

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.

Appropriate qualifications for care staff are established by the Scottish Social Services Council. 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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	28	✗	34	23	21.5			✗
Aberdeenshire	19		38	31	41.4	✓		
Angus	24		32	26	34.7	✓		
Argyll & Bute	26	✗	30	19	22.1			✗
Clackmannanshire	3	✓	59	75	65.5		✓	
Dumfries & Galloway	NS		NS	NS	NS			
Dundee City	1	✓	54	57	70.0			✓
East Ayrshire	10		44	46	55.4			✓
East Dunbartonshire	NS		NS	NS	NS			
East Lothian	25	✗	35	30	33.8			
East Renfrewshire	11		48	70	55.3			✓
City of Edinburgh	5	✓	53	55	60.2		✓	
Eilean Siar	6	✓	53	52	58.4		✓	
Falkirk	8	✓	48	52	56.3			✓
Fife	16		38	38	49.3			✓
Glasgow City	23		33	37	35.6	✓		
Highland	15		37	38	49.8			✓
Inverclyde	NS		44	NS	NS			
Midlothian	2	✓	56	62	68.2			✓
Moray	NS		43	NS	NS			
North Ayrshire	9		37	52	56.1			✓
North Lanarkshire	4	✓	59	58	61.9			
Orkney Islands	7	✓	20	58	57.7			✓
Perth & Kinross	17		28	42	47.6			✓
Renfrewshire	20		29	36	38.9			✓
Scottish Borders	18		32	38	41.5			✓
Shetland Islands	12		43	65	52.6			✓
South Ayrshire	26	✗	35	28	22.1			✗
South Lanarkshire	22		24	35	36.4			✓
Stirling	14		44	48	50.0		✓	
West Dunbartonshire	21		32	31	37.0			✓
West Lothian	13		41	51	51.8			✓
			Scotland					
			39	42	46.8			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	59	75	70.0
Upper quartile	47	56	56.7
Median	38	44	49.9
Lower quartile	32	34	36.9
Lowest ranked performance	20	19	21.5

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0.0
No service	(NS)	2	4	4.0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	3
10-14%	4
>15%	16
Decline	
5-9%	-
10-14%	-
>15%	3

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 2002/03:

Argyll & Bute
Orkney Islands
Perth & Kinross
Renfrewshire
South Lanarkshire

The following councils did not make any material improvement in their performance by 2004/05:

Argyll & Bute

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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.

Appropriate qualifications for care staff are established by the Scottish Social Services Council. 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 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	26	X	31	19	23.3			X
Aberdeenshire	13		28	28	52.6			✓
Angus	24		38	29	34.9	X		
Argyll & Bute	17		41	38	40.0			
Clackmannanshire	NS		NS	NS	NS			
Dumfries & Galloway	20		24	39	37.5			✓
Dundee City	7	✓	40	47	67.1			✓
East Ayrshire	5	✓	52	39	71.4			✓
East Dunbartonshire	8	✓	50	67	66.7			✓
East Lothian	NS		NS	NS	NS			
East Renfrewshire	NS		NS	NS	NS			
City of Edinburgh	14		52	48	49.7			
Eilean Siar	9		74	71	65.2		X	
Falkirk	1	✓	75	75	80.0	✓		
Fife	25	X	29	25	31.9		✓	
Glasgow City	12		39	43	57.1			✓
Highland	15		31	43	48.6			✓
Inverclyde	NS		46	NS	NS			
Midlothian	NS		NS	NS	NS			
Moray	3	✓	50	75	75.0			✓
North Ayrshire	16		71	58	48.0			X
North Lanarkshire	6	✓	75	65	68.2	X		
Orkney Islands	4	✓	43	67	72.2			✓
Perth & Kinross	11		35	50	58.7			✓
Renfrewshire	10		40	38	63.2			✓
Scottish Borders	19		57	63	38.9			X
Shetland Islands	22		50	35	35.7			X
South Ayrshire	21		25	25	36.4			✓
South Lanarkshire	18		45	56	39.3		X	
Stirling	27	X	7	21	21.4			✓
West Dunbartonshire	23		29	35	35.5			✓
West Lothian	2	✓	62	71	76.9			✓
			Scotland					
			40	39	44.2			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	75	75	80.0
Upper quartile	52	64	66.9
Median	42	43	49.7
Lower quartile	31	35	37.0
Lowest ranked performance	7	19	21.4

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	4	5	5

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	1
10-14%	1
>15%	15
Decline	
5-9%	2
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 other adults

The following councils were ranked 25th or below in 2002/03:

Aberdeenshire
Dumfries & Galloway
South Ayrshire
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

None

Privacy - percentage of 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. Some councils commission a significant proportion of care places from the private and voluntary sectors.

