

## Appendix A – Corporate Performance Management Framework Report – Education and Children’s Services Committee, June 2025

### Education and Lifelong Learning

#### 1. Citizen

**Table 1. Service Level Measures – Service Standards (Education – 12 month rolling Year)**

Performance Measure	Year to Date Value	2024/25 Target	Status	Long Trend - Annual
% of all eligible requests for early learning and childcare placements met within one month of request receipt	100%	100%	✓	▬
% of all mainstream requests for a primary and secondary school placement within one month of request receipt	100%	100%	✓	▬
% of ACC managed/funded Early Learning and Childcare settings achieving an average evaluation of ‘Good’ (the National Standard) in formal inspections of core Quality Indicators by the Care Inspectorate ^	99.3%	100%	✓	↑
% of Primary, secondary, and special schools achieving an average evaluation of ‘Good’ in formal inspections of core Quality Indicators by Education Scotland ^	98.4%	100%	✓	↑
% school attendance levels (in comparison with national attendance levels)	92.3%	> 90.3%*	✓	↑
% of requests for additional support to meet the wellbeing needs of children and young people which are processed within 40 days	100%	100%	✓	▬

^12 month rolling data to the end of May 2025 \* Based on official national data release for 2023/24

#### Service Commentary








##### Care Inspectorate

There were a further three publications of inspections of ACC funded provision in May 2025, each of which achieved average gradings of ‘Good’ across the four Organisers, and four publications of inspections of funded providers each of which achieved average gradings of ‘Good’ across all Organisers. This has maintained the above Standard to above 98% on a rolling 12-month trend.

### Education Scotland

With further inspections having been published since the April meeting of this Committee, the % of evaluations with an average grading of Good over the rolling period has risen to 98.4%. The figures reported to the February and April meetings of this Committee were 93.8% and 96.8% respectively. At the comparative snapshot point in 2024, the rolling figure was 84.5%

**Table 2. Complaints Handling ( Fiscal Year)**

Performance Measure	2022/23	2023/24	2024/25	2024/25 Target	Status	Long Trend - Annual
	Value	Value	Value			
Total No. complaints received (stage 1 and 2) - Education & Lifelong Learning	115	110	112			
% of complaints resolved within timescale (stage 1 and 2) – Education & Lifelong Learning	73.0%	70.9%	75.9%	75.0%		
% of complaints with at least one point upheld (stage 1 and 2) – Education & Lifelong Learning	15.7%	12.7%	8.0%			
Total No. of lessons learnt identified (stage 1 and 2) – Education & Lifelong Learning	14	10	20			

### Service Commentary

With a stable annual position in the number of complaints, the proportion of these which are being responded to within the necessary timescale has met the corporate target after a series of years where it fell marginally short. Across the full scope of complaints handling, covering each of the four measures, the Cluster is performing at its highest level over the timeline of these corporate performance metrics,

For completeness on the Quarter 4 data previously reported to Committee in April, the Cluster received 33 complaints, of which 78.8% were responded to within timescale and 12.1% had at least one point upheld

**Table 3. Statutory Performance Indicator - Quality of Early Learning Centre Provision (Care Inspectorate – Fiscal Year)**

	Care Inspectorate Core Quality Indicators Fiscal Years					
Year	Core Quality Indicator Scope	How good is our care, play and learning?	How good is our setting?	How good is our leadership?	How good is our staff team?	Overall Quality Indicator Outcome
2024-25	Percentage of assessments of Quality Indicators achieving a grading of adequate or better	92.7%	89.7%	95.0%	95.0%	93.1%
2023-24	Percentage of assessments of Quality Indicators achieving a grading of adequate or better	84.6%	84.6%	88.5%	88.0%	78.6%
2022-23	Percentage of assessments of Quality Indicators achieving a grading of adequate or better	85.7%	90.0%	90.0%	90.0%	90.0%

