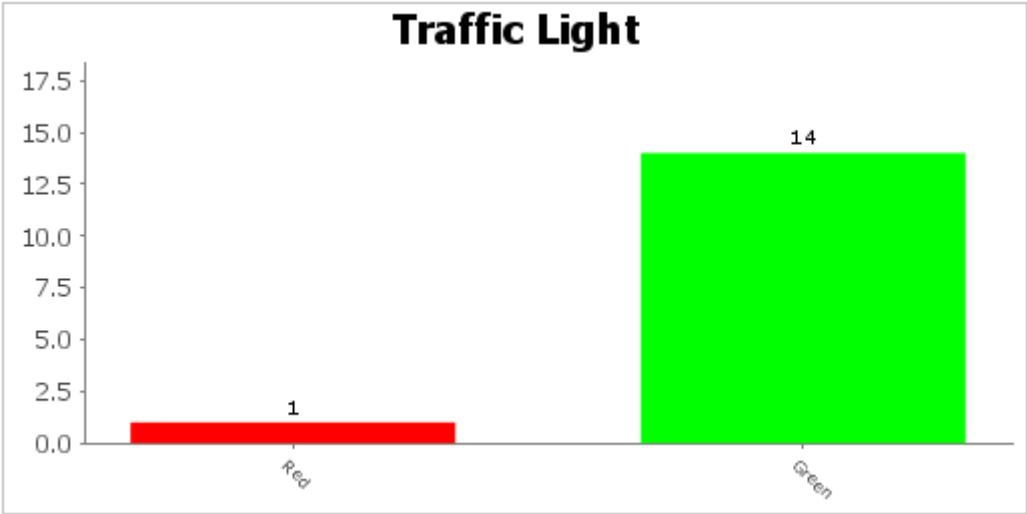



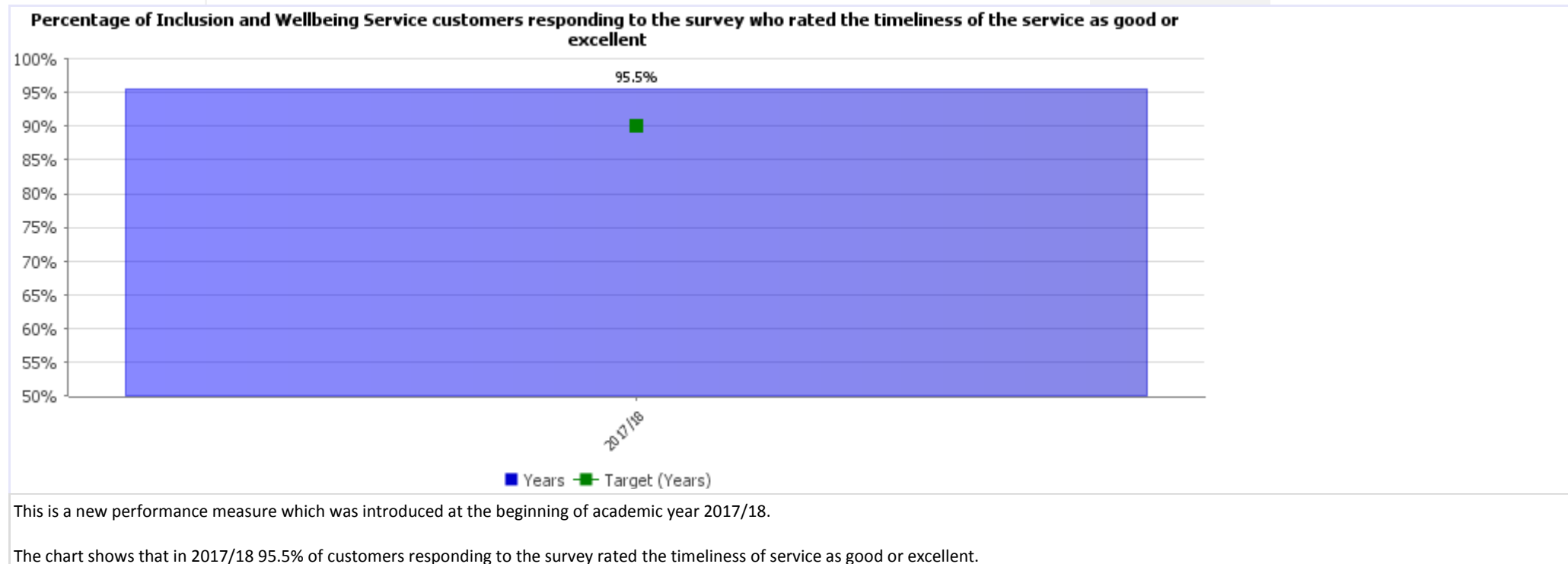
IWS - Performance Committee

Data Label : OFFICIAL

Generated on: 21 January 2019 17:38



PI Code & Short Name	EDIWS001_6a.1 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the timeliness of the service as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the timeliness of the Inclusion and Wellbeing Service staff as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	95.5%
		Current Target	90%




The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

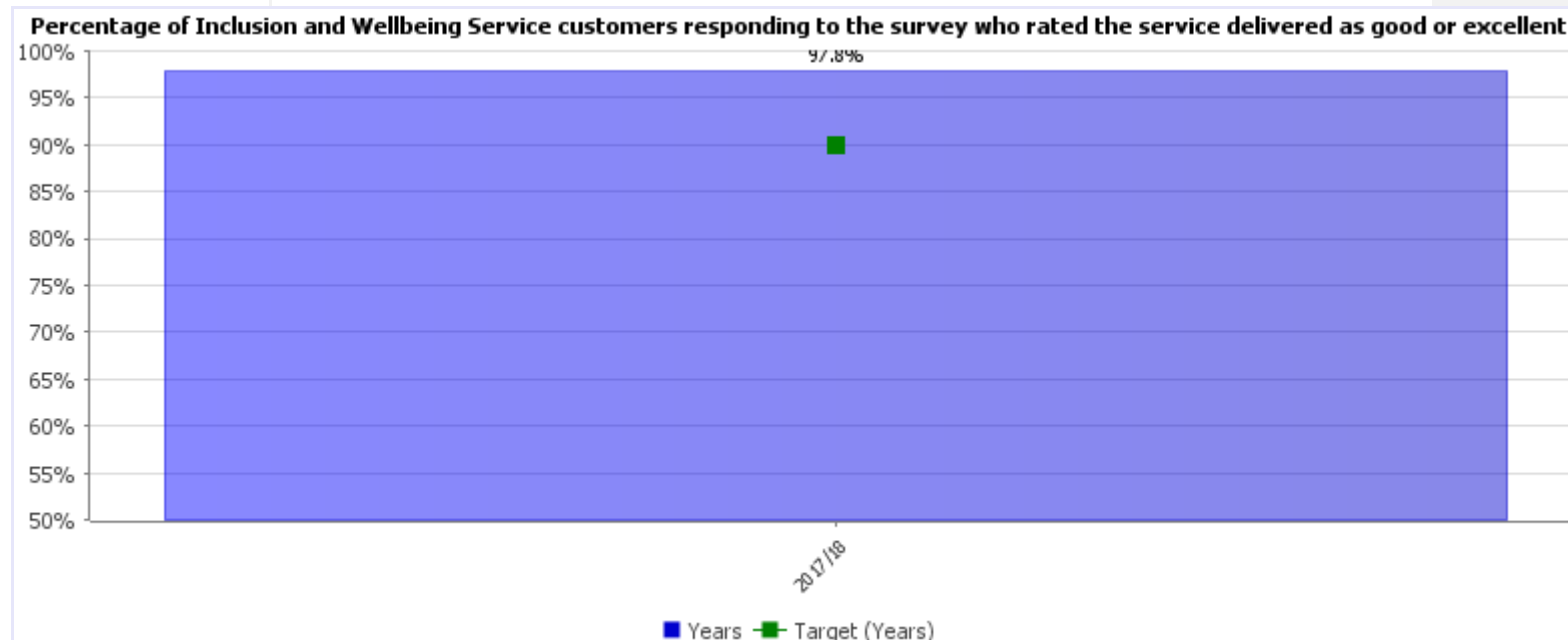
The number of customer surveys responded to as excellent or good was as follows:
2017/18 43 out of 45

The total survey response rate for 2017/18 was 49.5%.

The Service recognises the important contribution that timeliness in service delivery has towards the reduction of anxiety for customers and compliance with legal timescales. Timeliness of service delivery allows an important opportunity for all stakeholders to prepare for next steps in the range of procedures facilitated by the Service together with appropriately displaying efficiency and professionalism towards all stakeholders.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new WLAM Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 96% to encourage ongoing improvement in the service.

PI Code & Short Name	EDIWS002_6a.2 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the service delivered as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the service delivered by the Inclusion and Wellbeing Service staff as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	97.8%
		Current Target	90%



This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 97.8% of customers responding to the survey rated the service delivered as good or excellent.


