

Audit Scotland – Statutory Performance Indicators Exception Report

Department – Community Services – Community Care

Indicator Title – Adult Social Work – Residential Accommodation – Privacy; the number of private sector rooms with en-suite facilities occupied by older people, expressed as a percentage of registered care places

Description of Indicator – Research in relation to the preferences of residents establishments confirms that privacy is of particular importance. This indicator is a measure of a key aspect of the quality of residential services commissioned by councils.

Results	2006/07	2007/08	2008/09
PI Measurement	61.5%	66.7%	69.2%
Ranking (25-32)	27	29	27

Comments / Actions for improvement – Community Services do not directly provide residential care places for older people and this is an issue that continues to be discussed with the independent care homes.

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Department – Community Services – Community Care

Indicator Title – Adult Social Work – Home Care; as a proportion of home care clients age 65+, the number receiving a service at weekends

Description of Indicator – Home care is one of the most important services available to local authorities to support people with community care needs to remain at home. This indicator measures the overall volume of service for the largest client group, in terms of both the total number of clients and the total number of home care hours provided or purchase per 1,000 people age 65+.

Results	2006/07	2007/08	2008/09
PI Measurement	46.3%	51.1%	52.9%
Ranking (25-32)	26	28	29

Comments / Actions for improvement – New shift rotas are being proposed for implementation in August 2010/11 and a new contract for external provision will be fully in place from 1 July 2010. This will impact positively on the proportion of service users over the age of 65+ receiving home care at weekends.

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Department – Community Services – Community Care

Indicator Title – Adult Social Work – Respite Care; total overnight respite nights provided for older people aged 65+ per 1,000 population

Description of Indicator – Respite care is a service intended to benefit a carer and the person he or she cares for by providing a short break from caring tasks. The break is made possible through alternative care arrangements. This indicators is intended to measure a key element in support for carers and only concerns respite care provided or purchased by the Council, or by voluntary organisations funded for this purpose by the Council.

Results	2006/07	2007/08	2008/09
PI Measurement	235.9	185.2	184.3
Ranking (25-32)	26	28	26

Comments / Actions for improvement – For 2008/09, Community Care met its overall COSLA respite target and has responded to service user and carer demand by offering more flexible forms of daytime respite provision. Combined with the investment and expansion of Home Care Service provision, Older People Services are managing to support and retain service users in their own homes for longer periods of time. This is reflected in the provision of the number of overnight respite nights as noted above.

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Department – Community Services – Criminal Justice

Indicator Title – Adult Social Work – Criminal Justice; the proportion of new probationers seen by a supervising officer within one week

Description of Indicator – This indicator provides some measure of the efficiency of the service. However, the proportion of probationers seen within a week of the order being made (or received by the Council) will be adversely affected by probationers not attending scheduled appointments and by late notification of orders by the Courts.

Results	2006/07	2007/08	2008/09
PI Measurement	71.4%	15.2%	58.1%
Ranking (25-32)	18	32	28

Comments / Actions for improvement – The significant improvement in this result from that reported in 2007/08 can be attributed to a number of factors:

- The system in terms of drop downs has been improved and been simplified.
- Errors in the interpretation of National Standards have been clarified.
- The importance of seeing clients within standards has been reinforced with all workers and active monitoring this area of practice is undertaken.
- Clients appointments are offered when probationers appear in Court and every attempt is made to see probationers within our Reporting Service.

Results in quarters 1 and 2 of 2009/10 show a continued improvement, 64% and 80% respectively.