

EAST RENFREWSHIRE COUNCILEDUCATION COMMITTEETHURSDAY 23 AUGUST 2018Report by Director of EducationEDUCATION DEPARTMENT END-YEAR REPORT 2017 – 2018**PURPOSE OF REPORT**

1. The purpose of this report is to inform the Education Committee of the end year performance of the Education Department for 2017 - 2018. The report is based on performance indicators and activities in the Outcome Delivery Plan 2017-2020, approved by Cabinet in March 2017. Detailed performance results are attached in Appendix 1.

RECOMMENDATION

2. It is recommended that elected members comment on and approve this report as a summary of the Education Department's end-year performance for 2017 – 2018.

BACKGROUND

3. Progress against the performance indicators and activities in the Outcome Delivery Plan is reviewed on a 6-monthly basis through departmental reports that are considered by the Chief Executive, Directors and Heads of Service as part of a regular set of performance review meetings.

REPORT

4. This report (see Appendix 1) sets out a high level summary of the performance of the Education Department in 2017 – 2018 under the following organisers:

- Outcomes - the results which have been delivered to the benefit of service users and the local community.
- Customers, Efficiency and People - activity and targets to improve the effectiveness of the organisation.

5. The Education Department (Schools) continues to perform well at end-year 2017 – 2018. Key highlights include:

Outcomes

- ✓ An increase in the P1 numeracy baseline results, with high literacy levels maintained
- ✓ 100% of primary schools and Local Authority Early Years Establishments achieved bronze and silver Family Friendly accreditation respectively

- ✓ Improved reading, writing and mathematics attainment in the Broad General Education
- ✓ Very strong S4, S5 and S6 SQA results with all SQA ODP targets achieved
- ✓ The exclusion rate in primary and secondary schools remained very low; East Renfrewshire was the highest performing Local Authority across Scotland for school exclusions
- ✓ Second best to date percentage of young people leaving school to a positive destination (96.1%)

Customers

- ✓ Ongoing achievement of Customer Service Excellence standard
- ✓ Satisfaction levels as expressed through Citizens' Panel are very positive with 96% and 89% of respondents rating primary education and secondary education respectively as "very good" or "good"
- ✓ Very high parental satisfaction rates as expressed in establishment questionnaires

Efficiency

- ✓ Further financial cash savings achieved across all school sectors
- ✓ New admin and clerical structure fully implemented delivering annual recurring savings of £469k
- ✓ Progressed Digital End to End Processes e.g. >80% placing request applications now online.
- ✓ Uptake of online school payments system (ParentPay) continues to grow (83% payments online 2017/18; 64% 2016/2017) reflecting positive feedback from parents/carers
- ✓ Efficient use of resources as evidenced by improved national ranking in terms of cost per pupil in secondary sector and primary ranking maintained at previous year level and below national average. Slight increase in the cost per ELC place reflecting ongoing investment in that sector
- ✓ New build Barrhead High School, relocated Calderwood Lodge Primary School and extended Nursery Class and new St Clare's Primary School opened for start of session 2017/18; New Arthurlie Family Centre within the Sir Harry Burns Centre in Auchenback opened in December 2017.

People

- ✓ Further reduction in the sickness absence days per employee for Local Government staff and very low teacher absence rate
- ✓ Development of the ERC Leadership Strategy

6. Areas where further improvement / development is necessary include:

- Continuing to take forward Family Friendly approaches in establishments
- Further improve the attainment of disadvantaged children and young people
- Continue to provide analysis and benchmarking information on the questionnaire results and support schools to make use of this data as part of their improvement planning cycle
- Provide support, including CLPL, for learning partnerships and expand the use of collaborative action based research to improve outcomes for key equity groups
- Facilitate the empowerment of Head Teachers through effective implementation of the leadership strategy at senior levels
- Continue to progress a wide range of digital solutions to modernise how we work and help mitigate against the impact of future financial savings

FINANCE & EFFICIENCY

7. There are no specific financial implications arising from this report. Finance and efficiency implications are set out in Section 2 of Appendix 1.

