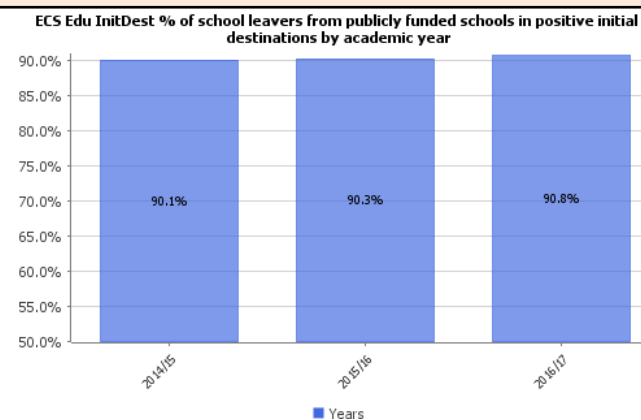
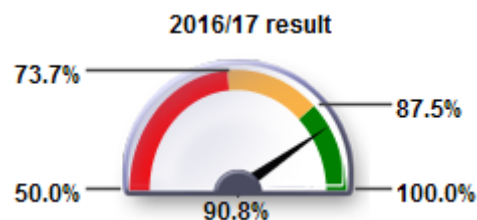


## Appendix B - Integrated Children's and Family Service, Educational and Inclusion Trendcharts, Quarter 3, 2017-18

### Outcomes

#### Percentage of school leavers in a positive initial destination – Education and Inclusion



#### Why is this important?

This measure, establishing the participation levels amongst S4-S6 school leavers in the City, at the initial destinations survey point three months after completion of the academic year, relates directly to the national Developing The Young Workforce and Opportunities For All agendas. In part, it evidences outcomes delivered through local authority and partner support (e.g. Aberdeen Guarantees, Employability Pipeline) in providing positive participation opportunities. This measure links directly to Local Outcome and Directorate Improvement Plan Objectives under the People and Economy themes.

#### Benchmark Information:

Inter-authority benchmarking of this outcome is provided directly through annual publication of the national school leavers' dataset with intermediate comparisons against national and Virtual Comparator figures being available through use of the Insight Tool. The City is presently in the lower quartile of local authorities for this measure, a position which has not demonstrated significant change in the past three years.

#### Target:

The 2016-17 target for this measure was 92.1%. The objective for 2017-18, based on the linked measures within the Strategic Business Plan Refresh and 2017-18 Directorate Outcome Improvement Plan is to improve this outcome by a further percentage point and close the gap with the national figure. Guidance from the Scottish Government indicates that annual variations of >1% are to be regarded as a statistically unchanged position.

**Intelligence:**

The outcome for initial destinations of school leavers (S4-S6 only) from the 2016-17 academic year was marginally above that in the two previous years, (which was 90.3% and 90.1% respectively) and although it closes the gap to the national figure of 93.7%, it falls short of the improvement aim of raising the proportion of school leavers in a positive destination by 1% year-on-year.

At the same time, the year-on year change has been materially influenced by (a) improved tracking of pupils which has reduced the proportion of pupils in an unknown destination and (b) the change in cohort size of those involved in Activity Agreements, both of which have statistically depressed the overall outcome.

Outwith these influences, the proportion of leavers in Higher and Further Education destinations has fallen to 72% from 73%, as a result of fewer leavers (-2%) attaining a university entrance, although the City remains in the upper quartile of authorities for this combined measure. 15% of leavers were Employed at the survey point, the same as in the prior year and the proportion of leavers in a Training destination remained unchanged at 2%. The proportion of leavers who were recorded as being in Unemployment (either seeking or not seeking employment) remained at 8%, albeit that numbers of those who were unemployed and seeking work rose to 131 (8%) from 117 (7%)

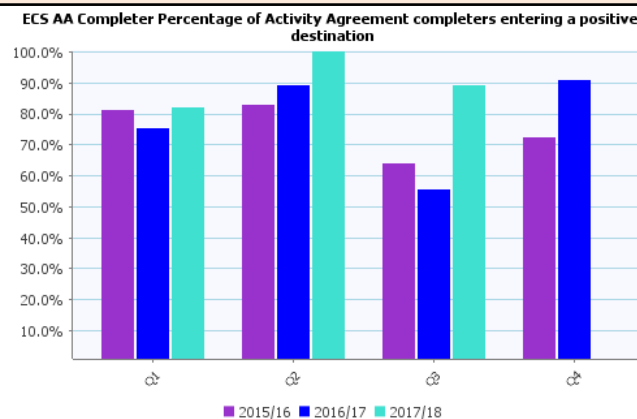
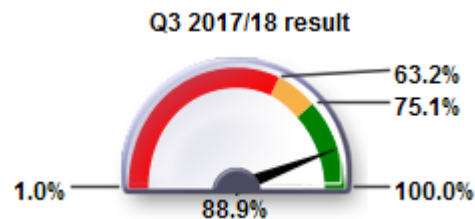
**Responsible officer:**

Bernadette Oxley

**Last Updated:**

2016/17

**Percentage of Activity Agreement Completers in a positive destination – Education and Inclusion**



**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, and 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:**

The 2017-18 objective is to increase the proportion of Activity Agreement completers in a positive destination in line with the wider Participation Measure related objective which is to achieve an annual percentage point improvement over the course of the full year.

