

Appendix A – Corporate Performance Management Framework Report – Education and Children’s Services Committee, February 2026

Education and Lifelong Learning

1. Citizen

Table 1. Service Level Measures – 2025/26 Service Standards (Education – rolling year to January 2026)

Performance Measure	Year to Date Value	2025/26 Target	Status	Long Trend - Annual
% of all eligible requests for early learning and childcare placements met within one month of request receipt	100%	100%		
% of all mainstream requests for a primary and secondary school placement within one month of request receipt	100%	100%		
% of ACC managed/funded Early Learning and Childcare settings achieving an average evaluation score of ‘Good’ (the National Standard) in formal inspections of core Quality Indicators by the Care Inspectorate	100%	100%		
% of Primary, secondary, and special school provision achieving an average evaluation of ‘Good’ in formal inspections of core Quality Indicators by Education Scotland	90.25%	100%		
% school attendance levels (in comparison with national attendance levels)	91.8%	> 91%*		
% of requests for additional support to meet the wellbeing needs of children and young people which are processed within 40 days	100%	100%		

*Based on 2024/25 National Attendance statistics release, 12th December 2025

Service Commentary – Table 1

Care Inspectorate

There have been an additional four inspection publications against Early Learning and Childcare settings since the previous meeting of this Committee in November 2025. Of these, each ELC setting met the average evaluation score (meeting the National Standard). All four achieved at least the baseline standard of Adequate and above across each evaluation area, without any Improvement Recommendations from the inspecting agency. The averaged evaluation grade from these four inspections was 4.4 indicating that, collectively, the Service was exceeding the Standard across recent inspection activity.

Education Scotland

There has been one additional publication of Education Scotland inspection activity covering education provision within schools since that reported at the previous meeting of this Committee, which was a wholly positive evaluation. However, because of data movement within the fixed monitoring period, the rolling 12-month measure shows a marginal fall against that reported in November 2025 (93.75%) because of late 2024 data dropping from the reporting cycle.

In total, the data above captures the outcomes from three full and three short inspections, which is amongst the lowest levels of Education Scotland inspection activity in recent rolling years. On this basis, there is slightly reduced confidence that this rolling year figure can be relied on as an accurate measure of education authority level performance.

As additional inspection activity is expected in both the current and subsequent terms, it is likely that future snapshot data will better reflect the education authority's position.

Table 2. Corporate Measures – 2025/26 Cluster Level Indicators (Quarterly) – Complaint Handling

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	2025/26 Target	Status	Long Trend - Monthly
	Value	Value	Value			
Total No. complaints received (stage 1 and 2) - Education & Lifelong Learning	40	33	30			
% of complaints resolved within timescale (stage 1 and 2) – Education & Lifelong Learning *	60.0%	66.7%	66.7%	75.0%		
% of complaints with at least one point upheld (stage 1 and 2) – Education & Lifelong Learning	0%	12.1%	16.7%			
Total No. of lessons learnt identified (stage 1 and 2) – Education & Lifelong Learning	9	5	4			

Service Commentary - Table 2.

Operationally, the proportion of Complaints that are resolved within timescale in Quarter 3 experience some impact from the effect of commencement of the festive period. In this context the outcome, matching that in Quarter 2, and exceeding that in Quarter 1, is demonstrating an improving trend although additional focus is being placed on raising the overall speed of response times. On average, delays in providing responses were limited to 2 days out with the target set for this combined measure.

The performance figures refer to responses given within the standard complaint response timescales. They do not incorporate responses delivered within an extended timeframe that has been agreed with the complainant, as permitted under the statutory Complaints Handling Procedure. The extension process allows

services extra time to investigate more complex complaints or when necessary information is not immediately available. We aim to keep the complainant informed around the extension and the reason for it as much as possible.

Table 3 - Care Inspectorate Inspection Grade Evaluation Scoring – 2023-25 Calendar Years

Publication Year	How good is our care, play and learning? - Average Grade Score	How good is our setting? – Average Grade Score	How good is our leadership? - Average Grade Score	How good is our staff team? - Average Grade Score	Average Combined Grade Score	Average Combined Grade Score (% based on National Standard)
2025	3.94	4.16	4.28	4.11	4.12	103.0%
2024	3.67	3.90	4.02	4.04	3.91	97.8%
2023	3.64	3.83	3.80	3.79	3.76	94.0%

Service Commentary – Table 3

In the context of the recently revised evaluation framework being utilised by the Care Inspectorate, the table above represents a final calendar year in which it will be practical to make direct comparisons between the previous four thematic areas of inspection, although this change will not affect the capacity to benchmark and report on averaged evaluation scoring.

