ABERDEEN CITY COUNCIL

COMMITTEE	Education, Culture and Sport
DATE	8 October 2009
DIRECTOR	Annette Bruton
TITLE OF REPORT	Education, Culture & Sport Performance Report August 2009
REPORT NUMBER	ECS/09/022

1. PURPOSE OF REPORT

The purpose of this report is to:

- 1. Provide to Members an update on Education, Culture and Sports Performance as at August 2009.
- The report outlines key indicators of performance in Resources Management, Impact and Business processes across Education, Library and Information Services and Sports, Culture and Heritage Services. Additional tables and spreadsheets are included at Appendix 1and 2 outlining detailed performance and trends.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- (i) Note the trends in performance; and
- (ii) Instruct that quarterly reports are presented to Committee as part of the Education, Culture and Sports Public Performance Reporting Framework

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report, however, adherence to revenue and capital budgets is a performance measure for each function. There may be, however, new or extra costs associated with performance improvements where additional resource or support is required across the Service. It would be anticipated that, wherever possible, these additional costs would normally be met within existing resources.

4. SERVICE & COMMUNITY IMPACT

There are no direct implications arising from this report but the purpose of performance measurement and reporting is to manage improvement to services to the community. The work also links directly to the Single Outcome Agreement (SOA) and the themes contained in "Improving Scottish Education." Improvements in Education, Culture and Sports services have a positive impact on the communities they serve and in the lives of children, young people and their families.

5. OTHER IMPLICATIONS

This will be of interest to key stakeholders across the Education, Culture and Sports Service, our parents, pupils and staff and will be of media interest.

6. REPORT

6.1 Background

Members will recall at Policy and Strategy (Education) Committee in June 2009, that approval was given for a set of measures and targets for the interim Culture and Learning Service. At that stage, 23 Key Performance Indicators (KPIs) were compiled following consultation with Service Managers and Heads of Service. These included the 2008/2009 Statutory Performance Indicators which are used to demonstrate Best Value.

6.2 Performance Scorecard: Measures and Improvement Targets

This report now seeks to confirm the performance measures and improvement targets to be reported to the Education, Culture and Sport Committee for the functions of the Education, Culture and Sport service. Attached at **Appendix 1** is the performance scorecard for the original 23 KPIs, together with 3 additional measures of performance.

The scorecard shows:-

- recent performance (trends)
- targets, where available
- a "traffic light" where green = performance in the top quartile or significant improvement, amber = some concerns regarding performance, red = significant improvement required

6.3 Detailed performance: August 2009

In addition, attached at **Appendix 2** are 'Drill Down' performance measure sheets. These detailed sheets correspond to measures on the "scorecard" and will, in the main, be different for each performance report. They show:-

• a definition of the measure

- a graphical representation of the performance
- longer term trends of performance
- analysis of what the performance means
- · recommended actions to be taken for improvement

Detailed performance in this report is available for the following 5 indicators:

- Academic achievement of Looked After Children (2008)
- Primary and Secondary pupil attainment for reading, writing & mathematics (2009)
- Cumulative attainment in National Qualifications by all pupils in publicly funded secondary schools for S4,S5 and S6 (2009)
- A summary of Library and Information Services Statistics (up to July 2009)
- Admissions to Sports Facilities (up to July 2009)

6.4 Target Setting

As part of the normal management of performance, it is appropriate to formally review the Service targets set for the key performance measures for the 2009/10 year and beyond. The review of targets will follow the principles of SMART; each target will be Specific, Measurable, Achievable, Realistic and Timely. There is a clear balance to be struck between being realistic and being challenging. Targets set at the right level, and which are a constant focus for members and officers, can be a motivation to improved performance.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Attached at Appendix 1: the Education, Culture and Sports Summary Scorecard and at Appendix 2: detailed performance measures

	EDUC	ATION, CULTUR	RE AND SPORTS	S SCORECARD	SUMMARY
	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
Reso	ources Management				
1.	Average number of days lost through sickness absence	Local Government workers – 14.2 Teachers - 7.2	11.8 days (Corporate Target)	11.3 days	Corporate 09/10 target for this SPI is 11.3 days. Sickness absence is a Statutory Performance Indicator. The corporate outturn figures for Local Government workers is provided as the required level of detail for Education, Culture & Sport is not available for previous years as this is a new service. This will be measured on a monthly basis in future from PSE (Employee Record/Payroll System).
2.	% spend against revenue budget	-	100%	100%	Cannot overspend on cash limited budget. Equally, there should be no "slack" built into budgets leading to underspends. This is part of a separate report to Committee
3.	% projected variance from revenue budget at year end	-	0%	0%	As 2. above
4.	% spend against capital budget	-	100%	100%	Cannot overspend on approved capital projects. Equally, all steps should be taken to complete capital projects within anticipated timeframes. This is part of a

