

Appendix A - Performance Management Framework Report – Education Operations

1. Customer

Cluster Level Measures – 2020-21 Annual Local Indicators

Performance Indicator	Current Status	2020/21 Target
Aberdeen City Council Early Learning and Childcare settings achieving an average evaluation of 'Good or better' against inspection themes as a result of Care Inspectorate evaluations of COVID-19 management arrangements (by academic year)		100%

Service Analysis

Formal Inspection Outcomes

Due to COVID-19 provisions, limited routine inspections of either Early Learning and Childcare (ELC) settings or schools-based provision had been undertaken by the Care Inspectorate or Education Scotland over the previous academic year, and implementation of the National Standards for Early Learning and Childcare was suspended by the Scottish Government. In place of routine evaluations, a more limited risk-based schedule of inspections of COVID-19 mitigations in place within ELC settings was introduced as services transitioned through the various phases of COVID restrictions*

A number of these inspection outcomes have been recently published from this more limited and focused activity, derived from three unannounced or short notice inspections by the Care Inspectorate, of Aberdeen City Council managed Early Learning and Childcare settings, with each of the 15 areas of indicator evaluation, attaining a grade of 4 or greater (Good or better). This bespoke Indicator links directly to the original 2020-21 Service Standard 'All Early Learning and Childcare settings will meet the National Standard'

The outcomes for Care Inspectorate visits of funded partner provision across the 2020/21 academic year, including a further five settings, were marginally lower with 12 of the 15 Indicator evaluations (80%) resulting in gradings of 4 (Good) or above but with all achieving a grade of 3 or more (Adequate or above)

*The scope of inspections covering the theme 'How good is our care and support during the COVID-19 pandemic' encompassed three Indicator evaluations covering the management of Children's Health and Wellbeing, Infection Control and Prevention and Staffing Arrangements.

Source: Care Inspectorate Inspection Reports

Cluster Level Measures – 2021-22 Local Indicators

Performance Measure	2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Status	Long Trend - Quarterly	2020/21 Target
	Value	Value	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Education	64	13	26	17	30			
% of complaints resolved within timescale stage 1 and 2) – Education	71.9%	25.0%	92.4%	94.1%	86.7%			75%*
% of complaints with at least one point upheld (stage 1 and 2) – Education	39.1%	53.8%	34.6%	41.2%	16.7%			
Total No. of lessons learnt identified (stage 1 and 2) – Education**	8	0	5	1	13			

Service Analysis

Complaints Handling

Drill-down data for Quarter 1 indicates that, although reduced on the previous quarter, 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 increased in relation to the same period in 2020-21(at commencement of the first COVID shutdown) but were lower than the 32 recorded in Quarter 1 of 2019-20. The proportion of Complaints that were upheld, either in part or as a whole, was amongst the lowest of the monitored services and almost half the corporate figure of 31.2%.

Source: ACC Complaints Handling Team

1. Processes

Cluster Level Measures – 2020-21 Annual Local Indicator

Performance Measure	2018/19	2019/20	2020/21	Status	Long Trend	2020/21Target
	Value	Value	Value			
Early Years Provision- % of eligible population allocated ACC funded Early Learning and Childcare places in local authority and partner provider settings	93.76%	94.25%	95.91%			98.0%

Service Analysis

Percentage of eligible population allocated Early Learning and Childcare places

The combined percentage of registered and funded allocations against eligible 3 and 4 year-old populations rose by a statistically significant margin from 94.25% in the previous year to 95.91%, representing the greatest proportion of eligible population placed in the current measure's seven year timeline (changes to the calculation process were introduced in 2014-15)

The total number of places offered was 4,176 against an eligible population of 4,354 children. Both of these figures represent a decrease from 2019/20 levels, with the eligible population reducing at a marginally faster rate than places offered, which has had a limited contribution to the variation in the percentage of children placed, although the improvement trend is unaffected.

This improvement can be attributed, in part, to the increase in number of childminders who have now entered into partnership with Aberdeen City Council to become Funded Providers. 50% of childminders in Aberdeen are now Funded Providers offering more choice and flexibility for families in the city.

Secondary to this supply enhancement, there has been improvements in the promotion of entitlement, application processes and the wider flexibility around meeting placing requests, which have mitigated the impact of COVID-19 restrictions and the national delay in full implementation of the increased statutory Early Learning and Childcare entitlement.