**Table 4. Statutory Performance Indicator - Quality of Early Learning Centre Provision (Education Scotland)**

	Education Scotland Core Quality Indicators Fiscal Years					
Year	Core Quality Indicator Scope	Leadership of change	Learning, teaching and assessment	Ensuring wellbeing, equality and inclusion	Securing children's progress	Overall Quality Indicator Outcome
2024-25	Percentage of assessments of Quality Indicators achieving a grading of satisfactory or better	100.0%	100.0%	100.0%	100.0%	100.0%
2023-24	Percentage of assessments of Quality Indicators achieving a grading of satisfactory or better	100.0%	60.0%	100.0%	66.7%	75.0%
2022-23	Percentage of assessments of Quality Indicators achieving a grading of satisfactory or better	100.0%	50.0%	100.0%	100.0%	83.3%

### Service Commentary – Tables 3 and 4



In combination, the % of assessments of Quality Indicators in 2024/25 by the Care Inspectorate (CI) and Education Scotland (ES) which were either Adequate ( or better) or Satisfactory ( or better) was 93.5% in comparison with 83.2% in 2023/24, and 90.0% in 2022/23.

Overall, CI outcomes for local authority provision ( 95.1%) was slightly above that of partner providers, (91.0%) where assessments of the quality of (a) Play, Care and Learning and (b) Settings, were weaker than those for Aberdeen City Council delivered services.



These measures, forming part of the Council's annual Statutory Performance Indicator suite are both static in nature and distinct from the Average Evaluation data above which captures the Education Authority's capacity for continuous improvement on an on-going basis against the local Service Standards set for 2024/25, although both datasets contribute to an understanding of the progress being made in the context of formal inspection regimes.

This data is based on the totality of inspection activity and includes circumstances where more than one inspection of a setting has occurred within the monitoring period, as opposed to the **most recent** gradings calculations which are used within the averages above and are also utilised by both inspection agencies.

**Table 5. Service Level Measures – Service Standards (Lifelong Learning)**

Performance Measure	Year to Date Value	Status	Long Trend
We will ensure library Item Requests are satisfied within 21 days – 12 month rolling value ( to May 2025)	73.6%		

**Table 6. Service Standards Annual Measure – Library Item Requests**

Performance Measure	2022/23	2023/24	2024/25	Status	Long Trend - Annual
	Value	Value	Value		
% of library Item Requests satisfied within 21 days	78.3%	75.1%	73.5%		

### Service Commentary – Table 6

The proportion of item requests met within 21 days has reduced marginally in 2024/25 but remains within the target set for this measure. This is against a background of substantive increases in the number of requests arising from enhanced digital accessibility to this service. In 2022/23, the number of submitted Requests were just over 4,000, and in 2023/24 this figure was 51,717. In 2024/25, this rose further to 57,375 of which 42,176 were addressed within timescale.

