

Adult social work

Staff qualification – the percentage of care staff who are qualified, working in care homes for older people

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.

Adult social work

Staff qualification – the percentage of care staff who are qualified, working in care homes for older people

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	26	✗	29	34	23			✗
Aberdeenshire	21		27	38	31	✓		
Angus	25	✗	38	32	26			✗
Argyll & Bute	27	✗	29	30	19			✗
Clackmannanshire	1	✓	62	59	75			✓
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	6	✓	65	54	57		✗	
East Ayrshire	13		42	44	46	✓		
East Dunbartonshire	NS		NS	NS	NS			
East Lothian	23		35	35	30		✗	
East Renfrewshire	2	✓	38	48	70			✓
City of Edinburgh	7	✓	45	53	55			✓
Eilean Siar	8	✓	49	53	52	✓		
Falkirk	8	✓	43	48	52			✓
Fife	15		32	38	38			✓
Glasgow City	18		32	33	37			✓
Highland	15		33	37	38			✓
Inverclyde	NS		38	44	NS			
Midlothian	3	✓	52	56	62			✓
Moray	NS		39	43	NS			
North Ayrshire	8	✓	35	37	52			✓
North Lanarkshire	4	✓	54	59	58	✓		
Orkney Islands	4	✓	21	20	58			✓
Perth & Kinross	14		20	28	42			✓
Renfrewshire	19		27	29	36			✓
Scottish Borders	15		<u>31</u>	32	38			
Shetland Islands	28	✗	32	43	17			✗
South Ayrshire	24		27	35	28			
South Lanarkshire	20		31	24	35		✓	
Stirling	12		38	44	48			✓
West Dunbartonshire	21		32	32	31			
West Lothian	11		35	41	51			✓
			Scotland					
			36	39	41			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	65	59	75
Upper quartile	41	47	53
Median	35	38	40
Lower quartile	31	32	31
Lowest ranked performance	20	20	17

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	2	2	4

Count of councils showing significant change since 2001/02		
Improvement		
5-9%		3
10-14%		2
>15%		14
Decline		
5-9%		-
10-14%		2
>15%		4

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

Staff qualification – the percentage of care staff who are qualified, working in care homes for older people

The following councils were ranked 25th or below in 2001/02:

Aberdeenshire
Orkney Islands
Perth & Kinross
Renfrewshire
South Ayrshire

The following councils did not make any material improvement in their performance by 2003/04:

South Ayrshire

Adult social work

Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults

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.

Adult social work

Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	27	✗	28	31	19			✗
Aberdeenshire	22		31	28	28	✗		
Angus	21		50	38	29			✗
Argyll & Bute	18		38	41	38			
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	16		22	24	39			✓
Dundee City	13		45	40	47			
East Ayrshire	16		55	52	39			✗
East Dunbartonshire	5	✓	43	50	67			✓
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		50	NS	NS			
City of Edinburgh	12		50	52	48			
Eilean Siar	3	✓	71	74	71			
Falkirk	1	✓	71	75	75	✓		
Fife	23		25	29	25			
Glasgow City	14		27	39	43			✓
Highland	14		26	31	43			✓
Inverclyde	NS		38	46	NS			
Midlothian	NS		NS	NS	NS			
Moray	1	✓	50	50	75			✓
North Ayrshire	9		50	71	58			✓
North Lanarkshire	7	✓	68	75	65			
Orkney Islands	5	✓	33	43	67			✓
Perth & Kinross	11		32	35	50			✓
Renfrewshire	18		42	40	38	✗		
Scottish Borders	8	✓	<u>50</u>	57	63			
Shetland Islands	25	✗	55	50	22			✗
South Ayrshire	23		42	25	25			✗
South Lanarkshire	10		49	45	56		✓	
Stirling	26	✗	7	7	21			✓
West Dunbartonshire	20		28	29	35			✓
West Lothian	3	✓	62	62	71		✓	
			Scotland					
			37	40	38			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	71	75	75
Upper quartile	50	52	64
Median	43	42	43
Lower quartile	31	31	32
Lowest ranked performance	7	7	19

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	3	4	5

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	2
>15%	10
Decline	
5-9%	2
10-14%	-
>15%	5

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults

The following councils were ranked 25th or below in 2001/02:

Dumfries & Galloway
Fife
Highland
Stirling

The following councils did not make any material improvement in their performance by 2003/04:

Fife

Privacy - percentage of residential care places occupied by older people, that are in single rooms

Research in relation to the preferences of residents in residential establishments confirms that privacy is of particular importance. This indicator is a measure of one aspect of the quality of residential services commissioned by councils. In some councils a significant proportion of residential care is commissioned/ purchased from the private and voluntary sectors. For that reason, the information covers those sectors also.