**Intelligence:**

Of the nine participants engaged by the Activity Agreement team, and completing the Agreement term, over the course of Quarter 3, all but one individual had achieved a positive destination at conclusion of the period, either moving on to further education or returning to school education. Each of these individuals was in receipt of aftercare support at the end of the quarter. This quarterly data provides for a rolling year to date outcome of 88.5% that is in advance of the annual target figure of 79%.

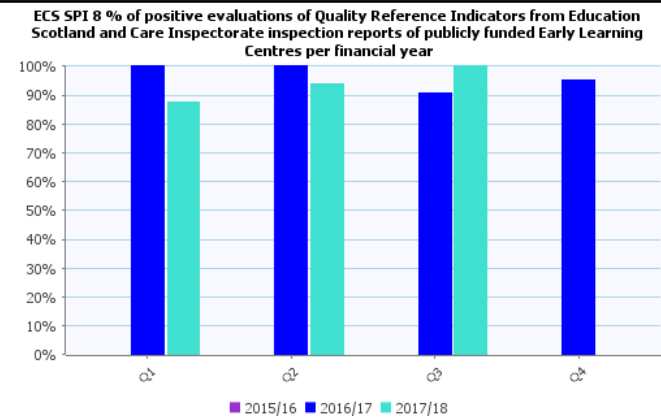
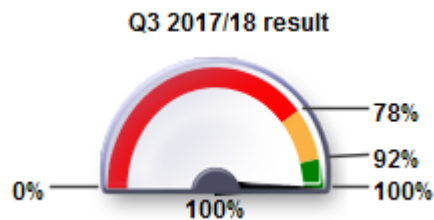
**Responsible officer:**

Bernadette Oxley

**Last Updated:**

Q3 2017/18

**Percentage of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of publicly funded Early Learning Centres per financial year**



Why is this important?

This measure serves as a formal proxy indicator of the quality of education, support and care provision afforded to children within local authority and funded partner provider Early Years settings, through a combination of peer-based and self-evaluation evidence and links directly to Local Outcome and Directorate Improvement Plan Objectives under the People thematic.

**Benchmark Information:**

There is presently no direct capacity for benchmarking of this combined measure although Education Scotland outcomes for schools and early years establishments in each academic year from 2012 onwards, including those for 2016, are compared with the national baseline and where made available, against the Authority's formal HMIE 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>.

**It is important to note that new Health and Social Care Standards will be used by the Care Inspectorate from April 2018. The new standards guide infers increased evidential expectations of care providers in the context of self and external evaluation which it might be anticipated, will be reflected in a potential phase shift in the range of gradings**

**Target:**

The target for this measure, which combines outcomes from Education Scotland and Care Inspectorate inspections of both local authority and partner provider early learning and childcare settings, is set at an averaged 95% for the 2017-18 academic year. The target figure for sub-indicators against each inspection regime, relating to local authority provision alone, is 100% for the current academic year.

The Scottish Government has announced that, as of April 2018, there will be an enhanced national programme of Education Scotland inspection which proposes that each school will be subject to a level of inspection over the course of the year. Once in place, this programme will both substantially enhance the scope and value of this metric and support providers in planning for improvement.

**Intelligence:**

There were 2 inspections of partner provider establishments during the course of Quarter 3, both of which resulted in positive assessments against each of the Quality Reference Indicators involved in the inspections undertaken by the Care Inspectorate. 2 inspections of local authority Early Learning and Childcare establishments were carried out during this period, one by Education Scotland and one by the Care Inspectorate. Inspection reports against these assessments are pending publication but initial feedback is indicative of similar positive outcomes.

**Responsible officer:**

Bernadette Oxley

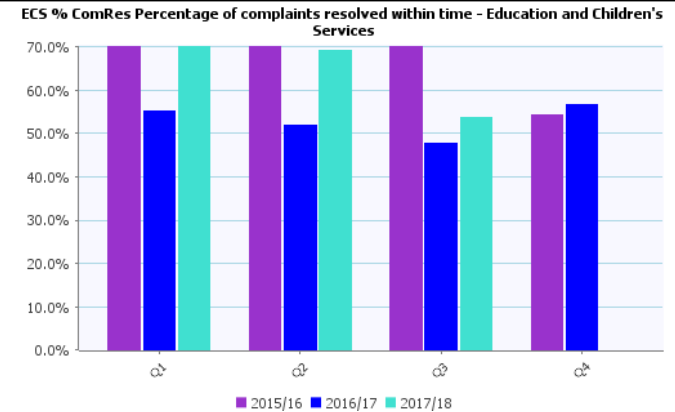
**Last Updated:**

Q3 2017/18

## Customer

### Percentage of complaints resolved within time - Integrated Children's and Family Service

Q3 2017/18 result  
53.7%



#### 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

#### Target:

The Directorate aims to maximise the proportion of complaints which are resolved within the specified timescales for Stages 1 and 2

#### Intelligence:

In Quarter 3, the Directorate received 54 complaints, of which 29 (53.7%) were addressed within the prescribed timescale. This shows a falling back against more recent quarterly outcomes which may be aligned with the number of complaints received, which were relatively high over this period. The corporate figure for this quarter was recorded at 56.9%.

