

About You	
1.	Your Name
	Margaret Lynch
2.	Your Employer / Organisation
	Perth & Kinross Council
3.	Your Position
	Child Poverty Officer
4.	Your E-Mail at Work
	allin@pkc.gov.uk
5.	Your Address at Work
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6.	Your Telephone Number at Work
	-
7.	Your Role in the Project
	Project lead
An Introduction to the Project	
8.	Which partner organisations are involved in delivering the project (local authorities, organisations, community groups, etc.)?
	Perth & Kinross council services.
9.	Does the project have specific aims and/or objectives? <i>If so, please add to the box below.</i>
	<p>The project aims to measure how well Perth & Kinross Council services have responded to feedback from Priority Families to determine what Council services could do differently or better to meet their needs.</p> <p>The project aims to evaluate how well council services are impacting on children and families affected by poverty. The scorecard measures how well services respond to a range of indicators e.g., 'help for families around mental health and wellbeing', 'upholding dignity and tackling stigma' and 'cost-of-living-crisis' etc.</p>
10.	Does the project have a title? <i>If so, please add to the box below.</i>
	Children's Scorecard
11.	When did it start?
	2020
12.	Has it finished? Is it on-going? Does it have an end date? <i>Please add dates to the box below.</i>
	The project is ongoing. The current aim is to gather three years of baseline data.
13.	Which groups of people, if any, are targeted by the service provided?
	Children and families.

14.	How many people have been served by the project?
	Unknown
15.	Where is it delivered?
	The scorecard is focused on the Perth & Kinross local authority area.
The Initial Idea	
16.	Who had the initial idea?
	Margaret Lynch, Child Poverty Officer, Perth & Kinross Council had the initial idea.
17.	How did the idea for the project come about?
	The idea came about from reading about scorecard initiatives in the USA and Canada.
18.	Did you draw on any published reports / papers / research evidence or practice you had seen elsewhere to inform your plans? <i>If so, please add details to the box below.</i>
	The Project Lead was aware of scorecard initiatives in North America, which had arisen from people presenting at health services with poverty related issues.
19.	Who was involved in developing the initial idea of the project?
	The development of the project was an iterative process, which responded to the research feedback gained from priority service users. Service managers and frontline workers from every council service collaborated to develop statements and indicators to measure impact.
20.	Were those with lived experience of poverty involved in developing the initial idea of the project?
	The feedback of priority parent groups was gathered through research and used to create a series of service briefings.
21.	What, if any, barriers did you have to overcome when developing the initial idea of the project?
	It was important that service managers and frontline workers were involved in developing indicators so that a shared vision and purpose could be cultivated.
22.	Did you conduct a feasibility study? (if yes, please describe what you did and what you concluded)
	No.
Pilot Project	
23.	Did you run a pilot project?
	No.
The On-going Development of the Project	
24.	Has the project changed through time?
	No.
Accessing the Service and Engaging with Service Users	

25.	Is there a referral process? If yes, how does the referral process work (self-referral, referred by other agencies, identified from an existing database)
	N/A
26.	How are potential clients made aware of the project?
	N/A
27.	How do you keep in touch with service users? Do your service users have a preferred method of contact?
	N/A
Working With People with Lived Experience of Poverty	
28.	Are those with lived experience of poverty involved in <u>delivering</u> the project? <i>If so, please describe below.</i>
	No.
29.	Are people with lived experience of poverty involved in <u>managing</u> the project, <u>supervision</u> within the project, or project <u>governance</u>? <i>If so, please describe below.</i>
	No.
30.	Are people with lived experience of poverty involved in <u>any other aspect</u> of the project? <i>If so, please describe below.</i>
	26 families were involved in the qualitative research which laid the foundations for the Scorecard, the Council recognises the need to embed consultation with Priority Families in the wider stakeholder engagement and consultations undertaken by the services and ensure that the Children's Scorecard areas of focus are updated accordingly.
Leadership, Governance and Partnership Working	
31.	Who has overall responsibility for the project?
	The Project Lead is accountable to the Child Poverty Working group. The group has representation from Perth & Kinross Council, NHS Tayside and the third sector.
32.	Is this the only responsibility of the person managing the project? <i>If not please describe the manager's wider roles and responsibilities.</i>
	The job remit includes stakeholder engagement, development of policy and practice, leading child poverty strategy across the local authority and producing the LCPAR.
33.	Is there a Project Steering or Advisory Group or Organising Committee? <i>If yes, who is involved in this and how does it work.</i>
	The child poverty working group.
Staffing	
34.	Are there any paid staff? <i>Please describe their role and their contribution.</i>
	Margaret Lynch, Child Poverty Officer produces the scorecard as part of her remit.
35.	Are volunteers involved in delivering the project? <i>Please describe their role and their contribution.</i>

