

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE : 2 NOVEMBER 2006

STATUTORY PERFORMANCE INDICATORS 2005-06

Report by the Executive Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 This purpose of this report is to provide Social Work Committee with comparison between 2005-06 statutory performance indicators produced this year and those submitted for 2004-05.

2. BACKGROUND

- 2.1 The Local Government Act 1992 requires the Accounts Commission to issue an annual direction to Local Authorities to publish performance information across a broad range of services. The Commission issued the 2004 Direction in December 2004 and this set out the Statutory Performance Indicators for financial year 2005/06 upon which Councils are now required to report.
- 2.2 The Council's 2005-06 submission was approved for submission to the external auditor by Council on June 22nd 2006. The Social Work indicators were subsequently approved by the external auditors.
- 2.3 Social Work indicators relating to Community Care and Criminal Justice are recorded under the heading "Adult Social Work." Indicators relating to children are combined with Education indicators under the heading of "Children's Services". There have been a number of changes to the Indicators this year which means that like for like comparisons are not possible in all cases. These are referred to in the report. Where possible, three year comparisons have been provided to illustrate trends in performance.

3. ADULT SOCIAL WORK INDICATORS

3.1 Indicator 1. Community Care Assessments

- 3.2 This was a new Indicator for the 2005 – 2006 collection. Therefore a comparison with 2004-05 is not possible. This indicator reports the average time taken to provide community care services from the first identification of need to delivery of first service. The definitions used in this indicator are in accordance with those contained in the Scottish Executive Health Department Circular CCD7/2004 Joint Performance Information and Assessment Framework (JPIAF) Indicator 6. (A report on the JPIAF return 2006 was presented to Social Work committee in September).

- *The average (median) time taken from first identification of need to delivery of first service was 12 days. This was based on a three month sample of community care assessments.*

3.3 Indicator 2. Residential Accommodation: Staff Qualification

3.4 This indicator reports on the percentage of care staff in the Council's residential units who have appropriate qualifications and demonstrates continuous performance improvement as more staff within the Older People and Adults service area attain qualifications. This is in line with registration standards.

- *The percentage of qualified care staff in residential units improved from 59 % in 2004-05 to 67% in 2005 –06.*

3.5 Indicator 3. Residential Accommodation (Privacy)

3.6 This indicator reports on the percentage of places in residential homes for older people and other adults, provided or purchased by the Council, which have single rooms and the percentage with en-suite facilities. This information is reported by sector and reports the position at 31st March in the reporting year. Research indicates that privacy is of particular importance to people living in residential establishments therefore this indicator can be taken as a good measure of a key aspect of the quality of residential care provided or purchased by councils.

- *There was no change from 2005 in the percentage of single rooms provided by the local authority for adults or older people. All had single rooms.*
- *The percentage of total places with en-suite facilities provided by the local authority in residential units for older people increased from 0% in 2005 to 7.5% this year reflecting the upgrading of our Ross Court facility.*
- *The percentage of single rooms for adults purchased from the private sector went up from 85% in 2005 to 90% in 2006.*
- *The percentage of single rooms for older people purchased from the private sector increased from 68% in 2005 to 72% in 2006.*
- *The percentage of older people in private sector accommodation who were in rooms with en-suite facilities increased from 70% to 74% while adults in private sector rooms with en-suite facilities increased from 20% to 34%*

Older people (65+)	Single rooms %			En-suite rooms %		
	03/04	04/05	05/06	03/04	04/05	05/06
Council homes	100%	100%	100%	0%	0%	7.5%
Voluntary Sector	N/A	N/A	N/A	N/A	N/A	N/A
Private Sector	68.1%	68.1	72.3	67.5%	70.3%	73.7%
Other Adults						
Council homes	100%	100%	100%	0%	0%	0%
Voluntary sector	N/A	N/A	N/A	N/A	N/A	N/A
Private sector	100%	85%	90%	11.1%	20%	100%

3.7 Indicator 4. Home Care / Home Helps

3.8 Care at home is one of the most important services delivered by local authorities to support people with community care needs in their own home. This indicator reports on the number of people aged 65 and over who received a homecare service in the first week in April 2006 and measures the flexibility of the service in providing people with the type of care they need when its needed.