As noted above, averaged evaluation scoring across each of the inspection themes has improved consistently across the three calendar years with the outcomes in all but Care, Play and Learning now exceeding a score of 4 that represents the equivalent of ‘Good’ on which meeting the National Quality Standard for Early Learning provision is based.

These data reflect the entirety of Care Inspectorate inspection activity conducted in the 12-month period, including that where more than one inspection of establishments may have been undertaken within the period.

2. Process

Table 4. Service Level Quarterly Measure - Visits in Person and Virtual Visits to Library Service Premises

Performance Measure	Quarter 1	Quarter 2	Quarter 3
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	2025/26	2025/26	2025/26	Long Trend - Quarterly
	Value	Value	Value	
Number of visits in person to library service premises	136,860	136,374	126,470	↓
Number of visits to Library Service provision (in-person and virtual)	414,779	423,998	424,011	↑

Service Commentary – Table 4

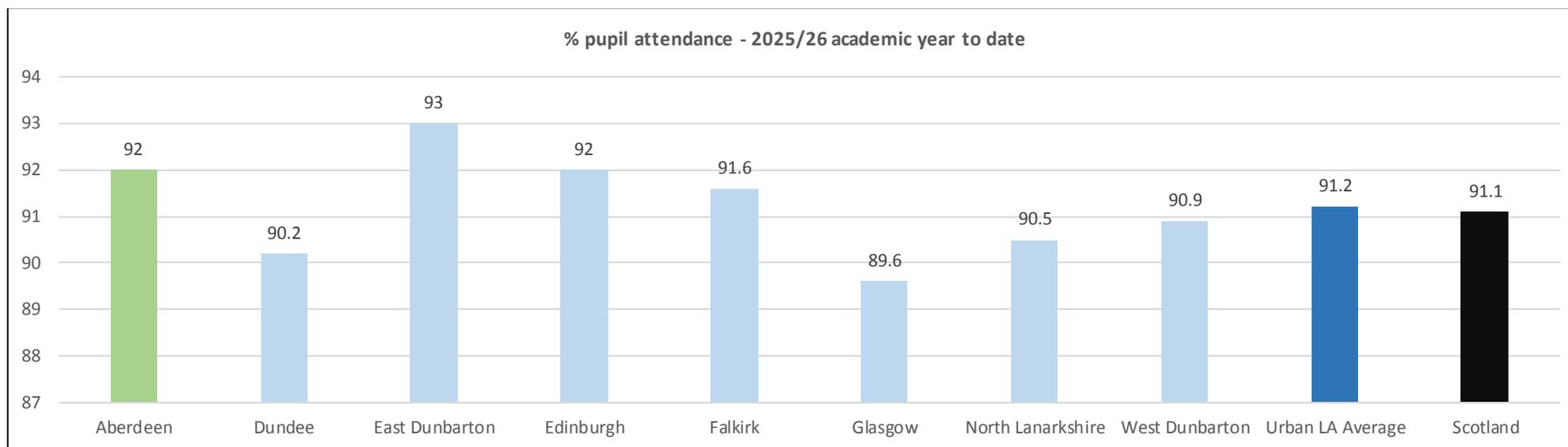
Visits in Person to Library Service

Visits in person at Quarter 3 were lower than those in the previous quarterly periods. This is consistent with seasonal patterns of engagement although the level of visits was greater than those recorded for the same periods in both 2022/23 and 2023/24 by 21.9% and 9.6%, respectively. In person visit levels in Quarter 3 of 2024/25 were 140,027 which, at the time, represented the highest level of engagement in any quarterly period in the post-pandemic period.

In Person and Virtual Visits to Library Service Provision

Quarter 3 saw a continuation of the upwards trend in visits in person and digital visits in combination, with a marginal increase in numbers in comparison with the same period in 2024/25 of just under 1,000 additional visits. Virtual Visits of 297,541 in Quarter 3 represented an increase of c. 10,000 visits on the prior quarter and c. 14,000 on the same period in 2024/25, suggesting that the end of fiscal year outcome will be similar to that in 2024/25.

