

**Community Services****Statutory Performance Indicators Quarterly Report – October - December 2008**

ASW1: Achievement of targets for assessment and service delivery

| <b>Oct-Dec 08</b>        | No of people receiving within target time            | No of people receiving outwith target time           | % of people for which target was met                 |
|--------------------------|--|--|--|
| Assessment               | 87   | 70   | 55.4%  |
| Delivery of care service | Carefirst does not currently record service delivery | Carefirst does not currently record service delivery | Carefirst does not currently record service delivery |

Please note: Audit Scotland have acknowledged that this indicator WILL change before March 2009 (ie. It will differ significantly from the above format as published in their guidance for 2008-09). The scope and definitions of ASW1 have yet to be finalised.

ASW2: Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes

|                        | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|------------------------|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| Older People (age 65+) | 43.4%          | 48.5%          | 48.5%                | 58%                 | 55%               |                     |
| Other Adults           | 75%            | 75%            | 75%                  | 82%                 | 80%               |                     |

ASW3: Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of registered care place used by the Council for each client group.

Please note this information can only be gathered annually. The following table illustrates the position as reported for the 2007-08 Audit Scotland PI

| <b>Single Rooms By Sector</b> | <b>No of places that are single rooms</b>   | <b>Total no of places</b> | <b>% of places that are single</b>   |
|-------------------------------|---|---------------------------|--------------------------------------|
| Older People Council          | 78  | 78                        | 100%                                 |
| Older People Voluntary Sector | 91  | 95                        | 95.8%                                |
| Older People Private          | 358   | 386                       | 92.7%                                |
| Other Adults Council          | 4   | 4                         | 100%                                 |
| Other Adults Voluntary Sector | 6   | 6                         | 100%                                 |
| Other Adults Private          | 37  | 40                        | 92.5%                                |
| <b>En suite Rooms</b>         | <b>No of places that are en-suite rooms</b> | <b>Total no of places</b> | <b>% of places that are en-suite</b> |
| Older People Council          | 34  | 78                        | 43.6%                                |
| Older People Voluntary Sector | 78  | 95                        | 82.1%                                |
| Older People Private          | 294   | 386                       | 76.2%                                |
| Other Adults Council          | 1   | 4                         | 25%                                  |
| Other Adults Voluntary Sector | 3   | 6                         | 50%                                  |
| Other Adults Private          | 22  | 40                        | 55%                                  |

## ASW4:

- a) The number of people age 65+ receiving homecare
- b) The number of homecare hours per 1000 population at 65+
- c) As a proportion of home care clients age 65+, the number receiving:
  - Personal Care
  - A service during evenings/overnight
  - A service at weekends

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| Number of people age 65+ receiving homecare  | 712            | 720            | 718                  | 753                 | 732               |                     |
| The number of homecare hours per 1000 population at 65+  | 377.9          | 409.2          | 414.2                | 428.3               | 409.7             |                     |
| As a proportion of home care clients age 65+, the number receiving Personal Care                       | 77%            | 94.4%          | 89.6%                | 90.8%               | 90.8%             |                     |
| As a proportion of home care clients age 65+, the number receiving a service during evenings/overnight | 33.1%          | 34.9%          | 43.6%                | 43.3%               | 42.5%             |                     |
| As a proportion of home care clients age 65+, the number receiving a service at weekends               | 57.2%          | 71.8%          | 71.6%                | 71.8%               | 70.8%             |                     |

ASW5: Provision of respite services:

**Per 1000 older people 65+\***

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| Total overnight respite nights provided                   | 257.5          | 4539           | 872                  | 940                 | 944               |                     |
| % overnight respite nights not in a care home             | 0.3%           | 0.5%           | 0.3%                 | 0%                  | 0.8%              |                     |
| Total hours daytime respite provided                      | 3682.2         | 6555.1         | 1682.8               | 4058                | 4050              |                     |
| % daytime respite hours provided not in a day care centre | 23.4%          | 15.8%          | 0.2%                 | 2.2%                | 0.6%              |                     |

