

To: SOCIAL WORK COMMITTEE	Subject: STATUTORY PERFORMANCE INDICATORS – ANNUAL REPORT 2000-2001 AND 1 <sup>ST</sup> QUARTER MONITORING REPORT (2001-2002)	
From: DIRECTOR OF SOCIAL WORK		
Date: 23 August 2001	Ref: JD/SM/DH	

### 1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. The purpose of this report is to advise Committee of the Social Work Department's Statutory Performance Indicators for the full financial year for 2000/2001 and to provide information in respect of the Department's performance for the first quarter of 2001/02.

### 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. This information is subsequently audited and reported by both the Accounts Commission for Scotland and the Council for public examination.
- 2.2. The Accounts Commission Guide for 2000/2001 outlined changes which have been introduced as a result of the merging of the Scottish Executive key performance indicators and the statutory performance indicators. This merging of indicators increased the number of indicators from 9 to 12 on which the Social Work Department was required to report in 2000/2001 increasing to 13 indicators in 2001/02.

### 3. PERFORMANCE INDICATORS 2000/2001 – ANNUAL RETURN

- 3.1. Appendix 1 attached to this report shows the Social Work Department performance in 2000/2001. The indicator headings are:-

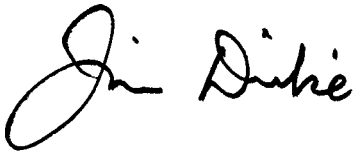
- ◆ Community Care Assessments
- ◆ Expenditure
- ◆ Child Protection
- ◆ Children Being Looked After - Placements
- ◆ Home Care/Home Help Clients
- ◆ Residential Accommodation - Staff Qualifications
- ◆ Residential Accommodation - Privacy
- ◆ Residential Accommodation - Inspection of Registered Residential Homes
- ◆ Respite Care
- ◆ Criminal Justice - Social Enquiry Reports

- ◆ Criminal Justice - Probation
- ◆ Criminal Justice - Community Service

3.2 Appendix 2 attached shows the Department's performance in the first quarter of 2001/02 with an additional indicator in respect of the academic achievement of young people aged 16 or 17 who cease to be looked after away from home. It will be noted that quarterly reporting is not appropriate for a small number of Social Work statutory performance indicators.

#### 4. RECOMMENDATIONS

4.1. Committee is asked to note the information contained within Appendices 1 and 2 attached to this report.



**Jim Dickie**  
**Director of Social Work**  
**26 June 2001**

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**Community care assessments**

INDICATOR 1: Persons assessed or reviewed and services provided:

	Persons receiving an assessment or review		Persons receiving a service	
	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population
a) Elderly people aged 65+	7,006	154.6	11,435	252.3
b) Elderly people aged 65+ with dementia	365	8.1	988	21.8
c) People aged 18-64 with mental health problems/dementia	780	3.8	838	4.1
d) People aged 18-64 with physical disabilities	3,386	16.4	5,080	24.6
e) People aged 18-64 with learning disabilities	170	0.8	578	2.8
f) People aged 18-64 with HIV/AIDS	less than 10	not reported	less than 10	not reported
g) People aged 18-64 with drug/alcohol abuse problems	234	1.1	246	1.2
h) Total	11,941		19,165	

**Expenditure**

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

Service Group	Expenditure £,000	£ per head of population aged 18+	Expenditure %
a) Home and community based services	£27,923,655	£111	44.1%
b) Long-term residential and nursing home care	£35,351,137	£141	55.9%
Total expenditure	£63,274,792	£252	100.0%

**Child Protection**

INDICATOR 3:

a) The number of children referred over the 12 months to 31 March	168
b) The percentage of children entered on the register in the year who had previously been on the register	33.3%
c) The number of children entered on the child protection register at 31 March	48
d) The number of children on the child protection register at 31 March per 1,000 population under 16 years	0.71
e) The percentage of children on the register at 31 March who had been on the register for:	
(i) less than 6 months	83.3%
(ii) 6 months but under one year	6.3%
(iii) one year but under 2 years	10.4%
(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:**

	(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	342	57.2%	4.49
b) In other community placements	169	28.3%	2.22
c) In residential accommodation	87	14.5%	1.14
d) Total being looked after excluding respite	598		7.86
e) Children aged under 12 in residential accommodation	14	4.6%	
f) Total children aged under 12 looked after, excluding respite	307		
g) Children receiving respite excluded from a) to f)	7		0.09
h) Total looked after including respite	605		7.95