Chart 1. National School Attendance Measure - Percentage of attendance (Urban Local Authorities) Academic Year to Date



Service Commentary – Chart 1

Pupil attendance across the academic year to date has sustained the pattern prevalent at each of the snapshot points previously reported to this Committee with the city performing well in comparison with its benchmarks, although this period has recorded a slight dip in attendance against the previous academic year-to-date information, (from 92.9% to 92.0%) which aligns with the experience of both each comparable education authority and at a national level.

Source: Education Analytical Services, Scottish Government, Confirmed data as of 12th December 2025

3. Staff

Corporate Measures – Service Level Indicators

Table 5. Establishment (Education and Lifelong Learning)

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	Long Trend - Quarterly
	Value	Value	Value		
Establishment actual FTE – Education and Lifelong Learning)	3,268	3,233	3,276		

Table 6. Accidents and Incidents (Education and Lifelong Learning)

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	Long Trend - Quarterly
	Value	Value	Value		
H&S Employee Reportable Accidents/Incidents by Cluster – Education and Lifelong Learning	5	2	3		
H&S Employee Non-Reportable Accidents/Incidents by Cluster – Education and Lifelong Learning	336	366	471		

Service Commentary - Table 6

The rise in recording of Non-Reportable Accidents/Incidents in Quarter 3 is consistent with seasonal patterns experienced in previous years. This is overlaid by rises in Accidents and Near Miss Incidents which are, for example, related to weather conditions.

The 'Action to Reduce Incidents in Schools' report also being considered at this meeting, outlines in detail the scope of Accident/Incident recording which contributes to the above measures and highlights the extent to which the Education Service is working, through additional data analysis, and in partnership with Trade Unions, to mitigate the levels of Accidents/Incidents connected to pupil behaviours which is a strong, but not exclusive, driver behind the levels of reporting.

The Q2 Health and Safety report recently considered at the meeting of the Staff Governance Committee on the 3rd of November 2025, outlined in detail the extent of Accident/Incident reporting recorded against the Cluster, and at school level. Data covering Quarter 3 is due to be reported in full to the April meeting.

Table 7. Absence Due to Illness (Education and Lifelong Learning) 12 month rolling average.

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 3 Corporate Figure	Status	Long Trend - Quarterly
	Value	Value	Value	Value		
Average number of working days lost due to sickness absence per FTE – Education and Lifelong Learning (12-month rolling figure at quarter end)	3.72	3.61	3.52	4.75		
Average number of working days lost due to sickness absence per FTE – Primary and Secondary Schools (12-month rolling figure at quarter end)	4.17	4.19	3.95	4.75		
Average number of working days lost due to sickness absence per FTE – Early Learning and Childcare (12-month rolling figure at quarter end)	4.95	5.21	5.55	4.75		

Service Commentary – Table 7

Both the Cluster and School level outcomes are showing long term, and quarter -to quarter, improvement. Although ELC is recording a minor increase in 12 month rolling absences in Quarter 3, this is consistent with seasonal patterns experienced across other ‘close physical contact’ services and in line with that at the same point in 2024.

4. Finance & Controls

Table 8. Staff Expenditure (Education and Lifelong Learning)

Performance Indicator	Quarter 1 2025/26		Quarter 2 2025/26		Quarter 3 2025/26		Quarter 4 2025/26	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to full year budget – Education and Lifelong Learning	25.9%		51.8%		77.1%			

Service Commentary - Table 8

As described within the Council Financial Performance – Quarter 3 report to the Finance and Resources Committee on 10th February 2026. the Education Service faces a series of sustained demand pressures, alongside a level of variation in support needs amongst ELC and school pupils at each transition stage which cannot always be fully predicted, even in the context of increasingly sophisticated demand projection tools.

In this context, whilst stringent controls on staff costs are being applied, the end-of year forecast for staff expenditure, occasioned by meeting the Service’s on-going statutory obligations, provides limited evidence that the pressures on staff budget lines are likely to ease within this financial year and that the full year spend will exceed budget.

