

Appendix A - Performance Management Framework Report – Education Operations

1. Customer

Cluster Level Measures – Local Indicators (Service Standards)

Performance Indicator	Current Status	2020/21 Target
Early learning and childcare settings will meet the National Standard *	No activity in Q4	100%
See commentary below		
Primary, secondary, and special schools will achieve an average evaluation of ‘good’ or better in core QI *	No activity in Q4	100%
See commentary below		

Service Analysis

Formal Inspection Outcomes

*Due to COVID-19 provisions, no routine inspections of either Early Learning and Childcare settings or schools-based provision have been undertaken by the Care Inspectorate or Education Scotland since March 2020. A more limited risk-based schedule of inspections of COVID-19 regimes in place within settings is currently in place as the transition from the current phase of COVID restrictions to lower levels is being applied.

The Service's continued engagement with formal inspection agencies was outlined in the [Inspections Service Update](#) offered to Committee Members on 25th January 2021.

Performance Measure	2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Status	Long Trend	2020/21 Target
	Value	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Education	93	8	13	26	17			
% of complaints resolved within timescale stage 1 and 2) – Education	59.1%	37.5%	25.0%	92.4%	94.1%			75%*
% of complaints with at least one point upheld (stage 1 and 2) – Education	26.7%	25.0%	53.8%	34.6%	41.2%			
Total No. of lessons learnt identified (stage 1 and 2) – Education**	12	1	0	5	1			

Service Analysis

Complaints Handling

Drill-down data for Quarter 4 indicated that the Service was meeting the corporate complaint resolution target of 75% and exceeding the performance of the majority of services.

The number of complaints received were significantly in relation to the same period in 2019-20 (32) and at the same time, the proportion of Complaints that were upheld, either in part or as a whole, was amongst the lowest of the monitored services and below the corporate level for Q4.

The Year-to-Date total of 64 complaints is below comparative figures for both of the prior years (93 and 102 respectively) with an improved response time, although the proportion of complaints upheld (37.2%) is above that of both previous years.

Cluster Level Measures – National Benchmarking Indicator

Performance Measure	2017/18	2018/19	2019/20	Status	Short Trend	Long Trend	2019/20 National Figure
	Value	Value	Value				
Percentage of School Leavers attaining an Initial Positive Destination	91.8%	93.7%	90.3%				93.3%

Service Analysis

Percentage of School Leavers attaining an Initial Positive Destination

The figures above represent the outcomes of Skills Development Scotland tracking of pupils leaving school at the end of the previous academic year (June 2020) three months after leaving.

Effectively the City has reverted to the placing and gap to the national figure (-3.0%) of 2017-18 and lost the momentum in employment that both the initial and sustained surveys showed last year, falling by 3.4 p.p. from last year's high of 93.7% to 90.3%. This mirrors the high-level direction of travel at a national level although the narrative below contextualises the differential outcomes specific to the City.





Aberdeen City had the greatest national level proportional fall in Employment as a destination of over 51% (-9% p.p.) although Highland, Falkirk, Moray and Midlothian experienced greater p.p. falls. The % of Unemployed Seeking has risen to 5.2% (+1.2 p.p. from 4% in 2018-19, which was the City's best outcome for a number of years), the same % change as Unknown Destinations, with Unemployment Not Seeking also rising by 1 p.p. In combination these three measures deflate the overall outcome by 3.4 p.p.

The % of leavers achieving a combined positive HE/FE destination has risen by 5.7 p.p. to 78.2%, re-instating the City in the upper quartile (3rd place) despite a fall in FE destinations (-2.2 p.p.) but with Higher Education remaining the predominant destination at 47.5% (+7.9 p.p.) which places Aberdeen 4th in the national table for this latter measure.

Training as a destination moved slightly upwards to 2.4% (from 2.0%) so the overall picture on destinations is one where the loss in Employment (now at its lowest level since the measure was first reported in 2012-13) and FE has only been partially countered by improvements in other positive destinations but with a balance which has migrated into Negative or Unknown destinations. The figure for the former destination has more than doubled from 0.8% to 2%. Stripping these Unknown Destinations from the data offers a positive destinations outcome for the City of 92.1%, with the Scotland figure being 93.9%

At the same time, it's important to note that a greater proportion of pupils who might have been expected to leave in June 2020, chose to stay on in formal education which has had the effect of reducing both the absolute number of leavers (1,453 as opposed to 1,673 in 2018/19) and limiting the increase in those who are recorded as being in a known negative destination (112) in comparison with previous years.

