

## **EAST AYRSHIRE COUNCIL**

**SOCIAL WORK COMMITTEE – 18 MARCH 2004**

### **AUDIT SCOTLAND PERFORMANCE AUDIT REPORT: “COMPARING THE PERFORMANCE OF SCOTTISH COUNCILS SOCIAL WORK SERVICES 2002 - 2003”**

#### **Report by Director of Educational and Social Services**

#### **1. PURPOSE OF REPORT**

- 1.1 To inform Committee members of the Council's performance in 2002 - 2003 against Social Work statutory performance indicators audited by the Accounts Commission.

#### **2. BACKGROUND**

- 2.1 The Audit Scotland publications “Comparing the Performance of Scottish Councils” are published annually and present analysis of the performance information provided by local authorities. The indicators for Adult Social Work are published under the title "Housing and Social Work" and the social work indicators relating to children are published alongside the education indicators under the title of "Children's Services"
- 2.2 The social work performance indicators featured in the 2002-2003 report "Housing and Social Work" are;
- ◆ Home Care
  - ◆ The Use Of Qualified Staff In Care Homes
  - ◆ Social Enquiry Reports
  - ◆ Community Service
- 2.3 The children's social work indicators featured in "Children's Services " are
- ◆ Academic Attainment of Looked After Children
  - ◆ The Use Of Qualified Staff In Care Homes
- 2.4 A copy of each of the Audit Scotland publications is lodged in the Members Information Point.

### **3. PERFORMANCE INFORMATION**

#### **3.1 East Ayrshire Council's Overall Performance**

3.1.1 The overall performance of the Council is summarised in the following paragraphs.

3.1.2 The Council has performed above the Scottish average in respect of

- ◆ Home care provision
- ◆ Qualified staff in residential accommodation
- ◆ The proportion of social enquiry reports allocated to staff and reported to courts within target time
- ◆ The average hours per week taken to complete community service orders.

3.1.3 The Council has performed below the Scottish average regarding :

- ◆ The academic attainment of children ceasing to be looked after away from home. There was a marked improvement on the previous year's performance.

#### **3.2 East Ayrshire Council Performance Against Each Reported Indicator**

##### **3.2.1 Home Care**

- The purpose of this indicator is to measure the flexibility of home care services in providing personal care in addition to help with household tasks, and providing care outwith normal working hours. The indicator is based on a typical week's service provision.
- The pattern of home care service provision in East Ayrshire has been similar to the national trend.
- In East Ayrshire 49 people per thousand of the population aged over 65 were provided with personal care, this was the 10<sup>th</sup> highest rate in Scotland and exceeded the Scottish rate of 42.5
- Care at weekends was provided to 38.4 people per thousand, ranking 11<sup>th</sup> amongst local authorities. Again East Ayrshire exceeded the national rate of 36 per thousand.
- East Ayrshire was 7<sup>th</sup> highest in terms of provision of evening and overnight care with a rate per thousand of 20.9 against the Scottish rate of 16.9.

### **3.2.2 Use of Qualified Staff in Care Homes**

- The extent to which care staff are qualified is a significant indicator of the quality of care provided. In East Ayrshire as in Scotland generally the percentage of qualified care staff has increased year on year.
- In 2002-03 44% of staff in care homes for older people in East Ayrshire were qualified. This was an increase of 2% from the previous year and was the 8<sup>th</sup> highest percentage in Scotland, 4% higher than the national average of 39%.
- East Ayrshire had the 6<sup>th</sup> highest percentage of qualified staff in residential homes for adults, 52%, outperforming the national average of 39.5%.
- The percentage of qualified care staff in children's units has increased year on year since 2000. In 2002-2003, 72% of care staff in East Ayrshire were qualified. This was the 5<sup>th</sup> highest percentage in Scotland and was well above the Scottish average of 53%.

### **3.2.3 Social Enquiry Reports**

- This indicator reports on the number and percentage of Social Enquiry Reports allocated to staff within two working days and submitted to the courts by the due date, in accordance with the National Objectives and Standards for Social Work in the Criminal Justice System.
- East Ayrshire, with 91% of reports allocated within two working days, was well above the Scottish average of 85%.
- In East Ayrshire, 97% of reports were submitted to court by the due date, outperforming the Scottish average of 95%.

### **3.2.4 Community Service by Offenders**

- This indicator reports on the number of hours per day for community service orders completed in the year. Research indicates that community service orders tend to be more effective the shorter the period taken to complete the hours ordered by the court. It is also important that the programme of community service matches the needs and abilities of the client. There will therefore always be occasions where it is in the interest of the offender to work through the order more slowly.
- Across Scotland, there was significant variation in the average rate at which orders were completed, ranging from 5.8 hours per day in East Renfrewshire to 2.2 hours per day in Dumfries and Galloway. East Ayrshire, at 3.7 hours per day in 2002-2003 was above the national average of 3.4 hours per day.

### **3.2.5 Academic Attainment of Looked After Children**

- This indicator reports on the percentage of children who finished being looked after in the reporting year, and who achieved Standard Grades in English and Maths or other subjects. The indicator reflects how well councils provide for the educational needs of children in their care who are looked after away from home, and the extent to which councils achieve the Scottish Executive's target for young people ceasing to be looked after to achieve Standard Grades in English and Maths.
- In East Ayrshire the percentage of children looked after away from home who ceased to be looked after in the reporting year and who achieved standard grades in English and Maths increased from 19% in 2001-2002 to 29% in 2002-2003. Although this falls below the Scottish average of 36.4% the overall improvement since 2001-2002 is indicative of East Ayrshire's commitment to improving the academic attainment of children in its care.

#### **4. FINANCIAL IMPLICATIONS**

Nil

#### **5. LEGAL IMPLICATIONS**

Nil

#### **6. POLICY IMPLICATIONS**

Nil

#### **7. RECOMMENDATIONS:**

7.1 Committee is requested to :

- (I) Note that the Council has performed well in respect of most of the reported performance indicators;
- (II) Note that, in terms of Best Value, officers will pursue continuous improvement in all aspects of social work provision.

**John Mulgrew**  
**Director of Educational and Social Services**  
**24 February 2004**

### **List of Background Papers**

1. "Comparing the Performance of Scottish Councils Housing and Social Work Services 2002-2003": Audit Scotland,2004.
2. "Comparing the Performance of Scottish Councils Children's Services 2002-2003" : Audit Scotland,2004

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**IMPLEMENTATION OFFICER – JACKIE DONNELLY, HEAD OF SOCIAL WORK**