It is recognised that it will be desirable for councils to use some double rooms to accommodate, for example, married or cohabiting adults. For this reason, it may not be possible or desirable for councils to achieve 100% of places provided as single rooms.

Points to bear in mind

The measure is likely to be affected by:

- limitations in the capital resources available to councils and the owners of homes in the voluntary and private sectors to improve homes by increasing the number of single rooms, or by providing en-suite facilities
- the physical layout of an existing home which may limit the scope for creating single rooms or en-suite facilities
- design standards for new homes which encourage greater provision for privacy

It is possible that the proportion of single rooms may rise because providers may close establishments (or parts of them) which fail to meet standards or rising expectations, including the recognition of the need for single rooms. In other words, it is possible that the proportion of single rooms may rise, at least in part, because of a reduction in total rooms.

Adult social work

Privacy - percentage of residential care places occupied by older people that are in single rooms

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	13		-	-	91.1			
Aberdeenshire	10		-	-	93.9			
Angus	11		-	-	93.1			
Argyll & Bute	6	✓	-	-	94.5			
Clackmannanshire	3	✓	-	-	98.8			
Dumfries & Galloway	8	✓	-	-	94.0			
Dundee City	5	✓	-	-	95.1			
East Ayrshire	26	✗	-	-	71.3			
East Dunbartonshire	14		-	-	90.3			
East Lothian	29	✗	-	-	59.9			
East Renfrewshire	21		-	-	81.7			
City of Edinburgh	19		-	-	85.2			
Eilean Siar	2	✓	-	-	98.9			
Falkirk	15		-	-	88.3			
Fife	6	✓	-	-	94.5			
Highland	17		-	-	86.8			
Inverclyde	21		-	-	81.7			
Midlothian	4	✓	-	-	97.4			
Moray	30	✗	-	-	37.1			
North Ayrshire	20		-	-	83.2			
North Lanarkshire	25	✗	-	-	72.7			
Orkney Islands	12		-	-	92.2			
Renfrewshire	28	✗	-	-	67.9			
Scottish Borders	18		-	-	86.3			
Shetland Islands	1	✓	-	-	100.0			
South Ayrshire	27	✗	-	-	71.2			
South Lanarkshire	24		-	-	74.2			
Stirling	16		-	-	87.9			
West Dunbartonshire	23		-	-	80.8			
West Lothian	8	✓	-	-	94.0			
			Scotland					
			-	-	84.6			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	100.0
Upper quartile	-	-	94.0
Median	-	-	88.1
Lower quartile	-	-	81.0
Lowest ranked performance	-	-	37.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Perth & Kinross	-	-	<u>99.0</u>
Glasgow City	-	-	FTR

Notes

An underlined PI measurement indicates unreliable data.

Privacy - percentage of residential care places occupied by older people, that have en-suite facilities

This indicator measures one aspect of the quality of residential services commissioned by councils. In some councils, a significant proportion of residential care is commissioned/purchased from the private and voluntary sectors. For that reason, the information covers those sectors also.

The definition of 'en-suite facilities' represents a minimum standard which many, but not all, homes will have gone beyond by also providing either a shower or a bath in the apartment for the sole use of the resident.

Points to bear in mind

The measure is likely to be affected by:

- limitations in the capital resources available to councils and the owners of homes in the voluntary and private sectors to improve homes by increasing the number of single rooms, or by providing en-suite facilities
- the physical layout of an existing home which may limit the scope for creating single rooms or en-suite facilities
- design standards for new homes which encourage greater provision for privacy

Adult social work

Privacy - percentage of residential care places occupied by older people that have en-suite facilities