APPENDIX 1

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
5.	% savings on target to be	_	100%	100%	separate report to Committee Must be 100% to deliver corporate
	delivered				savings. This will form part of a separate report to Committee
6.	Score for compliance with health & safety matrix	97%	100%	100%	100% indicates that we have complied with the key elements of health & safety.
					As far as we are aware, Aberdeen City Council is the only Scottish Council which operates a scored matrix for health and safety, which allows for internal benchmarking.
6.1	% of Internal Audit recommendations completed	90%	-	-	This performance measure is reported regularly to Education, Culture and Sports SMT and is anticipated to form regular reports to Audit and Risk Committee
Impac					
7.	The proportion of schools receiving positive inspection reports	93.6%	Improvement	Improvement	This performance measure was reported to E, C & S Committee in August 2009. This is considered good performance and surpassed the 2007/08 target of 83%. This has been included in the 2009/10 SOA. This measure is not yet ranked nationally

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
8.	HMIe inspections of learning communities result in positive reports in relation to Q.I. 2.1 Impact on young people and adults as participants	100%	100%	100%	This performance measure was reported to E, C & S Committee in August 2009. This is considered very good performance.This has been included in the 09/10 SOA. This measure is not yet ranked nationally
9.	Positive reports from HMIe Inspections in relation to Quality Indicator (QI) 4.1 Impact on Communities over the year	100%	100%	100%	 This performance measure was reported to E, C & S Committee in August 2009. This is considered very good performance. This has been included in the 09/10 SOA. This measure is not yet ranked nationally
10.	Primary & Secondary pupil attainment for reading, writing & maths.	Primary: Reading:79%, Maths: 82%, Writing:74%	Primary: Reading:84%, Maths: 88%, Writing:77%	Primary: Reading:87%, Maths:90%, Writing:79%	Included within 0809 & 09/10 SOA. Please refer to spreadsheet at Appendix 2 for detailed analysis.
		Secondary: Reading:67% Maths: 58% Writing:51%	Secondary: Reading:72%, Maths:67%, Writing:54%	Secondary: Reading:74%, Maths:69%, Writing:55%	A review of 5-14 performance across the City and including target-setting, will be undertaken in the light of 2008/2009 outturn.

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
					This will in time be superseded by Curriculum For Excellence age and stage measures, with appropriate benchmarking.
11.	Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S4 and S5.	English and Maths at level 3 by the end of S4 94%	English and Maths at level 3 by the end of S4 96%	English and Maths at level 3 by the end of S4 Improvement	This has been included in the 2009/10 SOA as a directional target i.e. improvement, but with no figure. Please refer to spreadsheet at Appendix 2 for detailed analysis
		5 or more level 3 awards by the end of S4 91%	5 or more level 3 awards by the end of S4	5 or more level 3 awards by the end of S4 Improvement	This will in time be superseded by the new Qualifications framework and comparisons made on that basis.
		5 or more level 5 awards by the end of S5 42%	5 or more level 5 awards by the end of <u>S5</u> 47%	5 or more level 5 awards by the end of S5 Improvement	
12.	Proportion of school leavers in positive and	Outturn 07-08	90% in positive	90% in positive	2008/2009 data for this indicator will be reported in the next performance report in

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
	sustained destinations	Young people aged 16-19 85.6% in positive destinations. 51.4% of school leavers from special education in positive destinations	destinations	destinations	December. Included as outcome within 0809 & 0910 SOA. The SOA sets a target of 6% outwith positive destinations by 2011. The SOA target is for a year on year improvement of 5% from the 2006/07 baseline of 82% positive destinations. This measure is not ranked nationally.
13.	Academic achievement: the number and percentage of young people ceasing to be looked after, who achieved SCQF level 3 or better in English and Maths or other subjects	Outturn 08/09 55.6%	61.3%	72.2%	Data for this SPI refers to academic performance for the 07/08 session and is collected in the financial year 2008/09. Please refer to spreadsheet at Appendix 2 for detailed analysis It is intended that 2008/2009 session data for this indicator will be reported in the next performance report in December. Included as a 0809 & 0910 SPI. The SOA sets the target as a progressive improvement in the outcome to improve the life chances of looked after children. This measure is not ranked nationally.
13.1	Violent Incidents against	Outturn 07/08			Data for this indicator refers to academic

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
	School staff in Primary, Secondary and Special Schools	Primary- 225 Secondary - 309 Special - 304	Primary – 307 Secondary – 228 Special - 228	Primary – 256 Secondary – 190 Special - 190	performance for the 07/08 session. 2008/2009 data for this indicator will be reported in the next performance report in December. This measure is not ranked nationally
13.2	% occupancy of Primary and Secondary schools	Outturn 08/09 Primary Below 60% - 31% 61-100% - 69% Secondary Below 60% - 8% 61-100% - 92%	60% capacity as minimum	60% capacity as minimum	Data for this Statutory Performance Indicators (SPI) refers to the pupil census undertaken in September 2008 and is collected in the financial year 2008/09. Ranking data was not published for 2008/2009. It is anticipated that 2009/2010 data for this indicator will be reported, using the September 2009 census data, in the next performance report in January 2010.
14.	% of Service Plan tasks complete or on schedule	-	100%	100%	This indicator will be reported in the next performance report in December following the completion of the new Service Plan for Education, Culture and Sports. Fully deliver on service tasks
Busin	iess Processes				
15.	CC 1 Sport and Leisure	2710	2,895	2,940	Pool maintenance issues and re-

