

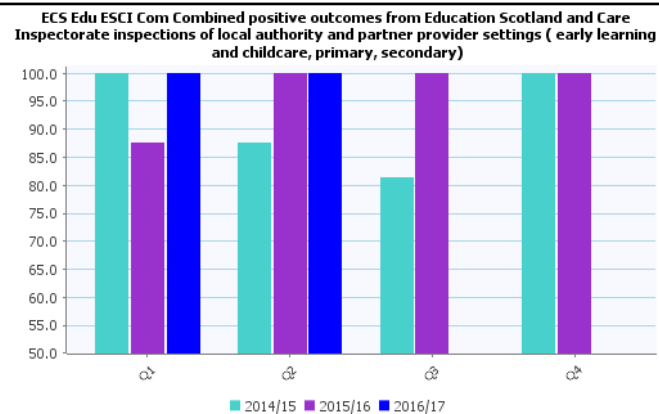
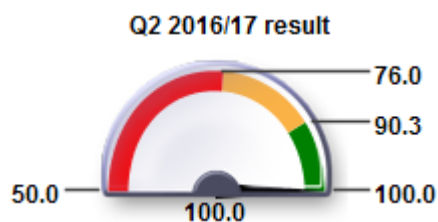
Appendix B – Education and Children’s Service Performance Trend Charts- June to September 2016

Report Author: Alex Paterson

Generated on: 8th December 2016

Shaping Aberdeen – Improving Customer Experience

Percentage of positive formal inspections of Early Learning and Education Establishments per academic year



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, early learning and childcare settings, is set at an averaged 95% 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 outcome for Quarter 2 was 100% which encompassed a single inspection of partner provider Early Years and Childcare establishments by the Care Inspectorate over the three-month period. There were no publications of Education Scotland inspections during the quarter.

Responsible Officer:

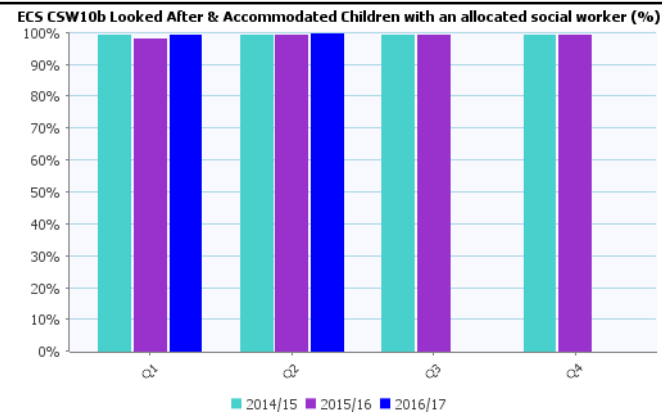
Andrew Griffiths

Last updated

Q2 2016/17

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

Q2 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 and accommodated children are collated during July of each year. It is published during the national information release through the Children Looked After Statistics report 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 Service aims to maximise the percentage of looked after and accommodated children with an allocated social worker, considering 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 September 2016, 99% (493 from a total of 496) of looked after and accommodated children were allocated to a social worker. This maintains the service's positive pattern against this measure and meets the target expectations set out for this indicator

Responsible Officer:

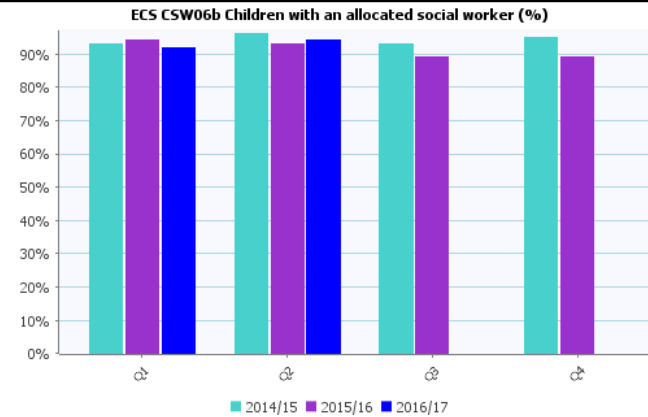
Bernadette Oxley

Last updated

Q2 2016/17

Percentage of children with an allocated social worker

Q2 2016/17 result
94%



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 children supported by Children's Social Work is collated during July of each year. It is published during the national information release through the Children Looked After Statistics report 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 Service aims to maximise the percentage of children that it supports through an allocated social worker, considering changes in status and case transfer times at the snapshot point, which can result both in minor (+/- 1-2%) variations in quarterly outcomes.

Intelligence:

94% of the 1,731 children supported by Children's Social Work as at 30th September 2016 had an allocated social worker. This outcome consolidates the sustained improvement in performance against this measure which has been evidenced over the past 15 months.

