

**REPORT**

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| To: SOCIAL WORK<br>(OPERATIONS AND SERVICES)<br>SUB COMMITTEE |  | Subject: SOCIAL WORK PERFORMANCE INDICATORS<br>2003/04 |  |
| From: DIRECTOR OF SOCIAL WORK                                 |  |  |  |
| Date: 22.02.05  |  | Ref: JN/TJC  |  |

**1. Purpose of Report/Introduction**

The purpose of this report is to inform Committee of recently released statistical information from Audit Scotland.

While the report from Audit Scotland contains performance indicators for the period 2003/04 for both *Housing and Social Work Services*, this report details only those indicators that directly relate to Social Work activity.

**2. Background**

2.1 The report "Housing and Social Work – Performance Indicators 2003/04" is produced by Audit Scotland for the Accounts Commission. It compares the performance of Scottish Councils on number of specific performance indicators. The report also allows comparison with performance in the previous two years.

2.2 In relation to Social Work Services, this report considers four areas of activity: homecare; the use of qualified staff in care homes; social enquiry reports; and community service.

**3. Findings**

**3.1 HOME CARE**

- The section on homecare considers the extent to which flexible home care services are provided to meet the need for personal care, weekend and evening / overnight services for those aged 65 and over.
- North Lanarkshire Council provides 636.8 hours of homecare per 1,000 of the population aged 65+. This compares with a Scottish average of 512.2 hours and is the third highest level of service provided by mainland councils.
- Almost half (48.2%) of homecare service users in North Lanarkshire receive personal care. While this is slightly below the Scottish average, the definition of personal care is open to wide interpretation and the aforementioned statistic of overall hours of service is a more reliable indicator of service delivery.
- More than a quarter (26.5%) of service users receive a service during evenings/overnight in North Lanarkshire. This is above the Scottish average of 25.5% and reflects the council's progress in this area of service.
- More than half (53.6%) of service users in North Lanarkshire receive a home care service at weekends. This is well above the Scottish average of 47.2% and is an indicator of the flexibility of homecare services at weekends as well as during week days.

### 3.2 THE USE OF QUALIFIED STAFF IN CARE HOMES

- This performance indicator is concerned with the percentage of care staff with appropriate qualifications in care homes for older people and younger adults.
- North Lanarkshire Council has 229 staff employed in residential accommodation for older people. Of these 58% have an appropriate qualification and this is well above the Scottish average of 41%. Only three councils have a higher percentage of qualified staff but in each case those councils have only one care home in each council area.
- In relation to qualified staff in residential accommodation for younger adults, 65% of the staff in North Lanarkshire Council establishments have an appropriate qualification. This is far above the national average of 38%. In this sector, it should be noted that figures are very misleading, with a virtual phasing out of such accommodation for younger adults in many council areas, in favour of community living arrangements.

### 3.3 SOCIAL ENQUIRY REPORTS

- This section of the Audit Scotland report refers to the number and proportion of social enquiry reports allocated to staff within two days and submitted to the courts by the due date.
- Within North Lanarkshire Council, 82.9% of social enquiry reports were allocated to social work staff within two days. While this is slightly below the Scottish average of 86.6%, there has been an improvement in the council's performance over the past year.
- A better indicator of performance in this sphere of operation can be found in the proportion of social enquiry reports submitted to courts by the due date. In this performance indicator, North Lanarkshire Council meets the target date in 98.8% of all cases. This is above the Scottish average of 95.5% and also shows an improvement on last year's performance.

### 3.4 COMMUNITY SERVICE

- This section of the Audit Scotland report relates to numbers of community service orders and the time taken to complete orders during the year.
- North Lanarkshire Council completed 342 community service orders in 2003/04. This is a significant increase on the previous years activity when 245 such orders were completed.
- The average length of community service order was 164 hours, slightly higher than the Scottish average and community service activity averaged 3.6 hours per week for each order served during the year.

## 4. Conclusion

- 4.1 This report by Audit Scotland provides a range of information to show people how well councils are providing services and how they compare with other councils.
- 4.2 The picture for North Lanarkshire in the social work sphere is one of high performance and improving performance with the council performing in the top quartile in most of the areas measured.

## 5. Recommendations

5.1 Committee is asked to:

(i) note the contents of this report.



P.P. **Jim Dickie**  
**Director of Social Work**  
**(9<sup>th</sup> February 2005)**

For further information on this report please contact Jim Nisbet Manager Older Peoples Services on telephone 01698-332051