It is desirable for councils to use some double rooms to accommodate, for example, married or cohabiting adults. Therefore, it may not be possible or desirable for 100% of occupied places to be in 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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	16		-	91.1	88.7			
Aberdeenshire	8	✓	-	93.9	95.2			
Angus	5	✓	-	93.1	95.9			
Argyll & Bute	15		-	94.5	89.5			
Clackmannanshire	1	✓	-	98.8	100.0			
Dumfries & Galloway	10		-	94.0	94.2			
Dundee City	6	✓	-	95.1	95.7			
East Ayrshire	29	✗	-	71.3	71.3			
East Dunbartonshire	7	✓	-	90.3	95.4			
East Lothian	30	✗	-	59.9	65.0			
East Renfrewshire	11		-	81.7	92.0			
City of Edinburgh	25	✗	-	85.2	77.3			
Eilean Siar	1	✓	-	98.9	100.0			
Falkirk	17		-	88.3	88.3			
Glasgow City	27	✗	-	FTR	74.1			
Highland	22		-	86.8	84.9			
Inverclyde	18		-	81.7	87.5			
Midlothian	4	✓	-	97.4	97.4			
North Ayrshire	20		-	83.2	87.4			
North Lanarkshire	26	✗	-	72.7	75.5			
Orkney Islands	12		-	92.2	91.5			
Perth & Kinross	9		-	<u>99.0</u>	94.8			
Renfrewshire	18		-	67.9	87.5			
Scottish Borders	23		-	86.3	84.5			
Shetland Islands	1	✓	-	100.0	100.0			
South Ayrshire	28	✗	-	71.2	73.4			
South Lanarkshire	24		-	74.2	79.7			
Stirling	13		-	87.9	90.7			
West Dunbartonshire	21		-	80.8	85.8			
West Lothian	14		-	94.0	89.7			
			Scotland					
			-	84.6	84.1			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	100	100.0
Upper quartile	-	94	95.1
Median	-	88	89.1
Lower quartile	-	82	84.6
Lowest ranked performance	-	60	65.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Fife	-	94.5	<u>96.4</u>
Moray	-	37.1	<u>48.8</u>

Reason for Unreliable Determination in 2004/05

Fife - There are missing values in the database used to collect this information. Insufficient explanation for movements between years and a lack of written procedures.

Moray - System not capable of recording data in line with definition.

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. Some councils commission a significant proportion of care places from the private and voluntary sectors.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	15		-	63.0	66.7			
Aberdeenshire	10		-	65.9	73.4			
Angus	7	✓	-	75.0	80.5			
Argyll & Bute	22		-	48.6	58.9			
Clackmannanshire	4	✓	-	85.3	86.0			
Dumfries & Galloway	8	✓	-	76.4	76.3			
Dundee City	5	✓	-	80.8	81.6			
East Ayrshire	18		-	60.6	63.2			
East Dunbartonshire	3	✓	-	84.1	90.4			
East Lothian	26	✗	-	51.2	47.5			
East Renfrewshire	6	✓	-	72.1	80.8			
City of Edinburgh	20		-	61.3	61.9			
Eilean Siar	29	✗	-	39.9	40.3			
Falkirk	11		-	68.8	69.6			
Glasgow City	16		-	FTR	64.4			
Highland	12		-	60.2	69.0			
Inverclyde	19		-	64.6	62.4			
Midlothian	30	✗	-	34.1	17.9			
North Ayrshire	21		-	46.2	59.8			
North Lanarkshire	25	✗	-	46.7	53.1			
Orkney Islands	28	✗	-	39.2	42.6			
Perth & Kinross	9		-	<u>33.1</u>	73.6			
Renfrewshire	14		-	35.3	67.5			
Scottish Borders	24		-	51.3	53.2			
Shetland Islands	1	✓	-	100.0	100.0			
South Ayrshire	27	✗	-	47.7	46.3			
South Lanarkshire	13		-	60.1	67.9			
Stirling	17		-	60.3	64.3			
West Dunbartonshire	23		-	53.3	55.1			
West Lothian	2	✓	-	95.7	90.8			
			Scotland					
			-	62.1	66.1			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	100	100.0
Upper quartile	-	72	75.6
Median	-	60	65.6
Lower quartile	-	48	56.1
Lowest ranked performance	-	33	17.9

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Fife	-	64.6	<u>75.5</u>
Moray	-	57.3	<u>64.2</u>

Reason for Unreliable Determination in 2004/05

Fife - There are missing values in the database used to collect this information. Insufficient explanation for movements between years and a lack of written procedures.

