice to guide school leaders and Gaelic Medium and Gaelic Learner staff, enabling them to effectively plan for an approach that specifically supports Gaelic language development in the delivery of GME and GLE from 0-18. Schools, Early Years and all learning settings will plan collaboratively with their colleagues, partner agencies and the local community to ensure continuity and progression in learning across all curriculum areas, particularly at transitional stages: from home into Early Years; from Early Years to P1; between P7 and S1; from the Broad General Education (BGE) into the Senior Phase; and finally to positive destinations. It will be amended and updated as required, in response to changes in legislation and taking account of feedback from pupils, parents/carers, staff and other agencies.							
In-house Gaelic learning opportunities							
In the latter half of 2023, the Comhairle piloted a professional learning project called "Turas", led by an experienced facilitator, who delivered bespoke free-of-charge tuition for improving							

fluency, confidence and usage in Gaelic for Education staff, including Early Years staff, who wished to improve their ability to teach in GME. Turas was designed to assist practitioners to assist Comhairle nan Eilean Siar in fulfilling its Gaelic First Policy, and the resultant increasing numbers of children and young people in GME. It was aimed at practitioners who have a level of Gaelic fluency that matches Intermediate (B2) or Proficient (C1/C2) on the Common European Framework of Reference for Languages. All participants successfully completed Turas and received a SCQF Adult Achievement Award accredited by Newbattle Abbey College. The Comhairle also delivered the related "Tog" programme of 1-2-1 bespoke Gaelic tuition, conversation and immersion for Education staff. A total of 21 Education staff signed up for the courses, and feedback on the efficacy of the courses was very positive.

Based on the success of these classes, the Comhairle will explore the possibility of delivering in-house, bespoke training for staff, tailored to the needs of particular posts or sectors, through the appointment of a new, permanent Gaelic Training and Development Officer for the Comhairle, who would build Comhairle capacity to deliver Gaelic services. This postholder's duties would include: delivering bespoke Gaelic courses for Comhairle staff; arranging Gaelic awareness and induction sessions; monitoring progress through CPD (and liaising with managers); and training community tutors.

Gaelic Vans

The Early Years' experience is a critical part of the Gaelic medium journey. Extensive research shows that the earlier a child is exposed to a language, the more likely it is that the child will then go on to recognise that language as an integral part of their identity, which will in turn nurture a lifelong affinity with the language and a strong commitment to maintaining fluency and proficiency in the language. Two vans were purchased to support the work of Early Years and our partner agencies to enhance the delivery of Gaelic for 0–3-year-olds across the islands, supervised by two Gaelic Early Years Co-ordinators based in Lewis and Uist respectively: one van for Lewis and Harris ("Splaoid aig Tuath"), and one for Uist and Barra ("Splaoid aig Deas"). They have provided a focal point reaching out to our Gaelic communities and encouraging the children, their families in our Sgoil Araich settings, Pàrant is Pàiste groups, and others, to make use of the vans to learn Gaelic in a fun and engaging way.

Dileab 2024

From January 2024, the Department of Education and Children's Services will deliver Dileab: 2024 to schools in the Western Isles. The topic which will be the focus for schools in Lewis & Harris will be Lord Leverhulme (Bodach an t-Siabainn). Each input to schools will have a localised focus with expertise delivered by local historians who will bring alive this important chapter in the history of our islands to a new generation.

Schools have been approached and in Lewis/Harris 13/14 primary schools will be receiving the historical and storytelling element. Some schools have asked for additionality in devising plays for Mòd Ionadail Leòdhais. Sgoil an Rubha, The Nicolson Institute, Stornoway Primary school, SES, Leverhulme Memorial and Sgoil Uibhist a Tuath have opted to go to full productions. These will take place during March/April and May 2024. Inputs will start to all schools from the start of term three. It is also hoped, if funding allows, to bring pupils from Uist to Harris and Harris/Point to Skye during the summer term. During 2023, we had a successful partnership with Feisean nan Gaidheal, who assisted with contracts for those delivering into schools and this will be built upon in 2024. The high uptake is largely due to the high esteem in which the 2023 project was regarded; with HMIE in recent inspections in Uig/Laxdale highlighting the benefits of the project in aspects of learning and teaching and gaining a better understanding of the history and culture of our islands.

