

## EAST AYRSHIRE COUNCIL

### SOCIAL WORK COMMITTEE – 29 MARCH 2001

#### ACCOUNTS COMMISSION PERFORMANCE AUDIT REPORT: SOCIAL WORK PERFORMANCE INDICATORS 1999/2000

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

### 1. PURPOSE OF REPORT

- 1.1 To inform Committee members of the Council's performance in 1999/2000 against the key Social Work performance indicators audited by the Accounts Commission.
- 1.2 To make recommendations for further action.

### 2. BACKGROUND

- 2.1 The Accounts Commission publishes reports annually on the performance of all Scottish local authorities against key Social Work performance indicators, drawing on information submitted by individual local authorities.
- 2.2 The key performance indicators which are used to measure performance are:
  - Proportion of looked after children in different types of placement;
  - Provision of home care/home help services;
  - Qualifications of care staff in residential homes;
  - Proportion of places in residential homes provided in single occupancy rooms;
  - Inspections of residential homes;
  - Provision of respite care.

### 3. PERFORMANCE INFORMATION

#### 3.1 Comparison with Scottish Averages – General Points

- 3.1.1 The statistical note attached as Appendix 1 provided comparative information on the Council's performance against the Scottish average. The figures are taken from the Accounts Commission report.
- 3.1.2 Members of Committee will note primarily that the Council has performed very well against the key Social Work performance indicators. The overall performance of the Council is summarised in the following paragraphs.

3.1.3 The Council has performed above the Scottish average in respect of:

- placements for looked after children
- qualified staffing in accommodation for other adults
- single occupancy room standards
- provision of respite care

3.1.4 The Council has performed at the Scottish average figure in respect of:

- qualified staffing in accommodation for older people
- home care provision

3.1.5 The Council has performed below the Scottish average in respect of:

- qualified staffing in accommodation for children
- number of inspections

3.1.6 Members of the Committee will note that, in respect of the two performance indicators where the Council has performed below the Scottish average, performance improvements have already been effected in respect of qualified staffing in children's homes and that current performance exceeds the Scottish average for 1999/2000. Action to address the performance shortfall in terms of number of inspections is described in Section 4 below.

## 3.2 **Comparison with Scottish Averages – Specific Points**

### **Looked After Children**

3.2.1 Across Scotland there has been little noticeable change in the pattern of provision for looked after children since local government re-organisation in 1996. The number of children being looked after has remained constant and the overall proportion looked after at home or in community placements as opposed to residential care has risen only marginally. In 1999/2000, the proportion of looked after children in different types of placement varied widely from authority to authority.

3.2.2 In this field of activity, East Ayrshire has made substantial inroads, well ahead of the Scottish average, in maintaining looked after children at home or in community settings.

### **Home Care Provision**

3.2.3 Across Scotland, in 1999/2000, the total number of service users receiving home care services fell by 3% from the figures for 1998/1999. The figures continue the downward trend in numbers every year since 1996/1997. Over the same period, there has been an increase in the proportion of service users receiving more than 10 hours home care each week, from 8.9% in 1996/1997 to 14.9% in 1999/2000. This

pattern suggests that Councils are achieving higher intensity service provision at the expense of a significant reduction in service to people requiring less intensive support.

- 3.2.4 In this field of activity, East Ayrshire is performing around the Scottish average in terms of hours of service provision. However, the Council has been more successful than the Scottish average in targeting scarce resources on those individuals with the greatest needs.

### **Qualified Staff**

- 3.2.5 As in previous years, across Scotland as a whole, there were higher proportions of qualified staff in homes for children than in homes for elderly people or other adults. In directly managed children's homes, nearly 45% of staff had some type of qualification. In directly managed homes for older people, 27% of staff had some type of qualification. In directly managed homes for other adults, 37% of staff had some type of qualification. In all care group sectors, there was wide variation in the proportions of qualified staff from authority to authority.