Moray - System not capable of recording data in line with definition.

Notes

An underlined PI measurement indicates unreliable data.

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. Some councils commission a significant proportion of care places from the private and voluntary sectors.

It is desirable for councils to use some double rooms to accommodate, for example, married or cohabiting adults. For this reason, it may not be desirable for 100% of occupied places to be in 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 places occupied by other adults that are in single rooms

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	10		-	90.4	97.3			
Aberdeenshire	13		-	91.8	94.9			
Angus	22		-	99.2	85.2			
Argyll & Bute	6	✓	-	84.7	98.3			
Clackmannanshire	8	✓	-	95.0	97.5			
Dumfries & Galloway	1	✓	-	100.0	100.0			
Dundee City	18		-	88.8	91.5			
East Ayrshire	19		-	100.0	89.8			
East Dunbartonshire	6	✓	-	98.2	98.3			
East Lothian	24		-	88.3	82.4			
East Renfrewshire	1	✓	-	78.4	100.0			
City of Edinburgh	23		-	91.1	82.9			
Eilean Siar	1	✓	-	100.0	100.0			
Falkirk	16		-	85.2	92.9			
Glasgow City	29	✗	-	78.8	69.0			
Highland	26	✗	-	76.3	81.7			
Inverclyde	15		-	85.7	93.8			
Midlothian	12		-	99.3	95.1			
North Ayrshire	20		-	85.2	89.5			
North Lanarkshire	28	✗	-	67.1	76.9			
Orkney Islands	1	✓	-	100.0	100.0			
Perth & Kinross	27	✗	-	100.0	77.3			
Renfrewshire	11		-	95.5	96.6			
Scottish Borders	30	✗	-	100.0	51.6			
Shetland Islands	1	✓	-	100.0	100.0			
South Ayrshire	25	✗	-	75.0	81.8			
South Lanarkshire	21		-	68.6	89.3			
Stirling	17		-	95.6	92.5			
West Dunbartonshire	13		-	92.7	94.9			
West Lothian	9		-	94.9	97.4			
			Scotland					
			-	86.2	84.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	100	100.0
Upper quartile	-	99	97.5
Median	-	92	93.4
Lower quartile	-	85	83.5
Lowest ranked performance	-	67	51.6

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Fife	-	72.2	<u>98.6</u>
Moray	-	84.6	<u>69.9</u>

Reason for Unreliable Determination in 2004/05

Fife - There are missing values in the database used to collect this information. Insufficient explanation for movements between years and a lack of written procedures.

Moray - System not capable of recording data in line with definition.

Notes

An underlined PI measurement indicates unreliable data.

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

Interpretation

This indicator measures one aspect of the quality of residential services commissioned by councils. Some councils commission a significant proportion of care places from the private and voluntary sectors.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	23		-	12.7	28.5			
Aberdeenshire	26	✗	-	17.2	23.8			
Angus	10		-	20.3	54.1			
Argyll & Bute	11		-	40.7	53.3			
Clackmannanshire	1	✓	-	97.5	100.0			
Dumfries & Galloway	7	✓	-	41.7	68.8			
Dundee City	22		-	33.6	29.9			
East Ayrshire	28	✗	-	6.5	13.6			
East Dunbartonshire	6	✓	-	78.2	79.3			
East Lothian	18		-	30.0	31.4			
East Renfrewshire	5	✓	-	27.5	92.3			
City of Edinburgh	17		-	30.8	31.8			
Eilean Siar	1	✓	-	0.0	100.0			
Falkirk	16		-	28.9	33.1			
Glasgow City	12		-	54.1	45.4			
Highland	9		-	39.6	58.0			
Inverclyde	20		-	59.5	30.8			
Midlothian	30	✗	-	6.7	10.7			
North Ayrshire	14		-	42.6	42.1			
North Lanarkshire	21		-	22.8	30.2			
Orkney Islands	27	✗	-	7.7	16.7			
Perth & Kinross	24		-	10.0	26.7			
Renfrewshire	13		-	26.1	43.1			
Scottish Borders	29	✗	-	96.1	13.1			
Shetland Islands	1	✓	-	40.0	100.0			
South Ayrshire	25	✗	-	31.7	25.5			
South Lanarkshire	15		-	52.4	35.7			
Stirling	19		-	40.7	31.3			
West Dunbartonshire	8	✓	-	53.7	67.8			
West Lothian	4	✓	-	31.3	97.8			
			Scotland					
			-	35.2	42.2			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	98	100.0
Upper quartile	-	42	65.4
Median	-	32	34.4
Lower quartile	-	21	28.9
Lowest ranked performance	-	0	10.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Fife	-	51.0	<u>75.8</u>
Moray	-	9.2	<u>53.1</u>

Reason for Unreliable Determination in 2004/05

Fife - There are missing values in the database used to collect this information. Insufficient explanation for movements between years and a lack of written procedures.