	No	
Links to Wider Policies, Strategies and Statutory Requirements		
36.	Is the project part of a wider anti-poverty strategy? <i>If so, please give details.</i>	
	The scorecard is part of several strategies, including, Local housing strategy, Child poverty delivery plan, Best Start, Bright Futures, closing the poverty related attainment gap.	
37.	Is the project part of any other strategy? <i>If so, please give details.</i>	
	A rights-based framework enshrined in the UNCRC Article 3, 6, 12, 26, 27, GIRFEC	
38.	Is the project delivering a service that is a statutory commitment. <i>If so, please give details.</i>	
	The Scottish Government's Child Poverty delivery plan, Best Start, Bright Futures.	
Funding		
39.	Who funds the project? <i>Please give details.</i>	
	The project is funded by Perth and Kinross Council.	
40.	How is the project funded?	
	The project utilises existing staff, therefore, the cost is covered by the salary budget.	
41.	What is the budget for the project / how much does it cost to deliver?	
	Unknown	
42.	Is future funding based on pre-agreed outcomes or outputs being delivered? <i>If so, please give details</i>	
	-	
Resources		
43.	What in-kind resources do you need to deliver your project?	
	Facilities	-
	Equipment	-
	Local Knowledge	The project is dependent on gathering information from service users and council service managers and frontline workers.
	Food and Drink	-
44.	For each of the in-kind resources listed above, who provides it?	
	Facilities	-
	Equipment	-
	Local Knowledge	Knowledge is provided by service users, service managers, council staff and key partners who are represented in the Child Poverty Working group.
	Food and Drink	-
45.	Did you have to buy or develop new IT systems, software (databases, apps) or technology to deliver your project? <i>Please describe below.</i>	

	No.	
46.	Was additional staff training required to deliver your project? <i>If so, please describe.</i>	
	No.	
Formal Monitoring and Evaluation		
47.	What information, if any, do you collect about your project?	
	Number of users	-
	Profile of users	-
	Experience of users	-
	Anything else	-
48.	How often is data collected? Who collects the data?	
	-	
49.	Do you have baseline data on what things were like before the start of the project or before users started the project? <i>Please describe the type of baseline data that you have.</i>	
	26 families participated in a qualitative research that laid the foundations for the Scorecard.	
50.	Do you produce an annual report? <i>Please provide details of what this includes.</i>	
	The Children's Scorecard is aligned with LCPAR reporting.	
51.	In what ways, if at all, do you use the data that you collect to adapt the service that you provide?	
	Data is used to identify and address gaps in provision and to transfer resources to those areas of most importance to Priority Parents.	
52.	Have you employed an external organisation to formally evaluate your project? <i>If yes, please provide details.</i>	
	No.	
53.	If yes, in what ways, if at all, have you used the External Project evaluation to adapt the service that you provide.	
	N/A	
54.	Do you intend to employ an external organisation to evaluate the service that you provide in the future? <i>If yes, please provide details.</i>	
	-	
Impact		
55.	What difference has the project made?	
	<ul style="list-style-type: none"> • It has created a focal point for discussion with services which centres on what Priority Parents need and want – and enables the Services to factor this into their Service Improvement Plans • Identified and addressed gaps in provision and to transfer resources to those areas of most importance to Priority Parents 	

	<ul style="list-style-type: none"> • The Children’s Scorecard has been aligned with the Council’s Service Improvement Planning process and Local Child Poverty Action Report (LCPAR) reporting cycle to provide a deadline and statutory requirement for services to supply data. This approach closes the time lag between gathering and reporting on the performance information. • It enables Perth & Kinross Council to measure how well we are responding to the concerns raised by Priority Parents. • It has contributed to increased funding for mental health and wellbeing support for families. • The views of Priority Families contributed to the Council adopting a cash-first approach to direct financial assistance for struggling families and to crisis and emergency intervention. • Improved signposting and sharing of information with parents, for example, social media campaigns to highlight services available during school holidays e.g., access to food, fuel and health and wellbeing support. • Communities have been supported to develop their own childcare solutions e.g., wraparound childcare services.
56.	How do you know this? What evidence demonstrates impact (metrics, interviews, feedback)?
	Council information on how the Scorecard has influenced their services.
Learning from Experience	
57.	What is working well?
	Engagement with the Scorecard is increasing annually and there is emerging evidence that it is making an impact on the services available to families by identifying areas of progress and challenge and by providing a focal point for change.
58.	What, if anything, is working less well?
	<ul style="list-style-type: none"> • Work is ongoing to ensure that the Scorecard is perceived positively by services as providing challenge and a catalyst for change rather than as a tool to identify shortcomings. • There is an identifiable need for systematic engagement and to close the feedback loop with Priority Parents to ensure that their views are represented.
59.	What are the key learning points that you’d like to share with other practitioners? For example, is there anything that you would do differently?
	<ul style="list-style-type: none"> • To align the scorecard with service improvement service plan from implementation. • It is important to consult with parents to find out what their priorities are. Services should not ‘second guess’ what clients need. • Frame the scorecard positively so that it challenges but doesn’t ‘threaten’ staff. • Speak to staff informally to encourage engagement. • How you do your ‘everyday’ is critical i.e., it is important to evaluate existing practice.
60.	What plans do you have to develop or expand the project in the future?

	To develop systematic approaches to engagement with Priority Parents and to close the improvement/feedback loop by asking parents to evaluate the changes that have been implemented because of the scorecard. Priority Parents will also be involved in a refresh of the scorecard after Year 3.	
Social Media		
61.	Please enter social media contact details and weblinks to supporting documents or resources below:	
	Web Pages	https://www.pkc.gov.uk/media/49667/Perth-and-Kinross-Child-Poverty-Children-s-Scorecard/pdf/Perth and Kinross Child Poverty Childrens Scorecard.pdf?m=63788042626580000#:~:text=The%20Children's%20Scorecard%20will%20serve,accomplishment%20and%20areas%20of%20challenge.
	Facebook	No
	Instagram	No
	Twitter	No
	Tik-Tok	No
GDPR Consent (Add yes or no in the box)		
I give my permission to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for our organisation to be named in the tackling poverty locally directory and associated public outputs.		Yes
I give permission for me to be contacted by directory users.		Yes
I am willing to be contacted if more details are required		Yes (happy to be contacted by the generic email account)