

























## Appendix A – Integrated Children’s and Family Service, Education and Inclusion Services Performance Improvement Scorecard, October-December 2017



### Education and Inclusion

Improvement Planning Outcomes										
Performance Measure	2014/15		2015/16			2016/17			Status	Long Trend
	Value		Value			Value				
% of school leavers from publicly funded schools in positive initial destinations by academic year	90.1%		90.3%			90.8%				
Performance Measure	2016/17	October 2017	November 2017	December 2017	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Status	Long Trend
	Value	Value	Value	Value	Value	Value	Value	Value		
Percentage of Activity Agreement completers entering a positive destination	78.4%	Data not presented for months			90.9%	81.8%	100.0%	88.9%		
% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of publicly funded Early Learning Centres <b>per financial year</b>	96%	Data not presented for months			95%	88%	94%	100.0%		

## Integrated Children's and Family Services












Customer										
Performance Measure	2016/17	October 2017	November 2017	December 2017	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Status	Long Trend
	Value	Value	Value	Value	Value	Value	Value	Value		
Percentage of complaints resolved within time - Education and Children's Services*	53.2%	Data not presented for months			56.7%	79.3%	69.2%	53.7%		
Percentage of complaints upheld against closed (Stage 1 & 2 combined)*	36.7%				56.7%	31.0%	17.9%	5.6%		
The total number of complaints received per quarter - Education and Children's Services*	214				32	58	39	54		
Percentage of FOISA requests replied to within timescale - Education and Children's Services*	89%	91.0%	81.0%	100.0%	100.0%	97.0%	98.0%	86.0%		
Percentage of MP/MSP Enquiries replied to within timescale - Education & Children's Services*	72.7%	40.0%	0.0%	83.3%	81.0%	54.2%	68.8%	53.8%		
Percentage of Members' Enquiries responded to within timescale*	74.1%	66.7%	93.3%	77.8%	79.1%	81.4%	91.3%	79.5%		
Percentage of Late Reports per quarter*	3.5%	Data not presented for months			1.9%	6.6%	7.7%	11.1%		

Employees										
Performance Measure	2016/17	October 2017	November 2017	December 2017	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Status	Long Trend
	Value	Value	Value	Value	Value	Value	Value	Value		
Average number of days lost through sickness absence per employee in a rolling 12 month period ( Corporate comparative target)*	8.2	8.3	8.5	8.8	Data not presented for quarters					
Average number of days long term absence per employee in a rolling 12 month period ( Corporate comparative target)*	4.6	5.0	5.0	5.4	Data not presented for quarters					
Average number of days short term absence per employee in a rolling twelve month period ( Corporate comparative target)*	3.6	3.3	3.5	3.4	Data not presented for quarters					
H&S Employee Non Reportable - Education and Children's Services*	577	Data not presented for months			179	93	93	84		
H&S Employee Reportable Incidents - Education and Children's Services*	1				0	0	0	2		

Resources										
Performance Measure	2016/17	October 2017	November 2017	December 2017	Q4 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Status	Long Trend
	Value	Value	Value	Value	Value	Value	Value	Value		
Headcount of Agency Staff (FTE)*	199	17.27	20	19	55	18	56.27	56.27		

\*All data provided against Integrated Children's and Family Services is based on organisational structures pre-dating introduction of the TOM, includes data from services which no longer fall within the remit of the Operations Directorate. e.g. Library and Information Services and Museums and Galleries, and include Children's Social Work outcomes

Figures shaded in grey are provided for background purposes only.

PI Status		<i>Long Term Trends</i>		Short Term Trends	
	Alert ( outwith 20% of target/benchmark)		Improving/Increasing		Improving/Increasing
	Warning (outwith 5% of target/benchmark)		No Change		No Change
	OK ( within 5% of target/benchmark or better)		Getting Worse/Decreasing		Getting Worse/Decreasing
	Unknown				
	Data Only				