PARTNERSHIP WORKING

8. This report focuses on the Education Department's contribution to the delivery of the Community Planning Partnership SOA, however many of the results could not have been achieved without excellent partnership working across the Council and with external partners.

IMPLICATIONS OF REPORT

9. The department will continue to self-evaluate its performance and take the necessary steps to improve those areas identified for improvement above.

CONCLUSION

10. This report summarises a high level overview of East Renfrewshire Council's Education Department's performance at end-year 2017 - 2018. The information presented here shows a positive picture and areas where we will continue to drive for further improvement.

RECOMMENDATION

11. It is recommended that elected members consider and comment on this report as a summary of the Education Department's end-year performance for 2017 – 2018.

Mhairi Shaw
Director of Education
23 August 2018

Convener Contact Details

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Local Government Access to Information Act 1985

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Background papers

1. Outcome Delivery Plan 2017– 2020.
2. East Renfrewshire Citizens' Panel – 23rd Survey Report
<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=21811&p=0>
3. Draft Leadership Strategy
<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=22524&p=0>

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Education End Year Performance Report 2017-18

Generated on: 25 April 2018



This report includes an update on the Education Department's indicators and activities in the ODP, LGBF indicators and absence and management information (absence levels, invoice processing and complaints handling).

Note: Following the national approach, school attainment, attendance and exclusion data in the plan refers to the relevant academic year rather than the financial year.



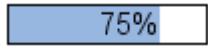
PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	Data or target not available
	For information only (no target set)

Section1 - SOA Outcomes

SOA1 All children in East Renfrewshire experience a stable and secure start to their lives and are supported to succeed.

1.1 Parents provide a safe, healthy and nurturing environment for their families

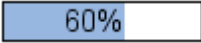
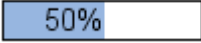
3. Engaged communities and increased opportunities for involving parents.


PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
% of primary schools being awarded the 'Family Friendly' accreditation	87%	100%	100%		100% of Primary Schools have achieved Family Friendly bronze status. Target achieved.
% of pre five establishments being awarded silver level 'Family Friendly' accreditation	81%	81%	100%		100% of local authority early years establishments and 50% of our partnership providers have achieved silver 'Family Friendly' status. One Early years establishment has successfully achieved Family Focused Gold status, with a further 8 establishments planning to achieve this by June 2018.
Activity	Progress Bar		Due Date	Latest Note	
Develop and implement the early learning and childcare strategy			30-Jun-2020	The ELC strategy complements the Expansion Plan (1140 hour provision from 2020). Currently all eligible children receive their entitled 600 hours of ELC in their geographical community with all parents having a flexible choice of provision, including full days. From August 2018, one establishment in each community will	





Activity	Progress Bar	Due Date	Latest Note
			<p>prioritise and phase in 1140 hour provision. Priority criteria will be used to ensure those most in need receive early implementation of this entitlement.</p> <p>Care Inspection and Education Scotland inspections continue to grade our establishments, including partner providers as good and above. Our workforce received high quality professional learning focusing on pedagogical approaches. Evaluations for this learning have consistently been evaluated as very good and excellent. Recent collaborations with Strathclyde University (Literacy) and Edinburgh University (Froebel) continue to ensure our workforce is being supported and knowledgeable of the most recent research into early years. The impact of this has been captured and reported on during internal and external reviews.</p>