## 2. Process

**Table 7. Statutory Performance Indicators – Library Service Visits**

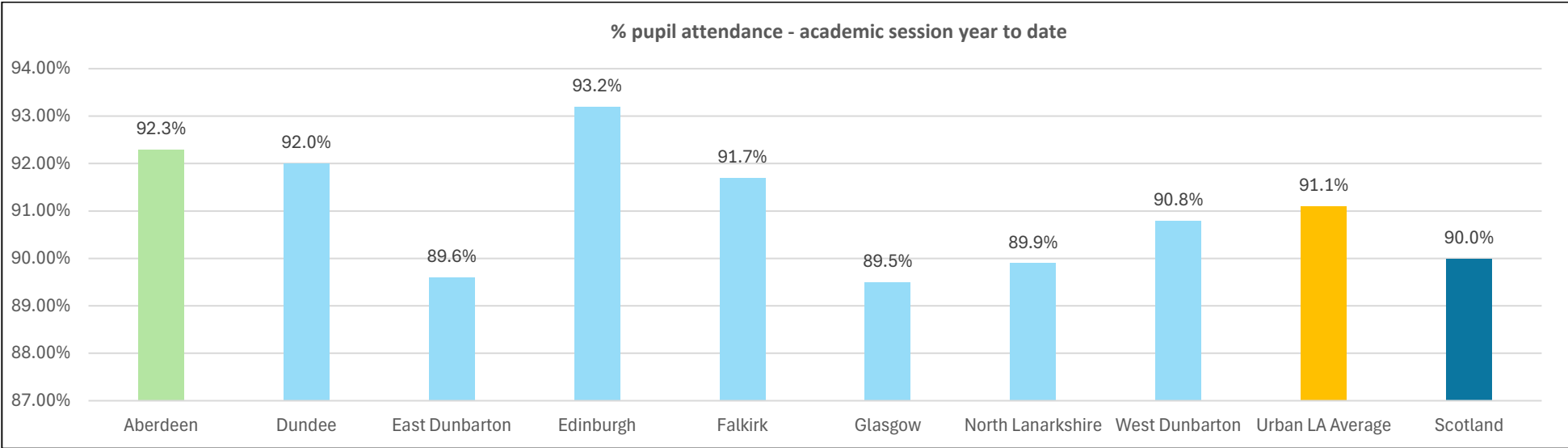
Performance Measure	2022/23	2023/24	2024/25	Long Trend - Annual
	Value	Value	Value	
Number of visits in person to library services premises	403,320	488,652	556,016	↑
Number of virtual visits to library services	1,245,127	1,259,684	1,160,939	↓
Number of visits to library services ( in-person and virtual combined)	1,648,447	1,748,336	1,716,559	↑

### Service Commentary – Table 7

In combination, the number of overall visits to Library services, and those in person, are on an upwards trend, with some migration between Virtual Visits to physical use being evident. This has been driven by an enhanced variety of engagement and participation programming, alongside venues acting increasingly as community support hubs offering a widened range of personal development opportunities and literacy themed activities for adults and children.

In association with, but distinct from these visits based measures, the number of Library Issues ( i.e. books and other products) is on a similar trajectory with 446,786 issues in 2024/25, slightly higher than in 2023/24 and a c. 4% improvement on the 2022/23 figure of 430,424. The Service also supports accessibility to the digital realm, particularly for those experiencing exclusion, through hardware and Wi-fi networks within its premises, and outreach activity which is not specifically reflected within these Statutory Performance Indicators.

**Chart 1. School Attendance Measure - Percentage of attendance ( Urban Local Authorities) 2024/25 year to date**



**Service Commentary – Chart 1**

Supplementing the 2023/24 Official Statistics data which was reflected against in the previous report to this Committee, the above table captures the currently available year to date information on pupil attendance across all phases, derived from the continuous national pupil absence dataset,

Although not directly comparable with the former dataset, this management level information is suggestive of a small increase in pupil attendance levels in the year to date for Aberdeen City which is consistent with the general trend both nationally and amongst most comparators against the 2023/24 academic year.

The City is placed 5<sup>th</sup> of all Scottish Local Authorities for this measure and has attendance levels that are marginally higher than the average (92.2%) for the separate deprivation related LGBF Family Group, being just behind East Renfrewshire, East Dunbartonshire and Aberdeenshire.



Comparatively, the current attendance levels, across the Urban LA Group and nationally are lower than those experienced in the academic year immediately prior to the pandemic ( 2018/19) by between 1-3 percentage points, with Aberdeen’s position being around 1 p.p. below that baseline year whilst the Group and national averages show reductions of c. 2 and 3 percentage points respectively.

