

### Social work

#### **Child protection – the percentage of children being looked after by the council in community placements**

The indicator shows the proportion of those children being looked after by the council at the end of the reporting year who are being looked after either at home or in other community placements, ie with relatives/friends, foster parents, in private lodgings or with prospective adopters.

Children accommodated away from home on a voluntary basis (without a care order) and children accommodated on the basis of a care order are included.

The indicator reflects the extent to which councils have been successful in finding community, as opposed to residential, placements for children. Councils have generally been successful in this objective since the 1970s, particularly in relation to younger children. Those remaining in residential care tend to be adolescents who are generally more difficult to place.

It is essential to recognise that community placements are not always appropriate, and residential care may be desirable in certain cases, based on an assessment of the best interests of the child.

#### **Points to bear in mind**

The indicator will be affected by:

- the success of the council in identifying, developing and supporting various community placements
- the types of care needed by the children for whom the council is responsible.

## Social work

### Child protection – the percentage of children being looked after by the council in community placements

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	24		87.4	<u>83.3</u>	84.0			
Aberdeenshire	10		90.1	89.1	89.2			
Angus	4	✓	89.7	87.5	91.7			
Argyll & Bute	30	✗	82.2	80.9	77.9	✗		
Clackmannanshire	16		88.4	90.5	87.0			
Dumfries & Galloway	1	✓	90.7	93.0	94.4			
Dundee City	13		86.5	87.2	88.7			
East Ayrshire	2	✓	84.7	85.1	92.3	✓		
East Dunbartonshire	26	✗	74.0	72.6	82.0		✓	
East Lothian	6	✓	86.7	87.0	90.0			
East Renfrewshire	17		90.3	84.0	86.5			
City of Edinburgh	22		83.8	84.9	85.2			
Eilean Siar	23		84.9	86.9	85.1			
Falkirk	17		88.2	87.9	86.5			
Fife	20		86.2	84.8	86.2			
Glasgow City	19		86.5	86.7	86.4			
Highland	25	✗	85.4	84.5	82.5			
Inverclyde	31	✗	89.5	82.5	76.6		✗	
Midlothian	10		85.0	89.1	89.2			
Moray	9		88.6	90.9	89.4			
North Ayrshire	15		<u>81.0</u>	84.8	87.7	✓		
North Lanarkshire	8	✓	85.5	86.2	89.9	✓		
Orkney Islands	6	✓	82.1	83.9	90.0	✓		
Perth & Kinross	3	✓	85.5	88.3	92.0	✓		
Renfrewshire	27	✗	76.7	82.0	81.4	✓		
Scottish Borders	14		86.7	87.8	88.3			
Shetland Islands	32	✗	87.9	77.2	71.9			✗
South Ayrshire	21		84.9	87.4	85.9			
South Lanarkshire	29	✗	82.0	80.5	78.6			
Stirling	12		89.4	84.2	88.9			
West Dunbartonshire	28	✗	77.9	80.3	79.9			
West Lothian	5	✓	89.1	91.1	91.1			
			<b>Scotland</b>					
			85.5	85.9	86.3			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	90.7	93.0	94.4
Upper quartile	88.5	87.8	89.5
Median	86.4	85.7	86.8
Lower quartile	84.5	83.8	83.6
Lowest ranked performance	74.0	72.6	71.9

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	6
10-14%	1
>15%	-
<b>Decline</b>	
5-9%	1
10-14%	1
>15%	1

#### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Child protection – the percentage of children being looked after by the council in community placements

The following councils were ranked 25th or below in 2000/01:

Argyll & Bute  
East Dunbartonshire  
City of Edinburgh  
North Ayrshire  
Orkney Islands  
Renfrewshire  
South Lanarkshire  
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

Argyll & Bute  
City of Edinburgh  
South Lanarkshire  
West Dunbartonshire

### **Number of home care clients receiving personal care as a rate per 1,000 population aged 65+**

Home care is one of the most important services available to councils to support people with community care needs remain at home.

Increasing the flexibility of the service is a key policy objective for both central and local government. This indicator reflects service flexibility in terms of the proportion of older people (aged 65+) receiving personal care (eg assistance with washing, dressing, feeding and taking medication etc).

#### **Points to bear in mind**

The indicator will be affected by:

- the pattern of need and demand in the area, which is influenced by the age structure of the elderly population, the levels of poverty and ill health and household composition
- the particular needs of service users
- the balance between home based and residential services in the council area.

## Social work

Number of home care clients receiving personal care as a rate per 1,000 population aged 65+

