



Report

Report to:	Social Work Resources Committee
Date of Meeting:	20 September 2006
Report by:	Executive Director (Finance and Information Technology Resources) Executive Director (Social Work Resources)

Subject:	Social Work Resources Statutory Performance Indicators - 5 year Comparison 2001-02 to 2005-06
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide the audited Statutory Performance Indicators (SPIs) for the financial year 2005-06 and show comparisons and explanations, where appropriate, for Social Work Resources over the past five years.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the details of this performance information be noted.

3. Background

- 3.1. The Local Government Act 1992 saw the formal introduction of Statutory Performance Indicators into local authorities. In this legislation, the Accounts Commission for Scotland has a duty to direct authorities to publish certain information about their performance to enable comparisons to be made between the standards of performance achieved year on year. The performance indicators cover the full range of activities carried out by a local authority.
- 3.2. The information included in this report is based on the Statutory Performance Indicators for the period 2001-02 to 2005-06. It should be noted that for 2005-06, the figures produced in this report have been audited by Audit Scotland and submitted to Audit Scotland Head Office eight weeks earlier than normal. There are not likely to be any changes to the results.
- 3.3. In order to provide the Social Work Resources Committee with the necessary level of detail, advice was sought from Resource officers in terms of explanations or comments on any variances year on year.
- 3.4. The Statutory Performance Indicators are being constantly reviewed and revised. With this in mind, comparative figures for new, newly defined or changed indicators are not always available for the full period covered by the report.

3.5. The full list of South Lanarkshire Council's 2005-06 Performance Indicators will be published in the Annual Report and Accounts 2005-06 publication. In addition the South Lanarkshire 'Fourcast' update which is to be delivered to every household in the area in August 2006 will include a sample of SPIs, presented under the appropriate Fourcast theme, to give readers a flavour of performance for the year. This change to the publication policy was agreed by the Finance and IT Resources Committee and has been intimated to Audit Scotland.

3.6. This performance information has been reported in full to the Executive Committee as per last year. Audit Scotland recommended that as well as this, a report should be presented to each Resource Committee. As a result, this report is being presented to highlight the 2005-06 Statutory Performance Indicators relating to Social Work Resources, and the relevant comparisons made. A similar report is being presented to each Resource Committee.

4. Detailed Information

4.1. Appendix A shows the full list of Statutory Performance Indicators for Social Work Resources for the period 2001-02 to 2005-2006.

4.2. Appendix B explains, in narrative, any significant movements between the 2004-05 and 2005-06 figures reported.

4.3. Appendix C lists all 14 Social Work Resources SPIs reported for 2005-06 and identifies which of these has improved, declined or stayed the same in comparison with the results for 2004-05. There are 7 indicators which are new or changed or merely provide statistics, and so comparisons are not applicable. During 2005-06, 4 indicators showed improved performance, 2 indicators reported a decline in performance and 1 SPI stayed the same.

4.4. Comparisons included in this report consider year on year performance for Social Work Resources only. The full list of South Lanarkshire Council's 2005-06 Performance Indicators has been reported to Executive Committee and once all the Local Authority audits have been completed and checked, Audit Scotland will publish, as far as is possible, the Statutory Performance Indicators for all Scottish Local Authorities. Further comparisons may be considered at that time (December 2006).

5. Conclusion

5.1. The information included in this report confirms that:

- there are a number of areas of service delivery where performance improvements have been achieved over the five year period
- there are also areas where Social Work Resources have noted that future improvements in performance may be possible, and these are being progressed

5.2. This type of comparison and analysis is a useful exercise for all Resources and can assist in identifying areas of service delivery which may require consideration in the future.

6. Employee Implications

6.1. None

7. Financial Implications

7.1. None

8. Other Implications

8.1. None

9. Consultation

9.1. None

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3 August 2006

Link(s) to Council Objectives

- Resource Management – Maintain appropriate standards of financial management and Corporate Governance