Table 9. Local Government Benchmarking Framework – Cost per pupil/Pre-school place/Library Visit

Performance Indicator	2022-23	2023-24	2024-25	Status	2024-25 National Figure
	Value	Value	Value		
SLGBF CHN 1 Cost per Primary School Pupil	£6,980	£6,845	£7,244		£7,611
SLGBF CHN 2 - Cost per Secondary School Pupil	£8,512	£8,820	£8.954		£9,341
SLGBF CHN 3 - Cost per Early Learning Placements	£10,086	£9,258	£10,229		£12,083
SLGBF CL2 - Cost Per Library Visit	£2.66	£2.40	£2.12		£2.71

Service Commentary – Table 9

Cost of Educational Provision

In the context of the most recent Local Government Benchmarking Framework releases, which independently compares key performance indicators across all Scottish Local Authorities, Aberdeen City has sustained its relative positive standings in respect to the cost of Early Learning, Primary and Secondary education provision overall.

Respectively, both Cost per Primary School Pupil and ELC Placement measures are positioned in the first performance Quartile across all 32 Scottish Local Authorities, retaining standings that have been constant for 3 consecutive years. Costs per Secondary School pupil have moved marginally from within the first performance Quartile to just under this level and is placed 10th of 32 Local Authorities.

Whilst there have been increases in the cost of each of the three measures from 2023/24, this largely mirrors the experience across Scottish Local education authorities, although the extent of year-to-year change is more pronounced for the city than has been experienced at the national level and in comparison with

our benchmarks. This reflected some of the challenges around evaluating and offering adequate Additional Support Need supports for our children, alongside the pressure on resources that rising in-year school year placements had placed on the Cluster.

Cost per Library Visit

The Cost per Library Visit (based on aggregation of all engagement with the Service which is expressed within the Statutory Performance Measure) has remained just under first Quartile of local authority performance for a fourth consecutive year, being ranked 9th in 2024/25, with a small improvement against both Cost value and ranking on 2023/24.

In each of these four years, the Service has delivered lower Cost Per Visit outcomes than both the GBF Family Group average (£3.16) which consists of our material benchmark local authorities, and the Scotland figure above.

Source: Local Government Benchmarking Framework

Children’s Social Work and Family Support

Corporate Measures – Cluster Level Indicators (Quarterly)

5. Citizen

Table 10. Corporate Measures – 2025/26 Cluster Level Indicators (Quarterly) – Complaint Handling

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	2025/26 Target	Long Trend Quarterly
	Value	Value	Value			
Total No. of Complaints received (stage 1 and 2) - Children’s Social Work	15	11	11			
% of Complaints resolved within timescale (stage 1 and 2) - Children’s Social Work *	80.0%	63.6%	36.4%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Children’s Social Work	13.3%	0.0%	0.0%			
Total No. of lessons learnt identified (stage 1 and 2) - Children’s Social Work	0	0	0			

Service Commentary – Table 10

In the context of Children's Social Work, there were a disproportionate number of Stage 2 complaints received in the single month of November which materially skewed the quarterly outcome. This unusual pattern of complaints submission posed challenges on staff resource in terms of providing responses within timescale, although the average delay in response times of those exceeding the target was limited to three days.

N.B. The performance figures refer to responses given within the standard complaint response timescales. They do not incorporate responses delivered within an extended timeframe that has been agreed with the complainant, as permitted under the statutory Complaints Handling Procedure. The extension process allows services extra time to investigate more complex complaints or when necessary information is not immediately available.

Table 11. Service Level Standards 2025/26 (Children's Social Work)

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	2025/26 Target	Long Trend Quarterly
	Value	Value	Value			
% of care provided in Council children's homes, fostering and adoption services achieve a care standard of Good or better	100%	100%	100%		100%	
We will ensure care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections.	100%	100%	100%		100%	
We will ensure care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections.	100%	100%	100%		100%	

6. Process

Table 12. Service Level Standards 2024/25 (Children’s Social Work)

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	2025/26 Target	Long Trend Quarterly
	Value	Value	Value			
% of children open to Children’s Social Work supported to live at home, where safe to do so	76%	76%	76%		80%	
% of initial screenings undertaken, and action decided, on new referrals within 7 days.	99%	99%	98%		100%	
% Initial Child Protection Planning Meetings held within timescale	68%	64%	60%		80%	
% of Care experienced children and young people with three or more placements in 12 months	4.2%	4.4%	5.1%		5%	

Service Commentary - Table 12.

Child Protection Planning Meetings

There were 15 ICPP meetings over the course of October to December. Of these, 9 were held within timescale, with those that fell out with the timescale as a consequence of officer availability being completed within an average of just over 2 days beyond the preferred timescale. The availability of other stakeholders, including parents/guardians, has also been an influence in this outcome.