- *The indicator shows a small increase (0.4%) in the number of home care service users from 1407 in 2005 to 1413 in 2006 .*
- *The number of hours delivered in scheduled care decreased slightly by 1.5% from 12,174 to 11,991. Flexible services to meet unscheduled care needs, when people require extra help for a short period, has however, increased by development of additional services provided through Community Alarms and Home from Hospital services amounting to 300 hours per week (2.5%) of total hours.*
- *Personal care and services at weekends continued to rise: the number of older people receiving personal care increased from 1075 to 1150.*
- *81% of home care service users aged 65 and over received personal care in 2006 compared to 76% in 2005.*

3.9 Although the quantity of care at home provided has remained consistent, the return illustrates that we have continued to *shift the balance of care* overall towards the most vulnerable with higher support needs.

	2003/04	2004/05	2005/06
(a)The number of people age 65+ receiving homecare	1395	1407	1413
(b)The number of home care hours per 1,000 population age 65+	596.4	621.9	609.4
(c)As a proportion of home care clients age 65+, the number receiving:-			
- personal care	70%	76.4%	81.4%
- a service during evening /overnight	30%	34.3%	33.2%
- a service at weekends	54%	61%	63.9%

3.10 Indicator 5. Respite Care

3.11 Respite Care is a service intended to benefit a carer and the person they care for by giving them a short break from caring tasks. The indicator changed for 2005-06 and therefore no comparison with previous years is possible. This Indicator reports on the number of respite care nights provided in care homes and in other settings and the number of hours in day care centres and other settings for older people and other adults;

- *7,976 nights of respite care was provided for older people 21% of respite care was not in a care home.*

- 4,719 nights of respite care was provided for other adults. 15.% of respite care was not in a care home.
- 66,118 hours of day time respite was provided for people aged 65 and over 10% of these respite care was not in a day care setting
- All 14,478 hours of day time respite provided for people aged 18-64 was provided at home.

3.12 Indicator 6. Criminal Justice Social Enquiry Reports

3.13 This indicator provides information on the volume of work undertaken and the efficiency of the service in terms of reports submitted to the courts within timescales.

- The number of reports submitted to courts during the year increased from 972 in 2004-05 to 1123 (16% increase).
- 99.5% of reports were submitted on time.

	2003/04	2004/05	2005/06
(a)the number of reports submitted to the courts during the year	1018	972	1123
(b)the proportion of reports submitted to the courts by the due date	99.8%	98.6%	99.5%

3.14 Indicator 7. Probation

3.15 This report measures the performance of Criminal Justice Social Work activity in respect of initial meetings with new probationers and the number of reports submitted to the courts.

3.16 The number of new probation orders issued is decided by the courts. The proportion of new probationers seen within one week is affected by a number of internal and external influences; failure of probationers to keep appointments; late notification by the courts; staff shortages / illness.

- There was a slight reduction in the number of new probation orders issued (2) and an increase in the percentage seen by a supervising officer within one week (0.8%).

	2003/04	2004/05	2005/06
(a)the number of reports submitted to the courts during the year	316	287	285
(b)the proportion of new probationers seen by a supervising officer within one week	65.7%	81.2%	81.9%

3.17 **Indicator 8. Community Service**

3.18 Community Service Orders are issued by the Courts not by the local authority. Research has indicated that community service tends to be more effective in reducing the likelihood of re-offending the shorter the time taken to complete the order. This sentence is a direct alternative to imprisonment. The time taken to complete an order is influenced by a number of external factors such as; suspension of the order due to verified ill health; or a change in the circumstance due to the offender gaining employment.

- *There was a slight increase in the number of new orders issued (28) accompanied by a slight increase in the average number of hours per week taken to complete (3.1 to 3.5).*

	2003/04	2004/05	2005/06
(a)number of new community service orders issued during the year	227	255	271
(b)The average number of hours per week taken to complete orders	3.32	3.1	3.5

4. **CHILDRENS SERVICES**

4.1 **Indicator 4 Children's Reporter Liaison**

4.2 This is a changed indicator which counts the number of reports submitted to the Scottish Children's Reporter Administration (SCRA) and measures the performance submitted within agreed timescales. During 2005/06 the council was obliged to report using figures provided by SCRA.

