

Appendix A - Performance Management Framework Report – Education Operations








1. Customer

Cluster Level Measures – Local Indicators (Service Standards)

Performance Indicator	Current Status	2020/21 Target
Early learning and childcare settings will meet the National Standard * See commentary below	No activity in Q2	100%
Primary, secondary, and special schools will achieve an average evaluation of ‘good’ or better in core QI * See commentary below	No activity in Q2	100%

Service Analysis

Formal Inspection Outcomes
<p>*Due to COVID-19 provisions, no routine inspections of either Early Learning and Childcare settings or schools-based provision has been undertaken by the Care Inspectorate or Education Scotland since March 2020. It is presently envisaged that a more limited risk-based schedule of inspections will be fully outlined to local authorities by the end of the 2020 calendar year.</p> <p>In the meantime, the Care Inspectorate has introduced a self-evaluation model Key Question 5 which providers are to be asked to submit in due course. This indicator focuses on the implementation of the national Covid-19 guidance in ELC settings (including out of school care and childminders) and establishes how well services are responding to ensure children are secure and confident within different delivery models.</p>

Performance Measure	2019/20	July 2020/21	August 2020/21	September 2020/21	Status	Long Trend	2020/21 Target
	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Education	93	4	5	4			
% of complaints resolved within timescale stage 1 and 2) – Education	59.1%	25,0%	60,0%	75,0%			75%*
% of complaints with at least one point upheld (stage 1 and 2) – Education	24.7%	50,0%	40.0%	75.0%			
Total No. of lessons learnt identified (stage 1 and 2) – Education**	12	0	1	0			




Service Analysis




Complaints Handling

Drill-down Data for September 2020, which is the most recently available, indicated that the Service was meeting the monthly complaint resolution target of 75%, and marginally exceeding the corporate figure of 74.5%, with incremental improvements across the three-month period which aggregate up to the Quarter 2 outcome.

The 'within timescale' outcome across Q2 shows some improvement in resolution times both from that experienced in Q1, and the comparable 2018/19 and 2017/18 Quarters, which also fall within the school Summer holiday period. This is suggestive of a degree of recovery from the Response phase where operation of the Service and management of complaints handling was materially affected by COVID provisions. The number of complaints received remains stable and comparatively low but at the same time, the proportion, and number, of Complaints that were upheld, either in part or as a whole, rose from 2 in Q1 to 7 in Q2.

Cluster Level Measures – 2019/20 National and Local Performance Indicators

Performance Measure	2018/19	2019/20	Status	Short Trend	Long Trend	2019/20 National Figure
	Value	Value				
Percentage of adult population expressing satisfaction with schools per year (Scottish Household Survey)	69%	71%				73%

Performance Measure	2018/19	2019/20	Status	Short Trend	Long Trend	2019/20 National Figure
	Value	Value				
% of parents/carers expressing that they agree and/or strongly agree with the statement 'I am satisfied with the school' per fiscal year (Education Scotland)	82.0%	82.2%				84.0%

Service Analysis

Scottish Household Survey







The Scottish Household Survey (SHS) figure for the percentage of adult population with primary and secondary school aged children, (base size: 130) expressing satisfaction with schools, drawn from the recently published 2019 Survey, indicates an improving trend which matches the national year-on-year growth pattern although at a slightly lower level than the Scotland figure. This data also feeds into the annual Local Government Benchmarking Framework reporting which would be due to be published in the early part of 2021.

Education Scotland Parent/Carer Survey





Comparative local data, derived from a larger sample size, (1019 responses) conducted independently by Education Scotland from surveying of parent/carers during formal inspections between April 2019 and March 2020 has now been published in full through the release of Additional Evidence documents covering 11 primary and secondary establishments inspected during this period. (including further inspection visits) This indicates that parental/carers satisfaction levels (those who strongly agree/agree with the statement 'I am satisfied with the school') had risen marginally to 82.2% in 2019/20.