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Appendix A

	SOCIAL WORK RESOURCES	2005/06	2004/05	2003/04	2002/03	2001/02
ASW1	Social Work Resources Sickness Absence - For Information Only					
	APT&C	4.02%	4.27%	4.95%	6.11%	
	Manual	4.73%	4.96%	4.68%	6.55%	
ASW2	Community Care Services The average time taken to provide community care services from first identification of need to first service provision	10 days	New for 2005/06			
	ADULT SERVICES					
	Residential Accommodation (Adults) Staff Qualifications: The percentage of care staff in local authority residential homes who have appropriate qualifications, for:					
a	Older people (aged 65+)	28.9%	Changed 2005/06			
b	Other adults	22.2%	Changed 2005/06			
c	Total for Elderly and Other Adults	28.5%	Changed 2005/06			
ASW3	Privacy (Adults) The number of single rooms and the number of rooms with en-suite facilities expressed as a percentage of all residential care places used by the Council for each client group:-					
	a Older people (aged 65+)					
	Council Homes					
	Percentage of Single Rooms	100%	100.0%	100.0%	Not comparable	Not comparable
	Percentage of Rooms with en-suite facilities	100%	100.0%	78.0%	Not comparable	Not comparable
	Voluntary Sector					
	Percentage of Single Rooms	97.5%	96.3%	94.0%	Not comparable	Not comparable
	Percentage of Rooms with en-suite facilities	80.4%	87.2%	89.7%	Not comparable	Not comparable

	SOCIAL WORK RESOURCES	2005/06	2004/05	2003/04	2002/03	2001/02
	Private Sector					
	Percentage of Single Rooms	84.4%	73.1%	67.0%	Not comparable	Not comparable
	Percentage of Rooms with en-suite facilities	65.2%	58.5%	52.6%	Not comparable	Not comparable
	Privacy (Other adults)					
	Council Homes					
	Number of Places occupied		22	32	Not comparable	Not comparable
	Percentage of Single Rooms	100%	100.0%	100.0%	Not comparable	Not comparable
	Percentage of Rooms with en-suite facilities	15.4%	9.1%	21.9%	Not comparable	Not comparable
	Voluntary Sector					
	Number of Places occupied		3	3	Not comparable	Not comparable
	Percentage of Single Rooms	100%	66.7%	100.0%	Not comparable	Not comparable
	Percentage of Rooms with en-suite facilities	100%	100.0%	Not comparable	Not comparable	Not comparable
	Private Sector					
	Number of Places occupied		59	70	Not comparable	Not comparable
	Percentage of Single Rooms	93.0%	86.4%	52.9%	Not comparable	Not comparable
	Percentage of Rooms with en-suite facilities	53.5%	42.4%	64.3%	Not comparable	Not comparable
ASW4	Home Care/Home Helps					
a	The number of people aged 65+ receiving homecare	2,655	2,624	2,200	Not comparable	Not comparable
b	The number of homecare hours per 1,000 population aged 65+	508.5	559	438.1	Not comparable	Not comparable
c	As a proportion of home care clients aged 65+, the number receiving:-					
	Personal Care	80.0%	52.9%	43.6%	Not comparable	Not comparable
	A Service during evenings/overnight	43.5%	30.2%	23.7%	Not comparable	Not comparable
	A Service at weekends	66.0%	65.4%	54.1%	Not comparable	Not comparable
ASW5	Respite Care (Adults)					
	Older People aged 65+ (per 1,000 population)					
a	Total overnight respite nights provided	351 nights	Changed 2005/06			
b	% overnight respite nights not in a care home	0%	Changed 2005/06			
c	Total hours daytime respite provided	3,583	Changed 2005/06			

	SOCIAL WORK RESOURCES	2005/06	2004/05	2003/04	2002/03	2001/02
d	% daytime respite hours provided not in a day care centre	18.3%	Changed 2005/06			
	Other Adults 18-64 (per 1,000 population)					
a	Total overnight respite nights provided	26.3 nights	Changed 2005/06			
b	% overnight respite nights not in a care home	7.4%	Changed 2005/06			
c	Total hours daytime respite provided	173.8	Changed 2005/06			
d	% daytime respite hours provided not in a day care centre	100%	Changed 2005/06			
ASW6	Social Enquiry Reports The proportion of reports submitted to courts by the due date	95.7%	97.2%	97.5%	96.3%	98.2%
ASW7	Probation The proportion of new probationers seen by a Supervising Officer within one week	61.8%	54.2%	50.0%	37.5%	32.3%
ASW8	Community Service The average number of hours per week taken to complete Community Service Orders	2.8 hours	2.7 hrs	2.76 hrs	Not comparable	Not comparable
	CHILDREN'S SERVICES					
ESC4	Children's Reporter Liaison Children's Hearing system reports:					
b	The proportion of reports requested by the Reporter which were submitted within 20 days	33.6%	Changed 2005/06			
ESC5	Supervision The proportion of children seen by a supervising officer within 15 days	69.4%	73.8%	96.1%	New for 2003/04	New for 2003/04
ECS6	Children being looked after - academic attainment The number & percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects: Percentage attaining at least one SCQF level 3 (any subject) Percentage attaining SCQF level 3 in English and Maths	75.0% 35.0%	44.4% 27.8%	Changed in 2004-05 Changed in 2004-05		