Chart 2. Service Level Measures – Number of Looked After Children and Young People by Placement Type/ In Continuing Care

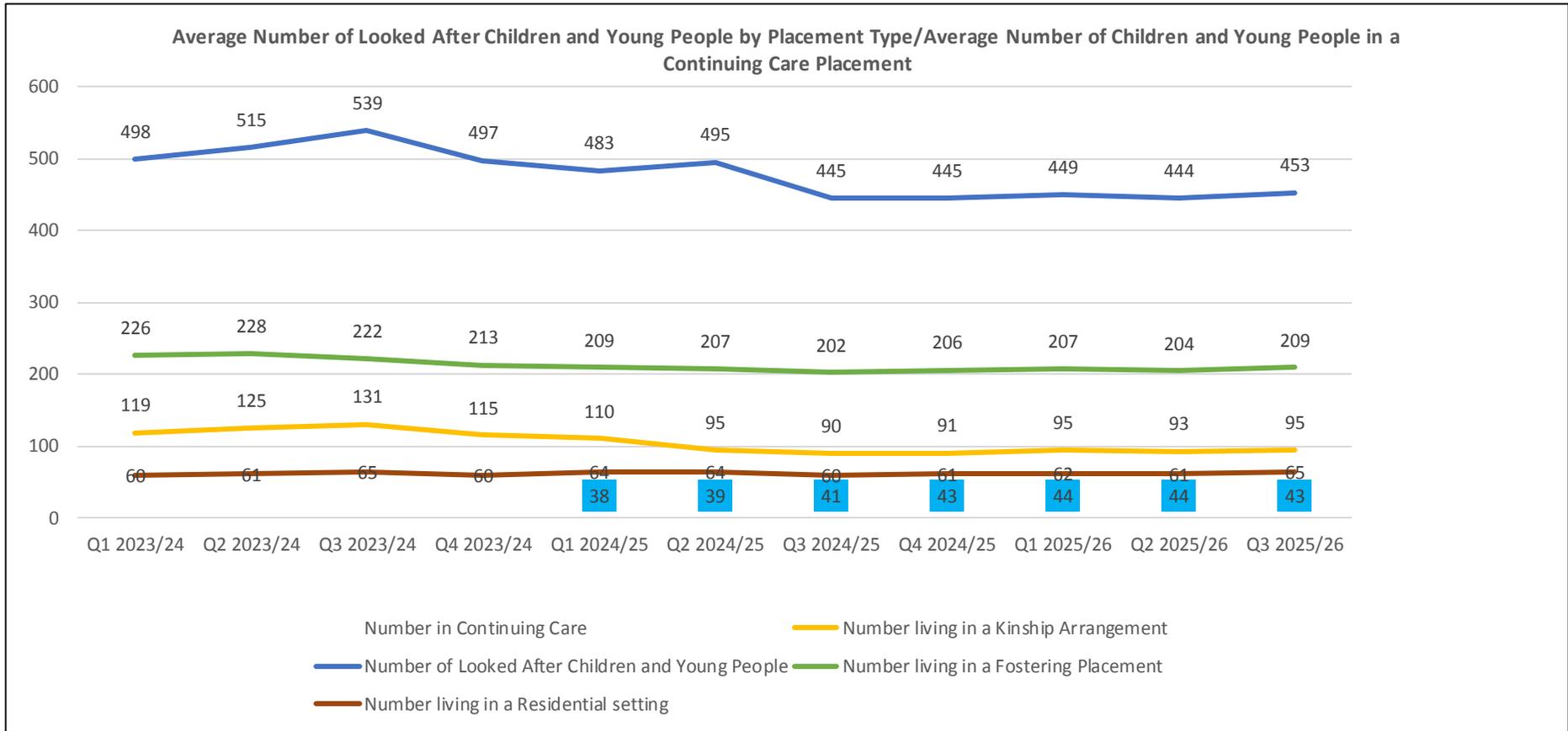


Table 13. Balance of Care -% of Looked After Children by Placement Type – Quarterly Comparisons (Quarter 3)

Period	% Looked After living in a Kinship Arrangement	% Looked After living in a Fostering Placement	% Looked After living in a Residential setting
2023/24	24.1%	44.3%	11.9%
2024/25	21.6%	43.4%	12.6%
2025/26	20.8%	45.6%	13.8%

Service Commentary.