The separate figure for Early Learning Centre provision was 90.7%, up from 90% in 2018/19, although the sample size is significantly lower (90 responses) and should be judged to be static.

Cluster Level Measures – 2020/21 National COVID-19 Performance Indicators* (School Attendance and Absence)

Performance Measure	August 2020	September 2020	October 2020	November 2020	Status	Long Trend	Level 2 Monthly Figure	National Monthly Figure
	Value	Value	Value	Value				
% of primary and secondary pupil attendance by openings	87.3%	93.3%	93.7%	93.6%			93.2%	90.3%
% of primary and secondary non-Covid related pupil absence by openings	10.1%	4.9%	5.2%	5.2%			5.3%	6.2%
% of primary and secondary Covid related pupil absence by openings	2.6%	1.8%	1.1%	1.1%			1.5%	3.5%

Cluster Level Measures – 2020/21 National COVID-19 Performance Indicators* (Status of Childcare Services)

Performance Measure	August 2020	September 2020	October 2020	November 2020	Status	Long Trend	Level 2 Monthly Figure	National Monthly Figure
	Value	Value	Value	Value				
% of LA childcare services open	67.0%	93.0%	98.0%	98.0%			95.7%	96.0%
% of total childcare services open	68.0%	90.0%	96.0%	96.0%			94.2%	94.0%

COVID-19 Indicators note

*These rounded figures relate to attendance/absence levels by openings, and childcare settings at month end snapshot points which are benchmarked with both the national outcomes and those of other Scottish local authorities. Source: Scottish Government Education Analytical Services. The most recent data covers the period up to 30th November 2020. Level 2 data refers to the average of all local authorities placed in Level 2 of the COVID-19 Strategic Framework at the snapshot point. For consistency of comparison with months that were pre-Strategic Framework implementation, data from those authorities which were in Level 2 as at its introduction, have been projected backwards.

Service Analysis

Pupil Attendance and Absence

As noted within the recent Service Update, [Covid19 Pupil Attendance and Absence](#) attendance/absence information is now under continuous review in the context of the present legislation and COVID-19 related guidance to schools.

The data relating to attendance and non-Covid related absence provides support for the tracking of local annual and national biennial publications which are part of the Service’s Annual KPI suite. Although influenced in part by wider community Covid rates and perceptions of risk, which create fluctuations at snapshot points, attendance and absence rates for the City are trending positively and compare well with both similar LA’s by Urban geography and national levels.

As an additional benchmark, the most recent nationally published information on overall pupil attendance recorded full year City attendances of 93.3% in comparison with a Scotland figure of 93.0% (by half day openings). On this basis, attendance levels are being maintained at levels similar to those in previous years.

Childcare Settings


Aberdeen City sits in the upper quartile of Local Authorities for the proportion of LA managed/funded childcare settings which are open (i.e., accepting placements up to their full present capacity), matching that of Dumfries and Glasgow, exceeding the figures for Edinburgh and Scotland, both at 96%, and the Level 2 Average. Dundee, Midlothian, Moray and West Lothian were the only authorities to achieve 100% re-instatement of services, based on status notifications to the Care Inspectorate.

The proportion of Total Day Care of Children provision within the community (including childminding, private and no-profit provision) which is open is similarly placed with only Midlothian, Argyll and Bute, Dundee and East Dunbartonshire achieving higher overall opening levels. In turn, the Aberdeen figures reflected that 78% of childminding settings were open, 96.0% of private day care settings were available as were 91.0% of voluntary/not for profit settings.

It is worth noting that the day care of children delivery models differ in each local authority and can materially influence the overall outcomes so some caution requires to be exercised when comparing even ‘nearest-neighbour’ authorities through these datasets.

1. Processes

Cluster Level Measures – Local Indicators (Service Standards)

Performance Indicator	Current Status	2020/21 Target
We will meet all requests for early learning and childcare placements		100%

The limitations placed on ELC providers by current COVID-19 restrictions have had some impact on the timing of placement commencement arising from phasing of uptake and extended induction periods. This has also stimulated development of additional Outdoor Nursery provision, supplementing re-modelling/expansion of existing provision and new build provision being driven by the City’s ELC Expansion Plan.