1.2 Our children are healthy, active and included

2. Effective support for vulnerable children

Activity	Progress Bar	Due Date	Latest Note
Extending nursery places for all 2 years olds in Barrhead.		30-Jun-2021	The opening of the new Arthurlie Family Centre at the Sir Harry Burns Centre has provided additional 2 year old places for the community of Barrhead. Almost all 2 year old places in the centre have been allocated to eligible children through either the Local Admission Panel or the Pre-five Resource Group. The criteria for accessing additional early years resources has recently been updated to take cognisance of those living in poverty. The SG has recently provided training to LAs to support with improving uptake of 2 year olds. An Early Years Development Officer for the department has developed a small test of change using improvement science which identifies key actions for universal and statutory services in their quest to raise awareness of entitlement and encourage uptake for those eligible.
Working with key partners to improve early learning and communication skills in early years settings.		28-Jun-2019	A successful pilot of a self-evaluation framework has been undertaken. Educational Psychologists and Speech and Language Therapists collaborated with early years staff when devising and implementing the framework. Colleagues in Speech and Language continue to deliver ABC Hanen training to Early Learning and Childcare staff. At present almost all staff are trained in this approach.

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	61%	61%			Establishments have maintained literacy performance levels in line with previous years. Data has been shared with establishments to identify strengths and areas for development, including

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
					targeting specific equity groups.
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	57%	59%			This is the best performance to date and represents a 2% increase from last year. Data has been shared with establishments to identify strengths and areas for development, including targeting specific equity groups.
Proportion of P1 children who have reached all of the expected milestones on entry to school.	82%	78%			Although below the stretch aim target, only 7% of pupils were reported as having a developmental concern. Robust and rigorous review arrangements are in place to moderate the assessment of developmental milestones. In addition the West Partnership is collaborating to produce a Regional DM Assessment.
% of parents of pre five children reporting their child feels safe and cared for in nursery	98.3%	98.5%	98%		Questionnaires have been collated from 7 establishments (cumulatively over 2016-17 and 2017-18). Target achieved with 98.4% cumulatively over the two sessions.
2 year olds in Barrhead offered a nursery place from 2020.	100%	100%			At present all eligible 2 year olds, as specified by the Scottish Government, have been offered a nursery place on application. In addition the department has been able to support working parents by selling 2 year old nursery places. The reduction in the wraparound rate to £2.25 has made this very attractive.


SOA2 East Renfrewshire residents are fit and active and have the skills for learning, life and work

2.1 Children and young people are cared for, protected and their wellbeing is safeguarded




1. Full implementation of the Children and Young People Act (2014)




Activity	Progress Bar	Due Date	Latest Note
Supporting our staff to embed the principles of GIRFEC in all schools and classrooms		28-Jun-2019	Representatives from all establishments have undertaken training to enhance their understanding of developing outcome focused child wellbeing plans. Designated managers have taken part in moderation events to improve the consistency and quality of child wellbeing plans. Forums continue to support designated managers through sharing of good practice.

2. More opportunities to promote the rights and strengthen the resilience of looked after children and young people

Activity	Progress Bar	Due Date	Latest Note
Improving educational opportunities for looked after children.		30-Jun-2018	Attendance data is collated and shared on a monthly basis for all looked after children and young people in our education establishments. Attainment data is collected biannually including data for children placed in schools out with East Renfrewshire. This process is allowing the educational progress of looked after children and young people to be monitored more effectively and ensuring steps can be taken to provide early support where required. Training for partners in HSCP has taken place to enhance their understanding of Curriculum for Excellence and National Qualification levels. This training is enabling social work staff to include an educational profile within the child's multi agency wellbeing plan.

3. Effective promotion of health and well-being in schools and services to create a sense of belonging and identity for children within their local community

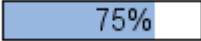
PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Percentage of Primary and Secondary Schools with Level 1 Rights Respecting Status	61%	93%	80%		31 establishments are engaged in the Rights Respecting School Award process including 6 secondary, all primary schools, and Isobel Mair School. The award has changed in 2017-18 and now has three levels - Gold, Silver and Bronze. 9 schools have achieved Gold status, 10 have Silver, 9 have Bronze and 1 is registered.
Activity	Progress Bar		Due Date	Latest Note	
Strengthening the contribution that all staff make to the learning and development of health and wellbeing.			03-Jun-2018	PE Champion Groups have been established in Primary and Secondary sectors. Professional learning has taken place across key aspects of health and wellbeing – Mental health, Relationships, Sexual Health and Parenthood, Outdoor learning, Rights, Learning for Sustainability. LGBTI train the trainer training was delivered by Stonewall. The Education department is a Stonewall Education Champion. Health and Wellbeing Action Plan has been developed.	
PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Percentage of pupils reporting that their school is helping them to become more confident. (Target of 93% by 2017-18)	84.1%	77%	93%		Questionnaires have been collated from 14 establishments (cumulatively for 2016-17 and 2017-18). Establishments will be supported to ensure that staff reflect and improve approaches that lead to an increase in pupils reporting that they are becoming more

