**Appendix A – Corporate Performance Management Framework Report – Education and Children's Services Committee, November 2025**

## Education and Lifelong Learning

**1. Citizen**

**Table 1. Service Level Measures – 2025/26 Service Standards (Education – 12 months rolling Year to September 2025)**

| Performance Measure | Year to Date Value | 2025/26 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 | 98.8% | 100% | ✅ | ⬆ |
| % of Primary, secondary, and special schools achieving an average evaluation of 'Good' in formal inspections of core Quality Indicators by Education Scotland | 93.75% | 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% | ✅ | ▬ |

**Service Commentary – Table 1**

**Care Inspectorate**

There have been an additional seven inspection publications against Early Learning and Childcare settings since the previous meeting of this Committee in September 2025. Of these, five fully met the National Standard across all Organisers and all seven achieved at least the baseline standard of Adequate and above across each evaluation area, without any Improvement Recommendations from the inspecting agency. The averaged evaluation score from these seven inspections was 101.7%, indicating that collectively the service collectively was exceeding the Standard across recent inspection activity.

**Education Scotland**

There has been a single publication of Education Scotland inspections since those reported at the previous meeting of this Committee. The rolling 12 month measure shows an improvement of 3.75 p.p. against that reported in September as a result of previous lower graded evaluations falling out with the fixed monitoring period, and the positive outcomes from this inspection.

* National Attendance statistics release for 2023/24

**Table 2. Corporate Measures – 2025/26 Cluster Level Indicators (Monthly) – Complaint Handling**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | 2025/26 Target | Status | Long Trend - Monthly |
|---|---|---|---|---|---|---|
| | Value | Value | Value | | | |
| Total No. complaints received (stage 1 and 2) - Education & Lifelong Learning | 33 | 40 | 33 | 📈 | | ⬆️ |
| % of complaints resolved within timescale (stage 1 and 2) – Education & Lifelong Learning | 78.8% | 60.0% | 66.7% | 75.0% | ⚠️ | ⬇️ |
| % of complaints with at least one point upheld (stage 1 and 2) – Education & Lifelong Learning | 12.1% | 0% | 12.1% | 📈 | | ➖ |
| Total No. of lessons learnt identified (stage 1 and 2) – Education & Lifelong Learning | 11 | Data Pending* | Data Pending* | 📈 | | |

**Service Commentary - Table 2.**

Statistically, the proportion of Complaints that are resolved within timescale experience a dip over the core Summer months in consequence of the extended period of school holidays and a rise in complaints which are associated with the start of the new academic year.

Not infrequently, this latter increase is associated with the period where parents/guardians/pupils familiarise themselves with the available support and guidance being applied within 'new' establishments as part of the transition between phases and may not have, in their understanding, been provided with sufficient accessibility of information in response to their enquiries.

*Lessons learned data is currently unavailable throughout this report is due to inconsistencies having been identified in how data is transferred between our systems, which is affecting the accuracy of reporting. The issue is being addressed by internal teams and the external provider. These data will be made available, and backdated, in future PMF reporting

**2. Process**

**Table 3. Annual Participation Measure for 16-19 year olds – Status Breakdown (%), Aberdeen City**

| Year | Overall Participation | Education | Employment | Training and Development | Not Participating | Unemployed Seeking | Unemployed Not Seeking | Unconfirmed |
|------|----------------------|-----------|------------|--------------------------|-------------------|--------------------|------------------------|-------------|
| **2025** | **91.9** | 72.6 | 17.4 | 1.8 | **4.6** | 2.7 | 2.0 | **3.5** |
| **2024** | **90.1** | 73.2 | 15.0 | 1.9 | **4.5** | 2.4 | 2.1 | **5.4** |
| **2023** | **90.2** | 72.7 | 15.8 | 1.7 | **4.2** | 2.0 | 2.1 | **5.6** |

**Service Commentary**

**Table 3. Annual Participation Measure**

The Annual Participation Measure, collated by Skills Development Scotland, represents the most comprehensive and cohesive national evaluation of post-school participation amongst 16-19 year-olds, tracking the longitudinal outcomes of this cohort across a full 12-month timeline. Aberdeen City Council plays a leading role, through both the Education and Lifelong Learning, and City Regeneration and Development Clusters in delivery against this outcome.

