

Appendix A - Performance Management Framework Report – Education Operations

1. Customer

Service Level Measures – 2022-23 Service Standards

Performance Indicator	2022/23 Year to Date Value	2020/23 Target	Status	Long Trend - Annual
We will meet all requests for early learning and childcare placements.	100%	100%		
We will meet all requests for a primary and secondary school placement.	100%	100%		
ACC managed/funded Early Learning and Childcare settings will meet the National Standard *	100%	100%		NA
Primary, secondary, and special schools will achieve an average evaluation of 'good' or better in formal evaluations of core QI by Education Scotland *	No formal activity in reporting period	100%		NA
We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days	100%	100%		

Service Commentary

There has been a notable rise in the number of applications for school placements over the last few months. This is due to around 400 places being sought from families who have located in the city in order to attend one of the Higher Education Institutions, from the families seeking refuge having fled the war in Ukraine and a now established trend of less families seeking a private school place than would have been anticipated prior to the pandemic. Although those choosing Local Authority rather than private school provision are relatively easily planned for, considerable agility is being required to secure school placements for those families arriving in the city to study and to accommodate families living in welcome hotels. Officers are successfully meeting all requests.

Metrics Context

* These metrics incorporate all reporting of formal inspections published by the Care Inspectorate and Education Scotland from 1st April 2022 to 30th June 2022 but may exclude results from those inspections undertaken within this period that have been released after this date. The National Standard is deemed not to have been met where, subsequent to full inspection and follow-up reviews, a provider is unable to meet the recommendations for improvement within a reasonable timescale and/or to the levels required of the Standard. Information on inspections that may fall into this latter category, and on-going engagement with Education Scotland, is reflected in the

Inspections report also being considered at this meeting of Committee. No annual trend information is presently available for these Standards due to the limited inspection activity during 2021/22.

Corporate Measure – 2022-23 Service Level Indicators

Performance Measure	2021/22 Annual	Quarter 4 2021/22	Quarter 1 2022/23	2022/23 Target	Status	Long Trend - Quarterly
	Value	Value	Value			
Total No. complaints received (stage 1 and 2) – Education	107	20	30			
% of complaints resolved within timescale (stage 1 and 2) – Education	73.8%	65.0%	73.3%	75.0%		
% of complaints with at least one point upheld (stage 1 and 2) – Education	17.8%	25.0%	23.3%			
Total No. of lessons learnt identified (stage 1 and 2) – Education	25	2	3			

1. Processes

Cluster Level Measure – National COVID-19 Performance Indicators - Childcare Services Attendance

Performance Measure	April 2022/23	May 2022/23	June 2022/23	Status	Long Trend - Monthly	June 2022/23 National Figure
	Value	Value	Value			
% of children attending childcare settings	87.8%	88.6%	87.3%			83.1%

Metric Context

As at the end of June 2022, Aberdeen City sat within in the second quartile of Local Authorities for attendances at childcare settings (including local authority, childminding, private and no-profit provision provision) with a figure of 87.3%, which is largely unchanged across Quarter 1, in contrast to the national picture which saw a reducing attendance trend from April to June. At the snapshot point, within the Urban geography grouping of nine local authorities, Aberdeen was placed second behind Edinburgh and above both the Urban average of 83.8% and national figure of 83.1%

*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 data covers the period up to 28th June 2022 and is part of the now reduced regular national data provision covering educational and childcare uptake during the pandemic.

3. Staff

Corporate Measure – 2022/23 Service Level Indicators

Performance Measure	Quarter 2 2021-22	Quarter 3 2021-22	Quarter 4 2021-22	Quarter 1 2022-23	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
Establishment actual FTE – Education	2.942.01	3.023.58	3.018.82	3025.3		

Performance Measure	Quarter 2 2021-22	Quarter 3 2021-22	Quarter 4 2021-22	Quarter 1 2022-23	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
H&S Employee Reportable by Cluster – Education	1	1	2	5		
H&S Employee Non-Reportable by Cluster – Education	79	126	208	160		

Service Commentary

The Service provided reflection against the Health and Safety measures within the report to the June meeting of this Committee and, in the interim, has continued to plan for, and deliver, additional training on the consistent application of near miss and incident reporting for the small number of remaining schools during the final 2020/21 term and into the new term. Work around the development of intelligence from these metrics, to inform planning for pupils, has been on-going over the Summer school holiday period and will be carried forwards into the 2022/23 academic year.

Performance Measure	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 1 2022/23 Corporate Figure	Status	Long Trend - Quarterly
	Value	Value	Value	Value			
Average number of working days lost due to sickness absence per FTE – Education (12 month rolling figure at quarter end)	4.40	4.76	5.11	5.43	5.32		
Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12 month rolling figure at quarter end)	4.40	4.80	5.13	5.39	5.32		
Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12 month rolling figure at quarter end)	3.22	2.69	2.61	3.18	5.32		

Metric Context

As rolling 12-month data, the figures above reflect the legacy of increased absence levels experienced in the early part of 2022 which create an element of statistical inflation that will, over the course of time, reduce as these particular months have a lesser influence on the measure.

Service Commentary

Results, and proposed actions, from the staff wellbeing survey highlighted in the PMF report to the June meeting of this Committee, are currently being analysed and developed with a view to defining and implementing a next steps programme of activity to support the existing provisions around staff well-being in the new Term

4. Finance & Controls

Corporate Measure – 2022/23 Service Level Indicator

Appendix A

Performance Indicator	Quarter 1 2022/23		Quarter 2 2022/23		Quarter 3 2022/23		Quarter 4 2022/23	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget profile – Education*	24.9%							

PI Status		Long Term Trends		Short Term Trends	
	Alert (figure 20% or more 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				