Recruitment to some key posts within Children's Social Work proves to be an on-going challenge. However, the Service has continued to ensure that children with the greatest need and vulnerability are prioritised in terms of allocation.

Due to staff turnover and operational pressures there will always be a small number of cases which do not have an allocated social worker at the snapshot point although operational overview of these cases is maintained through para-professionals and Team Management to ensure that increasing need is responded to appropriately

Responsible Officer:

Bernadette Oxley

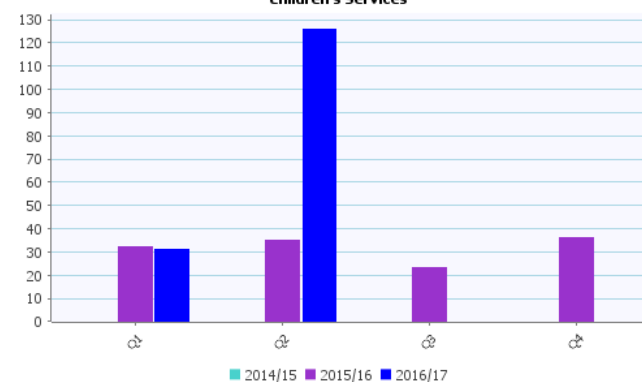
Last updated

Q2 2016/17

The total number of complaints received

Q2 2016/17 result
126

ECS Complaints The total number of complaints received per quarter - Education and Children's Services



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 several 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 without 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 2 rose significantly in comparison with both the previous quarter and comparative quarters, totalling 126 complaints as opposed to 32 and 31 respectively.

As was noted in the Report to Committee in September 2016, the volume of recorded complaints during 2016/17 was likely to increase substantially because 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 introduction of online forms which has made the corporate recording of complaints at the frontline possible. As such, the figures for Quarter 2 are not directly comparable with those previously reported and should be regarded as a baseline for future comparison.

Responsible Officer:

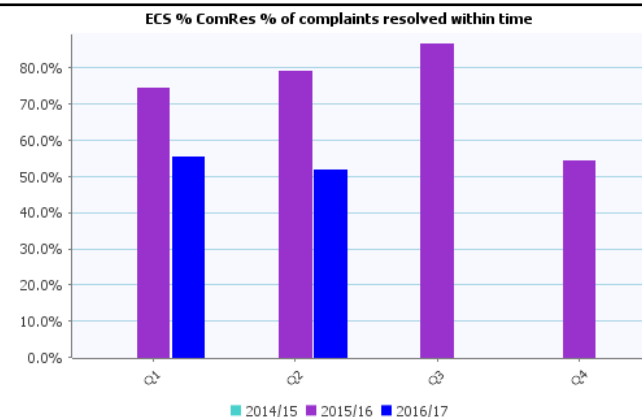
Euan Couperwhite

Last updated

Q2 2016/17

% of complaints resolved within time

Q2 2016/17 result
51.9%



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 (63.2%) although above the levels recorded by two other Directorates

Target:

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

Intelligence:

51.9% of complaints received during the three-month period were resolved within the specified timescale. This is marginally below the figure recorded against the previous quarter and below that achieved in the most previous quarterly periods which reflects delayed outcomes against a few more complex Stage 2 complaints and, in part, the impact of the school vacation period.

In the context of the SLGBF Family Group network, there is currently some discussion around the extent to which the targets set by the Scottish Complaints Handling Procedure might be adjusted to reflect the circumstances relating to complaints received by local authorities that relate to education services over the course of the extended Summer break.

Responsible Officer:

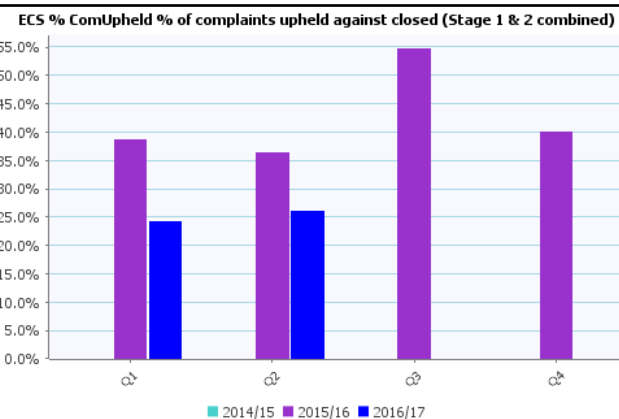
Euan Couperwhite

Last updated

Q2 2016/17

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

Q2 2016/17 result
25.9%

**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. In this context, the Quarter 2 outcome is ahead of both the corporate figure and the majority of other Directorates