The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

The number of customer surveys responded to as excellent or good was as follows:
2017/18 44 out of 45.

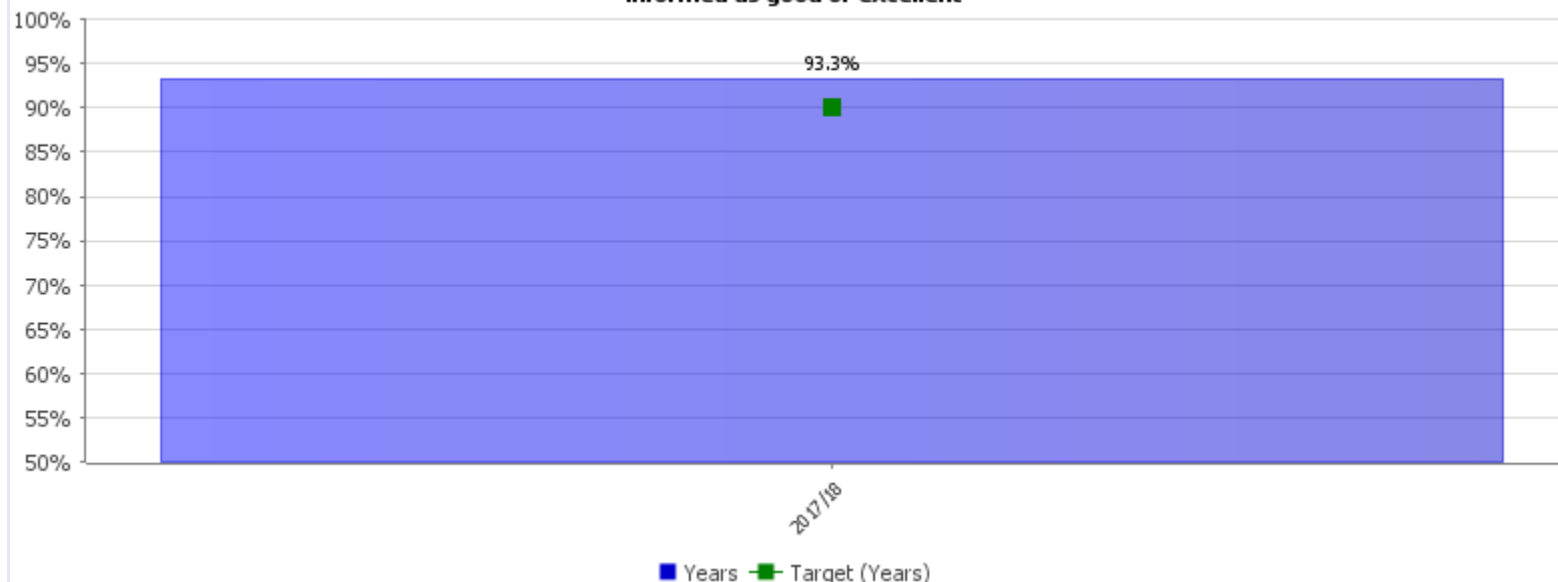
The total survey response rate for 2017/18 was 49.5%.

The Service has a diverse range of customers and an important focus of service delivery is meeting the needs and expectations of all customers across every aspect of the Service's remit, in particular, striving to fulfil all Service Standards.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new WLAM Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 98% to encourage ongoing improvement in the service.

PI Code & Short Name	EDIWS003_6a.3 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the services performance in keeping them informed as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the services' performance in keeping them informed as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	93.3%
		Current Target	90%

Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the services performance in keeping them informed as good or excellent



This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 93.3% of customers who responded to the survey rated the services performance in keeping them informed as good or excellent.

The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.


The number of customer surveys responded to as excellent or good was as follows:
2017/18 42 out of 45.

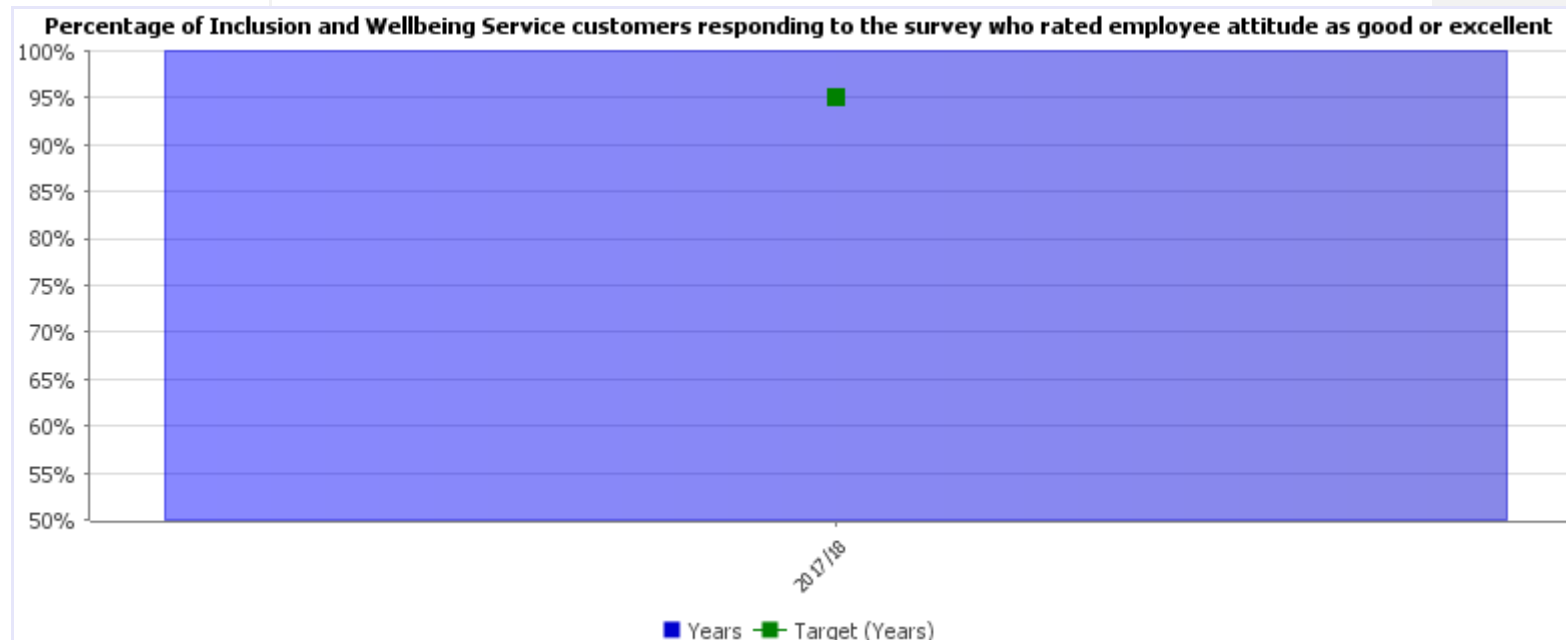
The total survey response rate for 2017/18 was 49.5%.

The Service recognises the importance of keeping customers informed and the impact this has on reducing anxiety for families, providing confidence in the Service and effective communication for all stakeholders. The Service is perceived as a key contact for sign posting customers within a network of multi-agency services and provision. High performance in keeping customers informed is a key aspect of the service.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new WLAM Unit.

The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 95% to encourage ongoing improvement in the service.

PI Code & Short Name	EDIWS004_6a.4 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated employee attitude as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the attitude of the Inclusion and Wellbeing Service staff as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	100%
		Current Target	95%



This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 100% of customers who responded to the survey rated employee attitude as good or excellent.


The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

The number of customer surveys responded to as excellent or good was as follows:
2017/18 45 out of 45.