Moray - System not capable of recording data in line with definition.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	18		-	515.7	465.0			
Aberdeenshire	28	✗	-	306.8	294.9			
Argyll & Bute	26	✗	-	529.0	390.9			
Clackmannanshire	9		-	540.2	610.5			
Dumfries & Galloway	17		-	512.5	487.1			
Dundee City	25	✗	-	262.6	395.7			
East Ayrshire	8	✓	-	596.4	621.9			
East Dunbartonshire	30	✗	-	303.2	291.6			
East Lothian	14		-	588.1	507.9			
East Renfrewshire	16		-	399.2	501.1			
City of Edinburgh	23		-	413.6	425.1			
Eilean Siar	1	✓	-	1044.6	989.7			
Falkirk	12		-	566.6	544.4			
Fife	19		-	593.9	451.7			
Glasgow City	3	✓	-	786.0	797.1			
Highland	21		-	374.9	433.1			
Inverclyde	6	✓	-	530.2	654.3			
Midlothian	13		-	388.5	520.6			
Moray	15		-	521.2	503.9			
North Ayrshire	24		-	484.5	419.1			
North Lanarkshire	7	✓	-	636.8	637.3			
Orkney Islands	5	✓	-	657.8	705.1			
Perth & Kinross	31	✗	-	313.1	241.7			
Renfrewshire	20		-	426.8	444.0			
Scottish Borders	22		-	596.7	431.4			
Shetland Islands	4	✓	-	778.6	790.2			
South Ayrshire	10		-	609.5	603.7			
South Lanarkshire	11		-	438.2	559.0			
Stirling	29	✗	-	350.4	291.8			
West Dunbartonshire	2	✓	-	849.5	802.8			
West Lothian	27	✗	-	312.8	298.8			
			Scotland					
			-	512.2	503.9			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	1044.6	989.7
Upper quartile	-	596.6	616.2
Median	-	521.2	501.1
Lower quartile	-	393.9	422.1
Lowest ranked performance	-	262.6	241.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Angus	-	320.2	<u>274.7</u>

Reason for Unreliable Determination in 2004/05

Angus - Figures provided were for all age groups rather than 65+ only.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	18		-	49.7	63.0			
Aberdeenshire	5	✓	-	76.7	82.8			
Argyll & Bute	26	✗	-	54.0	52.3			
Clackmannanshire	13		-	63.2	67.3			
Dumfries & Galloway	3	✓	-	86.0	84.4			
Dundee City	23		-	47.7	56.7			
East Ayrshire	9		-	70.0	76.4			
East Dunbartonshire	10		-	64.3	74.3			
East Lothian	17		-	62.6	64.1			
East Renfrewshire	12		-	61.9	71.2			
City of Edinburgh	27	✗	-	49.8	51.1			
Eilean Siar	11		-	66.9	72.3			
Falkirk	15		-	63.3	65.5			
Fife	21		-	54.4	58.0			
Glasgow City	20		-	53.3	59.2			
Highland	14		-	51.9	65.8			
Inverclyde	4	✓	-	67.0	83.9			
Midlothian	31	✗	-	37.4	35.1			
Moray	19		-	59.8	62.4			
North Ayrshire	8	✓	-	71.6	77.7			
North Lanarkshire	24		-	48.2	55.0			
Orkney Islands	28	✗	-	61.6	49.5			
Perth & Kinross	7	✓	-	74.5	79.2			
Renfrewshire	22		-	50.4	57.1			
Scottish Borders	6	✓	-	74.1	80.2			
Shetland Islands	30	✗	-	44.0	40.0			
South Ayrshire	2	✓	-	88.5	90.5			
South Lanarkshire	25	✗	-	43.6	52.9			
Stirling	16		-	59.5	64.7			
West Dunbartonshire	29	✗	-	32.6	40.5			
West Lothian	1	✓	-	84.9	91.0			
			Scotland					
			-	57.2	62.4			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	88.5	91.0
Upper quartile	-	68.5	77.1
Median	-	61.6	64.7
Lower quartile	-	50.1	55.8
Lowest ranked performance	-	32.6	35.1