	SOCIAL WORK RESOURCES	2005/06	2004/05	2003/04	2002/03	2001/02
ESC7	Residential Accom. Staff Qualifications (Children) The percentage of care staff in local authority residential children's homes who have appropriate care qualifications	37.9%	Changed 2005/06			
ECS8	Residential Accom. Privacy (Children) The number of single rooms and the number of rooms with en-suite facilities expressed as a percentage of all residential care expressed as a percentage of all residential care places for children, used by the Council Council Homes Percentage of Single Rooms Percentage of Rooms with en-suite facilities Voluntary Sector Percentage of Single Rooms Percentage of Rooms with en-suite facilities Private Sector Percentage of Single Rooms Percentage of Rooms with en-suite facilities	 89.0% 8.2% 100.0% 53.8% 83.3% 16.7%	 87.9% 1.1% 83.3% 0.0% 40.0% 40.0%	 85.5% 2.6% 54.5% 0.0% 60.0% 0.0%	 Not Comparable Not Comparable Not Comparable Not Comparable	 Not Comparable Not Comparable Not Comparable Not Comparable
ECS9	Respite Care - Children					
a	Total overnight respite nights provided	30.4 nights	Changed 2005/06			
b	% overnight respite nights not in a care home	9.7%	Changed 2005/06			
c	Total hours daytime respite provided	320.3	Changed 2005/06			
d	% daytime respite hours provided not in a day care centre	90.4%	Changed 2005/06			

Social Work Resources***Sickness Absence***

Further improvements were made in reducing the absence statistics in Social Work Resources. For APT&C staff recorded absences fell from 4.27% in 2004-05 to 4.02% in 2005-06. Manual and Craft employees also recorded a decrease from 4.96% in 2004-05 to 4.73% in 2005-06. Absence figures have reduced across the Resource. Social Work has been committed to supporting employees through a range of preventative and early intervention strategies. This includes the provision of alternative therapies in the workplace, a range of health checks and access to the employee support officer and physiotherapy services.

Community Care Assessments**ASW1 Community Care Services**

This was a new indicator introduced in 2005-06 therefore there are no comparative figures on which to perform an analysis. Comparisons will be made in future years on the SLC results.

Once the national results are reported (December 2006) comparisons should be possible with other Local Authorities.

Residential Accommodation**ASW2 Staff Qualifications (Adults)**

This indicator changed during 2005-06 therefore there are no comparative figures. Comparisons will be made in future to monitor performance.

Once the national results are reported (December 2006) comparisons should be possible with other Local Authorities.

ASW3 Privacy (Adults)

The percentage of rooms in council homes for older people aged 65+ with en-suite facilities has remained at 100% in 2005-06. This is consistent with the policy that all Council homes have now been upgraded/replaced and all have en-suite facilities. Service provision in the voluntary and private sectors is outwith the control of SLC and is dependent on the facilities in the homes in which service users choose to live.

The percentage of single rooms with en-suite facilities in Council homes for other adults has increased by 6% to 15.4% in 2005-06. There is a re-provisioning programme and all adults with a learning disability are being placed in their own tenancies. Also the Council manage a respite/short break facility. SLC now have only one Adult Hostel which has two rooms having en suite facilities and as the number of clients has reduced, they will be placed in their own tenancies. By contrast the percentage of en-suite facilities in the voluntary and private sectors has again increased and is much higher than in Council Homes. This is due to the fact that SLC have not upgraded the last remaining hostel because of the re-provisioning programme.

Home Care/Home Helps**ASW4 Home Care/Home Helps**

The number of people aged 65+ receiving homecare has increased by 1% from 2,624 in 2004-05 to 2,655 in 2005-06. In addition, the proportion of these clients receiving personal care, a service during the evenings/overnight or a service at the weekends has increased since 2004-05. This is consistent with SLC's policy to provide care in the community for as long as possible rather than in a care home.

Respite Care

ASW5 Provision of Respite Care (Adults)

The information reported under this indicator changed in 2005-06 therefore, there is no comparable data. Comparisons will be made in future years on the SLC results.

Once the national results are reported (December 2006) comparisons should be possible with other Local Authorities.

Criminal Justice

ASW6 Social Enquiry Reports

The number of reports submitted to courts during the year has decreased slightly (8.5%) from 2,651 to 2,424. This was not significant enough to impact on the overall workload of those involved.