Source: ACC Early Years Team

Cluster Level Measures – National COVID-19 Performance Indicators - Childcare Services Provision*

Performance Measure	April 2021	May 2021	June 2021	July 2021	Status	Monthly Long Trend	National Figure
	Value	Value	Value	Value			
% of Local Authority childcare services open	98.0%	98.0%	98.0%	98.0%			96.0%
% of total childcare services open	95.0%	95.0%	95.0%	94.0%			92.0%

Service Analysis

Childcare Settings

As at the end of July 2021, Aberdeen City sat within in the upper quartile of Local Authorities for the proportion of directly managed/funded childcare settings which are open (i.e., accepting placements up to their full present capacity) with a now consistent statistical trend of 98%

The proportion of Total Day Care of Children provision within the community (including childminding, private and no-profit provision) which was open, reduced marginally at the end of July, although it remains above the national figure. In turn, the Aberdeen figures reflected that 86% of childminding settings were open, 94% of private day care settings were available, as were 84% of voluntary/not for profit settings. Each of these figures represent stable outcomes in comparison with data reported to Committee in June 2021 and are in line with national averages.

It is worth noting that 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 25th June 2021

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

Chart 1a Urban Local Authority and Scotland Comparisons of Average Pupil Attendance Timeline – Summer 2020