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	22		23.9	<u>19.3</u>	38.5			✓
Aberdeenshire	14		31.0	41.0	46.4			✓
Angus	15		59.1	55.7	46.2			✗
Argyll & Bute	27	✗	31.3	32.4	30.9			
Clackmannanshire	6	✓	39.9	42.0	63.9			✓
Dumfries & Galloway	17		51.0	46.6	45.1		✗	
Dundee City	29	✗	<u>10.8</u>	30.4	28.7			✓
East Ayrshire	10		41.3	44.5	49.0			✓
East Dunbartonshire	28	✗	16.2	27.8	29.7			✓
East Lothian	18		27.0	39.6	41.5			✓
East Renfrewshire	23		34.1	28.7	34.8			
City of Edinburgh	26	✗	18.3	20.2	31.0			✓
Eilean Siar	1	✓	5.2	81.2	97.2			✓
Falkirk	12		57.4	51.2	47.7			✗
Fife	7	✓	62.9	66.7	57.7	✗		
Glasgow City	11		38.1	34.0	48.8			✓
Highland	20		22.1	23.0	39.8			✓
Inverclyde	13		61.4	50.3	46.7			✗
Midlothian	24		25.3	28.5	34.7			✓
Moray	16		36.1	42.0	45.4			✓
North Ayrshire	9		<u>53.6</u>	45.5	52.8			
North Lanarkshire	21		20.9	28.0	38.9			✓
Orkney Islands	2	✓	31.8	<u>42.5</u>	87.2			✓
Perth & Kinross	32	✗	10.6	10.8	14.3			✓
Renfrewshire	25	✗	48.0	24.8	33.0			✗
Scottish Borders	3	✓	74.2	76.8	83.4		✓	
Shetland Islands	4	✓	75.0	70.7	70.3	✗		
South Ayrshire	8	✓	57.2	51.5	55.3			
South Lanarkshire	31	✗	33.9	29.9	18.3			✗
Stirling	30	✗	29.9	38.7	21.3			✗
West Dunbartonshire	19		32.8	30.8	40.9			✓
West Lothian	5	✓	53.1	57.9	69.7			✓
			<b>Scotland</b>					
			36.7	38.2	42.5			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	75.0	81.2	97.2
Upper quartile	53.2	50.5	53.4
Median	34.0	40.3	45.3
Lower quartile	25.0	28.7	34.3
Lowest ranked performance	5.2	10.8	14.3

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	-
10-14%	1
>15%	18
<b>Decline</b>	
5-9%	2
10-14%	1
>15%	6

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Number of home care clients receiving personal care as a rate per 1,000 population aged 65+

The following councils were ranked 25th or below in 2000/01:

Aberdeen City  
Dundee City  
East Dunbartonshire  
City of Edinburgh  
Eilean Siar  
Highland  
North Lanarkshire  
Perth & Kinross

The following councils did not make any material improvement in their performance by 2002/03:

None

### **Number of home care clients receiving care at weekends as a rate per 1,000 population aged 65+**

Home care is one of the most important services available to councils to support people with community care needs remain at home.

Increasing the flexibility of the service is a key policy objective for both central and local government. This indicator reflects service flexibility in terms of the proportion of older people (aged 65+) receiving home care services at the weekend.

#### **Points to bear in mind**

The indicator will be affected by:

- the pattern of need and demand in the area, which is influenced by the age structure of the elderly population, the levels of poverty and ill health and household composition
- the particular needs of service users
- the balance between home based and residential services in the council area.

## Social work

Number of home care clients receiving care at weekends as a rate per 1,000 population aged 65+

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	27	✗	13.1	<u>21.8</u>	24.3			✓
Aberdeenshire	20		24.3	24.9	28.5			✓
Angus	21		24.2	25.9	28.0			✓
Argyll & Bute	18		24.8	25.4	29.4			✓
Clackmannanshire	8	✓	37.2	35.0	43.5			✓
Dumfries & Galloway	9		40.9	40.1	42.9			
Dundee City	31	✗	<u>38.2</u>	18.5	18.3			✗
East Ayrshire	12		25.6	29.8	38.4			✓
East Dunbartonshire	26	✗	14.2	16.8	24.4			✓
East Lothian	30	✗	23.4	26.9	20.3		✗	
East Renfrewshire	29	✗	17.1	23.3	20.6			✓
City of Edinburgh	32	✗	12.8	18.8	15.7			✓
Eilean Siar	2	✓	96.5	102.8	71.2			✗
Falkirk	15		39.1	35.5	32.6			✗
Fife	6	✓	40.0	43.2	45.1		✓	
Glasgow City	1	✓	38.6	37.3	76.2			✓
Highland	24		21.5	22.8	26.3			✓
Inverclyde	23		23.3	28.6	26.7		✓	
Midlothian	14		24.0	29.7	32.9			✓
Moray	17		27.9	28.0	31.3		✓	
North Ayrshire	16		22.8	24.7	31.5			✓
North Lanarkshire	11		21.7	28.0	39.6			✓
Orkney Islands	3	✓	31.8	<u>77.4</u>	59.9			✓
Perth & Kinross	28	✗	12.0	17.1	23.0			✓
Renfrewshire	22		26.9	22.7	27.4			
Scottish Borders	13		29.3	32.4	35.6			✓
Shetland Islands	4	✓	51.4	50.4	48.9			
South Ayrshire	7	✓	27.4	37.2	43.6			✓
South Lanarkshire	25	✗	19.2	20.6	25.0			✓
Stirling	19		29.6	36.7	28.6			
West Dunbartonshire	10		34.5	47.1	41.8			✓
West Lothian	5	✓	30.3	34.9	45.7			✓
			<b>Scotland</b>					
			27.1	29.7	36.0			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	96.5	102.8	76.2
Upper quartile	35.2	36.8	43.1
Median	26.3	28.3	31.4
Lower quartile	22.5	23.2	26.0
Lowest ranked performance	12.0	16.8	15.7

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	-
10-14%	3
>15%	21
<b>Decline</b>	
5-9%	-
10-14%	1
>15%	3

### Notes

An underlined PI measurement indicates unreliable data.



## Social work

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### Number of home care clients receiving care at weekends as a rate per 1,000 population aged 65+

The following councils were ranked 25th or below in 2000/01:

Aberdeen City  
East Dunbartonshire  
East Renfrewshire  
City of Edinburgh  
Highland  
North Lanarkshire  
Perth & Kinross  
South Lanarkshire

The following councils did not make any material improvement in their performance by 2002/03:

None

### **Number of home care clients receiving care in evenings/overnight as a rate per 1,000 population ages 65+**

Home care is one of the most important services available to councils to support people with community care needs remain at home.

Increasing the flexibility of the service is a key policy objective for both central and local government. This indicator reflects service flexibility in terms of the proportion of older people (aged 65+) receiving home care services during the evening or overnight.

