

# 6.1 Business bulletin

## Education, Children and Families Committee

10am, Tuesday, 8 October 2013

European Room, City Chambers, High Street, Edinburgh

# Education, Children and Families Committee

Convener:	Members:	Contact:
<p>Convener Councillor Paul Godzik</p> 	<p>Cllr Paul Godzik (Convener) Cllr Cathy Fullerton (Vice-Convener) Cllr Elaine Aitken Cllr Robert Aldridge Cllr Norma Austin Hart Cllr Deidre Brock Cllr Maureen Child Cllr Nick Cook Cllr Gavin Corbett Cllr Cammy Day Cllr Denis Dixon Cllr Sandy Howat Cllr Allan Jackson Cllr David Key Cllr Richard Lewis Cllr Alex Lunn Cllr Melanie Main Cllr Eric Milligan Cllr Vicki Redpath Cllr Jason Rust Cllr Andrew Burns (ex officio) Cllr Steve Cardownie (ex officio) For education items: Marie Allan (religious representative) Rev Thomas Coupar (religious representative) Allan Crosbie (teacher representative) Craig Duncan (religious representative) Lindsay Law (parent representative) John Swinburne (teacher representative)</p>	<p>Morris.Smith Senior Committee Officer Tel: 529 4227</p> <p>John Heywood Departmental Assistant to the Convener Tel: 529 3294</p>
<p>Vice-Convener Councillor Cathy Fullerton</p> 		

## Recent news

### Customer Service Excellence

Each of the Children and Families services which are accredited with Customer Service Excellence have successfully completed their annual reassessment. Each service has made significant improvements since they were initially awarded CSE last year. The services which underwent their first annual reassessment are: the Education Welfare Service; Family and Community Support, and Planning and Performance. Queensferry High School completed its second annual reassessment.

Customer Service Excellence is the national standard for delivering excellent customer-focussed services with an emphasis on areas which research has identified as priorities for the public – delivery, timeliness, information, professionalism and staff attitude.

The services have consulted widely with service users and partners, improved the information they provide, developed their partnership working and made progress in terms of how they monitor their own performance.

Work is underway on the next phase of Customer Service Excellence in Children and Families with the St. Thomas of Aquin's cluster and Family Based Care – Permanence working toward CSE accreditation. A further school cluster is currently being identified.

### Workforce Learning and Development

The Workforce Learning and Development Team supports the learning and development of staff throughout Children and Families.

The 2013 Workforce Learning and Development Annual Report gives us the opportunity to share information about how we've been supporting learning and development.

The Annual Report is organised under the five headings of the People Plan:

## Background

More information is available in the [Bright Futures blog post on Customer Service Excellence](#) and from David Maguire on 529 2132 or [david.maguire@edinburgh.gov.uk](mailto:david.maguire@edinburgh.gov.uk)

More information is available in the [Workforce Learning and Development Annual Report 2013](#) and from Gillian Hunt on 469 3072 or [gillian.hunt@edinburgh.gov.uk](mailto:gillian.hunt@edinburgh.gov.uk)

- Communication and Engagement
- Learning and Development
- Performance, Reward and Recognition
- Workforce Planning
- Leadership and Management

The comprehensive 53-page Annual Report notes the following interesting points:

- 18,491 attendances at courses
- Workforce Learning and Development pages on the Orb received 14,635 views
- There are insights into innovations such as Learning Rounds in schools, the Social Work Practice Panel (highly commended in the Children and Families Achievement Awards 2013) and the Convener's Annual Lecture with Sir Harry Burns.

### **Foster Care Recruitment Campaign**

We're delighted to announce that our foster care recruitment campaign won a major UK award.

[Foster Me Foster Us](#) came out on top in the finals of the Association of Public Service Excellence Awards 2013.

The project, which won the 'Best Efficiency Initiative', has increased the number of approved foster carers in the city through an engaging recruitment campaign using a recognisable brand. In 2012/13 there was a 55% increase in new carers registering which saved the Council £800,000.

The APSE Awards recognize excellence in public sector service delivery in local authorities across the United Kingdom.

### **Getting it right for every child**

The recent pilot Joint Inspection Of Children's Services in Edinburgh was very positive about Edinburgh's implementation of Getting it Right for Every Child. Inspectors noted that:

The Getting it Right approach is helping staff across a wide range of services to focus their

More information is available from Scott Dunbar on 469 3123 or [Scott.dunbar@edinburgh.gov.uk](mailto:Scott.dunbar@edinburgh.gov.uk)

[Care Inspectorate report on Services for children and young people in the City of Edinburgh](#)

More information is available from Lynne Porteous on 529 2423 or [Lynne.porteous@edinburgh.gov.uk](mailto:Lynne.porteous@edinburgh.gov.uk)

efforts on ensuring that children get the best start in life and improving their well-being. The majority of staff respondents in a survey of Named Persons agreed or strongly agreed that implementing the Getting it Right approach has improved the experiences of parents and families when they need extra help.

Extensive and effective multi-agency training is improving confidence and assisting staff to provide help and support quickly for children and to prevent difficulties escalating. Staff successfully identify warning signs that something may be getting in the way of a child's well-being and in most instances provide timely advice and guidance.

Managers are making sure that integrated working practices are supported by appropriate joint policy and protocols. A useful range of policies, procedures and guidance are under development to support the implementation of the Getting it Right approach across all relevant service areas. They are helpfully linked to the vision, values, aims and expected service standards. The clear and shared vision for children, young people and families is generating strong commitment to partnership working, improving lives and tackling inequalities. Strong leadership and direction for the Getting it Right approach is underpinning successful collaborative and integrated working.

**Castleview Primary School** in Craigmillar has received an outstanding report following its recent inspection. The school was judged to be 'excellent' for meeting learners needs and for the curriculum it offers. All the other aspects inspected were awarded 'very good'. The inspection praised the following key strengths:

- Outstanding leadership for learning and staff teamwork
- Children's motivation and engagement in learning
- Care and support for children

- Partnerships with other agencies to meet children's needs
- The quality of the curriculum and the opportunities that it gives children to achieve.

The full inspection report is available at:

<http://www.educationscotland.gov.uk/inspectionandreview/reports/school/primsec/CastleviewEdinburghCity.asp>

### **Forthcoming activities:**

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**10<sup>th</sup> October** – official opening of the Seaview Respite Centre.

**22<sup>nd</sup> October** – Pentland View Close Support Unit visit.

**7<sup>th</sup> November** - Planning and Performance, Equalities, Staff Development and Emergency Planning briefing.

The purpose of this briefing is to outline some aspects of activity within Planning and Performance which contributes to:

- i. Getting it Right for Every Child – and how we are improving processes to meet the needs of children and young people early enough and for long enough to improve their life chances.
- ii. Strategic Planning – and how we ensure all stakeholders are engaged in our strategic planning and how we measure impact.
- iii. Staff Development – and how we support staff in a wide range of settings to deliver services of the highest quality.
- iv. Emergency Planning: How we cope with “snowdays.”

The session will consist of four short presentations with ample opportunity for questions, discussion and ideas sharing with Lead Officers within Planning and Performance. It will be led by Andy Gray, Head of Planning and Performance.

**14<sup>th</sup> November** – Edinburgh Families Project visit.