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Angus	-	49.5	<u>44.6</u>

Reason for Unreliable Determination in 2004/05

Angus - Figures provided were for all age groups rather than 65+ only.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	31	✗	-	4.9	6.1			
Aberdeenshire	12		-	25.0	27.1			
Argyll & Bute	23		-	18.7	18.7			
Clackmannanshire	11		-	25.9	28.2			
Dumfries & Galloway	3	✓	-	54.6	40.7			
Dundee City	29	✗	-	15.0	15.2			
East Ayrshire	4	✓	-	29.7	34.3			
East Dunbartonshire	19		-	19.9	23.1			
East Lothian	17		-	23.4	25.1			
East Renfrewshire	13		-	18.5	26.7			
City of Edinburgh	20		-	15.8	22.9			
Eilean Siar	5	✓	-	32.7	33.3			
Falkirk	18		-	24.7	24.8			
Fife	21		-	18.5	22.1			
Glasgow City	2	✓	-	43.4	47.5			
Highland	24		-	16.2	18.4			
Inverclyde	25	✗	-	30.8	18.4			
Midlothian	27	✗	-	8.2	16.7			
Moray	15		-	21.1	26.2			
North Ayrshire	10		-	23.5	28.2			
North Lanarkshire	14		-	26.5	26.7			
Orkney Islands	8	✓	-	49.2	29.0			
Perth & Kinross	16		-	8.0	25.7			
Renfrewshire	28	✗	-	15.6	16.4			
Scottish Borders	9		-	25.4	28.5			
Shetland Islands	30	✗	-	16.7	14.8			
South Ayrshire	7	✓	-	28.1	29.5			
South Lanarkshire	6	✓	-	23.7	30.2			
Stirling	22		-	15.9	20.7			
West Dunbartonshire	26	✗	-	17.9	17.7			
West Lothian	1	✓	-	64.2	48.6			
			Scotland					
			-	24.3	26.8			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	64.2	48.6
Upper quartile	-	27.3	28.7
Median	-	23.4	25.7
Lower quartile	-	16.4	18.6
Lowest ranked performance	-	4.9	6.1

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Angus	-	14.9	<u>14.3</u>

Reason for Unreliable Determination in 2004/05

Angus - Figures provided were for all age groups rather than 65+ only.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	27	✗	-	27.9	37.9			
Aberdeenshire	19		-	55.5	51.1			
Argyll & Bute	20		-	52.0	49.5			
Clackmannanshire	11		-	55.0	56.2			
Dumfries & Galloway	2	✓	-	65.2	77.4			
Dundee City	31	✗	-	25.2	25.7			
East Ayrshire	7	✓	-	54.1	61.0			
East Dunbartonshire	25	✗	-	39.9	42.4			
East Lothian	9		-	52.9	58.5			
East Renfrewshire	8	✓	-	46.1	60.8			
City of Edinburgh	30	✗	-	19.3	29.3			
Eilean Siar	6	✓	-	54.2	64.4			
Falkirk	10		-	62.7	56.5			
Fife	21		-	44.2	47.3			
Glasgow City	1	✓	-	77.6	80.7			
Highland	26	✗	-	32.2	39.9			
Inverclyde	14		-	47.0	55.1			
Midlothian	28	✗	-	36.5	35.4			
Moray	24		-	42.7	42.8			
North Ayrshire	15		-	45.6	54.7			
North Lanarkshire	13		-	53.6	56.0			
Orkney Islands	23		-	13.1	43.8			
Perth & Kinross	16		-	51.6	52.5			
Renfrewshire	17		-	48.2	52.2			
Scottish Borders	12		-	49.0	56.1			
Shetland Islands	29	✗	-	36.9	34.2			
South Ayrshire	3	✓	-	70.6	72.7			
South Lanarkshire	5	✓	-	54.1	65.4			
Stirling	18		-	49.1	51.3			
West Dunbartonshire	22		-	45.9	46.8			
West Lothian	4	✓	-	47.7	69.2			
			Scotland					
			-	48.3	53.3			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	77.6	80.7
Upper quartile	-	54.1	59.6
Median	-	48.2	52.5
Lower quartile	-	41.3	43.3
Lowest ranked performance	-	13.1	25.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Angus	-	34.4	<u>32.2</u>

Reason for Unreliable Determination in 2004/05

Angus - Figures provided were for all age groups rather than 65+ only.