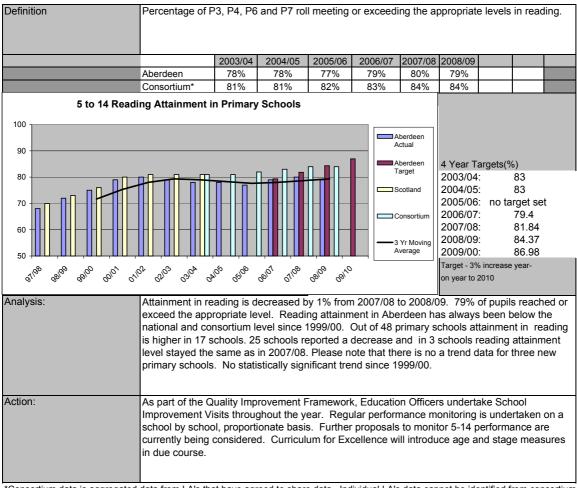
	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
	management – the number of attendances per 1,000 population for all pools				instatement of Tullos pool have a negative impact on admissions for this SPI.
					Difficult to estimate the impact of Trust status. In 2007/08, we were ranked 18 th in Scotland.
16.	CC 2 Indoor facilities – the number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex.	3,994	4,196	5,272	It is hoped that the re-instatement of Linx Ice Arena and the opening of the Aberdeen Sports Village will impact positively on admissions figures for this SPI. Difficult to estimate the impact of Trust status. In 2007/2008 we were ranked 14 th in Scotland.
17.	CC 3 (b) Museum services – the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	1,561	1,539	1,539	Continuation of the current level of visitors is expected for this SPI. There has been a reduction of opening hours, with closure on nonholiday Mondays. In 2007/2008, we were ranked 4 th in Scotland.
18.	CC 5 (a) Use of libraries – the number of visits to libraries per 1,000 population	5,841	6,000	6,000	This continues to be reported as an SPI. The decrease in opening hours will impact significantly. Estimated visit figures will decrease by at least 10%.

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
					09/10 Target reflects 1.7% decrease. In 2007/2008 we were ranked 10 th in Scotland
19.	CC 5 (b) Use of libraries – the number of borrowers as a percentage of the resident population	27.6%	28.0%	28.0%	No longer an SPI requirement but we will continue to report. We now include WiFi statistics which help balance the decrease in hard wired PC access where as above for CC5(a) at least 10% decrease expected. In 2007/2008, we were ranked 4 th in Scotland
20.	CC 3 (a) Museum services – the number of visits to/usages of council funded or part funded museums per 1,000 population	3,246	3,010	3,010	Continuation of the current level of visitors is expected for this SPI. There has been a reduction of opening hours, with closure on nonholiday Mondays. In 2007/2008, we were ranked 4 th in Scotland
21.	CC 6 (a) Learning centre and learning access points – number of users as a percentage of the resident population	18.2%	17.0%	17.0%	This is no longer an SPI requirement but we will continue to report. We now include WiFi statistics which help balance the decrease in hard wired PC access where as above for CC5(a) at least 10% decrease expected. In 2007/2008, we were ranked 6 th in Scotland

	Performance Measure	Outturn 2008- 09	Target 2008- 09	Proposed target 2009- 10	Comment and Benchmarking
22.	% of success in dealing with written queries & complaints within 15 working days	81%	95%	95%	It is likely that throughout the year we will receive a small number of enquiries which, due to their complexity or through other factors, may take more than 15 working days to resolve. A target of 95% is considered challenging, but deliverable. The January 2009 position was 93%. We are yet to undertake benchmarking for this measure. Corporately we have researched the standard in setting a 15 working day limit and this is similar to our peers.
Orgar	isational Learning & Impro	vement			
23.	% eligible staff appraised in past year	_	100%	100%	The Education, Culture and Sports Service is committed to Appraisal and Performance Review and Development and recognises the importance of these key elements of individual performance management. Arrangements will be put in place to measure this indicator on a monthly basis in future from PSE.

LAC Attainment SPI Data 2008/2009 Source : Social Work

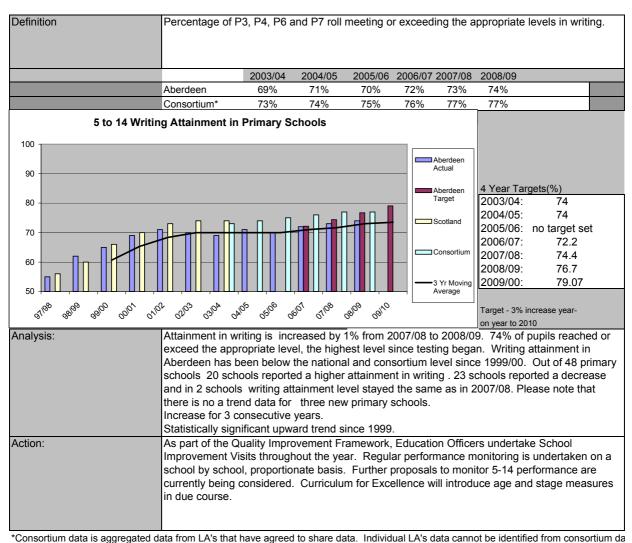
LAC Status		Achieving S	QQF Level 3		Achieving SQQF Level 3 in English & Math					
	07/08	08/09	Variance	SOA RAG	07/08	08/09	Variance	SOA RAG		
All Looked After Children	71.2 %	82.5%	11.3% 🔺	Green	40.7%	55.6%	14.9% 🔺	Greer		
Children Looked After At Home	70%	74.1%	4.1% ▲	Green	30%	59.3%	29.3% 🔺	Green		
Children Looked After Away from Home	71.8%	88.9%	17.1% 🔺	Green	46.2%	52.8%	6.6% ▲	Green		



