


Appendix A - Performance Management Framework Report – Education Operations

1. Customer

Cluster Level Measures – Local Indicators (Service Standards)

Performance Indicator	Current Status	2021/22 Target
Early learning and childcare settings will meet the National Standard *		100%
See commentary below		
Primary, secondary, and special schools will achieve an average evaluation of 'good' or better in core QI	No activity in reporting period	100%
See commentary below		

Service Analysis

There has been one formal inspection of Aberdeen City Council managed Early Learning and Childcare (ELC) settings by the Care Inspectorate within Term 1. Dyce School ELC Provision gained quality awards in excess of the national standard.

Education Scotland intends to conduct formal evaluations of a number of school settings over the course of the current term and will fully resume their inspection programme from January 2021. The outcomes of these inspections will be presented to Committee next year.

The Service launched the follow-on consultation in regards to the City's ELC Expansion implementation on 2nd November 2021 which will further inform next steps in the roll-out of this programme. [Early Learning Expansion Consultation](#)

Performance Measure	2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Status	Long Trend - Quarterly	2021/22 Target
	Value	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Education	64	26	17	30	21			
% of complaints resolved within timescale stage 1 and 2) – Education	71.9%	92.4%	94.1%	86.7%	66.7%			75%*
% of complaints with at least one point upheld (stage 1 and 2) – Education	39.1%	34.6%	41.2%	16.7%	0%			
Total No. of lessons learnt identified (stage 1 and 2) – Education**	8	5	1	13	5			

Service Analysis

Drill-down data for Quarter 2 indicates that the level of complaints received had reduced and was in line with that recorded against the same period in 2020/21, although the proportion that were responded to within timescale fell to just below the corporate target. This outcome compares to the corporate level (Council wide) outcome for the Quarter which was 63%

The proportion of Complaints that were upheld, either in part or as a whole, was jointly the lowest of the monitored services across the Council, with none being recorded against this category.

Source: ACC Complaints Handling Team

1. Processes

Cluster Level Measures – National COVID-19 Performance Indicators - Childcare Services Provision*

Performance Measure	July 2021	August 2021	September 2021	Status	Monthly Long Trend	National Figure
	Value	Value	Value			
% of Local Authority childcare services open	98.0%	97.0%	97.0%			96.0%
% of total childcare services open	94.0%	94.0%	94.0%			93.0%

Service Analysis

As at the end of September 2021, Aberdeen City sat within in the upper quartile of Local Authorities for the proportion of directly managed/funded childcare settings which are open (i.e., accepting placements up to their full present capacity) but with some fall-off experienced in September as community infection levels rose.

The proportion of Total Day Care of Children provision within the community (including childminding, private and no-profit provision) which was open, remains consistent and above the national figure. In turn, the Aberdeen figures reflected that an increased 88% of childminding settings were open, 96% of private day care settings were available, as were 84% of voluntary/not for profit settings. Each of these figures represent stable outcomes in comparison with data reported to Committee in September 2021 and are in line with, or above, national averages.

It is worth noting that 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.

*These rounded figures relate to 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 5th October 2021

Cluster Level Measures – 2021/22 National COVID-19 Performance Indicators - Pupil Attendance/Absence Metrics

Chart 1a Urban Local Authority and Scotland Comparisons of Average Pupil Attendance Timeline – Term 1 2021/22