#### Responsible officer:

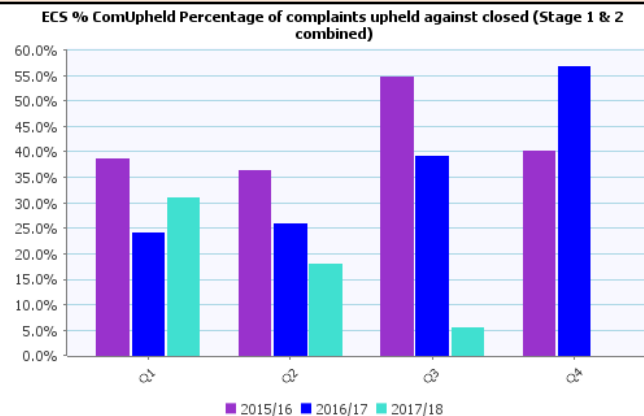
Bernadette Oxley

#### Last Updated:

Q3 2017/18

**Percentage of complaints upheld against closed (Stage 1 & 2 combined) - Integrated Children's and Family Service**

**Q3 2017/18 result**  
5.6%



**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:**

The Directorate figure for the percentage of complaints upheld against closed for Stages 1 and 2 was 5.6%. This is the lowest quarterly outcomes for the Service's, reverses a previous upwards trend. In this context, the Quarter 3 outcome is ahead of both the corporate figure and the majority of other Directorates. Of the 54 complaints received, 3 were upheld or partially upheld with no escalated complaints being upheld against closed. In the year to date, 151 complaints have been received by the Directorate with just over 18% of these being upheld against closed, as opposed to figures of 29.7% and 43.2% in prior years. The corporate figure for this quarter was 32.1%

**Responsible officer:**

Bernadette Oxley

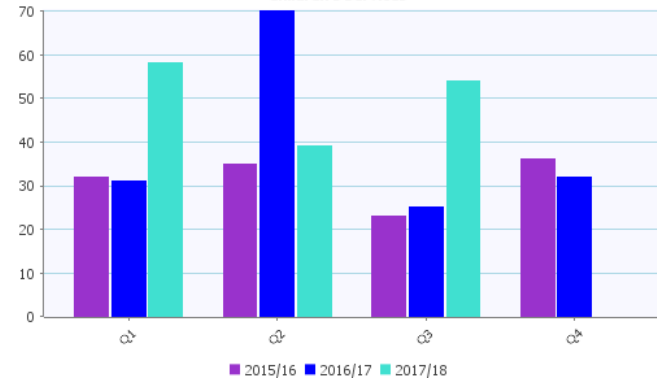
**Last Updated:**

Q3 2017/18

## The total number of complaints received - Integrated Children's and Family Service

Q3 2017/18 result  
54

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 learned. 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 Directorate Improvement planning.

### Intelligence:

There was a total of 54 complaints received by the Directorate over the period of Quarter 3, with 42 Stage 1 and 12 Stage 2 complaints being recorded. This is amongst the highest number of complaints received by the Directorate in a quarterly period. Of these complaints, 39 related to customer service related issues, with the remainder relating to policy, procedure and equalities.

### Responsible officer:

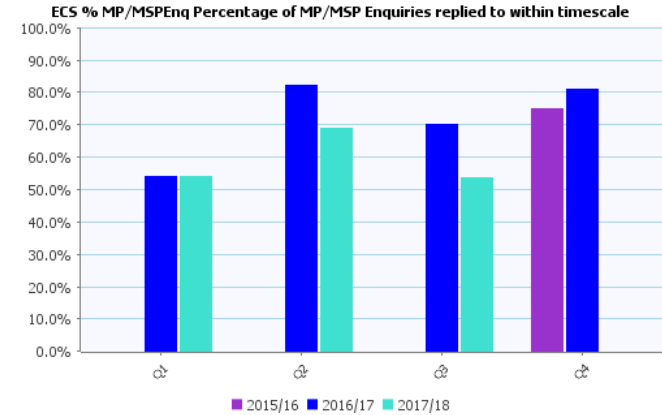
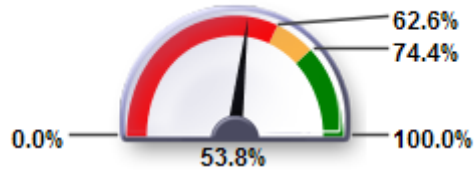
Bernadette Oxley

### Last Updated:

Q3 2017/18

**Percentage of enquiries from MP's and MSP's responded to within the prescribed timescale - Integrated Children's and Family Service**

Cumulative result for Q3 2017/18 as of December 2017



**Why is this important?**

The Directorate aims to provide responses to all public enquiries, including those from members of national parliaments, timeously and with accuracy, reflecting that this contributes to the organisation's accountability both in terms of offering information, and where members are acting as advocates for constituents, assisting the resolution of enquiries.