Source: Education Analytical Services, Scottish Government, Confirmed data as at 2<sup>nd</sup> May 2025





### 3. Staff

#### Corporate Measures – Service Level Indicators

**Table 8. Establishment (Education and Lifelong Learning)**

Performance Measure	2022/23	2023/24	2024/25	Status	Long Trend - Annual
	Value	Value	Value		
Establishment actual FTE – Education and Lifelong Learning)	3,122	3,171	3,270		

**Table 9. Accidents and Incidents (Education and Lifelong Learning)**

Performance Measure	2022/23	2023/24	2024/25	Status	Long Trend - Annual
	Value	Value	Value		
H&S Employee Reportable Accidents/Incidents by Cluster – Education and Lifelong Learning	9	12	10		
H&S Employee Non-Reportable Accidents/Incidents by Cluster – Education and Lifelong Learning	793	944	1,396		



#### Service Commentary - Table 9

The rising trend in recorded Non-Reportable accidents/incidents would be consistent with the previous impact narratives laid out against improvements in the management, and recording of these events within schools, with material increases in the number of recorded events being evident from commencement of the current academic year when additional guidance was implemented.

From current understanding, similar patterns of uplifts in these data within other local authorities have been evidenced subsequent to the introduction of enhanced and/or more robust reporting metadata, although additional analysis at conclusion of the current academic year will be necessary to gain a holistic overview of the material influences behind this increase.

Additional detail around Service interventions related to Behaviour Plan actions, and enhancing the Service's management of Incidents related to pupil behaviour are reflected within a separate report to this Committee.

**Table 10. Absence Due to Illness (Education and Lifelong Learning) 12 month rolling average at fiscal year end**

Performance Measure	2022/23	2023/24	2024/25	Corporate Figure	Status	Long Trend - Annual
	Value	Value	Value	Value		
Average number of working days lost due to sickness absence per FTE – Education and Lifelong Learning (12-month rolling figure at year-end)	5.9	6.6	5.3	4.8		





**Service Commentary – Table 10**

For the purpose of direct compatibility between years and given the limitations of back-dated information under the revised absence data management framework, these figures utilise the systematic data structures available at the commencement of each year.

These figures are not comparable with the quarterly data which has most recently featured in Performance Management Framework reporting which will inform future scrutiny of absence management but re-enforce the underlying trend of reducing levels of absence across the Cluster.

#### 4. Finance & Controls

**Table 11. Staff Expenditure (Education and Lifelong Learning)**

Performance Indicator	Quarter 1 2024/25		Quarter 2 2024/25		Quarter 3 2024/25		Quarter 4 2024/25	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to YTD budget profile – Education and Lifelong Learning *	26.75%		51.3%		76.2%		102.1%	

### Service Commentary - Table 11

The Management Commentary provided within the Q4 2024/25 budget report to the Finance and Resources Committee on the 7<sup>th</sup> May 2025 , outlined the financial position of the children's services overall, and for the Education and Lifelong Learning Cluster, It noted the unaudited accounts position against the full year budget and additional demand pressures arising from school roll based inflationary factors.

There is also a general increase in additional support demands arising from our children and young people overall, which reflects the legacies around social and other deficits that, from needs based data, have expanded over the course of the recent past. At the same time, these cost pressures were mitigated as far as possible by underspends and cost reductions in other areas of the service.








\* Reported data does not take account of subsequent re-charges into and out of the Staff Expenditure budget line which may result in revisions to the projected trajectory to year-end financial forecasts as each periodic re-charge exercise is concluded. The outcomes from this exercise will be reflected in the Council's Audited Accounts

## Children's Social Work and Family Support

### Corporate Measures – Cluster Level Indicators (Annual)

#### 5. Citizen

Table 12. Complaints Handling

Performance Measure	2022/23	2023/24	2024/25	Status	2024/25 Target	Long Trend Annual
	Value	Value	Value			
Total No. of Complaints received (stage 1 and 2) - Children's Social Work	32	39	45			
% of Complaints resolved within timescale (stage 1 and 2) - Children's Social Work	84.4%	66.7%	77.8%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Children's Social Work	25%	5.1%	17.8%			
Total No. of lessons learnt identified (stage 1 and 2) - Children's Social Work	0	0	1			