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 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	31	X	74.0	61.1	58.1			X
Aberdeenshire	13		96.2	93.0	95.3			
Angus	11		98.3	99.9	97.0			
Argyll & Bute	20		<u>88.0</u>	92.4	88.0			
Clackmannanshire	19		61.3	90.0	89.8			✓
Dumfries & Galloway	17		93.0	91.8	91.5			
Dundee City	23		54.6	79.5	82.5			✓
East Ayrshire	24		90.9	66.9	81.0		X	
East Dunbartonshire	16		91.7	93.2	92.5			
East Lothian	6	✓	95.8	97.0	99.1			
East Renfrewshire	9		98.2	100.0	98.5			
City of Edinburgh	27	X	<u>65.9</u>	<u>56.0</u>	74.3			
Falkirk	8	✓	99.0	99.7	99.0			
Fife	15		93.8	91.8	93.6			
Glasgow City	28	X	95.8	95.7	73.7			X
Highland	22		91.5	88.3	83.1	X		
Inverclyde	5	✓	74.5	92.3	99.8			✓
Midlothian	1	✓	99.8	98.2	100.0			
Moray	29	X	91.8	100.0	72.2			X
North Ayrshire	1	✓	97.5	100.0	100.0			
North Lanarkshire	25	X	81.5	82.9	77.7			
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	14		98.3	98.4	95.2			
Renfrewshire	6	✓	95.7	99.2	99.1			
Scottish Borders	12		95.0	96.0	96.1			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	10		96.9	92.2	97.4			
South Lanarkshire	30	X	70.1	72.2	68.9			
Stirling	21		51.4	64.9	84.9			✓
West Dunbartonshire	18		100.0	91.9	90.5	X		
West Lothian	26	X	40.0	54.9	77.5			✓
			Scotland					
			84.6	86.6	82.4			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	97.9	98.8	98.8
Median	93.8	92.4	92.5
Lower quartile	78.0	85.6	81.8
Lowest ranked performance	40.0	54.9	58.1

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	5
Decline	
5-9%	2
10-14%	1
>15%	3

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Eilean Siar	100.0	100.0	<u>100.0</u>

Reason for Unreliable Determination in 2004/05

Eilean Siar - No evidence provided to enable figures to be verified.

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 2002/03:

Aberdeen City
Clackmannanshire
Dundee City
South Lanarkshire
Stirling
West Lothian

The following councils did not make any material improvement in their performance by 2004/05:

Aberdeen City
South Lanarkshire

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	23		94.7	92.7	95.7			
Aberdeenshire	11		96.4	93.6	99.5			
Angus	26	✗	96.2	97.1	94.0			
Argyll & Bute	25	✗	<u>97.6</u>	85.9	94.9			
Clackmannanshire	14		94.2	99.1	98.7			
Dumfries & Galloway	21		97.9	90.0	97.0			
Dundee City	13		97.4	98.5	99.2			
East Ayrshire	15		96.8	99.8	98.6			
East Dunbartonshire	9		99.5	99.0	99.6			
East Lothian	30	✗	64.6	85.5	91.4			✓
East Renfrewshire	9		99.6	99.2	99.6			
City of Edinburgh	29	✗	<u>86.5</u>	<u>91.8</u>	92.2			
Falkirk	7	✓	99.8	99.7	99.8			
Fife	27	✗	93.5	91.6	93.3			
Glasgow City	24		91.3	90.8	95.0			
Highland	18		98.8	97.9	98.4			
Inverclyde	16		100.0	100.0	98.5			
Midlothian	12		100.0	100.0	99.4			
Moray	1	✓	100.0	100.0	100.0			
North Ayrshire	1	✓	100.0	100.0	100.0			
North Lanarkshire	16		98.0	98.8	98.5			
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	22		94.3	99.8	96.5			
Renfrewshire	28	✗	97.4	94.7	92.5	✗		
Scottish Borders	1	✓	100.0	100.0	100.0			
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	31	✗	80.2	82.3	91.2			✓
South Lanarkshire	20		96.3	97.5	97.2			
Stirling	1	✓	98.7	97.5	100.0			
West Dunbartonshire	19		100.0	100.0	98.3			
West Lothian	7	✓	99.9	99.5	99.8			
			Scotland					
			95.4	95.5	96.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	100.0	99.9	99.7
Median	97.9	98.8	98.5
Lower quartile	95.5	93.2	95.4
Lowest ranked performance	64.6	82.3	91.2

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	1
>15%	1
Decline	
5-9%	1
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Eilean Siar	100.0	100.0	<u>100.0</u>

Reason for Unreliable Determination in 2004/05

Eilean Siar - No evidence provided to enable figures to be verified.