**Benchmark Information:**

At present, there is no formal capacity for comparative benchmarking of this particular measure although, as a contributing measure to the Council's overall enquiry and response rate, the Directorate tends to be relatively well placed in terms of the corporate outcomes

**Target:**

2017-18 Improvement Target – 80%

**Intelligence:**

The outcome from Quarter 3 was below most previous quarterly periods with 7 of 13 enquiries (53.8%) being responded to within the prescribed period. The Directorate Leadership Team has been monitoring this figure closely and, subsequent to implementing a revised procedure for processing of these Enquiries, is evaluating the complexity of these information requests at an earlier stage, to provide for improved enquiry direction and to facilitate speedier receipt of simultaneous responses to cross-Service requests.

**Responsible officer:**

Bernadette Oxley

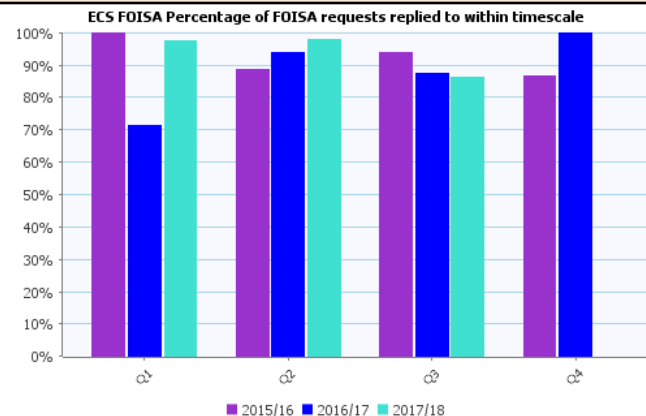
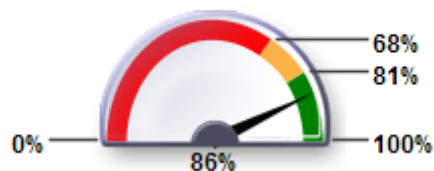
**Last Updated:**

Q3 2017/18



**Percentage of submitted Freedom of Information requests replied to within timescale - Integrated Children's and Family Service**

Cumulative result for Q3 2017/18 as of December 2017



**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 2017-18 target for responses to FOISA requests within the prescribed timescale is set at 85%. The Directorate level aim is to deliver an annual outcome which improves on the annual 2016-17 figure of 89%.

**Intelligence:**

86% (70 from 81) of FOISA requests received by the Directorate were responded to within the specified timescale over the course of Quarter 3 with a monthly range of between 81% in November to 100% in December. This outcome, heavily influenced by the number of requests (the highest to date), falls below the figures recorded against most previous quarterly periods although it maintains the Directorate year-to-date improvement against this measure, which sits at 92%, above both the target objective of 85% and the comparative period for 2016-17 (84.3%). To date, the Directorate has received 171 requests under Freedom of Information terms, of which, 158 have been responded to within the required timescales.

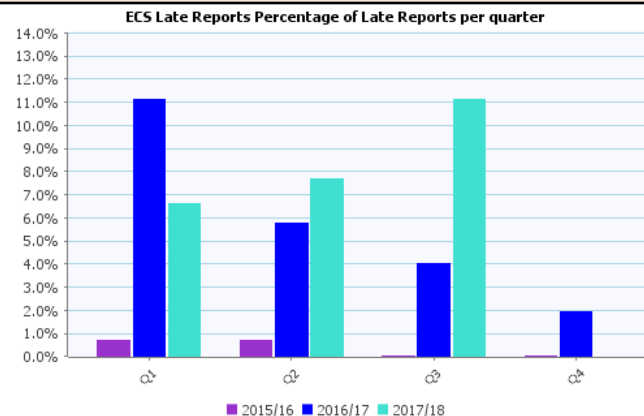
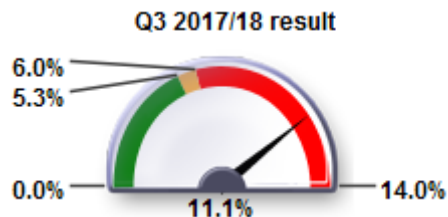
**Responsible officer:**

Bernadette Oxley

**Last Updated:**

Q3 2017/18

**Percentage of late reports per quarter - Integrated Children's and Family Service**



**Why is this important?**

Receiving and issuing committee reports on time ensures that we are meeting our statutory responsibilities in terms of making copies of reports available and open to inspection by Elected Members and members of the public. It is essential for good governance and for the efficient and effective running of the Council. It also facilitates greater transparency, accountability and openness across the Council's decision-making processes.