**Service Commentary - Table 12**

Whilst the number of complaints received has risen slightly, the % that are responded to within timescale has improved from 2023/24 when the performance fell below target. There has been a pattern of increasing consistency in the Cluster's performance across the complaints handling suite in terms of the number of complaints ( which is relatively low in the context of other front-facing delivery) and processing of these, within quarterly trends, although this experienced an outlying dip in Quarter 4 of 2024/25,

**6. Process****Table 13. Service Level Standards 2024/25 (Children's Social Work) 12 month average to fiscal year end**

Performance Measure	2022/23	2023/24	2024/25	Status	2024/25 Target	Long Trend Annual
	Value	Value	Value			
% of children open to Children's Social Work supported to live at home, where safe to do so		75%	75%	✓	75%	▬
% of initial screenings undertaken, and action decided, on new referrals within 7 days.	64%^	98%	97%	✓	100%	↑
% initial Child Protection Planning Meetings held within timescale	77%	59%	65%	⚠	80%	↑
% of Care Experienced Children and Young People with three or more placements in 12 months	3%	2%	4%	✓	<7.5%	↓
% Care Experienced Children and Young People (CECYP) with a pathway plan by the age of 15 years		70%	74%	⚠	95%	↑

**Service Commentary - Table 13.**

The data table above reflects the 2024/25 Service Standards as averages across the full financial year, and where available or aligned with these in prior years, the outcomes from 2022/23 and 2023/24.

**Child Protection Meeting Timelines**

Although improving, the 2024/25 outcome was materially influenced by relatively low performance at Quarter 3, the circumstances behind which were described in the report to the February 2025 meeting of this Committee. This outlined the extent to which this metric can be influenced by the availability of the various stakeholders, including parents/guardians, in setting these multi-agency meetings within the optimum timescale. As a reminder of the direction of travel, the most recent quarterly outcome fully met the target with a % figure that was the highest quarterly performance for this measure to date.

### **Placements**

The number of children and young people experiencing 3+ placements has risen slightly in 2024/25, although as reflected in a previous report this can be a consequence of the application of progressive and positive movement between placements which are more suitable to and/or stable for the circumstances of the children/young people as their support needs become clearer, as well as those where there is the breakdown of previous placements. The dynamic nature of the Service Standard is also at play between years, in that, as the numbers of Care Experienced Children and Young People change, the percentage of those with 3 or more placements is also affected by this denominator.

### **Pathway Plans**

Taking account of the increasing data refinement/analysis that has been offered through the implementation of the D365 and the need for continuous development in case recording that this has highlighted, the 2024/25 figure presents an improved status against the prior year. At the same time, given that significant work on case recording and accuracy has only more recently been impacting on this metric, the extent of improvement year-on-year may be marginally muted.

^ Original Standard based on 5 days

## **Service Level Standards 2024/25 – Narrative Led Annual Measures**

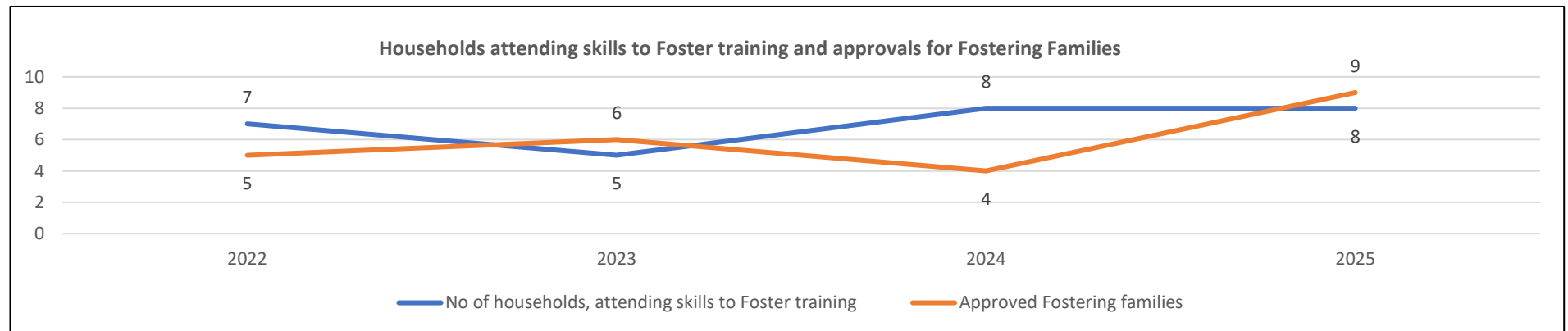
### **We will ensure all joint interviews are undertaken utilising the Scottish Child Interview Model**

