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Outcome Measure	2016-17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	2017/18	Status	Long Trend (Annual)	2017/18 Target
	Value	Value	Value	Value	Value	Value to date			
Percentage of Activity Agreement completers entering a positive destination	78.4%	81.8%	100.0%	88.9%	90.0%	88.9%			79%
% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of publicly funded Broad General and Senior Phase Education provision	95.5%	87.5%	83.3%	100.0%	100.0%	95.3%			95%
% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of publicly funded Early Learning Centres per financial year	96.1%	87.5%	93.8%	100.0%	100.0%	97.4%			95%
Performance Measure	2016-17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	2017/18	Status	Long Trend (Annual)	2017/18 Target
	Value	Value	Value	Value	Value	Value to date			
The total number of complaints received – Education and Children’s Services*	214	58	39	54	33	184			Minimise
Percentage of complaints resolved within time -Education and Children’s Services*	53.2%	79.3%	69.2%	53.7%	72.7%	68.5%			Maximise
Percentage of complaints upheld against closed - Education and Children’s Services*	36.7%	31.0%	17.9%	5.6%	N/A	18.5%			Minimise
Percentage of Late Reports - Education and Children’s Services*	3.5%	6.6%	7.7%	11.1%	14.3%	7.6%			5%

Performance Measure	2016-17	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	2017/18	Status	Long Trend (Annual)	2017/18 Target
	Value	Value	Value	Value	Value	Value to date			
Percentage of FOISA requests replied to within timescale - Education and Children's Services*	88.9%	97.4%	98.1%	86.6%	97.6%	93.5%			85%
Percentage of Members' Enquiries responded to within timescale - Education and Children's Services*	74.1%	81.4%	91.3%	79.5%	95.0%	85.8%			85%
Percentage of MP/MSP Enquiries replied to within timescale - Education and Children's Services*	72.7%	54.2%	68.8%	53.8%	33.3%	53.8%			85%
Average Headcount of Agency Staff per rolling monitoring period - Education and Children's Services*	16.4	6.0	18.7	18.7	15.6	14.8			Minimise
Average number of days lost through sickness absence per employee in a rolling 12-month period- Education and Children's Services*	8.2	8.8	8.6	8.5	9.2	8.8			10.0
Average number of days long term absence per employee per rolling monitoring period- Education and Children's Services*	4.6	5.2	5.2	5.1	5.4	5.2			6.6
Average number of days short term absence per employee per rolling monitoring period- Education and Children's Services*	3.6	3.6	3.4	3.4	3.8	3.6			4.1
Number of Non- Reportable Employee Accidents - Education and Children's Services*	577	93	32	84	82	291			Minimise
Number of Reportable Employee Accidents- Education and Children's Services*	1	0	0	2	2	4			Minimise

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

*All data provided against Education and Children's 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. Where available, reflection against exclusively Education and Inclusion data is captured in Appendix B.

Figures shaded in grey are provided for background purposes only and systemic data rounding to the nearest single decimal point is applied to all data sets.