

NORTH LANARKSHIRE COUNCIL
REPORT

TO: Social Work Committee	Subject: Accounts Commission: Statutory Performance Indicators (a) 1999/2000 - Annual Return (b) 2000/2001 - Return for first 2 Quarters
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 21 November 2000	
REPORT AUTHOR: Sandra Mackay	
REF: KS/SM	

1 CONTENT AND PURPOSE OF REPORT

- 1.1 The purpose of this report is to advise Committee of the Social Work Department Statutory Performance Indicators:-
- A. For the full financial year, 1999/2000, which have been submitted by the Chief Executive's Department to the Accounts Commission for Scotland; and
 - B. For the first two quarters of 2000/2001 (1 April - 30 September 2000).

2 BACKGROUND

- 2.1 The Local Government Act 1992 places a duty on the Accounts Commission for Scotland to request from local authorities information relating to their activities in any financial year.
- 2.2 The information is subsequently audited and reported by both the Accounts Commission for Scotland and the Council for public examination.

3 PERFORMANCE INDICATORS: 1999/2000 - ANNUAL RETURN

- 3.1 Appendix 1 attached to this report shows the Social Work Department's performance in 1999/2000. The indicator headings are:
- ◆ Community Care Assessments;
 - ◆ Expenditure;
 - ◆ Child Protection;
 - ◆ Child Care Placements;
 - ◆ Home Care / Home Help;
 - ◆ Residential Accommodation: Staff Qualifications;
 - ◆ Residential Accommodation: Privacy;

- ◆ Inspection;
- ◆ Respite Care.

3.2 The information contained in Appendix 1 is due to be made available to the public later this year when it will be published in the North Lanarkshire News.

3.3 Information in relation to the performance of all Council Departments throughout Scotland is due to be published later this year by the Accounts Commission when it will be possible to benchmark the performance of North Lanarkshire Council in relation to the information submitted by other Councils.

4 PERFORMANCE INDICATORS: 2000/2001 - RETURN FOR FIRST 2 QUARTERS

4.1 Appendix 2 provides information for the first two quarters of the current financial year. Since 1 April 2000 the Social Work Department has been required to report on four additional indicator headings, namely:-

- ◆ Children Being Looked After - Educational Attainment
- ◆ Criminal Justice - Social Enquiry Reports
- ◆ Criminal Justice - Probation
- ◆ Criminal Justice - Community Service

4.2 The information in Appendix 2 will be included within the next corporate monitoring report submitted to the Policy and Resources (Performance and Best Value) Sub Committee.

5 NEW INFORMATION REQUIREMENTS

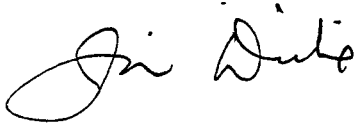
5.1 The Accounts Commission Guide for 2000/2001 outlined changes which have been introduced as the result of the merging of the Scottish Executive Key Performance Indicators and the Statutory Performance Indicators.

5.2 This merging of indicators has increased the number of indicators from nine to thirteen on which the Social Work Department is required to report as described above. Several of the existing indicators have been modified to incorporate other elements of the Key Performance Indicators.

5.3 Work is being undertaken within the Social Work Department to ensure that appropriate monitoring systems are in place to accommodate the reporting of the additional information required.

6 RECOMMENDATIONS

6.1 Committee is asked to note the contents of this report.

A handwritten signature in black ink, appearing to read 'Jim Dickie', written in a cursive style.

Jim Dickie
Director of Social Work
13 November 2000

For further information on this report please contact , Kathy Somers, Head of Development (TEL: 01698 332010)

COMMUNITY CARE ASSESSMENTS

INDICATOR 1: Persons assessed or reviewed and services provided

	Number of persons receiving as assessment or review	Persons receiving a service
a) Elderly people aged 65+	5525	9831
b) Elderly people aged 65+ with dementia	388	913
c) People aged 18-64 with mental health problems/dementia	782	690
d) People aged 18-64 with physical disability	3189	4511
e) People aged 18-64 with learning disabilities	161	497
f) People aged 18-64 with //AIDS	3	2
g) People aged 18-64 with drug/ alcohol abuse problems	210	196
h) Total	10258	16640

last updated 15/6/2000

EXPENDITURE

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INDICATOR 2: Gross expenditure on each client group:

	Actual Expenditure	Expenditure as % of Social Work Total
a) Elderly people	£47,652,060	53.7%
b) People with dementia	not available as separate category	not available as separate category
c) People recovering from mental illness	£3,818,242	4.3%
d) People with learning disabilities/mental handicap	£14,627,890	16.5%
e) People with physical disability	£6,709,159	7.6%
f) Children	£12,514,433	14.1%
g) Offenders	£2,595,174	2.9%
h) People with HIV/AIDS	£0	0.0%
i) People with drug/alcohol abuse problems	£780,449	0.9%
j) Other client groups	£0	0.0%
k) Total	£88,697,407	100.0%