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
					confident. Target missed with 79.3% cumulatively over the two sessions.
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2016-2018 of 0.3 per 1000 pupils) (A).	0.1				In 2016-17 there was one temporary exclusion within the primary sector; this equates to 0.1 exclusions per 1000 pupils. This compares very favourably with the national figure of 9 incidents per 1000 pupils (latest published data for 2014-15). The Council has a three year average target of 0.3 incidents per 1000 pupils for 2016-18 and is on track to achieve this target. Next update October 2018.
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2016-2018 of 3.3) (B)	6.7				In 2016-17 there was an increase in exclusions to 6.7 incidents per 1000 pupils, up from 3.3 in 2015-16. The ERC performance compares very well with the national figure of 49.6 incidents per 1000 pupils (latest published data for 2014-15). The Council has set a very challenging three year average target of 3.3 incidents per 1000 pupils for 2016-18; we are currently slightly above this at 5.3. Next update October 2018.
Percentage attendance for Looked After Pupils (Primary and Secondary). 3-year (2015-17) target of 91%	89.6%				The percentage attendance for Looked After pupils (Primary & Secondary) decreased slightly in 2016-17 by 1.0% from 90.6% in 2015-16. The Council has narrowly missed its challenging 3-year average (2015-17) target of 91% by 0.5%; the value achieved for the current three year period (2015-17) was 2.0% higher than the previous three year average (2011-2014) of 88.5%. Next update October 2018.

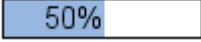
2.2 Children and young people raise their education attainment and achievement, developing the skills they need during their school years and into adulthood

1. Improved attainment in the broad general education and senior phase

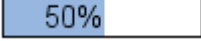
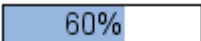
Activity	Progress Bar	Due Date	Latest Note
Providing support for school improvement partnerships to improve outcomes for key equity groups e.g. gender, ethnicity, socio-economic disadvantage		28-Jun-2019	All partnerships have used the timeline provided to ensure their interventions are well planned and have been continuously reviewed throughout the school session. Regular meetings have supported colleagues to learn from each






Activity	Progress Bar	Due Date	Latest Note
and lowest performing pupils			other. The SIPP advisory group has been established to monitor and review the progress of all partnerships, including those partnerships across authorities. The focus continues to be on key equity groups and all partnerships are beginning the process of evaluation to ensure the impact of the intervention is measurable and provides robust data to inform our next steps.
Devising and implementing a Numeracy and Mathematics Strategy and Literacy and English Strategy		28-Jun-2019	The ERC numeracy and mathematics strategy was launched in March 2018. The numeracy & mathematics planning framework has been reviewed and revised in line with national benchmarks. This is due to be launched in May/June 2018 to all educational establishments for implementation in August 2018. Workshops have been provided for Maths Champions and HTs in a variety of areas linked to numeracy & mathematics To support the Literacy Strategy, a programme of professional learning for staff on improving Literacy with a particular focus on reading has been ongoing during school session 2017-18. 100% of attendees report that professional learning sessions will impact positively or very positively on their classroom practice. All professional learning materials are available on the newly established Literacy site on Glow along with reading guidance produced to support staff.