**Benchmark Information:**

Benchmarking has shown that information on this KPI is not currently collected by our comparator authorities; However, it is proposed that contact be made via the SOLAR group to ask that other authorities participate in a benchmarking exercise around late reports so that we can see how performance in Aberdeen compares to other local authorities.

**Target:**

The Directorate annual target for 2017-18 is set at 5% although this figure is under continuous review given expectations of the significant amount of change arising from the Scottish Government's recent and forthcoming legislative programmes that will, at a local level, necessitate Elected Member decision-making and advisement, often within relatively short timescales.

**Intelligence:**

As with Quarter 2, there was a single Late Report submission by the Directorate over the period, with the cumulative total for the year to date being 10 reports from a total of 143 report submissions, equivalent to 7% of all reports.

**Responsible officer:**

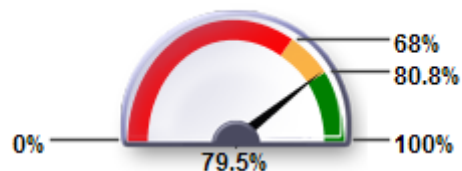
Bernadette Oxley

**Last Updated:**

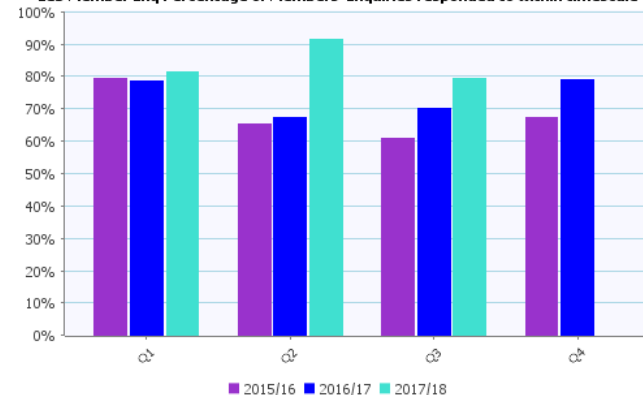
Q3 2017/18

## Percentage of Members' Enquiries responded to within timescale - Integrated Children's and Family Service

Cumulative result for Q3 2017/18 as of December 2017



ECS Member Enq Percentage of Members' Enquiries responded to within timescale



### Why is this important?

The extent to which Members are enabled to be provided with accurate and timely responses to enquiries, either on behalf of constituents or in scrutinising the work of the Council, is an important measure of the effectiveness of the collaborative approach to information sharing.

### Benchmark Information:

Presently there is no direct formal capacity for inter-authority benchmarking of this measure. From desk-top research, it is understood that a number of Councils gather information which is related to this indicator although none consistently publish this information on a comparable basis.

### Target:

The Directorate aims to meet the corporate target for responses to Members' Enquiries, which is set at 85%, on a consistent basis.

### Intelligence:

The outcome for Quarter 3 saw a decrease in the proportion of responses within timescale to Members' Enquiries delivered by the Directorate in comparison with the previous quarter, although it needs to be noted that this latter outcome represented the Directorate's highest figure to date at that point. In total, of the 39 enquiries received, 31 (79.5%) were responded to within the required timeline with delays to responses arising during December being an influence.

The Directorate is reviewing the monthly outcomes regularly to ensure that this trend is maintained and developed upon to meet the target figure of 85% on a consistent basis. Presently, the year to date outcome for this measure is 84.4% with 108 of 128 Enquiries being met with a response within the prescribed timescale.

### Responsible officer:

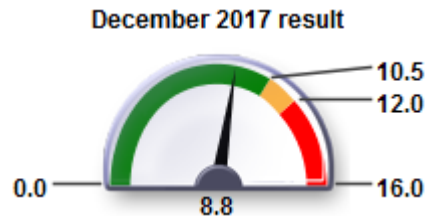
Bernadette Oxley

### Last Updated:

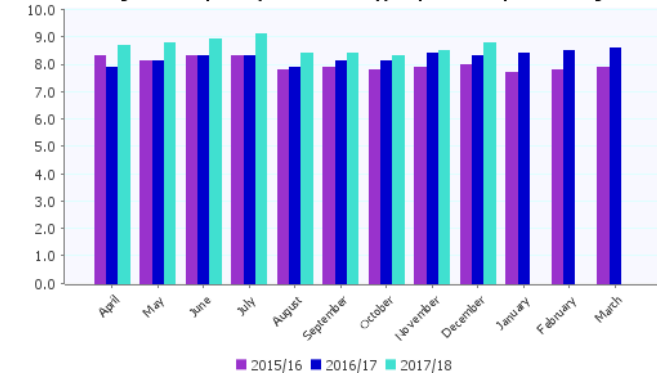
Q3 2017/18

## Workforce

### Average number of days lost through sickness absence – Integrated Children’s and Family Service



CR ECS Absence Average number of days lost through sickness absence per employee in a rolling 12 month period ( Committee Only) Corporate Comparative Target



#### 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>

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 10.6 days

#### Intelligence:

At the snapshot point on 31st December, the Directorate recorded an average number of days lost per employee on a rolling 12-month period of 8.8 days which is above most recent monthly outcomes, and in comparison, with the same period in the previous year, although the aggregated absence across the quarterly period fell marginally in comparison with Quarters 1 and 2.