Cluster Level Measures – 2020/21 National COVID-19 Performance Indicators - Childcare Services*

Performance Measure	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	Status	Monthly Long Trend	National Figure
	Value	Value	Value	Value	Value	Value			
% of LA childcare services open	98.0%	98.0%	97.0%	97.0%	92.0%	98.0%			96.0%
% of total childcare services open	96.0%	96.0%	80.0%	78.0%	88.0%	95.0%			92.0%

Service Analysis

Childcare Settings

As at the end of April 2021, Aberdeen City sat within in the upper quartile of Local Authorities for the proportion of LA managed/funded childcare settings which are open (i.e., accepting placements up to their full present capacity)

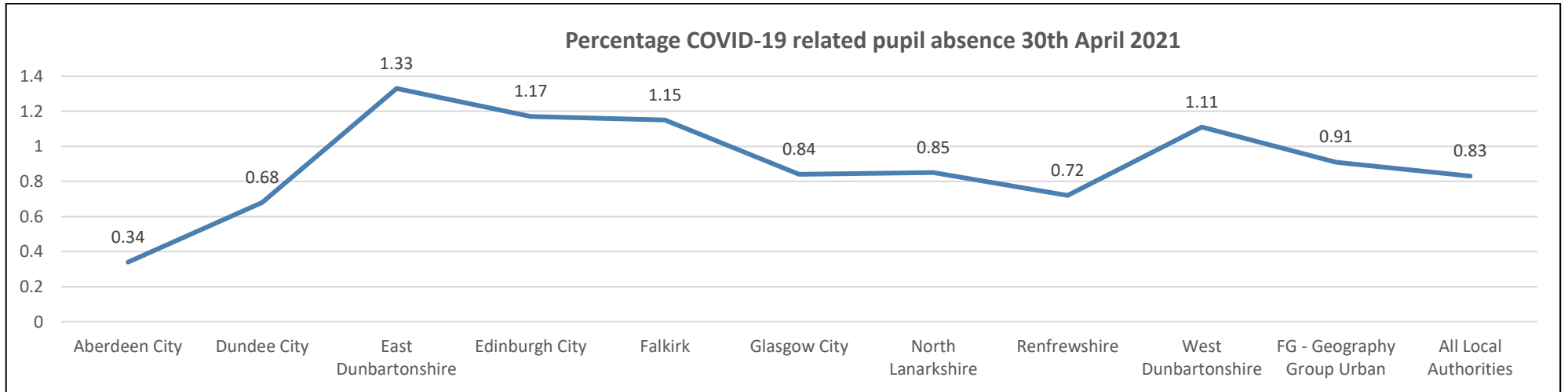
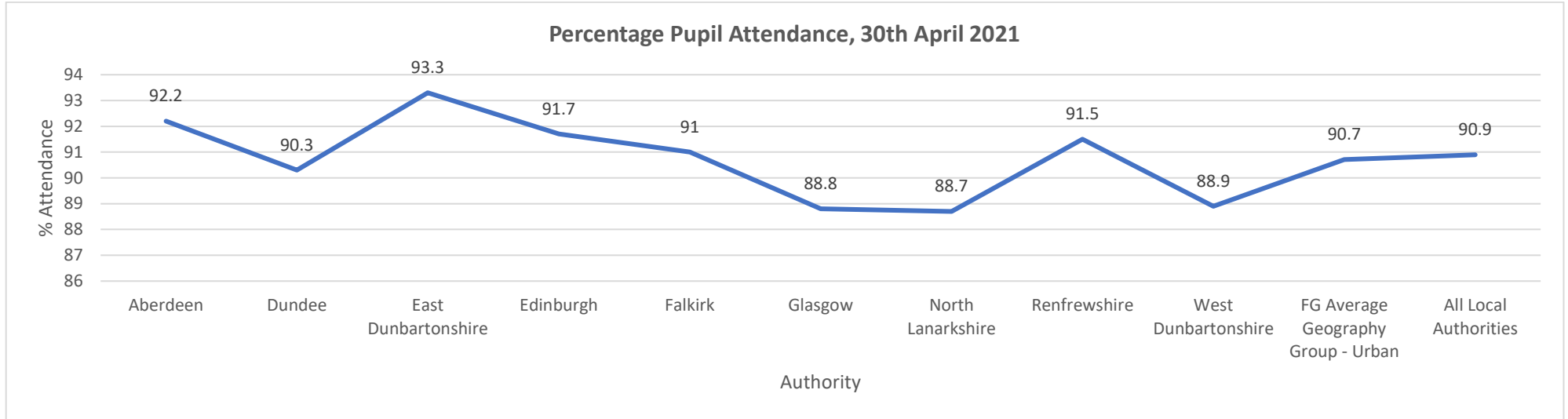
The proportion of Total Day Care of Children provision within the community (including childminding, private and no-profit provision) which was open, has experienced a significant recovery from earlier in the year. In turn, the Aberdeen figures reflected that 85% of childminding settings were open, 96% of private day care settings were available, as were 85% of voluntary/not for profit settings. Each of these figures represent increased provision in comparison with that reported to Committee in March 2021.

