

## **EAST AYRSHIRE COUNCIL**

**SOCIAL WORK COMMITTEE – 31<sup>st</sup> JANUARY 2002**

**AUDIT SCOTLAND PERFORMANCE AUDIT REPORT;**

**“Comparing The Performance Of Scottish Councils  
Social Work Services 2000 - 2001”**

**Report By Director Of Educational And Social Services**

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

- 1.1 To inform Committee members of the Council's performance in 2000 - 2001 against Social Work statutory performance indicators audited by the Accounts Commission.

### **2. BACKGROUND**

- 2.1 The Audit Scotland publication “ Comparing the Performance of Scottish Council – Social Work Services” is published annually and provides analysis of the performance information provided by local authorities.

- 2.2 The performance indicators featured in the 2000-2001 report are;

- Child care provision
- Home Care Provision
- The use of qualified staff
- Privacy in residential care
- Social Enquiry reports
- Community Service

### **3. PERFORMANCE INFORMATION**

#### **3.1 East Ayrshire Council's Performance Relative To Scottish Averages**

- 3.1.1 The statistical note attached in appendix 1 provides comparative information on the Council's performance against the Scottish average. The figures are taken from the Audit Scotland Report “Comparing the Performance of Scottish Councils – Performance Indicators, Social Work Services 2000-2001”. A copy of the full report is available in the Members Information Point.

- 3.1.2 Members of committee will note that primarily the Council has performed very well in all 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

- Children looked after at home
- Provision of home care
- Qualified staff in all residential accommodation
- Single room occupancy in residential accommodation for children and young people
- The proportion of social enquiry reports allocated to staff and reported to courts within target time
- Completion of community service orders in the year

3.1.4 The Council has performed below the Scottish average regarding :

- The percentage of single room accommodation for older people in the voluntary sector and for adults in the private sector, and the proportion of en-suite facilities for children and older people.
- The percentage of children looked after in other community placements, but members are advised to note the higher than average proportion of children looked after at home.

### **3.2 East Ayrshire Council Performance in relation to the Scottish average and the performance of comparative councils.**

#### **3.2.1 Indicator 1 - Child Care Provision**

There has been little change in the overall numbers of looked after children in Scotland since 1996, but there has been a welcome reduction in the number of children looked after in residential accommodation over the period. The proportion of children looked after in residential accommodation ranged from 9% in Dumfries and Galloway to an estimated 19% in North Ayrshire. East Ayrshire with 15% was close to the Scottish average of 14.5%. The proportion of children looked after by East Ayrshire Council in other community placements is at 29%, lower than the Scottish average of 40%. This is in some part offset by the higher than average proportion of children being looked after at home, 56%, compared with a Scottish average of 45%. In 2001 the number of children looked after as rate per thousand of the population ranged from almost 19% in Glasgow City to 3% in East Renfrewshire, East Ayrshire with 9.3 % was slightly below the Scottish average of 9.8%.

### **3.2.2 Indicator 2 - Home Care Provision**

Nationally the numbers of people receiving a home care service has decreased steadily since 1996. At the same time the proportion of people receiving higher levels of service suggests that local authorities are increasingly targeting resources at those with the highest need.

The pattern of home care service provision in East Ayrshire has been similar to the national trend. The indicator reports on home care provision in the last week in March. East Ayrshire was 5% above the Scottish average in the provision of weekend, overnight and higher levels of care (over 10 hours) and close to the average in terms of number of hours provided per thousand of the older population.

### **3.2.3 Indicator 3 – The Use of Qualified Staff**

East Ayrshire has made significant progress in relation to this indicator; from having one of the lowest levels of qualified staff in residential units for children and older people in 1997/98, to now showing well above the Scottish average for all client groups.

Across Scotland there is wide variation in the proportion of qualified staff in council run children's units from 20% in Orkney and Shetland to 75% in Perth and Kinross and East and West Lothian.

For Elderly people the number of staff employed by councils has continued to decline with the increasing use of a range of providers. There is less variation in the proportion of qualified staff across Scotland; from 21% in Orkney to 54% in North Lanarkshire, East Ayrshire at 35% is close to the national average of 32%. This is an increase of 12% compared to an increase of 6% nationally from 1999/2000.

In units for other adults the proportion of qualified staff has decreased from 55% to 41% but remains above the Scottish average of 39%. Nationally there is wide variation in the level of qualified staff employed by councils; from 15% in Stirling to 75% in Moray.

### **3.2.4 Indicator 4 - Privacy in Residential Care**

This indicator provides information from the private and voluntary sector as well as local authority establishments and reports the number of single rooms. The number of rooms with en-suite facilities was collected for the first time this year.

## **Children**

Across Scotland the number of residential places for children has continued to decline reflecting the trend to look after children in community placements. In East Ayrshire single room accommodation for children is over 20% above the Scottish average. There are no rooms with en-suite facilities for children in East Ayrshire and 12 other councils.

## **Older People**

Nationally there has been a continued reduction in residential places for older people since 1996/97 reflecting the policy to offer more care at home and to reduce the need for residential care.

The proportion of single rooms has increased in Scotland, East Ayrshire has a lower than average percentage of single rooms than the Scottish average, this shortfall occurs in the voluntary and private sectors only; all residential accommodation provided by the council is in single rooms.

In terms of en-suite facilities East Ayrshire is below the national average in all sectors.

## **Other Adults**

In Scotland the total number of places and the proportion of single rooms continues to rise. East Ayrshire was one of 3 councils in Scotland who failed to offer at least 75% of accommodation in single rooms. All council residential accommodation is in single rooms. The average for East Ayrshire is skewed by the lack of single room accommodation in the private sector. The proportion of rooms with en-suite facilities in East Ayrshire (20%) is higher than the Scottish average (18%).

### **3.2.5 Indicator 5 - Social Enquiry Reports**

Across Scotland just over three-quarters of social enquiry reports requested by the courts were allocated to staff within two days. East Ayrshire was well above the Scottish average with 94% of reports being allocated on time.

East Ayrshire (97.5%) was also above the Scottish average (95%) for submitting reports to court by the due date.

### **3.2.6 Indicator 6 - Community Service**

Across Scotland there was wide variation in the average length of imposed community service orders, from 106 hours in West Lothian to 206 hours for the two orders completed in Shetland. East Ayrshire was close to the Scottish average at 152.

Research has shown that community service orders are more effective the shorter the period taken to complete. The Scottish average hours per week at which orders were served was 3.7. East Ayrshire out performed this at 4.3.

#### **4. FINANCIAL/POLICY /LEGAL IMPLICATIONS**

4.1 Nil

#### **5. RECOMMENDATIONS:**

5.1 Members of Committee are requested to note that:

- I. The Council has performed well in respect of its social work responsibilities, as evidenced by the Audit Scotland report for 2000/2001.
- II. 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**  
**17<sup>th</sup> January 2002**  
**Enc (1)**

#### **Appendix 1 – Statistical Note**

##### **List of Background Papers**

1. Report “Comparing the Performance of Scottish Councils – Social Work Services, Performance Indicators 2000-2001” – Audit Scotland.

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**AGENDA**