

# Community Care and Criminal Justice Services Performance Reporting

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## Status



Alert



Warning



OK



Unknown



Data Only

AS = Audit Scotland; SO = Service Outcome; SS = Service Standard; LI = Local Indicator

## Theme: Community Care and Criminal Justice



### Objective: Community Mental Health

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - There will be an increase in the number of people who have improved mental health and a reduced prevalence of suicide, self harm and common mental health problems	CommS529 (New) Reduce suicide rates by 20% by 2013	20% reduction or more on 2002 baseline	13.33% reduction in comparison to 2002	33.33% reduction in comparison to 2002		N/A	N/A	N/A	N/A	N/A	Annual PI. (Source: General Register for Scotland published in August Annually)	
SO	SO - There will be an increase in the number of people who have improved mental health and a reduced prevalence of suicide, self harm and common mental health problems	CommS530 (New) Reduce the annual rate of defined daily dose of anti-depressants by 10%	10% reduction or more on baseline of 2007/08 (32.40 so target of 29.16 for end of 2009/10)	32.4	33.17		33.17	33.69	34.28	34.57	34.66 At end of January	Defined Daily Dose (DDD) of Anti-depressants per Capita per annum (based on end of period rolling average) (Figures for Feb and March not yet published)	
SO	SO - There will be an improvement in the quality of life for those experiencing mental health problems and mental illness	CommS531 (New) Reduce the number of readmissions (within 1 year) for those that have had a hospital admission over 7 days by 10% by the end of December 2009 (Baseline 2003/04)	10% reduction or more on 2003/04 baseline of 35.3% (i.e. Target of 31.77% or less)	238 admissions 23 re-admissions 9.67%	252 admissions 16 re-admissions 6.35%	198 admissions 15 re-admission 7.58%	N/A	58 admissions 6 re-admissions 10.34%	45 admissions 6 re-admissions 13.33%	47 admissions 2 re-admissions 4.25%	48 admissions 1 re-admission 2.08%	2003/04 baseline is 286 admissions of which 101 were readmissions = 35.3%.	



**APPENDIX 1**

SS	SS - All service users (18-64) referred to the service will be offered an assessment within 28 days	CommS488a 100% of mental health service users will be offered an assessment within 28 days: 18-64	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
SS	SS - All service users (65+) referred to the service will be offered an assessment within 28 days	CommS489a 100% of mental health service users will be offered an assessment within 28 days: 65+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

**Theme: Community Care and Criminal Justice**  
**Objective: Domiciliary Care**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - Service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Domiciliary Care Services	CommS532 (New) 0% of Domiciliary Care service users will wait longer than the 28 day target time for a service following an assessment	0%	N/A	N/A	0%	N/A	0%	0%	0%	0%	77 Clients had an assessment completed in Q4	
SO	SO - An increased number of elderly and vulnerable people will be able to sustain improved independence through support from the Moray Council Home Care Service.	CommS533 (New) Achieve a 1% budget reinvestment from institutional to home based care	1%	N/A	N/A	1%	N/A	N/A	N/A	N/A	N/A	Finance Annual - reported in Quarter 1	



**Theme: Community Care and Criminal Justice**  
**Objective: Drug and Alcohol**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - Service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Drug and Alcohol Services SS - All service users referred to the service will be offered an assessment within 28 days	CommS492 100% of service users referred to the service will be offered an assessment within 28 days	100%	100%	100%	89%	100%	96%	90%	100%	74%	Total 206 assessed – 153 within 28 days. There is a difference in activity for Drug & Alcohol Services due to staff sickness and adverse weather. However so far Q1 of 2010/11 is more in line with the Q1-3 (2009/10) reporting figures. (610 of 681 for 2009/10)	
SO	SO - Service users will be listened to in the development	CommS534 (New) 100% of users reporting	100%	N/A	N/A	100% Q4 only	N/A	N/A	N/A	N/A	100%		

**Theme: Community Care and Criminal Justice**  
**Objective: Drug and Alcohol**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
	of their Single Shared Assessment	involvement in the design of their care package											
SO SS	SO - Service users will experience better health through receiving a written personal plan that supports their recovery SS - All service users will have a care plan completed within 6 weeks of assessment	Comms361 100% service users will have a care plan completed within 6 weeks of assessment	100%	98.25%	99.25%	90%	100%	94%	90%	96%	86%	Total 107 (15 outwith 6 weeks) There is a difference in activity for Drug & Alcohol Services due to staff sickness and adverse weather. However so far Q1 of 2010/11 is more in line with the Q1-3 (2009/10) reporting figures. (315 of 350 for 2009/10)	



