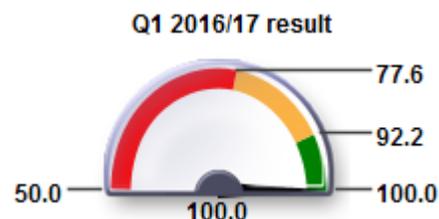


## Appendix B – Education and Children’s Service Performance Trend Charts- April to June 2016

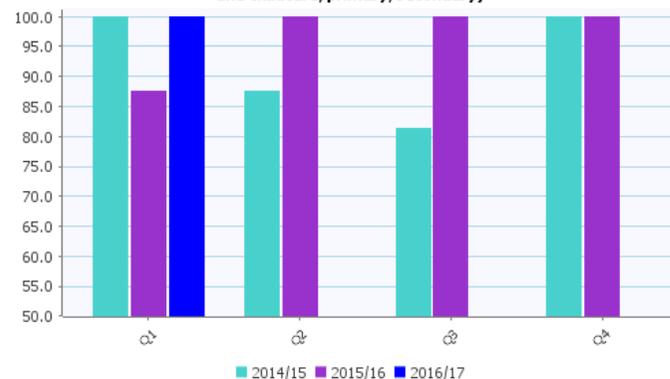
Report Author: Alex Paterson  
Generated on: 8<sup>th</sup> August 2016

### Shaping Aberdeen – Improving Customer Experience

#### Percentage of positive formal inspections of Early Learning and Education Establishments per academic year (new measure)



ECS Edu ESCI Com Combined positive outcomes from Education Scotland and Care Inspectorate inspections of local authority and partner provider settings ( early learning and childcare, primary, secondary)



#### Why is this important?

This measure serves as a formal indicator of the quality of education, support and care provision afforded to children within local authority and funded partner provider Early Years, Primary and Secondary school settings, through a combination of peer-based and self-evaluation evidence.

#### Benchmark Information:

There is presently no direct capacity for benchmarking of this measure although Education Scotland outcomes for schools and early years establishments in each academic year from 2011/12 onwards, including those for 2015/16, (pending publication) are compared with the national baseline and where made available, against the Authority’s formal HMle benchmark group. <http://www.educationscotland.gov.uk>

Information relating to the drill-down national outcomes of Care Inspectorate work, which can be used as a point of comparison, is beginning to be shared with local authorities but has yet to be presented in a consistent publication format that is accessible enough to allow inter-authority comparison. <http://www.careinspectorate.com/>

**Target:**

The target for this measure, which combines outcomes from Education Scotland and Care Inspectorate inspections of both local authority and partner provider education and childcare settings, is set at an averaged 97% for the 2016-17 academic year. The target figures for sub-indicators against each inspection regime, relating to local authority provision alone, are 100% for the academic year.

**Intelligence:**

This is a new Directorate measure, populated from existing data, designed to align specifically with the academic year. The averaged outcome for Quarter 1 was 100% which encompassed four inspections of partner provider Early Years and Childcare establishments by the Care Inspectorate over the three month period. This is in line with outcomes recorded against Quarters 2 and 4 in 2015-16 and also provides for a year-to-date figure of 100%. There were no publications of inspections completed by either Education Scotland or the Care Inspectorate in May 2016 and no publications of Education Scotland inspections during the quarter.

**Responsible Officer:**

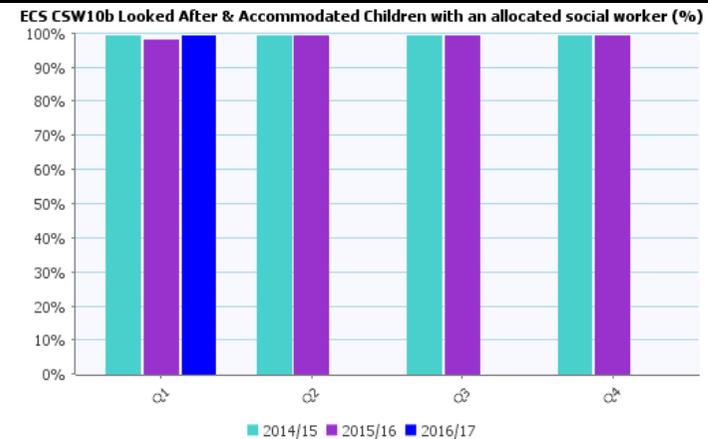
Andrew Griffith

**Last updated**

Q1 2016/17

## Percentage of children who are looked after and accommodated children with an allocated social worker

Q1 2016/17 result  
99%



### Why is this important?

The extent to which looked after and accommodates children are supported by an allocated social worker is one of a suite of core customer experience measures reflecting the service's impact within this population of vulnerable children.

### Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year. For example, data for July 2015 was published in March 2016.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

However, it does not include comparable data on allocations.

### Target:

The service aims to maximise the percentage of looked after and accommodated children with an allocated social worker, taking into account changes in status and case transfer times at the snapshot point, which can result both in minor (+/- 1-2%) variations in quarterly outcomes.

### Intelligence:

At the snapshot point on 30<sup>th</sup> June 2016, only six of the 493 looked after and accommodated children did not have an allocated social worker. The 99% allocation maintains the service's positive trend over the past three years. At a time that the service has begun to implement Reclaiming Social Work where some families are being re-allocated from former Teams to the new Units, with the inherent risk of some being unallocated during that process, maintaining this high rate of allocation shows that the potential negative impact of transition is being managed carefully. This will remain a high priority for the service as the process of implementation continues.

**Responsible Officer:**

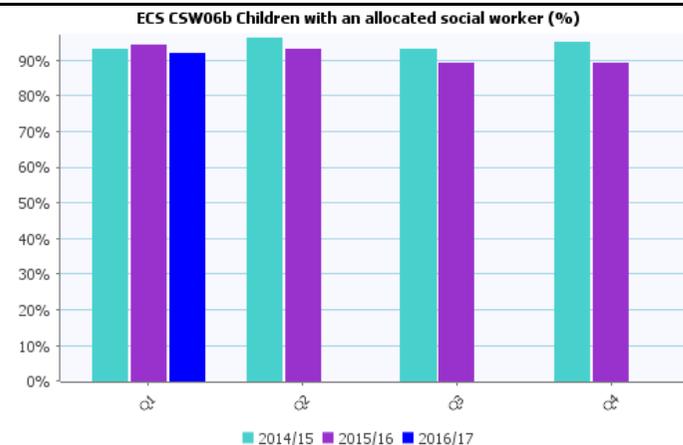
**Last updated**

Graeme Simpson, Anne Donaldson

Q1 2016/17

**Percentage of children with an allocated social worker**

**Q1 2016/17 result**  
92%



**Why is this important?**

The extent to which children under the care or oversight of Children's Social Work are supported by an allocated social worker is one of a suite of core customer experience measures reflecting the service's impact within the population of vulnerable children.

**Benchmark Information:**

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year. For example, data for July 2015 was published in March 2016.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

However, it does not include comparable data on allocations.