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 2002/03:

Clackmannanshire
East Lothian
Fife
Glasgow City
Perth & Kinross
South Ayrshire

The following councils did not make any material improvement in their performance by 2004/05:

Clackmannanshire
Fife
Glasgow City
Perth & Kinross

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire	21		100.0	<u>88.2</u>	58.9			✗
Angus	10		66.0	80.4	81.2			✓
Argyll & Bute	5	✓	73.3	72.0	93.9			✓
Clackmannanshire	12		70.3	73.5	80.7		✓	
Dumfries & Galloway	26	✗	56.3	55.4	42.4			✗
Dundee City	18		93.1	69.6	69.8			✗
East Ayrshire	10		66.5	65.7	81.2			✓
East Dunbartonshire	16		83.6	85.7	76.3	✗		
East Lothian	19		91.4	81.0	64.7			✗
East Renfrewshire	13		78.4	81.8	78.4			
City of Edinburgh	25	✗	<u>59.5</u>	<u>39.9</u>	52.9			
Falkirk	7	✓	77.9	76.1	89.8			✓
Fife	22		35.6	52.6	58.8			✓
Highland	27	✗	35.6	31.5	37.0			
Inverclyde	4	✓	93.6	100.0	97.0			
Midlothian	3	✓	97.9	94.7	98.9			
Moray	29	✗	97.1	81.5	4.8			✗
North Ayrshire	6	✓	51.7	85.2	92.9			✓
North Lanarkshire	28	✗	19.0	37.6	31.5			✓
Orkney Islands	1	✓	100.0	100.0	100.0			
Perth & Kinross	23		94.6	<u>48.9</u>	54.6			✗
Renfrewshire	14		67.8	69.5	78.0			✓
Scottish Borders	8	✓	46.3	81.2	86.7			✓
Shetland Islands	1	✓	100.0	100.0	100.0			
South Ayrshire	15		90.1	84.6	77.8		✗	
South Lanarkshire	24		37.5	50.0	54.2			✓
Stirling	17		54.8	87.3	75.0			✓
West Dunbartonshire	20		67.7	100.0	62.5	✗		
West Lothian	9		76.7	94.7	82.7	✓		
			Scotland					
			56.1	60.0	63.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	100.0	100.0	100.0
Upper quartile	93.1	87.3	86.7
Median	73.3	81.0	77.8
Lower quartile	56.3	65.7	58.8
Lowest ranked performance	19.0	31.5	4.8

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	1
10-14%	1
>15%	11
Decline	
5-9%	2
10-14%	1
>15%	6

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Aberdeen City	<u>55.3</u>	60.3	<u>65.6</u>
Eilean Siar	100.0	92.9	<u>91.7</u>
Glasgow City	38.9	39.9	<u>31.9</u>

Reason for Unreliable Determination in 2004/05

Aberdeen City - Calculated from the date an interview was offered instead of the date the interview takes place.

Eilean Siar - No evidence provided to enable figures to be verified.

Glasgow City - Data collection errors for parts c and d.

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 2002/03:

Fife
Glasgow City
Highland
North Lanarkshire
Scottish Borders
South Lanarkshire

The following councils did not make any material improvement in their performance by 2004/05:

