

To: SOCIAL WORK COMMITTEE		Subject: STATUTORY PERFORMANCE INDICATORS – ANNUAL REPORT 2001-2002 AND 1 <sup>ST</sup> QUARTER MONITORING REPORT (2002-2003)
From: DIRECTOR OF SOCIAL WORK		
Date: 24 October 2002	Ref: JD/SM/AMac	

**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 2001/2002 and to provide information in respect of the Department’s performance for the first quarter of 2002/03.

**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 the changes which were being introduced as a result of the merging of the Scottish Executive key performance indicators and the statutory performance indicators. The Social Work Department was subsequently required to report on 12 indicators in 2000/01 increasing to 13 indicators in 2001/02 - the additional indicator relating to the academic achievement of young people aged 16 or 17 who cease to be looked after away from home.

**3. PERFORMANCE INDICATORS 2001/2002 – ANNUAL RETURN**

- 3.1. Appendix 1 attached to this report shows the Social Work Department performance in 2001/2002. The indicator headings are:-

- ◆ Community Care Assessments
- ◆ Expenditure
- ◆ Child Protection
- ◆ Children Being Looked After – Placements
- ◆ Looked After Children – Academic Attainment
- ◆ 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 2002/03. 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**  
**18 September 2002**

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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+	6,361	140.3	12,796	282.3
b) Elderly people aged 65+ with dementia	331	7.3	1,160	25.6
c) People aged 18-64 with mental health problems/dementia	618	3.0	908	4.4
d) People aged 18-64 with physical disabilities	3,411	16.5	5,453	26.4
e) People aged 18-64 with learning disabilities	190	0.9	681	3.3
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	215	1.0	292	1.4
h) Total	11,126		21,290	

**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	£33,283	£132.33	45.8%
b) Long-term residential and nursing home care	£39,465	£156.91	54.2%
Total expenditure	£72,748	£289.23	100.0%

**Child Protection**

**INDICATOR 3:**

a) The number of children referred over the 12 months to 31 March	263
b) The percentage of children entered on the register in the year who had previously been on the register	17.1%
c) The number of children entered on the child protection register at 31 March	63
d) The number of children on the child protection register at 31 March per 1,000 population under 16 years	0.93
e) The percentage of children on the register at 31 March who had been on the register for:	
(i) less than 6 months	57.1%
(ii) 6 months but under one year	36.5%
(iii) one year but under 2 years	4.8%
(iv) two years or more	1.6%

### 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	341	57.3%	4.48
b) In other community placements	172	28.9%	2.26
c) In residential accommodation	82	13.8%	1.08
d) Total being looked after excluding respite	595		7.82
e) Children aged under 12 in residential accommodation	11	3.7%	
f) Total children aged under 12 looked after, excluding respite	296		
g) Children receiving respite excluded from a) to f)	11		0.14
h) Total looked after including respite	606		7.96

### 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:

	(i) Number of children	(ii): (i) as a % of the number being discharged from care
a) Number ceasing to be looked after	24	
b) Number attaining at least one Standard Grade (any subject)	4	16.7%
c) Number attaining Standard Grade English and Maths	4	16.7%

### Home care/Home help clients

INDICATOR 6: 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	386	8.5
b) 2 to less than 4 hours per week	720	15.9
c) 4 to less than 10 hours per week	1,152	25.4
d) 10 hours per week or more	952	21.0
e) Total	3,210	70.8
<b>Flexibility</b>		
f) Total receiving personal care	1,270	28.0
g) Total receiving care at weekends	1,267	28.0
h) Total receiving care in evenings/overnight	783	17.3
<b>Total volume of service</b>		
i) Total number of hours per week provided or purchased	27,981	617.3

## Residential accommodation

**INDICATOR 7: 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	30.8%	14.3%
b) Elderly people	39.1%	14.9%
c) Other adults	31.8%	36.4%

**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:

Single Rooms	Council	Voluntary sector	Private sector
a) Children	95.83%	89.47%	Nil Provision
b) Elderly people	78.24%	Nil Provision	60.25%
c) Other adults	100.00%	89.94%	100.00%
Rooms with en-suite facilities	Council	Voluntary sector	Private sector
a) Children	16.67%	0.00%	Nil Provision
b) Elderly people	34.20%	Nil Provision	50.31%
c) Other adults	0.00%	17.88%	0.00%