**Target:**

The Service aims to maximise the percentage of children that it supports through an allocated social worker, taking into account changes in status and case transfer times at the snapshot point, which can result both in minor (+/- 1-2%) variations in quarterly outcomes.

**Intelligence:**

At the snapshot point on 30th June 2016, 92% of the 1,766 children supported by Children's Social Work had an allocated social worker. Although this was a small improvement on performance for the previous two quarters, it is slightly less than that for the same quarter in the previous two years. However, at a time that the service has begun to implement Reclaiming Social Work where some families are being re-allocated from former Teams to the new Units, with the inherent risk of some being unallocated during that process, maintaining this relatively high rate of allocation shows that the potential negative impact of transition is being managed carefully. This will remain a high priority for the service as the process of implementation continues.

**Responsible Officer:**

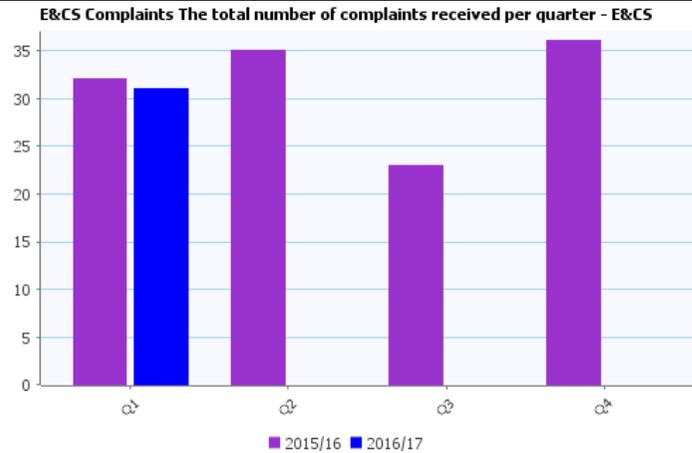
Bernadette Oxley

**Last updated**

Q1 2016/17

## The total number of complaints received

Q1 2016/17 result  
31



### Why is this important?

The information provided by the corporate Complaints Handling process is used to inform service improvements and planning. It should be noted that this information excludes complaints addressed through formal statutory frameworks related to school education and children's social work

### Benchmark Information:

The Scottish Complaints Handling Procedure specifies a number of measures including handling times, types of complaints and outcomes as well as lessons learnt. It is presently not possible to identify relevant benchmark comparisons for the number of complaints for the Directorate outwith tracking of trend patterns.

### Target:

The Directorate aims to minimise the number of complaints received as part of the engagement and communication frameworks reflected within its Service Business Plans

### Intelligence:

The number of complaints received over Quarter 1 fell in comparison with both the previous quarter and comparative quarters, totalling 31 complaints as opposed to 36 and 32 respectively and is the second lowest figure over the monitored period (from 1<sup>st</sup> April 2015)

It should be noted that the volumes of recorded complaints in 2016/17 are likely to increase as a consequence of the Complaints Improvement

programme which is raising awareness of the requirement to record complaints that are being handled at the frontline (Stage 1) and an online form has been introduced to make the corporate recording of complaints at the frontline possible.

**Responsible Officer:**

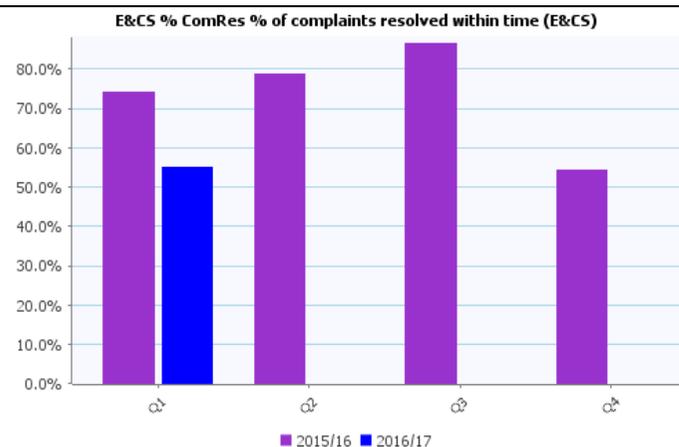
Euan Couperwhite

**Last updated**

Q4 2015/16

**% of complaints resolved within time (E&CS)**

**Q1 2016/17 result**  
55.2%



**Why is this important?**

The Scottish Complaints Handling Procedure specifies that all complaints must be acknowledged within 3 working days. Frontline complaints (Stage 1) should be completed in 5 working days and Investigation complaints (Stage 2) within 20 working days.

**Benchmark Information:**

Where appropriate, the Directorate seeks to benchmark its performance against this measure in the context of trend analysis and through comparison with both Council and other Directorate performance. This quarterly figure is below the Council outcome of 61.4% although above the levels recorded by two directorate levels.

**Target:**

The Directorate aims to maximise the proportion of complaints which are resolved within the specified timescale

**Intelligence:**

55.2% of complaints received during the three month period were resolved within the specified timescale. This marginally above the figure recorded against the previous quarter but below that achieved in the remaining quarterly periods and, in particular, reflects delayed outcomes against more complex Stage 2 complaints.

**Responsible Officer:**

Euan Couperwhite

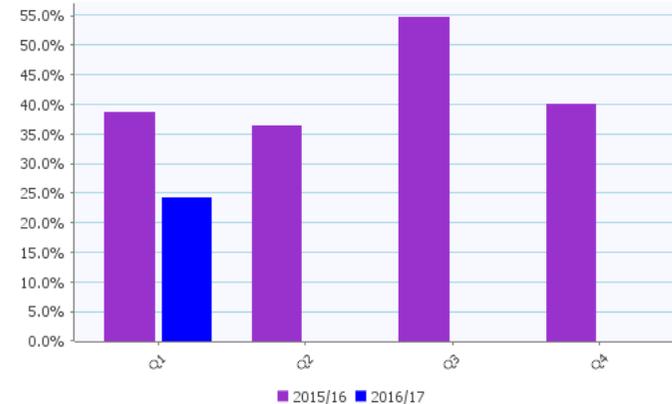
**Last updated**

Q4 2015/16

**% of complaints upheld against closed (Stage 1 & 2 combined)**

**Q1 2016/17 result**  
24.1%

E&CS % Com Upheld % of complaints upheld against closed (Stage 1 & 2 combined) - E&CS

**Why is this important?**

In combination with assessment of the number of complaints and timelines for the provision of responses, the proportion of complaints which are upheld is a measure of the extent to which the Council is meeting the provisions of the Scottish Handling Complaints Procedure and, more critically, the quality of service being provided.

**Benchmark Information:**

Where appropriate, the Directorate seeks to benchmark its performance against this measure in the context of trend analysis and through comparison with both Council and other Directorate performance. This compares favourably with the Council figure for Quarter 1 of 45.93 and each of the four directorate levels.

**Target:**

The Directorate aims to minimise the proportion and number of complaints which are upheld at Stages 1 and 2 received as part of the engagement and communication frameworks reflected within its Service Business Plans

**Intelligence:**

Of the 31 complaints received, 24.1% were upheld at Stages 1 and 2 combined with just under 32% being upheld at Stage 1, and none of the seven moving to investigation at Stage 2 being upheld. This is a substantive improvement against each of the previous recorded quarterly periods and in short/long term trends.