2. Increased opportunities for achievement

Activity	Progress Bar	Due Date	Latest Note
Ensuring and supporting all schools and services to offer a range of opportunities which will help learners develop skills and celebrate achievements		28-Jun-2019	The Education Department and East Renfrewshire Culture and Leisure Trust are working together to secure a phase 2 university led research project to explore the links between participation and attainment (particularly for the most disadvantaged children and young people). Staff are developing a consistent approach to the tracking and monitoring of participation across schools and Active Schools. An action plan to deliver outcomes from the 2017 study is progressing in conjunction with the Health and Wellbeing action plan.

3. A curriculum which enables all learners to be successful, confident, responsible and effective


Activity	Progress Bar	Due Date	Latest Note
Implementing the new Curriculum for Excellence Plan		28-Jun-2019	The department is making good progress with the 12 key priorities outlined in the Curriculum for Excellence plan. Improvements include a programme of focused staff development; updating of ERC skills framework in English and mathematics; cluster, authority and inter-authority moderation; and development of a STEM Strategy and Digital Learning and Teaching Strategy.
Ensuring schools and services promote and sustain a sense of equality and equity through the curriculum and service delivery		28-Jun-2019	All school Equalities Coordinators and / or parent council representatives have received training on Cost of the School Day and been provided with a toolkit of resources to poverty proof their curricula. All secondary schools are participating


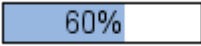

Activity	Progress Bar	Due Date	Latest Note		
			in a range of University of Glasgow Widening Access programmes. Pupils participating in the "Top Up" programme have received adjusted offers through UCAS.		
PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)(A)	89.2%				In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected CfE levels in reading with a Council average of 89.2%; this was an increase of 0.8% on 2015-16. The Council has a 3-year target for 2016-18 of 88% and is on target to achieve this. Next update October 2018.
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5% (B)	86.5%				In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected CfE levels in writing, with a Council average of 86.5%; this was an increase of 1.0% on 2015-16. The Council has a 3-year average target for 2016-18 of 85.5% and is on target to achieve this. Next update October 2018.
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)	90.3%				In 2016-17, the Council achieved its highest percentage of primary pupils achieving/exceeding expected CfE levels in Mathematics with a Council average of 90.3%; this was an increase of 1.7% on 2015-16. The Council has a 3-year average target for 2016-18 of 88% and is on target to achieve this. Next update October 2018.
Percentage of pupils in P6-S6 taking part in volunteering activities	62%		60%		An increasing number of young people are undertaking volunteering activities in school and/or within their local community. The young people are able to describe the benefits of these activities, including increased confidence and communication skills. Schools are tracking pupil involvement, and its impact, to ensure that there is a range of opportunities for all. Next update October 2018.
Percentage of pupils achieving Literacy and Numeracy at Level 5 or better by the end of S6. 3-year average (2015-2017) target of 83.5%	88%				The proportion of pupils achieving Literacy and Numeracy increased by 3% in 2016/17 to 88.0%. The department achieved a 3-year average (2015-17) of 86.0%. Next update October 2018.




PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
S4: Average cumulative Insight points for most deprived 30%. 3-year average (2015-2017) target of 420 points	482				The average Insight points for S4 SIMD 1-3 pupils in 2016-17 increased by 26 points. In 2016-17, the average insight points for S4 pupils in SIMD 1-3 was 62 points above the three year average (2015-17) target of 420. The three year average for 2015-17 was 460 points and exceeds the target set whilst comparing favourably with the National (300) and Virtual Comparator (302) average values for the same three year period. Next update October 2018.
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2015-2017) target of 12%	6.1%				The 3- year average (2015-17) proportion of young people achieving 263 Insight points or less was 5.8%. This was significantly lower than the 12% target set for the same three year period. Target achieved. Next update October 2018.
Percentage of pupils reporting that they had opportunities to celebrate their personal achievements (F)	86	79.4	89		Schools use a variety of platforms to celebrate the personal achievements of pupils including school assemblies and award ceremonies and the annual Convener's Awards Ceremony. Questionnaires have been collated from 14 establishments (cumulatively for 2016-17 and 2017-18). Establishments will be supported to ensure that staff reflect and improve approaches that lead to an increase in pupils reporting that their achievements are recognised and celebrated. Target missed with 81.0% cumulatively over the two sessions.
School exclusion rates (per 1,000 pupils) (LGBF – CHN20a)	3.2				We are the best performing council in Scotland for school exclusion rates.