Glasgow City (unreliable in 2004/2005)
Highland

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 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	2	✓	8.8	7.1	10.0		X	
Aberdeenshire	12		8.0	<u>11.7</u>	15.5			X
Angus	13		14.7	14.5	17.5			X
Argyll & Bute	10		22.3	8.9	14.4			✓
Clackmannanshire	23		9.8	45.7	24.8			X
Dumfries & Galloway	22		23.5	26.7	24.6			
Dundee City	24		18.6	28.0	25.8			X
East Ayrshire	25	X	18.3	16.7	26.1			X
East Dunbartonshire	21		11.9	32.6	22.8			X
East Lothian	2	✓	6.0	12.4	10.0			X
East Renfrewshire	19		17.7	14.1	20.6			X
City of Edinburgh	11		<u>15.2</u>	<u>12.7</u>	14.7			
Falkirk	26	X	30.3	28.0	29.5			
Fife	28	X	24.9	29.8	33.7			X
Highland	7	✓	15.6	13.0	12.7			✓
Inverclyde	27	X	20.3	18.9	29.6			X
Midlothian	6	✓	11.9	14.9	12.6	X		
Moray	1	✓	31.6	22.3	4.5			✓
North Ayrshire	30	X	25.6	31.5	41.0			X
North Lanarkshire	9		11.3	10.9	13.3			X
Orkney Islands	16		29.6	23.7	18.4			✓
Perth & Kinross	8	✓	7.5	10.0	13.2			X
Renfrewshire	4	✓	16.9	21.3	11.7			✓
Scottish Borders	29	X	32.2	30.9	35.9		X	
Shetland Islands	18		23.3	42.4	20.5		✓	
South Ayrshire	17		29.4	28.9	19.9			✓
South Lanarkshire	14		13.2	16.1	17.7			X
Stirling	5	✓	29.8	7.4	11.9			✓
West Dunbartonshire	20		17.2	16.7	22.4			X
West Lothian	15		16.6	18.7	18.2	X		
			Scotland					
			18.6	18.3	19.0			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	6.0	7.1	4.5
Upper quartile	12.2	12.8	13.2
Median	17.5	17.7	18.3
Lower quartile	24.6	28.0	24.8
Lowest ranked performance	32.2	45.7	41.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	1
>15%	7
Decline	
5-9%	2
10-14%	2
>15%	15

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Eilean Siar	12.0	9.7	<u>11.6</u>
Glasgow City	21.6	17.0	<u>9.0</u>

Reason for Unreliable Determination in 2004/05

Eilean Siar - No evidence provided to enable figures to be verified.

Glasgow City - Data collection errors for parts c and d.

Notes

An underlined PI measurement indicates unreliable data.

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 2002/03:

Falkirk
Moray
North Ayrshire
Orkney Islands
Scottish Borders
South Ayrshire
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

Falkirk
North Ayrshire
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.

Adult social work

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

Council	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	31	X	2.5	2.7	2.3	X		
Aberdeenshire	16		2.8	3.4	3.5			✓
Angus	29	X	2.5	2.5	2.5			
Argyll & Bute	17		<u>4.8</u>	3.0	3.2			
Clackmannanshire	17		3.6	3.8	3.2		X	
Dumfries & Galloway	25	X	2.2	2.5	2.7			✓
Dundee City	29	X	2.3	2.2	2.5	✓		
East Ayrshire	20		3.9	3.3	3.1			X
East Dunbartonshire	6	✓	4.0	4.4	4.5		✓	
East Lothian	8	✓	3.3	3.8	4.3			✓
East Renfrewshire	2	✓	5.8	7.8	6.1	✓		
City of Edinburgh	20		2.4	3.4	3.1			✓
Falkirk	12		4.2	3.8	3.9	X		
Fife	15		3.9	3.6	3.8			
Glasgow City	5	✓	5.3	4.9	4.8	X		
Highland	17		4.4	4.0	3.2			X
Inverclyde	20		3.9	4.0	3.1			X
Midlothian	25	X	2.6	3.2	2.7	✓		
Moray	6	✓	4.7	FTR	4.5			
North Ayrshire	10		4.0	4.0	4.1			
North Lanarkshire	12		4.1	3.8	3.9			
Orkney Islands	4	✓	4.2	3.9	5.0			✓
Perth & Kinross	23		2.4	2.1	2.8			✓
Renfrewshire	12		3.7	3.7	3.9	✓		
Scottish Borders	23		3.0	2.8	2.8	X		
Shetland Islands	1	✓	3.4	5.0	9.4			✓
South Ayrshire	3	✓	4.4	5.2	5.3			✓
South Lanarkshire	25	X	3.2	2.8	2.7			X
Stirling	28	X	4.2	3.4	2.6			X
West Dunbartonshire	8	✓	5.1	8.2	4.3			X
West Lothian	11		4.1	3.9	4.0			
			Scotland					
			3.4	3.6	3.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	5.8	8.2	9.4
Upper quartile	4.2	4.0	4.3
Median	3.9	3.8	3.5
Lower quartile	2.9	3.1	2.8
Lowest ranked performance	2.2	2.1	2.3

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	4
10-14%	1
>15%	8
Decline	
5-9%	4
10-14%	1
>15%	6

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Eilean Siar	6.6	5.8	<u>5.4</u>

Reason for Unreliable Determination in 2004/05

Eilean Siar - No evidence provided to enable figures to be verified.

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 2002/03:

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

The following councils did not make any material improvement in their performance by 2004/05:

Aberdeen City
Angus