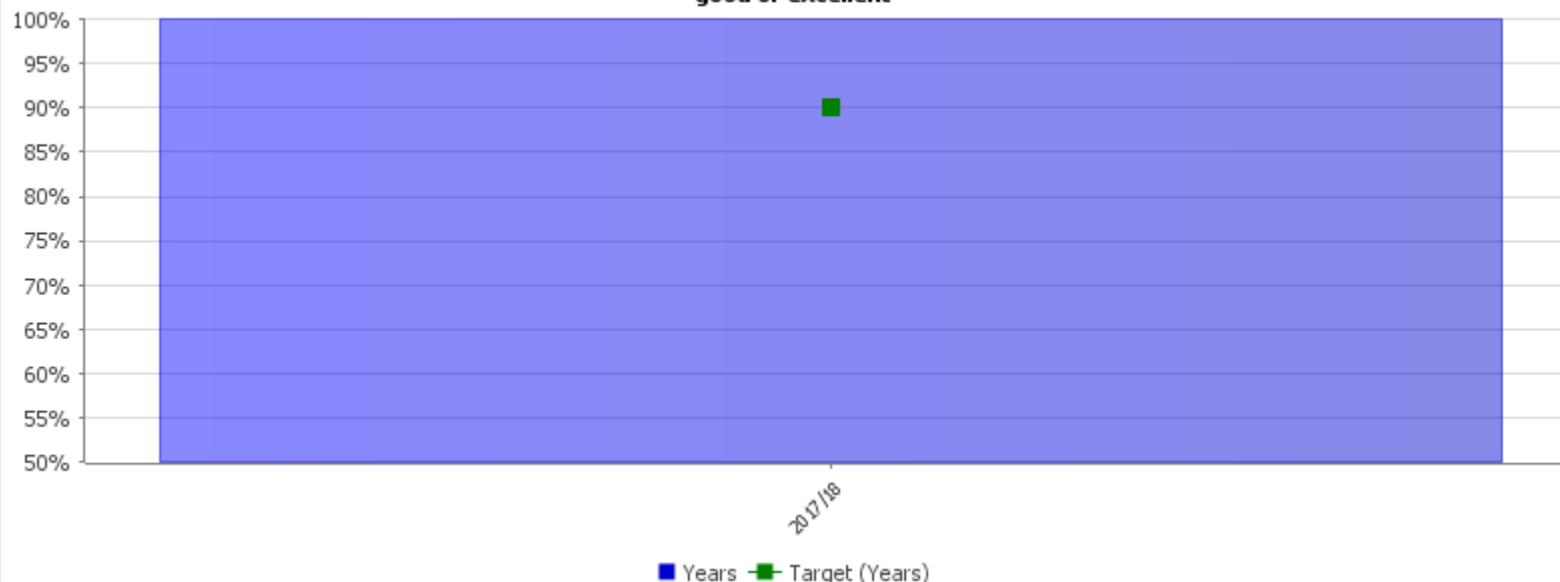
The total survey response rate for 2017/18 was 49.5%.

Paramount within the Service is the recognition of the importance of, and the delivery of, respect, professionalism, impartiality and reliability to all stakeholders of the diverse range of activity across the Service. Exercising excellent employee attitude is a key aspect of the Service.

The target for 2017/18 was set at 95% as this was the first time the service collected the data as a new WLAM Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 100% to encourage ongoing excellence and improvement in the service.

PI Code & Short Name	EDIWS005_6a.5 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the employee professionalism/knowledge as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the employee professionalism/knowledge of the Inclusion and Wellbeing Service staff as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	100%
		Current Target	90%

Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the employee professionalism/knowledge as good or excellent



This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 100% of customers who responded to the survey rated the employee professionalism/ knowledge as good or excellent.


The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

The number of customer surveys responded to as excellent or good was as follows:
2017/18 45 out of 45.

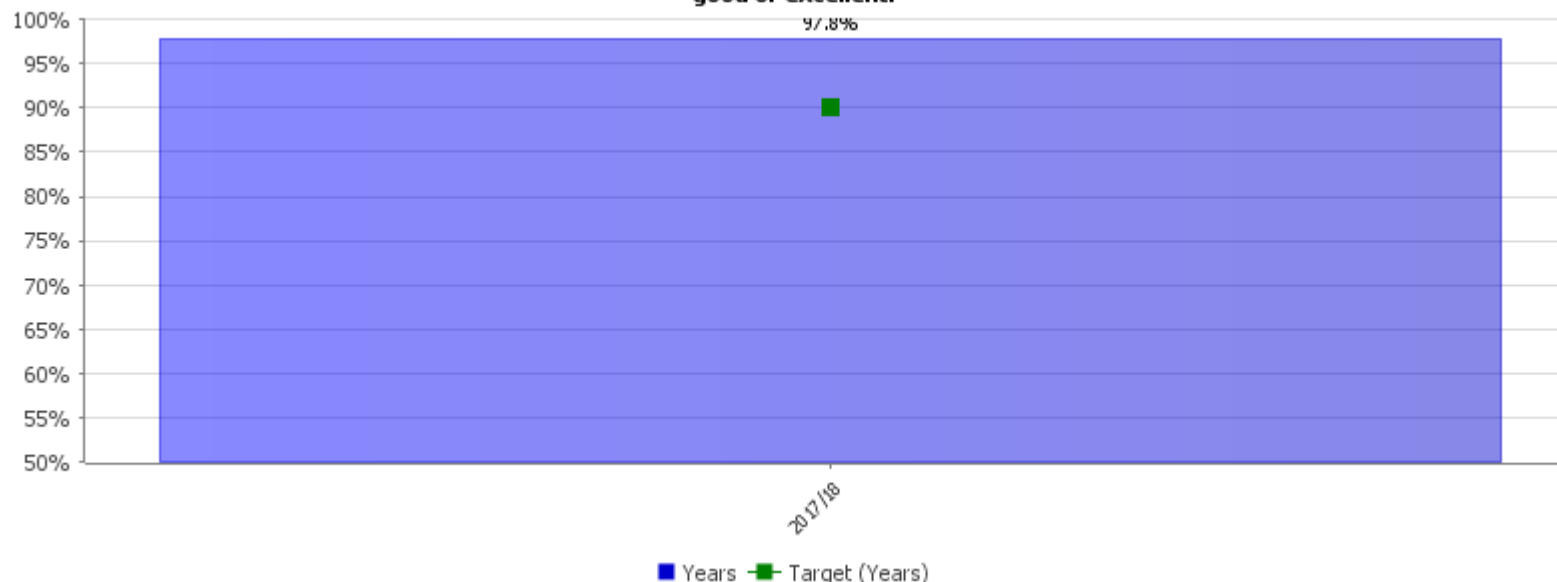
The total survey response rate for 2017/18 was 49.5%.

The Service understands the importance of knowing the job in hand in great detail across the diverse range of service areas. It is recognised that the Service is a key aspect of support in the context of a wider multi-agency model which services the holistic needs of its customers. The Service thus appreciates and responds to the need to accurately signpost customers to internal and external multi-agency partners when appropriate.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new WLAM Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 100% to encourage ongoing excellence and improvement in the service.

PI Code & Short Name	EDIWS006_6a.6 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the extent to which they were treated fairly as good or excellent.	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the extent to which the Inclusion and Wellbeing Service staff treated them fairly as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	97.8%
		Current Target	90%

Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the extent to which they were treated fairly as good or excellent.



This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 97.8% of customers who responded to the survey rated the extent to which the Inclusion and Wellbeing Service staff treated them fairly as good or excellent.


The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

The number of customer surveys responded to as excellent or good was as follows:
2017/18 44 out of 45.

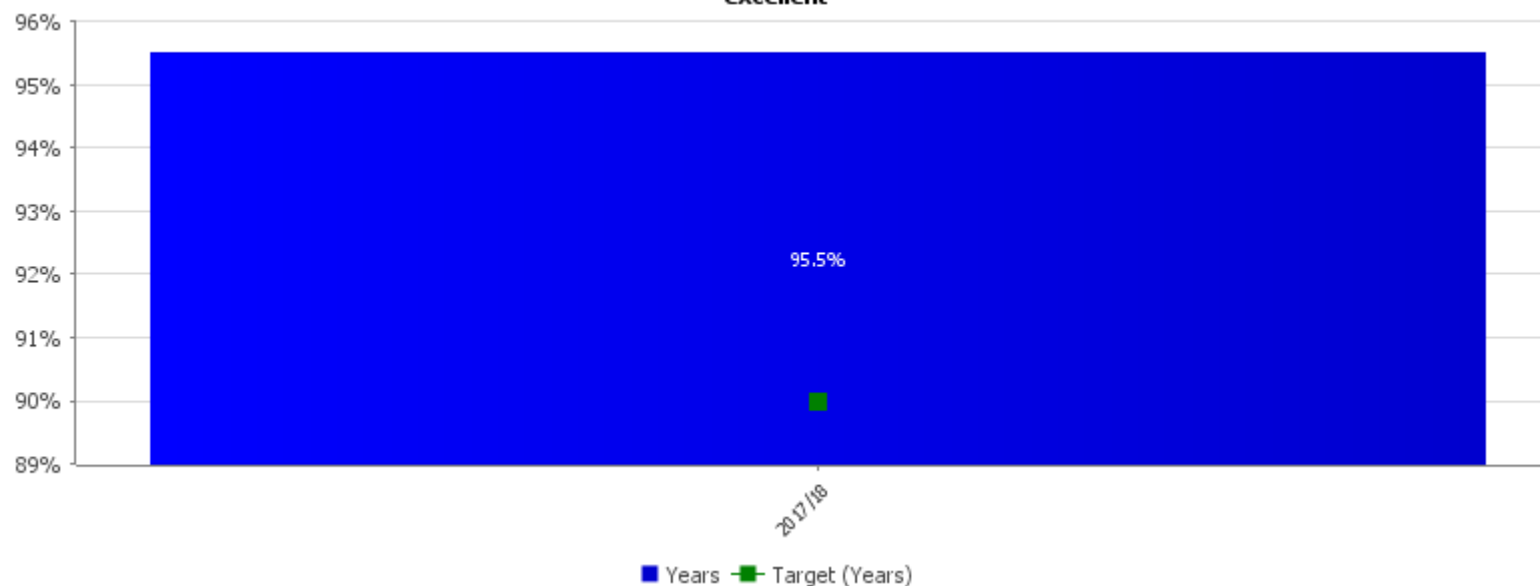
The total survey response rate for 2017/18 was 49.5%.

