

PERFORMANCE AUDIT

PERFORMANCE INDICATORS 2001/2002

# Housing and Social Work

Comparing the performance of Scottish councils



## Introduction

Each year, councils publish a range of information to show people how well they are providing their services and how they compare with other bodies.

This pamphlet contains information on nine indicators relating to councils management of housing and social work services. They are:

### Housing

- the level of rent arrears for current tenants
- the level of rent loss due to empty houses and the time taken to relet empty properties
- the proportion of housing repairs undertaken within target times
- the time taken to sell council houses.

### Social Work

- the proportion of young people leaving care with academic achievements
- the qualifications of care staff in residential homes
- privacy and en-suite facilities in residential homes
- the efficiency with which social enquiry reports are processed
- the time taken to fulfil community service orders.

### Other pamphlets published cover:

Fire and Police  
Benefits, Finance and Corporate issues  
Cultural and Community services  
Education services  
Environmental and Regulatory services

### The Commission will also be providing on its website<sup>1</sup>:

- a comprehensive compendium of the information for all the services for which there are performance indicators
- council profiles analysing indicators on a council-by-council basis.

## Using the information

For each activity we have set out why some of the differences in performance may have arisen. We also highlight particular features of the information – for example, the range in performance achieved by different

councils or the overall change in councils' performance over time.

Several factors affect the way a council performs its activities. You need to be aware of these in order to understand why results may vary. Some of these factors are outwith the control of a council – for example, population size and density, geographical area, and the mix between urban and rural settlements. Others may be specific to a particular service or the groups of people it serves. These local factors may mean that a council with a performance which, at first sight, appears to be worse than that of another has, in fact, done better given the circumstances it faces.

In this pamphlet we have shown information for councils for 2001/2002 and where appropriate made comparison with previous years. However, for some indicators, councils have submitted data that their auditors have identified as unreliable because of doubts about the reliability of the arrangements for producing the information (see below). In such cases we have shown the information separately and have not included it in the calculation of any overall Scottish figures, although such information was included in previous years.

Some services were disrupted in 2001/2002 by the foot and mouth outbreak. The following councils have indicated that for the services discussed in this pamphlet, their performance may have been affected.

### Housing

Perth & Kinross

### Social Work

Dumfries & Galloway and South Ayrshire

## Key

Auditors appointed by the Accounts Commission have reviewed authorities' arrangements for producing the performance information. In the tables shown in this pamphlet, an asterisk (\*) against the data for a council indicates that the auditor expressed doubts about the reliability of its arrangements for producing the information.

<sup>1</sup> [www.audit-scotland.gov.uk/performance](http://www.audit-scotland.gov.uk/performance)

## Housing

### Indicator 1

Of the council house rent due from current tenants for the year, 7.3% (£29 million) was in arrears for the 31 councils providing reliable information, ie, excluding Glasgow City.

Only six councils are meeting the target levels of arrears established in the Commission's earlier report on managing rent arrears.

### Indicator 2

The amount of rent lost by councils in Scotland in 2001/2002 as a result of empty dwellings was £28.7 million, 2.6% of the overall rent due.

Over 56,000 dwellings became available for re-letting by councils. Of these nearly 62%, almost 35,000 houses, took longer than four weeks to re-let.

### Indicator 3

The 28 councils providing reliable information reported that slightly fewer than 600,000 repairs were due to be carried out within 24 hours, equivalent to over 34% of all their repairs. In 1998 the Commission recommended that councils should reduce the number of emergency repairs. In 2001/2002, 15 councils reported that the number of emergency repairs increased compared with 1998/1999.

### Indicator 4

Nineteen councils increased the percentage of houses sold within 26 weeks compared with 2000/2001. The proportion of sales completed within this time ranged from 2.8% in East Dunbartonshire to 93.1% in Angus.

## Social Work

### Indicator 5

In 2001/2002, 491 young people left care away from home in the 31 councils that provided reliable information (ie, excluding Moray). Of these young people, 184 (37.5%) achieved Standard Grades in both English and Maths.

### Indicator 6

In residential homes for children, the proportion of care staff with some form of appropriate qualification rose for the third year in a row, from 44.8% to 50.7%.

The number of directly employed staff in council homes for older people was 4,467, about 600 fewer than five years ago. Overall, some 36% of these staff were appropriately qualified.

In contrast to homes for children and older people, the number of staff in council homes for other adults continued to rise in 2001/2002 to 1,262. Of these staff, just over 37% held an appropriate qualification, a slight fall from the previous year.