The Annual Participation Measure for 2024/25 records the highest rate of participation to date for Aberdeen, with a material closing of the distance gap to the national figure (93.3%), and the city's Urban Authority benchmark average.( 92.7%).There are above national trend improvements in the proportion of 16-19 year olds in Employment and those whose destinations are Unknown which, in combination, are the main drivers of the increase in overall participation.

Each new cohort of 16-19 year olds (in combination with a rising number of individuals surveyed) presents differing needs and levels of support and the timeline for delivering outcome related improvement, particularly among those who are furthest from the employment market in skillsets, may only be evident across more than the 12 month period between these national publications.
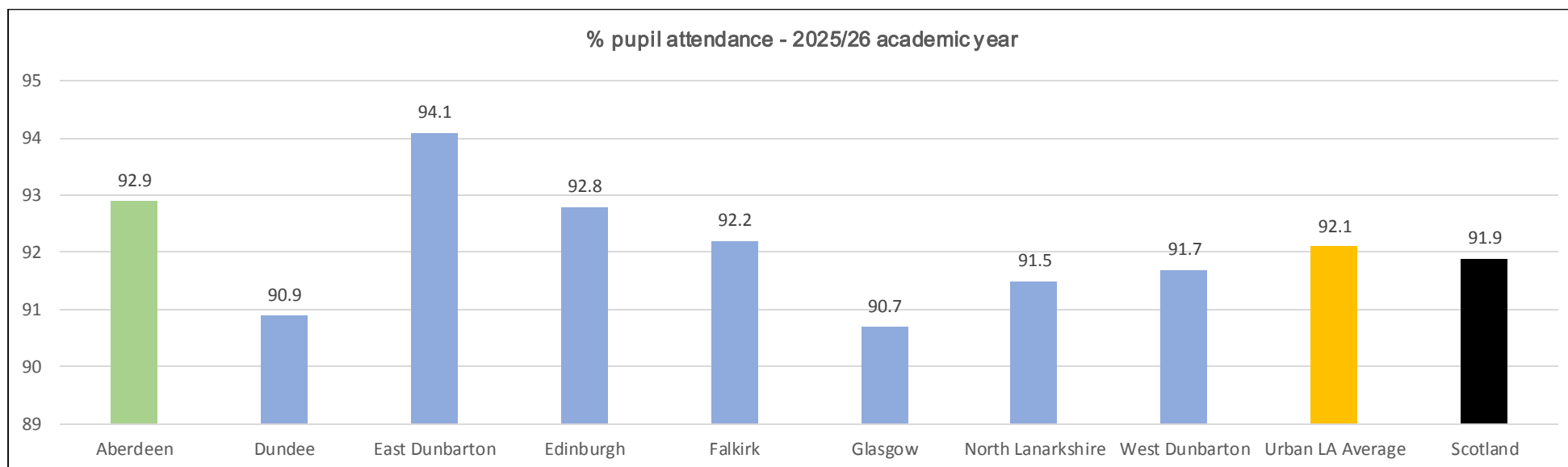
**Table 4. Service Level Quarterly Measure - Visits in Person to Library Service Premises**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Long Trend - Quarterly |
|---------------------|-------------------|-------------------|-------------------|------------------------|
| | Value | Value | Value | |
| Number of visits in person to library service premises | 139,917 | 136.860 | 136,374 | ⬇ |
| Number of visits to Library Service provision (in-person and virtual) | 420,266 | 414,779 | 423,998 | ⬆ |

**Service Commentary – Table 4**

The Quarter 2 outcome for visits in person was marginally lower than in the previous quarter, although the combined visits outcome was improved, producing the highest Quarter 2 outcome since 2022/23 for this measure.

**Chart 1. National School Attendance Measure - Percentage of attendance (Urban Local Authorities) Academic Year to Date**



% pupil attendance - 2025/26 academic year

| Location | Value |
|---|---|
| Aberdeen | 92.9 |
| Dundee | 90.9 |
| East Dunbarton | 94.1 |
| Edinburgh | 92.8 |
| Falkirk | 92.2 |
| Glasgow | 90.7 |
| North Lanarkshire | 91.5 |
| West Dunbarton | 91.7 |
| Urban LA Average | 92.1 |
| Scotland | 91.9 |

**Service Commentary – Chart 1**

Pupil attendance across the academic year to date has sustained the pattern prevalent at each of the snapshot points previously reported to this Committee with the city performing well in comparison with its benchmarks.