#### **Points to bear in mind**

The indicator will be affected by:

- the pattern of need and demand in the area, which is influenced by the age structure of the elderly population, the levels of poverty and ill health and household composition
- the particular needs of service users
- the balance between home based and residential services in the council area.

## Social work

Number of home care clients receiving care in evenings/overnight as a rate per 1,000 population aged 65+

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	32	✗	2.0	<u>2.5</u>	3.7			✓
Aberdeenshire	26	✗	11.7	11.6	9.2			✗
Angus	13		16.1	18.4	16.4			
Argyll & Bute	30	✗	5.2	6.3	7.8			✓
Clackmannanshire	3	✓	19.8	14.0	25.6			✓
Dumfries & Galloway	5	✓	16.3	20.0	23.2			✓
Dundee City	23		<u>6.7</u>	10.3	11.2			✓
East Ayrshire	8	✓	14.8	16.9	20.9			✓
East Dunbartonshire	28	✗	7.4	9.0	8.8			✓
East Lothian	25	✗	12.8	10.4	10.7			✗
East Renfrewshire	27	✗	6.0	9.3	9.1			✓
City of Edinburgh	22		11.0	9.7	11.3			
Eilean Siar	2	✓	39.9	14.8	36.1	✗		
Falkirk	20		13.9	14.0	11.9		✗	
Fife	9		13.3	19.0	18.9			✓
Glasgow City	1	✓	30.5	25.2	39.2			✓
Highland	16		10.0	16.3	13.4			✓
Inverclyde	17		4.9	15.0	13.3			✓
Midlothian	24		5.6	6.5	10.9			✓
Moray	14		15.2	11.7	16.2	✓		
North Ayrshire	15		9.9	10.7	15.2			✓
North Lanarkshire	7	✓	14.2	17.3	22.5			✓
Orkney Islands	4	✓	24.4	<u>29.0</u>	25.1			
Perth & Kinross	31	✗	3.7	5.8	7.7			✓
Renfrewshire	18		2.9	6.1	13.2			✓
Scottish Borders	12		12.3	14.7	16.8			✓
Shetland Islands	6	✓	16.6	19.6	22.7			✓
South Ayrshire	11		15.1	13.8	16.9		✓	
South Lanarkshire	19		7.9	9.5	12.3			✓
Stirling	29	✗	13.1	10.0	8.7			✗
West Dunbartonshire	21		3.3	32.8	11.7			✓
West Lothian	10		11.4	13.2	18.3			✓
			<b>Scotland</b>					
			12.8	14.6	16.9			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	39.9	32.8	39.2
Upper quartile	15.1	17.0	19.4
Median	12.0	13.5	13.4
Lower quartile	6.5	9.7	10.9
Lowest ranked performance	2.0	2.5	3.7

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01		
<b>Improvement</b>		
5-9%	1	
10-14%	1	
>15%	22	
<b>Decline</b>		
5-9%	1	
10-14%	1	
>15%	3	

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Number of home care clients receiving care in evenings/overnight as a rate per 1,000 population aged 65+

The following councils were ranked 25th or below in 2000/01:

Aberdeen City  
Argyll & Bute  
East Renfrewshire  
Inverclyde  
Midlothian  
Perth & Kinross  
Renfrewshire  
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

None

### **Total hours home care provided as a rate per 1,000 population aged 65+**

Home care is one of the most important services available to councils to support people with community care needs remain at home.

This indicator measures the overall volume of service provided by the council (either directly or through contractual arrangements with other providers) in terms of the proportion of older people (aged 65+) receiving home care services. It includes both domestic and personal care services.

### **Points to bear in mind**

The indicator will be affected by:

- the pattern of need and demand in the area, which is influenced by the age structure of the elderly population, the levels of poverty and ill health and household composition
- the particular needs of service users
- the balance between home based and residential services in the council area.

## Social work

Total hours as a rate per 1,000 population aged 65+

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	21		515.8	<u>424.4</u>	504.6			
Aberdeenshire	13		481.3	668.7	598.1			✓
Angus	32	✗	331.5	326.6	298.6	✗		
Argyll & Bute	17		405.3	445.3	553.2			✓
Clackmannanshire	5	✓	763.0	737.3	886.5			✓
Dumfries & Galloway	6	✓	551.2	718.9	860.2			✓
Dundee City	30	✗	<u>380.1</u>	390.6	334.0		✗	
East Ayrshire	11		486.0	533.9	608.4			✓
East Dunbartonshire	31	✗	313.8	314.3	326.3			
East Lothian	25	✗	472.4	433.6	479.2			
East Renfrewshire	28	✗	292.0	337.5	396.5			✓
City of Edinburgh	20		468.8	479.8	521.2		✓	
Eilean Siar	1	✓	943.4	961.4	1115.5			✓
Falkirk	12		650.6	615.8	607.6	✗		
Fife	26	✗	433.8	465.5	473.4	✓		
Glasgow City	2	✓	615.6	711.1	1061.3			✓
Highland	27	✗	389.1	369.8	457.4			✓
Inverclyde	22		428.2	537.1	500.4			✓
Midlothian	14		591.8	513.0	584.0			
Moray	16		589.0	522.8	564.0			
North Ayrshire	15		490.8	452.3	583.1			✓
North Lanarkshire	9		493.4	617.3	793.4			✓
Orkney Islands	7	✓	771.2	<u>790.2</u>	820.7	✓		
Perth & Kinross	29	✗	219.0	275.9	360.2			✓
Renfrewshire	10		668.3	598.5	653.0			
Scottish Borders	19		427.2	476.0	543.1			✓
Shetland Islands	4	✓	1011.6	1085.6	905.1		✗	
South Ayrshire	8	✓	461.4	661.7	818.2			✓
South Lanarkshire	23		445.9	439.1	481.4	✓		
Stirling	18		590.3	659.6	550.7	✗		
West Dunbartonshire	3	✓	743.9	788.1	917.8			✓
West Lothian	24		457.0	448.6	479.8			
			<b>Scotland</b>					
			494.1	534.9	616.9			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	1011.6	1085.6	1115.5
Upper quartile	597.8	663.5	799.6
Median	483.7	517.9	558.6
Lower quartile	428.0	437.7	479.7
Lowest ranked performance	219.0	275.9	298.6