**Responsible Officer:**

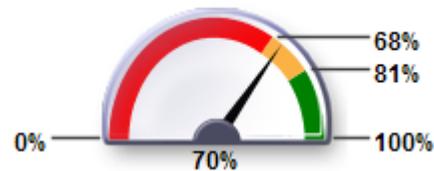
Euan Couperwhite

**Last updated**

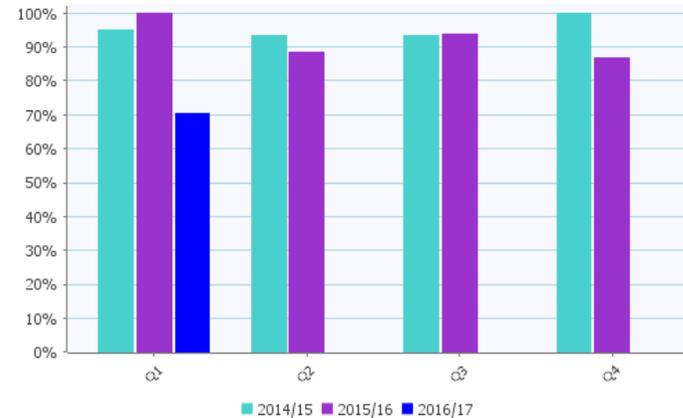
Q4 2015/16

**% of FOISA requests replied to within timescale**

Cumulative result for Q1 2016/17 as of June 2016



E&CS FOISA % of FOISA requests replied to within timescale



**Why is this important?**

The purpose of this Indicator is to capture and reflect the Directorate's capacity for meeting the obligatory response timelines relating to the Freedom of Information (Scotland) Act that requires responses to be provided within 20 working days.

**Benchmark Information:**

At present, there is no suitable external benchmark information relating to the Directorate's performance although internal comparisons are made against both corporate level performance and that of other Directorates. The average quarterly figure for the corporate ( all services) outcome in Quarter 1 was 88.25%

**Target:**

The corporate level 2016-17 improvement aim for responses to FOISA requests within the prescribed timescale is set at 85%

**Intelligence:**

An averaged 70% of FOISA requests received by the Directorate were responded to within the specified timescale over the course of Quarter 1 with a monthly range of between 60% in June to 80% in April. This reflects a deterioration against the previous quarterly period which reflects delays in responses at both Directorate level and the need for revisions to responses submitted to the FOISA team

**Responsible Officer:**

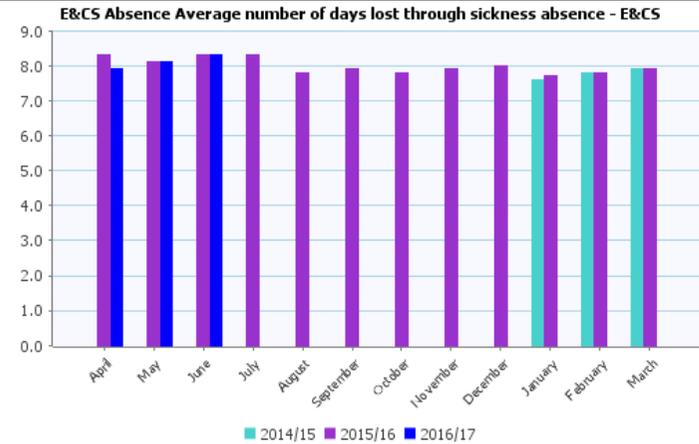
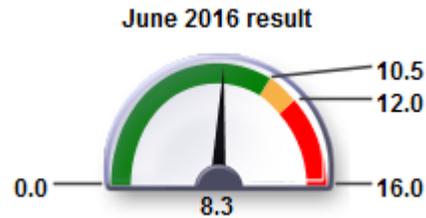
Euan Couperwhite

**Last updated**

Q1 2016/17

## Shaping Aberdeen – Improving Staff Experience

### Average number of days lost through sickness absence – rolling 12 month average



### Why is this important?

The extent to which employee's health and wellbeing is maintained and staff are supported, through the application of Council policies, to prevent and mitigate against the impacts of ill-health, is central to the Council's relationship with its employees.

**Benchmark Information:**

The Directorate aims to consistently reduce the number of days lost through illness absence in comparison with previous patterns, the corporate target and other Directorates within the Council.

<http://councilcommittees/documents/s55850/Sickness%20Absence%20Update.pdf>

<http://councilcommittees/documents/s56905/6a%20Annual%20Report%20April%202015-%20March%202016.pdf>

The Council is part of a Local Government Benchmarking Forum with other Scottish Local Authorities looking at absence levels. The forum will be meeting on a regular basis and seeks to learn from best practice in other Local Authorities. Lessons learned from this exercise will be developed and implemented as appropriate at Directorate level

**Target:**

The corporate target for the average number of days lost through illness is 10 days. For this quarterly period, the corporate figure for the Council sits at 10.2 days

**Intelligence:**

At the snapshot point on 30<sup>th</sup> June, the Directorate recorded an average number of days lost per employee of 8.3 days which is marginally higher than in April and May 2016 and provides for a mean year to date figure of 8.1 days, 0.1% higher than that recorded against 2015-16.

At this level, the outcome for the Directorate compares favourably against those Council services involved in 'front line delivery' and the wider corporate metric.

**Responsible Officer:**

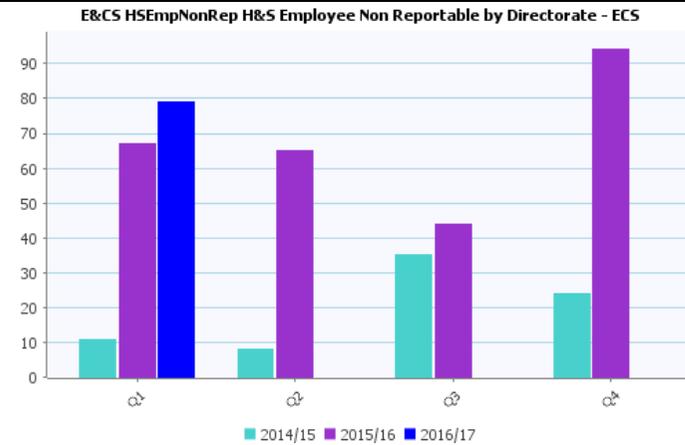
Euan Couperwhite

**Last updated**

June 2016

## Health and Safety: Employee Non Reportable Events

Q1 2016/17 result  
79



### Why is this important?

The Council is committed to making health safety and wellbeing a high priority in all our activities and establishing a positive health and safety culture.

### Benchmark Information:

The Directorate's extended suite of reportable and non-reportable accidents, incidents and near miss outcomes are considered and benchmarked through the Corporate Health and Safety Committee on a regular basis.