### Indicator 7

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The total number of places for children in 2001/2002 was 2,496 among the 30 councils providing reliable information (ie, excluding Argyll & Bute and Moray). This reflects a continuing upward trend in residential places, despite the government's concern that children should be looked after in community placements where possible. Across Scotland, 72% of these places were in single rooms but only 6.8% (less than one in every ten places) were in rooms with en-suite facilities.

The number of places in residential homes for older people in 2001/2002 was just over 14,900 among those councils providing reliable data ie, excluding Argyll & Bute, Moray and East Dunbartonshire. The overall proportion of places in single rooms was almost 84% in 2001/2002. Just under 40% of older people were accommodated in rooms with en-suite facilities.

The number of places available for other adults was 6,978 across the 30 councils reporting reliable data. Just over 89% of these places were in single rooms and only one in every five places was in accommodation with en-suite facilities.

### Indicator 8

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Just over 86% of the social enquiry reports requested were allocated to social work staff within the target time of two days. An average of 96.5% of reports were submitted to courts by the due date. Only City of Edinburgh and Perth & Kinross failed to submit at least 90% by the due date.

### Indicator 9

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The average rate at which community service orders were served was 3.7 hours per week. In three councils (Dumfries & Galloway, Midlothian and Perth & Kinross) orders were completed at an average rate of less than 2.5 hours per week.

## HOUSING

### Indicator 1: Rent arrears

The level of current tenants' rent arrears as a percentage of the net amount of rent due in the year and the proportion of tenants seriously in arrears (ie, those tenants owing £250 or more and over 13 weeks in arrears) at the end of the year.

The indicator shows each council's performance in collecting rent that is due but unpaid by current tenants. It excludes rent that is due to be paid through the provision of housing benefit.

The indicator does not reflect councils' performance in recovering rent outstanding from previous years or arrears from former tenants.

### Points to bear in mind

In June 2000, the Accounts Commission published the report '*Managing rent arrears – getting the balance right*', which provided a snapshot of the extent to which councils, and a sample of registered social landlords (RSLs), were implementing good practice in managing rent arrears. The report recommended actions that should be taken by councils and RSLs to improve their management of rent arrears.

A council's local circumstances can affect its ability to collect all of the rent due. For example, councils in urban areas tend to have higher levels of deprivation and higher levels of arrears compared to those in rural areas that appear to benefit from a better payment culture among tenants and staff maintaining a closer relationship with tenants.

The report sets achievable rent arrears targets for councils:

- 3% of net rent, for those in semi-urban and rural areas
- 7% of net rent, for those in city and urban areas.

### Commentary

#### Overall rent arrears

The total amount of rent due to councils in 2001/2002 was £455 million, similar to the amount due in the previous year.

**Of the council house rent due from current tenants for the year, 7.3% (£29 million) was in arrears for the 31 councils providing reliable information, ie, excluding Glasgow City (Table 1a).**

**Only six councils are meeting the target levels of arrears established in the Commission's earlier report on managing rent arrears.**

Within the semi-urban and rural areas, Perth & Kinross met the target for the third year in succession, while Orkney Islands and Scottish Borders also achieved the target. North Lanarkshire and South Lanarkshire both met the 7% target in the city and urban group for the third year in succession, as did Falkirk for the first time.

Overall, 23 councils reduced their level of arrears. West Dunbartonshire continues to report the highest level of arrears of any council, although it has notably improved from over 23% in 2000/2001. However, in City of Edinburgh arrears have increased to over 13% from below 8% two years earlier.

Arrears levels reported by councils ranged from:

- semi-urban and rural councils – 2.1% (Orkney Islands) to 10.6% (East Ayrshire)
- city and urban councils – 4.8% (South Lanarkshire) to 19.2% (West Dunbartonshire).

Six of the councils with the highest levels of rent arrears in each group (East Ayrshire, East Lothian, Midlothian, City of Edinburgh, North Ayrshire and West Dunbartonshire) are also the councils with the overall poorest times for processing housing and council tax benefit claims.

Glasgow City failed to provide reliable data.