It is worth noting that the day care of children delivery models differ in each local authority and can materially influence the overall outcomes so some caution requires to be exercised when comparing even 'nearest-neighbour' authorities through these datasets.

*These rounded figures relate to childcare settings at month end snapshot points which are benchmarked with both the national outcomes and those of other Scottish local authorities. Source: Scottish Government Education Analytical Services. The most recent data covers the period up to 30th April 2021.

Cluster Level Measures – 2020/21 National COVID-19 Performance Indicators - Pupil Attendance Metrics

Tables 1a and 1b Local Authority (Urban) Comparisons of Pupil Attendance and COVID-19 related Absences



Cluster Level Measures – 2020-21 Local Indicators

Table 2. COA Chart – Pupils self-isolating able to undertake learning

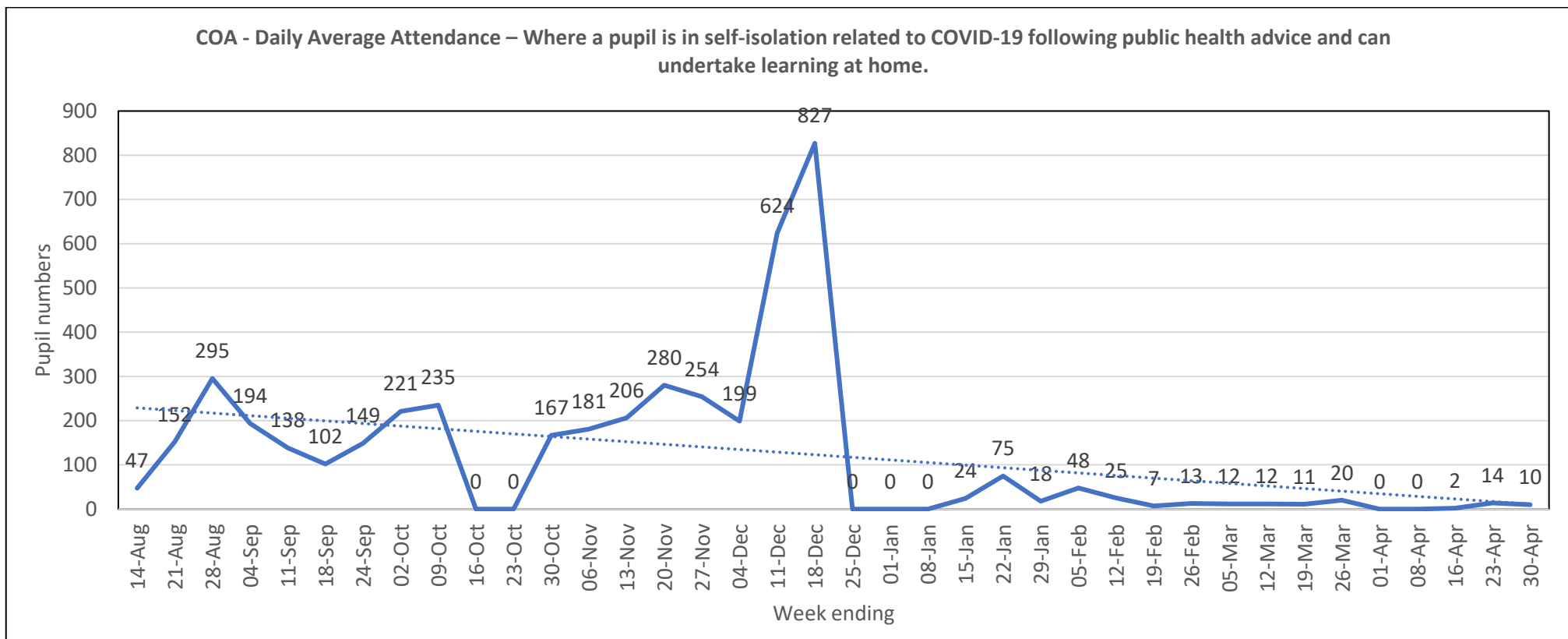


Table 3. CAA Chart – Pupils self-isolating unable to undertake learning

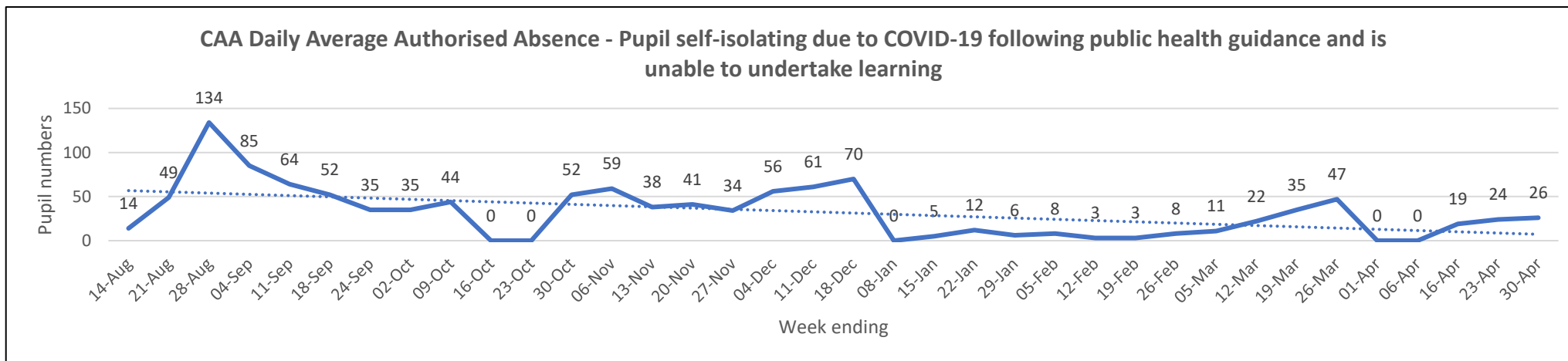


Table 4. COB Chart – Pupils absent through COVID-19 related illness able to undertake learning