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	13		-	-	63.0			
Aberdeenshire	10		-	-	65.9			
Angus	7	✓	-	-	75.0			
Argyll & Bute	23		-	-	48.6			
Clackmannanshire	3	✓	-	-	85.3			
Dumfries & Galloway	6	✓	-	-	76.4			
Dundee City	5	✓	-	-	80.8			
East Ayrshire	15		-	-	60.6			
East Dunbartonshire	4	✓	-	-	84.1			
East Lothian	22		-	-	51.2			
East Renfrewshire	8	✓	-	-	72.1			
City of Edinburgh	14		-	-	61.3			
Eilean Siar	27	✗	-	-	39.9			
Falkirk	9		-	-	68.8			
Fife	11		-	-	64.6			
Highland	17		-	-	60.2			
Inverclyde	11		-	-	64.6			
Midlothian	30	✗	-	-	34.1			
Moray	19		-	-	57.3			
North Ayrshire	26	✗	-	-	46.2			
North Lanarkshire	25	✗	-	-	46.7			
Orkney Islands	28	✗	-	-	39.2			
Renfrewshire	29	✗	-	-	35.3			
Scottish Borders	21		-	-	51.3			
Shetland Islands	1	✓	-	-	100.0			
South Ayrshire	24		-	-	47.7			
South Lanarkshire	18		-	-	60.1			
Stirling	16		-	-	60.3			
West Dunbartonshire	20		-	-	53.3			
West Lothian	2	✓	-	-	95.7			
			Scotland					
			-	-	62.1			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	100.0
Upper quartile	-	-	71.3
Median	-	-	60.5
Lower quartile	-	-	49.3
Lowest ranked performance	-	-	34.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Perth & Kinross	-	-	<u>33.1</u>
Glasgow City	-	-	FTR

Notes

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Privacy - percentage of residential places occupied by other adults, that are in single rooms

Research in relation to the preferences of residents in residential establishments confirms that privacy is of particular importance. This indicator is a measure of one aspect of the quality of residential services commissioned by councils. In some councils a significant proportion of residential care is commissioned/ purchased from the private and voluntary sectors. For that reason, the information covers those sectors also.

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Adult social work

Privacy - percentage of residential places occupied by other adults that are in single rooms

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	17		-	-	90.4			
Aberdeenshire	15		-	-	91.8			
Angus	8	✓	-	-	99.2			
Argyll & Bute	23		-	-	84.7			
Clackmannanshire	12		-	-	95.0			
Dumfries & Galloway	1	✓	-	-	100.0			
Dundee City	18		-	-	88.8			
East Ayrshire	1	✓	-	-	100.0			
East Dunbartonshire	9		-	-	98.2			
East Lothian	19		-	-	88.3			
East Renfrewshire	26	✗	-	-	78.4			
City of Edinburgh	16		-	-	91.1			
Eilean Siar	1	✓	-	-	100.0			
Falkirk	22		-	-	85.2			
Fife	29	✗	-	-	72.2			
Glasgow City	25	✗	-	-	78.8			
Highland	27	✗	-	-	76.3			
Inverclyde	20		-	-	85.7			
Midlothian	7	✓	-	-	99.3			
Moray	24		-	-	84.6			
North Ayrshire	21		-	-	85.2			
North Lanarkshire	31	✗	-	-	67.1			
Orkney Islands	1	✓	-	-	100.0			
Renfrewshire	11		-	-	95.5			
Scottish Borders	1	✓	-	-	100.0			
Shetland Islands	1	✓	-	-	100.0			
South Ayrshire	28	✗	-	-	75.0			
South Lanarkshire	30	✗	-	-	68.6			
Stirling	10		-	-	95.6			
West Dunbartonshire	14		-	-	92.7			
West Lothian	13		-	-	94.9			
			Scotland					
			-	-	86.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	100.0
Upper quartile	-	-	98.7
Median	-	-	91.1
Lower quartile	-	-	84.7
Lowest ranked performance	-	-	67.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Perth & Kinross	-	-	<u>100.0</u>

Notes

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Privacy - percentage of residential places occupied by other adults, that have en-suite facilities

Interpretation

This indicator measures of one aspect of the quality of residential services commissioned by councils. In some councils, a significant proportion of residential care is commissioned/ purchased from the private and voluntary sectors. For that reason, the information covers those sectors also.

The definition of 'en-suite facilities' represents a minimum standard which many, but not all, homes will have gone beyond by also providing either a shower or a bath in the apartment for the sole use of the resident.

Points to bear in mind

The measure is likely to be affected by:

- limitations in the capital resources available to councils and the owners of homes in the voluntary and private sectors to improve homes by increasing the number of single rooms, or by providing en-suite facilities
- the physical layout of an existing home which may limit the scope for creating single rooms or en-suite facilities
- design standards for new homes which encourage greater provision for privacy

Adult social work

Privacy - percentage of residential places occupied by other adults that have en-suite facilities