Aberdeen City (along with the two other NE local authorities) and Police Scotland) adopted the Scottish Child Interview Model (SCIM) in November 2023. This is a trauma informed model to improve the interviewing of children/young people, by Police and Social Work staff, to ensure the best possible evidence is gathered, mitigating the need for them to repeat their story on multiple occasions. This model will be central to the operationalising of our Bairns Hoose.

Since going live Aberdeen City has been able to consistently ensure that in excess of 90% of all interviews of children utilise the SCIM. Work continues to explore changes and build resilience within the system to enable the partnership to deliver 100%.

### **We will work to maintain or increase the current number of foster carers**

Scotland continues to experience a significant shortage in the number of foster carers it requires to meet the needs of children who require this resource. It is estimated that Scotland requires an additional 400 fostering households - [Call for more foster carers - gov.scot](https://www.gov.scot/topics/children-and-young-people/fostering). The Scottish Government has very recently launched a campaign to encourage more people to consider fostering. The impact of this will only be known in the months to come. Locally, increasing the number of fostering households is a service priority. Efforts to do so are ongoing and while there has been a slight increase in the numbers interested and being approved we continue to prioritise this activity.



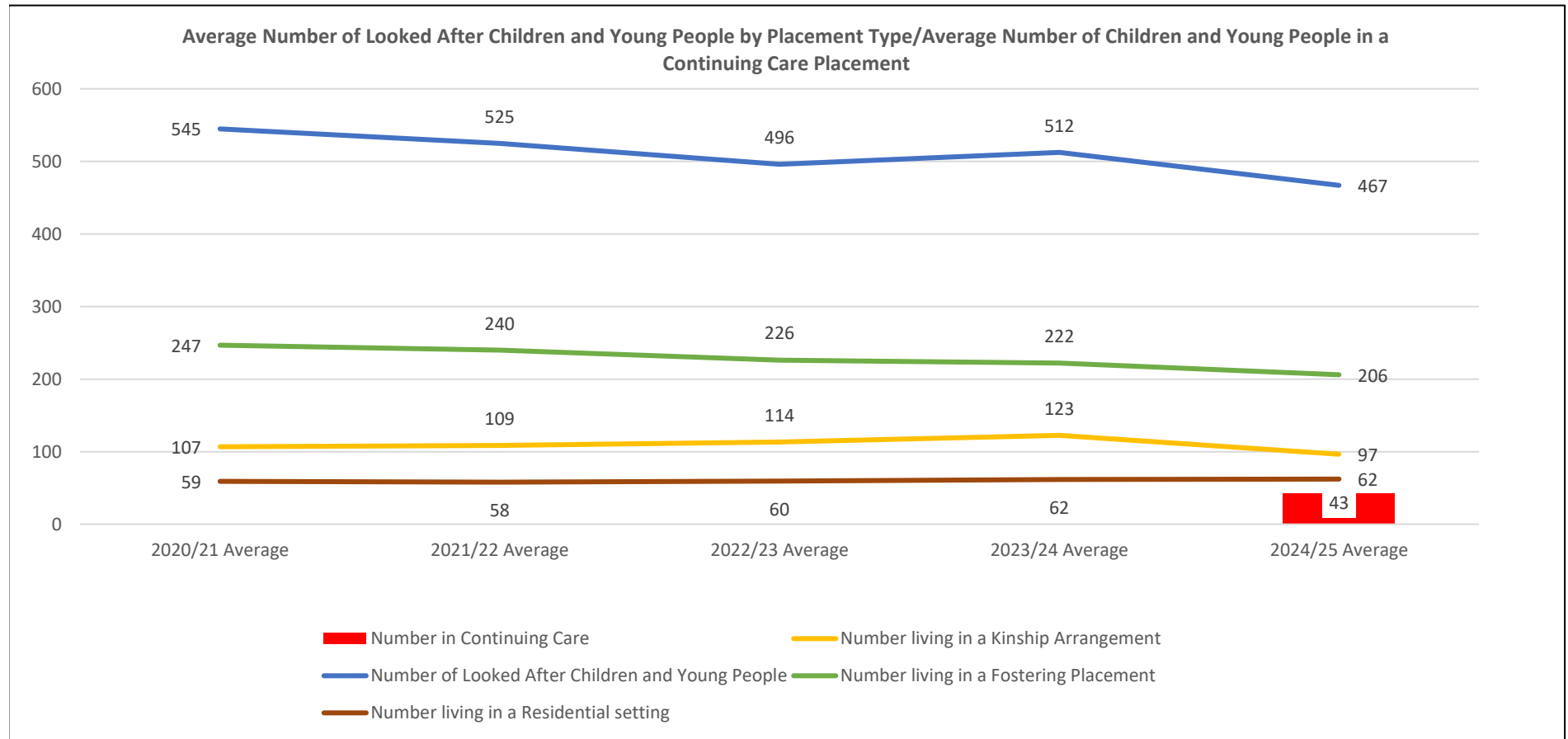
### **We will undertake an initial age assessment within 2 weeks of unaccompanied asylum-seeking individuals who identify as being under 18 years where there is a dispute to their age**

