










## Appendix A - Performance Management Framework Report – Children’s and Family Services

### Education

#### 1. Customer

#### Service Level Measures – 2022-23 Service Standards

Performance Indicator	2022/23 Academic Year to Date Value	2022/23 Target	Status	Long Trend - Annual
We will meet all requests for early learning and childcare placements.	100%	100%		
We will meet all requests for a primary and secondary school placement.	100%	100%		
ACC managed/funded Early Learning and Childcare settings will meet the National Standard *	100%	100%		
Primary, secondary, and special schools will achieve an average evaluation of ‘good’ or better in formal evaluations of core Quality Indicators by Education Scotland **	80%	100%		
We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days	100%	100%		

#### Service Commentary

##### School Placements

The Council is successfully managing to place all catchment area children in their local schools at present although,, as noted in the previous report, sustained pressures on the placing of children in local schools where there is no mechanism to increase provision due to physical resource restrictions are being experienced Inwards pupil migration during the current Term to date has slowed from the levels that were being recorded in Terms 1.2 and 3 but are still above those noted over the same period in 2022.

ELC National Standard – Day Care of Children and Out of School Care

\*The National Standard is deemed not to have been met where, subsequent to full inspection, a provider is unable to meet the recommendations for improvement within a reasonable timescale, and to the satisfaction of the inspecting agency. through a series of follow-up visits.

As reflected in the Inspections report also being considered at this, and previous, meetings of Committee, a number of ELC establishments are implementing recommendations arising from previous Care Inspectorate inspections. Officers provide more intensive support to ELC settings who are implementing recommendations and in almost all cases, this helps to successfully implement recommendations within agreed timescales. Appropriate action is taken when settings cannot demonstrate improvement within reasonable timescales as these settings cannot be funded to provide 1140 hours of ELC.

The Approaches to Quality Improvement report being presented to this meeting outlines the Service's response in terms of learning taken from the more recent cycle of formal inspections of Early Learning Centre settings in the City.

#### Inspection reporting

The detailed outcomes from each inspection have/ or will be reported to this Committee on publication. Given the limited range and scope of inspection activity to date, the measure above is heavily influenced by the outcomes from individual inspections. There was no Full Inspection activity conducted by Education Scotland in either of the prior years so neither short nor long term indications are available.

\*\* It has been identified that there was an unintended negative bias around the data construct for this measure, arising from the small sample sizes and the timing of publication releases. This has been addressed and the data above now presents a more balanced overview of inspection activity. This benchmarking methodology, going forwards, will be applied consistently to the Standards relating to quality-based inspection outcomes to enable robust historical benchmarking.

### **Service Level Measures – 2022-23 Statutory Performance Indicators**

<b>Performance Measure</b>	<b>2021/22</b>	<b>2022/23</b>
	<b>Value</b>	<b>Value</b>
% of Quality Indicator evaluations of all publicly funded educational settings which were Good or better ( ELC, Primary and Secondary combined)	56.5%	59.6%
% of Quality Indicator evaluations of Early Learning and Childcare settings which were Good or better	56.5%	61.6%

#### **Service Commentary**

The above measures capture the evaluation outcomes from both Care Inspectorate and Education Scotland inspections of local authority and publicly funded provision within the 2022/23 fiscal rather than academic period, covering Early Learning, Primary and Secondary phase education.

No weightings for sample sizes are applied to these metadata, which reflects the current position for both Statutory Performance Indicator and LGBF measures but a similar exercise to that above for inspection standards produces equivalent averaged outcomes for 2022/23 as follows:

Average % of Quality Indicator evaluations of all publicly funded educational settings which were Good or better ( ELC, Primary and Secondary combined)	89.0%
Average % of Quality Indicator evaluations of Early Learning and Childcare settings which were Good or better	89.5%

There was no formal inspection activity undertaken by Education Scotland in 2021/22, although the Service worked closely with the organisation during this time in evaluating the Council's recovery planning for educational provision and its performance against specific thematic aspects aligned with the Scottish Government's post-COVID priorities.

All formal inspection activity by both Education Scotland and the Care Inspectorate was suspended in 2020/21, with the exception of evaluations of COVID-19 preparedness as ELC settings re-opened in the latter part of the year.

#### Corporate Measures – 2022-23 Cluster Level Indicators ( Annual)

Performance Measure	2021/22	2022/23
	Value	Value
Total No. complaints received (stage 1 and 2) - Education	107	115
% of complaints resolved within timescale (stage 1 and 2) - Education	72.0%	73.0%
% of complaints with at least one point upheld (stage 1 and 2) – Education	17.8%	15.7%
Total No. of lessons learnt identified (stage 1 and 2) - Education	25	14

#### Service Commentary

The annual number of complaints has risen on those recorded during 2021/22 when differing models of service delivery, in response to national and local conditions around COVID 19, were an influence.