5 to 14 Attainment - Primary Reading Attainment 2008/2009 (Source PM+QA team)

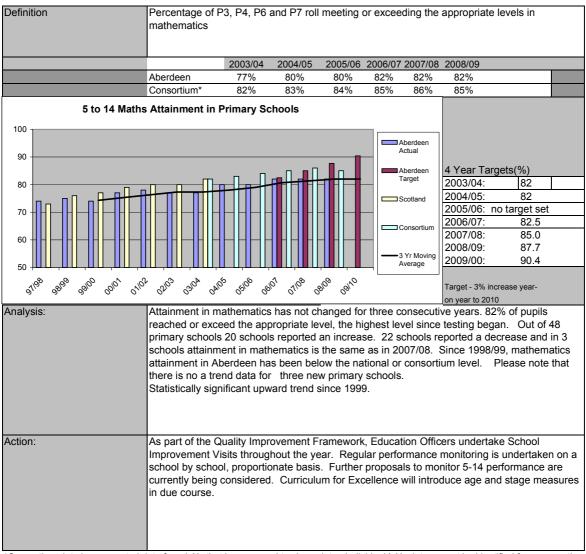
*Consortium data is aggregated data from LA's that have agreed to share data. Individual LA's data cannot be identified from consortium

	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
Aberdeen Actual	68	72	75	79	80	79	78	78	77	79	80	79	
Aberdeen Target										79.381	81.84	84.37	86.98
Scotland	70	73	76	80	81	81	81						
Consortium							81	81	82	83	84	84	



5 to 14 Attainment - Primary Writing Attainment 2008/2009 (Source PM+QA team)

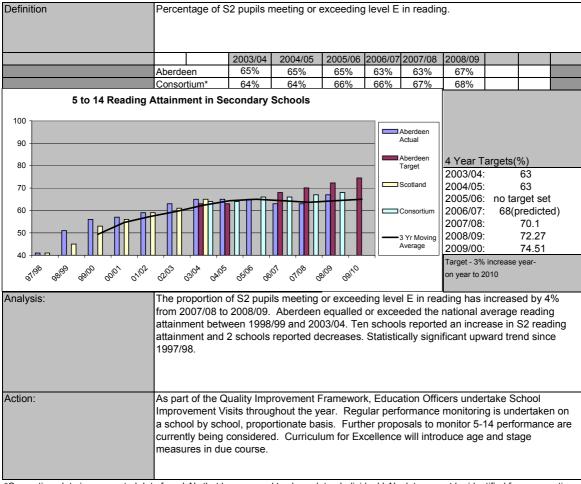
	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
Aberdeen Actual	55	62	65	69	71	70	69	71	70	72	73	74	
Aberdeen Target										72.165	74.397	76.7	79.07
Scotland	56	60	66	70	73	74	74						
Consortium							73	74	75	76	77	77	



5 to 14 Attainment - Primary Mathematics Attainment 2008/2009 (Source PM+QA team)

*Consortium data is aggregated data from LA's that have agreed to share data. Individual LA's data cannot be identified from consortium data set.

	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
Aberdeen Actual	74	75	74	77	78	77	77	80	80	82	82	82	
Aberdeen Target										82.4742	85.025	87.65	90.37
Scotland	73	76	77	79	80	80	82						
Consortium							82	83	84	85	86	85	

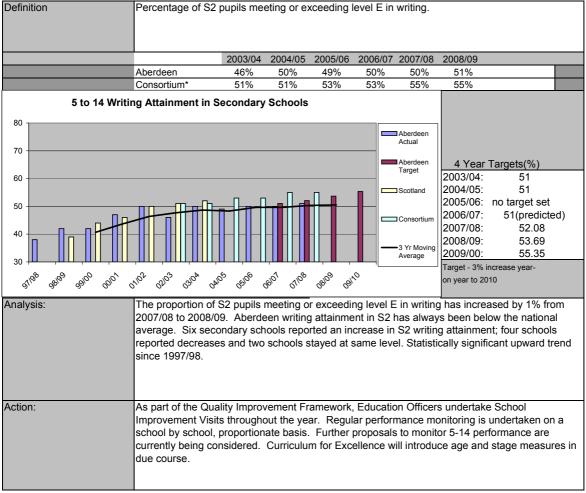


5 to 14 Attainment - Secondary Reading Attainment 2008/2009 (Source PM+QA team)