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	3
10-14%	1
>15%	16
<b>Decline</b>	
5-9%	3
10-14%	2
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Total hours as a rate per 1,000 population aged 65+

The following councils were ranked 25th or below in 2000/01:

Angus  
Argyll & Bute  
Dundee City  
East Dunbartonshire  
East Renfrewshire  
Highland  
Perth & Kinross  
Scottish Borders

The following councils did not make any material improvement in their performance by 2002/03:

Angus  
Dundee City  
East Dunbartonshire

### **Staff qualification – the percentage of staff in residential homes for children, who are qualified**

This indicator provides one measure of the quality of residential care and is generally accepted as a reasonable indirect measure of quality. It reports the extent to which care staff – that is, staff providing direct care to residents – are appropriately qualified. Staff qualification is only one of a potentially large number of criteria that contribute to quality in residential care, but it is an important and measurable one.

The indicator relates only to staff in residential homes for children age 0-17 years managed by councils. It excludes those managed by the voluntary and private sectors.

There are a number of qualifications recommended as appropriate for care staff by the Association of Directors of Social Work and the former Central Council for Education and Training in Social Work. This indicator reflects the proportion of staff holding social work, social care and some other qualifications, which are sufficient to meet qualification requirements for residential care.

### **Points to bear in mind**

The indicator will be affected by:

- the policies of councils on recruiting staff who are suitably qualified, and on training existing staff
- the availability of suitably qualified staff.



## Social work

Staff qualification – the percentage of staff in residential homes for children who are qualified

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	10		61	55	60			
Aberdeenshire	7	✓	70	66	68			
Angus	6	✓	70	70	70			
Argyll & Bute	19		33	50	50			✓
Clackmannanshire	14		57	57	57			
Dumfries & Galloway	10		34	50	60			✓
Dundee City	14		58	67	57			
East Ayrshire	5	✓	56	67	72			✓
East Dunbartonshire	23		29	33	47			✓
East Lothian	2	✓	77	87	93			✓
East Renfrewshire	NS		NS	NS	NS			
City of Edinburgh	12		53	57	59		✓	
Eilean Siar	NS		NS	NS	NS			
Falkirk	1	✓	56	77	100			✓
Fife	28	✗	33	41	36	✓		
Glasgow City	21		40	43	48			✓
Highland	25	✗	32	35	45			✓
Inverclyde	8	✓	58	54	63	✓		
Midlothian	9		41	46	62			✓
Moray	NS		NS	NS	NS			
North Ayrshire	21		46	46	48			
North Lanarkshire	13		44	45	58			✓
Orkney Islands	29	✗	17	14	28			✓
Perth & Kinross	3	✓	75	71	79	✓		
Renfrewshire	27	✗	43	48	42			
Scottish Borders	18		33	<u>50</u>	53			✓
Shetland Islands	24		18	19	46			✓
South Ayrshire	17		45	45	55			✓
South Lanarkshire	16		68	61	56			✗
Stirling	25	✗	33	29	45			✓
West Dunbartonshire	20		56	58	49		✗	
West Lothian	3	✓	76	73	79			
			<b>Scotland</b>					
			47	51	53			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	77	87	100
Upper quartile	58	66	63
Median	46	50	57
Lower quartile	33	45	48
Lowest ranked performance	17	14	28

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	3

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	3
10-14%	1
>15%	15
<b>Decline</b>	
5-9%	-
10-14%	1
>15%	1

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Staff qualification – the percentage of staff in residential homes for children who are qualified

The following councils were ranked 25th or below in 2000/01:

East Dunbartonshire

Highland

Orkney Islands

Shetland Islands

The following councils did not make any material improvement in their performance by 2002/03:

None

### **Staff qualification – the percentage of staff in residential homes for older people, who are qualified**

This indicator provides one measure of the quality of residential care and is generally accepted as a reasonable indirect measure of quality. It reports the extent to which care staff - that is, staff providing direct care to residents - are appropriately qualified. Staff qualification is only one of a potentially large number of criteria that contribute to quality in residential care, but it is an important and measurable one.

The indicator relates only to staff in residential homes for elderly people (aged 65+), including people with dementia whose residential accommodation is not usually provided separately, managed by councils. It excludes those managed by the voluntary and private sectors.

There are a number of qualifications recommended as appropriate for care staff by the Association of Directors of Social Work and the former Central Council for Education and Training in Social Work. This indicator reflects the proportion of staff holding social work, social care and some other qualifications, which are sufficient to meet qualification requirements for residential care.

### **Points to bear in mind**

The indicator will be affected by:

- the policies of councils on recruiting staff who are suitably qualified, and on training existing staff
- the availability of suitably qualified staff.