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	26	✗	-	-	12.7			
Aberdeenshire	25	✗	-	-	17.2			
Angus	24		-	-	20.3			
Argyll & Bute	11		-	-	40.7			
Clackmannanshire	1	✓	-	-	97.5			
Dumfries & Galloway	10		-	-	41.7			
Dundee City	15		-	-	33.6			
East Ayrshire	30	✗	-	-	6.5			
East Dunbartonshire	3	✓	-	-	78.2			
East Lothian	19		-	-	30.0			
East Renfrewshire	21		-	-	27.5			
City of Edinburgh	18		-	-	30.8			
Eilean Siar	31	✗	-	-	0.0			
Falkirk	20		-	-	28.9			
Fife	8	✓	-	-	51.0			
Glasgow City	5	✓	-	-	54.1			
Highland	14		-	-	39.6			
Inverclyde	4	✓	-	-	59.5			
Midlothian	29	✗	-	-	6.7			
Moray	27	✗	-	-	9.2			
North Ayrshire	9		-	-	42.6			
North Lanarkshire	23		-	-	22.8			
Orkney Islands	28	✗	-	-	7.7			
Renfrewshire	22		-	-	26.1			
Scottish Borders	2	✓	-	-	96.1			
Shetland Islands	13		-	-	40.0			
South Ayrshire	16		-	-	31.7			
South Lanarkshire	7	✓	-	-	52.4			
Stirling	11		-	-	40.7			
West Dunbartonshire	6	✓	-	-	53.7			
West Lothian	17		-	-	31.3			
			Scotland					
			-	-	35.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	97.5
Upper quartile	-	-	46.8
Median	-	-	31.7
Lower quartile	-	-	21.6
Lowest ranked performance	-	-	0.0

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Perth & Kinross	-	-	<u>10.0</u>

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

Home care - total hours 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.

Adult social work

Home care - total hours as a rate per 1,000 population aged 65+

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	17		-	-	515.7			
Aberdeenshire	30	✗	-	-	306.8			
Angus	27	✗	-	-	320.2			
Argyll & Bute	15		-	-	529.0			
Clackmannanshire	13		-	-	540.2			
Dumfries & Galloway	18		-	-	512.5			
Dundee City	32	✗	-	-	262.6			
East Ayrshire	9		-	-	596.4			
East Dunbartonshire	31	✗	-	-	303.2			
East Lothian	11		-	-	588.1			
East Renfrewshire	23		-	-	399.2			
City of Edinburgh	22		-	-	413.6			
Eilean Siar	1	✓	-	-	1044.6			
Falkirk	12		-	-	566.6			
Fife	10		-	-	593.9			
Glasgow City	3	✓	-	-	786.0			
Highland	25	✗	-	-	374.9			
Inverclyde	14		-	-	530.2			
Midlothian	24		-	-	388.5			
Moray	16		-	-	521.2			
North Ayrshire	19		-	-	484.5			
North Lanarkshire	6	✓	-	-	636.8			
Orkney Islands	5	✓	-	-	657.8			
Perth & Kinross	28	✗	-	-	313.1			
Renfrewshire	21		-	-	426.8			
Scottish Borders	8	✓	-	-	596.7			
Shetland Islands	4	✓	-	-	778.6			
South Ayrshire	7	✓	-	-	609.5			
South Lanarkshire	20		-	-	438.2			
Stirling	26	✗	-	-	350.4			
West Dunbartonshire	2	✓	-	-	849.5			
West Lothian	29	✗	-	-	312.8			
			Scotland					
			-	-	512.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	1044.6
Upper quartile	-	-	596.5
Median	-	-	518.5
Lower quartile	-	-	385.1
Lowest ranked performance	-	-	262.6

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients

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.

Adult social work

Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	25	✗	-	-	49.7			
Aberdeenshire	4	✓	-	-	76.7			
Angus	26	✗	-	-	49.5			
Argyll & Bute	20		-	-	54.0			
Clackmannanshire	13		-	-	63.2			
Dumfries & Galloway	2	✓	-	-	86.0			
Dundee City	28	✗	-	-	47.7			
East Ayrshire	8	✓	-	-	70.0			
East Dunbartonshire	11		-	-	64.3			
East Lothian	14		-	-	62.6			
East Renfrewshire	15		-	-	61.9			
City of Edinburgh	24		-	-	49.8			
Eilean Siar	10		-	-	66.9			
Falkirk	12		-	-	63.3			
Fife	19		-	-	54.4			
Glasgow City	21		-	-	53.3			
Highland	22		-	-	51.9			
Inverclyde	9		-	-	67.0			
Midlothian	31	✗	-	-	37.4			
Moray	17		-	-	59.8			
North Ayrshire	7	✓	-	-	71.6			
North Lanarkshire	27	✗	-	-	48.2			
Orkney Islands	16		-	-	61.6			
Perth & Kinross	5	✓	-	-	74.5			
Renfrewshire	23		-	-	50.4			
Scottish Borders	6	✓	-	-	74.1			
Shetland Islands	29	✗	-	-	44.0			
South Ayrshire	1	✓	-	-	88.5			
South Lanarkshire	30	✗	-	-	43.6			
Stirling	18		-	-	59.5			
West Dunbartonshire	32	✗	-	-	32.6			
West Lothian	3	✓	-	-	84.9			
			Scotland					
			-	-	57.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	88.5
Upper quartile	-	-	67.7
Median	-	-	60.7
Lower quartile	-	-	49.7
Lowest ranked performance	-	-	32.6

