

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE – 22 MAY 2003

AUDIT SCOTLAND PERFORMANCE AUDIT REPORT Comparing the performance of Scottish Councils: Social Work Services 2001 –2002

Report by the Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 To provide information on the Council's performance in 2001/2002 against Social Work statutory performance indicators relative to Scottish averages and the performance of other Councils.

2. BACKGROUND

- 2.1 The Audit Scotland publication "Comparing the Performance of Scottish Councils" is published annually and provides analysis and comparison of the performance information provided by Councils. Information relating to the performance of Councils against selected indicators is published in pamphlet form.

- 2.2 There were 13 Statutory Performance Indicators for Social Work reported in 2001-2002. The pamphlet provides information on **five** of them, some of which are further sub divided. The five indicators highlighted are:

- Academic attainments of looked after children
- Use of qualified staff in residential care
- Privacy in residential care
- Social Enquiry Reports
- Community Service Orders.

- 2.3 It should be noted that the Council has performed well in the majority of Social Work measures.

- 2.4 Appendix 1 provides comparative information on the Council's performance against the Scottish average and the best and worst performing Councils. Further information relating to all 13 Social Work Indicators is contained in the report presented to Social Work Committee on 12th September 2002.

3. PERFORMANCE INFORMATION

East Ayrshire Council's Performance relative to Scottish Averages

3.1 East Ayrshire has performed at or above the Scottish average level in the following areas:

- the use of qualified staff in Council run residential units
- privacy in residential care (single room accommodation) for children (includes independent sector homes)
- en suite facilities in care homes for older people and adults (includes voluntary and private sector homes)
- the proportion of Social Enquiry Reports submitted to the courts within two working days
- the average time taken to complete a community service order

3.2 East Ayrshire has performed below the Scottish average in the following indicators:

- Academic attainment of looked after children
- En-suite facilities in children's units (includes independent sector homes)
- The percentage of Social Enquiry reports allocated within two working days
- Single room accommodation for older people and other adults (includes independent sector homes)

3.3 Indicator 5: Academic attainment of looked after children

This is the first collection of this indicator which reports on the academic attainment of looked after children who finished being accommodated away from home in 2001-02. In several Councils the numbers of children leaving care is small; consequently a minor difference in the number achieving standard grade passes may have major impact on the percentages shown.

- The number of children in this cohort ranged from 69 in Glasgow City to less than 5 children in five councils.
- Across Scotland in 2002, 90% of all children left school with standard grades in English and Maths compared to only 37% of looked after children, who ceased to be looked after in 2001-2002.
- In East Ayrshire from a total of 16 children who ceased to be looked after in 2001-2002, 3 (19%) attained both English and Maths at Standard Grade.
- Across Scotland Clackmannanshire (10 children) had the highest percentage 80% and West Lothian (9 children) the lowest 11.1%.

3.4 Indicator 6: The use of qualified staff

This indicator reports the percentage of qualified staff in Council managed residential settings for children, adults and older people. East Ayrshire has exceeded the national average in all three client sectors.

- The percentage of qualified staff in children's units in East Ayrshire was 67% compared to the Scottish average of 51%
- 65% of staff in units for older people East Ayrshire's were qualified compared to the national average of 36%
- In units for other adults East Ayrshire had 55% qualified staff compared to 37% nationally
- The proportion of staff qualified has increased since 2000-2001

3.5 Indicator 7: Privacy in Residential Care

This indicator reports on establishments in local authorities and also those in the independent sector (over which the Council has no control). It is in two parts and reports the percentage of residential care places which are in single rooms and the percentage with en-suite facilities for children, older people and other adults. Under national care standards, new care homes registering after April 2002 are required to offer all residents a choice of single rooms when moving in. Existing care homes have until 2007 to meet this standard.

- **Children**

Single rooms:

All East Ayrshire Council units have 100% single room accommodation. 94% of residential places for all accommodated children in East Ayrshire (including independent sector) were in single rooms compared to the national average of 72%.

En – suite provision:

There were no en suite facilities in children's units in East Ayrshire – the Scottish average was 7%.

- **Older People**

Single rooms:

All East Ayrshire Council units have 100% single room accommodation. 72% of places for older people in East Ayrshire Council area were in single rooms compared to the national average of 84%. Since this indicator was reported two homes in the voluntary sector both with a low percentage of single rooms have closed.

En – suite provision:

There are no Council owned homes that have en – suite provision. Overall, East Ayrshire (including independent sector provision) with 43% of places with en-suite facilities exceeded the Scottish average of 39%

- **Other Adults (includes people with Learning Disabilities)**

Single rooms:

All East Ayrshire Council units and units in the voluntary sector have 100% single room accommodation. Overall, 69% of places in residential units for other adults were in single rooms compared to a Scottish average of 89%. At the time of reporting there was only one private sector unit with all single rooms.

En – suite provision:

There are no Council owned homes that have en – suite provision. Overall, East Ayrshire (including independent sector provision) with 20% of places with en-suite facilities is in line with the Scottish average.

3.6 Indicator 8: Social Enquiry Reports

This indicator reports on the percentage of Social Enquiry Reports (SERs) allocated to staff within two working days, and the percentage submitted to court by the due date. Allocation of reports to staff within two working days is a national standard requirement.