<http://councilcommittees/ieListDocuments.aspx?CId=321&MId=3841&Ver=4>

It should be noted that changes to the Council's reporting procedures, implemented in full across the 2015-16 period within the Directorate, do not enable direct comparison with the data from 2014-15

### Target:

The Directorate aims to minimise the number of reportable and non-reportable events on a consistent basis over the course of the next two years and establish the potential for additional benchmarking against comparator Services within other authorities.

**Intelligence:**

There were 79 non-HSE reportable events involving employees between April and June, a reduction against the number recorded in Quarter 4 but still in advance of the similar quarter in 2015

**Responsible Officer:**

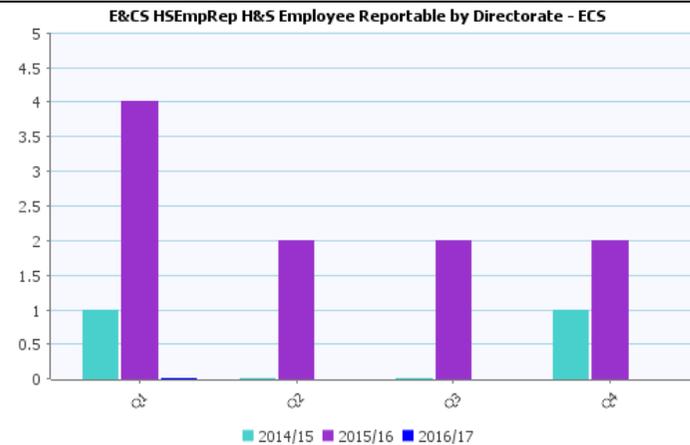
Euan Couperwhite

**Last updated**

Q1 2016/17

**Health and Safety: Employee Reportable Events**

Q1 2016/17 result  
0



**Why is this important?**

The Council is committed to making health safety and wellbeing a high priority in all our activities and establishing a positive health and safety culture.

**Benchmark Information:**

The Directorate’s full range of reportable and non-reportable accidents, incidents and near miss outcomes are considered and benchmarked through the corporate Health and safety Committee on a regular basis.

<http://councilcommittees/ieListDocuments.aspx?CId=321&MId=3841&Ver=4>

It should be noted that changes to the Council's reporting procedures, implemented in full across the 2015-16 reporting period, do not allow comparison with the data from 2014-15

**Target:**

The Directorate aims to minimise the number of reportable and non-reportable events on a consistent basis over the course of the next two years and establish the potential for additional benchmarking against comparator Services within other authorities.

**Intelligence:**

There were no HSE reportable events recorded during the quarter, resulting in a positive improvement trend, both short and long term, in the number of events under this category

**Responsible Officer:**

Euan Couperwhite

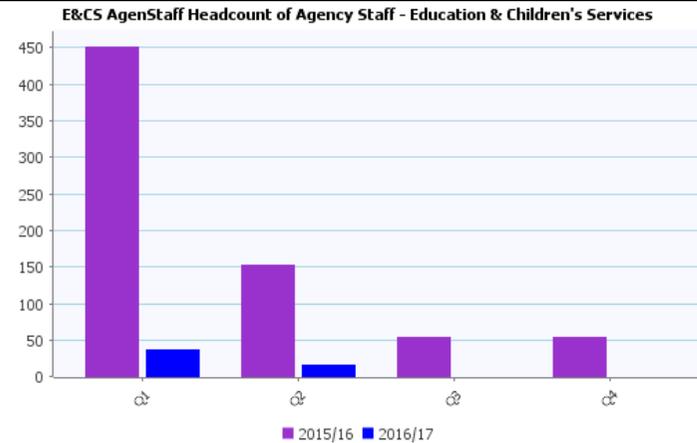
**Last updated**

Q4 2015/16

## Shaping Aberdeen – Improving our Use of Resources

### Headcount of Agency Staff

Cumulative result for Q1 2016/17 as of June 2016  
36



### Why is this important?

Use of external staff resource is sometimes unavoidable, for example where permanent employees are absent due to long-term ill-health. In general terms however, use of external support should be minimised and more efficient methods of filling essential posts for prolonged periods found.

### Benchmark Information:

At present, there is no comparable Directorate level benchmark information available against this measure. Corporately, efforts are being made to identify peer- based opportunities for comparison with other authorities through the Scottish Local Government Benchmarking Framework

**Target:**

The Directorate is presently reviewing the relevance of applying a particular target figure for monthly or quarterly outcomes as some operational aspects of front line service delivery are impacted directly by seasonal influences which are most effectively addressed through use of short term agency employment. At this time, the Directorate aim is to minimise the use of agency employees as an average across each 12 month period

**Intelligence:**

The headcount of agency staff use during Quarter 1 was 36, which indicates a trend of reducing reliance on this resource in comparison with both previous quarterly periods and as a ratio to the Directorate's Establishment Control figure. The FTE equivalent, separated between Children's Social Work and the remaining three Services produce quarterly average figures of 4.27 and 4.9 employed agency staff respectively with a Directorate FTE figure of 9.17 employees.

Members are asked to note that the outcomes recorded against Quarters 1 and 2 in 2015-16 is a function of an administrative transfer and recording process involved in development of the new measure and offers significantly exaggerated data.

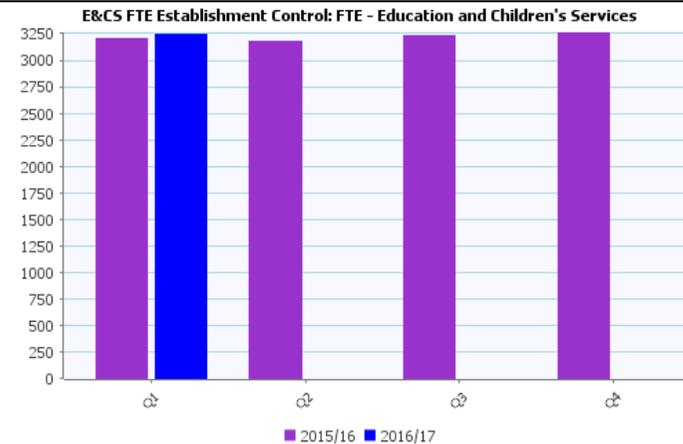
**Responsible Officer:****Last updated**

Euan Couperwhite

Q1 2016/17

## Full Time Equivalent Employees

Average result for Q1 2016/17 as of July 2016  
3249



### Why is this important?

Monitoring of a range of employee based measures, including FTE levels, enables the Directorate to monitor the overall use of employee resource within the context of existing budgets, assists in signposting potential issues around recruitment/employee retention and informs future budget planning.

### Benchmark Information:

At present, there is no comparable Directorate level benchmark information available on this indicator although local authority data relating specifically to teacher and social work practitioner numbers is captured in annual national publications. The extent to which this information provides capacity for robust performance measure benchmarking of the Directorate's overall structure is relatively limited.

### Target:

There are no targets set for this measure although the Directorate uses this data in combination with other data-sets, to assess the health of its workforce planning, budgeting and recruitment policies.