Chart 2 – Looked After Children and Young People and those in Continuing Care

The number of Looked After Children and Young People overall, and in Kinship settings showed a continuation of the long trend of reducing the number of children and young people being Looked After. This is in line with the strategic objectives of the Children’s Social Work service and the themes of the Promise.

The number of those living in Foster care and Residential settings, along with those requiring support in Continuing Care are materially unchanged from Quarter 2 and are stable in comparison with prior quarterly data from the commencement of 2024/25 onwards.

The marginal uplifts in numbers from Quarter 2 reflect both anecdotal and empirical evidence from across CSW services within Scotland that the period leading up to, and within the festive period, can place additional pressures on family relationships which may be expressed in terms of a rise in necessary interventions by these services.

Table 13 – Looked After Children by Placement Type

As noted in the Service Commentary offered against these metrics to the November meeting of this Committee, the number of Looked After Children and Young People in total (the denominator) is changing at a rapid pace between quarterly snapshot points in each comparable year and may no longer offer the capacity for natural interpretation in a publicly available document.

On this basis, officers within both Children’s Social Work and Data and Insights are proposing that this data, moving forwards, be collated and presented in a revised data format. This exercise is currently being ‘audience tested’ within Data and Insights to ensure that this proposal will meet the information needs of Committee, the public and management teams which are reliant on this data.

Corporate Measures – 2025/26 Service Level Indicators

Table 14. Establishment (Children’s Social Work)

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	Long Trend - Quarterly
	Value	Value	Value		
Establishment actual FTE – Children’s Social Work	348.6	351.4	352.8		

Table 15. Accidents and Incidents

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Status	Long Trend Quarterly
	Value	Value	Value		
Reportable Accidents/Incidents - Employees (No in Quarter – Children’s Social Work	0	0	0		
Non-Reportable Accidents/Incidents - Employees (No in Quarter - Children’s Social Work	1	0	0		

Table 16. Absence Due to Illness (Children’s Social Work) 12 month rolling average.

Performance Measure	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 3 2025/26 Corporate Figure	Status	Long Trend - Quarterly
	Value	Value	Value			
Average number of working days lost due to sickness absence per FTE – Children’s Social Work	3.02	2.98	2.97	4.75		

8. Finance & Controls

Table 17. Staff Expenditure (Children' Social Work)

Performance Indicator	Quarter 1 2025/26		Quarter 2 2025/26		Quarter 3 2025/26		Quarter 4 2025/26	
	Value	Status	Value	Status	Value	Status	Value	Status
Staff Expenditure – % spend to YTD budget profile – Children's Social Work	27.1%		56.8%		82.8%			

Service Commentary - Table 17

As with the Education and Lifelong Cluster, the report to the Finance and Resources Committee on 10th February 2026 noted that the Children's Social Work Service has, throughout the fiscal year, experienced a series of sustained demand pressures, including high and complex caseloads arising from the support generated by recent net migration factors, alongside evidence of resident families experiencing, and presenting with additional requirements for support.

Net inwards migration is currently the predominant factor in population growth for the city, (and demands on the Service), and is less capable of advance prediction or modelling. This is a challenge facing both a series of other local authorities and at a national level.

Although there have been recent improvements in the robustness of Office for National Statistics / National Records of Scotland population projections this does not /cannot extend to identifying the likely support needs of future population growth, particularly that related to that migration where no or limited records of historical need may be available to the Service.

These demand pressures will continue to exert an influence on staff resource, and expenditure levels, to conclusion of the fiscal year with the potential of a spend to full year budget that exceeds the nominal journal lines.

Appendix Data Notes

- Target Setting: Where no target is applied against Service Standards, the 'Business-as-Usual' objective is that these services will be delivered on a consistent basis within the available resource.
- Data Trend Directions: Unless stated to the contrary, Long-Term Data Trends are based against the average of 3 monthly, quarterly, and annual consecutive periods, respectively.
- Staff Costs: Staffing costs referred to throughout this Appendix exclude adjustments for the corporate vacancy factor.



Long Term Data Trends	
	Improving/Increasing
	No or Limited Change/Stable
	Getting Worse/Decreasing

PI Status	
	Alert (figure more than 20% below target and being actively pursued)
	Warning (figure between 5% and 20% out with target and being monitored)
	OK (figure within target or better)
	Data Only