The proportion of reports that were submitted to the courts by the due date decreased slightly from 97.2% in 2004-05 to 95.7% in 2005-06. In a small number of cases SLC has experienced issues in meeting due date targets where access to client for interview is delayed because of inaccurate information e.g. address or the client does not make themselves available for interview. S.E.R. submission timescales are monitored and reviewed within the Criminal Justice management team on a regular basis to ensure staff are taking all appropriate action to meet the requirements.

ASW7 Probation

Although the number of new Probation Orders issued during the year has remained fairly constant between 2004-05 and 2005-06, there has been a 7.6% improvement in the proportion of new probationers seen by a supervising officer within the target deadline of one week.

The indicator only reflects those probationers who keep appointments offered - it does not reflect that appointments are routinely offered by SLC within 7 days and probationers can fail to respond. This indicator is reviewed on a regular basis with staff considering what action can be taken to improve performance.

ASW8 Community Service

The number of new Community Service Orders issued during the year has fallen by 16% from 502 in 2004-05 to 422 in 2005-06. The average number of hours per week taken to complete a Community Service order increased slightly from 2.7 hours to 2.8 hours in 2005-06. This means that the clients have undertaken more hours of Community Service each week.

Child Protection

ECS4 Children's Reporter Liaison

The information reported for this indicator changed during 2005-06 therefore, no comparatives are available.

SLC has recorded that 33.6% of all reports requested by the Reporter were submitted on time. This rate has now risen to 48.86% for reports requested during April to June 2006. This is currently being addressed within the local teams. There have been times when the Reporter batched cases together and this made it difficult for the teams to meet the deadlines however this matter has been raised with the Reporter. The Regional Reporter confirms that reports by SLC on important cases are timeously submitted, i.e. where person referred is a persistent offender or is identified as being a vulnerable young person

Looked after children

ECS5 Supervision

The proportion of children seen by a supervising officer within the target of one week was 69.4% for SLC during 2005-06. This performance has declined since 2004-05. Although staffing recruitment to vacant posts was underway in 2004-05, this impacted upon case allocation at that time. However now this service has a full staff complement, it is anticipated there will be improvement in this area. Also new developments on SWiSplus will enable SLC to collect more accurate information in the future.

ECS6 Academic Attainment

The percentage of children being looked after attaining at least one SCQF level 3, increased from 44.4% in 2004-05 to 75% in 2005-06. Those attaining SCQF level 3 in English and Maths also increased: from 27.8% to 35.0% in 2005-06.

Changes in the certificates now included in the calculation of the SPI have resulted in an increase in the relevant qualifications included. In some residential schools the young person is unable to sit Standard Grades. However they can sit the other examinations that are covered by the SCQF level 3. This means that more young people fit into the eligibility criteria.

ECS7 Staff Qualifications (Children)

The reporting of this SPI has changed in 2005-06 therefore there are no prior year comparisons. Also, there are no national targets against which performance could be compared.

ECS8 Privacy (Children)

The percentage of single rooms in Council homes has increased from 87.9% in 2004-05 to 89.0% in 2005-06. In addition the percentage of rooms with en-suite facilities has also increased from 1.1% in 2004-05 to 8.2% in 2005-06. This is due to an upgrade of homes facilities with many children's homes being replaced with better facilities. It should be noted that siblings often prefer to share a room and this affects the percentages reported year on year.

There have been significant changes in the service provision in both the voluntary and the private sectors. It should, however, be noted that availability of these facilities is limited. In addition, very few establishments provide en-suite facilities due to Health and Safety regulations and there will always be some children who prefer to share rooms.

Respite Care

ECS9 Provision of Respite Care (Children)

This information reported under this indicator changed in 2005-06 therefore, there is no comparable data. Comparisons will be made in future years on the SLC results.

Once the national results are reported (December 2006) comparisons should be possible with other Local Authorities.

Appendix C

			Imp	Dec	Same	New or n/a
SOCIAL WORK RESOURCES						
ASW1	Community Care Services	S Wk				1
ASW2	Care Staff Qualifications (Adults)	S Wk				1
ASW3	Privacy (Adults) - Council	S Wk			1	
ASW4	Home Care / Home Helps	S Wk				1
ASW5	Provision of Respite Services (Adults)	S Wk				1
ASW6	Social Enquiry Reports	S Wk		1		
ASW7	Probation	S Wk	1			
ASW8	Community Service	S Wk	1			
ECS4	Children's reporter liaison	S Wk				1
ECS5	Supervision	S Wk		1		
ECS6	Children being looked after - academic attainment	S Wk	1			
ECS7	Care Staff Qualifications (Children)	S Wk				1
ECS8	Privacy (Children) - Council	S Wk	1			
ECS9	Respite Care (Children)	S Wk				1
			4	2	1	7