CHILD PROTECTION

INDICATOR 3:

a) The number of children referred over the 12 months to 31 Mar	135
b) The total number of children whose names appeared on the register at some point during the quarter	130
c) The number of children on the child protection register at 31 Mar	54
d) The number of children on the child protection register at 31 Mar per 1,000 population aged under 16 years	0.80
e) The average time for a child's name to remain on the register	25.19 weeks

last updated 14/6/2000

CHILD CARE PLACEMENTS

INDICATOR 4: The number and percentage of children being looked after by the council in the following types of placement:

	(i) Number of Children	(ii) As a % of the total number being looked after	(ii) As a rate per 1,000 population aged 0-17
(a) At home	391	62.4%	5.08
(b) In other community placements	152	24.2%	1.98
(c) In residential accommodation	84	13.4%	1.09
(d) Total number being looked after	627	100.0%	8.15

Updated 21/6/2000

HOME CARE/HOME HELPS

INDICATOR 5: Number and % of home care clients receiving the following levels of service:

	(i) No. of home care clients	(ii) As % of total for (i)
a) less than 2 hours per week	376	13.8%
b) 2 to less than 4 hours	651	23.9%
c) 4 - 10 hours per week	1082	39.7%
d) More than 10 hours per week	616	22.6%
e) Total	2725	100.0%
f) total number of hours a week provided	18,653.8	
g): (f) expressed as a rate per 1,000 population aged 65+	416.32	

RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION

INDICATOR 6: Percentage of care staff in residential homes who have appropriate qualifications, for these users:

	Percentage of staff with appropriate qualifications	
	i) social work, social care and other specified qualifications	ii) other relevant qualifications
a) Children	34%	12%
b) Adult offenders	Nil Provision	Nil Provision
c) Elderly people	30%	15%
d) Other adults	33%	27%

(updated 25/5/2000)

242 RESIDENTIAL ACCOMMODATION: PRIVACY

INDICATOR 7: The number of single rooms expressed as percentage of all residential care places for each of the following users, for each provider:

	Council	Voluntary Sector	Private Sector
a) Children	77%	89%	Nil Provision
b) Adult offenders	Nil Provision	Nil Provision	Nil Provision
c) Elderly people	77%	29%	55%
d) Other adults	92%	77%	100%

last updated 15/6/2000

INSPECTION

INDICATOR 8: Annual inspection of registered residential homes:

	Average number of inspections	Number of homes inspected less than twice	Percentage of homes inspected less than twice	Number of Homes
Local Authority	2.56	0	0.00%	18
Voluntary	2.04	0	0.00%	23
Private	2.80	0	0.00%	10
(Total)	2.39	0	0.00%	51

last updated 15/6/2000

RESPIRE CARE

INDICATOR 9: Number of people assessed as requiring respite care, and the percentage of that number for whom at least one such arrangement was made:

Carer(s) of:	(i) Number of people assessed as requiring respite care	(ii) Number of people receiving respite care	(iii) Number of people receiving respite as % of (i)	(iv) Number of people receiving respite care per 1,000 relevant population
a) People aged 65+	614	612	100%	13.70
b) People aged 18-64 with learning disability	276	274	99%	1.34
c) Children aged 0-17 with disabilities	190	188	99%	2.47

last updated 3/7/2000

SOCIAL WORK	2000-2001
Statutory Performance Indicator Report	Quarters 1 and 2

Community care assessments

INDICATOR 1: Persons assessed or reviewed and services provided:

	QUARTER 1		QUARTER 2	
	Persons receiving an assessment or review		Persons receiving an assessment or review	
	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population
a) Elderly people aged 65+	1522	33.97	2054	45.84
b) Elderly people aged 65+ with dementia	112	2.50	89	1.99
c) People aged 18-64 with mental health problems/dementia	223	1.08	212	1.03
d) People aged 18-64 with physical disabilities	773	3.75	928	4.50
e) People aged 18-64 with learning disabilities	37	0.18	52	0.25
f) People aged 18-64 with HIV/AIDS	n/a	0.00	n/a	0.00
g) People aged 18-64 with drug/alcohol abuse problems	58	0.28	60	0.29
h) Total	2725		3395	

	QUARTER 1		QUARTER 2	
	Persons receiving a service		Persons receiving a service	
	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population
a) Elderly people aged 65+	7173	160.09	8448	188.55
b) Elderly people aged 65+ with dementia	641	14.31	632	14.11
c) People aged 18-64 with mental health problems/dementia	479	2.32	435	2.11
d) People aged 18-64 with physical disabilities	2890	14.01	3290	15.95
e) People aged 18-64 with learning disabilities	420	2.04	424	2.06
f) People aged 18-64 with HIV/AIDS	n/a	0.00	n/a	0.00
g) People aged 18-64 with drug/alcohol abuse problems	117	0.57	110	0.53
h) Total	11720		13339	

N.B. - Introduction of new computerised Care Management system may have affected figures between Quarters 1 and 2. This will be subject to monitoring over time.