## Social work

Staff qualification – the percentage of staff in residential homes for older people who are qualified

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	21		39	29	34		X	
Aberdeenshire	15		26	27	38			✓
Angus	23		40	38	32			X
Argyll & Bute	26	X	27	29	30		✓	
Clackmannanshire	1	✓	42	62	59			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	4	✓	43	65	54			✓
East Ayrshire	9		35	42	44			✓
East Dunbartonshire	NS		NS	NS	NS			
East Lothian	19		43	35	35			X
East Renfrewshire	7	✓	34	38	48			✓
City of Edinburgh	5	✓	<u>37</u>	45	53			✓
Eilean Siar	5	✓	50	49	53	✓		
Falkirk	7	✓	43	43	48		✓	
Fife	15		33	32	38			✓
Glasgow City	22		25	32	33			✓
Highland	17		27	33	37			✓
Inverclyde	9		44	38	44			
Midlothian	3	✓	36	52	56			✓
Moray	12		26	39	43			✓
North Ayrshire	17		34	35	37	✓		
North Lanarkshire	1	✓	54	54	59	✓		
Orkney Islands	30	X	21	21	20			
Perth & Kinross	28	X	26	20	28	✓		
Renfrewshire	27	X	23	27	29			✓
Scottish Borders	23		33	<u>31</u>	32			
Shetland Islands	12		27	32	43			✓
South Ayrshire	19		26	27	35			✓
South Lanarkshire	29	X	31	31	24			X
Stirling	9		28	38	44			✓
West Dunbartonshire	23		27	32	32			✓
West Lothian	14		22	35	41			✓
			<b>Scotland</b>					
			32	36	39			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	54	65	59
Upper quartile	40	41	47
Median	33	35	38
Lower quartile	26	31	32
Lowest ranked performance	21	20	20

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	2	2	2

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	4
10-14%	2
>15%	17
<b>Decline</b>	
5-9%	-
10-14%	1
>15%	3

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Staff qualification – the percentage of staff in residential homes for older people who are qualified

The following councils were ranked 25th or below in 2000/01:

Glasgow City  
Orkney Islands  
Renfrewshire  
West Lothian

The following councils did not make any material improvement in their performance by 2002/03:

Orkney Islands

### **Staff qualification – the percentage of staff in residential homes for other adults, who are qualified**

This indicator provides one measure of the quality of residential care and is generally accepted as a reasonable indirect measure of quality. It reports the extent to which care staff - that is, staff providing direct care to residents - are appropriately qualified. Staff qualification is only one of a potentially large number of criteria that contribute to quality in residential care, but it is an important and measurable one.

The indicator relates only to staff in council residential homes for people aged 18-64, who have:

- physical disabilities or sensory impairments
- mental health problems or dementia
- a learning disability
- HIV/AIDS
- drug or alcohol abuse problems.

There are a number of qualifications recommended as appropriate for care staff by the Association of Directors of Social Work and the former Central Council for Education and Training in Social Work. This indicator reflects the proportion of staff holding social work, social care and some other qualifications, which are sufficient to meet qualification requirements for residential care.

### **Points to bear in mind**

The indicator will be affected by:

- the policies of councils on recruiting staff who are suitably qualified, and on training existing staff
- the availability of suitably qualified staff.

## Social work

Staff qualification – the percentage of staff in residential homes for other adults who are qualified

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	21		38	28	31			✗
Aberdeenshire	25	✗	19	31	28			✓
Angus	19		47	50	38			✗
Argyll & Bute	15		33	38	41			✓
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	27	✗	67	22	24			✗
Dundee City	16		33	45	40			✓
East Ayrshire	7	✓	41	55	52			✓
East Dunbartonshire	9		45	43	50		✓	
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		29	50	NS			
City of Edinburgh	7	✓	<u>50</u>	50	52			
Eilean Siar	3	✓	70	71	74	✓		
Falkirk	1	✓	50	71	75			✓
Fife	23		25	25	29			✓
Glasgow City	18		31	27	39			✓
Highland	21		34	26	31	✗		
Inverclyde	12		38	38	46			✓
Midlothian	NS		NS	NS	NS			
Moray	9		75	50	50			✗
North Ayrshire	4	✓	54	50	71			✓
North Lanarkshire	1	✓	67	68	75		✓	
Orkney Islands	14		32	33	43			✓
Perth & Kinross	20		52	32	35			✗
Renfrewshire	16		40	42	40			
Scottish Borders	6	✓	25	<u>50</u>	57			✓
Shetland Islands	9		45	55	50		✓	
South Ayrshire	26	✗	43	42	25			✗
South Lanarkshire	13		59	49	45			✗
Stirling	28	✗	15	7	7			✗
West Dunbartonshire	23		33	28	29		✗	
West Lothian	5	✓	62	62	62			
			<b>Scotland</b>					
			39	37	40			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	75	71	75
Upper quartile	52	50	52
Median	41	43	42
Lower quartile	33	31	31
Lowest ranked performance	15	7	7

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	3	3	4

Count of councils showing significant change since 1998/99	
<b>Improvement</b>	
5-9%	1
10-14%	3
>15%	11
<b>Decline</b>	
5-9%	1
10-14%	1
>15%	8

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Staff qualification – the percentage of staff in residential homes for other adults who are qualified

The following councils were ranked 25th or below in 2000/01:

Aberdeenshire  
Fife  
Scottish Borders  
Stirling

The following councils did not make any material improvement in their performance by 2002/03:

Stirling



## Social work

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### **Social enquiry reports – the proportion of reports requested by the courts, that were allocated to social work staff within two working days of receipt by the social work department**

This indicator is defined in the *National Objectives and Standards for Social Work in the Criminal Justice System* - Standard 25.2.'

The number of reports requested by the courts includes:

- includes all Social Enquiry Reports which were submitted to courts during the reporting year, including pre-trial reports
- Supplementary Social Enquiry Reports
- Section 203 Reports (reports prepared on someone already under supervision).

### **Points to bear in mind**

The indicator is a measure the efficiency of the service provided in terms of the proportion of cases which meet the timescales for key social work actions set out in the '*National Objectives and Standards for Social Work in the Criminal Justice System*'.