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 126 complaints received, 25.9 % were upheld at Stages 1 and 2 combined with just over 36% being upheld at Stage 1, and none of those moving to investigation at Stage 2 being upheld. Although this is above the prior quarter's outcome it sustains the substantive long term improvement trend being recorded against this measure

Responsible Officer:

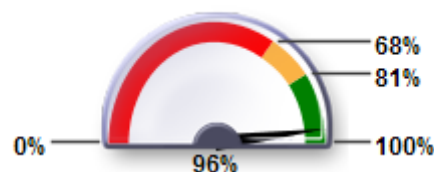
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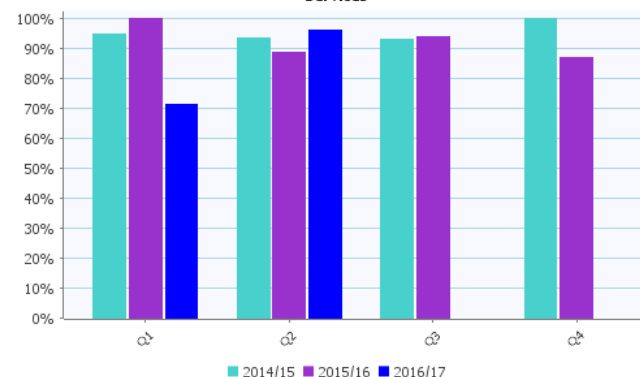
Q2 2016/17

% of FOISA requests replied to within timescale

Cumulative result for Q2 2016/17 as of September 2016



ECS FOISA % of FOISA requests replied to within timescale - Education and Children's Services



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.

Target:

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

Intelligence:

An averaged 96% of FOISA requests received by the Directorate were responded to within the specified timescale over the course of Quarter 2 with a monthly range of between 60% in June to 80% in April. This reflects a substantive improvement against the previous quarterly period with fewer delays in responses and less need for revisions to responses submitted to the FOISA team

Responsible Officer:

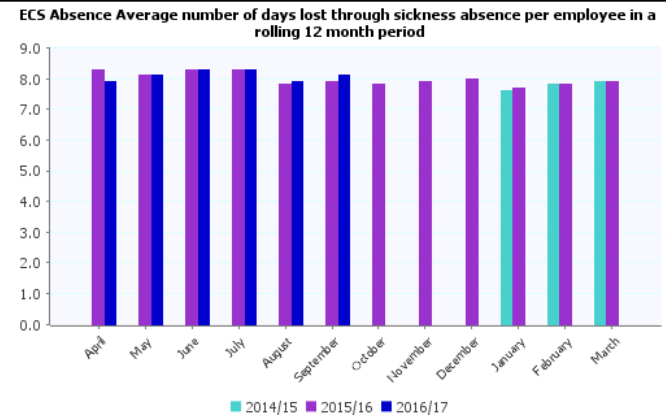
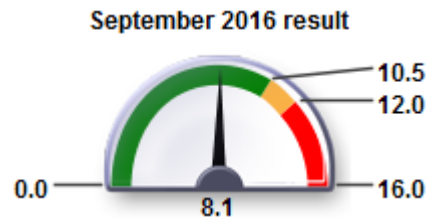
Euan Couperwhite

Last updated

Q2 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 30th September, the Directorate recorded an average number of days lost per employee of 8.1 days which was marginally higher than in August but below that of most 2016-17 period monthly outcomes. This provides for a mean year to date figure of 8.1 days, 0.1% higher than that recorded against 2015-16 which is an unchanged position from Quarter 1.

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

Draft data from the SLGBF 2015-16 release indicates that Teaching Absence levels for the previous year were the lowest in the City's comparative family grouping and below the Scotland average.

Responsible Officer:

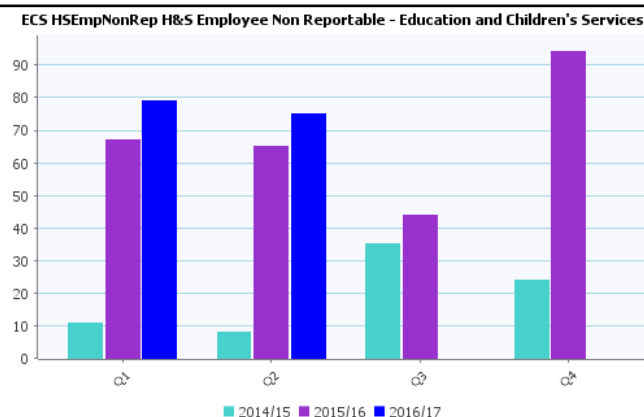
Euan Couperwhite

Last updated

September 2016

Health and Safety: Employee Non-Reportable Events

Q2 2016/17 result
75



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/documents/s62962/HS%20Annual%20Update%201%20Oct%2015%20to%2030%20Sep%2016_final.pdf

It should be noted that changes to the Council's reporting procedures, implemented in full across the 2015-16 reporting 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:

Over the course of Quarter 2, there were a total of 75 non-reportable accidents/incidents and near misses, a reduction against the prior quarterly period, although ten more than was recorded during the same quarter in 2015-16.