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients

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.

Adult social work

Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	32	✗	-	-	4.9			
Aberdeenshire	13		-	-	25.0			
Angus	29	✗	-	-	14.9			
Argyll & Bute	19		-	-	18.7			
Clackmannanshire	11		-	-	25.9			
Dumfries & Galloway	3	✓	-	-	54.6			
Dundee City	28	✗	-	-	15.0			
East Ayrshire	8	✓	-	-	29.7			
East Dunbartonshire	18		-	-	19.9			
East Lothian	16		-	-	23.4			
East Renfrewshire	20		-	-	18.5			
City of Edinburgh	26	✗	-	-	15.8			
Eilean Siar	6	✓	-	-	32.7			
Falkirk	2	✓	-	-	62.7			
Fife	21		-	-	18.5			
Glasgow City	5	✓	-	-	43.4			
Highland	24		-	-	16.2			
Inverclyde	7	✓	-	-	30.8			
Midlothian	30	✗	-	-	8.2			
Moray	17		-	-	21.1			
North Ayrshire	15		-	-	23.5			
North Lanarkshire	10		-	-	26.5			
Orkney Islands	4	✓	-	-	49.2			
Perth & Kinross	31	✗	-	-	8.0			
Renfrewshire	27	✗	-	-	15.6			
Scottish Borders	12		-	-	25.4			
Shetland Islands	23		-	-	16.7			
South Ayrshire	9		-	-	28.1			
South Lanarkshire	14		-	-	23.7			
Stirling	25	✗	-	-	15.9			
West Dunbartonshire	22		-	-	17.9			
West Lothian	1	✓	-	-	64.2			
			Scotland					
			-	-	25.5			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	64.2
Upper quartile	-	-	28.5
Median	-	-	22.2
Lower quartile	-	-	16.1
Lowest ranked performance	-	-	4.9

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Home Care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients

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.

Adult social work

Home Care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	28	✗	-	-	27.9			
Aberdeenshire	4	✓	-	-	55.5			
Angus	26	✗	-	-	34.4			
Argyll & Bute	11		-	-	52.0			
Clackmannanshire	5	✓	-	-	55.0			
Dumfries & Galloway	3	✓	-	-	65.2			
Dundee City	29	✗	-	-	25.2			
East Ayrshire	7	✓	-	-	54.1			
East Dunbartonshire	23		-	-	39.9			
East Lothian	10		-	-	52.9			
East Renfrewshire	18		-	-	46.1			
City of Edinburgh	31	✗	-	-	19.3			
Eilean Siar	6	✓	-	-	54.2			
Falkirk	30	✗	-	-	24.7			
Fife	21		-	-	44.2			
Glasgow City	1	✓	-	-	77.6			
Highland	27	✗	-	-	32.2			
Inverclyde	17		-	-	47.0			
Midlothian	25	✗	-	-	36.5			
Moray	22		-	-	42.7			
North Ayrshire	20		-	-	45.6			
North Lanarkshire	9		-	-	53.6			
Orkney Islands	32	✗	-	-	13.1			
Perth & Kinross	12		-	-	51.6			
Renfrewshire	15		-	-	48.2			
Scottish Borders	14		-	-	49.0			
Shetland Islands	24		-	-	36.9			
South Ayrshire	2	✓	-	-	70.6			
South Lanarkshire	7	✓	-	-	54.1			
Stirling	13		-	-	49.1			
West Dunbartonshire	19		-	-	45.9			
West Lothian	16		-	-	47.7			
			Scotland					
			-	-	47.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	77.6
Upper quartile	-	-	53.7
Median	-	-	47.4
Lower quartile	-	-	36.8
Lowest ranked performance	-	-	13.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Adult 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

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*'.