At the same time, the outcomes from complaint handling over the course of the 2022/23 fiscal year were positive with the average % of complaints resolved within timescale at 73.0% which compared favourably with each of the three prior years (providing for a long-term annual improvement trend) and the corporate outcome. The proportion of complaints that were upheld in the same period fell to 15.9%, the lowest level recorded against this measure to date.

## 2. Process

### Interim National Participation Snapshot - % of 16–17-year-olds in a Positive Destination

Year	School Pupil	Higher Education	Further Education	Employment	Training & Personal Development	Total in Positive Destination	Unemployed Seeking	Unemployed NOT Seeking	Total in an Unemployed Destination	Unconfirmed
2023	69.9%	2.1%	11.0%	9.1%	1.8%	94.0%	2.5%	1.2%	3.8%	2.2%
2022	72.1%	2.1%	9.6%	8.8%	2.3%	94.9%	1.9%	1.5%	3.3%	1.8%
2021	72.5%	2.0%	11.5%	5.7%	1.8%	93.6%	2.0%	2.0%	4.0%	2.5%

#### Service Commentary

##### Data Descriptor

The Interim National Participation Measures for 16–17-year-olds represents a summary of pupil destinations at snapshot points in December and May of each year, which captures the point in time outcomes post statutory school leaving age. This differs from the School Leavers Initial and Sustained Destinations, which reflect the outcomes only of school leavers at the two main leaving dates in July and December of each previous academic year cohort, and effectively records current academic year outcomes.

##### Positive Destinations of 16–17-year-olds

Overall, the year-on-year patterns for this age group show a small reduction in the % of young people who were in a positive destination against the previous year, with a rise in the percentage choosing Further Education as a destination and a fall in those continuing as School Pupils. Some movement in the latter dataset was predictable given the circumstances around COVID-19 in the prior years, as young people elected for the stability and opportunities that staying on in school provided. The change in outcomes for the remaining categories all fell below the statistical threshold ( $\pm 1\%$ ) which indicates that these represent a material direction of travel when taking year-to year variations in cohort sizes and profiles into account.

Reflecting on the 2021 to 2023 trends, there is material change in both the proportion of young people remaining in School and in Employment respectively which can be assumed to be a transferable migration across the two categories. There was minimal movement being recorded against the remaining

destination categories but the proportion of young people who were unemployed and not seeking employment had experienced a fall which bordered on being of some statistical significance.

Overall, the City's interim outcomes for 2023 are stable given the evidenced legacy impacts of COVID-19 on Aberdeen's employment and accessible training opportunities, although it's noticeable that the proportion of young people in Employment destinations, in particular, has not recovered at a rate similar to either most comparators, or the national figure.

As the ABZ Campus programme, as presented to the previous Committee, is further developed and additional phases of curriculum implementation are rolled out, there is an intent that the Education Service will positively and directly contribute to overcoming a greater proportion of the obstacles that face our young people in attaining the skill-sets necessary to successful transitions into employment as the jobs market recovers further.

The early results from the Sustained Destinations of school leavers publication, suggests that some positive traction is being gained around Employment although the full year Annual Participation Measure data, expected in Autumn of this year, will offer greater clarity and validation around the movements that are tracked from this interim dataset.

Source: [Skills Development Scotland - Interim Participation Snapshot for 16-17 year olds](#)

**Service Level Measure -National Pupil Data -Children enrolled in Aberdeen City Schools as a result of displacement from Ukraine.**

Authority	Aberdeen City		Dundee		Edinburgh		Glasgow	
Phase	Primary	Secondary	Primary	Secondary	Primary	Secondary	Primary	Secondary
<b>Numbers</b>	190	148	67	43	267	243	202	174
<b>Totals</b>	338		110		510		376	