Responsible Officer:

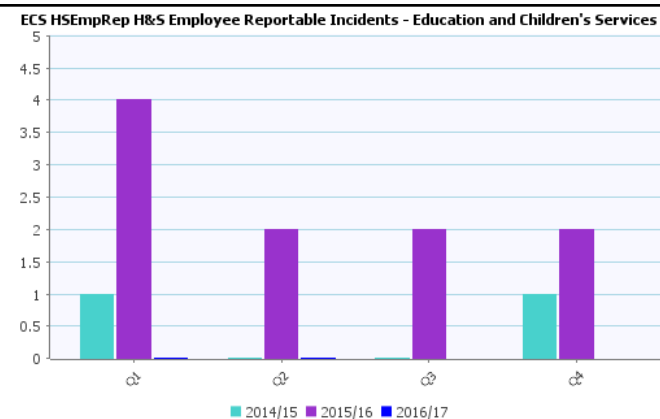
Euan Couperwhite

Last updated

Q2 2016/17

Health and Safety: Employee Reportable Events

Q2 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/documents/s62962/HS%20Annual%20Update%201%20Oct%2015%20to%2030%20Sep%2016_final.pdf

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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 reportable accidents/incidents or near misses recorded during Quarter 2 which suggests that the significant emphasis within the Directorate on embedding of training and awareness of accident prevention, in particular, in regards to instances where serious harm may occur, is an influencing factor.

Responsible Officer:

Last updated

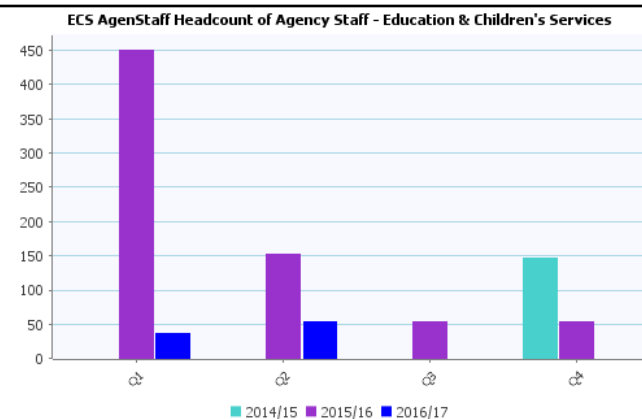
Euan Couperwhite

Q2 2016/17

Shaping Aberdeen – Improving our Use of Resources

Headcount of Agency Staff

Cumulative result for Q2 2016/17 as of September 2016
54



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 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 54 which, although higher than in Quarter 1 maintains the 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.

Members are asked to note that the outcomes recorded against Quarters 1 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:

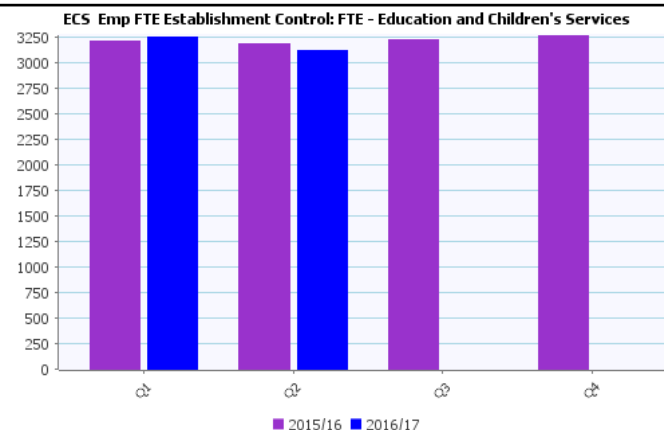
Euan Couperwhite

Last updated

Q2 2016/17

Full Time Equivalent Employees

Average result for Q2 2016/17 as of September 2016
3117



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 prior quarter, the average level of FTE employees fell marginally in Quarter 2 to an averaged 3,117 with 65 posts fewer than in the previous year period. This is influenced, to an extent, by a large reduction in FTE positions in July that reflects the conclusion of temporary and term-based posts which is being processed and recorded more effectively within the administrative framework

Responsible Officer:

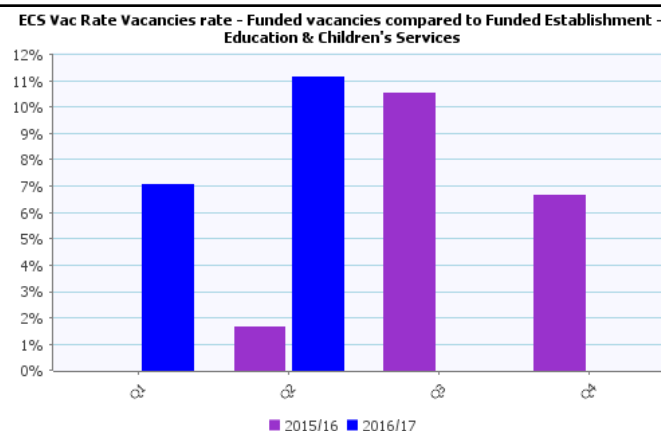
Euan Couperwhite

Last updated

Q2 2016/17

Vacancies rate - Funded vacancies compared to Funded Establishment

Average result for Q2 2016/17 as of September 2016
11.14%



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 2 was just over 11%, which is heavily influenced by the 'migration' from fixed, probationary and academic year contracts at conclusion of the Summer term, and is a function of the administrative calculation process.

Discounting impact of this exercise, the 'true figure' for the quarter is nearer to 6.5%, with indications that the outcomes for the early part of Quarter 3 and year to date are sitting at 6% and 6.9% respectively.

Responsible Officer:

Euan Couperwhite

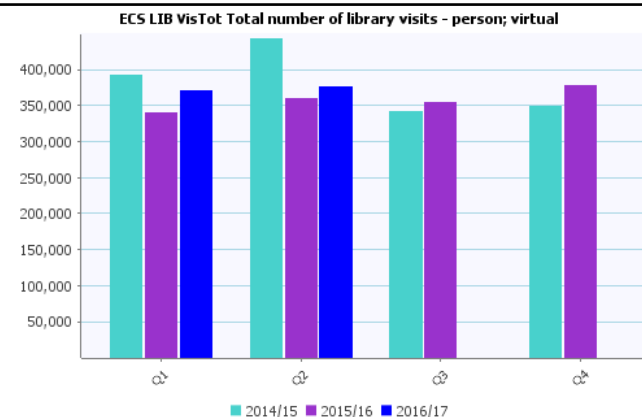
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Q2 2016/17

Smarter Living - Quality of Life

Number of visits to Libraries and Information services

Cumulative result for Q2 2016/17 as of September 2016
376,021



Why is this important?

This shows the overall level of engagement with the Library and Information Service incorporating the two main channels through which accessibility to the community is delivered.

Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs at a national level is provided through an annual CIPFA publication which is normally released in March of each subsequent fiscal 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. This information is normally released in the January of each subsequent fiscal year.

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 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 2, there were a total of 376,021 visits to Library and Information Services provision, slightly ahead of both the prior quarter and the same period in 2015-16. This represents a sustained upwards trend which has now been demonstrated over the past twelve months albeit that the figures are below that recorded in the first two quarters of 2014-15 which were heavily influenced by hosting of the Wild Dolphins exhibitions..

Responsible Officer:

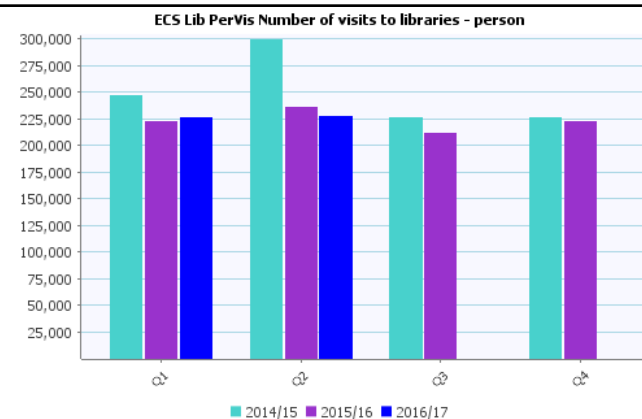
Andrew Griffiths

Last updated

Q2 2016/17

Number of visits to Library and Information services in person

Cumulative result for Q2 2016/17 as of September 2016
227,315



Why is this important?

This shows the number of active visits in person to Library and Information Services venues and associated 'outreach' events

Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs at a national level is provided through an annual CIPFA publication which is normally released in March of each subsequent fiscal 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. This information is normally released in the January of each subsequent fiscal year.

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 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:

Visits in person to the Library and Information Service showed a small increase (+0.8%) against the prior quarter although the figure of 227,315 was below that recorded in Quarter 2 of 2015-16. (-3.4%) The half-year outcome of 452,000 is very similar to that of the previous year with quarterly outcomes showing a level of long term stability that would appear to be anecdotally counter to that being experienced in other local authority areas.