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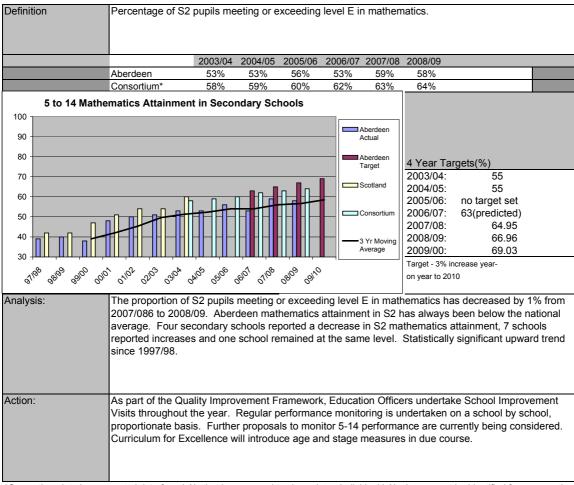
	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
Aberdeen Actual	41	51	56	57	59	63	65	65	65	63	63	67	
Aberdeen Target							63	63		68	70.1	72.27	74.51
Scotland	41	45	53	56	59	61	65						
Consortium							64	64	66	66	67	68	





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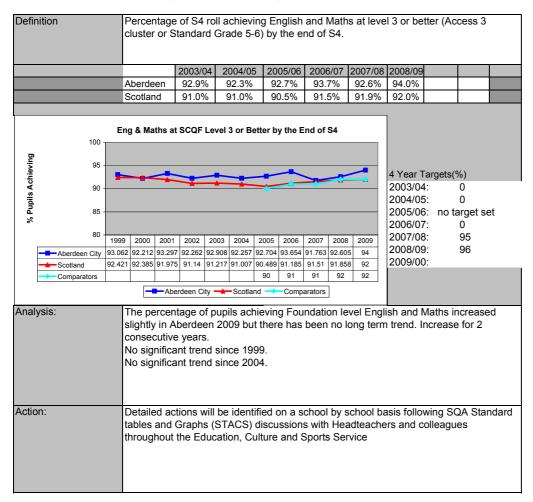
97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
Aberdeen Actual	38	42	42	47	50	46	50	49	50	50	51	
Aberdeen Target									51	52.08	53.69	55.35
Scotland	39	44	46	50	51	52						
Consortium						51	51	53	53	55	55	



5 to 14 Attainment - Secondary Mathematics Attainment 2008/2009 (Source PM+QA team)

*Consortium data is aggregated data from LA's that have agreed to share data. Individual LA's data cannot be identified from consortium

	97/98	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10
Aberdeen	39	40	38	48	50	51	53	53	56	53	59	58	
Aberdeen	Target									63	64.95	66.96	69.03
Scotland	42	42	47	51	54	54	60						
Consortiu	m						58	59	60	62	63	64	

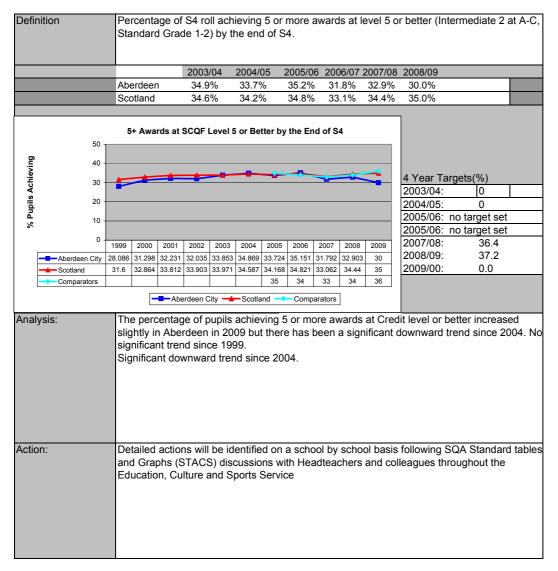


The comparator or family average provides information on the average performance of 5 *similar* Education Authorities. Users are urged to exercise particular caution when using the family averages for the city EAs of Aberdeen, Dundee, Edinburgh and Glasgow, as these have very few EAs to which they are considered very close.

Aberdeen City Comparator Authorities are:

Defir	nition						ieving y the e			at lev	vel 4	or bette	r (Intermediate 1 at A-C,
					2003/0)4 2	2004/05	52	005/06	200	6/07	2007/08	2008/09
		Abe	erdeer	า	76.6%	6	74.3%	-	77.1%	71	.4%	71.1%	72.0%
		Sco	otland		76.6%	6	76.1%	-	76.8%	75	.6%	76.2%	77.0%
% Pupils Achieving	100 - 95 - 80 - 88 - 75 - 70 - 60 - 65 - 60 - 55 - 50 -	1999	5 + Awa	rds at	SCQF	2003	2004	ter by	the En	d of S	4	2009	4 Year Targets(%)
	Aberdeen City	73.493		76.676		76.643		77.092		71.387			
	Scotland	75.234	76.732	76.808	76.694	76.392	76.571	76.116	76.831	75.594	76.206	6 77	
	Comparators		Ĺ					75	75	75	75	76	
			_	- Abe	erdeen (City 📥	- Scotlar	nd →	Compa	arators]		
Anal	ysis:	slig sin	ghtly in ce 19	n Abe 99.	rdeen	in 20		there					leral level or better increased trend. No significant trend
Actic	on:	tab	oles ar	nd Gra	aphs (STAC		cussi	ions w				s following SQA Standard and colleagues throughout the

The comparator or family average provides information on the average performance of 5 similar Education Authorities.