## Social work

**Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department**

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓ 1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	25	✗	48.2	<u>49.0</u>	74.0			✓
Aberdeenshire	12		97.4	98.2	96.2			
Angus	7	✓	97.3	96.6	98.3			
Clackmannanshire	27	✗	93.0	89.7	61.3			✗
Dumfries & Galloway	18		88.0	90.2	93.0	✓		
Dundee City	28	✗	60.5	87.0	54.6	✗		
East Ayrshire	22		94.0	83.3	90.9			
East Dunbartonshire	20		76.7	94.0	91.7			✓
East Lothian	13		94.2	<u>95.9</u>	95.8			
East Renfrewshire	9		100.0	96.2	98.2			
Eilean Siar	1	✓	43.5	92.7	100.0			✓
Falkirk	6	✓	100.0	98.7	99.0			
Fife	17		82.8	95.3	93.8		✓	
Glasgow City	13		<u>62.4</u>	91.2	95.8			✓
Highland	21		77.9	77.2	91.5			✓
Inverclyde	24		100.0	100.0	74.5			✗
Midlothian	5	✓	94.9	100.0	99.8	✓		
Moray	19		100.0	91.8	91.8	✗		
North Ayrshire	10		98.0	95.1	97.5			
North Lanarkshire	23		82.6	80.6	81.5			
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	7	✓	<u>100.0</u>	98.4	98.3			
Renfrewshire	15		73.3	86.3	95.7			✓
Scottish Borders	16		100.0	99.4	95.0	✗		
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	11		84.8	84.9	96.9		✓	
South Lanarkshire	26	✗	68.9	67.1	70.1			
Stirling	29	✗	29.1	41.7	51.4			✓
West Dunbartonshire	1	✓	100.0	100.0	100.0			
West Lothian	30	✗	33.6	32.2	40.0			✓
			<b>Scotland</b>					
			76.1	84.9	84.6			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	100.0	98.4	98.3
Median	93.5	93.4	95.4
Lower quartile	74.2	85.3	83.9
Lowest ranked performance	29.1	32.2	40.0

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 1998/99	
<b>Improvement</b>	
5-9%	2
10-14%	2
>15%	8
<b>Decline</b>	
5-9%	3
10-14%	-
>15%	2

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Argyll & Bute	<u>100.0</u>	<u>95.4</u>	<u>88.0</u>
City of Edinburgh	<u>85.0</u>	<u>81.0</u>	<u>65.9</u>

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department

The following councils were ranked 25th or below in 2000/01:

Aberdeen City  
Dundee City  
Eilean Siar  
Glasgow City  
Stirling  
West Lothian

The following councils did not make any material improvement in their performance by 2002/03:

Dundee City

## Social work

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### **Social enquiry reports – the proportion of reports submitted by the social work department to the courts by the due date**

This indicator is defined in the '*National Objectives and Standards for Social Work in the Criminal Justice System*' - Standard 97.1.

The 'due date' means midday on the working day before the case is heard. The number of reports submitted includes all reports and those letters, notes and part-reports which have been submitted in lieu of a report, where a full report has not been submitted because an offender has not made themselves available for report preparation

### **Points to bear in mind**

The indicator is a measure the efficiency of the service provided in terms of the proportion of cases which meet the timescales for key social work actions set out in the '*National Objectives and Standards for Social Work in the Criminal Justice System*'.

## Social work

### Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date

Council	Rank in 02/03		PI measurement			Better ✓ or worse X since 00/01		
	1-32	✓ 1-8 X 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	24		97.5	<u>94.4</u>	94.7			
Aberdeenshire	21		95.8	96.9	96.4			
Angus	23		99.2	99.0	96.2			
Clackmannanshire	26	X	100.0	100.0	94.2	X		
Dumfries & Galloway	17		FTR	FTR	97.9			
Dundee City	18		97.4	97.8	97.4			
East Ayrshire	20		97.5	96.9	96.8			
East Dunbartonshire	13		99.3	96.8	99.5			
East Lothian	30	X	80.1	<u>72.6</u>	64.6			X
East Renfrewshire	12		96.1	99.1	99.6			
Eilean Siar	1	✓	98.6	100.0	100.0			
Falkirk	11		<u>92.4</u>	99.9	99.8	✓		
Fife	27	X	96.3	96.0	93.5			
Glasgow City	28	X	92.0	<u>90.7</u>	91.3			
Highland	14		98.2	98.7	98.8			
Inverclyde	1	✓	100.0	100.0	100.0			
Midlothian	1	✓	90.0	96.6	100.0		✓	
Moray	1	✓	88.0	100.0	100.0		✓	
North Ayrshire	1	✓	100.0	100.0	100.0			
North Lanarkshire	16		94.5	98.2	98.0			
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	25	X	<u>100.0</u>	85.8	94.3	X		
Renfrewshire	18		98.0	95.3	97.4			
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	29	X	95.8	93.7	80.2			X
South Lanarkshire	22		98.6	98.2	96.3			
Stirling	15		99.4	99.2	98.7			
West Dunbartonshire	1	✓	98.0	100.0	100.0			
West Lothian	10		99.5	99.5	99.9			
			<b>Scotland</b>					
			92.1	96.5	95.4			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	99.5	100.0	100.0
Median	98.0	98.7	98.4
Lower quartile	95.8	96.6	96.2
Lowest ranked performance	80.1	72.6	64.6

Data features	Symbol	00/01	01/02	02/03
PI not applicable	( - )	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	1
10-14%	2
>15%	-
<b>Decline</b>	
5-9%	2
10-14%	-
>15%	2

#### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
Argyll & Bute	<u>100.0</u>	<u>99.4</u>	<u>97.6</u>
City of Edinburgh	83.3	86.4	<u>86.5</u>

#### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date

The following councils were ranked 25th or below in 2000/01:

East Lothian  
Falkirk  
Glasgow City  
Midlothian  
Moray

The following councils did not make any material improvement in their performance by 2002/03:

East Lothian  
Glasgow City

### **Probation – the proportion of new probationers seen by a supervising officer within one week**

This is based on Standard 62.1 of the '*National Objectives and Standards for Social Work in the Criminal Justice System*'.