Adult 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 03/04		PI measurement			Better ✓ or worse X since 01/02		
	1-32	✓1-8 X 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	30	X	<u>49.0</u>	74.0	61.1			
Aberdeenshire	16		98.2	96.2	93.0	X		
Angus	7	✓	96.6	98.3	99.9			
Argyll & Bute	17		<u>95.4</u>	<u>88.0</u>	92.4			
Clackmannanshire	23		89.7	61.3	90.0			
Dumfries & Galloway	21		90.2	93.0	91.8			
Dundee City	26	X	87.0	54.6	79.5	X		
East Ayrshire	28	X	83.3	90.9	66.9			X
East Dunbartonshire	15		94.0	91.7	93.2			
East Lothian	12		<u>95.9</u>	95.8	97.0			
East Renfrewshire	1	✓	96.2	98.2	100.0			
Eilean Siar	1	✓	92.7	100.0	100.0	✓		
Falkirk	8	✓	98.7	99.0	99.7			
Fife	21		95.3	93.8	91.8			
Glasgow City	14		<u>91.2</u>	95.8	95.7			
Highland	24		77.2	91.5	88.3		✓	
Inverclyde	18		100.0	74.5	92.3	X		
Midlothian	11		100.0	99.8	98.2			
Moray	1	✓	91.8	91.8	100.0	✓		
North Ayrshire	1	✓	95.1	97.5	100.0	✓		
North Lanarkshire	25	X	80.6	81.5	82.9			
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	10		98.4	98.3	98.4			
Renfrewshire	9		86.3	95.7	99.2		✓	
Scottish Borders	13		99.4	95.0	96.0			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	19		84.9	96.9	92.2	✓		
South Lanarkshire	27	X	67.1	70.1	72.2	✓		
Stirling	29	X	41.7	51.4	64.9			✓
West Dunbartonshire	20		100.0	100.0	91.9	X		
West Lothian	31	X	32.2	40.0	54.9			✓
			Scotland					
			84.9	84.6	86.6			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.3	98.3	99.5
Median	94.0	95.0	93.0
Lower quartile	85.6	84.8	89.2
Lowest ranked performance	32.2	40.0	54.9

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	5
10-14%	2
>15%	2
Decline	
5-9%	4
10-14%	-
>15%	1

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
City of Edinburgh	<u>81.0</u>	<u>65.9</u>	<u>56.0</u>

Notes

An underlined PI measurement indicates unreliable data.

Adult 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

The following councils were ranked 25th or below in 2001/02:

South Lanarkshire
Stirling
West Lothian

The following councils did not make any material improvement in their performance by 2003/04:

None

Adult social work

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*'.

Adult 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 03/04		PI measurement			Better ✓ or worse X since 01/02		
	1-32	✓1-8 X 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	25	X	<u>94.4</u>	94.7	92.7			
Aberdeenshire	24		96.9	96.4	93.6			
Angus	22		99.0	96.2	97.1			
Argyll & Bute	29	X	<u>99.4</u>	<u>97.6</u>	85.9			
Clackmannanshire	15		100.0	94.2	99.1			
Dumfries & Galloway	28	X	FTR	97.9	90.0			
Dundee City	18		97.8	97.4	98.5			
East Ayrshire	10		96.9	96.8	99.8			
East Dunbartonshire	16		96.8	99.5	99.0			
East Lothian	30	X	<u>72.6</u>	64.6	85.5			
East Renfrewshire	14		99.1	99.6	99.2			
Eilean Siar	1	✓	100.0	100.0	100.0			
Falkirk	12		99.9	99.8	99.7			
Fife	26	X	96.0	93.5	91.6			
Glasgow City	27	X	<u>90.7</u>	91.3	90.8			
Highland	19		98.7	98.8	97.9			
Inverclyde	1	✓	100.0	100.0	100.0			
Midlothian	1	✓	96.6	100.0	100.0			
Moray	1	✓	100.0	100.0	100.0			
North Ayrshire	1	✓	100.0	100.0	100.0			
North Lanarkshire	17		98.2	98.0	98.8			
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	10		85.8	94.3	99.8			✓
Renfrewshire	23		95.3	97.4	94.7			
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	31	X	93.7	80.2	82.3		X	
South Lanarkshire	20		98.2	96.3	97.5			
Stirling	20		99.2	98.7	97.5			
West Dunbartonshire	1	✓	100.0	100.0	100.0			
West Lothian	13		99.5	99.9	99.5			
			Scotland					
			96.5	95.4	95.5			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	100.0	100.0	100.0
Median	98.9	98.0	99.0
Lower quartile	96.7	96.3	94.2
Lowest ranked performance	72.6	64.6	82.3

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02		
Improvement		
5-9%	-	
10-14%	-	
>15%	1	
Decline		
5-9%	-	
10-14%	1	
>15%	-	

Unreliable/Unreported Data in 2003/04

Council		01/02	02/03	03/04
City of Edinburgh		86.4	<u>86.5</u>	<u>91.8</u>

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

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 2001/02:

City of Edinburgh
Perth & Kinross
South Ayrshire

The following councils did not make any material improvement in their performance by 2003/04:

City of Edinburgh (unreliable in 2003/2004)
South Ayrshire

Adult social work

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.