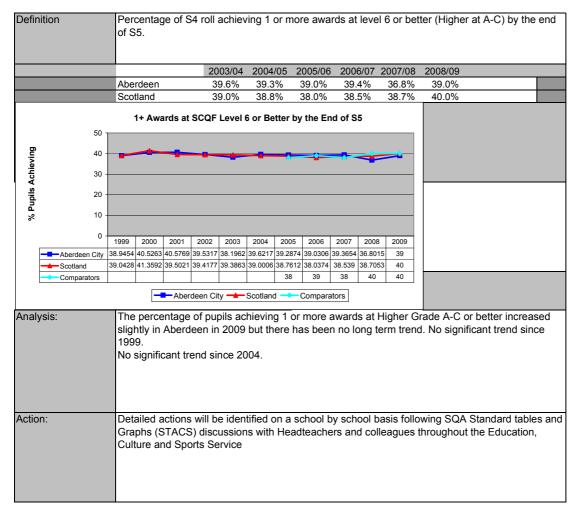


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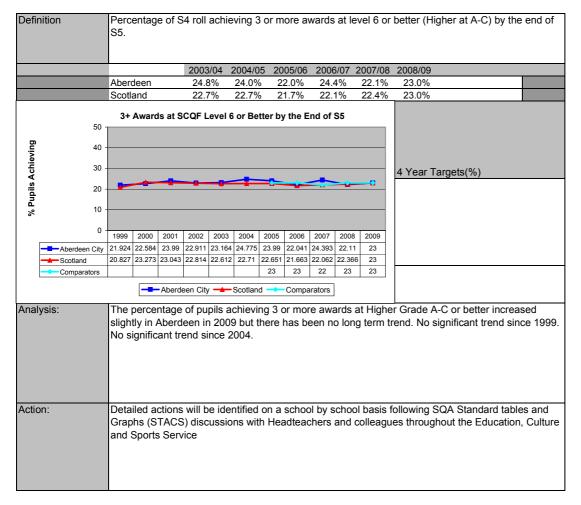
Defin	ition			•					r more end of		rds a	t level 5	or better (Interme	ediate 2	at A-
					2003/	04	2004/0)5	2005/0	6 20	06/07	2007/08	2008/09			
		Abe	erdeei	n	41.9	%	45.0%	6	45.3%	45	5.5%	41.3%	42.0%			
		Sco	otland		44.9	%	45.5%	6	44.8%	45	5.8%	45.1%	47.0%			
	50 -	5+ A	Award	ls at S	CQF L	evel 5	or Bet	tter b	y the E	nd of	S5					
% Pupils Achieving	40 - 30 -	-			+	-		-0		~~	*		4 Year T	arnets(%)	
ĕ													2003/04:	<u> </u>	0	1
pils	20 -												2003/04.		0	
Pu	10 -												2004/05		•	
%	10 -												2005/06:			
	0 -	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2003/00:		46.0	
	Ab and a set Office		37.751	42.74	42.149			45.27					2008/09:		47.0	
	Aberdeen City		40.232			-			5 44.847	45.75			2008/09.		0.0	
	Comparators		10.202	40.100	44.000	44.010	44.521	45	45	45	46	46	2003/00.		0.0	
	Comparatoro			Aberd	een City		Scotland	d →	Compa	rators]					
Analysis: As attainment by the end of S5 is calculated from the relevant S4 roll, the S4 to S5 stayi on rate has an effect on the measures of attainment by the end of S5. Staying on rates in Aberdeen have generally been lower than the national rate. The percentage of pupils achieving 5 or more awards at Credit level or better increased slightly in Aberdeen in 2009. After significant improvement between 1999 and 2004 in Aberdeen and Nationally there has been no significant trend since 2004. Significant upward trend since 1999. No significant trend since 2004.										tes in s n nally,						
Actio	n:	tab	les a	nd Gr	aphs	(STA	CS) di	scus		with I			s following and colle			

The comparator or family average provides information on the average performance of 5 *similar* Education Authorities. Users are urged to exercise particular caution when using the family averages for the city EAs of Aberdeen, Dundee, Edinburgh and Glasgow, as these have very few EAs to which they are considered very close.