Expenditure

INDICATOR 2: Expenditure on services for adults in community care client groups:

WILL BE REPORTED ANNUALLY**Child Protection**

INDICATOR 3:

	QUARTER 1	QUARTER 2
a) The number of children referred over the 3 months	29	36
b) The percentage of children entered on the register in the period who had previously been on the register	n/av.	n/av.
c) The number of children entered on the child protection register at end of period	58	39
d) The number of children on the child protection register at end of period per 1,000 population under 16 years	0.85	0.57
e) The percentage of children on the register at end of period who had been on the register for:		
(i) less than 6 months	36	20
(ii) 6 months but under one year	18	19
(iii) one year but under 2 years	4	0
(iv) two years or more	0	0

Children being looked after - placements

INDICATOR 4: The number and percentage of children being looked after by the council in the following types of placement:

	QUARTER 1			QUARTER 2		
	(i) Number of children	(ii): (i) as % of the total number being looked after	(iii) As a rate per 1,000 population aged 0 - 17	(i) Number of children	(ii): (i) as % of the total number being looked after	(iii) As a rate per 1,000 population aged 0 - 17
a) At home	433	64.9%	5.63	396	62.6%	5.15
b) In other community placements	148	22.2%	1.92	153	24.2%	1.99
c) In residential accommodation	86	12.9%	1.12	84	13.3%	1.09
d) Total being looked after excluding respite	667		8.67	633		8.23
e) Children aged under 12 in residential accommodation	10	3.2%		10	3.2%	
f) Total children aged under 12 looked after, excluding respite	314			308		
g) Children receiving respite excluded from a) to f)	n/av.		n/av.	n/av.		n/av.
h) Total looked after including respite	667		8.67	633		8.23

N.B. - Respite figures not available separately.

Home care/Home help clients

INDICATOR 5: The level and flexibility of service to home care clients:

	QUARTER 1		QUARTER 2	
	(i) Number of home care clients	(ii) As a rate per 1,000 population aged 65+	(i) Number of home care clients	(ii) As a rate per 1,000 population aged 65+
Level of service				
a) less than 2 hours per week	389	8.68	365	8.15
b) 2 to less than 4 hours per week	628	14.02	630	14.06
c) 4 to less than 10 hours per week	1,044	23.30	1,058	23.61
d) 10 hours per week or more	559	12.48	568	12.68
e) Total	2,620	58.47	2,621	58.50
Flexibility				
f) Total receiving personal care	n/av.	n/av.	n/av.	n/av.
g) Total receiving care at weekends	n/av.	n/av.	n/av.	n/av.
h) Total receiving care in evenings/overnight	n/av.	n/av.	n/av.	n/av.
Total volume of service				
i) Total number of hours per week provided or purchased	17,384	387.98	17,766	396.51

N.B. - Quarter 2 figures are as at first week in October due to bank holiday weekend.

Residential accommodation

INDICATOR 6: Staff qualifications: The percentage of care staff in residential homes who have appropriate qualifications, for these users:

WILL BE REPORTED ANNUALLY

INDICATOR 7: Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places for each of the following users, for each provider:

WILL BE REPORTED ANNUALLY

Residential accommodation**INDICATOR 8: The inspection of registered residential homes:**

	QUARTER 1		QUARTER 2	
	Average number of inspections per home	Number of homes	Average number of inspections per home	Number of homes
a) Children				
Council	0.40	5	0.60	5
Voluntary sector	0.00	1	1.00	1
Private sector	not appropriate	0	not appropriate	0
Total		6		6
b) Elderly people				
Council	0.30	10	0.70	10
Voluntary sector	0.00	1	not appropriate	0
Private sector	0.43	7	0.43	7
Total		18		17
c) Other adults				
Council	0.67	3	0.33	3
Voluntary sector	0.65	20	0.35	20
Private sector	0.50	2	0.50	2
Total		25		25

Respite care**INDICATOR 9: The number of people receiving respite care, the number per 1,000 population and the volume of respite care provided or purchased:****NOT AVAILABLE AT PRESENT****Criminal Justice****INDICATOR 10: Social enquiry reports****NOT AVAILABLE AT PRESENT****Criminal Justice****INDICATOR 11: Probation****NOT AVAILABLE AT PRESENT****Criminal Justice****INDICATOR 12: Community service****NOT AVAILABLE AT PRESENT**