Treating customers with respect and equity is a value which is upheld throughout the Service and one which will continue to be employed.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new WLAM Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 98% to encourage ongoing improvement in the service.

PI Code & Short Name	P:EDIWS007_6a.7 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the overall quality of the service as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the overall quality of the Inclusion and Wellbeing Service staff as good or excellent.</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	95.5%
		Current Target	90%

Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the overall quality of the service as good or excellent



Trend Chart Commentary:-

This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 95.5% of customers who responded to the survey rated the overall quality of the service as good or excellent.


The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

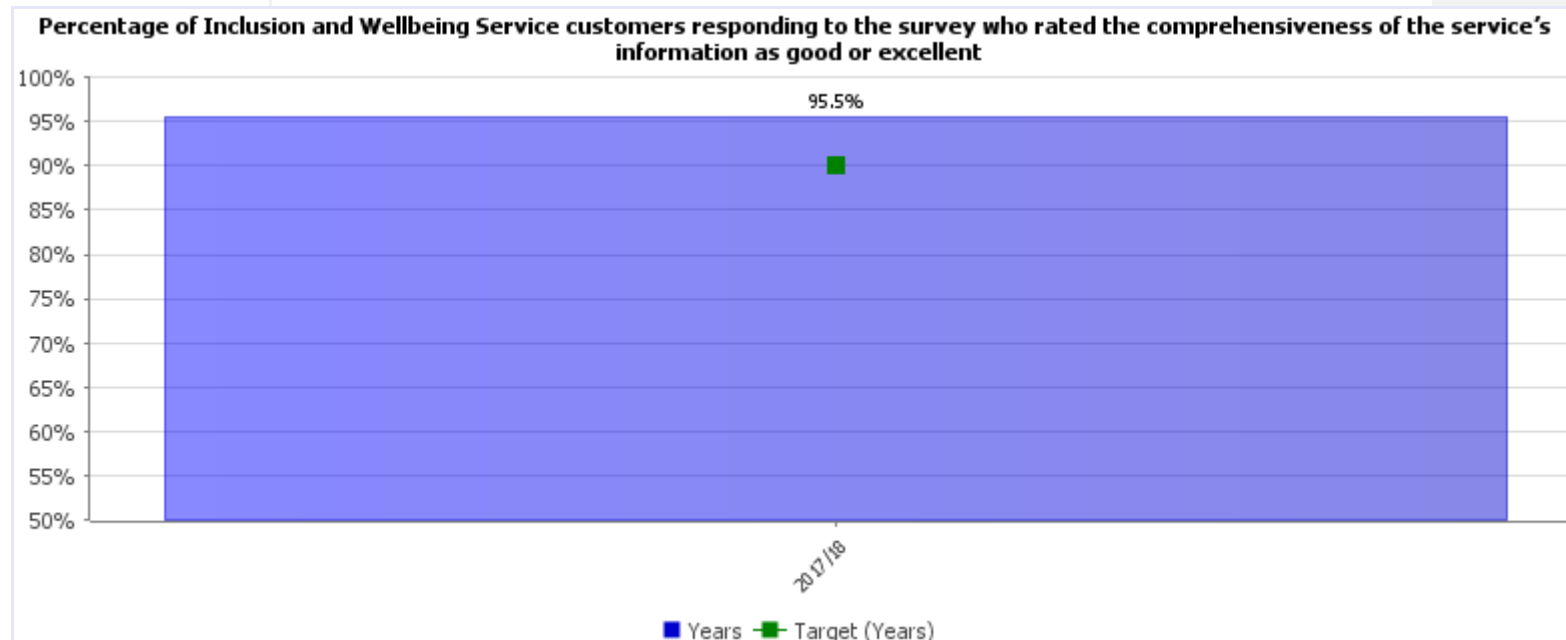
The number of customer surveys responded to as excellent or good was as follows:
2017/18 43 out of 45.

The total survey response rate for 2017/18 was 49.5%.

The Service has a diverse range of customers and an important focus of service delivery is meeting the needs and expectations of all customers across every aspect of the Service's remit, in particular, striving to fulfil all Service Standards with consistency.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 96% to encourage ongoing improvement in the service.

PI Code & Short Name	EDIWS008_6a.8 Percentage of Inclusion and Wellbeing Service customers responding to the survey who rated the comprehensiveness of the service's information as good or excellent	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This Performance Indicator measures the percentage of customers responding to the survey who rated the comprehensive nature of the service's information as good or excellent</p> <p>This survey is directed at internal and external customers segmented by the diverse range of activities across the Service.</p> <p>The Service activities included are the administrative processes involved in: the council's Authority Attendance Group; Home-Schooled children & young people; the council's multi-agency Senior Officer Review Group and Pre-Nursery Planning Group; School Inspections (Education Scotland), Validated Self Evaluation and Committee reporting procedure; and the schools Senior Management Appointment process.</p> <p>The customers surveyed are: school representatives and partner agencies involved in the council's Authority Attendance Group; parents of Home Schooled children; ; members of the council's multi-agency Senior Officer Review Group and the Pre-Nursery Planning Group; parents of children considered by the Pre-Nursery Planning Group; Headteachers; and the Quality Improvement Team (Education Services).</p> <p>The data is gathered via electronic surveys and telephone and face to face survey interaction. The method of data collection is determined by the nature of the specific service activity and the most efficient and effective method of engagement with individual sets of customers.</p> <p>This performance indicator measures performance in the school academic year.</p>	Traffic Light Icon	
		Current Value	95.5%
		Current Target	90%



This is a new performance measure which was introduced at the beginning of academic year 2017/18.

The chart shows that in 2017/18 95.5% of customers who responded to the survey rated the comprehensiveness of service information as good or excellent.


The customer comments have been analysed and included in the “You Said, We Did” communication to customers on the Service's newly developed web page.

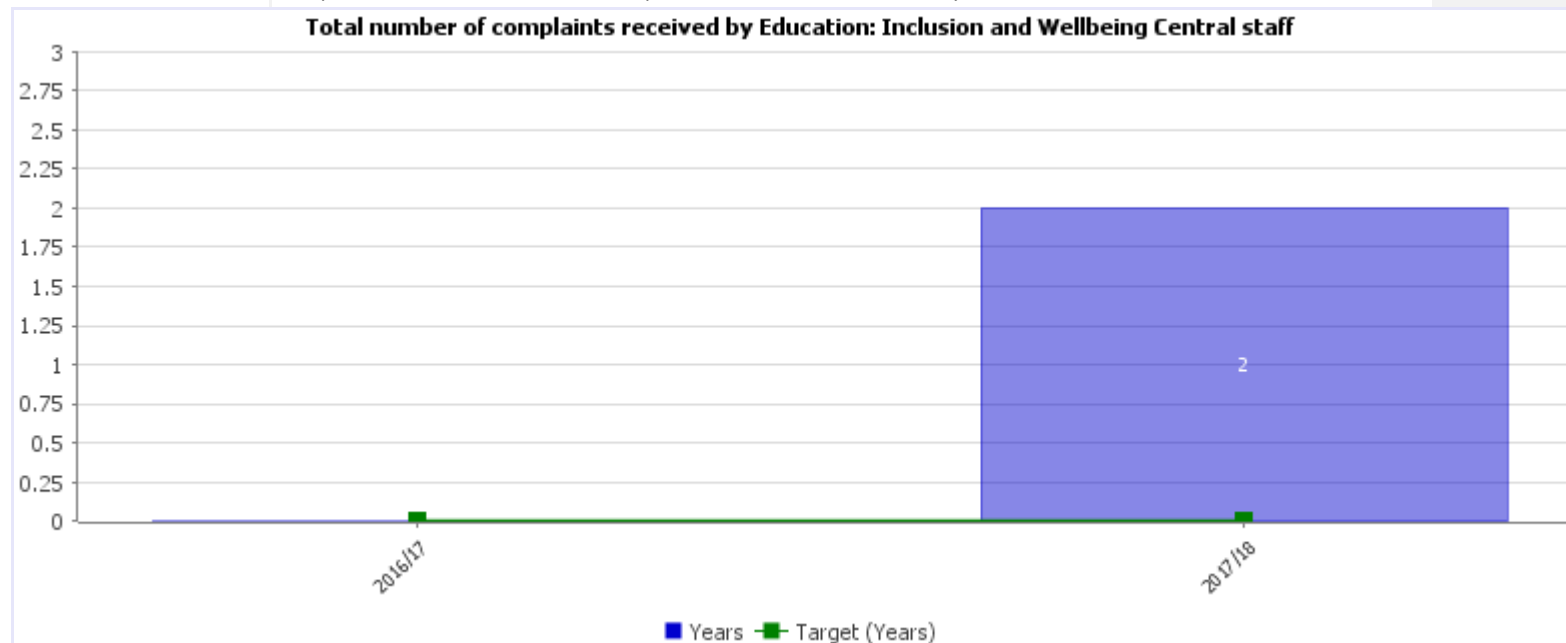
The number of customer surveys responded to as excellent or good was as follows:
2017/18 43 out of 45.