**Theme: Community Care and Criminal Justice**  
**Objective: Learning Disability**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - "All service users with a learning disability will have improved opportunities for inclusion in planning their future by having a care plan in place 6 months prior to their planned school leaving date." SS - All care plans are in place for service users with confirmed learning disabilities, 6 months prior to their planned school leaving date	Comms332 100% of Care Plans in place for service users with confirmed learning disabilities, 6 months prior to planned school leaving date	100%	64%	29.41%	100%	33%	100%	100%	100%	100%	All those referred to the service with a known Learning Disability had a care plan in place 6 months prior to their planned leaving date. Continues to be an issue of break down of child care/ education services and late referral which can cause difficulties for some families. The new transitional policy which is currently being developed will hopefully help with this.	
SO	SO - All new carers will feel supported by being offered an assessment at their initial referral to the Learning Disability Service	Comms099aii (New) 100% of new LD carers will be offered an assessment	100%	N/A	N/A	100% Q2-4	N/A	New PI Started in Q2	100%	100%	100%		


**Theme: Community Care and Criminal Justice**  
**Objective: Learning Disability**

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SS	SS - All learning disability service users will have their care plans reviewed on an annual basis	Comms500 100% of learning disability services users have their care plans reviewed on an annual basis	100%	75.64%	100%	65.7%	100%	5.8%	14.2%	30.6%	65.7%	Figures are accumulative for each quarter. High staff sickness has meant unable to meet targets. High priority and Care Programme Reviews have been completed. A reviewing officer is now in post to review all Housing Support Services so this will enable the back log to be addressed.	




**Theme: Community Care and Criminal Justice**  
**Objective: Occupational Therapy Services**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - Service users will have improved independence through the support provided by the OT equipment service	Comms535 (New) 70% of service users reporting that they are satisfied with OT equipment provision	70% or more	N/A	N/A	94.7%	N/A	N/A	N/A	95%	94%	17 (94%) out of the 18 service users who were surveyed in January and February and recorded that they were either satisfied or very satisfied with the OT equipment service.	
SO SS	SO - All service users will have an improved level of satisfaction by receiving a prompt response if they need OT Services for a high risk condition SS - All high risk OT service user referrals will be offered an assessment within 2 weeks	Comms342a 100% of high risk referrals offered an assessment within 2 weeks	100%	38.67%	81.75%	100%	84%	100%	100%	100%	100%	Occupational Staff offered an assessment to all high risk referrals within the required timescale	






**Theme: Community Care and Criminal Justice**  
**Objective: Occupational Therapy Services**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - All service users will have an improved level of satisfaction by receiving a prompt response if they need OT Services for a medium risk condition SS - All medium risk OT service user referrals will be offered an assessment within 8 weeks	Comms093 100% of medium risk referrals offered an assessment within 8 weeks	100%	32.67%	92.5%	100%	89%	100%	100%	100%	100%	Occupational Staff offered an assessment to all medium risk referrals within the required timescale	



**Theme: Community Care and Criminal Justice**  
**Objective: Services for Older People**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - There will be an increase in the number of service users 65+ -with intensive care needs - who will have improved independence by being supported to live at home.	Comms536 (New) 265 service users 65+ will receive 10+ hours of home care compared with 228 in 2007/08.  (Based on a 16% increase on 2007/08 baseline)	265	228	287	297	308	288	318	283	301		
SO	SO - There will be an increase in the number of service users 65+ -in need of personal care- who will have improved independence by being supported to live at home.	Comms537 (New) 820 of service users 65+ will receive personal care at home compared to 781 2008/09. (Based on a 5% increase on 08/09 baseline-average over 4 quarters)	820	N/A	781	782	753	781	789	787	772	For 2009/10, the proportion of home care service users 65+ receiving personal care at home has remained at over 80% and the proportion of these services receiving care at weekends has also risen from 52.9% (2008/09) to 61.8% (2009/10). This would indicate that the overall number of service users requiring a home care service has decreased for 2009/10.	
SS	SS - All care plans for older people will be agreed within 28 days of assessment	Comms538 (New) 100% of Care Plans agreed within 28 days from the completion of the assessment	100%	N/A	N/A	97%	N/A	N/A	N/A	100%	95%	Of the 59 service users, 3 (5%) did not receive a service within the 28 day period. A delay in the provision of	