The year-to-date attendance level shows a small rise ( + 0.6 p.p. ) on that recorded against the 2024/25 full year figure which was 92.3%, against a background where both Urban Local Authority Average and Scotland attendance levels are also showing improvements. The attendance level for Aberdeen City at the comparative end of term point (October) in 2024/25 was 93.0%, with a national figure of 91.9%.

Source: Education Analytical Services, Scottish Government, Confirmed data as at 4th October 2025

**Table 5. Function Level National Indicator – Condition of Schools Estate**

| Performance Indicator | 2022-23 Value | 2023-24 Value | 2024-25 Value | Status | 2024-25 National Figure |
|---|---|---|---|---|---|
| % of City schools which are evaluated as being in Good (A) or Satisfactory (B) condition | 96.7% | 96.7% | 96.7% | ✅ | 92.0% |

**Service Commentary – Table 5.**

The School Condition measure is influenced year-on-year by the relative size, and uses made of, the Council's schools estate, including removal of and additions of premises from the operational estate, and refurbishment activity. It is also reflective of the extent of additional condition surveying conducted throughout the year. A scheduled survey of Cults Academy was conducted in this fiscal period, resulting in an evaluation of Good.

At 96.7%, the proportion of schools evaluated as being in Good or Satisfactory Condition was equal to that in 2023-24. Aberdeen City is placed within the second quartile of all Scottish Local Authorities for this measure, representing a small positional gain on 2023-24. This value is equal to the median value across all 32 authorities, and above the National figure which, similar to Aberdeen City Council, has also remained static between years.

The number of schools being evaluated as in Good condition was 20, with 39 being graded as Satisfactory, and 2 being evaluated as Poor ( St Peter's RC Primary and Hazlehead Academy ).This is a similar picture to that presented in 2023-24.

Aberdeen City Council's school estate has consistently been graded more highly for the combined Good and Satisfactory measure than the national outcome over an extended timescale. The overall number and percentage of pupils being educated in Aberdeen City Council settings with a rating of Good and Satisfactory was 25.050* ( 95.1%) This proportion was the same as in 2023-24 despite an increase in school rolls. In comparison, the Scotland figure for 2024/25 sat at 89.8%, representing a fall of just over 2 percentage points on the previous year,

The 3-year Condition and Suitability report, considered at the meeting of the Finance and Resources Committee on the 5th November 2025, outlined a revised approach to the delivery of works, and budgetary provision, in regards to the maintenance and upgrading of Council owned premises, including education establishments. In the body of this report, lists of those works Committed/Completed in 2024/25, and Indicative proposals for future projects was outlined.

*Based on 2024 Pupil Census data

**3. Staff**

**Corporate Measures – Service Level Indicators**

**Table 6. Establishment (Education and Lifelong Learning)**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Status | Long Trend - Quarterly |
|---|---|---|---|---|---|
| | Value | Value | Value | | |
| Establishment actual FTE – Education and Lifelong Learning) | 3,270 | 3,268 | 3,233 | 📈 | ⬆ |

**Table 7. Accidents and Incidents (Education and Lifelong Learning)**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Status | Long Trend - Quarterly |
|---|---|---|---|---|---|
| | Value | Value | Value | | |
| H&S Employee Reportable Accidents/Incidents by Cluster – Education and Lifelong Learning | 4 | 5 | 2 | 📈 | ⬆ |
| H&S Employee Non-Reportable Accidents/Incidents by Cluster – Education and Lifelong Learning | 479 | 336 | 366 | 📈 | ⬆ |

**Service Commentary - Table 7**

The number of both Reportable and Non-Reportable Accidents/Incidents are showing an improving long trend pattern. In terms of Non-reportable events in particular, this is suggestive of a 'settling in' of the efforts made by the Service to ensure that additional guidance around incident reporting is being applied uniformly across establishments.

Whilst the data is scrutinised on a regular and consistent basis, and rapid actions implemented to address outlying datasets, it is perhaps too early to clearly statistically associate this reporting based trend with an evidential reduction in events but there are early signs that there are a reducing number of events relating to dysregulated behaviours,

The Q2 Health and Safety report recently considered at the meeting of the Staff Governance Committee on the 3rd November 2025, outlined in detail the extent of Accident/Incident reporting recorded against the Cluster, and at school level.