Aberdeen City is currently supporting 68 young people / young adults who are seeking asylum in the UK. While the number transferred to Aberdeen via the National Transfer Scheme (moving children from Kent to other parts of the UK) continues, the majority of the 68 have arrived in Aberdeen via the Adult Asylum Dispersal planning. In effect these are individuals, originally identified as being adults, having arrived in Aberdeen claim to be under 18. In these circumstances an initial Age Assessment requires to be undertaken.

An initial age assessment would seek to establish whether there are grounds to suspect the individual might be under 18. If this concludes there is such a possibility then arrangements must be put in place to move them to more appropriate accommodation with the requisite support. If the initial assessment does not support their claim and this is contested then a full assessment is required to be undertaken.

Aberdeen has established a small team to support the unique needs of this group of children/young people. Their role includes undertaking initial age assessments. These assessments are complex made harder by language barriers but are generally concluded within a 2 week period.

**Chart 2. Service Level Measures – Number of Looked After Children and Young People by Placement Type/ In Continuing Care - 12-month average**



**Table 14. Balance of Care -% of Looked After Children by Placement Type - 12-month average**

Period	% Looked After living in a Kinship Arrangement	% Looked After Children living in a Fostering Placement	% Looked After Children living in a Residential setting
2022/23	21.8%	45.4%	11.8%
2023/24	23.9%	44.7%	11.9%
2024/25	22.4%	43.4%	12.7%

**Service Commentary.**

**Chart 2 – Looked After Children and Young People and those in Continuing Care**

The long term trends for a reduced number of Looked After Children overall, and the proportions living in both Kinship and Fostering placements respectively are in line with the strategic direction of travel set out for the balance of care for Looked After Children, whilst the number of those in Residential placements remain largely static. The number of children and young people in Continuing Care, being reported for the first time as an independent annual dataset, offers a baseline for future comparisons.

**Table 14 – Looked After Children**



Data within this table provides averaged % outcomes over a three-year timeline, enabling tracking of general trends in the provision of care for Looked After Children by the main types of placements.