2.3 Residents have the skills to maximise employment opportunities

2. A qualified, flexible, available workforce with improved skills


PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Percentage of adult learners who are achieving self-directed personal and family related goals	N/A	96%	75%		This value is above target as we are supporting learners to identify work related goals at crucial stages in their journey and providing appropriate learning opportunities.

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Percentage of adult learners who are achieving work related goals	N/A	87%	75%		Target achieved
Activity					
	Progress Bar		Due Date	Latest Note	
Continuing to develop the curriculum 3-18 to reflect the Developing the Young Workforce Implementation Plan			30-Jun-2020	In partnership with SDS, the Career Education Standard continues to be a focus for professional learning for school staff at leadership and practitioner level. The number of pupils undertaking Foundation Apprenticeships continues to increase with 79 currently registered for 2018-2020, up from 7 in 2016-17 and 47 in 2017-18.	
PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Activity					
	Progress Bar		Due Date	Latest Note	
Identify and engage adults who need to develop their core skills and maximise their opportunities to achieve personal and family goals, gain employment or improve their prospects			30-Mar-2018	Adult Learning Services are working effectively, in partnership, to engage with local adults who need to develop their core skills. Our partnership with West College Scotland is working well providing valuable progression routes and accreditation opportunities within the community.	

Activity					
	Progress Bar		Due Date	Latest Note	
Implementing the "Levelling the Playing Field" research to analyse and improve pupil achievement and attainment.			30-Jun-2020	Discussions are progressing with university departments to take forward a phase 2 project on the links between participation and attainment. Staff from ERC and ERCL are progressing a consistent approach to monitoring and tracking.	
PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
National examination results: 5+ @ L5 by end of S4. 3-year average (2015-17) target of 71.5%	75.6%				In 2016-17, the Council achieved its second best performance to date with 75.6% of S4 achieving 5+ at L5; this is a small decrease of 1.5% on our best ever performance in 2015-16 and is considerably higher (24.2%) than the Council's virtual comparator (51.3%) and the national average of 40.7%. Over the three year period (2015-17), the Council achieved an average of 74.9%; 3.4% above the target set for the same period. Next update 2018.
National examination results: 5+ @ L6 by end of S5. 3-year average (2015-17) target of 39%	43.8%				The proportion of S5 pupils achieving 5+ awards at level 6 or better has increased by 0.4%, the highest recorded. The Council's performance compares very favourably

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
					against the virtual comparator (26.9%) of S5 achieving 5+ at level 6 and the national average of 16.4%. The 3-year average for this measure was 43.1%; 4.1% above our target for the same period. Next update 2018.
Proportion of Pupils Entering Positive Destinations (LGBF – CHN11)	96.1%				The 2016-17 result was the second best-to-date and remains above the national average of 93.7% and our virtual comparator of 94.0%. ERC was ranked 3rd in 2016-17.




SOA3 East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents




PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Number of schools maintaining Eco-schools Green Flag status	30	32	33		31 establishments have Eco Green Flag status and 1 has silver status. This is made up of all secondary schools, 20 primary, Isobel Mair school and 4 early years' establishments (1 silver). Other schools have plans in place to achieve the award.

Section2 - Organisational Outcomes: Our Council is modern and ambitious

Customer


Satisfied customers access high quality, modern, responsive services and are involved in how services are designed.