**Home care/Home help clients**

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

	(i) Number of home care clients	(ii) As a rate per 1,000 population aged 65+
<b>Level of service</b>		
a) less than 2 hours per week	374	8.3
b) 2 to less than 4 hours per week	604	13.3
c) 4 to less than 10 hours per week	1,059	23.4
d) 10 hours per week or more	751	16.6
e) Total	2,788	61.5
<b>Flexibility</b>		
f) Total receiving personal care	946	20.9
g) Total receiving care at weekends	985	21.7
h) Total receiving care in evenings/overnight	642	14.2
<b>Total volume of service</b>		
i) Total number of hours per week provided or purchased	22,365	493.4

**Residential accommodation**

**INDICATOR 6: Staff qualifications:** The 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	30.2%	14.0%
b) Elderly people	40.5%	13.8%
c) Other adults	29.2%	37.5%

**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:

Single Rooms	Council	Voluntary sector	Private sector
a) Children	95.92%	89.47%	Nil Provision
b) Elderly people	78.24%	Nil Provision	62.91%
c) Other adults	100.00%	79.17%	100.00%
Rooms with en-suite facilities	Council	Voluntary sector	Private sector
a) Children	14.29%	0.00%	Nil Provision
b) Elderly people	34.20%	Nil Provision	54.30%
c) Other adults	0.00%	12.50%	0.00%

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

	Average number of inspections per home	Number of homes inspected less than twice	Number of homes	Percentage of homes inspected less than twice
<b>a) Children</b>				
Council	2	0	5	0.0%
Voluntary sector	2	0	1	0.0%
Private sector	Nil Provision	-	-	-
<b>Total</b>		<b>0</b>	<b>6</b>	<b>0.0%</b>
<b>b) Elderly people</b>				
Council	2	0	10	0.0%
Voluntary sector	Nil Provision	-	-	-
Private sector	2	0	7	0.0%
<b>Total</b>		<b>0</b>	<b>17</b>	<b>0.0%</b>
<b>c) Other adults</b>				
Council	2	0	3	0.0%
Voluntary sector	2	0	20	0.0%
Private sector	2	0	2	0.0%
<b>Total</b>		<b>0</b>	<b>25</b>	<b>0.0%</b>

**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:**

	(i) Number of people receiving respite care	(ii) Number per 1,000 relevant population	(iii) Total volume of respite care purchased	
			Bed-nights	Hours
<b>People aged 65+</b>				
a) residential respite care	488	10.77	11,408	
b) respite care provided at home	64	1.41		30,640.5
c) other respite	218	4.81	0	134,584.0
<b>People aged 18-64</b>				
a) residential respite care	281	1.36	6,527	
b) respite care provided at home	85	0.41		34,322.0
c) other respite	20	0.10	0	22,090.0
<b>Children aged 0-17 with disabilities</b>				
a) residential respite care	105	1.38	2,604	
b) respite care provided at home	74	0.97		23,324.5
c) other respite	20	0.26	290	1,696.0

**Criminal Justice**

**INDICATOR 10: Social enquiry reports**

a) the number of reports submitted to courts during the year	1948
b) a) as a rate per 1,000 adult population	7.49
c) the proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the social work department	82.59%
d) the proportion of reports submitted to courts by the due date	87.04%

**Criminal Justice**

**INDICATOR 11: Probation**

a) the number of new probation orders issued during the year	396
b) a) as a rate per 1,000 adult population	1.52
c) the proportion of new probationers seen by a supervising officer within one week	11.87%
d) the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	6.22%

**Criminal Justice**

**INDICATOR 12: Community service**

a) the number of new community service orders issued during the year	412
b) a) as a rate per 1,000 adult population	1.58
c) the average length of community service (hours) for orders completed during the year	171.26
d) the average number of days taken to complete orders completed during the year	247.44

Community care assessments

INDICATOR 1: Persons assessed or reviewed and services provided:

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	Persons receiving an assessment or review		Persons receiving an assessment or review		Persons receiving an assessment or review		Persons receiving an assessment or review	
	Number	Rate per 1000 relevant population	Number	Rate per 1000 relevant population	Number	Rate per 1000 relevant population	Number	Rate per 1000 relevant population
a) Elderly people aged 65+	1,621	35.8		0.0		0.0		0.0
b) Elderly people aged 65+ with dementia	79	1.7		0.0		0.0		0.0
c) People aged 18-64 with mental health problems/dementia	165	0.8		0.0		0.0		0.0
d) People aged 18-64 with physical disabilities	838	4.1		0.0		0.0		0.0
e) People aged 18-64 with learning disabilities	41	0.2		0.0		0.0		0.0
f) People aged 18-64 with HIV/AIDS	less than 10	not reported		0.0		0.0		0.0
g) People aged 18-64 with drug/alcohol abuse problems	58	0.3		0.0		0.0		0.0
h) Total	2,802		0		0		0	

