

REPORT TO COMMUNITIES COMMITTEE – 31 MAY 2018

EDUCATION AND CHILDREN'S SERVICES QUARTERLY PERFORMANCE EXCEPTION REPORTING JANUARY – MARCH 2018, (ABERDEENSHIRE PERFORMS)

1 Recommendations

The Committee is recommended to:

- 1.1 Acknowledge the performance achieved, January – March 2018, referred to in paragraphs 2.3 to 2.5;
- 1.2 Note the publication of the complete January – March 2018 Performance Report on Ward Pages; and
- 1.3 Instruct the Director of Education & Children's Services to continue to report, by exception, to Committee on quarterly performance measures against Service objectives.

2 Background / Discussion

- 2.1 The purpose of this report is to advise Committee of how the Service is performing against key performance measures and associated targets as set out in the Education & Children's Services (ECS) Service Plan, approved by the Education & Children's Services Committee on 23 March 2017 (Item 7).
- 2.2 The performance measures are linked to the service's priorities. The quarterly performance monitoring report provides regular opportunity for elected members to maintain scrutiny of significant activities in order to achieve good outcomes for the residents of Aberdeenshire. As per the Scheme of Governance and the new policy committee structure, sports and leisure measures are reported to Communities Committee rather than the Education & Children's Services Committee.
- 2.3 The performance during the fourth quarter of 2017/18 can be summarised as follows:

Key Service Objectives	Overall Assessment
To nurture a culture which supports our staff to deliver high quality, efficient and responsive services	Improved overall satisfaction level ratings delivers a strong overall performance this quarter.

- 2.4 There is one measure evidencing performance against the key service objectives this quarter. This measure (100%) is on target (*green*) – therefore there is no appendix to this report highlighting exceptions this quarter. However, a comprehensive performance monitoring report for the period January – March 2018 is available in the Councillor Ward Pages Library¹.

¹ Title: Communities ECS Q4 2017/18 Performance Monitoring Report.

- 2.5 The following aspects of performance across Aberdeenshire are highlighted for quarter four 2017/18. Further additional details about each are provided within the commentary section of the full report:

Measures where performance is not on target or below expectations

- 2.5.1 There were no measures performing below target or expectations during quarter four 2017/18.

Measures where status has improved to “green” or is notably improving
(See full report for details):

- 2.5.2 Percentage satisfaction with Leisure Facilities (PI 4.4d): increased by 0.7% when compared with the previous quarter, and up 13.5% when compared with the same reporting period last year.
- 2.6 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and had no comment to make, and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

3 Scheme of Governance

- 3.1 The Committee is able to consider and take a decision on this item in terms of Section D.1.1.e of the List of Committee Powers in Part 2A of the Scheme of Governance as it relates to policy issues and resource matters for Lifelong Learning and Leisure matters relating to Leisure and Sport, and Section D.7.1 as it relates to the review of the effectiveness of Council policy implementation and Council service delivery in respect of functions within its remit.

4 Implications and Risk

- 4.1 An equality impact assessment is not required because the report is to inform committee on performance and does not have a differential impact on any of the protected characteristics.
- 4.2 There are no staffing and financial implications arising from this report but trends are used to inform improvement activity and future budget planning.
- 4.3 The following Risks have been identified as relevant to this matter on a [Corporate Level](#):
- *Business & Organisational Transformation* – monitoring the performance indicators linked to the service plan along with the project management approach will mitigate this risk.
 - *Reputation Management* – monitoring of the performance indicators linked to the service plan along with our internal policies and procedures mitigate this risk.

- 4.4 A Town Centre First Impact Assessment is not required because this report is to inform committee on performance and does not have an impact on any of the 12 key town centres.

Robert Driscoll
Interim Director of Education & Children's Services

Report prepared by: Gillian Milne, Workforce Planning & Staffing Manager
Imogen Fitzgerald, Analysis & Research Officer

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