**INDICATOR 9: 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	2.00	0	5	0
Voluntary sector	2.00	0	1	0
Private sector	Nil Provision	-	-	-
<b>Total</b>		<b>0</b>	<b>6</b>	<b>0</b>
<b>b) Elderly people</b>				
Council	2.00	0	10	0
Voluntary sector	Nil Provision	-	-	-
Private sector	2.00	0	7	0
<b>Total</b>		<b>0</b>	<b>17</b>	<b>0</b>
<b>c) Other adults</b>				
Council	2.00	0	3	0
Voluntary sector	2.00	0	20	0
Private sector	2.00	0	2	0
<b>Total</b>		<b>0</b>	<b>25</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:

	(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	529	11.67	10,486	
b) respite care provided at home	66	1.46		29,925
c) other respite	413	9.11	0	201,638
<b>People aged 18-64</b>				
a) residential respite care	288	1.40	6,589	
b) respite care provided at home	82	0.40		24,605
c) other respite	15	0.07	0	12,614
<b>Children aged 0-17 with disabilities</b>				
a) residential respite care	107	1.41	2,486	
b) respite care provided at home	100	1.31		30,202
c) other respite	32	0.42	336	2,847

### Criminal Justice

INDICATOR 11: Social enquiry reports

a) the number of reports submitted to courts during the period	2447
b) a) as a rate per 1,000 adult population	9.40
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	80.55%
d) the proportion of reports submitted to courts by the due date	98.24%

### Criminal Justice

INDICATOR 12: Probation

a) the number of new probation orders issued during the period	509
b) a) as a rate per 1,000 adult population	1.96
c) the proportion of new probationers seen by a supervising officer within one week	16.31%
d) the proportion of people subject to a probation order who were reported to the court for breach of probation during the period	7.97%

### Criminal Justice

INDICATOR 13: Community service

a) the number of new community service orders issued during the period	461
b) a) as a rate per 1,000 adult population	1.77
c) the average length of community service (hours) for orders completed during the period	173
d) the average number of days taken to complete orders completed during the period	273

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	PERSONS	MALES	FEMALES		
ALL AGES	327620	159323	168297		
0	3790	1943	1847	Under 16	67398
1	4059	2129	1930	0-17	76099
2	4027	2004	2023	18-64	206193
3	4213	2153	2060	65+	45328
4	3975	2063	1912	18+	251521
5	4025	2054	1971	16+	260222
6	4228	2212	2016		
7	4160	2158	2002		
8	4486	2305	2181		
9	4406	2271	2135		
10	4177	2127	2050		
11	4281	2134	2147		
12	4359	2275	2084		
13	4388	2176	2212		
14	4357	2204	2153		
15	4467	2189	2278		
16	4328	2199	2129		
17	4373	2291	2082		
18	4402	2287	2115		
19	4535	2297	2238		
20	4498	2337	2161		
21	4276	2202	2074		
22	3886	1967	1919		
23	3755	1958	1797		
24	4234	2087	2147		
25	4214	2178	2036		
26	4266	2217	2049		
27	4543	2387	2156		
28	4729	2311	2418		
29	4984	2472	2512		
30	5340	2675	2665		
31	5343	2736	2607		
32	5568	2761	2807		
33	5659	2895	2764		
34	5414	2707	2707		
35	5568	2735	2833		
36	5456	2741	2715		
37	5403	2654	2749		
38	5357	2732	2625		
39	5248	2668	2580		
40	4994	2453	2541		
41	4781	2353	2428		
42	4845	2352	2493		
43	4633	2269	2364		
44	4399	2136	2263		
45	4270	2067	2203		
46	4283	2099	2184		
47	4253	2093	2160		
48	3988	1935	2053		
49	4002	1948	2054		
50	4103	2017	2086		
51	4247	2074	2173		
52	4411	2120	2291		
53	4616	2310	2306		
54	3626	1745	1881		
55	3484	1642	1842		
56	3716	1786	1930		
57	3700	1714	1986		
58	3394	1647	1747		
59	3286	1590	1696		
60	3417	1635	1782		
61	3418	1586	1832		
62	3376	1600	1776		
63	3113	1399	1714		
64	3160	1446	1714		
65	3125	1471	1654		
66	2955	1369	1586		
67	2886	1299	1587		
68	2738	1286	1452		
69	2686	1182	1504		
70	2728	1217	1511		
71	2428	1071	1357		
72	2342	1025	1317		
73	2205	939	1266		
74	2190	909	1281		
75	1935	777	1158		
76	1922	742	1180		
77	1683	660	1023		
78	1746	704	1042		
79	1664	609	1055		
80	1494	547	947		
81	1114	387	727		
82	953	317	636		
83	969	302	667		
84	918	290	628		
85	787	254	533		
86	682	208	474		
87	652	219	433		
88	462	151	311		
89	477	113	364		
90+	1587	368	1219		