The next phase of placings (Term 2) is effectively complete, although some offer acceptances were pending return and processing towards 2020-year end, with all requests having been provided with an offer under the terms of the ELC Admissions Policy. Digitalisation of the ELC placings system is due to be rolled out in 2021 and work towards this objective is on-going.

The Scottish Government published updated guidance on the operation of Early Learning and Childminding provision on 30th October [Covid-19 Early Learning and Childcare Services Guidance](#) to reflect the implementation of the [Covid-19 Strategic Framework](#) which adjusted the initial provisions, based on evidence gained from the early re-opening phases of ELC and additional scientific evidence.

The national ELC Joint Delivery Board made a recommendation to COSLA leaders and Scottish Ministers on 14th December to reinstate the 1140 hours national duty by commencement of Term 1 in 2021, (subject to COVID-19 Strategic Framework provisions current at the time) which was accepted*.

* A report on Early Learning and Childcare Expansion report also being considered at 10.2 within this meeting of Committee.

We will meet all requests for primary and secondary school placements		100%
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Presently all requests for primary and secondary placements are being met with a small number of requests being addressed through the placing appeals system.

We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days		100%
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Additional Support Applications

The request for assistance procedure has been restructured with a move to a single, electronic system, which incorporates: Children’s Social Work, Child’s Planning Support, Outreach Education Services, Multi-Agency ‘Fit Like’ Family Wellbeing Hubs, Language Support Provision and the School Nursing Service. There is not as yet a “set” turn-around time for the revised request system, however, aspirationally it is hoped a response can be issued between 10-15 days. This figure, on testing, would offer a revision to the current Service Standard, In the meantime, COVID-19 restrictions continue to impose limitations as to the number of schools peripatetic services can physically attend in a one-week period, however, services have adapted service delivery to maximise their reach e.g. virtual consultation, targeted-intensive support offer.

Child’s Planning Support* now operates a calendar of dates, which is made available to schools and health visitors at least one year in advance. This supports enhanced transition planning for children/young people deemed to be in need of specialist/targeted level planning. The Forum now convenes multiple times per annum in a bid to reduce wait time. This has reduced the turn-around cycle (closing date → forum date → feedback date) to under 40 days in most cases. There are currently exceptions to this whereby COVID-19 has restricted the number of learner observations possible within a week, therefore, the turn-around time for Nursery → Primary 1 requests in particular remains above 40 days. This aspect of the calendar will be closely monitored moving forward to align the turn-around time.

*A report detailing Supporting Learners data and methodologies is also being considered at 9.2 within this meeting of Committee.

Cluster Level Measures – 2019/2020 National Performance Indicators (shared with Early Intervention and Community Empowerment)

Performance Measure	2019	2020	Status	National 2020 Figure
	Value	Value		
% of primary school pupils P1-3 present on survey date registered for and taking Free School Meals	74.8%	71.3%		74.7%
% of primary school pupils P4-7 present on survey date registered for and taking Free School Meals	81.6%	86.4%		81.4%
% of secondary school pupils present on survey date registered for and taking Free School Meals	55.5%	52.3%		70.9%
% of special school pupils present on survey date registered for and taking Free School Meals	86.2%	95.8%		86.8%
% of primary schools meeting the target for Physical Education provision	100.0%	100.0%		99.6%
% of secondary schools meeting the target for Physical Education provision	100.0%	100.0%		94.1%

Service Analysis

Free School Meals Uptake

The detail above represents high-level summary data from the recent release of the 2020 Healthy Living Survey, against which additional analysis has yet to be undertaken. Notwithstanding completion of this work, the overall position in comparison with national uptake of Free School Meals was generally favourable. Where year-on-year decline in uptake was noted, this mirrors the national trends while the improvement in P4-7 and Special School pupil uptake was ahead of the national figures.