**Intelligence:**

In comparison with the previous quarter, the average level of FTE employees fell marginally in Quarter 1 to 3,248 but rose against the same period in 2015-16 where the figure was 3,200. The month on month picture for the Quarter indicates that an addition 40-45 employees are recorded against the Directorate staff structure in relation the 2015-16 and that this figure is remaining stable.

**Responsible Officer:**

Euan Couperwhite

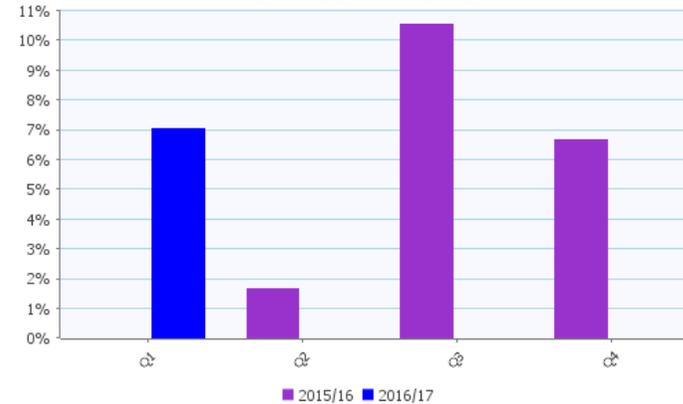
**Last updated**

Q1 2016/17

**Vacancies rate - Funded vacancies compared to Funded Establishment - ( new measure)**

Average result for Q1 2016/17 as of July 2016  
7.03%

E&CS Vac Rate Vacancies rate - Funded vacancies compared to Funded Establishment - Education & Children's Services



**Why is this important?**

Monitoring of a range of employee based measures, including vacancy levels, enables the Directorate to monitor the overall use of employee resource within the context of existing budgets, assists in signposting potential issues around recruitment/employee retention and informs future budget planning.

**Benchmark Information:**

At present, there is no comparable Directorate level benchmark information available on this indicator although the Directorate intends to reflect on the outcomes at Council level and across the Directorates in addition to comparing historical trend patterns. In this respect, the averaged quarterly outcome for the Council, (all services) was 9.0% with the figures for the other two major directorates sitting at 7.9% and 12.9% respectively.

**Target:**

The Directorate has set an improvement aim target of an averaged 6% across the 2016-17 academic year

**Intelligence:**

The average of monthly vacancy rates across Quarter 1, was just over 7%. This is a marginal increase against the previous quarter's outcome of 6.6% and delivers a baseline figure for the 2015-16 academic year of 6.4%

**Responsible Officer:**

Euan Couperwhite

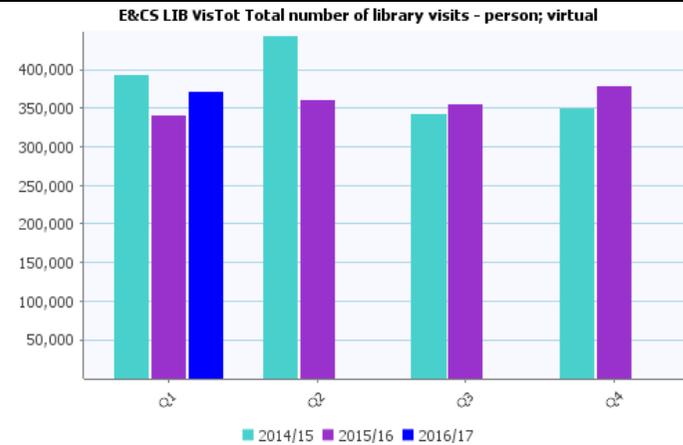
**Last updated**

Q1 2016/17

## Smarter Living - Quality of Life

### Number of visits to Libraries and Information Services

Cumulative result for Q1 2016/17 as of June 2016  
370,447



### Why is this important?

This shows the number of active users of the Library and Information service. It demonstrates the range of channels used to engage with customers and incorporates the trend towards increasingly electronic methods of service delivery.

### Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs is provided through two annual CIPFA publications which are normally released in August and March of each year.

Limited benchmarking of a restricted suite of measures relating to spend per visit is also published through the Scottish Local Government Benchmarking Project with information linking to comparative user satisfaction being made available through release of the Scottish Household Survey outcomes. The intent to report against these particular benchmarked measures in future is reflected in the indicative suite attached at Appendix C.

**Target:**

The number of visits to Libraries is a direct contributing metric towards Smarter Living Strategic Objective 2 “We aspire to be recognised as a place of excellence for culture and arts ...” which aims to increase attendances and visits to places of culture by 70,000 by 2017/18. In this instance, whilst no specific target for this particular metric against 2016/17 has been set, the Service seeks to increase active use of the Library and Information Service as an intermediate aim towards meeting of the above Objective.

**Intelligence:**

Over the course of Quarter 1, there were a total of 370,447 visits to Library and Information Services provision, slightly fewer than in Quarter 4 of 2015-16 but just over 10,000 greater than in the comparable quarter in the previous year, with the contributions from in person and virtual visits presented in the tables below, and sustains the short term upwards trend demonstrated over the past twelve months.

This sustains the short term upwards trend over the past twelve months figure combined figure includes 222,885 visits in person, which is 1,2% lower ( -2,600 visits) than in the comparative 2014-15 quarter, the majority of which relates to reductions in visits to Central Library services whilst the combined figure for community based libraries rose by nearly 5,000 visits.

Virtual visits, by contrast, increased by just under 25% against the previous year quarter with an annual outcome of 538,000 visits, reversing the downwards trend experienced in 2014-15

**Responsible Officer:**

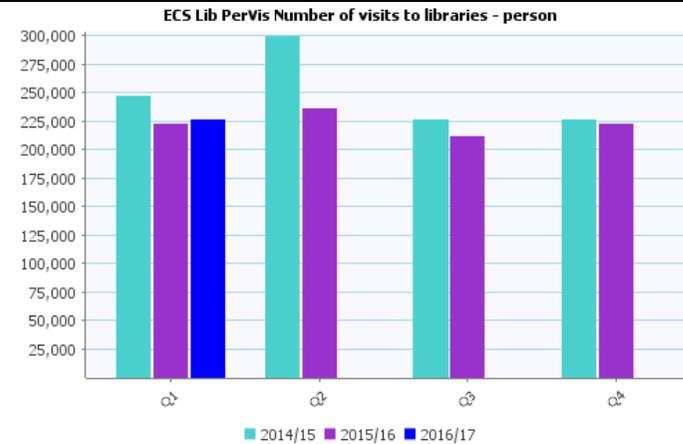
Andrew Griffiths

**Last updated**

Q1 2016/17

## The number of visits to Library and Information Services in person

Cumulative result for Q1 2016/17 as of June 2016  
225,406



### Why is this important?

This shows the number of active users of the Library and Information service. It demonstrates the range of channels used to engage with customers and incorporates the trend towards increasingly electronic methods of service delivery.

### Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs is provided through two annual CIPFA publications which are normally released in August and March of each year.