Adult social work

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

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	23		<u>95.5</u>	<u>55.3</u>	60.3			
Angus	16		74.1	66.0	80.4	✓		
Argyll & Bute	19		<u>81.7</u>	73.3	72.0			
Clackmannanshire	18		92.3	70.3	73.5			✗
Dumfries & Galloway	24		63.8	56.3	55.4		✗	
Dundee City	20		75.0	93.1	69.6	✗		
East Ayrshire	22		59.0	66.5	65.7		✓	
East Dunbartonshire	9		78.9	83.6	85.7	✓		
East Lothian	15		<u>72.9</u>	91.4	81.0			
East Renfrewshire	12		88.4	78.4	81.8	✗		
Eilean Siar	7	✓	100.0	100.0	92.9	✗		
Falkirk	17		87.4	77.9	76.1		✗	
Fife	25	✗	63.9	35.6	52.6			✗
Glasgow City	27	✗	<u>39.3</u>	38.9	39.9			
Highland	29	✗	60.6	35.6	31.5			✗
Inverclyde	1	✓	89.6	93.6	100.0		✓	
Midlothian	5	✓	66.7	97.9	94.7			✓
Moray	13		78.4	97.1	81.5			
North Ayrshire	10		63.5	51.7	85.2			✓
North Lanarkshire	28	✗	16.3	19.0	37.6			✓
Orkney Islands	1	✓	100.0	100.0	100.0			
Renfrewshire	21		62.0	67.8	69.5		✓	
Scottish Borders	14		FTR	46.3	81.2			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	11		80.2	90.1	84.6	✓		
South Lanarkshire	26	✗	32.3	37.5	50.0			✓
Stirling	8	✓	29.0	54.8	87.3			✓
West Dunbartonshire	1	✓	61.7	67.7	100.0			✓
West Lothian	5	✓	100.0	76.7	94.7	✗		
			Scotland					
			55.9	56.1	60.0			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	100.0	100.0	100.0
Upper quartile	88.7	91.4	87.3
Median	74.6	70.3	81.0
Lower quartile	61.9	54.8	65.7
Lowest ranked performance	16.3	19.0	31.5

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	3
10-14%	3
>15%	6
Decline	
5-9%	4
10-14%	2
>15%	3

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Aberdeenshire	100.0	100.0	<u>88.2</u>
City of Edinburgh	22.1	<u>59.5</u>	<u>39.9</u>
Perth & Kinross	67.2	94.6	<u>48.9</u>

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

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

The following councils were ranked 25th or below in 2001/02:

City of Edinburgh
North Lanarkshire
Stirling

The following councils did not make any material improvement in their performance by 2003/04:

City of Edinburgh (unreliable in 2003/2004)

Adult 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

This indicator is calculated as follows:

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

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.