**Table 8. Absence Due to Illness (Education and Lifelong Learning) 12 month rolling average**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Quarter 2 Corporate Figure | Status | Long Trend - Quarterly |
|---|---|---|---|---|---|---|
| | 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 quarter end) | 3.70 | 3.74 | 3.62 | 4.92 | ✅ | ⬆ |
| Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12-month rolling figure at quarter end) | 4.83 | 4.90 | 4.19 | 4.92 | ✅ | ⬆ |
| Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12-month rolling figure at quarter end) | 5.05 | 4.95 | 5,21 | 4.92 | ✅ | ⬇ |

**Service Commentary – Table 8**

Both the Cluster and School level outcomes are showing long term, and quarter -to quarter, improvement. Although ELC is recording a small spike in 12 month rolling absences in Quarter 2, the separate in month data for July, August and September ( 1.21- 1.55 days).were all lower than the average level that was recorded in the previous seven months of available data ( 1.72 days)

**4. Finance & Controls**

**Table 9. Staff Expenditure (Education and Lifelong Learning)**

| Performance Indicator | Quarter 1 2025/26 | | Quarter 2 2025/26 | | Quarter 3 2025/26 | | Quarter 4 2025/26 | |
|---|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | Value | Status |
| Staff Expenditure – % spend to full year budget – Education and Lifelong Learning | 25.9% | ✅ | 51.8% | ✅ | | | | |

**Service Commentary - Table 9**

As described within the Council Financial Performance – Quarter 2 report to the Finance and Resources Committee on 5th November 2025. The Education Service faces a series of sustained demand pressures, alongside a level of variation in support needs amongst ELC and school pupils at each transition stage which cannot always be fully predicted, even in the context of increasingly sophisticated demand projection tools.

In this context, whilst stringent controls on staff costs are being applied, the end-of year forecast for staff expenditure, occasioned by meeting of the Service's on-going statutory obligations, provides limited evidence that the pressures on staff budget lines are likely to ease within this financial year.

## Children's Social Work and Family Support

**Corporate Measures – Cluster Level Indicators (Quarterly)**

**5. Citizen**

**Table 10. Complaints Handling**

| Performance Measure | Quarter 4 2024/25 Value | Quarter 1 2025/26 Value | Quarter 2 2025/26 Value | Status | 2025/26 Target | Long Trend Quarterly |
|---|---|---|---|---|---|---|
| Total No. of Complaints received (stage 1 and 2) - Children's Social Work | 11 | 15 | 11 | 📈 | | ⬆️ |
| % of Complaints resolved within timescale (stage 1 and 2) - Children's Social Work | 63.6% | 80.0% | 63.6% | ⚠️ | 75% | ⬇️ |
| % of complaints with at least one point upheld (stage 1 and 2) - Children's Social Work | 27.3% | 13.3% | 0.0% | 📈 | | ⬆️ |
| Total No. of lessons learnt identified (stage 1 and 2) - Children's Social Work | 1 | Data Pending* | Data Pending* | 📈 | | |

**Service Commentary – Table 10**

Although there were no Complaints Upheld in Quarter 2, and the number of complaints received were improved, the proportion which were resolved within timescale fell below the target of 75%.

As at a corporate level and given the extent of involvement of multiple services and external partners in CSW complaint resolution in particular, staff leave during this period can marginally influence response times during this period. The year-to-date figure for Complaints resolution for the Service currently sits at 73.1%, just below the target.

*Lessons learned data is currently unavailable throughout this report is due to inconsistencies having been identified in how data is transferred between our systems, which is affecting the accuracy of reporting. The issue is being addressed by internal teams and the external provider. These data will be made available, and backdated, in future PMF reporting

**Table 11. Service Level Standards 2025/26 (Children's Social Work)**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Status | 2025/26 Target | Long Trend Quarterly |
|---|---|---|---|---|---|---|
| | Value | 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% | ✅ | 100% | ➖ |
| We will ensure care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections. | 100% | 100% | 100% | ✅ | 100% | ➖ |
| We will ensure care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections. | 100% | 100% | 100% | ✅ | 100% | ➖ |