- 3.2.6 In this area of performance, the Council has performed around the Scottish average for qualified staffing in elderly care homes and above average in homes for other adults. It should also be noted that although in 1999/2000 qualified staffing in children's homes fell below the Scottish average, a focussed prioritisation of training resources on this staff group has led to the Council now exceeding the Scottish average for 1999/2000.

### **Privacy in Residential Care**

- 3.2.7 As in previous years local authorities were the main providers of residential accommodation for children and elderly people. The independent sector was the main provider of accommodation for other adults. In all care groups, the overall proportion of residential places provided in single occupancy rooms has increased since 1996/97 and local authorities continue to offer a higher proportion of single occupancy rooms than the independent sector.

- 3.2.8 In this area of performance, East Ayrshire is above the Scottish average, with all accommodation in all care group settings being in single occupancy rooms.

### **Inspection of Residential Homes**

- 3.2.9 Scottish Executive guidance suggests that care homes should be inspected twice per annum. Across Scotland, there are variations from authority to authority in the rate of inspection in all care sectors. In 1999/2000, there was a fall in the overall inspection rate across all sectors.

3.2.10 In this area of performance, East Ayrshire has performed below the Scottish average. Action to address the performance shortfall has been taken and is described in Section 4 below.

### **Respite Care**

3.2.11 This indicator measures performance in terms of providing respite care following assessment. The indicator focuses on performance in respect of elderly people, people with learning disabilities and children with disabilities.

3.2.12 In this area of performance, the Council has performed above the Scottish average, with all people assessed as requiring respite receiving it.

### **3.3 East Ayrshire Council Performance Relative to Comparable Authorities**

3.3.1 Comparing the Council's performance with that of broadly similar authorities, it may be noted that the Council has performed well in respect of placements for looked after children, qualified staffing in accommodation for other adults, single occupancy room standards and provision of respite care.

3.3.2 The Council had performed less well in terms of qualified staff in accommodation for children and elderly people and number of inspections.

## **4. Action Plan**

4.1 In terms of achieving continuous improvement under the Best Value regime, officers will continue to monitor performance against the key Social Work performance indicators with a view to achieving the highest standard possible within the resources available.

4.2 In terms of the number of inspections, managerial action has been taken within existing resources to ensure an increase in the number of inspections of residential homes during 2001/02, in preparation for the inspection function being taken over by the new Scottish Commission for the Regulation of Care from April 2002.

4.3 Members will note the separate report on the work of the Inspection Unit which is on the present Committee agenda.

## **5. Policy/Legal Implications**

Nil

## **6. Financial implications**

Nil

## **7. Conclusion and Recommendations**

7.1 Elected members will note that the Council has performed well in respect of its social work responsibilities, as evidenced by the key performance indicators report for 1999/2000.

7.2 In terms of Best Value, members will note that officers will pursue continuous improvement in all aspects of social work provision, with specific attention to improving performance in respect of the number of inspections.

7.3 Members of Committee are requested to:

- i) note the performance of the Council in 1999/2000 against the key Social Work performance indicators as summarised in Section 3 above and Appendix 1;
- ii) approve the action plan set out in Section 4 above; and
- iii) otherwise, note the content of the report.

**John Mulgrew**  
**Director of Educational and Social Services**  
**12<sup>th</sup> March 2001**  
**SM/JA/CR**

### **List of Background Papers**

Appendix 1 - Statistical Note

For further information regarding this report please contact John Alexander, Principal Officer (Quality & Planning), Department of Educational and Social Services, Civic Centre, John Dickie Street, Kilmarnock KA1 1BY, Telephone: 01563 576978

**IMPLEMENTATION OFFICER : JOHN ALEXANDER**

**APPENDIX 1 - STATISTICAL NOTE**

<b>PERFORMANCE INDICATOR 1: LOOKED AFTER CHILDREN</b>					
<b>AREA</b>	<b>NUMBER LOOKED AFTER</b>	<b>AT HOME %</b>	<b>OTHER COMMUNITY PLACEMENT %</b>	<b>RESIDENTIAL ACCOMMODATION %</b>	<b>EAC RATING</b>
<b>EAST AYRSHIRE</b>	252	64	25	11	<b>ABOVE AVERAGE</b>
<b>SCOTLAND</b>	11646	50.3	35.4	14.4	