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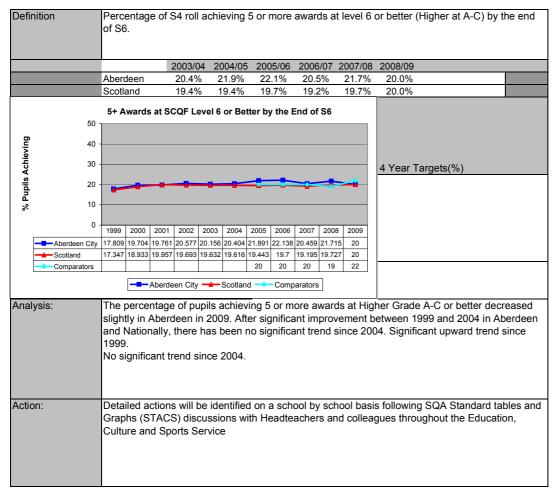
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Defir	nition	Perc of S6		e of S	64 rol	l achi	eving	1 or	more	awar	ds at	level 6	δ or better (Higher at A-C) by the end
					2003/0							007/08	
		Aber			42.7%		4.8%		.1%	43.8		44.3%	
		Scotl	and		43.5%	5 4	3.1%	43	.0%	42.5	5%	43.2%	44.0%
		1+ A	wards	at SC	QF Le	evel 6	or Be	tter by	y the E	End of	S6		
	50 -												
ing	40 -	-			-			-	-			<	
ievi													
Ach	30 -												4 Year Targets(%)
% Pupils Achieving	20 -												
Pu	10 -												
%	10												
	0 -	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	
	Aberdeen City	41.647	42.414	44.258	45.385	43.802	42.73	44.775	44.086	43.776	44.323	41	
	Scotland	43.121	43.397	45.484	43.669	43.585	43.535	43.074	43.029	42.452	43.2	44	
	Comparators							43	43	44	43	45	
			 ,	Aberde	en City		Scotlan	d 🔶	Comp	arators			
Anal	ysis:	rate have awar beer No s	has a gene ds at	n effe erally High ong te cant tr	ect on been er Gra erm tre rend s	the n lowe ade A end. S since	neasu r than -C or Signifi 1999	the r bette	of atta nation er dec	inmer Ial rat rease	nt by f e. The ed sig	the end e perce nifican	ant S4 roll, the S4 to S6 staying on d of S6. Staying on rates in Aberdeer entage of pupils achieving 1 or more tly in Aberdeen in 2009 but there has 08 and 2009.
Actio	on:	Grap		TAC	S) dis	cussi	ons w						sis following SQA Standard tables an agues throughout the Education,

The comparator or family average provides information on the average performance of 5 similar Education Authorities. Users are urged to exercise particular caution when using the family averages for the city EAs of Aberdeen, Dundee, Edinburgh and Glasgow, as these have very few EAs to which they are considered very close.

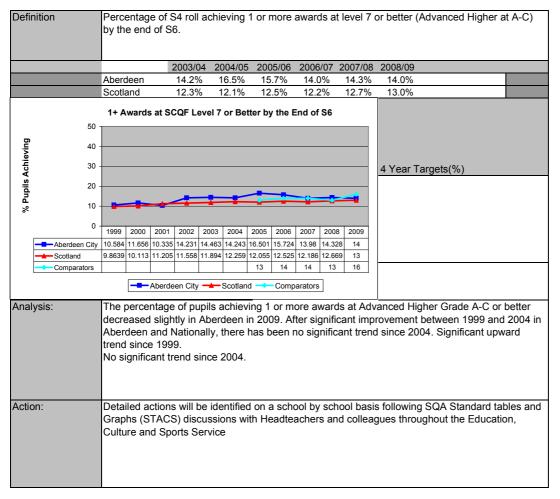
Defir	nition	Percentag of S6	e of S4 ro	I achieving	3 or more	e awards	at level 6	i or better (Higher a	t A-C) by t	ne end
			2003/0	04 2004/05	2005/06	2006/07	2007/08	2008/09		
		Aberdeen	31.0%	6 32.6%	32.2%	29.7%	32.5%	30.0%		
		Scotland	30.6%	6 30.1%	30.0%	29.4%	30.0%	31.0%		
		3+ Awards	s at SCQF L	evel 6 or Be	tter by the	End of Se	5			
	50 -									
ing	40 -									
% Pupils Achieving	30 -							4 Year Targets(%)	
pils A	20 -							Ŭ	,	
% Pu	10 -									
	0 -			· · · ·						
		1999 2000	2001 2002	2003 2004 31.864 30.951	2005 2006 32.624 32.16		08 2009 474 30			
	Aberdeen City			30.713 30.614		2 29.745 32. 8 29.432 30.				
	Comparators	20.201 00.247	01.000 01.02	00.710 00.014	31 30		0 32			
		·	Aberdeen Cit	/ 📥 Scotlan	id Com	parators				
Anal	ysis:	slightly in . 1999.	Aberdeen		there has			gher Grade A-C or l m trend. No signific		
Actic	on:		TACS) dis	cussions w				is following SQA S agues throughout th		

The comparator or family average provides information on the average performance of 5 similar Education Authorities. Users are urged to exercise particular caution when using the family averages for the city EAs of Aberdeen, Dundee, Edinburgh and Glasgow, as these have very few EAs to which they are considered very close.



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Aberdeen City Comparator Authorities are:



The comparator or family average provides information on the average performance of 5 *similar* Education Authorities. Users are urged to exercise particular caution when using the family averages for the city EAs of Aberdeen, Dundee, Edinburgh and Glasgow, as these have very few EAs to which they are considered very close.