**Theme: Community Care and Criminal Justice**  
**Objective: Services for Older People**

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												Moraylife line equipment was the reason for this delay. (98 of 101 for annual based on Q3 and 4)	
SS	SS - All carers of older people (65+) will be offered an assessment	CommsS360 100% of carers of older people (65+) offered an assessment	100%	49%	100%	100%	100%	100%	100%	100%	100%		
SS	SS - All 65+ service users will receive an annual review within 12 months of their care plan being agreed	CommsS539 (New) 100% of 65+ service users will receive an annual review within 12 months of their care plan being agreed (Cumulative)	100% Annually	N/A	N/A	1097 48%	N/A	343 15%	636 28%	890 39%	1097 48%	207 Service users had an annual review in Q4 2289 clients.	
AS		Home Care / Home Helps a) The number of people age 65+ receiving homecare	Data only	1,112	1,049	954	N/A	N/A	N/A	N/A	N/A	Statutory PI Annual after financial year end – This figure has not been confirmed, and will be verified when information is returned to the Scottish Government at the end of July.	
AS		Home Care / Home Helps b) The number of homecare hours per 1,000 population age 65+	Data only	464.1	491.4	461	N/A	N/A	N/A	N/A	N/A	Statutory PI Annual after financial year end This figure has not been confirmed, and will be verified when information is returned to the Scottish Government at the end of July 7345.5 Hrs based on pop 15,931	
AS		Home Care / Home Helps c) As a proportion of home care clients age 65+, the number receiving: - personal care - a service during evenings/overnight - a service at weekends	Data only	79% 31.8% 51.1%	84.7% 35.1% 52.9%	80.7% ----- 61.8%	N/A	N/A	N/A	N/A	N/A	Statutory PI Annual after financial year end These figures have not been confirmed, and will be verified when information is returned to the Scottish Government at the end of July. Overnight visits and evening visits are	

**Theme: Community Care and Criminal Justice**  
**Objective: Services for Older People**




Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
												not recorded in CareFirst, due to changes to the HomeCare annual return which is submitted to the Scottish Gov, and the use of commissioned hours as recorded on the CareFirst system it is not possible to report this information until Quarter 2 of 2010/11 (after the submission of the Scottish Gov return)	
LI		Comms230a 90% of carers satisfied with their involvement in the design of the care package	90%	New PI in Q4 of 2008/09	80%	95.7%	90%	91%	94%	96%	96%	Of the 56 carer reviews completed, 54 (96%) said they were satisfied.	
LI		Comms230b 90% of carers who feel supported and capable to continue their role as a carer	90%	New PI in Q4 of 2008/09	71%	96.65%	71%	93%	98%	96%	98%	98% of the 54 carer reviews completed gave an affirmative response to this question.	

**Theme: Community Care and Criminal Justice**  
**Objective: Physical or Sensory Disabilities**


Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an assessment within 28 days	Comms540a (New) 100% of service users (physical) will be offered an assessment within 28 days.	100%	N/A	N/A	89%	N/A	80%	100%	86%	90%	Carefirst Quarterly New PI 3 (10%) of the 31 service users were not offered an assessment within 28 days for Q4. A delay in allocating the referral to an appropriate care officer was the reason for this delay. (56 out of 63 for 2009-10)	

**APPENDIX 1**

**Theme: Community Care and Criminal Justice**  
**Objective: Physical or Sensory Disabilities**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an assessment within 28 days	CommS540b (New) 100% of service users (sensory) will be offered an assessment within 28 days.	100%	N/A	N/A	100%	N/A	N/A	100%	100%	100%		
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt service if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an service within 28 days from their assessment	CommS541a (New) 100% of service users (physical) will receive a service within 28 days of their assessment.	100%	N/A	N/A	100%	N/A	100%	100%	100%	100%	Carefirst Quarterly New PI 9 clients were in receipt of a service after assessment. All within 28 days from assessment end date.	
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt service if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an service within 28 days from their assessment	CommS541b (New) 100% of service users (sensory) will receive a service within 28 days of their assessment.	100%	N/A	N/A	100%	N/A	N/A	100%	100%	100%		

**Theme: Community Care and Criminal Justice**  
**Objective: Voluntary Grants & Contracts**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - The public will have confidence in all commissioned services. SS - All commissioned services are reviewed and comply with regulations.	CommS542 (New) 100% of all commissioned services are reviewed annually and comply with regulations.	100%	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	Annual New PI commenced from Q3 and reported in Q4	

**Theme: Community Care and Criminal Justice**  
**Objective: Criminal Justice**

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007 /08 Value	2008 /09 Value	2009 /10 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Q3 2009/10 Value	Q4 2009/10 Value	Latest Note	Traffic Light Icon
SS	SS - Social Enquiry Reports submitted to courts during the reporting period, including pre-trial reports, Supplementary Social Enquiry Reports and Section 203 Reports and submitted by midday on the working day before the case is heard.	SAS6b % of social enquiry reports submitted to courts by the due date	100%	98.25%	100%	100%	100%	100%	100%	100%	100%	86 reports submitted to court, 85 by due date. Actual figure will be 100% as a record was entered in error and will have to be removed from CareFirst system by OLM (software suppliers).	
SS	SS - New probationers to be seen by a supervising officer within one week.	SAS7b % of new probationers seen by a supervising officer within one week	100%	55.5%	77.86%	82.81%	95%	63.64%	80%	93%	87%	23 new probationers, 20 seen within one week. Of the 3 not seen within one week 2 were out of the area and 1 was offered an appointment but did not attend. (53 of 64 for 2009/10)	