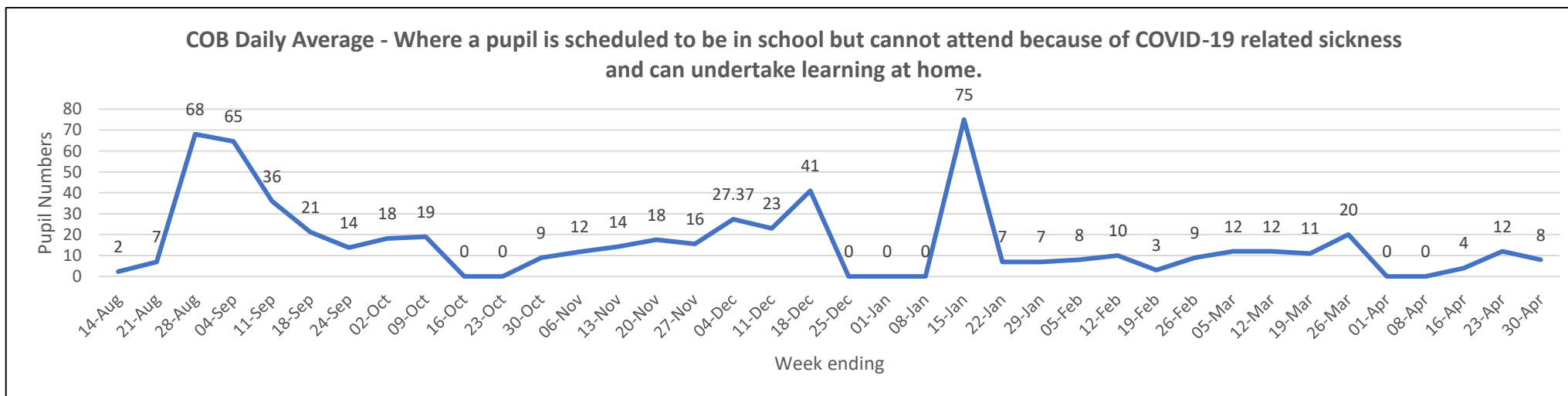
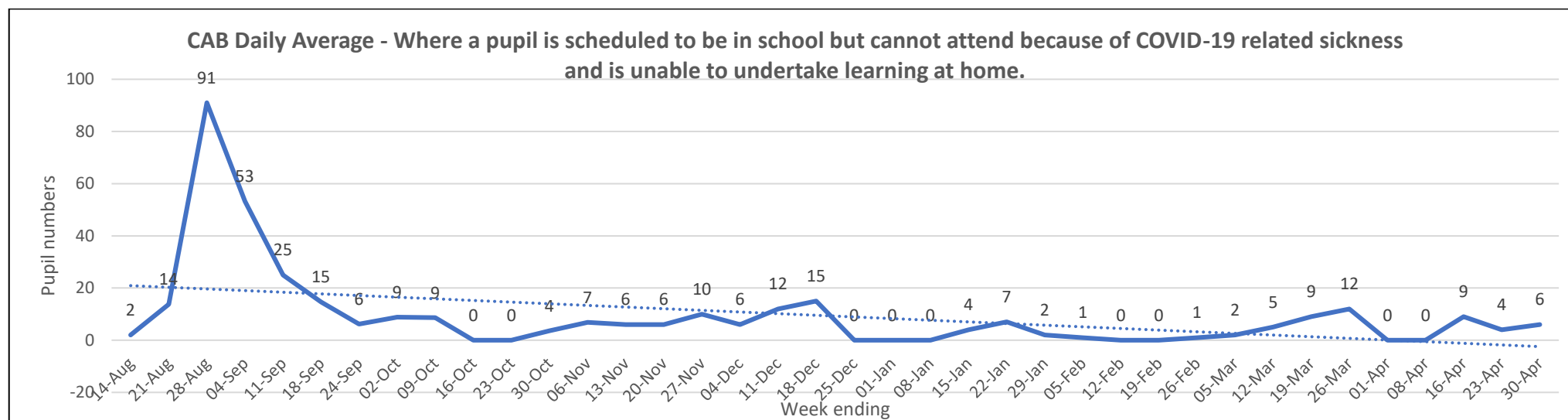


Table 5. CAB Chart – Pupils absent through COVID-19 related illness and unable to undertake learning



Service Analysis




School Pupil Attendance and Absence

The national Education Analytics service suspended the previous National COVID-19 School Attendance and Absence submissions and dashboard at the conclusion of the Winter term but maintained an overview of attendances with a more limited scope/data time series. In terms of benchmarking detailed like-for-like provision, this monitoring re-started in full as of 14th April and is reflected in Tables 1a and b above, which captures the comparative attendance levels for w/e 30th April.

Extracts from critical management information in respect of pupils self-isolating/experiencing COVID -19 symptoms, and their ability to undertake learning, are reflected at Tables 2-5 for the 4 week period from Term re-commencement, which demonstrate, and put in context, outcomes from the phased return of pupils. The data are indicative of a continuation of low levels of negative impact on pupil learning linked to COVID19.