Responsible Officer:

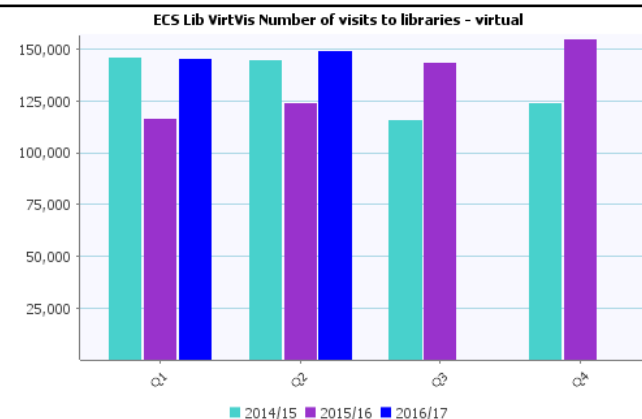
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Andrew Griffiths

Q2 2016/17

Number of virtual visits to Library and Information services

Cumulative result for Q2 2016/17 as of September 2016
148,706



Why is this important?

This indicator provides evidence of the extent to which the Service is modernising and enhancing access to services through the delivery of digitally based platforms, including web-based information, enquiry/membership services and catalogue provision

Benchmark Information:

The capacity for operational benchmarking of Library and Information Services outcomes and outputs at a national level is provided through an annual CIPFA publication which is normally released in March of each subsequent fiscal 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. This information is normally released in the January of each subsequent fiscal year.

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 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 outcome for Quarter 2 reflects both short and long term improvement against prior and previous quarters with 148,706 visits, some 23,000 visits ahead of the same quarter in 2015-16, representing the second highest quarterly figure over the course of the monitoring period. This reflects a generic increase in use across a range of digital sites, including catalogues and on-line self-service membership management tools and demonstrates the sustained nature of growth against this indicator.

Responsible Officer:

Andrew Griffiths

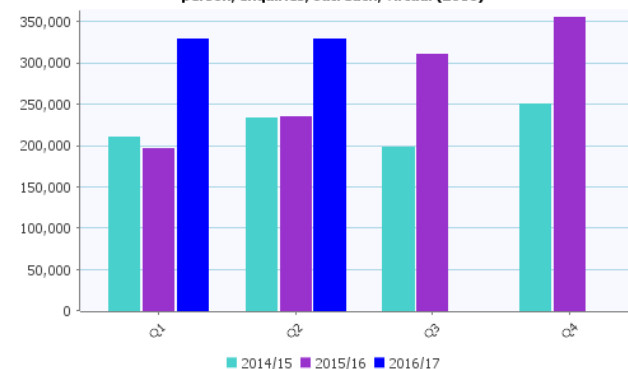
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Q2 2016/17

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

Cumulative result for Q2 2016/17 as of September 2016
328,219

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 October of each subsequent fiscal 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. This information is normally released in January of the subsequent fiscal year,

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 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 total of 328,219 combined visits to/usages of Museum and Galleries services over the three month period. This is very similar to that recorded against the prior quarter and substantially in advance of the same periods in the previous two years.

The majority of this figure relates to virtual visits which were around 85,000 (+ 41%) greater than in Quarter 2 of 2015-16, although slightly below the two prior quarter figures of over 300,000. Visits in person to the two museum venues also noted a positive increase of around 9,000 attendances on 2015-16 with a total footfall of 38,286 (+30%).

At this level, this is the highest number of attendances recorded against the two sites since the same period in 2014-15, only marginally behind the combined figure (39,200) which is the six year maximum for attendances, with the Tolbooth achieving a peak figure of nearly 9,900 visits and the Maritime Museum almost equalling the previous best recorded outcome for the venue.

Enquiries and outreach visits complete the suite with 645 recorded usages over the period, around 11% above that in 2015-16.

Responsible Officer:

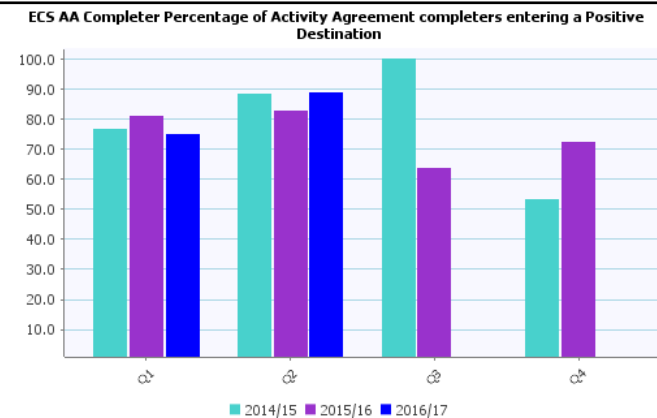
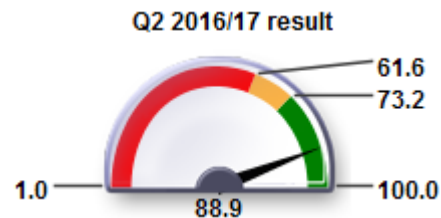
Andrew Griffiths

Last updated

Q2 2016/17

Smarter People – Social and Human Capital

Percentage of Activity Agreement completers entering a Positive Destination



Why is this important?