'A new probationer' is defined as a person receiving a new order. If there is more than one order for the same person to run consecutively, then that person is counted for each order imposed; if the orders are to run concurrently then the person is counted only once. 'One week' is seven days.

### **Points to bear in mind**

The indicator provides some measure of the efficiency of the service. However, the proportion of probationers seen within a week of the order being made will be adversely affected by:

- probationers not attending scheduled appointments
- late notification of orders by the Courts.

## Social work

Probation - the proportion of new probationers seen by a supervising officer within one week

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeenshire	1	✓	100.0	100.0	100.0			
Angus	21		67.0	74.1	66.0			
Argyll & Bute	16		<u>99.0</u>	<u>81.7</u>	73.3			x
Clackmannanshire	17		92.0	92.3	70.3			x
Dumfries & Galloway	22		52.0	63.8	56.3	✓		
Dundee City	9		75.0	75.0	93.1			✓
East Ayrshire	20		69.0	59.0	66.5			
East Dunbartonshire	12		89.0	78.9	83.6	x		
East Lothian	10		80.0	<u>72.9</u>	91.4		✓	
East Renfrewshire	13		98.0	88.4	78.4			x
Eilean Siar	1	✓	100.0	100.0	100.0			
Falkirk	14		76.0	87.4	77.9			
Fife	28	x	63.0	63.9	35.6			x
Glasgow City	26	x	FTR	<u>39.3</u>	38.9			
Highland	28	x	91.0	60.6	35.6			x
Inverclyde	8	✓	92.0	89.6	93.6			
Midlothian	5	✓	56.0	66.7	97.9			✓
Moray	6	✓	81.0	78.4	97.1			✓
North Ayrshire	24		67.0	63.5	51.7			x
North Lanarkshire	30	x	12.0	16.3	19.0			✓
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	7	✓	<u>75.0</u>	67.2	94.6			✓
Renfrewshire	18		44.0	62.0	67.8			✓
Scottish Borders	25	x	FTR	FTR	46.3			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	11		87.0	80.2	90.1			
South Lanarkshire	27	x	38.0	32.3	37.5			
Stirling	23		61.0	29.0	54.8		x	
West Dunbartonshire	19		67.0	61.7	67.7			
West Lothian	15		19.0	100.0	76.7			✓
			<b>Scotland</b>					
			47.7	55.9	56.1			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	92.0	88.4	93.5
Median	75.5	74.1	75.0
Lower quartile	62.5	62.0	55.2
Lowest ranked performance	12.0	16.3	19.0

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	1
10-14%	1
>15%	7
<b>Decline</b>	
5-9%	1
10-14%	1
>15%	6

Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
City of Edinburgh	29.0	22.1	<u>59.5</u>
Aberdeen City	98.0	<u>95.5</u>	<u>55.3</u>

### Notes

An underlined PI measurement indicates unreliable data.



## Social work

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### Probation - the proportion of new probationers seen by a supervising officer within one week

The following councils were ranked 25th or below in 2000/01:

North Lanarkshire  
Renfrewshire  
South Lanarkshire  
West Lothian

The following councils did not make any material improvement in their performance by 2002/03:

South Lanarkshire

## Social work

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### **Probation – the proportion of people subject to a probation order who were reported to the court for breach of probation during the year**

This indicator is calculated as follows:

*Number of people subject to one or more breach reports submitted in the reporting year x 100*

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*Number of people subject to a Probation Order at any point during the reporting year*

'Breach reports submitted in the reporting year' includes all breaches, whenever the order was made. Breach reports exclude applications for early termination of probation for positive reasons.

### **Points to bear in mind**

The indicator is intended to assist Councils to assess their performance by provoking questions about the level of breached orders compared with other authorities, or changes over time. However, high breach levels do not necessarily indicate poor performance. A high level of breach reports being submitted may indicate that the service is not able to encourage offenders on supervision to comply with the terms of a probation order. Alternatively it may indicate the strictness with which the probation service follows breach protocols.