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	Persons receiving a service		Persons receiving a service		Persons receiving a service		Persons receiving a service	
	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population
a) Elderly people aged 65+	8,625	190.3		0.0		0.0		0.0
b) Elderly people aged 65+ with dementia	739	16.3		0.0		0.0		0.0
c) People aged 18-64 with mental health problems/dementia	577	2.8		0.0		0.0		0.0
d) People aged 18-64 with physical disabilities	3,234	15.7		0.0		0.0		0.0
e) People aged 18-64 with learning disabilities	526	2.6		0.0		0.0		0.0
f) People aged 18-64 with HIV/AIDS	less than 10	not reported		0.0		0.0		0.0
g) People aged 18-64 with drug/alcohol abuse problems	162	0.8		0.0		0.0		0.0
h) Total	13,863		0		0		0	

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	QUARTER 3	QUARTER 4
a) The number of children referred over the 3 months	34			
b) The percentage of children entered on the register in the period who had previously been on the register	n/av.			
c) The number of children entered on the child protection register at end of period	43			
d) The number of children on the child protection register at end of period per 1,000 population under 16 years	0.64	0.00	0.00	0.00
e) The percentage of children on the register at end of period who had been on the register for:				
(i) less than 6 months	79.1%			
(ii) 6 months but under one year	18.6%			
(iii) one year but under 2 years	2.3%			
(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			QUARTER 3			QUARTER 4		
	(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	(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	353	59.9%	4.64	ERR	0.00	ERR	0.00	ERR	0.00	ERR	0.00	
b) In other community placements	151	25.6%	1.98	ERR	0.00	ERR	0.00	ERR	0.00	ERR	0.00	
c) In residential accommodation	85	14.4%	1.12	ERR	0.00	ERR	0.00	ERR	0.00	ERR	0.00	
d) Total being looked after excluding respite	589		7.74	0		0.00	0		0.00	0	0.00	
e) Children aged under 12 in residential accommodation	11	3.8%		ERR			ERR			ERR		
f) Total children aged under 12 looked after, excluding respite	292											
g) Children receiving respite excluded from a) to f)	n/av.		n/av.									
h) Total looked after including respite	589		7.74	0		0.00	0		0.00	0	0.00	

N.B. - Respite figures not available separately.

**Looked after children - academic attainment**

**INDICATOR 5:** The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects:

**WILL BE REPORTED ANNUALLY**

**Home care/Home help clients**

**INDICATOR 6:** The level and flexibility of service to home care clients:

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	(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+	(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+
<b>Level of service</b>								
a) less than 2 hours per week	347	7.66		0.00		0.00		0.00
b) 2 to less than 4 hours per week	674	14.87		0.00		0.00		0.00
c) 4 to less than 10 hours per week	1,045	23.05		0.00		0.00		0.00
d) 10 hours per week or more	764	16.85		0.00		0.00		0.00
e) Total	2,830	62.43	0	0.00	0	0.00	0	0.00
<b>Flexibility</b>								
f) Total receiving personal care	943	20.80		0.00		0.00		0.00
g) Total receiving care at weekends	1,025	22.61		0.00		0.00		0.00
h) Total receiving care in evenings/overnight	639	14.10		0.00		0.00		0.00
<b>Total volume of service</b>								
i) Total number of hours per week provided or purchased	23,402	516.28		0.00		0.00		0.00

**Residential accommodation**

**INDICATOR 7:** Staff qualifications: The percentage of care staff in residential homes who have appropriate qualifications, for these users:

**WILL BE REPORTED ANNUALLY**

**INDICATOR 8:** 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 9: The inspection of registered residential homes:**

	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4	
	Average number of inspections per home	Number of homes	Average number of inspections per home	Number of homes	Average number of inspections per home	Number of homes	Average number of inspections per home	Number of homes
<b>a) Children</b>								
Council	0.60	5						
Voluntary sector	0.00	1						
Private sector	nil provision	0						
<b>Total</b>		<b>6</b>		<b>0</b>		<b>0</b>		<b>0</b>
<b>b) Elderly people</b>								
Council	0.80	10						
Voluntary sector	nil provision	0						
Private sector	0.86	7						
<b>Total</b>		<b>17</b>		<b>0</b>		<b>0</b>		<b>0</b>
<b>c) Other adults</b>								
Council	1.00	3						
Voluntary sector	0.80	20						
Private sector	0.50	2						
<b>Total</b>		<b>25</b>		<b>0</b>		<b>0</b>		<b>0</b>

**Respite care**

**INDICATOR 10: 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 11: Social enquiry reports**

**NOT AVAILABLE AT PRESENT**

**Criminal Justice**

**INDICATOR 12: Probation**

**NOT AVAILABLE AT PRESENT**

**Criminal Justice**

**INDICATOR 13: Community service**

**NOT AVAILABLE AT PRESENT**