The number of placements in a residential setting tend to be more extended in nature and are less subject to variation in year-on-year cycles, On this basis, the % of Looked After Children in this setting is equally influenced by changes in the denominator, (the overall number of Looked After Children) which being on a reducing trend, therefore inflates the % of Looked After Children in this setting.





## 7. Staff

### Corporate Measures – 2024/25 Service Level Indicators ( Annual)



**Table 15. Establishment (Children’s Social Work)**

Performance Measure	2022/23	2023/24	2024/25	Status	Long Trend - Annual
	Value	Value	Value		
Establishment actual FTE – Education and Lifelong Learning)	338	341	351		

**Table 16. Accidents and Incidents**

Performance Measure	2024/25	2024/25	2024/25	Status	Long Trend - Annual
	Value	Value	Value		
Reportable Accidents/Incidents - Employees (No in Quarter – Children’s Social Work	0	0	0		
Non-Reportable Accidents/Incidents - Employees (No in Quarter - Children’s Social Work	0	1	1		

**Table 17. Absence Due to Illness (Children’s Social Work) 12 month rolling average at fiscal year end**

Performance Measure	2022/23	2023/24	2024/25	2024/25 Corporate Figure	Status	Long Trend - Annual
	Value	Value	Value			
Average number of working days lost due to sickness absence per FTE – Children’s Social Work	5.8	6.4	3.6	4.8		





#### Service Commentary - Table 17

Levels of employee absence due to illness are showing a further continuous trend period of improvement, which is in line with the direction of travel for the Council as a whole, and at a level which is comparatively positive when contrasted with the corporate value.

The Health and Safety Report Appendix attached to the Corporate Quarterly Health and Safety report, considered at the meeting of the Staff Governance Committee on 21<sup>st</sup> April 2025 offered detailed analysis of the most recent accident and near miss data across Clusters

## 8. Finance & Controls

**Table 18. Staff Expenditure (Children' Social Work)**

Performance Indicator	Quarter 1 2024/25		Quarter 2 2024/25		Quarter 3 2024/25		Quarter 4 2024/25	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to YTD budget profile – Children's Social Work	31.4%		54.4%		81.3%		108.5%*	

### Service Commentary - Table 18




The Management Commentary provided within the Q4 2024/25 budget report to the Finance and Resources Committee on the 7<sup>th</sup> of May 2025 , outlined the financial position of the children's services overall, and for Children's Social Work, it noted the unaudited accounts position against the full year budget and demand pressures from specific areas of need ( e.g. on-going support for Unaccompanied Asylum Seeking Children, refugee families and young people.)





Separate to this, there is also a general increase in case work arising from the extent of support needed by our children and young people overall, which reflects the legacies around social and other deficits that, from needs based data, have expanded over the course of the recent past. As with the Education and Learning Cluster, cost pressures were mitigated as far as possible by underspends and cost reductions in other areas of the service.

\* Reported data does not take account of subsequent re-charges into and out of the Staff Expenditure budget line which may result in revisions to the projected trajectory to year-end financial forecasts as each periodic re-charge exercise is concluded

### Appendix Data Notes

- Target Setting: Where no target is applied against Service Standards, the 'Business-as-Usual' objective is that these services will be delivered on a consistent basis within the available resource.
- Data Trend Directions: Unless stated to the contrary, Long-Term Data Trends are based against the average of 3 monthly, quarterly and annual consecutive periods, respectively.
- Staff Costs: Staffing costs referred to throughout this Appendix exclude adjustments for the corporate vacancy factor.

Long Term Data Trends	
	Improving/Increasing
	No or Limited Change/Stable
	Getting Worse/Decreasing

PI Status	
	Alert (figure more than 20% below target and being actively pursued)
	Warning (figure between 5% and 20% out with target and being monitored)
	OK (figure within target or better)
	Data Only