**Table 1a: Current tenants rent arrears as a percentage of net rent due**

	Percentage of rent arrears				
	2001/2002	2000/2001	1999/2000	1998/1999	1997/1998
SEMI-URBAN AND RURAL COUNCILS					
Orkney Islands	<b>2.1</b>	2.7	3.2	4.4	4.8
Scottish Borders	<b>2.5</b>	2.4	3.3	3.0	3.0
Perth & Kinross	<b>2.9</b>	2.7	2.5	2.5	2.4
Argyll & Bute	<b>3.2</b>	4.0	2.3	2.8	2.6
West Lothian	<b>3.5</b>	3.7	4.1	5.6	*6.5
Aberdeenshire	<b>3.9</b>	4.0	3.1	3.0	2.6
Angus	<b>4.0</b>	3.5	2.8	2.1	1.5
Moray	<b>4.0</b>	*2.4	2.4	3.0	2.1
Dumfries & Galloway	<b>4.1</b>	3.8	4.7	6.7	5.2
Shetland Islands	<b>4.2</b>	4.6	5.9	5.8	6.1
Eilean Siar	<b>4.7</b>	5.1	3.6	4.4	5.2
Clackmannanshire	<b>6.1</b>	*7.7	*5.0	*5.7	*5.3
Highland	<b>6.6</b>	6.6	6.9	6.3	5.6
Stirling	<b>7.1</b>	8.3	9.3	11.8	*9.7
Midlothian	<b>9.1</b>	13.8	12.0	10.6	6.8
East Lothian	<b>9.2</b>	10.2	8.1	*6.6	5.1
East Ayrshire	<b>10.6</b>	14.1	12.6	10.6	9.2
CITY AND URBAN COUNCILS					
South Lanarkshire	<b>4.8</b>	5.5	6.0	8.5	5.2
North Lanarkshire	<b>5.5</b>	6.0	5.4	5.4	5.2
Falkirk	<b>6.9</b>	7.4	7.6	6.6	6.3
Renfrewshire	<b>7.5</b>	8.9	8.6	8.8	8.0
South Ayrshire	<b>7.6</b>	10.9	14.3	13.0	7.4
Aberdeen City	<b>8.0</b>	7.3	7.4	6.2	4.5
Fife	<b>8.4</b>	10.7	8.1	7.2	8.1
East Renfrewshire	<b>8.8</b>	9.1	9.7	12.7	10.9
Inverclyde	<b>9.7</b>	10.8	10.2	10.3	8.3
Dundee City	<b>9.8</b>	10.2	8.6	8.7	8.3
North Ayrshire	<b>11.3</b>	12.0	14.3	*16.8	11.4
East Dunbartonshire	<b>12.0</b>	13.9	15.7	17.7	14.4
Edinburgh, City of	<b>13.1</b>	10.8	7.9	8.4	*14.5
West Dunbartonshire	<b>19.2</b>	23.5	15.0	13.2	10.2
<b>Scotland</b>	<b>7.3</b>	<b>9.2</b>	<b>8.4</b>	<b>8.2</b>	<b>7.7</b>
UNRELIABLE DATA					
Glasgow City	<b>*18.1</b>	17.2	15.9	13.6	*15.0

Glasgow City's unreliable information has been excluded from the Scotland figure for 2001/2002.

### Serious rent arrears

The proportion of council house tenants who had serious arrears of more than £250 and were over 13 weeks in arrears, was 4.8% in 2001/2002 for the 29 councils providing reliable data (ie, excluding East Dunbartonshire, Glasgow City and West Dunbartonshire, Table 1b).

Within the two groups of councils the percentages of tenants with serious arrears varied from:

- semi-urban and rural councils – 0.8% (Argyll & Bute and Dumfries & Galloway) to 7% (Midlothian)
- city and urban councils – 2.3% (South Lanarkshire) to 11.5% (Inverclyde).

Aberdeenshire, Angus and Dundee City have reported increases in the percentage of tenants in serious arrears for each of the last five years.