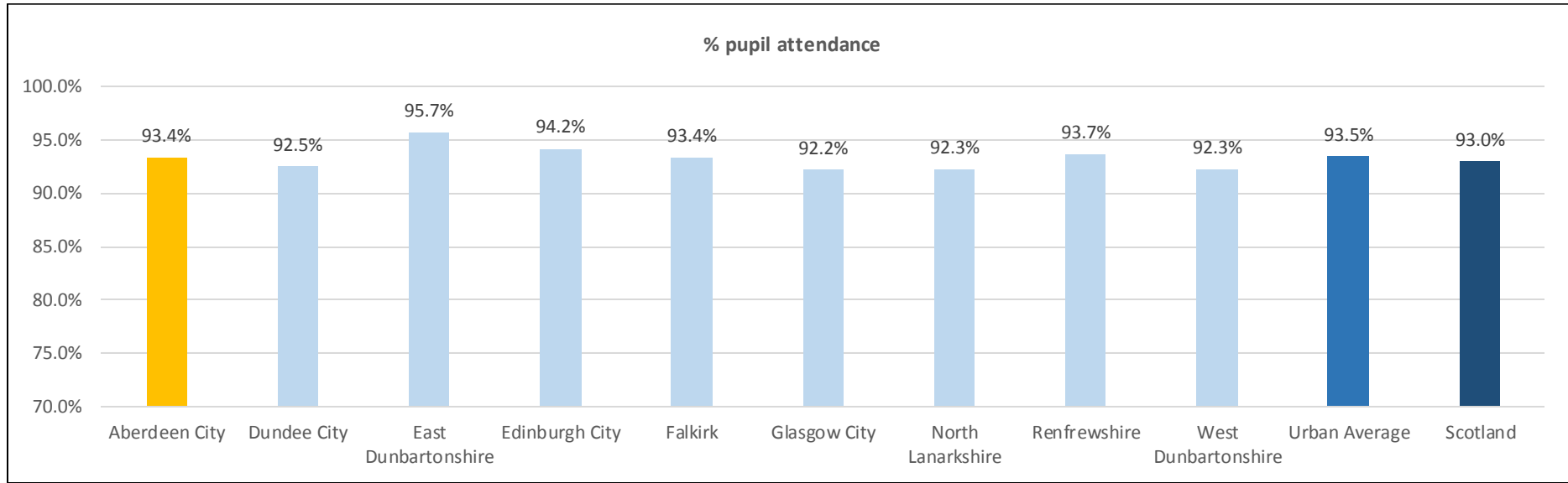
Source: Scottish Government Education Analytical Service. Data as of 28<sup>th</sup> April 2023

**Service Commentary**

In comparison with the information reported to the prior Committee, (based on the position at the end of March 2023) the numbers of displaced children enrolled in city schools, as is the case nationally, shows a stable position and trend,

In comparison with the City's three other Large Urban Local Authority Comparators, this figure represents an unchanged position of just over 1.5% of the total school roll, (based on 2022 Pupil Census)

**Chart 1. Cluster Level Measure - National Pupil Attendance Indicator – 2022/23 Academic Year to Date**



**Service Commentary**

Averaged school Attendance in the academic year as at the 31<sup>st</sup> of May snapshot had risen from the previously reported figure of 91.5% to 93.4%, marginally exceeding the national average, matching the Urban Geography Average (UGA) and is materially tracking the national pattern in term-to-term variations in attendance.

Primary Attendance is recorded at a slightly higher level than the overall attendance, at 93.9%, similar to that at a national level (94%) and the Urban Geography Average (93.7%). The Secondary Attendance figure of 92.7% is above the national level of 91.8% and closely aligns with the UGA percentage of 93.0%

Source: Scottish Government Education Analytical Service. Data as of 31<sup>st</sup> May 2023

**Cluster Level Measures – Attendance, Absence and Exclusions by Openings - Session Year to June 2023 (Live Data)**

School Type	Attendance % Present Openings	Absence % Authorised Openings	Absence % of Unauthorised Openings	% Exclusion Openings
Primary	91.84	6.02	2.13	0.004
Secondary	89.77	7.05	3.12	0.053
Special	86.70	11.15	2.15	0.00
All Phases	91.01	6.45	2.51	0.022

#### Service Commentary



Term to date Attendance levels in the academic year to June 2023 are marginally improved across each phase ( from 90.71% to 91.01% for All Phases) in comparison with that reported to the previous meeting of this Committee which covered the academic year to conclusion of Term 3. Combined absence levels fell from 9.25% to just under 9.0%, whilst term to date Exclusion levels remained constant.





In trend terms, from the data provided to the March meeting of this Committee (end of Term 2) there is also similar positive movement in Attendance levels, as a consequence of reductions in combined Authorised and Unauthorised Absence levels, with Exclusion rates being static at each of the four sample points.

Given the variations in pupil cohort sizes and characteristics arising from in-term registrations across the course of the academic year, these figures represent statistically stable outcomes across each of the four sample points and in the cumulative year-to-date outputs.