At this level, the outcome compared favourably against those other Council services involved in 'front line delivery' and the wider corporate metric although the on-going trend of long and short-term improvement against this measure was affected by this outcome. Although this may have been anticipated given the impact of seasonal influences on absence levels towards the end and beginning of each calendar year, the main driver for this increase is a deterioration in long term, rather than short term, absence levels.

Through the Directorate Health and Safety Improvement Plan, a focus continues to be placed on addressing absence related to three core areas (gastro-intestinal, musculoskeletal and stress) where effective interventions by the Directorate can materially assist and support employees and, in turn, reduce the number of absences arising from these conditions

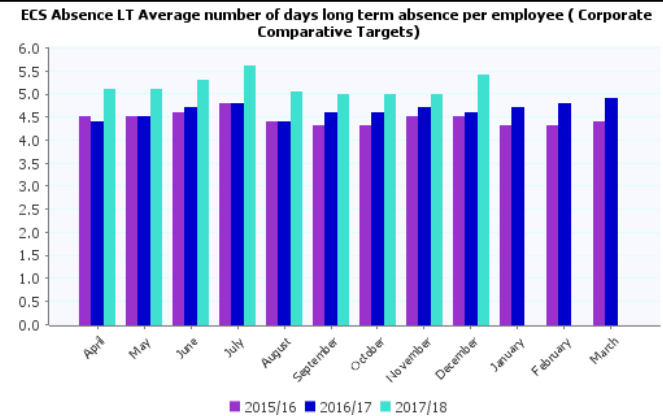
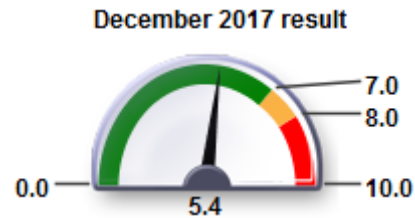
**Responsible officer:**

**Last Updated:**

Bernadette Oxley

December 2017

**Service Wide absence showing the average long term (over 4 weeks per absence) number of days lost per employee – Integrated Children’s and Family Service**



**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>

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 Directorate aims to align its Long-Term Absence outcomes at a level which is below the Council average whilst reducing the overall figure over the course of each year. The Directorate is presently reviewing a variety of aims, measures and targets through the development of discrete and detailed Absence Management planning

**Intelligence:**

The monthly outcome for December, at an averaged 5.4 days Long term Absence per employee, is among the highest levels of long term absence for the Directorate, and mirrors the corporate trend for this period (which was 6.7%)

The Directorate's approach to managing long term absence, through the Health and Safety Improvement Plan actions, continues to provide a focus on supporting staff returning to work and addressing three core identified areas of employee health and wellbeing which contribute substantively to long term absences; stress-related, gastro-intestinal and musculo-skeletal conditions.

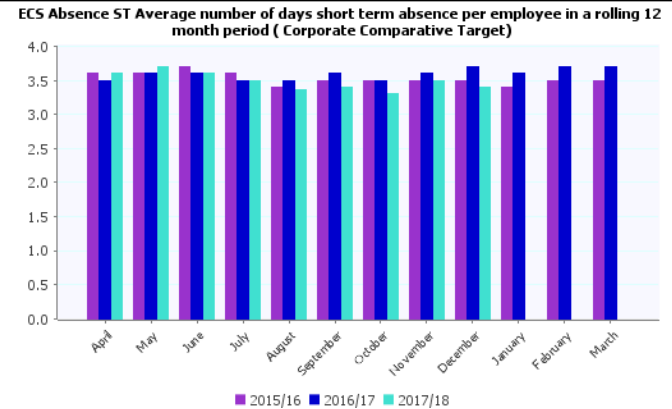
**Responsible officer:**

Bernadette Oxley

**Last Updated:**

December 2017

**Absence showing the average short term (less than 4 weeks per absence) number of days lost per employee - Integrated Children's and Family Service**



**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>

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 Directorate aims to align its Short-Term Absence outcomes at a level which is below the Council average whilst reducing the overall figure over the course of each year. The Directorate is presently reviewing a variety of aims, measures and targets through the development of discrete and detailed Absence Management planning

**Intelligence:**

Short Term Absence levels for December showed an averaged 3.4 days absence per employee that demonstrates an improving long and static short trend and provides for a fiscal year-to-date figure of 3.5 days, just below the annual outcome for 2016-17 of 3.6 days. This is below the monthly and cumulative corporate figure of 4.0 days with the gap between Directorate and corporate levels of short term absence being maintained.