Aberdeen City Comparator Authorities are:

Performance Indicators: July 2009

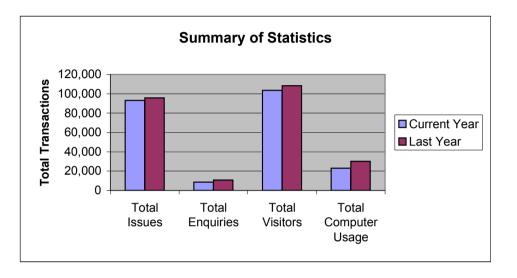
Summary of Use

	Current Year	Last Year
Total Issues	93,091	95,757
Total Enquiries	8,604	10,726
Total Requests and Reservations	1,982	1,463
Total Visitors	103,516	108,362
Total Computer Usage	22,957	30,091
Total Library Webpage Hits	50,277	7,448
Total WI FI Minutes Used	1,314	730
Total WI FI New Customers	64	107

Summary of System Statistics

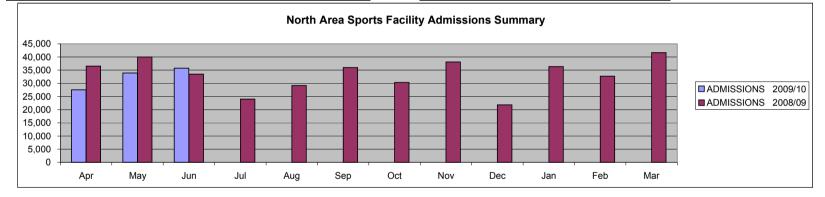
	Current Year	Last Year
Arts Equipment Issues	855	586
Total Monthly Issues	92,236	95,171
Days Open	27	25

Tillydrone Library Netloan PC's down 20th July from 12.20pm -2.20pm



North Area Summary Admissions 08/09 v 09/10 (Source: QA team - Arts, Culture, Heritage & Sport)

	ADMISSIONS		ADMISSIONS		Monthly	
MONTH	2008/09	Cum 07/08	2009/10	Cum 08/09	Variance	Variance on cum figure
Apr	36,563	36,563	27,565	27,565	-8998	-8,998
May	40,036	76,599	33,917	61,482	-6119	-15,117
Jun	33,528	110,127	35,746	97,228	2218	-12,899
Jul	24,048	134,175	0	97,228	-24048	-36,947
Aug	29,200	163,375	0	97,228	-29200	-66,147
Sep	36,016	199,391	0	97,228	-36016	-102,163
Oct	30,358	229,749	0	97,228	-30358	-132,521
Nov	38,141	267,890	0	97,228	-38141	-170,662
Dec	21,859	289,749	0	97,228	-21859	-192,521
Jan	36,368	326,117	0	97,228	-36368	-228,889
Feb	32,692	358,809	0	97,228	-32692	-261,581
Mar	41,640	400,449	0	97,228	-41640	-303,221

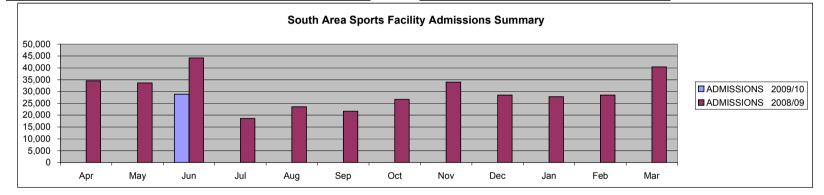


Comments

Individual facility performance data is illustrated on separate worksheets (available on request)

South Area Summary Admissions 08/09 v 09/10 (Source: QA team - Arts, Culture, Heritage & Sport)

	ADMISSIONS		ADMISSIONS		Monthly	
MONTH	2008/09	Cum 08/09	2009/10	Cum 09/10	Variance	Variance on cum figure
Apr	34,506	34,506	0	0	-34506	-34,506
May	33,624	68,130	0	0	-33624	-68,130
Jun	44,155	112,285	28,831	28,831	-15324	-83,454
Jul	18,622	130,907	0	28,831	-18622	-102,076
Aug	23,543	154,450	0	28,831	-23543	-125,619
Sep	21,660	176,110	0	28,831	-21660	-147,279
Oct	26,651	202,761	0	28,831	-26651	-173,930
Nov	33,965	236,726	0	28,831	-33965	-207,895
Dec	28,473	265,199	0	28,831	-28473	-236,368
Jan	27,801	293,000	0	28,831	-27801	-264,169
Feb	28,498	321,498	0	28,831	-28498	-292,667
Mar	40,393	361,891	0	28,831	-40393	-333,060





Central Area Summary Admissions 08/09 v 09/10 (Source: QA team - Arts, Culture, Heritage & Sport)

	ADMISSIONS		ADMISSIONS		Monthly	
MONTH	2008/09	Cum 07/08	2009/10	Cum 08/09	Variance	Variance on cum figure
Apr	37,274	37,274	38,287	38,287	1013	1,013
May	32,969	70,243	35,953	74,240	2984	3,997
Jun	34,883	105,126	38,484	112,724	3601	7,598
Jul	32,818	137,944	0	112,724	-32818	-25,220
Aug	34,373	172,317	0	112,724	-34373	-59,593
Sep	36,919	209,236	0	112,724	-36919	-96,512
Oct	33,116	242,352	0	112,724	-33116	-129,628
Nov	27,808	270,160	0	112,724	-27808	-157,436
Dec	15,129	285,289	0	112,724	-15129	-172,565
Jan	32,859	318,148	0	112,724	-32859	-205,424
Feb	31,872	350,020	0	112,724	-31872	-237,296
Mar	36,631	386,651	0	112,724	-36631	-273,927