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Average time in working days to respond to complaints at stage one (EDU)	3.7	4.9	5		Average days excluding extensions is 4.7
Average time in working days to respond to complaints at stage two (EDU)	17.8	20	20		Average days excluding extensions is 20
Average time in working days to respond to	20.2	21	20		1 complaint

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
complaints after escalation (EDU)					
% of parents reporting they are satisfied with their child's school	87.2%	98.5%	97%		Questionnaires have been collated from 15 establishments (cumulatively over 2016-17 and 2017-18). Target narrowly missed with 94.4% cumulatively over the two sessions. Next update will be April 2019.
Number of complaints received per 1,000 population - EDU	1.02	1.3	N/A		125 complaints
Activity	Progress Bar		Due Date	Latest Note	
Complaint Improvement Work - EDU			31-Mar-2018	Education received a total of 125 complaints during 2017-18. 119 of these were frontline complaints, 6 were stage two investigations. No specific pattern was noted for the complaints received in quarter four. Five complaints related to the severe weather in February; with three of these about gritting on school paths and playgrounds and two about decisions regarding school closures.	


Efficiency

Our physical information and financial assets are efficiently managed.

PI Description	2016/17 Value	2017/18 Value	2017/18 Target	Status	Notes and benchmark
Percentage of invoices paid within 30 days	89%	96.6%	90%		Target met and improving on previous year

People

We have engaged employees who are well supported and motivated to deliver our outcomes.






PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
Sickness absence days per employee - Education Department (All Local Government Employees)	11.5	10.0	11		Target exceeded. Average sickness absence for teachers was 4.6 days. Sickness absence for non-teachers was 10.5 days.

Education LGBF

Generated on: 20 July 2018



Title		Description			
01. Children's Services					
PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
SCHN01: Cost per primary school pupil £	£4,529.09				Ranking for 2016-17 is 10. ERC remains on target in quartile 2 and below the national average. Figures for 2017/18 not available.
SCHN02: Cost per secondary school pupil £	£6,558.02				Ranking for 2016-17 is 9. ERC remains on target in quartile 2 and below the national average. Figures for 2017/18 not available.
SCHN03: Cost per pre-school place £	£4,989.43				Ranking for 2016-17 is 24. Whilst maintaining a quartile 3 position, ERC costs remain above average reflecting ongoing investment in ELC. Figures for 2017/18 not available.
SCHN04: Attainment of all Children in S4	85%				Ranking for 2016-17 is 1
SCHN05: Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	63%				Ranking for 2016-17 is 1
SCHN06: Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	56%				Ranking for 2016-17 is 2
SCHN07: Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	30%				Ranking for 2016-17 is 2
SCHN10: % of Adults Satisfied with local schools	80.7%				Ranking for 2016-17 is 14
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	96.1%				The 2016-17 result was the second best-to-date and remains above the national average of 93.7% and our virtual comparator of 94.0%. ERC was ranked 3rd in 2016-17.
SCHN12a: Overall Average Total Tariff	1,350.95				Ranking for 2016-17 is 1
SCHN12b: Average Total Tariff SIMD Quintile 1	843				Ranking for 2016-17 is 2
SCHN12c: Average Total Tariff SIMD Quintile 2	1,216				Ranking for 2016-17 is 1
SCHN12d: Average Total Tariff SIMD Quintile 3	1,280				Ranking for 2016-17 is 1
SCHN12e: Average Total Tariff SIMD Quintile 4	1,368				Ranking for 2016-17 is 2

PI Description	2016/17	2017/18	2017/18	Status	Notes and benchmark
	Value	Value	Target		
SCHN12f: Average Total Tariff SIMD Quintile 5	1,491				Ranking for 2016-17 is 1
CHN18: % of funded early years provision which is graded good/better	90%				This is a new indicator for the LGBF 2016-17. We have serious concerns about figure for 2016-17 due to known data errors.
CHN19a: School attendance rates	95.3				LGBF - ranked 1st
CHN20a: School exclusion rates (per 1,000 pupils)	3.16				We are the best performing council in Scotland for school exclusion rates.
CHN21: Participation rate for 16-19 year olds (per 100)	96.2				Ranked 2nd - LGBF

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