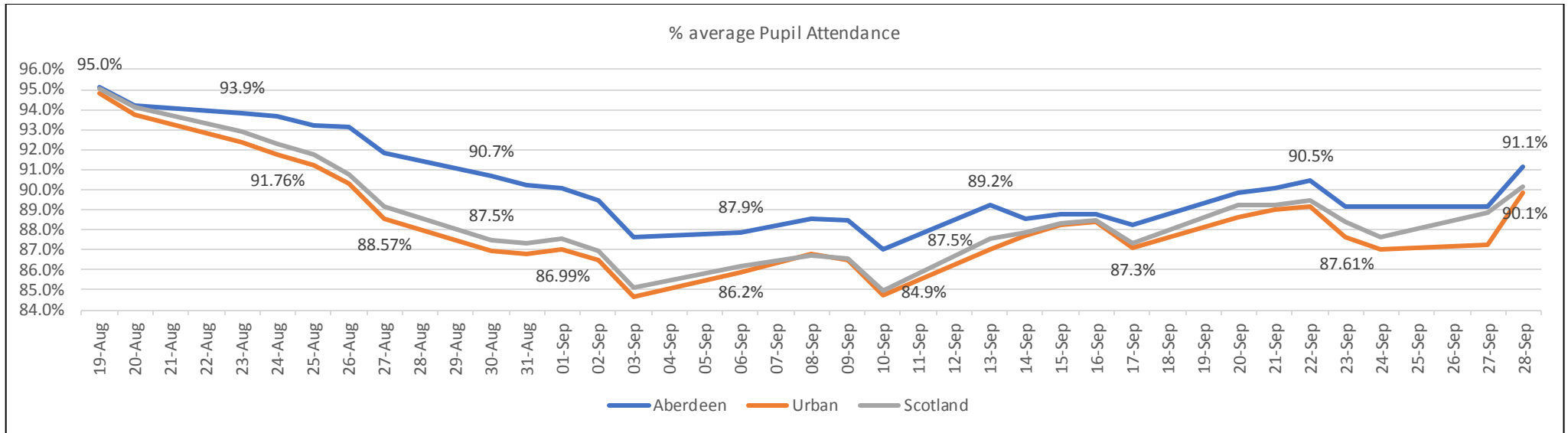
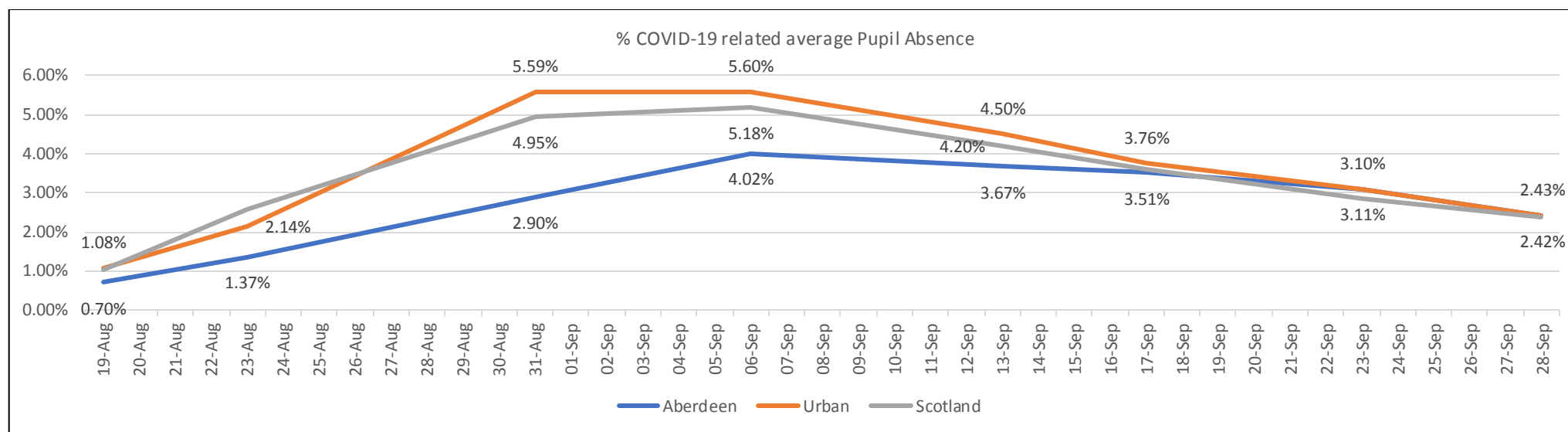


Chart 1b. Urban Local Authority and Scotland Comparisons of COVID -19 related Average Pupil Absences – Term 1 2021/22



Service Analysis

In terms of benchmarking detailed like-for-like provision, pupil attendance and absence monitoring by the government's Education Analytical Service re-started in full as of 19th August and is reflected in Charts 1a and b above, which captures the comparative attendance and COVID-19 related absence (self-isolation and symptomatic) levels up to September 28th 2021

Aberdeen City Council, when compared to its Urban Geography Family Group and the Scotland Average, has performed consistently well in terms of maintaining pupil Attendance levels and minimising COVID-related Absences over the course of the Term, although at the end of September, Absence levels were closer to the level recorded against the two benchmarks. Provisional data for the final weeks of the Term suggest that the City had reinstated the positive gap to the benchmarks before schools broke up for the October holiday.