Limited benchmarking of a restricted suite of measures relating to spend per visit is also published through the Scottish Local Government Benchmarking Project with information linking to comparative user satisfaction being made available through release of the Scottish Household Survey outcomes. The intent to report against these particular benchmarked measures in future is reflected in the indicative suite attached at Appendix C.

### Target:

The number of visits to Libraries in person is a direct contributing metric towards Smarter Living Strategic Objective 2 “We aspire to be recognised as a place of excellence for culture and arts ...” which aims to increase attendances and visits to places of culture by 70,000 by 2017/18. In this instance, whilst no specific target for this particular metric against 2016/17 has been set the Service seeks to increase active use of the Library and Information Service as an intermediate aim towards meeting of the above Objective.

**Intelligence:**

The number of visits in person to the Library and Information Service increased against the prior quarter to 225,406 to show an improving short term rolling year trend although the decreasing long term trend has yet to be materially changed. On this occasion, the increase in visits was spread almost equally between community libraries and the 'core' venues housed in the Central Library.

**Responsible Officer:**

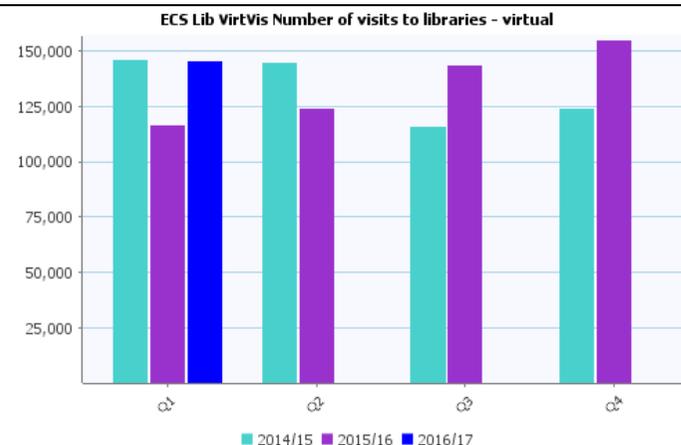
**Last updated**

Andrew Griffiths

Q1 2016/17

## The number of virtual visits to the Library and Information Services

Cumulative result for Q1 2016/17 as of June 2016  
145,041



### Why is this important?

This shows the number of active users of the Library and Information service. It demonstrates the range of channels used to engage with customers and incorporates the trend towards increasingly electronic methods of service delivery.

### Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs is provided through two annual CIPFA publications which are normally released in August and March of each year.

Limited benchmarking of a restricted suite of measures relating to spend per visit is also published through the Scottish Local Government Benchmarking Project with information linking to comparative user satisfaction being made available through release of the Scottish Household Survey outcomes. The intent to report against these particular benchmarked measures in future is reflected in the indicative suite attached at Appendix C.

### Target:

The number of visits to Libraries is a direct contributing metric towards Smarter Living Strategic Objective 2 "We aspire to be recognised as a place of excellence for culture and arts ..." which aims to increase attendances and visits to places of culture by 70,000 by 2017/18. In this instance, whilst no specific target for this particular metric against 2016/17 has been set the Service seeks to increase active use of the Library

and Information Service as an intermediate aim towards meeting of the above Objective.

**Intelligence:**

Although below the figures recorded for Quarter 4 of 2015-16, the outcome for Quarter 1 reflected both short and long term improvement with 145,041 visits, some 30,000 visits ahead of the same quarter in 2015-16 which suggests that the downturn experienced in the early part of that year is being reversed. As there is no clear increase against any particular aspect of the Service's digital catalogue this might suggest that enhancement of Wi-Fi accessibility may be an influencing factor that is raising usage across the board

**Responsible Officer:**

Andrew Griffiths

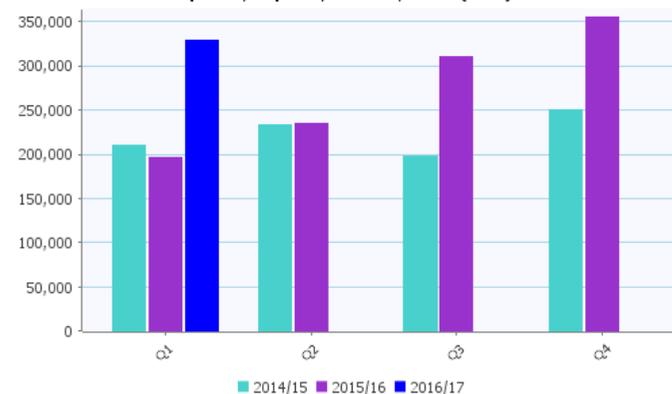
**Last updated**

Q1 2016/17

**The total number of visits to/usages of Council funded or part funded museums and galleries (in person, virtual, enquiries, outreach)**

Cumulative result for Q1 2016/17 as of June 2016  
328,377

ECS M&G VisTot16 Number of visits to/usages of council funded or part funded museums - person; enquiries; outreach; virtual (2016)



**Why is this important?**

This shows the number of active users of the Museums and Galleries service. It also demonstrates the range of channels used to engage with customers and incorporates the trend towards increasingly electronic methods of service delivery along with the contribution of outreach projects delivered by the Service

**Benchmark Information:**

The capacity for a degree of operational benchmarking of the Museums and Galleries Service outcomes and outputs against comparator authority and national levels is provided through an annual CIPFA publication normally released in August and March of each year.

Limited benchmarking of a restricted suite of measures relating to spend per visit is also published through the Scottish Local Government Benchmarking Project (SLGBP) with information linking to comparative user satisfaction being made available through release of the Scottish Household Survey outcomes. The intent to report against these particular benchmarked measures in future is reflected in the indicative suite attached at Appendix C.

Through the SLGBP Family Group network, local authorities are discussing development of a range of potential alternative measures which will better capture and enable reflection against comparative impacts delivered by museum and gallery services

**Target:**

The number of visits to the Museums and Galleries Service is a direct contributing metric towards Smarter Living Strategic Objective 2 “We aspire to be recognised as a place of excellence for culture and arts ...” which aims to increase attendances and visits to places of culture by 70,000 by 2017/18.

In this instance, whilst no specific target for this particular metric against 2016/17 has been set the Service seeks to increase use of and visits to the Museums and Galleries Service as an intermediate aim towards meeting of the above Objective.