**6. Process**

**Table 12. Service Level Standards 2024/25 (Children's Social Work)**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Status | 2025/26 Target | Long Trend Quarterly |
|---|---|---|---|---|---|---|
| | Value | Value | Value | | | |
| % of children open to Children's Social Work supported to live at home, where safe to do so | 75% | 76% | 76% | ✅ | 80% | ⬆️ |
| % of initial screenings undertaken, and action decided, on new referrals within 7 days. | 97% | 99% | 99% | ✅ | 100% | ⬆️ |
| % Initial Child Protection Planning Meetings held within timescale | 70%* | 68%* | 64%* | ⚠️ | 80% | ⬇️ |
| % of Care experienced children and young people with three or more placements in 12 months | 4.5% | 4.2% | 4.4% | ✅ | 5% | ⬇️ |

**Service Commentary - Table 12.**

**Child Protection Planning Meetings**

Of the nine Meetings programmed between August and October, five were completed within timescale, with stakeholder availability in October being the main driver of re-scheduling. This resulted in an average delay of three days in the holding of these Meetings.

* Quarterly reporting is now directly aligned with Child Protection management information gathering timelines which moves the quarterly reporting period one month forwards from the standing fiscal quarter. This limited change in methodology is signified by highlighting of the data.

**Chart 2. Service Level Measures – Number of Looked After Children and Young People by Placement Type/ In Continuing Care**
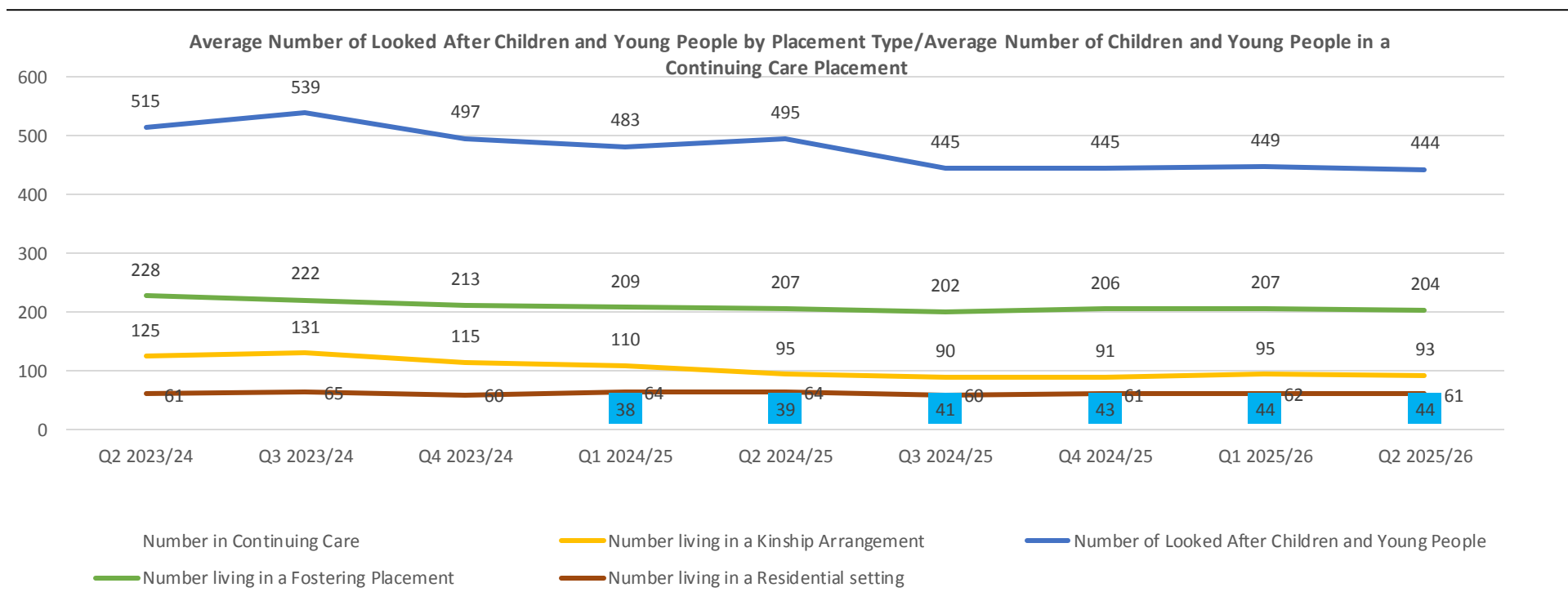
Average Number of Looked After Children and Young People by Placement Type/Average Number of Children and Young People in a Continuing Care Placement

| | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 | Q2 2025/26 |
|---|---|---|---|---|---|---|---|---|---|
| Number of Looked After Children and Young People | 515 | 539 | 497 | 483 | 495 | 445 | 445 | 449 | 444 |
| Number living in a Fostering Placement | 228 | 222 | 213 | 209 | 207 | 202 | 206 | 207 | 204 |
| Number living in a Kinship Arrangement | 125 | 131 | 115 | 110 | 95 | 90 | 91 | 95 | 93 |
| Number living in a Residential setting | 61 | 65 | 60 | 64 | 64 | 60 | 61 | 62 | 61 |
| Number in Continuing Care | | | | 38 | 39 | 41 | 43 | 44 | 44 |

Legend:
- Number in Continuing Care
- Number living in a Kinship Arrangement
- Number of Looked After Children and Young People
- Number living in a Fostering Placement
- Number living in a Residential setting

**Table 13. Balance of Care -% of Looked After Children by Placement Type – Quarterly Comparisons ( Quarter 2)**

| Period | % Looked After living in a Kinship Arrangement | % Looked After living in a Fostering Placement | % Looked After living in a Residential setting |
|--------|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| **2023/24** | 24.3% | 44.3% | 11.8% |
| **2024/25** | 19.2% | 41.8% | 12.9% |
| **2025/26** | 20.9% | 45.9% | 13.7% |

**Service Commentary.**

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

The number of Looked After Children and Young People overall, alongside the granular figures for both those in Kinship and Foster care settings, showed a continuation of the pattern of reducing the number of children and young people being, or becoming, Looked After. This is in line with the strategic objectives of the Children's Social Work service and the themes of the Promise.

The number of those living in a Residential setting and those requiring support in Continuing Care are materially unchanged in Quarter 2, although with an upwards trend in the latter since presentation of this data commenced at the start of 2024/25.

**Table 13 – Looked After Children by Placement Type**

With the number of Looked After Children and Young People in total ( the denominator) now changing at a rapid pace between each of the quarterly snapshot points, additional caution needs to be exercised around interpreting the % variances between 2023/24, 2024/25 to 2025/26 as being wholly representative of changes in the balance of care.

On this basis, officers within both Children's Social Work and Data and Insights are reflecting on whether this data may be presented in an alternative format going forwards to offer greater clarity to Members.

**Staff**

**Corporate Measures – 2025/26 Service Level Indicators**

**Table 14. Establishment (Children's Social Work)**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Status | Long Trend - Quarterly |
|---|---|---|---|---|---|
| | Value | Value | Value | | |
| Establishment actual FTE – Children's Social Work | 351.1 | 348.6 | 351.4 | | |

**Table 15. Accidents and Incidents**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Status | Long Trend Quarterly |
|---|---|---|---|---|---|
| | 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 | 1 | 1 | 0 | | |

**Table 16. Absence Due to Illness (Children's Social Work) 12 month rolling average.**

| Performance Measure | Quarter 4 2024/25 | Quarter 1 2025/26 | Quarter 2 2025/26 | Quarter 2 2025/26 | Status | Long Trend - Quarterly |
|---|---|---|---|---|---|---|
| | Value | Value | Value | Corporate Figure | | |
| Average number of working days lost due to sickness absence per FTE – Children's Social Work | 2.66 | 3.02 | 2.98 | 4.92 | | |

**Table 17. Staff Expenditure (Children' Social Work)**

| Performance Indicator | Quarter 1 2025/26 | | Quarter 2 2025/26 | | Quarter 3 2025/26 | | Quarter 4 2025/26 | |
|---|---|---|---|---|---|---|---|---|
| | Value | Status | Value | Status | Value | Status | Value | Status |
| Staff Expenditure – % spend to YTD budget profile – Children's Social Work * | 27.1% | ⚠ | 56.8% | ⚠ | | | | |

**Service Commentary - Table 17**

As with the Education and Lifelong Cluster, the report to the Finance and Resources Committee on 5th November 2025 noted that the Children's Social Work Service faces a series of sustained demand pressures, including high and complex caseloads arising from the support generated by recent net immigration factors, alongside evidence of resident families experiencing, and presenting with additional requirements for support.

It is likely that these demand pressures will continue to exert an influence on staff resource, and expenditure levels, to conclusion of the financial year with the potential of a spend to full year budget that exceeds the nominal journal lines.

**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 |