**Per 1000 other adults (18-64)\***

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| Total overnight respite nights provided                   | 13.2           | 1878           | 253                  | 319                 | 309               |                     |
| % overnight respite nights not in a care home             | 66%            | 36.8%          | 18.6%                | 23.5%               | 24.3%             |                     |
| Total hours daytime respite provided                      | 910.6          | 3396.2         | 2520                 | 553                 | 473               |                     |
| % daytime respite hours provided not in a day care centre | 53.6%          | 66.3%          | 47.9%                | 39%                 | 12.5%             |                     |

## ASW6: Social Enquiry Reports

- a) The number of reports submitted to the courts during the year
- b) The proportion of these submitted to courts by the due date

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of reports submitted to the courts during the year | 630            | 685            | 157                  | 152                 | 147               |                     |
| The proportion of these submitted to courts by the due date   | 90.2%          | 98.4%          | 93.6%                | 94.7%               | 97.9%             |                     |

## ASW7: Probation

- a) The number of new Probation Orders issued during the year
- b) The proportion of new probationers seen by a supervising officer within a week

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of new Probation Orders issued during the year                      | 162            | 137            | 43                   | 41                  | 25                |                     |
| The proportion of new probationers seen by a supervising officer within a week | 85.7%          | 77%            | 73%                  | 72.4%               | 72%               |                     |

## ASW8: Community Service:

- a) The number of new Community Service Orders issued during the year
- b) The average number of hours per week taken to complete orders

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of new Community Service Orders issued during the year | 129            | 123            | 33                   | 22                  | 23                |                     |
| The average number of hours per week taken to complete orders     | 3.5            | 2.7            | 2.6                  | 2.1                 | 2.8               |                     |

## Children's Reporter Liaison

## EC4: Social Background Reports

- a) The number of reports submitted to the Reporter during the year
- b) The proportion of reports requested by the Reporter which were submitted within target time

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of reports submitted to the Reporter during the year                             |                | 469            | 42                   | 125                 | 89                |                     |
| The proportion of reports requested by the Reporter which were submitted within target time | 22.7%          | 28.4%          | 62%                  | 72.8%               | 76.4%             |                     |

## EC5: Supervision

- a) The number of new supervision requirements made during the year
- b) The proportion of children seen by a supervising officer within 15 days

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of new supervision requirements made during the year         |                | 45             | 29                   | 8                   | 20                |                     |
| The proportion of children seen by a supervising officer within 15 days | 84.2%          | 95.6%          | 69%                  | 100%                | 90%               |                     |

EC6: Academic achievement: The number and percentage of young people ceasing to be looked after, who achieved SCQF level 3 or better English and Maths or other subjects

This PI is reported on annually once examination results are available, and cannot therefore be updated every quarter. The following figures for the annual SPI are lifted from the final audited version

|  | <b>At home</b> | <b>Away from home</b> | <b>combined</b> |
|--|----------------|-----------------------|-----------------|
| Number of young people ceasing to be looked after        | 8              | 20                    | 28              |
| Attaining at least one SCQF level 3 (any subject)        | 6 (75.0%)      | 14 (70%)              | 20 (71.4%)      |
| Attaining at least one SCQF level 3 in English and Maths | 2 (25%)        | 7 (35%)               | 9 (32.1%)       |

EC7: Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes.

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| % of care staff with appropriate qualifications for the level of post held | 64.3%          | 50%            | 50%                  | 48.6%               | 55%               |                     |

EC8: Provision of respite services – per 1000 children (0-17)

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08*</b> | <b>Jan-March 09</b> |
|---|----------------|----------------|----------------------|---------------------|--------------------|---------------------|
| Total overnight respite nights provided                   | 59.8           | 1226           | 102                  | 31                  | 22                 |                     |
| % overnight respite nights not in a care home             | 41.6%          | 47.3%          | 34.3%                | 0%                  | 0%                 |                     |
| Total hours daytime respite provided                      | 1635.7         | 3121.1         | 339.3                | 1028                | 1226               |                     |
| % daytime respite hours provided not in a day care centre | 52.8%          | 66.3%          | 77.2%                | 20.6%               | 28%                |                     |