**Intelligence:**

There was a small decrease (- 7.3%) in the total visits to the Museums and Galleries Service in Quarter 1 in comparison with the 2015-16 Quarter 4 outcome but both the long term trend and outcome against the same period in the previous year are substantially improved with a rolling year figure of 1.22 million visits (+21% on the similar rolling year period in 2014-15)

**Responsible Officer:**

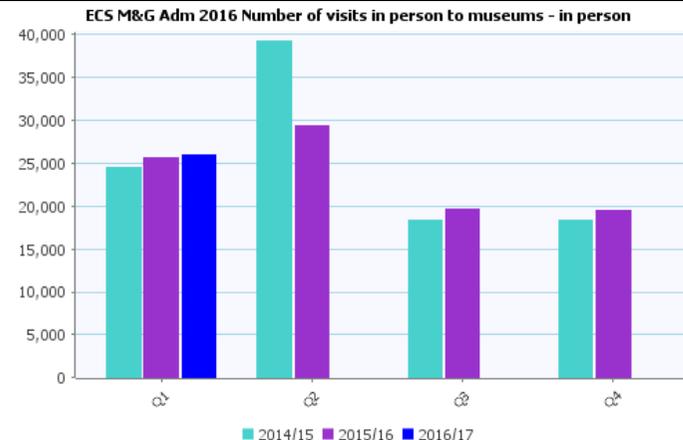
Andrew Griffiths

**Last updated**

Q4 2015/16

**The number of visits to the Museums and Galleries Service in person**

Cumulative result for 2016/17 as of Q1 2016/17  
25,868



**Why is this important?**

This shows the number of active visits in person to the Museums and Galleries Service’s venues

**Benchmark Information:**

The capacity for a degree of operational benchmarking of the Museums and Galleries Service outcomes and outputs against comparator authority and national levels is provided through an annual CIPFA publication normally released in August and March of each year.

Limited benchmarking of a restricted suite of measures relating to spend per visit is also published through the Scottish Local Government Benchmarking Project (SLGBP) with information linking to comparative user satisfaction being made available through release of the Scottish Household Survey outcomes. The intent to report against these particular benchmarked measures in future is reflected in the indicative suite attached at Appendix C.

Through the SLGBP Family Group network, local authorities are discussing development of a range of potential alternative measures which will better capture and enable reflection against comparative impacts delivered by museum and gallery services

**Target:**

In this instance, whilst no specific target for this particular metric against 2016/17 has been set the Service seeks to increase use of and visits to the Museums and Galleries Service as an intermediate aim towards meeting of the above Objective

**Intelligence:**

There was a marginal increase in the number of visits to the two museum venues over the Quarter with the Maritime Museum gaining just under 1,000 additional visits, balanced by a reduction of 500 visits to the Tolbooth

**Responsible Officer:**

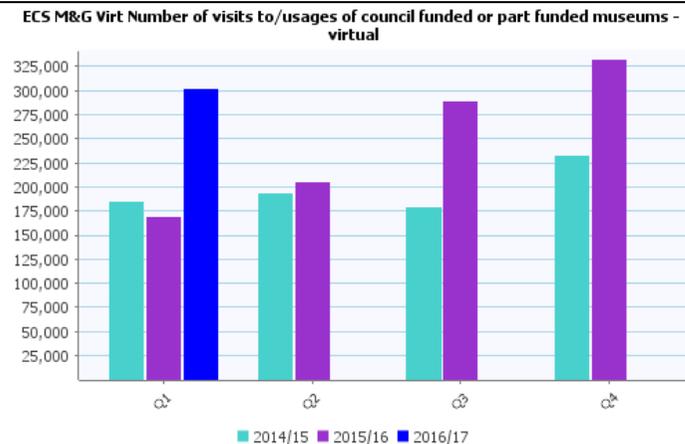
**Last updated**

Andrew Griffiths

2016/17

## The number of virtual visits to the Museums and Galleries Service

Cumulative result for Q1 2016/17 as of June 2016  
300,968



### Why is this important?

The number of virtual visits to the Museums and Galleries Service and how digital technology is being used to support accessibility to the Service

### Benchmark Information:

The capacity for a degree of operational benchmarking of the Museums and Galleries Service outcomes and outputs against comparator authority and national levels is provided through an annual CIPFA publication normally released in August and March of each year.

Limited benchmarking of a restricted suite of measures relating to spend per visit is also published through the Scottish Local Government Benchmarking Project (SLGBP) with information linking to comparative user satisfaction being made available through release of the Scottish Household Survey outcomes. The intent to report against these particular benchmarked measures in future is reflected in the indicative suite attached at Appendix C.

Through the SLGBP Family Group network, local authorities are discussing development of a range of potential alternative measures which will better capture and enable reflection against comparative impacts delivered by museum and gallery services

**Target:**

The number of visits to Museums and Galleries is a direct contributing metric towards Smarter Living Strategic Objective 2 “We aspire to be recognised as a place of excellence for culture and arts ...” which aims to increase attendances and visits to places of culture by 70,000 by 2017/18. In this instance, whilst no specific target for this particular metric against 2016/17 has been set the Service seeks to increase use of and visits to the Museums and Galleries Service as an intermediate aim towards meeting of the above Objective.

**Intelligence:**

Over the course of Quarter 1 there were just under 301,000 virtual visits to the Museums and Galleries Service. This maintains the improving trend in visits which had been recorded in the previous two quarters and is sustained by increasing usage of the Service’s Aberdeenquest website which provides topic support for the school curriculum has risen significantly on last year’s figures.

**Responsible Officer:**

Andrew Griffiths

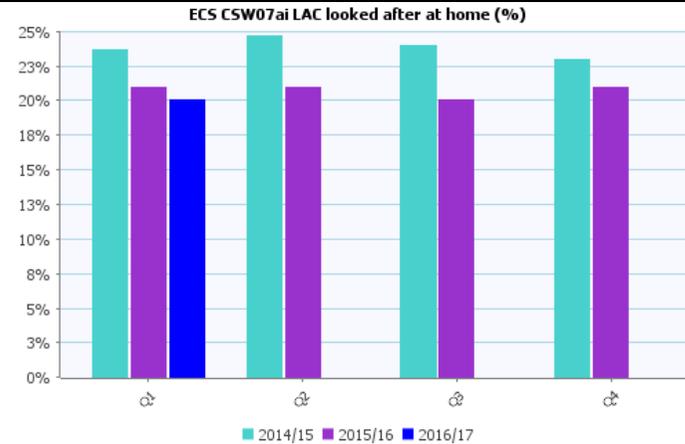
**Last updated**

Q4 2015/16

## Smarter People – Social and Human Capital

### The percentage of looked after children who are looked after at home

Q1 2016/17 result  
20%



### Why is this important?

Whilst this cannot be at the expense of the interests of individual looked after children, the principle of assisting families to remain together in a supported environment is key to delivery of Children's Social Work's strategic objectives.

### Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year. For example, data for July 2015 was published in March 2016.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

**Target:**

At present Aberdeen City Council is slightly below the national average for the percentage of looked after children supported at home. However, the implementation of Reclaiming Social Work (RSW) has at its heart the intended outcome of supporting families to care for their children and it is envisaged that, as RSW beds in across the structure we will begin to see an increase in both the proportion and the numbers of looked after children supported to remain at home, bringing Aberdeen in line with the national average

**Intelligence:**

Of the 640 children looked after during Quarter 1, 130 (20%) were recorded as being looked after at home. Although this was marginally fewer than in previous quarters, the rate has remained relatively constant for the last five quarters and the aim therefore is to see performance return to that achieved during 2014/15 of up to 25%.

The CLAS returns used for benchmarking purposes show that between 2013-14 and 2014-15 the national average fell from 27% to 25%. Over the same period Aberdeen's performance also fell from 25% to 23%, whilst the rate for comparator authorities remained at 27%. The latter was influenced by rural comparator authorities achieving higher rates.