The extent to which the local authority and partners, through direct intervention and support for those who are identified at an early stage as being at risk of entering a negative destination on leaving formal education, can mitigate against this, is a core outcome which links directly to the National Performance Benchmark Participation Measure for education in Scotland, and the Aberdeen Guarantees agenda

Benchmark Information:

Benchmarking of a range of leaver destination outcomes is provided through publication of Scottish Government data-sets covering initial, sustained and specific cohort outcomes on an annual basis. Presently, this information is published through several separate releases at different levels of detail by the Scottish Government <http://www.gov.scot/Publications/2016/06/4523>

Target:

This metric materially contributes to the Smarter People agenda through Strategic Objective 6: We will increase the percentage of school leavers achieving a positive destination to 93.15% by 2017. The Aberdeen Guarantees aim for 2016-17 is to maintain the upwards trend in outcomes for Activity Agreement completers, match the national figure (presently 75%) and achieve the local target figure of 77%

Intelligence:

Of the nine participants engaged by the Activity Agreement team over the course of Quarter 2, eight individuals had achieved a positive destination at conclusion of the period, providing for an outcome of 88.9%. This is the second highest figure for a quarter over the three year comparison trend period and, in combination with the Quarter 1 outcome, offers a year to date figure of 82.3%

Responsible Officer:

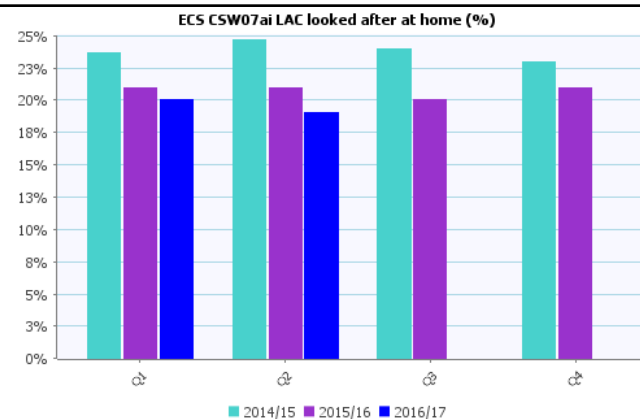
Last updated

Andrew Griffiths

Q2 2016/17

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

Q2 2016/17 result
19%



Why is this important?

The principle of assisting families to remain together in a supported environment is key to delivery of Children's Social Work's strategic objectives. However, the needs of the child are always prioritised and a child is kept at home with their family only when safe to do so.

Benchmark Information:

National benchmark data relating to the balance of care is collated during July of each year. It is published during the course of the national information release through the Children Looked After Statistics report 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, one of the key outcomes for Reclaiming Social Work (RSW) is to support families to care for their children at home. As RSW beds in we will begin to see an increase in the proportion and numbers of looked after children supported to remain at home, bringing Aberdeen in line with the national average

Intelligence:

Of the 637 children looked after placements of 611 individuals during Quarter 2, 123 (19%) were recorded as being looked after at home. This was marginally fewer than in previous quarters, although the rate has remained relatively constant for the last six quarters, fluctuating by 1-2% around a baseline 20% figure. The proportion at July 2015 was 23% for Aberdeen City and although we are staying broadly the same, the national proportion of children looked after at home has been reducing from 32% in 2012 to 25% in 2015.

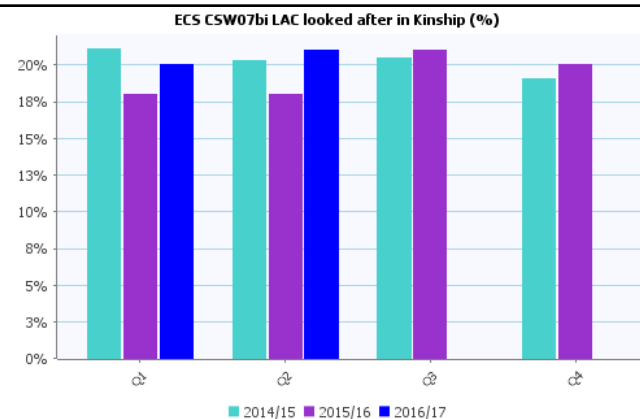
Responsible Officer:**Last updated**

Bernadette Oxley

Q2 2016/17

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

Q2 2016/17 result
21%



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 ensure that kinship options are robustly explored as early as is possible in the care episode while also making sure that kinship carers are provided with the appropriate support to enable them to care for the child.