- In East Ayrshire 83% of reports were allocated to staff within two working days compared to 86% nationally. Delays in allocation can be caused by a number of factors over which Criminal Justice Teams have little or no control. These include; time taken for court administration to inform that an SER request has been made; reports prepared by staff located outwith criminal justice services or reports which require input from other authorities.
- In East Ayrshire and across Scotland as a whole 97% of SERs were submitted to courts by the due date.

3.8 Indicator 9: Community Service

This indicator reports the average number of hours per day for community service orders completed in the year. Research has shown that community service is most effective when the time taken to complete the hours ordered by the court is kept to a minimum. Councils should aim to maximise the number of hours per week.

- The average time taken for completion of a community service order in East Ayrshire and across Scotland was 3.7 hours per week. The time taken for an offender to complete a community service order can be influenced by a number of external factors; the order may have been suspended for legitimate reasons such as the offenders ill health; an offender who is working may take longer to complete an order than an unemployed offender. The average can be skewed by a single offender having taken an unusually long period to complete an order.

4. FINANCIAL/LEGAL/POLICY IMPLICATIONS

Nil

5. RECOMMENDATIONS

5.1 Committee is requested to :

- I. note that the Council has performed well in respect of its Social Work responsibilities, as evidenced by the Audit Scotland report for 2001-2002;
- II. instruct officers to continue to pursue continuous improvement in all aspects of service provision in accordance with the Best Value regime.

John Mulgrew
Director of Educational and Social Services

15 May 2003

For further information, please contact John Alexander, Principal Officer (Quality and Planning) on extension 6978

IMPLEMENTATION OFFICER – STEPHEN MOORE, HEAD OF SOCIAL WORK

List of Background Papers

1. Report “ Comparing the Performance of Scottish Councils- Housing and Social Work Performance Indicators 2001-2002” – Audit Scotland
2. Report to Social Work Committee, 12th September 2002: ‘Social Work Statutory Performance Indicators 2001 – 02.

Appendix 1

**EAST AYRSHIRE COUNCIL
DEPARTMENT OF EDUCATIONAL AND SOCIAL SERVICES**

STATISTICAL NOTE

**AUDIT SCOTLAND PERFORMANCE AUDIT REPORT
COMPARING THE PERFORMANCE OF SCOTTISH COUNCILS**

5 Academic Attainment

Rating	Council	%
	East Ayrshire	18.8
Best	Clackmannanshire	80
Worst	West Lothian	11.1
Average	Scotland	37.5

6 The Use of Qualified Staff

6a

Rating	Council	% children
	East Ayrshire	67
Best	East Lothian	87
Worst	Orkney Islands	14
Average	Scotland	50.7

6b

Rating	Council	% older people
	East Ayrshire	42
Best	Dundee City	65
Worst	Perth & Kinross	20
Average	Scotland	36.3

6c

Rating	Council	% other adults
	East Ayrshire	55
Best	Eilean Siar & Falkirk	71
Worst	Stirling	7
Average	Scotland	37.3

7 Privacy in Residential Care - Single Rooms

7a

Children

Rating	Council	% children
	East Ayrshire	93.5
Best	12 councils	100
Worst	Stirling	16.7
Average	Scotland	72

**7 Privacy in Residential Care
– single rooms**

**7b Older
People**

Rating	Council	% older people
	East Ayrshire	72.4
Best	Clacks & Shetland	100
Worst	Renfrewshire	58.1
Average	Scotland	83.9

**7 Privacy in Residential Care
– single rooms**

**7c Other
Adults**

Rating	Council	% other adults
	East Ayrshire	68.5
Best	7 councils	100
Worst	East Ayrshire	68.5
Average	Scotland	89.4

**7 Privacy in Residential Care
- En- suite**

**7a
Children**

Rating	Council	% children
	East Ayrshire	0
Best	Scottish Borders	72.7
Worst	10 councils	0
Average	Scotland	6.8

**Privacy in Residential
Care – En-suite**

**7b Older
People**

Rating	Council	% older people
	East Ayrshire	43.3
Best	Shetland	100
Worst	Midlothian	2.3
Average	Scotland	39.3

**Privacy in Residential
Care – En-suite**

**7c Other
Adults**

Rating	Council	% other adults
	East Ayrshire	20.5
Best	East Dunbartonshire	60.4
Worst	Scottish Borders	1.4
Average	Scotland	20.7

**8 Social Enquiry Reports
Allocated**

8a

Rating	Council	%
	East Ayrshire	83.3
Best	5 Councils	100
Worst	West Lothian	32.2
Average	Scotland	86.2

**8 Social Enquiry Reports
Submitted**

8b

Rating	Council	%
	East Ayrshire	96.9
Best	9 councils	100
Worst	Perth and Kinross	85.8
Average	Scotland	96.5

9 Community Service

9a average length of service
(hours)

Rating	Council	hours
	East Ayrshire	165
longest	Clackmannanshire	248
shortest	Midlothian	124
Average	Scotland	157

9 Community Service

9b average hours per week
completed

Rating	Council	hours
	East Ayrshire	3.7
longest	Orkney	15.7
shortest	Dumfries & Galloway	2.2
Average	Scotland	3.7