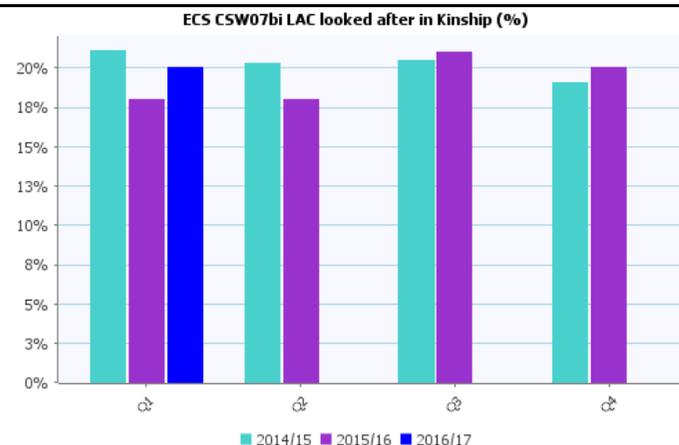
**Responsible Officer:****Last updated**

Bernadette Oxley

Q1 2016/17

## The percentage of looked after children who are looked after in a kinship care arrangement

Q1 2016/17 result  
20%



### Why is this important?

Aberdeen City Council in collaboration with partners, the Scottish Government and CELCIS is participating in the PACE (Permanence & Care Excellence) programme. This is aimed at improving the decision making for children who cannot be cared for by their parents. One of the key areas of this work is to improve decision making in relation to kinship care.

### Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year. For example, data for July 2015 was published in March 2016.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

### Target:

The outcomes for children cared for by their kin are generally better and it also enables them to retain a clear sense of identity. At present the percentage of looked after children in Aberdeen living in a kinship placement is lower than the national average. One of the outcomes of the PACE programme and RSW is intended to drive up the percentage of children living in a kinship arrangement.

**Intelligence:**

Over the course of Quarter 1, 126 looked after children were in a kinship care arrangement (i.e. with friend/relatives). This was 20% of the 640 placements during the quarter. This is an improvement of 2% on the same period in 2015-16, but maintains the level achieved in the previous quarter.

The CLAS returns used for benchmarking purposes show that Aberdeen's performance of 19% in the most recent report is well below that of the comparator authorities at 24% and the national average of 27%. The recent re-structuring of the Carers Service as part of the implementation of Reclaiming Social Work aims to improve this by targeting resources at recruitment and assessment.

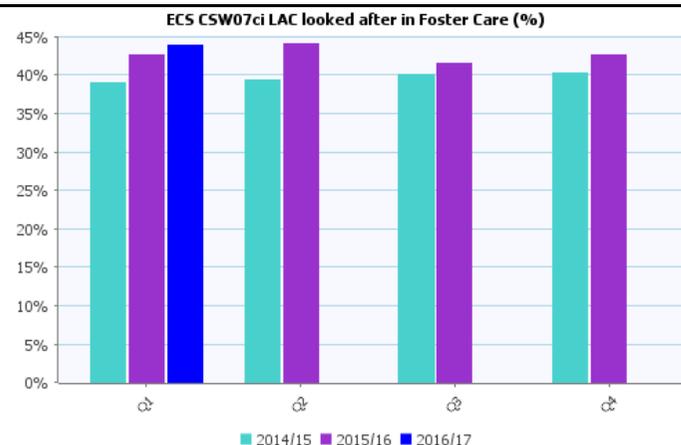
**Responsible Officer:****Last updated**

Bernadette Oxley

Q1 2016/17

**The percentage of looked after children who are looked after in foster care**

**Q1 2016/17 result**  
44%



**Why is this important?**

Statistically, the long term outcomes of looked after children who are embedded in a stable foster care setting appear significantly improved in comparison with those of their peer group who are cared for in other types of provision.

**Benchmark Information:**

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children’s Social Work Statistics report (often referred to as the CLAS return) in March of the following year. For example, data for July 2015 was published in March 2016.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

However, it does not include comparable data on foster care placements as these are included with prospective adopters.

**Target:**

There is no specific target for the percentage of looked after children in foster care although, in recognition of the potential benefits that can accrue for those children placed in this type of provision, the service aims to increase both accessibility to quality foster care and the proportion of looked after children cared for in this environment.

**Intelligence:**

For Quarter 1, the proportion of looked after children who were placed in foster care was 44%. This accounted for 281 children out of the total of 640 looked after children placements across the quarter.

The trend over both the short and long term shows improved performance. In fact the figure at Q1 equals the three year quarterly high of looked after children placed in foster care recorded in Quarter 2 of 2015-16. In addition for two of the three months within the last quarter, 46% of all looked after children who were placed in foster care.

There is comparable data on foster care placements within the CLAS returns as these are included with prospective adopters.

**Responsible Officer:**

**Last updated**

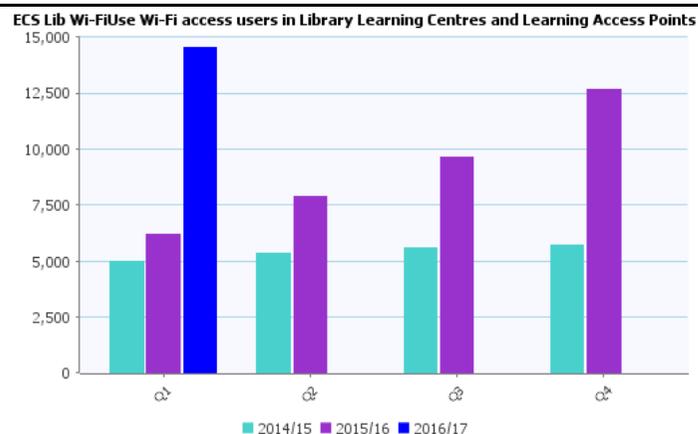
Bernadette Oxley

Q1 2016/17

## Smarter Mobility – Transport and ICT

### The number of Netloan Wi-Fi Access Users in Library Learning Centres and Access Points

Cumulative result for Q1 2016/17 as of June 2016  
14,546



#### Why is this important?

The extent to which increasing digital accessibility is a driver of current and future use of library services is a key measure within both local and national improvement agendas relating to library use

#### Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs is provided through two annual CIPFA publications which are normally released in August and March of each year. The metadata descriptor around this particular measure is currently being discussed within the CIPFA Cultural Statistics in Scotland Working group to ensure alignment of this measure across local authority calculations.

**Target:**

There is no specific target attached to this measure but the outcome aligns indirectly with the Smarter Mobility Outcome: We need to maximise digital connectivity for the benefit of all people....

**Intelligence:**

Over the course of Quarter 1, there were 14,456 users registered against Wi-Fi platform provision linked to Library and Information Services either through access to the Services discrete existing network or support of the City Connect network. Whilst a large proportion of this substantial increase likely relates to the latter, the impact of this enhanced capacity is delivering raised levels of engagement with, and use of, digitally based library services.

**Responsible Officer:**

Andrew Griffiths

**Last updated**

Q1 2016/17