**Responsible officer:**

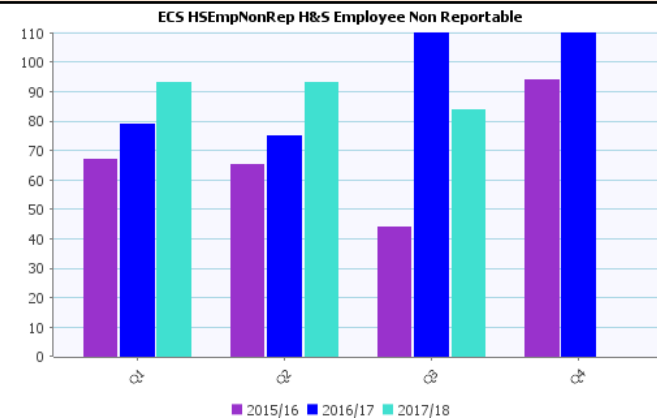
Bernadette Oxley

**Last Updated:**

December 2017

**Employee Non-Reportable Incidents - Integrated Children's and Family Service**

**Q3 2017/18 result**  
84



**Why is this important?**

The Directorate is committed to making health safety and wellbeing a high priority in all our activities and establishing a positive health and safety culture. This is reflected in a number of drivers and improvement measures within the Directorate's 2017-18 Improvement Plan

**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. The Corporate Health and Safety Committee meeting of 16th February 2018 provides additional and detailed information in relation to the management of health, safety issues and wellbeing within the Directorate.

<http://councilcommittees/documents/g5856/Public%20reports%20pack%2016th-Feb-2018%2010.00%20Corporate%20Health%20and%20Safety%20Committee.pdf?T=10>

**Target:**

The Directorate aims to minimise the number of non-reportable and near miss 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. Through the Directorate Health and Safety Improvement Plan, Senior Management teams have identified particular measures and actions which are critical to delivering both improved outcomes and embedding an enhanced Health and Safety culture.

**Intelligence:**

The outcome for Quarter 3 records 84 non-reportable incidents, below the level in Quarters 1 and 2, and includes near-miss information which the Directorate has encompassed within this measure. This maintains both short term and long-term improvement trends for this measure as increased consistency of near miss reporting, streamlining the process of data gathering, and enhanced analysis contributes to the reduction the number of incidents.

**Responsible officer:**

Bernadette Oxley

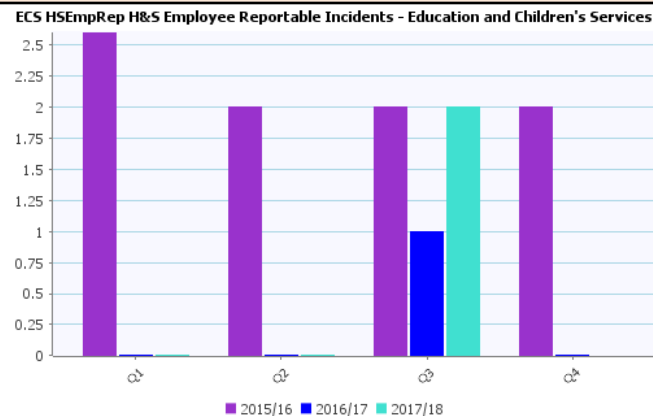
**Last Updated:**

Q3 2017/18



## Employee Reportable Incidents - Integrated Children's and Family Service

Q3 2017/18 result  
2



### Why is this important?

The Directorate is committed to making health safety and wellbeing a high priority in all our activities and establishing a positive health and safety culture. This is reflected in a number of drivers and improvement measures within the Directorate's 2017-18 Improvement Plan

### 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.

### Target:

The Directorate aims to minimise the number of 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 2 reportable incidents recorded during Quarter 3. Through the 2017-18 Directorate Health and Safety Improvement Plan, Senior Management teams have identified particular measures and actions which are critical to delivering both improved outcomes and embedding an enhanced Health and Safety culture.

The Plan, alongside other aspects of the Directorate's outcomes and approach to health, safety and wellbeing were reviewed at the most recent Corporate Health and Safety Committee meeting on 16th February 2018.

### Responsible officer:

Bernadette Oxley

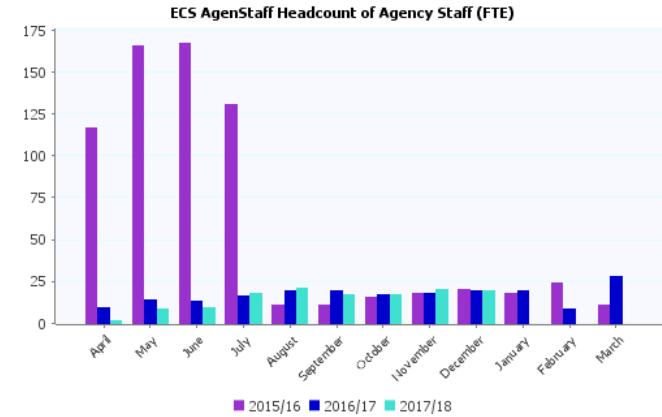
### Last Updated:

Q3 2017/18

## Resources

### Headcount of Agency Staff

December 2017 result  
19



#### 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:

At the snapshot point at the end of December, a total of 19 FTE posts were covered by the use of agency staff. Over the course of Quarter 3, the cumulative use of agency positions was equivalent to 56.27 full time posts with 17.27 FTE and 20 FTE being engaged in October and December respectively which reflected, in part, the seasonal influences noted above. This use, which is being monitored closely on a monthly basis, is exclusively limited to critical delivery functions which are central to the support of Directorate improvement programmes. Advance workforce planning for the forthcoming period indicates that this level of use of agency staff will be reduced further over the

course of the remaining fiscal year

**Responsible officer:**

Bernadette Oxley

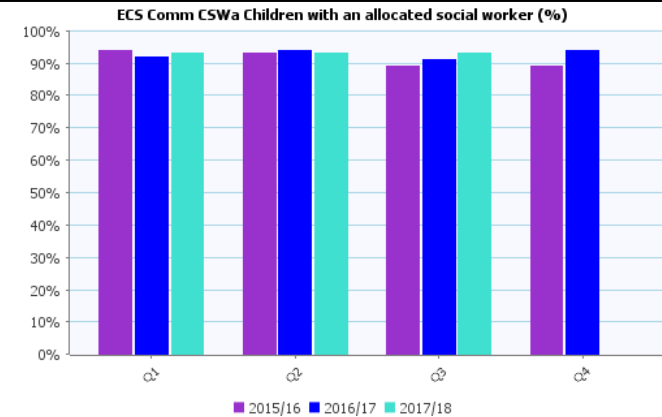
**Last Updated:**

December 2017

## Process

### Percentage (%) of children with an allocated social worker – Children’s Social Work

Average result for Q3 2017/18 as of December 2017  
93%



#### Why is this important?

The extent to which children under the oversight of CSW are supported by an allocated social worker is one of a suite of core customer experience measures reflecting (a) the Service’s support of this population of vulnerable children and (b) enhancements in delivery arising from Reclaiming Social Work which in turn will facilitate meeting of the Directorate’s strategic objectives linked to Children’s Social Work

#### 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 2016 was published in March 2017. <http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

#### Target:

The Service aims, where appropriate to need, to maximise the percentage of children under its remit with an allocated social worker, taking into account changes in status and case transfer times at the snapshot point, which can result in minor (+/- 1-2%) variations in quarterly outcomes. 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. The Service continues to ensure that children with the greatest need and vulnerability are always prioritised in terms of allocation of a social work professional.

**Intelligence:**

The proportion of children supported by Children’s Social Work in Quarter 3 who had an allocated social worker was the same as the previous quarter 93%. Looking across the past few years the proportion is consistent with a range between 89% to 96% but averaging 92.4% over the past 26 quarters.

**Responsible officer:**

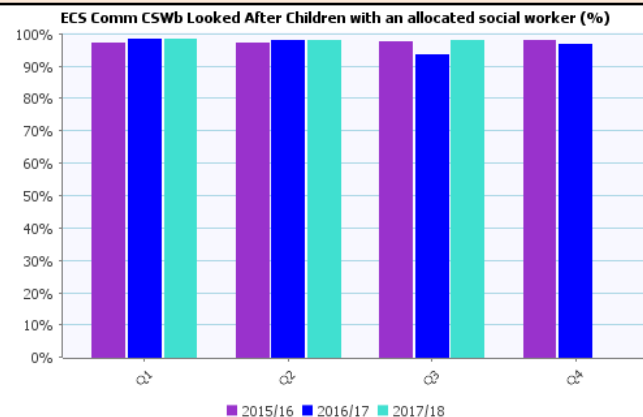
Bernadette Oxley

**Last Updated:**

Q3 2017/18

**Percentage of Looked After Children with an allocated social worker – Children’s Social Work**

Average result for Q3 2017/18 as of December 2017  
98%



**Why is this important?**

As above, the extent to which Looked After Children are supported by an allocated social worker is one of a suite of core customer experience measures reflecting (a) the Service’s support of this population of vulnerable children and (b) enhancements in delivery arising from Reclaiming Social Work which in turn will facilitate meeting of the Directorate’s strategic objectives linked to Children’s Social Work

**Benchmark Information:**

National benchmark data relating to children under the remit of Children’s Social Work services 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.

**Target:**

The Service aims, as appropriate to need, to increase the percentage of Looked After Children with an allocated social worker, taking into account changes in status and case transfer times at the snapshot point, which can result in minor (+/- 1-2%) variations in quarterly outcomes. As with supported children, the Service continues to ensure that children with the greatest need and vulnerability are always prioritised in terms of allocation of a social work professional.

**Intelligence:**

In Quarter 3 of 2017/18, 98% of looked after and accommodated children were allocated to a social worker. This is up on the comparative quarter in 2016-17 and maintains the service's positive trend against this measure. The allocation rate is now at its highest for many years and was around 79% in 2013/14 before Reclaiming started it was around 79%.

**Responsible officer:**

Bernadette Oxley

**Last Updated:**

Q3 2017/18