The Stornoway production can be viewed at the following link:

<https://vimeo.com/941252480/81666ce2e6?share=copy>

Press coverage:

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

Objective:

Service Profile

Schools, Pre-School and Early Years
Education

ACTION	RESPONSIBILITY	ACTION STATUS	START DATE	END DATE	% COMP.	TARGET	PERFORMANCE
4.1.5.53.CIAP: Implement the Early Learning & Childcare (ELC) Internal Audit Follow Up Review (FU04-2022/23) recommendations.	Carol Burns - Early Years Service Manager	Completed	20/07/2022	30/06/2023	100%	100%	

ACTION PROGRESS COMMENTS

As per the Audit Follow Up Review Early Learning & Childcare (ELC) Final Report – FU04-2022/23 21 December 2022, Internal Audit note that out of the 17 follow up recommendations made in the original report 11 appear to have been fully implemented, and management have confirmed that the majority of remaining recommendations will be implemented by early 2023.

2.3d - Action recommended: The Early Years' Service Manager monitors the progression for the completion of the SVQs that have been extended past the normal qualifying period.

- Action By: Early Years' Service Manager

- Progress as at 21 December 2022: Meetings have taken place between the Early Years Manager and the training department. We agree that training systems need to be more robust,



time limited and monitored appropriately. The training department has a plan in relation to this which they intend to present to committee. As yet there is no timescale for this.

- Action outstanding: Liaise with Training section to implement plan and appropriate timescales. Anticipated to be completed by December 2023.

Progress update 21/04/23: Since the audit all but one of the existing candidates has completed their SVQ within the time frame and a support plan is in place for the remaining candidate with regular meetings taking place. For the new intake of candidates a more robust system is being implemented.

2.3e - Action recommended: The Early Years' Service Manager reviews the current structure in place in the section to improve available working hours and reduce the relief cover in place, where possible.

- Action By: Early Years' Service Manager

- Progress as at 21 December 2022: This is ongoing, and at present is proving to be challenging and a lengthy process. For example, one setting started a staffing review in March 2022 of this year and the process is still ongoing with a possible outcome predicted in August 2024.

- Action outstanding: Structure and staffing reviews to be fully undertaken.

Progress update 21/04/23: Since the audit we had a successful recruitment event in the Town Hall which resulted in 16 applications for vacant posts.

There has been consultation with all settings with regards to service provision and because of demand 1 settings will be changing from 52-week provision to term time and 2 reducing hour which will alleviating the current staffing issues. This will be reviewed again in 2 years' time.

2.5 - Action recommended: An extensive purge of information should be undertaken to bring the information on the website up to date.

- Action By: Early Years' Service Manager

- Progress as at 21 December 2022: We are in the process of developing the web site gather all current and relevant information that needs to be added to it. We plan to have this completed by the end of January. Gillian Mackenzie will take responsibility for ensuring that it is updated thereafter as and when required.

- Action outstanding: Updating in progress completion date the end of January 2023

Progress update 21/04/23: The website has now been reviewed and will be update by the end of April. We are seeking independent access to the website to update it as and when required because at present we are unable to do so.

2.6a - Action recommended: Service Level Agreements to be updated and signed by the external providers prior to the service being provided and renewed on an annual basis.

- Action By: Early Years' Service Manager

- Progress as at 21 December 2022: The service level agreements are in the hands of the legal department and should updated and returned for the end of December.

- Action outstanding: Completion of SLA updating in collaboration with Legal. All service level agreements will be signed by the end of January 2023.

Progress update 21/04/23: The service level agreements have been updated in conjunction with the legal team. The final draft of the service level agreement has been agreed and meetings have been arranged with partner provider settings the week beginning 24th April 2023 to agree and sign them.

2.6c - Action recommended: The Early Years' Service Manager organises that an Aged Debt Schedule is run off at each month end to confirm the status of unpaid nursery fees.

- Action By: - Action By: Early Years' Service Manager

- Progress as at 21 December 2022: We are unable to independently run the reports or process this information as the responsibility lies with the debtor's department, but we plan to liaise with at the end of each month to collate information required.

- Action outstanding: Liaise with debt recovery to receive regular Aged Debt updates and collate information as required.

Progress update 21/04/23: The admin staff are unable to run off these reports as they sit with the debtor's department. This has been actioned with the debtor's department sending regular monthly updates.

2.6d - Action recommended: The Early Years' Service Manager to review the list of overdue debts and discuss with the Debtors section what additional procedures can be undertaken, particularly if the children are still attending nursery.

- Action By: Early Years' Service Manager

- Progress as at 21 December 2022: As per answer to question on Aged Debt Schedule, an update on all current debts is included, discussed and process and procedures moving forward implemented.

- Action outstanding: Liaise with debt recovery to receive regular Aged Debt updates and collate information as required.

Progress update 21/04/23: A procedure is now in place where families who reach 4 weeks of non-payment with no repayment plan in place with the debtors department will have their placement reduced to their child's statutory requirement hours.

Scorecard - Schools and Early Education

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