The total survey response rate for 2017/18 was 49.5%.

An important aspect of a comprehensive quality approach to customer service is the recognition that robust policy and procedure require to underpin the administrative functions of all aspects of the Service. It is also understood by the Service that there requires to be an understanding of the strategic landscape of services and procedures that customers find themselves involved in.

The target for 2017/18 was set at 90% as this was the first time the service collected the data as a new WLAM Unit. The Service staff have exceeded the 2017/18 target. The target for 2018/19 will be set at 96% to encourage ongoing improvement in the service.

PI Code & Short Name	EDIWS011_6b.3 Total number of complaints received by Education: Inclusion and Wellbeing Central staff	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This indicator measures the total number of complaints received by Education: Inclusion and Wellbeing Central staff. It is the total number of complaints received by Inclusion and Wellbeing Central staff at stage one (complaints that the council aims to deal with within 5 working days) and those received directly at stage two (more complex complaints that the council aims to deal with within 20 working days). This is to ensure that complaints escalated from stage 1 to stage 2 are not double counted.</p> <p>The data for this indicator is extracted from the customer relationship management system (CRM). The complaints are analysed to identify improvements to the way the service is delivered to customers. This performance indicator measures performance over the financial year.</p>	Traffic Light Icon	
		Current Value	2
		Current Target	0



Trend Chart Commentary:

This Performance Indicator was introduced for the Inclusion & Wellbeing Service as a new WLAM Unit in 2017/18.


Although this performance indicator was introduced for financial year 2017/18, the previous year's data has been gathered to enable the service to assess any trend. The data available to date shows:

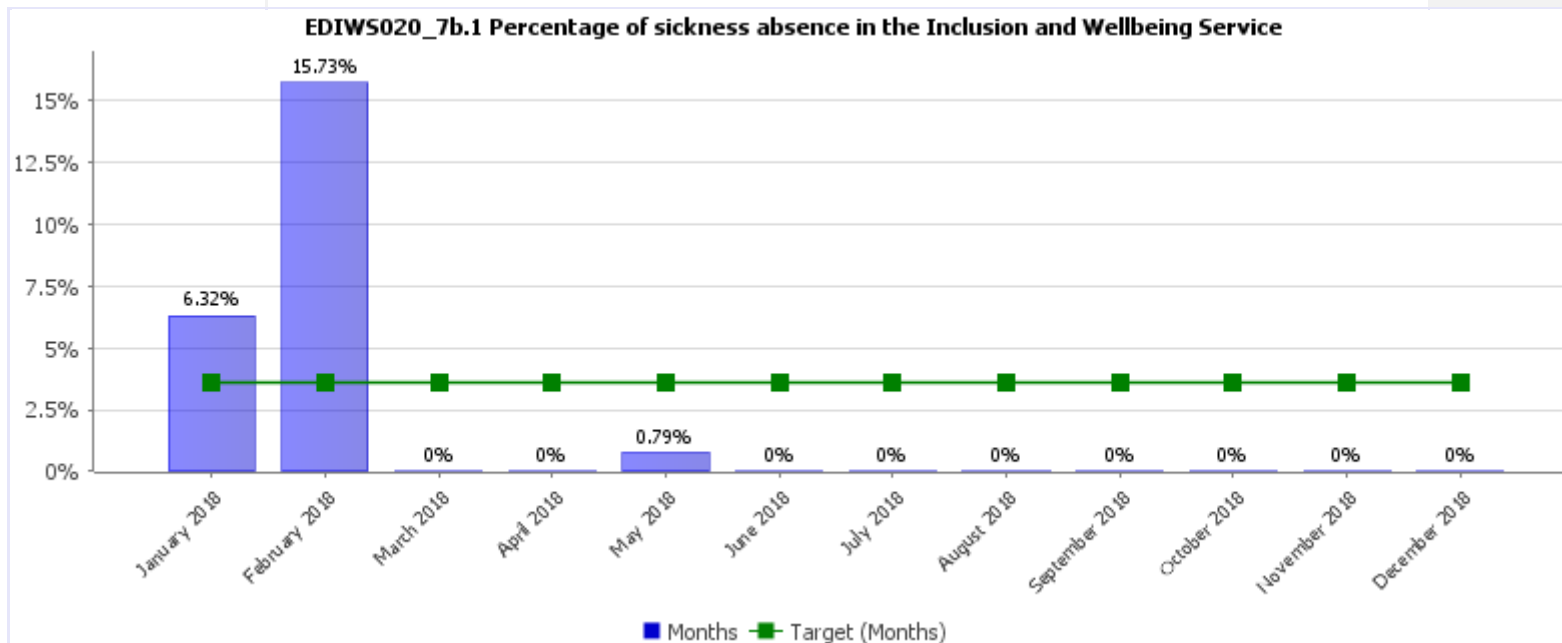
2017/18 - Two complaints were received related to Inclusion and Wellbeing Central staff. Both were stage 1 and both not upheld. The two complaints were from the same parent about the same issue (a claim that the council's "Exclusion From School's" policy was unlawful because it failed to take account of a child's disability).

2016/17 - No complaints were received during this period

The numbers of complaints received directly about the Inclusion and Wellbeing Central staff is low. This is due to a high level of customer contact and support at early stages of enquiry across the WLAM Unit. Staff are aware of the complaints process and complaints are perceived as an opportunity to improve the service that is provided to customers.

Target for 2018/19 is set at 2 or less complaints after taking under consideration the trend over time, therefore this is the baseline for the target.

PI Code & Short Name	EDIWS020_7b.1 Percentage of sickness absence in the Inclusion and Wellbeing Service	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	This performance indicator measures, as a percentage, the total level of sickness absence relating to the Inclusion and Wellbeing Service within Education Services. The data is provided by the council's Human Resources Service on a monthly basis and is tracked and monitored to ensure absence is managed in the service.	Traffic Light Icon	
		Current Value	0%
		Current Target	3.6%




Trend Chart Commentary

Sickness levels are monitored on a monthly basis and the service takes the appropriate action in compliance with the Council's Sickness Absence Policy to manage all periods of absence.

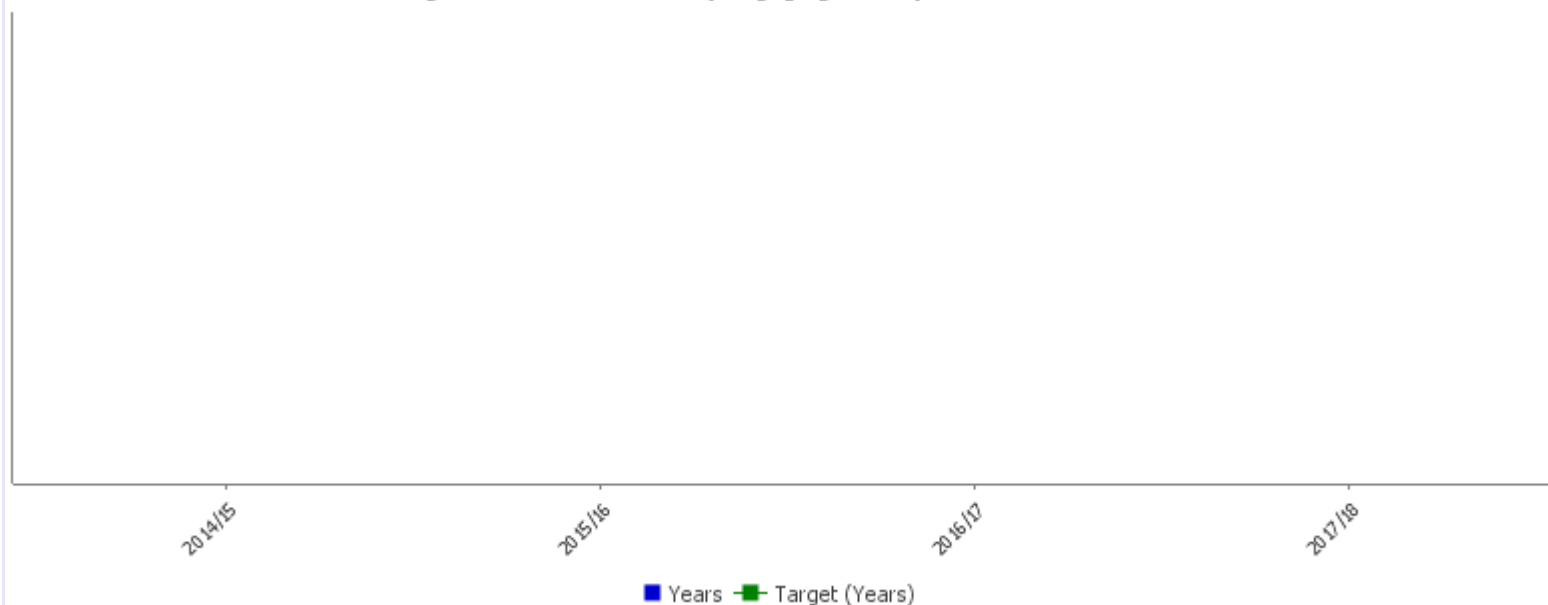
Given the size of the Inclusion & Wellbeing Service central team, any period of absence of one individual may impact significantly on the team's ability to meet its target.