It's important to note that prevention from physical attendance due to self-isolation does not equate to an Absence from Education, as each LA had differing models of remote learning access and methodologies for recording Absences from Education, As noted in the data presented to previous Committees, the numbers of pupils self-isolating who were unable to undertake learning has been very low in comparison with the full pupil cohort.

The Scottish Government issued an update to COVID-19 Guidance to Schools which retained the risk reduction measures applied in Term 1 but with recognition that this situation will remain under continuous review in light of ongoing data around infection case rates and vaccination levels among 12-15 year olds.

Source: Scottish Government Education Analytical Services/COSLA COVID Dashboard

3. Staff

Cluster Level Measures – 2021/22 Local Indicators

Performance Measure	Quarter 3 2020-21	Quarter 4 2020-21	Quarter 1 2021-22	Quarter 2 2021-22	Status	Long Trend - Monthly
	Value	Value	Value	Value		
Establishment actual FTE – Education	2,867.32	2,865.41	2,886.57	2,942.01		

Service Analysis

Through support provided by the Scottish Government against the national Education Recovery Plan, additional funding of £1.65m has been outlined for distribution to Aberdeen City Council in 2021/22 as part of the second tranche of Recovery Funding of £50m, which facilitates in principle recruitment against an additional 33 (FTE) teaching posts and 17 (FTE) pupil support assistant roles. The figure above incorporates a number of the early appointments against this funding, along with the transition to established posts of a substantive proportion of the post probationer cohort.







Source: ACC Finance Team

Performance Measure	2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Status	Long Trend - Quarterly
	Annual Baseline Value	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Education	0	0	0	1	1		
H&S Employee Non-Reportable by Cluster – Education	153	68	32	64	79		

Service Analysis

Quarter 2 data reflects a single Reportable Incident and an increase in the number of Non-reportable Incidents from the previous Quarter. The same period in 2020/21, when schools were largely operating under remote teaching conditions, recorded no Reportable and 53 Non-Reportable incidents.

Source: ACC Health and Safety Power BI Dashboard

Performance Measure	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Status	Long Trend - Quarterly	Corporate Figure
	Value	Value	Value	Value			
Average number of working days lost due to sickness absence per FTE – Education (12 month rolling figure at quarter end)	3.69	3.81	4.29	4.39			4.9
Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12 month rolling figure at quarter end)	3.61	3.69	4.17	4.33			4.9
Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12 month rolling figure at quarter end)	4.14	4.74	5.18	3.22			4.9

Service Analysis



As at the end of September 2021, the Education Service, as a whole, recorded an average of 4.39 days sickness absence per FTE, which was below the Council level figure of 4.9 for the same period. Education absence has been consistently below the corporate level since the new 12 month rolling period measure was introduced (March 2021).












The quarterly absence trends against each of the measures closely follow that being recorded at a corporate level, with Primary and Secondary Schools sitting just below the Service level figure and the pattern where Early Learning and Childcare (ELC) settings were consistently above the Service figure having been reversed, primarily as a result of lower levels of COVID related absence in ELC establishments.

Source: ACC Power BI Attendance Dashboard

4. Finance & Controls

Cluster Level Measures – 2021/22 Local Indicators

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 21/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Education*	24.76%		49.49%					

PI Status		Long Term Trends		Short Term Trends	
	Alert (figure 20% or more out with target)		Improving/Increasing		Improving/Increasing
	Warning (figure between 5% and 19% out with target)		No or Limited Change		No or Limited Change
	OK (figure within target or better)		Getting Worse/Decreasing		Getting Worse/Decreasing
	Unknown				
	Data Only				