Benchmark Information:

National benchmark data relating to the balance of care is collated during July of each year. It is published during the course of the national information release through the Children Looked After Statistics report 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, the proportion of looked after children in Aberdeen living in a kinship placement is lower than the annual proportion for comparator areas and the national average by 3% and 6% respectively. One of the aims of RSW is that there will be fewer children accommodated in foster care and residential and that more remain with family and in a kinship arrangement.

Intelligence:

Over the course of Quarter 2, 131 looked after children were in a kinship care arrangement (i.e. with friend/relatives). This was 21% of the 637 placements during the quarter. This is 3% more than in the same period in 2015-16, when 114 placements out of a total of 622 child placements were in a kinship arrangement, maintaining the upwards trend direction for this measure.

Responsible Officer:

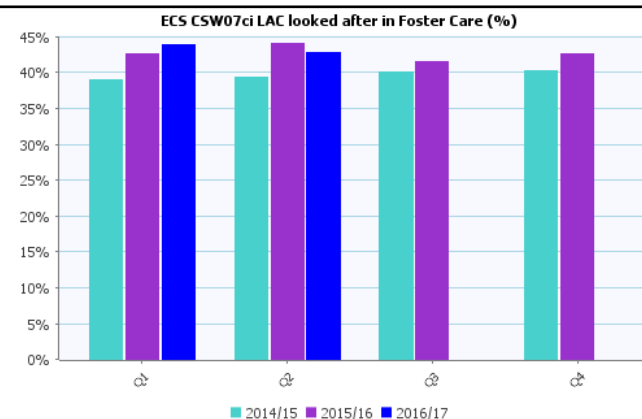
Bernadette Oxley

Last updated

Q2 2016/17

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

Q2 2016/17 result
43%

**Why is this important?**

Wherever possible and appropriate to the needs of the child, we would seek to place children who cannot be cared for at home or by kin in a family –based placement. This recognises that the outcomes for children in such an environment are generally better than in some other care settings.

Benchmark Information:

National benchmark data relating to looked after children is collated during July of each year. It is published during the national information release through the Children Looked After Statistics report 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:

There is no specific target for the percentage of looked after children in foster care, although in recognition of the potential benefits for those children placed in this type of provision, the Service aims to ensure accessibility to quality foster care where staying at home with family or in kinship arrangements is not possible. However, the Service continues to increase the supply of local foster carers to ensure children are placed near to their family and communities and also to reduce the financial cost.

Development of fostering services will be taken forward in 2017 to support foster carers to provide high quality care for vulnerable children who exhibit challenging behaviours as a result of their early life experiences. It is hoped this will reduce the numbers of placements that breakdown which can require a different and more expensive care placement

Intelligence:

At Quarter 2, the proportion of looked after children who were placed in foster care was 43%. Of the total of 637 looked after children placements across the quarter, 270 were in foster care. This performance maintains the long-term improvement trend against this measure, falling just short of the three-year highs for the percentage of looked after children in foster care recorded in Quarter 2 of 2015-16 and Quarter 1 of 2016-17

Responsible Officer:

Bernadette Oxley

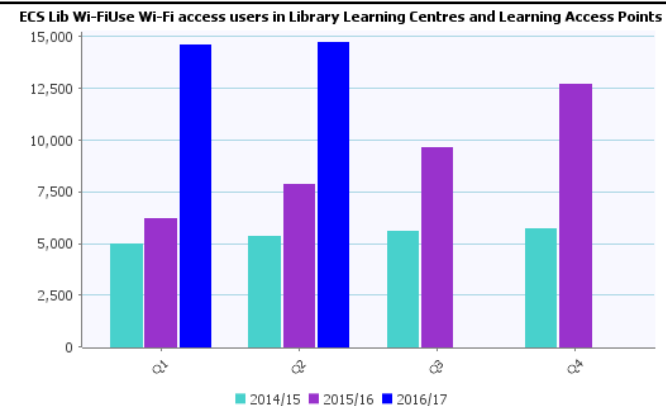
Last updated

Q2 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 Q2 2016/17 as of September 2016
14,701



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 an annual CIPFA publication which is normally released in December of each year. The metadata descriptor around this 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 2, there were 14,701 users registered against Wi-Fi platform provision linked to Library and Information Services either through access to the Service's discrete existing network or support of the City Connect network. This outcome is similar to that recorded in the prior quarter and significantly in advance of the previous year period where this figure was just over 7,600.

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:

Last updated

Andrew Griffiths

Q2 2016/17