In January 2018 and February 2018 the Service reported highest percentages of sickness absence in the Inclusion and Wellbeing central team which contributed to 18 days out of a possible of 114.24 lost, resulting in 15.73% in January 2018 and 8 days out of a possible of 126.48 lost, resulting in 6.32% in February 2018.

The target for 2017/18 was set using the corporate target of 3.6% and will remain at this level for 2018/19.

PI Code & Short Name	EDIWS023_9b.1b Percentage of Families successfully engaging in Independent Mediation Services.	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This indicator shows the percentage of families successfully engaging in Independent Mediation. A family may require access to this service where communication between the family and school/authority requires independent intervention to support positive progress at school.</p> <p>Independent Mediation is provided by "Commonground Mediation" for West Lothian Council and is available to families who have children with additional support needs. The Education (Additional Support for Learning) (Scotland) Act 2004 requires Education Authorities to make mediation services available without charge to families. The Health & Education Chamber: First Tier Tribunal for Scotland encourage use of Independent Mediation by families. It is considered that, if parties take up this service, a Tribunal Hearing may prove unnecessary or it may be that some disputed issues are resolved and the hearing becomes more focused.</p> <p>This area of service activity directly links to the council's corporate priorities 1. Improving Attainment and Positive Destinations and 2. Delivering Positive Outcomes and Early Interventions for Early Years.</p> <p>This performance indicator measures performance across the financial year.</p>	Traffic Light Icon	
		Current Value	100%
		Current Target	100%

Percentage of Families successfully engaging in Independent Mediation Services.



Trend Chart Commentary:

Since 2014/15 this performance indicator has focussed on the percentage of families successfully engaging in Independent Mediation. Successful engagement in these circumstances is defined as a preventative measure to reduce the number of active Additional Support Needs Tribunals.

In 2014/15 the percentage of families who successfully engaged in Independent Mediation was 100%. There were 10 enquiries received by Commonground Mediation, 6 of which proceeded to Mediation. The target for 2015/16 was set at 100%.

In 2015/16 the percentage of families who successfully engaged in Independent Mediation was 100%. There were 8 enquiries received by Commonground Mediation, 5 of which proceeded to Mediation. Each of


the 5 Mediation cases had the potential for an Additional Support Needs Tribunal reference. None of the 5 cases proceeded to a Tribunal Hearing. 1 of the 3 not proceeding to Mediation was resolved on first contact with Commonground Mediation. The other 2 of the 3 were resolved by internal communication between Education Services and the families without the need for independent mediation. The target for 2016/17 was set at 100%.

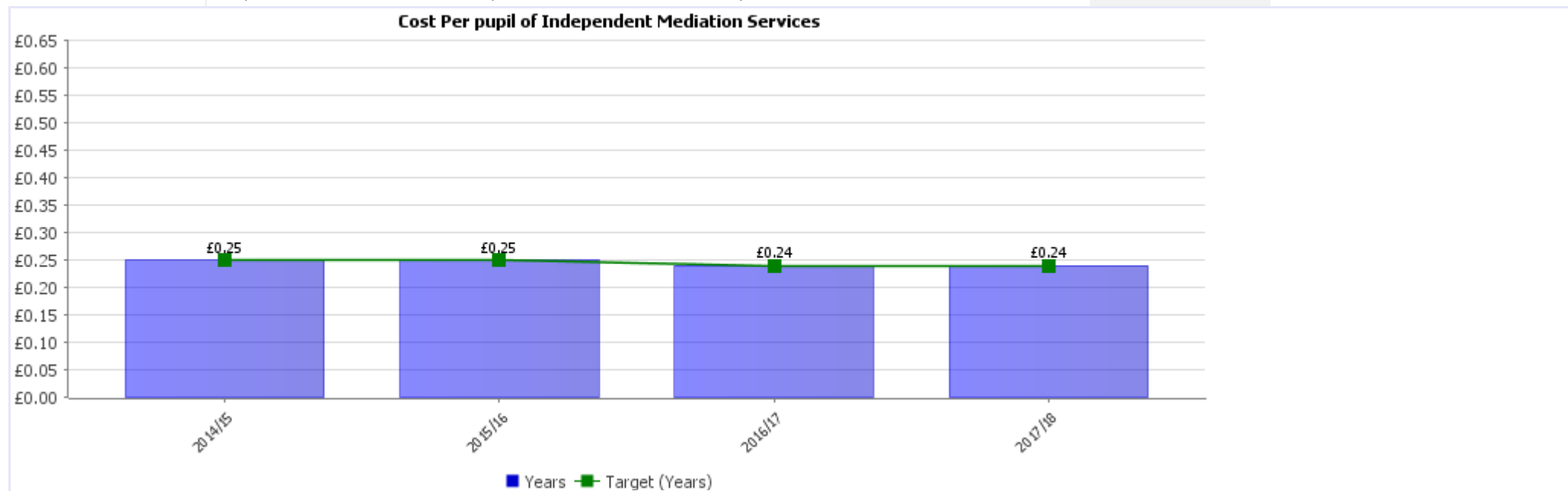
In 2016/17 the percentage of families who successfully engaged in Independent Mediation was 100%. There were 9 enquiries received by Commonground Mediation, 5 of which proceeded to Mediation. Each of the 5 Mediation cases had the potential for an Additional Support Needs Tribunal reference. None of the 5 cases proceeded to a Tribunal Hearing. 1 of the 4 not proceeding to Mediation was resolved on first contact with Commonground Mediation. The other 3 of the 4 were resolved by internal communication between Education Services and the families without the need for independent mediation. The target for 2017/8 was set at 100%.

In 2017/18 the percentage of families who successfully engaged in Independent Mediation was 100%. There were 8 enquiries received by Commonground Mediation, 4 of which proceeded to Mediation. Each of the 4 Mediation cases had the potential for an Additional Support Needs Tribunal reference. None of the 4 cases proceeded to a Tribunal Hearing. 2 of the 4 not proceeding to Mediation was resolved on first contact with Commonground Mediation. The other 2 of the 4 were resolved by internal communication between Education Services and the families without the need for independent mediation.

Limited national benchmarking information is available given the confidential contract the service provider holds with individual local authorities. Informal benchmarking discussions however suggest that there may be a commonality across local authorities of parents seeking mediation as an option to have facilitated conversation in relation to Placing Request Refusals.

Target setting for 2018/19 has required to take into consideration the significantly increased priority placed on the use of Independent Mediation prior to a Hearing by the Health & Education Chamber: First Tier Tribunal for Scotland in relation to parental Placing Request appeals to the Tribunal. For the purposes of consistent comparable measurement of successful engagement in Independent Mediation, the cases included in the statistical analysis for future years will be those initiated as parental enquiries direct to Commonground Mediation; rather than those cases pursuing Independent Mediation only as a result of an active Tribunal reference. The target for 2018/19 is therefore set at 100% to encourage continued success for families engaging in the service.

PI Code & Short Name	EDIWS027_9a.1c Cost Per pupil of Independent Mediation Services	PI Owner	zEDIWS_PAdmin; Alison Raeburn
Description	<p>This indicator shows the cost per pupil of the procurement of Independent Mediation services for parents with children with additional support needs.</p> <p>This is calculated by dividing the total Mediation Services budget by the number of primary/special/secondary school pupils. Measuring the cost per pupil of the Mediation Services budget allows comparison of the cost of providing each part of the service against the others.</p> <p>Independent Mediation is provided by "Commonground Mediation" for West Lothian Council and is available to families who have children with additional support needs. The Education (Additional Support for Learning) (Scotland) Act 2004 requires Education Authorities to make mediation services available without charge to families. The Health & Education Chamber: First Tier Tribunal for Scotland encourage use of Independent Mediation by families. It is considered that, if parties take up this service, a Tribunal Hearing may prove unnecessary or it may be that some disputed issues are resolved and the hearing becomes more focused.</p> <p>This area of service activity directly links to the council's corporate priorities 1. Improving Attainment and Positive Destinations and 2. Delivering Positive Outcomes and Early Interventions for Early Years.</p> <p>This performance indicator measures performance across the financial year.</p>	Traffic Light Icon	
		Current Value	£0.24
		Current Target	£0.24



Trend Chart Commentary:

Performance in 2017/8 was £0.24 per pupil which is in line with the 2017/18 activity budget and consistent with previous performance measurement:


2016/17 - cost per pupil was £0.24

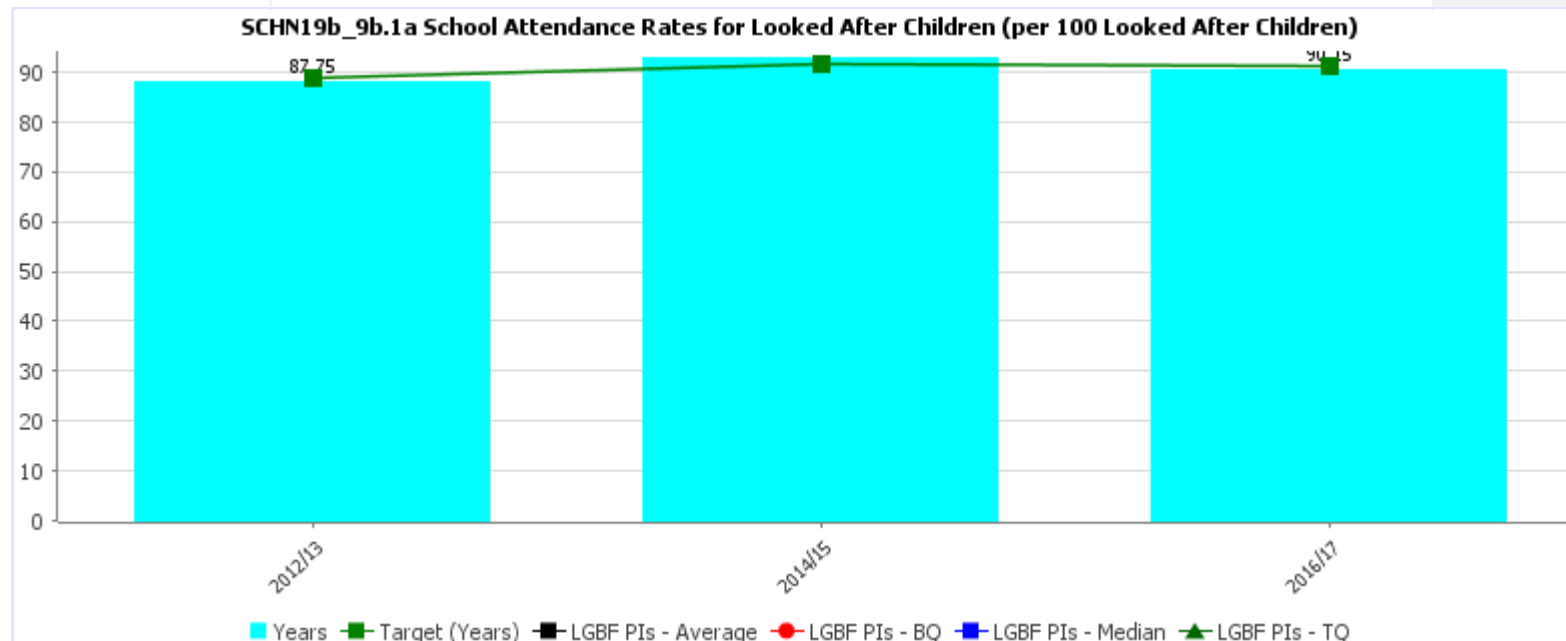
2015/16 - cost per pupil was £0.25

2014/15 - cost per pupil was £0.25

Limited national benchmarking information is available given the confidential contract the service provider holds with individual local authorities. Informal benchmarking discussions however suggest that there may be a commonality across local authorities of parents seeking mediation as an option to have facilitated conversation in relation to Placing Request Refusals. West Lothian Council have an increasing trend of Placing Request submissions therefore consideration may require to be given to increasing the number of hours procured from the service provider which would reduce the performance should number of pupils not increase at an equivalent rate.

Target for 2018/19 is set for £0.25 based on the 2018/19 activity budget and the predicted total number of pupils which will be recordable following the September 2018 census.
A review of the target will be undertaken in the event of significant changes in pupil numbers.

PI Code & Short Name	SCHN19b_9b.1a School Attendance Rates for Looked After Children (per 100 Looked After Children)	PI Owner	zAdmin_SCHN; Alison Raeburn
Description	This indicator measures the School Attendance Rates for Looked After Children per 100 Looked After Children. Measuring the School Attendance Rates for Looked After Children per 100 Looked After Children allows for national comparison.	Traffic Light Icon	
		Current Value	90.15
		Current Target	91



Trend Chart Commentary:

This is a new Local Government Benchmarking Framework measure introduced in 2017/18. The data is collected every two years with existing historical data available from academic years 12/13 and 14/15. Performance information for 2016/17 became available in December 2018.

In summary, during 2016/17 the school Attendance Rates for Looked After Children per 100 Looked After Children decreased to 90.15 which now places West Lothian ranked 24/32 Authorities and 7 out of our Family Group of similar Authorities.

2016/17 Performance status against 2012/13 and 2014/15.

During 2012/13, the initial year of collection data, the school attendance rates (per 100 'looked after children') was 87.75, placing West Lothian 21st in national rankings.

During 2014/15 the school attendance rates (per 100 'looked after children') increased to 92.87, an increase of 5.12 on the previous reporting period. This result moved the measure 15 places nationally to be placed 6th.

During 2016/17 the school attendance rates (per 100 'looked after children') decreased to 90.15, a decrease of 2.72 on the previous reporting period. This resulted in West Lothian Council ranking 24 out of 32 Scottish authorities in 2016/17; a decrease of 18 places from 2014/15 and a decrease of 3 places since 2010/11.

The Scottish average performance for 2016/17 was 90.98 compared to West Lothian Council's 90.15.


The four year trend shows West Lothian Council's School Attendance Rates for Looked After Children per 100 Looked After Children rates to be decreasing.

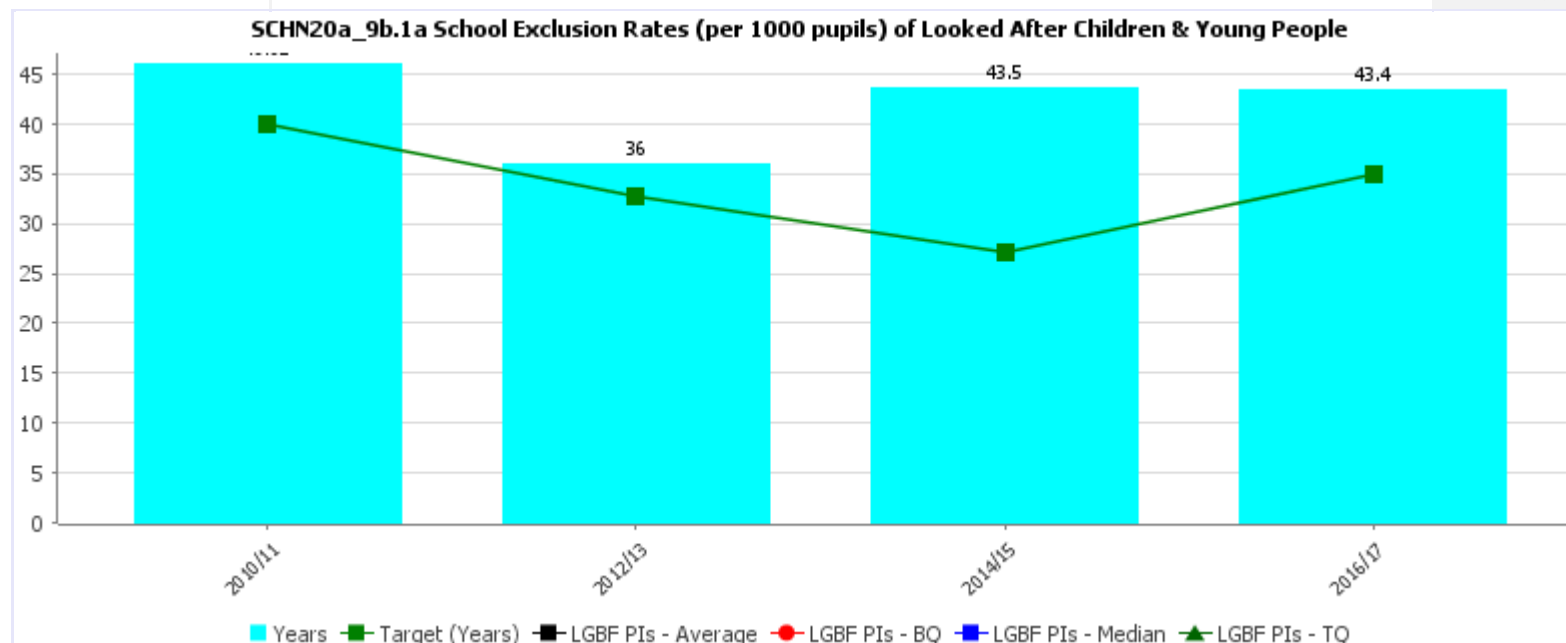
2016/17 Performance against Family Group

West Lothian Council ranked 7 out of the 8 authorities in the Family Group (Clackmannanshire, Dumfries & Galloway, Falkirk, Fife, Renfrewshire, South Ayrshire and South Lanarkshire). The top performing council in the Family Group was Clackmannanshire Council – which was ranked 3rd in Scotland.