1. Processes





Cluster Level Measures – Local Indicators (Service Standards)

Performance Indicator	Current Status	2020/21 Target
We will meet all requests for early learning and childcare placements		100%
<p>The current term phase of placings is complete, with all requests having been provided with an offer under the terms of the ELC Admissions Policy. Digitalisation of the ELC admissions system has been rolled out and is accepting applications for August 2021 onwards. Learning is being taken from the initial roll-out period to evaluate and adjust placing effectiveness through this new system. Applying for a Nursery School Place 2021-22</p>		
We will meet all requests for primary and secondary school placements		100%
<p>Presently all requests for primary and secondary placements are being met with a small number of requests being addressed through the placing appeals system.</p>		
We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days		100%
<p>Additional Support Requests</p> <p>The request for assistance procedure had been restructured in response to COVID-19 restrictions (and with the intent to facilitate improvements around meeting statutory provisions) with a move to a single, electronic system, which incorporated: Children’s Social Work, Child’s Planning Support, Outreach Education Services, Multi-Agency ‘Fit Like’ Family Wellbeing Hubs, Language Support Provision and the School Nursing Service which, with the physical re-opening of ELC establishments to the entire cohort in February 2021, has now enabled the Service to address virtually all COVID related ‘legacy’ delays that were being experienced around Nursery to P1 transitions.</p> <p>The Supporting Learners report, also being considered at this meeting of Committee, provides initial analysis around the outputs and outcomes from introduction of the new system and expresses the improvements in request processing and data benefits that are expected to be derived from a holistic application approach.</p>		

3. Staff

Cluster Level Measures – 2020-21 Local Indicators



Performance Measure	Quarter 1 2020-21	Quarter 2 2020-21	Quarter 3 2020-21	Quarter 4 2020-21	Status	Long Trend - Monthly
	Value	Value	Value	Value		
Establishment actual FTE – Education	2835.22	2,841.26	2,867.32	2,865.41		





Performance Measure	2019/20	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Status	Long Trend - Quarterly
	Annual Baseline Value	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Education	6	0	0	0	0		
H&S Employee Non-Reportable by Cluster – Education	344	0	53	68	32		

Service Analysis

Health and Safety Incidents

Quarter 4 data reflects a fall in the number of Non- Reportable Incidents from the previous Quarter, where schools were operating as near to normal. The lockdown restrictions applied as at 26th December and phasing of physical attendance across the quarter is likely the main driver for this decrease in incidents, with the comparable period in 2019/20 recording 85 incidents and the annual cumulative figure for 2020/21 being more than 50% less than the previous year.

Performance Measure	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Status	Long Trend - Quarterly	Corporate Figure
	Value	Value	Value	Value			
Average number of working days lost due to sickness absence per FTE – Education (12 month rolling figure at quarter end)	3.71	3.63	3.69	3.81			4.39

Performance Measure	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Status	Long Trend - Quarterly	Corporate Figure
	Value	Value	Value	Value			
Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12 month rolling figure at quarter end)	3.81	3.63	3.61	3.69			4.39
Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12 month rolling figure at quarter end)	2.59	3.59	4.14	4.74			4.39

Service Analysis





Absence Levels












As at the end of March 2021, the Education Service, as a whole, recorded an average of 3.81 days sickness absence per FTE, which was below the Council level figure of 4.39 for the same period. Education absence has been consistently below the corporate level since the new 12 month rolling period measure was introduced (March 2021).

The trend for absence in Primary and Secondary Schools sits just below the Service level figure and has been consistent throughout this period whilst levels of absence in Early Learning and Childcare have shown some deterioration which is heavily influenced by the extent to which the proportion of facilities operating at capacity had grown since the re-instatement of local authority services and support throughout various lockdown phases.

4. Finance & Controls

Cluster Level Measures – 2020-21 Local Indicators

Performance Indicator	Quarter 1 202/21		Quarter 2 2020/21		Quarter 3 20/21		Quarter 4 20/21	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Education*	26.04%		51.06%		76.14%		98.94%	

PI Status		Long Term Trends		Short Term Trends	
	Alert (figure more than 20% out with target)		Improving/Increasing		Improving/Increasing
	Warning (figure between 5% and 19% out with target)		No or Limited Change		No or Limited Change
	OK (figure within target or better)		Getting Worse/Decreasing		Getting Worse/Decreasing
	Unknown				
	Data Only				