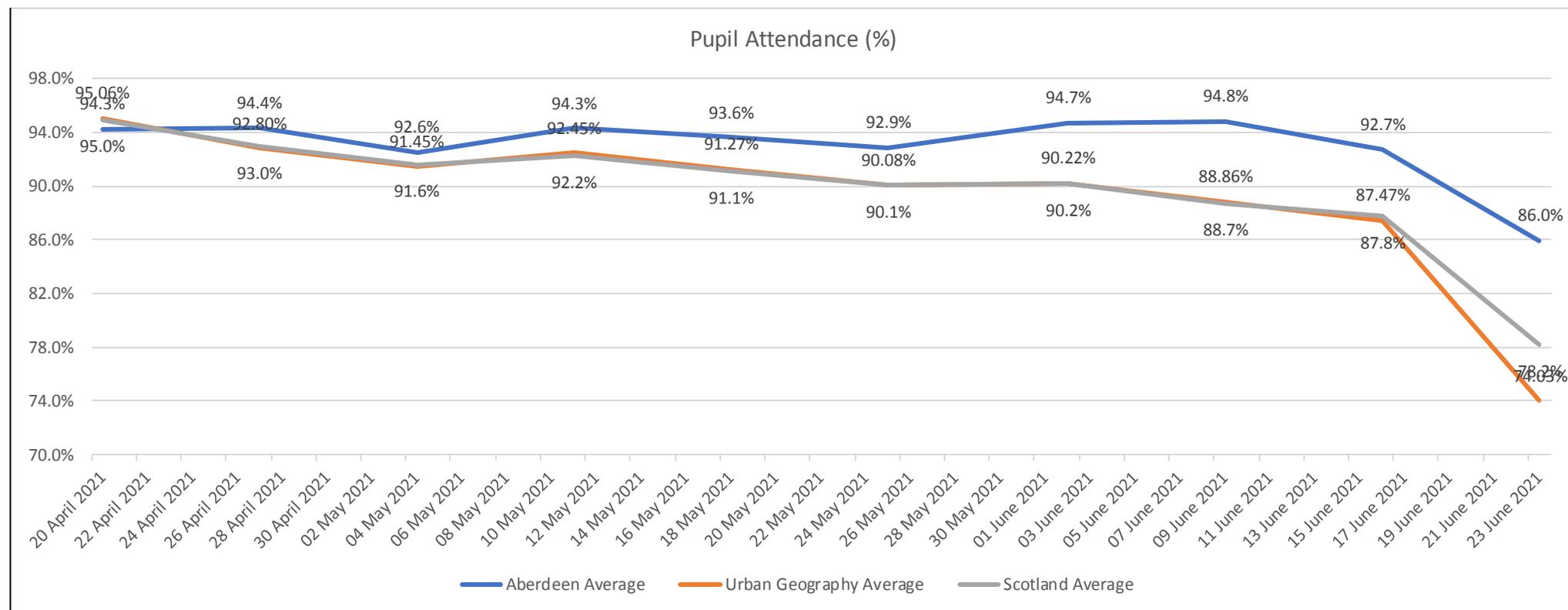
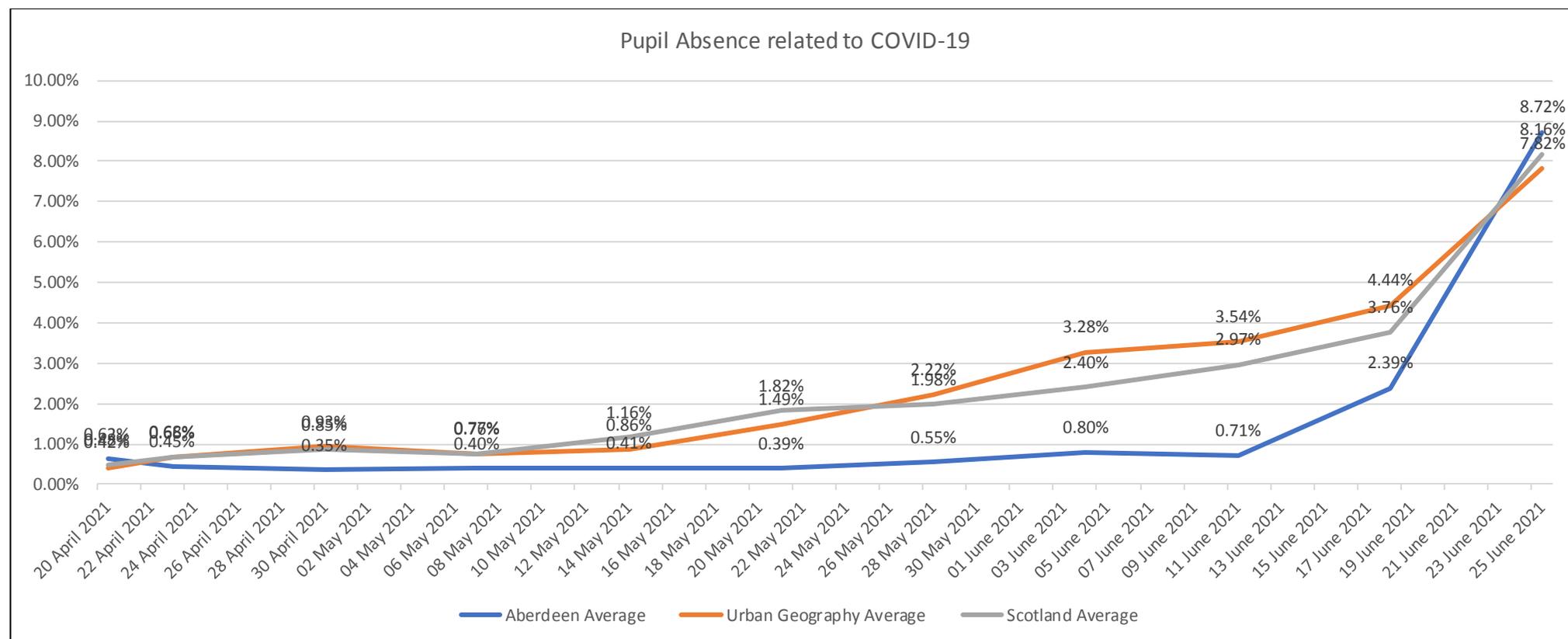


Chart 1b. Urban Local Authority and Scotland Comparisons of COVID -19 related Average Pupil Absences – Summer 2020



Cluster Level Measures – 2020/21 National COVID-19 Performance Indicators – Self-Isolation Metrics

Table 1 % of pupils who self-isolated during the 2020/21 school year (when schools were fully open to all primary and/or secondary school pupils)

Total of days absence	Aberdeen City	Dundee City	East Dunbarton	City of Edinburgh	Falkirk	Glasgow City	North Lanarkshire	Renfrewshire	West Dunbartonshire	Urban Geography Average	Scotland
No half days	72%	53%	47%	58%	52%	44%	52%	49%	48%	59%	58%
A total of at least one half day	28%	47%	72%	42%	48%	56%	48%	51%	52%	53%	42%
A total of at least one week	11%	26%	29%	15%	22%	37%	27%	29%	30%	28%	21%
A total of at least two weeks	2%	8%	9%	3%	6%	16%	8%	9%	9%	9%	6%

Service Analysis

National COVID-19 School Pupil Attendance, Absence and Self-Isolation Metrics

The national Education Analytics service suspended the 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 after Easter. In terms of benchmarking detailed like-for-like provision, this monitoring re-started in full as of 20th April and is reflected in Charts 1a and b above, which captures the comparative attendance and COVID-19 related absence levels up to June 25th 2021

Aberdeen City Council, when compared to its Urban Geography Family Group and Scotland Averages, had performed consistently well in terms of maintaining pupil Attendance levels and minimising COVID-related Absences over the course of the Summer Term. Although City Attendance Levels, in common with both benchmarks, experienced a fall in Attendance towards the end of Term, (driven by an increase in the scale and instances of Self-Isolation of pupils) this also saw a positive widening of the gap to our benchmark authorities.