### 3. Staff

Corporate Measure – 2022/23 Service Level Indicators

Performance Measure	2021-22	2022-23	Status	Long Trend - Annual
	Value	Value		
Establishment actual FTE – Education	3,019	3,122		

Performance Measure	2021-22	2022-23	Status	Long Trend - Annual
	Value	Value		
H&S Employee Reportable by Cluster – Education	5	9		
H&S Employee Non-Reportable by Cluster – Education *	477	794		

### Service Commentary

#### Health and Safety







Detailed scrutiny of the Council’s corporate, cluster and service level health and safety data is conducted through the Staff Governance Committee, with an acknowledgement which shows that the largest number of incidents occur, and are reported, within the Education Service. These incidents often involve children/young people where a social, emotional, mental health need (SEMHN) has been identified.

The meeting of the Committee on 26<sup>th</sup> June 2023 considered the data for Quarter 4 within [Corporate Health and Safety Update Report January to March 2023](#) Full year data at cluster and corporate levels will be considered at the meeting of the SGC in November 2023. The background to the higher levels of incident in education services, and on-going interventions in place are outlined within the report to June Committee.

\*Schools follow a staged intervention procedure, whereby support is accessed using school-based, community, and city-wide supports. The Health and Safety Sub-Group, with a membership of Education staff, Trade Unions and Corporate health and safety, undertakes analysis of health and safety data generated by schools, which informs the direction of the overall workstream. This also ensures that appropriate support is made available to schools if this is required.

\*There are some limitations involved in establishing long term trend patterns for Non-Reportable Incidents within Education due to (a) the variations in delivery models that applied across both of the previous fiscal period and (b) the increased emphasis placed on accurate capture of this data as a driver of supporting interventions, which was implemented towards the end of the previous year and on which training at school level was completed in the early part of the current financial year.



Performance Measure	2021/22	2022/23	2022/23 Corporate Figure	Status	Long Trend - Annual
	Value	Value	Value		
Average number of working days lost due to sickness absence per FTE – Education (12 month rolling figure at quarter end)	4.72	6.25	7.45		
Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12 month rolling figure at quarter end)	4.75	6.25	7.45		
Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12 month rolling figure at quarter end)	2.42	6.8	7.45		

#### Service Commentary

Sickness absence levels across the three organisational cohorts show a year-on-year increase which is a trend shared at Council level and across all Clusters. It is understood that, from early indications, a similar pattern is being experienced at national levels across a majority of local authorities but validated data returns from all 32 authorities are currently not yet available to confirm this observation.

All Service Management teams, alongside P&O colleagues, are carefully monitoring/analysing this pattern to establish the underlying influences and reflect on additional interventions which might be introduced at both organisation/establishment levels to support staff and management to minimise absences related to illness. The outcome of this analysis will be reflected in a future report to the Staff Governance Committee.

The meeting of the Staff Governance Committee on 26<sup>th</sup> June 2023 considered the [Employee Mental Health Action Plan Annual Report](#) which outlined the proactive actions carried out so far to address and support positive employee mental health

## 4. Finance & Controls

#### Service Commentary

Quarterly data on Finance and Controls measures is as yet unavailable

## Children's Social Work and Child Protection

### Corporate Measures – 2022-23 Cluster Level Indicators ( Annual)

#### 5. Customer







Performance Measure	2021/22	2022/23
	Value	Value
Total No. complaints received (stage 1 and 2) - Children's Social Work/Child Protection	43	32
% of complaints resolved within timescale (stage 1 and 2) - Children's Social Work/Child Protection	60.5%	84.4%
% of complaints with at least one point upheld (stage 1 and 2) – Children's Social Work/Child Protection	25.6%	25.0%
Total No. of lessons learnt identified (stage 1 and 2) - Children's Social Work/Child Protection	1	0





#### Service Commentary

Across the core measures, complaints data for Children's Social Work experienced a reduction in complaint numbers with an improving trend in complaint resolution timescales, both which are the Service's best outcomes to date over the five-year lifetime of these specific measures,

The proportion of complaints upheld matched the previously lowest levels that were recorded in 2020/21 and sustain the long-term data trend in improvement

#### Service Level Standards

Performance Measure	2021/22	2022/23	Status	2022/23 Target	Long Trend Annual
	value	value			
% of care provided in Council children's homes, fostering and adoption services achieve a care standard of Good or better	100%	100%		100%	
Looked After Children looked after in a residential setting combined (%)	11.0%	11.7%		9.7%	
Looked After Children looked after at home (%)	19.25%	15.7%		21.6%	

Looked After Children looked after in Kinship (%)	20.5%	22.7%		33.2%	
Looked After Children looked after in Foster Care (%)	45.75%	45.4%		33.7%	















### Service Commentary

There has been a marginal element of improvement in the annual measures around the % of Looked After Children and Young People relating to Kinship and Foster Care, a pattern which will be validated through the Statutory Performance Indicator data and subsequent Children Looked After Statistics submission to the Scottish Government.