The Committee Business Planner reflects that a Free School Meals Annual Report will be presented to the June meeting of this Committee which will analyse the more substantive full year local data and 2021 survey outcomes, including assessing the progress made by implementing new workstreams, the impact of Covid on FSM



registration and uptake, and detail any required adjustments for the following school year. The annual Healthy Survey is normally conducted in February each year, but local education authorities are awaiting additional guidance on timescales for completion during 2021.

Underlying the dataset, the proportion of P4-7 pupils eligible and registered for Free School Meals fell marginally with 13.3% of primary pupils in this category, against 13.5% in 2019. The overall number of P4-7 pupils on the school roll (8,758) rose by just under 0.6% while eligible P4-7 pupils remained static at 1,046. At Secondary level, both pupils on the school roll (8,982) and those eligible for Free School Meals (1,124) increased but with eligible pupils rising more quickly resulting in a rise in the proportion of eligible pupils to 12.5% from 12.3% in 2019.

Source: The information comes from the latest School Healthy Living Survey, conducted in the week commencing February 2020, of all publicly funded schools in Scotland.

3. Staff



Cluster Level Measures – 2020-21 Local Indicators

Performance Measure	August 2020	September 2020	October 2020	Status	Long Trend - Monthly
	Value	Value	Value		
Establishment actual FTE – Education	2,782.69	2,841.26	2,840.64		

Service Analysis

Staffing

At the national return publication date of 23rd November, Aberdeen City Council recorded an additional 26 teaching staff had been recruited in response to the Scottish Government's provision of ring-fenced funding provided to local authorities through the Covid-19 Education Recovery grant, This accounts for just over half of the overall increase in teaching staff noted below. The Scottish Government intends to publish additional national information around the implementation of the School Counsellor commitment early in 2021 on validation of the Local Authority submissions.

Performance Measure	2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Status	Long Trend - Quarterly
	Annual Baseline Value	Value			
H&S Employee Reportable by Cluster – Education	6	0	0		

Performance Measure	2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Status	Long Trend - Quarterly
	Annual Baseline Value	Value			
H&S Employee Non-Reportable by Cluster – Education	344	0	53		

Cluster Level Measures – 2020 National Staffing Indicators

Performance Measure	2019	2020	Status	Long Trend - Annual	National Figure
	Value	Value			
Number of Teachers in schools (excluding ELC*)	1,675	1,725			
Pupil Teacher Ratio (pupils per teacher)	13.8	13.7			13.3

Service Analysis

Teaching Staff

The number of Teaching Staff in schools has risen in each of the previous four years from a 2016 baseline of 1,603, with a 3% increase in numbers between 2019 and 2020. For context, the number of primary/secondary and special school pupils on roll at the Census points in 2019 and 2020 respectively were 22,788 and 23,041 representing an increase of just over 1.1%

At the Census point in September 2020, the City's Pupil Teacher Ratio was statistically unchanged but continues the long-term improvement trend and, although marginally higher than the national figure of 13.3, is in line with the 'Four Cities' average of 13.8, which is similarly unchanged from 2019

*Detailed supplementary statistics covering overall staffing provision within ELC settings and support staffing in schools will be released in March 2021.

Source: Summary Statistics for Schools in Scotland 2020 Bulletin No 11, 15th December 2020

4. Finance & Controls ^

Performance Indicator	August 2020		September 2020		October 2020	
	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Education*	43.14%		51.06%		59.53%	

Finance and Controls Note

^Work is presently ongoing to develop publication of additional individual cluster-based Control measures which will be reflected in future 2020/2021 performance reporting.*Full function level data relating to capital spend and financial performance is provided separately through City Growth and Resources (Finance) reporting.

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving/Increasing		Improving/Increasing
	Warning		No or Limited Change		No or Limited Change
	OK		Getting Worse/Decreasing		Getting Worse/Decreasing
	Unknown				
	Data Only				