## Social work

Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year

Council	Rank in 02/03		PI measurement			Better ✓ or worse X since 00/01		
	1-32	✓ 1-8 X 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	4	✓	35.0	<u>31.6</u>	8.8			✓
Aberdeenshire	3	✓	11.0	7.2	8.0			✓
Angus	11		51.0	12.2	14.7			✓
Argyll & Bute	21		<u>48.0</u>	<u>32.7</u>	22.3			✓
Clackmannanshire	5	✓	12.0	31.9	9.8			✓
Dumfries & Galloway	23		FTR	FTR	23.5			
Dundee City	18		27.0	26.0	18.6			✓
East Ayrshire	17		25.0	23.6	18.3			✓
East Dunbartonshire	7	✓	8.0	8.9	11.9			X
East Lothian	1	✓	14.0	<u>5.0</u>	6.0			✓
East Renfrewshire	16		21.0	19.7	17.7			✓
Eilean Siar	9		0.0	5.9	12.0		X	
Falkirk	29	X	18.0	24.5	30.3			X
Fife	24		40.0	31.6	24.9			✓
Glasgow City	20		15.0	22.1	21.6			X
Highland	12		16.0	18.7	15.6			
Inverclyde	19		23.0	28.7	20.3		✓	
Midlothian	7	✓	7.0	19.5	11.9			X
Moray	30	X	12.0	15.2	31.6			X
North Ayrshire	25	X	15.0	17.4	25.6			X
North Lanarkshire	6	✓	6.0	8.0	11.3			X
Orkney Islands	27	X	25.0	40.7	29.6			X
Perth & Kinross	2	✓	<u>23.0</u>	38.1	7.5			✓
Renfrewshire	14		12.0	34.0	16.9			X
Scottish Borders	31	X	32.0	28.9	32.2			
Shetland Islands	22		55.0	34.8	23.3			✓
South Ayrshire	26	X	28.0	21.8	29.4	X		
South Lanarkshire	10		25.0	16.2	13.2			✓
Stirling	28	X	17.0	24.0	29.8			X
West Dunbartonshire	15		24.0	45.3	17.2			✓
West Lothian	13		6.0	8.7	16.6			X
			<b>Scotland</b>					
			18.9	20.1	18.6			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	0.0	5.0	6.0
Upper quartile	12.0	15.5	12.0
Median	19.5	22.9	17.7
Lower quartile	26.5	31.6	24.2
Lowest ranked performance	55.0	45.3	32.2

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01		
<b>Improvement</b>		
5-9%	-	
10-14%	1	
>15%	14	
<b>Decline</b>		
5-9%	1	
10-14%	1	
>15%	11	

### Unreliable/Unreported Data in 2002/03

Council	00/01	01/02	02/03
City of Edinburgh	<u>16.0</u>	<u>13.5</u>	<u>15.2</u>

### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year

The following councils were ranked 25th or below in 2000/01:

Aberdeen City  
Angus  
Argyll & Bute  
Fife  
Scottish Borders  
Shetland Islands

The following councils did not make any material improvement in their performance by 2002/03:

Scottish Borders

### **Community service – the average hours per week taken to complete community service orders**

'Orders completed during the year' are orders where the originally imposed hours have been successfully completed. The orders in question may have been imposed at any time, not just within the last year. It is the date of completion that qualifies them for inclusion in the indicator.

### **Points to bear in mind**

Research has also shown that community service tends to be more effective the shorter the time required to complete the hours ordered by the court. However, it is also important that councils match the programme of community service to the needs and abilities of the client. Unless the service programme is of a suitable quality it is unlikely that the order will be successful in reducing re-offending. There will, therefore, be occasions when it is inappropriate to work through the order too quickly.

## Social work

### Community service - the average hours per week taken to complete community service orders

Council	Rank in 02/03		PI measurement			Better ✓ or worse X since 00/01		
	1-32	✓1-8 X 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	26	X	2.8	<u>3.7</u>	2.5		X	
Aberdeenshire	24		3.4	4.1	2.8			X
Angus	26	X	2.8	2.8	2.5		X	
Clackmannanshire	19		5.6	6.4	3.6			X
Dumfries & Galloway	31	X	2.7	2.2	2.2			X
Dundee City	30	X	2.7	3.1	2.3			X
East Ayrshire	15		4.3	3.7	3.9	X		
East Dunbartonshire	13		3.7	4.4	4.0	✓		
East Lothian	21		3.7	2.8	3.3	X		
East Renfrewshire	2	✓	4.7	5.7	5.8			✓
City of Edinburgh	28	X	2.5	2.8	2.4	X		
Eilean Siar	1	✓	5.4	5.0	6.6			✓
Falkirk	8	✓	4.1	4.9	4.2			
Fife	15		3.7	4.2	3.9	✓		
Glasgow City	3	✓	5.0	5.4	5.3	✓		
Highland	6	✓	3.7	3.8	4.4			✓
Inverclyde	15		4.4	4.2	3.9		X	
Midlothian	25	X	3.0	2.4	2.6		X	
Moray	5	✓	5.5	7.0	4.7		X	
North Ayrshire	13		3.9	4.1	4.0			
North Lanarkshire	11		4.8	4.4	4.1			X
Orkney Islands	8	✓	7.0	15.7	4.2			X
Perth & Kinross	28	X	2.9	2.4	2.4			X
Renfrewshire	18		4.1	3.5	3.7	X		
Scottish Borders	23		3.4	3.3	3.0		X	
Shetland Islands	20		8.3	5.9	3.4			X
South Ayrshire	6	✓	5.8	5.1	4.4			X
South Lanarkshire	22		3.9	3.2	3.2			X
Stirling	8	✓	3.7	5.7	4.2			✓
West Dunbartonshire	4	✓	5.5	5.0	5.1	X		
West Lothian	11		1.8	3.2	4.1			✓
			<b>Scotland</b>					
			3.7	3.7	3.4			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	8.3	15.7	6.6
Upper quartile	4.9	5.1	4.2
Median	3.9	4.1	3.9
Lower quartile	3.2	3.2	2.9
Lowest ranked performance	1.8	2.2	2.2

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Council	00/01	01/02	02/03
Argyll & Bute	5.1	4.8	4.8

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	3
10-14%	-
>15%	5
<b>Decline</b>	
5-9%	5
10-14%	6
>15%	10

#### Notes

An underlined PI measurement indicates unreliable data.

## Social work

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### Community service - the average hours per week taken to complete community service orders

**The following councils were ranked 25th or below in 2000/01:**

Aberdeen City  
Angus  
Dumfries & Galloway  
Dundee City  
City of Edinburgh  
Perth & Kinross  
West Lothian

**The following councils did not make any material improvement in their performance by 2002/03:**

Aberdeen City  
Angus  
Dumfries & Galloway  
Dundee City  
City of Edinburgh  
Perth & Kinross