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+	1,854	40.9	9,753	215.2
b) Elderly people aged 65+ with dementia	64	1.9	902	19.9
c) People aged 18-64 with mental health problems/dementia	162	0.8	602	2.9
d) People aged 18-64 with physical disabilities	938	4.5	3,710	18.0
e) People aged 18-64 with learning disabilities	43	0.2	622	3.0
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	55	0.3	165	0.8
h) Total	3,136		15,754	

Totals	%	ProRata ComCare	Total	Check
		40		
597	11.8%	5	602	4.72
3681	72.8%	29	3710	29.10
617	12.2%	5	622	4.88
n/a	0.0%	0	0	0.00
164	3.2%	1	165	1.30
5059	100.0%	40	5099	40.00
15714		15754	15799	

Expenditure

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

NOT APPROPRIATE FOR QUARTERLY REPORTING

Service Group	Expenditure £,000	£ per head of population aged 18+	Expenditure %
a) Home and community based services	n/a	n/a	n/a
b) Long-term residential and nursing home care	n/a	n/a	n/a
Total expenditure	n/a	n/a	n/a

Child Protection

INDICATOR 3:

a) The number of children referred over the 3 months	59
b) The percentage of children entered on the register in the year who had previously been on the register	n/av.
c) The number of children entered on the child protection register at the end of the period	61
d) The number of children on the child protection register at the end of the period per 1,000 population under 16 years	0.91
e) The percentage of children on the register at the end of the period who had been on the register for:	
(i) less than 6 months	55.7%
(ii) 6 months but under one year	37.7%
(iii) one year but under 2 years	4.9%
(iv) two years or more	1.8%



**Children being looked after - placements**

**INDICATOR 4: The number and percentage of children being looked after by the council in the 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	336	58.1%	4.42
b) In other community placements	169	29.2%	2.22
c) In residential accommodation	73	12.6%	0.96
d) Total being looked after excluding respite	578		7.60
e) Children aged under 12 in residential accommodation	12	4.1%	
f) Total children aged under 12 looked after, excluding respite	291		
g) Children receiving respite excluded from a) to f)	n/a		0.00
h) Total looked after including respite	578		7.60

**Looked after children - academic attainment**

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

**NOT APPROPRIATE FOR QUARTERLY REPORTING**

	(i) Number of children	(ii): (i) as a % of the number being discharged from care
a) Number ceasing to be looked after	n/a	
b) Number attaining at least one Standard Grade (any subject)	n/a	n/a
c) Number attaining Standard Grade English and Maths	n/a	n/a

**Home care/Home help clients**

**INDICATOR 6: 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	412	9.1
b) 2 to less than 4 hours per week	748	16.5
c) 4 to less than 10 hours per week	1,162	25.6
d) 10 hours per week or more	968	21.4
e) Total	3,290	72.6
<b>Flexibility</b>		
f) Total receiving personal care	1,250	27.6
g) Total receiving care at weekends	1,359	30.0
h) Total receiving care in evenings/overnight	818	18.0
<b>Total volume of service</b>		
i) Total number of hours per week provided or purchased	28,676	632.6

**Residential accommodation**

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

**NOT APPROPRIATE FOR QUARTERLY REPORTING**

	Percentage of staff with appropriate qualifications	
	(i) social work, social care and other specified qualifications	(ii) other relevant qualifications
a) Children	n/a	n/a
b) Elderly people	n/a	n/a
c) Other adults	n/a	n/a