Collation of Self-Isolation data on a national basis, in contrast, was gathered consistently across all local authorities throughout the entirety of the 2020/21 academic term. This information, with granularity around the impact of Self-Isolation on absences, and pupils ability to physically attend school, is captured in Table 1.

An evaluation of the impact and extent of Self-Isolation among school pupils, suggests that the City was among the least affected local authorities in terms of the proportion of pupils who were required to self-isolate, and that the level of absences related to self-isolation were more limited than the majority of Education Authorities. These outcomes likely have a strong correlation with the extent of community infection but cannot explain the entirety of these differences,

This suggests that schools management of pupil's health and wellbeing, infection and isolation control measures and support of parents/guardians to encourage attendance where practical, through effective communications and the on-line curriculum, has also been a significant influence on mitigating the 'loss' of in-class learning associated with instances of self-isolation.

It's important to note that prevention from physical attendance due to self-isolation does not equate to an Absence from Education, as each LA had differing models of remote learning access and methodologies for recording Absences from Education, As noted in the previous report to June Committee, the numbers of pupils self-isolating who were unable to undertake learning has been very low in comparison with the full pupil cohort.

Source: Scottish Government Education Analytical Services

3. Staff

Cluster Level Measures – 2021-22 Local Indicators

Performance Measure	Quarter 2 2020-21	Quarter 3 2020-21	Quarter 4 2020-21	Quarter 1 2021-22	Status	Long Trend - Monthly
	Value	Value	Value	Value		
Establishment actual FTE – Education	2,841.26	2,867.32	2,865.41	2,886.57		

Service Analysis

Establishment FTE

Through support provided by the Scottish Government against the national Education Recovery Plan, the Council was enabled to recruit and appoint 39.28 (FTE) teaching positions over the course of the 2020/21 financial year. Additional funding of £1.65m has since been outlined for distribution to Aberdeen City Council as part of the second tranche of Recovery Funding of £50m, which facilitates in principle recruitment against an additional 33 (FTE) teaching posts and 17 (FTE) pupil support assistant roles.

Source: ACC Finance Team

Performance Measure	2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Status	Long Trend - Quarterly
	Annual Baseline Value	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Education	0	0	0	0	1		
H&S Employee Non-Reportable by Cluster – Education	153	53	68	32	64		

Service Analysis

Health and Safety Incidents

Quarter 1 data reflects a single Reportable Incident and an increase in the number of Non-reportable Incidents from the previous Quarter. The same period in 2020/21, when schools were largely operating under remote teaching conditions, recorded no Reportable or Non-Reportable incidents while Quarter 1 in 2019/20 saw 2 Reportable Incidents and 108 Non-reportable incidents.

Source: ACC Health and Safety Power BI Dashboard

Performance Measure	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	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)	3.63	3.69	3.81	4.29			4.72
Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12 month rolling figure at quarter end)	3.63	3.61	3.69	4.17			4.72
Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12 month rolling figure at quarter end)	3.59	4.14	4.74	5.18			4.72

Service Analysis

Employee Absence Levels

As at the end of June 2021, the Education Service, as a whole, recorded an average of 4.29 days sickness absence per FTE, which was below the Council level figure of 4.72 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 quarterly absence trends against each of the measures closely follow that being recorded at a corporate level, with Primary and Secondary Schools sitting just below the Service level figure. Levels of absence in Early Learning and Childcare are slightly above the corporate figure, although still significantly lower than a majority of front-facing services at Quarter 1 and is in line with those of 'administrative- based' Clusters.

Source: ACC Power BI Attendance Dashboard

4. Finance & Controls

Cluster Level Measures – 2020-21 Local Indicators

Performance Indicator	Quarter 1 2021/22		Quarter 2 2021/22		Quarter 3 21/22		Quarter 4 2021/22	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Education*	24.76%							

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				