

ABERDEEN CITY COUNCIL

COMMITTEE	Education and Children's Services
DATE	2nd June 2016
DIRECTOR	Gayle Gorman
TITLE OF REPORT	Education and Children's Services Directorate Business and Service Plans 2016-17
REPORT NUMBER	ECS/16/013
CHECKLIST RECEIVED:	Yes

1. PURPOSE OF REPORT

The report provides Committee with the Education and Children's Services Directorate Interim Service Business Plans for 2016-17.

2. RECOMMENDATION(S)

That Committee notes the content of the Education and Children's Services Directorate Interim Service Business Plans, 2016-17.

3. FINANCIAL IMPLICATIONS

The financial implications of specific programmes of work and projects will be fully considered through normal governance.

4. OTHER IMPLICATIONS

Adoption of the Directorate's Service Business Plans will have significant positive implications for the delivery of the Council's and Directorate's vision, long term resource planning and decision making.

5. BACKGROUND/MAIN ISSUES

5.1 The Council previously considered a report by the Chief Executive (OCE/15/028) on the Account's Commission's report of July 2015 following the Best Value audit undertaken by Audit Scotland on the Council during the first half of 2015.

The Accounts Commission included within its findings that the Council required to:

- More clearly show how its vision was translated into objectives and targets, linked to service plans;
- Ensure clear links between performance management information at Directorate and Service Plan levels and the Council's strategic plans.

5.2 The Council at its Budget Meeting on the 25th of February, 2016 noted the content of the refreshed Strategic Business Plan 2016-2017 which, along with each of the Directorate Business Plans, reflected the above principles.

In accordance with the objectives of the Strategic Business Plan, the attached Service Business Plans, encompassing the work of twenty three discrete service units have been produced.

The individual Service Plans can be accessed at the following link:

<http://committees.aberdeencity.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13315&path=13004>

Given the level of inter-dependency between each of the four core Services and with academic year outcomes, the Service Business Plans, will be subject to a performance measures refresh in August 2016.

This refresh will enable additional reflection on the 2015-16 academic outcomes and 2016-17 targets arising from both;

- the forthcoming cycle of both local and national results covering pupil achievement (e.g. PIPS and SQA)
- publication of national education benchmarking outcomes (e.g. Education Outcomes for Looked After Children/ Follow Up Participation)

It will also;

- reflect any recommendations in respect of performance management and reporting arising from the Joint Inspection of Children's Services follow up evaluation in June.
- guide the process of development of the Directorate's Schools Improvement Planning for 2016-17 and;
- capture enhanced outputs from on-going performance management reviews linked to the implementation of core Directorate delivery models such as Reclaiming Social Work.

5.3 Members are asked to note that in terms of the performance reporting periods relating to the Education and Children's Services Directorate, a significant proportion of the Directorate's Education and Inclusion related measures, and a range of core performance information connected to both Children's Social Care and the Policy, Performance and Resources Service, are based on academic, rather than fiscal, year outcomes.

In these terms, the Service Business Plans, where appropriate, contain a combination of performance data relating to both the 2015-16 financial year and 2014-15 academic years.

6. IMPACT

Improving Customer Experience

The Service Business Plans set out an improvement programme to enhance customer experience.

This encompasses a commitment to proactively seek and act upon the views of children and young people, including those who are vulnerable and at risk of being marginalised, as expressed within the Education (Additional Support for Learning) (Scotland) Act 2004 as amended and the, although not yet in force, Education (Scotland) Act 2016.

The Service Plans also reflect the linked intent to better measure the enhanced levels of engagement with children, young people, parents/guardians and partners along with 'satisfaction' with schools and children's social care provision through both 'statutory' and bespoke frameworks such as:

- Inspection outcomes (i.e. Education Scotland, Care Inspectorate)
- Use of Self Evaluation models (e.g. How Good is Our School/Library)
- Additional channels for the provision of feedback, both formal and informal (e.g. through social media, aspiration surveying and Pupil and Parent Council engagement)

In terms of the wider community, the Service Business Plans also outline objectives which are designed to:

- Improve engagement with, and customer satisfaction among, users of our cultural provision
- Fully align the Directorate's on-line information and communications platforms to offer better digital access to services.

Improving Staff Experience

The Service Business Plans set out an improvement programme to enhance staff experience leading to:

- Increased staff satisfaction, as measured through the corporate Employee Opinion Survey.
- Enhanced professional and personal development opportunities
- Reduced sickness absence levels
- Ability to recruit, develop and retain a fully qualified/experienced staff base

Improving our use of Resources

The Service Business Plans set out an improvement programme for making better use of our resources which will be demonstrated by:

- Improved planning for, and delivery of, the Directorate's asset management functions to match changing demands
- Expanded use, and availability of, technology for staff, pupils and supported children in the delivery of both front-line and business support provision
- The increased application of Smarter Working arrangements in areas where this is appropriate
- Developing enhanced performance management and reporting tools to support senior management decision-making processes around resource allocation and use.

Corporate

Smarter Living Priorities;

"We will enhance the physical and emotional wellbeing of all our citizens by offering support and activities which promote independence, resilience, confidence and self-esteem"

"We will improve access to and increase participation in arts and culture by providing opportunities for citizens and visitors to experience a broad range of high quality arts and cultural activities."

Smarter Living – Quality of Life:

- Supporting priority families.
- Promoting and secure and lasting attachments for children.
- Implementing the Getting It Right for Every Child (GIRFEC) model to ensure that every child and young person in Aberdeen enjoys being young and at the same time feels safe, healthy, active, nurtured, achieving, responsible, respected and included.

Smarter People Priorities;

"We will provide a high quality education service within our schools and communities which will improve attainment and life chances of our children and young people to achieve their full potential in education, employment or training,"

Implementation of the Reclaiming Social Work model, and its intended outcomes within Children's Social Work, link to and fulfill the ambitions of the 'Aberdeen: the Smarter City' plan.

Smarter People – Social and Human Capital:

- Attracting and retaining a high quality workforce to support learning and teaching and the implementation of Reclaiming Social Work.

- Ensuring partnership approaches are supporting children and young people.
- Enabling all young people in Aberdeen to achieve sustainable and positive destinations.

Smarter Governance – Participation:

- Implementing the Reclaiming Social Work model to work in partnership with families within their local community to improve their overall wellbeing and outcomes.
- Delivering a Public Social Partnership (PSP) approach with third sector partners to co-design commissioned services to support Reclaiming Social Work.

The Service Business Plans provide an ‘operational’ link which ensures that Service, Team and personal objectives are aligned to both the Directorate Business Plan and Council’s Strategic Business Plan priorities and reflect performance management outcomes consistent with those objectives.

Public

The Service Business Plans underpin both the Council’s Strategic and Education and Children’s Services Directorate Business Plans and are therefore of public interest.

7. MANAGEMENT OF RISK

All significant risks that are identified within the Directorate Business and individual Service Business Plans will be managed appropriately.

8. BACKGROUND PAPERS

- Aberdeen City Council Strategic Business Plan Refresh
- Education and Children’s Services Directorate Business Plan

9. REPORT AUTHOR DETAILS

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