Adult 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 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	1	✓	<u>31.6</u>	8.8	7.1			
Angus	10		12.2	14.7	14.5			✗
Argyll & Bute	3	✓	<u>32.7</u>	22.3	8.9			
Clackmannanshire	30	✗	31.9	9.8	45.7			✗
Dumfries & Galloway	21		FTR	23.5	26.7			
Dundee City	22		26.0	18.6	28.0	✗		
East Ayrshire	13		23.6	18.3	16.7			✓
East Dunbartonshire	28	✗	8.9	11.9	32.6			✗
East Lothian	7	✓	<u>5.0</u>	6.0	12.4			
East Renfrewshire	9		19.7	17.7	14.1			✓
Eilean Siar	4	✓	5.9	12.0	9.7			✗
Falkirk	22		24.5	30.3	28.0		✗	
Fife	25	✗	31.6	24.9	29.8	✓		
Glasgow City	15		22.1	21.6	17.0			✓
Highland	8	✓	18.7	15.6	13.0			✓
Inverclyde	17		28.7	20.3	18.9			✓
Midlothian	11		19.5	11.9	14.9			✓
Moray	19		15.2	31.6	22.3			✗
North Ayrshire	27	✗	17.4	25.6	31.5			✗
North Lanarkshire	6	✓	8.0	11.3	10.9			✗
Orkney Islands	20		40.7	29.6	23.7			✓
Perth & Kinross	5	✓	38.1	7.5	10.0			✓
Renfrewshire	18		34.0	16.9	21.3			✓
Scottish Borders	26	✗	28.9	32.2	30.9	✗		
Shetland Islands	29	✗	34.8	23.3	42.4			✗
South Ayrshire	24		21.8	29.4	28.9			✗
South Lanarkshire	12		16.2	13.2	16.1			
Stirling	2	✓	24.0	29.8	7.4			✓
West Dunbartonshire	13		45.3	17.2	16.7			✓
West Lothian	16		8.7	16.6	18.7			✗
			Scotland					
			21.1	18.6	18.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	5.0	6.0	7.1
Upper quartile	16.2	12.3	13.3
Median	23.6	18.0	17.9
Lower quartile	31.6	24.6	28.0
Lowest ranked performance	45.3	32.2	45.7

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	-
>15%	11
Decline	
5-9%	2
10-14%	1
>15%	10

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Aberdeenshire	7.2	8.0	<u>11.7</u>
City of Edinburgh	<u>13.5</u>	<u>15.2</u>	<u>12.7</u>

Notes

An underlined PI measurement indicates unreliable data.

Adult 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

The following councils were ranked 25th or below in 2001/02:

Orkney Islands
Perth & Kinross
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

None

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.

Adult social work

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

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	27	✗	<u>3.7</u>	2.5	2.7			
Aberdeenshire	19		4.1	2.8	3.4			✗
Angus	28	✗	2.8	2.5	2.5		✗	
Argyll & Bute	24		<u>4.8</u>	<u>4.8</u>	3.0			
Clackmannanshire	13		6.4	3.6	3.8			✗
Dumfries & Galloway	28	✗	2.2	2.2	2.5		✓	
Dundee City	30	✗	3.1	2.3	2.2			✗
East Ayrshire	22		3.7	3.9	3.3		✗	
East Dunbartonshire	7	✓	4.4	4.0	4.4			
East Lothian	13		2.8	3.3	3.8			✓
East Renfrewshire	2	✓	5.7	5.8	7.8			✓
City of Edinburgh	19		2.8	2.4	3.4			✓
Eilean Siar	3	✓	5.0	6.6	5.8			✓
Falkirk	13		4.9	4.2	3.8			✗
Fife	18		4.2	3.9	3.6		✗	
Glasgow City	6	✓	5.4	5.3	4.9	✗		
Highland	8	✓	3.8	4.4	4.0	✓		
Inverclyde	8	✓	4.2	3.9	4.0			
Midlothian	23		2.4	2.6	3.2			✓
North Ayrshire	8	✓	4.1	4.0	4.0			
North Lanarkshire	13		4.4	4.1	3.8		✗	
Orkney Islands	11		15.7	4.2	3.9			✗
Perth & Kinross	31	✗	2.4	2.4	2.1		✗	
Renfrewshire	17		3.5	3.7	3.7			
Scottish Borders	25	✗	3.3	3.0	2.8			✗
Shetland Islands	5	✓	5.9	3.4	5.0			✗
South Ayrshire	4	✓	5.1	4.4	5.2			
South Lanarkshire	25	✗	3.2	3.2	2.8		✗	
Stirling	19		5.7	4.2	3.4			✗
West Dunbartonshire	1	✓	5.0	5.1	8.2			✓
West Lothian	11		3.2	4.1	3.9			✓
			Scotland					
			3.7	3.4	3.6			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	15.7	6.6	8.2
Upper quartile	5.0	4.2	4.0
Median	4.1	3.9	3.8
Lower quartile	3.2	2.9	3.1
Lowest ranked performance	2.2	2.2	2.1

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	1
>15%	7
Decline	
5-9%	1
10-14%	6
>15%	8

Unreliable/Unreported Data in 2003/04

Council		01/02	02/03	03/04
Moray		7.0	4.7	FTR

Notes

An underlined PI measurement indicates unreliable data.

Adult social work

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

The following councils were ranked 25th or below in 2001/02:

Angus
Dumfries & Galloway
East Lothian
City of Edinburgh
Midlothian
Perth & Kinross

The following councils did not make any material improvement in their performance by 2003/04:

Angus
Perth & Kinross