- *No of Reports submitted to the reporter during the year: 952*
- *Proportion of Reports requested by the reporter submitted on time: 24%*

4.3 Compared with last year's SCRA figures this represents an improvement of 3% (21%).

4.4 In overall terms the total number of reports submitted to the Reporter increased by 16% from 1853 in 2004/05 to 2148 in 2005/06.

4.5 **Indicator 5: Supervision.**

4.6 This indicator shows how well the council is meeting the national target time for allocating a social worker (supervising officer) and arranging a visit to the child/family to take place as the first step in the programme of work with the child.

- *Performance decreased slightly from 100% to 97.7%*

4.7 This should be seen within the context of the number of new supervision requirements increasing by 71% from 51 in 2004/05 to 87 in 2005/06. The decrease in performance represents two orders.

	2003/04	2004/05	2005/06
(a)No. of new supervision requirements made during the year	54	51	87
(b)The proportion of children seen by a supervising officer within 15 days	100%	100%	97.7%

4.8 Indicator 6: Children being looked after- Academic Attainment

4.9 This indicator reflects how well the council has performed in meeting the targets set for local authorities in meeting the educational needs of young people in their care. The percentage of children attaining SCQF level 3 or above in English and Maths doubled in the year.

	2004/05	2005/06
(a)Number of young people age 16 or 17 ceasing to be looked after	12	6
(b)Percentage attaining at least one SCQF level 3	33.0%	33%
(c)Percentage attaining SCQF level 3 in English and Maths	16.7%	33%

4.10 Indicator 7: Staff Qualifications in residential homes

4.11 This is a new indicator which shows the percentage of care staff and managers in residential units for children who have appropriate qualifications for their post according to the Scottish Social Services Council criteria. As new criteria has been used no direct comparison is possible with last year.

- 77.5% of staff had the relevant qualifications in 2005/06

4.12 Indicator 8: Residential Accommodation - Privacy

4.13 The ability to place children in units with single rooms and en-suite facilities is influenced by the availability of children's units, suitability of the unit according to the needs of the child and facilities offered by the units.

	Single rooms %		Rooms with en-suite facilities%	
	04/05	05/06	04/05	05/06
Council homes	100%	100%	0%	17.4%
Voluntary Sector	88.2%	88.9%	29.4%	55.6%
Private Sector	75%	80%	25%	20%

- *The percentage variance in the en-suite facilities from 0% to 17.4% is as a direct result of the opening of East Ayrshire Council's Intensive Support Unit in March 2005.*
- *The full implementation of the Best Value Review of Services to Looked After and Accommodated Children will result in improved performance for the Council in relation to this indicator.*
- *The private and voluntary sector figures relate to small numbers of children in these resources whose movements resulted in significant percentage changes*

4.14 **Indicator 9: Respite Care**

4.15 This is a new indicator showing the balance of children's respite between respite at home and respite away from home, at night and in the daytime. The department has also been attempting to offer a more balanced provision to provide a range of options between residential or home based respite services which is reflected in a shift from residential to home based respite.

Provision of respite care Per 1,000 children (0-17yrs)	
(a) Total overnight respite nights provided	1,383
(b) overnight respite not in a care home as a rate per thousand of the population aged 0-17	52.9
% overnight respite not in a care home	0%
(b)Total hours daytime respite	5,012
% respite as a rate per thousand of the population aged 0-17	191.6
% daytime respite not in a care home	100%

5. POLICY/LLEGAL IMPLICATIONS

5.1 Nil.

6. FINANCIAL IMPLICATIONS

6.1 Nil.

7. COMMUNITY PLANNING IMPLICATIONS

7.1 Social Work's performance as measured by the statutory performance indicators is evidence of the significant contribution the service makes towards achieving the aspirations and aims set out within the Eliminating Poverty, Improving Opportunities, Improving Health and Improving Community Safety themes of the Community Plan.

8. CONCLUSION

- 8.1 Social Work has developed a trend of good, consistent or improving performance in all indicators.

9. RECOMMENDATIONS

- 9.1 Social Work Committee is asked to:-
- (i) note the positive trends in performance; and
 - (ii) otherwise note the contents of the report.

Graham Short
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ADM/CJ
10 October 2006
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LIST OF BACKGROUND PAPERS

1. Accounts Commission Standards of Performance Guide 2005/06

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