\* Figures for quarter are not complete



CC1: The number of attendance per 1000 population for pools

This information is currently obtained annually

|  | <b>2006/07</b> | <b>2007/08</b> |
|--|----------------|----------------|
| Number of attendance per 1000 population for pools | 5349           | 5516           |

CC2: The number of attendances per 1000 population for other indoor sports and leisure facilities, excluding pools in a combined complex.

This information is currently obtained annually

|   | <b>2006/07</b> | <b>2007/08</b> |
|---|----------------|----------------|
| Number of attendances per 1000 population for other indoor sports and leisure facilities. | 1229           | 1393           |

CC3: Visits to and us of Museums

a) The number of visits/usages of council funded or part funded museums per 1000 population

b) The number of those visits that were in person per 1000 population

This information is currently obtained annually

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-Mar 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|-------------------|
| The number of visits/usages of council funded or part funded museums per 1000 population | 0              | 0              | 493                  | 456.7               | 404               |                   |
| The number of those visits that were in person per 1000 population                       | 0              | 0              | 80                   | 158.5               | 62                |                   |

The second quarter return is based on Kilmartin House Museum and from 17<sup>th</sup> July Campbeltown Museum following its reopening

## CC4: Changes in Library stock

This information is currently obtained annually

## Adult lending stock

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-Mar 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|-------------------|
| Recommended national targets for annual number of additions per 1000 population | 280            | 280            | n/a                  | n/a                 | n/a               |                   |
| Actual additions per 1000 population  | 100            | 144            | 19                   | 27                  | 22                |                   |
| Stock at year end per 1000 population   | 1624           | 1641           | n/a                  | n/a                 | n/a               |                   |

## Children's and teenage lending stock

|   | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-Mar 09</b> |
|---|----------------|----------------|----------------------|---------------------|-------------------|-------------------|
| Recommended national targets for annual number of additions per 1000 population | 100            | 100            | n/a                  | n/a                 | n/a               |                   |
| Actual additions per 1000 population  | 36             | 48             | 20                   | 9                   | 7                 |                   |
| Stock at year end per 1000 population   | 479            | 478            | n/a                  | n/a                 | n/a               |                   |

## CC5: Library usage:

a) Number of visits per 1000 population

b) Borrowers as a percentage of the resident population

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| Number of visits per 1000 population                 | 3284           | 3152           | 793                  | 848                 | 803               |                     |
| Borrowers as a percentage of the resident population | 17.1%          | 15.5%          | 13.3%                | 16%                 | 17%               |                     |

## CC6: Learning centre and learning access point users

- a) The number of users as a percentage of the resident population
- b) The number of times the terminals are used per 1000 population

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of users as a percentage of the resident population | 6.6%           | 7.3%           | 2.7%                 | 2.6%                | 1%                |                     |
| The number of times the terminals are used per 1000 population | 486.5          | 471.3          | 115                  | 140                 | 101               |                     |

## HS6: Homelessness

- a) The number of households assessed as homeless or potentially homeless during the year.
- b) The average time between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless.
- c) The number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year.

|  | <b>2006/07</b> | <b>2007/08</b> | <b>April-June 08</b> | <b>July-Sept 08</b> | <b>Oct-Dec 08</b> | <b>Jan-March 09</b> |
|--|----------------|----------------|----------------------|---------------------|-------------------|---------------------|
| The number of households assessed as homeless or potentially homeless during the year.   | 585            | 713            | 179                  | 168                 | 122               |                     |
| The average time between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless   | 16.4 weeks     | 32.26 weeks    | 29.23 weeks          | 32.89 weeks         | 32.52 weeks       |                     |
| The number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year. | 5.34%          | 2.46%          | 2.38%                | 3.69%               | 2.67%             |                     |