The measures relating to the % of Looked After Children and Young People in residential settings and at home are heavily influenced by the circumstances (and assessment) of how each child's needs can be best met at the point at which they become Looked After. As such, movement in these figures needs to be considered in this context.

## 6. Process

### Service Level Standards 2022/23

Performance Measure	2021/22	2022/23	Status	2022/23 Target	Long Trend Annual
	Value	Value			
% Child Protection joint interviews completed within 5 days - average	83%	80%		90%	
% Initial child protection conferences held within 28 days - average	86.25%	71.5%		80%	
% Child Protection Case Conference decisions issued to families within 24 hours - average	100%	100%		90%	
% Child Protection Plans issued within 5 days -average	75.7%	74.5%		80%	
% Care experienced children and young people with 3 or more consecutive placements away from home in 12 months - average	4.5%	2.7%		10%	
% Care experienced children and young people with a pathway plan by age 15 -average	100%	100%		100%	
% Assessments of foster carers and adopters completed within 6 months of application -average	59.5%	60.25%		75%	

### Service Commentary

The data around some of the Child Protection processing measures is recording a marginal dip in outcomes which is influenced by the combined effects of (a) the small numbers involved, even on an annual basis, and (b) mid-year changes to information recording that have artificially suppressed Q3/Q4 outputs in comparison with previous quarterly data. – see commentary below



Outwith this observation, the trends relating to outcomes for care experienced children and young people and foster carers/adopters measures are positive, although the latter figure remains below the target set.





\* Introduction of the D365 case management and reporting tool in late 2023, provides for advanced categorisation of these outcome and process outputs that are, in some cases, not directly relatable to prior annual data. On-going refinement, and adjustments to this data, enabled by the D365 tool, are captured in the renewed Service Standards for 2023/24 which will be reported to future meetings of this Committee.



An update on the journey around the introduction of D365 as it has impacted on staff was provided to the Staff Governance Committee on 26<sup>th</sup> June 2023, [Dynamics 365 People and Change](#) as a follow up to the report presented to this Committee in January 2023. Aberdeen City Council's adoption of the D365 project, and its use within Social Work case management, was recently shortlisted in the LGC awards under the Technology category

## 7. Staff

### Corporate Measure – 2022/23 Service Level Indicators

Performance Measure	2021-22	2022-23	Status	Long Trend - Annual
	Value	Value		
Establishment actual FTE – Children's Social Work and Child Protection	344	338		

Performance Measure	2021-22	2022-23	Status	Long Trend - Annual
	Value	Value		
H&S Employee Reportable by Cluster – Children's Social Work and Child Protection	0	1		
H&S Employee Non-Reportable by Cluster – Children's Social Work and Child Protection	3	5		

Performance Measure	2021/22	2022/23	2022/23 Corporate Figure	Status	Long Trend - Annual
	Value	Value	Value		
Average number of working days lost due to sickness absence per FTE – (12 month rolling figure at quarter end)	4.3	5.8	7.45		

#### Service Commentary

Sickness absence levels within the Services show a year-on-year increase which is a trend shared at Council level and across all Clusters.

It is understood that, from early indications, a similar pattern is being experienced at national level, across a majority of local authorities, but validated data returns from all 32 authorities are currently not yet available to confirm this assessment.

## 8. Finance & Controls

#### Service Commentary

Quarterly data on Finance and Controls measures covering April to June 2023 is as yet unavailable












#### Appendix Data Notes

- Complaints Data: Complaints data should be viewed in the round across each of the four measures in terms of the performance of individual Clusters. Targets are set by the Ombudsman as reportable annualised measures for the Council without adjustment for seasonal operational, and other external influences.

Some natural variation between quarterly outcomes can arise as a result of this. In terms of complaint resolutions within timescale, the number of complaints received can be a considerable influence in data movement as (a) the complexity of response to complaints and (b) the proportional impacts of a small number of unresolved complaints can result in an 'exaggerated' statistical change from one period to the next. The provision of

Long-Term Trend direction indicators serves to provide additional assistance to Member evaluation of performance, taking both of these factors into account.

- Target Setting: Where no target is applied against Service Standards, the 'Business-as-Usual' objective is that these services will be delivered to this level on a consistent basis.
- Trend Directions: Unless stated to the contrary, Long-Term Trends are based on the average of 24 monthly, 8 quarterly and 3 annual consecutive periods, respectively.

PI Status		Long Term Trends		Short Term Trends	
	Alert (figure more than 20% out with target)		Improving/Increasing		Improving/Increasing
	Warning (figure between 5% and 20% 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				