The Council's Corporate Parenting Plan (2017/8) outlines key activities for Education Services, in collaboration with multi-agency partners. There is a specific focus on raising attainment which includes the undertaking of specific attainment visits to schools for LAC pupils and the use of the Centre of Excellence for Looked After Children In Scotland (CELGIS) toolkit for school's self evaluation and improvement planning. The newly established training programme for LAC Designated Members of Staff in all schools and the revision of the Education Services Looked After Children Policy have also been designed to have a direct positive impact on levels of attendance. The development of benchmarking activity with the Local Government Benchmarking Framework family will continue to support this work. In addition, recent Scottish Government funding for Looked After Children has been focussed on supporting engagement in learning of our most vulnerable Looked After Children and Young People.

The target for 2018/19 will be set at 91 as an aim of continuous improvement; an aspiration above the national average in 16/17 of 90.98; and a recognition of the actions detailed in the council's Services for Children Improvement Plan.

PI Code & Short Name	SCHN20a_9b.1a School Exclusion Rates (per 1000 pupils) of Looked After Children & Young People	PI Owner	zAdmin_SCHN; Alison Raeburn
Description	This indicator measures the School Exclusion Rates per 1000 pupils for Looked After Children & Young People. Measuring the School Exclusion Rates per 1000 pupils allows for national comparison.	Traffic Light Icon	
		Current Value	43.4
		Current Target	35



This is a new Local Government Benchmarking Framework measure introduced in 2017/18. The data is collected every two years with existing historical data available from academic years 12/13 and 14/15. Performance information for 2016/17 became available in December 2018.

In summary, during 2016/17 the school exclusion rates (per 1,000 'looked after children') decreased to 43.4 which now places West Lothian ranked 28/32 Authorities and 8/8 out of our Family Group of similar Authorities.

2016/17 Performance status against 2012/13 and 2014/15.

West Lothian Council was ranked 28 out of 32 Scottish authorities in 2016/17, an increase of two places from 2014/15 and a decrease of 4 places since 2012/13.

The Scottish average performance for 2016/17 was 26.84 compared to West Lothian Council's 43.4.


The four year trend shows West Lothian Council's exclusion rates to be decreasing.

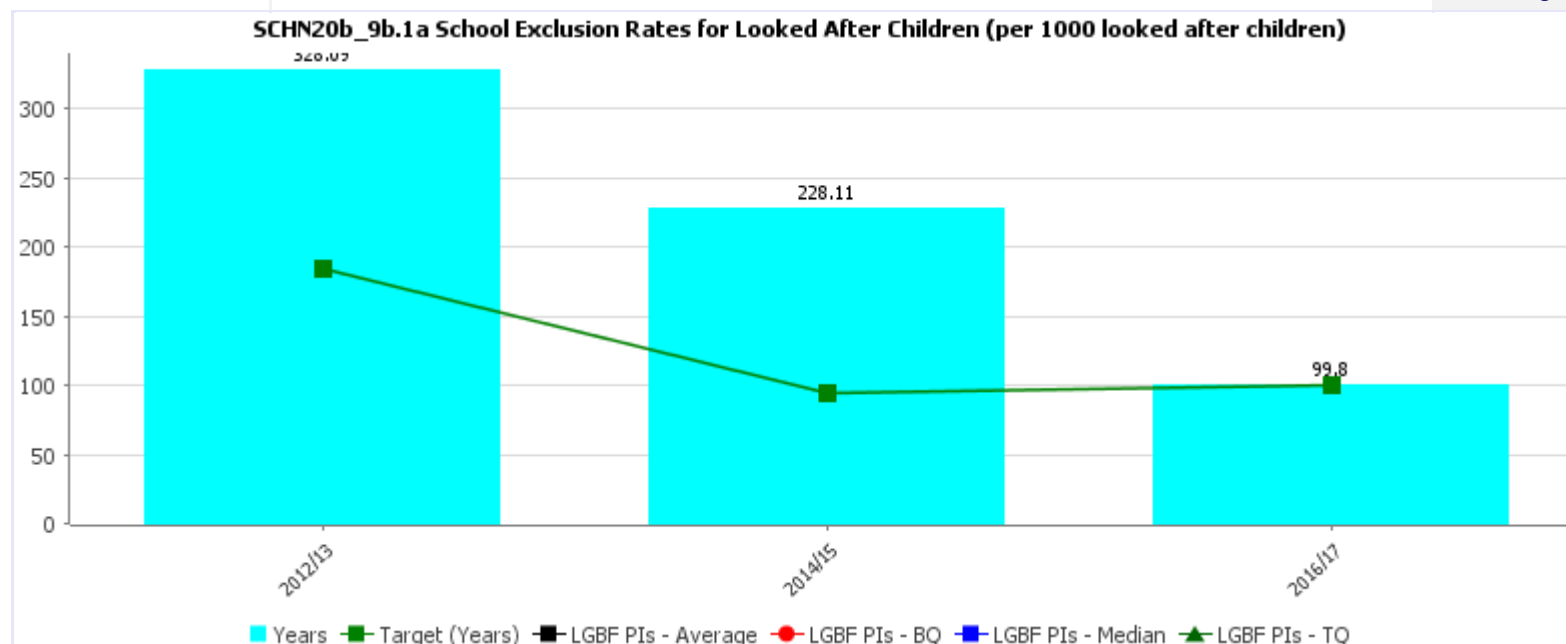
2016/17 Performance against Family Group

West Lothian Council ranked 8 out of the 8 authorities in the Family Group (Clackmannanshire, Dumfries & Galloway, Falkirk, Fife, Renfrewshire, South Ayrshire and South Lanarkshire). The top performing council in the Family Group was Falkirk Council – which was ranked 11th in Scotland.

The Council's Corporate Parenting Plan (2017/8) outlines key activities for Education Services, in collaboration with multi-agency partners. There is a specific focus on raising attainment which includes the undertaking of specific attainment visits to schools for LAC pupils and the use of the Centre of Excellence for Looked After Children In Scotland (CELCIS) toolkit for school's self evaluation and improvement planning. The newly established training programme for LAC Designated Members of Staff in all schools and the revision of the Education Services Looked After Children Policy have also been designed to have a direct positive impact on levels of exclusions. The development of benchmarking activity with the Local Government Benchmarking Framework family will continue to support this work. In addition, recent Scottish Government funding for Looked After Children has been focussed on supporting engagement in learning of our most vulnerable Looked After Children and Young People.

The target for 2018/19 will be set at 27 as an aim of continuous improvement; an aspiration towards the national average in 16/17 of 26.84; and a recognition of the actions detailed in the council's Services for Children Improvement Plan.

PI Code & Short Name	SCHN20b_9b.1a School Exclusion Rates for Looked After Children (per 1000 looked after children)	PI Owner	zAdmin_SCHN; Alison Raeburn
Description	This indicator measures the School Exclusion Rates for Looked After Children per 1000 looked after children. Measuring the School Exclusion Rates per 1000 pupils allows for national comparison.	Traffic Light Icon	
		Current Value	99.8
		Current Target	100



This is a new Local Government Benchmarking Framework measure introduced in 2017/18. The data is collected every two years with existing historical data available from academic years 12/13 and 14/15. Performance information for 2016/17 became available in December 2018.

During 2016/17 the school exclusion rates (per 1,000 'looked after children') decreased to 99.80 which now places West Lothian ranked 17/32 Authorities and 8/8 out of our Family Group of similar Authorities.

West Lothian Council ranked 8 out of the 8 authorities in the Family Group (Clackmannanshire, Dumfries & Galloway, Falkirk, Fife, Renfrewshire, South Ayrshire and South Lanarkshire). The top performing council in the Family Group was Clackmannanshire Council – which was ranked 5th in Scotland.

The Council's Corporate Parenting Plan (2017/8) outlines key activities for Education Services, in collaboration with multi-agency partners. There is a specific focus on raising attainment which includes the undertaking of specific attainment visits to schools for LAC pupils and the use of the Centre of Excellence for Looked After Children In Scotland (CELCIS) toolkit for school's self evaluation and improvement planning. The newly established training programme for LAC Designated Members of Staff in all schools and the revision of the Education Services Looked After Children Policy have also been designed to have a direct positive impact on levels of exclusions. The development of benchmarking activity with the Local Government Benchmarking Framework family will continue to support this work. In addition, recent Scottish Government funding for Looked After Children has been focussed on supporting engagement in learning of our most vulnerable Looked After Children and Young People.

The target for 2018/19 will be set at 89 as an aim of continuous improvement; an aspiration towards the national average in 16/17 of 79.95; and a recognition of the actions detailed in the council's Services for Children Improvement Plan.