<b>PERFORMANCE INDICATOR 2: HOME CARE PROVISION</b>							
<b>AREA</b>	<b>NUMBER OF SERVICE USERS</b>	<b>0-2 HRS PW(%)</b>	<b>2-4 HRS PW (%)</b>	<b>4-10 HRS PW(%)</b>	<b>10+ HRS PW(%)</b>	<b>HRS PER 1000 POP 65+ PW</b>	<b>EAC RATING</b>
<b>EAST AYRSHIRE</b>	1347	7	37	37	19	474	<b>AVERAGE</b>
<b>SCOTLAND</b>	68313	23.2	29.9	32	14.9	500	

<b>PERFORMANCE INDICATOR 3: QUALIFIED STAFF</b>					
<b>CARE SETTING</b>	<b>AREA</b>	<b>NUMBER OF STAFF</b>	<b>SOCIAL WORK/ SOCIAL CARE QUALIFICATION (%)</b>	<b>OTHER QUALIFICATION (%)</b>	<b>EAC RATING</b>
<b>CHILDREN'S HOMES</b>	<b>EAST AYRSHIRE</b>	30	30	17	* BELOW AVERAGE
	<b>SCOTLAND</b>	1885	33.4	11.5	
<b>ELDERLY CARE HOMES</b>	<b>EAST AYRSHIRE</b>	71	20	3	AVERAGE
	<b>SCOTLAND</b>	4710	20.8	5.7	
<b>HOMES FOR OTHER ADULTS</b>	<b>EAST AYRSHIRE</b>	20	30	25	ABOVE AVERAGE
	<b>SCOTLAND</b>	1221	24.2	13	

\* Performance now exceeds the Scottish average for 1999/2000 following targeting of training resources on residential staff in children's homes.

<b>PERFORMANCE INDICATOR 4: PRIVACY IN RESIDENTIAL CARE</b>							
<b>AREA</b>	<b>CHILDREN'S HOMES</b>		<b>ELDERLY CARE HOMES</b>		<b>HOMES FOR OTHER ADULTS</b>		<b>EAC RATING</b>
	<b>TOTAL PLACES</b>	<b>SINGLE ROOMS (%)</b>	<b>TOTAL PLACES</b>	<b>SINGLE ROOMS (%)</b>	<b>TOTAL PLACES</b>	<b>SINGLE ROOMS (%)</b>	ABOVE AVERAGE
<b>EAST AYRSHIRE</b>	17	100	101	100	24	100	
<b>SCOTLAND</b>	1089	83.9	6559	86	1051	96.3	

<b>PERFORMANCE INDICATOR 5: INSPECTION OF RESIDENTIAL HOMES</b>				
<b>AREA</b>	<b>AVERAGE NUMBER OF INSPECTIONS</b>			<b>EAC RATING</b>
	<b>COUNCIL SECTOR</b>	<b>VOLUNTARY SECTOR</b>	<b>PRIVATE SECTOR</b>	
<b>EAST AYRSHIRE</b>	1.6	1.6	1.9	* BELOW AVERAGE
<b>SCOTLAND</b>	1.9	1.9	2.1	

\* Management action has been taken to increase the number of inspections in 2001/2002.

<b>PERFORMANCE INDICATOR 6: RESPITE CARE</b>				
<b>AREA</b>	<b>PERCENTAGE RECEIVING RESPITE CARE</b>			<b>EAC RATING</b>
	<b>ELDERLY</b>	<b>LEARNING DISABILITY</b>	<b>DISABLED CHILDREN</b>	
<b>EAST AYRSHIRE</b>	100	100	100	ABOVE AVERAGE
<b>SCOTLAND</b>	95	93	89	

**AGENDA**