**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:

**NOT APPROPRIATE FOR QUARTERLY REPORTING**

	Single Rooms	Council	Voluntary sector	Private sector
a) Children		n/a	n/a	Nil Provision
b) Elderly people		n/a	Nil Provision	n/a
c) Other adults		n/a	n/a	n/a
	Rooms with en-suite facilities	Council	Voluntary sector	Private sector
a) Children		n/a	n/a	Nil Provision
b) Elderly people		n/a	Nil Provision	n/a
c) Other adults		n/a	n/a	n/a

**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**

	(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	n/a	n/a	n/a	
b) respite care provided at home	n/a	n/a		n/a
c) other respite	n/a	n/a	n/a	n/a
<b>People aged 18-64</b>				
a) residential respite care	n/a	n/a	n/a	
b) respite care provided at home	n/a	n/a		n/a
c) other respite	n/a	n/a	n/a	n/a
<b>Children aged 0-17 with disabilities</b>				
a) residential respite care	n/a	n/a	n/a	
b) respite care provided at home	n/a	n/a		n/a
c) other respite	n/a	n/a	n/a	n/a

**Criminal Justice****INDICATOR 10: Social enquiry reports**

a) the number of reports submitted to courts during the period	643
b) a) as a rate per 1,000 adult population	2.47
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	82.67%
d) the proportion of reports submitted to courts by the due date	95.49%

**Criminal Justice****INDICATOR 11: Probation****NOT APPROPRIATE FOR QUARTERLY REPORTING**

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

**Criminal Justice****INDICATOR 12: Community service**

a) the number of new community service orders issued during the period	131
b) a) as a rate per 1,000 adult population	0.50
c) the average length of community service (hours) for orders completed during the period	163
d) the average number of days taken to complete orders completed during the period	243

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7	4160	2158	2002		
8	4486	2305	2181		
9	4406	2271	2135		
10	4177	2127	2050		
11	4281	2134	2147		
12	4359	2275	2084		
13	4388	2176	2212		
14	4357	2204	2153		
15	4467	2189	2278		
16	4328	2199	2129		
17	4373	2291	2082		
18	4402	2287	2115		
19	4535	2297	2238		
20	4498	2337	2161		
21	4276	2202	2074		
22	3886	1967	1919		
23	3755	1958	1797		
24	4234	2087	2147		
25	4214	2178	2036		
26	4266	2217	2049		
27	4543	2387	2156		
28	4729	2311	2418		
29	4984	2472	2512		
30	5340	2675	2665		
31	5343	2736	2607		
32	5568	2761	2807		
33	5659	2895	2764		
34	5414	2707	2707		
35	5588	2735	2833		
36	5456	2741	2715		
37	5403	2654	2749		
38	5357	2732	2625		
39	5248	2668	2580		
40	4994	2453	2541		
41	4781	2353	2428		
42	4845	2352	2493		
43	4633	2269	2364		
44	4399	2136	2263		
45	4270	2067	2203		
46	4283	2099	2184		
47	4253	2093	2160		
48	3988	1935	2053		
49	4002	1948	2054		
50	4103	2017	2086		
51	4247	2074	2173		
52	4411	2120	2291		
53	4616	2310	2306		
54	3826	1745	1881		
55	3484	1642	1842		
56	3716	1786	1930		
57	3700	1714	1986		
58	3394	1647	1747		
59	3286	1590	1696		
60	3417	1635	1782		
61	3418	1586	1832		
62	3376	1600	1776		
63	3113	1399	1714		
64	3160	1446	1714		
65	3125	1471	1654		
66	2955	1369	1586		
67	2886	1299	1587		
68	2738	1286	1452		
69	2686	1182	1504		
70	2728	1217	1511		
71	2428	1071	1357		
72	2342	1025	1317		
73	2205	939	1266		
74	2190	909	1281		
75	1935	777	1158		
76	1922	742	1180		
77	1683	660	1023		
78	1746	704	1042		
79	1664	609	1055		
80	1494	547	947		
81	1114	387	727		
82	953	317	636		
83	969	302	667		
84	918	290	628		
85	787	254	533		
86	682	208	474		
87	652	219	433		
88	462	151	311		
89	477	113	364		
90+	1587	368	1219		