

REPORT TO: AUDIT & PERFORMANCE REVIEW COMMITTEE 6 FEBRUARY 2008

SUBJECT: AUDIT SCOTLAND PERFORMANCE INDICATORS – COMMUNITY SERVICES

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 This report is submitted to the Committee to highlight areas of The Moray Council performance that have been ranked within the bottom quartile of all Scottish Councils, and to provide an explanation of how this performance can be improved.
- 1.2 This report is submitted to Committee in terms of Section I of the Council's Administrative Scheme relating to reviewing how performance information can be used to improve performance.

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee considers and approves the areas for improvement as identified by the service (Appendix 1).**

3. BACKGROUND

- 3.1 It was agreed that when Audit Scotland performance information was published that any areas of performance ranked within the bottom quartile of all Scottish Councils be reported. This was to identify areas of performance that could be improved and how the services propose that this could be achieved.
- 3.2 The results for 2006/07 show that The Moray Council have 44% (36 of 82) of performance indicators in the top quartile, 5 of which are ranked first, but 12% (10 of 82) in the bottom quartile when compared with all Scottish Councils. Of the ten indicators two are related to Community Services and these have been identified and analysed to highlight any areas for improvement **(Appendix 1)**.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Development Plan/Community Plan/Service Improvement Plan

Performance measures and Service Improvement Plan priorities are linked to the Corporate Development Plan and the Council's Performance Management Framework.

(b) Policy and Legal

None.

(c) Resources (Financial, Risks, Staffing and Property)

None.

(d) Consultations

The relevant Officers have been consulted to identify how the service proposes to improve performance.

5. CONCLUSION

5.1 It is recommended that the Committee considers and approves the areas for improvement as identified by the service.

Author of Report: Sandy Riddell, Director of Community Services

Background Papers: Shona Leese, Performance Management & Quality Assurance Officer

Ref:

Appendix 1

Department – Community Services – Community Care, Residential Accommodation

Indicator Title – Privacy – Percentage of residential care places occupied by older people that are in single rooms.

Description of Indicator – This indicator provides the percentage of people, who are in rooms (with or without en-suite facilities) designed for use by a single person.

Results	05/06	06/07
PI Measurement	88.2	88.5
Ranking (25 - 32)	23	25

Background – At present there is a limited supply and a lack of choice for service users.

Actions for Improvement - Providers will be encouraged to develop improved facilities. As we manage demand for places in an improved way single rooms only will be offered to clients.

Department – Community Services – Community Care, Home Care/ Home Helps

Indicator Title – Home Care – Number of home care clients aged 65+ receiving care at weekends as percentage of clients.

Description of Indicator – The indicator measures the overall volume of service for the largest client group, in terms of both the total number of home care hours provided or purchased per 1,000 people age 65+.

Results	05/06	06/07
PI Measurement	40.6	46.3
Ranking (25 - 32)	24	26

Background – At present there is a limited supply of staff working weekends.

Actions for Improvement - Work patterns will be examined within internal homecare. Discussions will take place with external providers.