**Table 1b: Percentage of tenants with rent arrears of more than 13 weeks rent**

	Percentage of tenants				
	2001/2002	2000/2001	1999/2000	1998/1999	1997/1998
SEMI-URBAN AND RURAL COUNCILS					
Argyll & Bute	<b>0.8</b>	1.8	0.8	0.4	0.6
Dumfries & Galloway	<b>0.8</b>	0.6	1.0	3.7	Not reported
Moray	<b>1.5</b>	*1.1	1.1	1.6	0.7
Scottish Borders	<b>2.2</b>	1.9	3.5	4.0	3.6
Angus	<b>2.3</b>	2.0	1.4	0.8	0.5
West Lothian	<b>2.3</b>	3.0	4.2	4.2	7.4
Shetland Islands	<b>2.4</b>	2.5	3.4	4.6	6.1
Aberdeenshire	<b>3.1</b>	3.0	2.3	1.9	1.7
Orkney Islands	<b>3.1</b>	3.2	4.0	3.3	3.6
Stirling	<b>3.6</b>	3.9	4.1	8.2	*9.0
Perth & Kinross	<b>4.2</b>	2.2	3.5	2.1	1.6
Highland	<b>4.6</b>	4.6	5.4	5.1	3.6
Clackmannanshire	<b>5.5</b>	*5.2	*4.0	*4.0	*4.2
Eilean Siar	<b>6.4</b>	6.2	5.0	4.5	8.0
East Ayrshire	<b>6.5</b>	9.4	7.6	5.8	4.0
East Lothian	<b>6.8</b>	8.0	7.3	*6.1	4.3
Midlothian	<b>7.0</b>	13.3	10.6	7.6	6.5
CITY AND URBAN COUNCILS					
South Lanarkshire	<b>2.3</b>	2.6	2.6	3.6	2.0
South Ayrshire	<b>3.0</b>	3.6	8.5	4.6	3.0
North Lanarkshire	<b>3.6</b>	5.0	4.0	2.3	2.7
Renfrewshire	<b>4.8</b>	5.6	4.0	4.4	3.6
East Renfrewshire	<b>5.5</b>	5.5	7.0	6.3	4.3
Fife	<b>5.6</b>	7.5	5.4	2.6	4.8
Dundee City	<b>6.0</b>	5.8	5.4	4.3	3.8
North Ayrshire	<b>6.0</b>	4.6	9.1	*8.2	4.6
Falkirk	<b>6.1</b>	6.2	6.3	5.9	5.7
Edinburgh, City of	<b>8.1</b>	7.4	5.9	6.1	*6.1
Aberdeen City	<b>9.2</b>	9.5	9.1	6.4	3.5
Inverclyde	<b>11.5</b>	12.8	10.4	8.0	5.4
<b>Scotland</b>	<b>4.8</b>	<b>6.1</b>	<b>5.8</b>	<b>5.4</b>	<b>5.4</b>
UNRELIABLE/UNREPORTED DATA					
East Dunbartonshire	<b>*6.8</b>	9.8	7.8	11.9	8.6
Glasgow City	<b>*9.8</b>	10.0	9.5	9.7	*13.1
West Dunbartonshire	<b>Not reported</b>	Not reported	3.3	7.1	5.1

Councils that reported unreliable information are excluded from the Scotland figure for 2001/2002.

## Indicator 2: Managing tenancy changes

The total annual rent loss due to unoccupied dwellings as a percentage of the total rent due for the year, and the time taken to re-let council houses.

The indicator shows both the level of rent lost to councils as a result of council houses remaining empty when they could be available for letting and the efficiency of councils in managing tenancy changes.

### Points to bear in mind

Factors that will have an impact on a council's performance include:

- the nature of the property and the general level of demand for council housing in an area
- the type of property (eg, tenement flat, end terraced house), its location and its condition
- the time taken to identify and carry out repairs necessary before a new tenant can move in
- the time taken to identify new tenants, and for them to sign a tenancy agreement.

### Commentary

#### Rent loss due to unoccupied dwellings

**Overall the amount of rent lost by councils in Scotland in 2001/2002 as a result of empty dwellings was £28.7 million, 2.6% of the total rent due.** The proportion varied among councils from 0.5% in Moray and West Lothian to 6.4% in Shetland Islands (Table 2a).

Six councils (Aberdeen City, City of Edinburgh, Inverclyde, Scottish Borders, Shetland Islands and West Dunbartonshire) reported rent losses due to empty dwellings of 4% or more. Last year eight councils reported losses greater than 4%.

Four councils (East Dunbartonshire, Midlothian, Moray, and West Lothian) reported loss of rental income due to unoccupied dwellings of less than 1%.

#### Time taken to re-let council houses

**Across Scotland in 2001/2002 over 56,000 dwellings became available for re-letting by councils. Of these nearly 62%, almost 35,000 houses, took longer than four weeks to re-let** (Table 2b).

The proportion of dwellings re-let within the time bands ranged from:

- in less than two weeks – 0.7% (West Dunbartonshire) to 75.6% (West Lothian).
- in more than four weeks – 5.1% (West Lothian) to 98.3% (West Dunbartonshire).

West Lothian was the only council to re-let more than 90% of its dwellings within four weeks. Aberdeen City and West Dunbartonshire reported that more than 95% of their houses took over four weeks to re-let.

**Table 2a: The amount and proportion of rent loss due to unoccupied dwellings**

	Rent loss (£)	Percentage rent lost				
	2001/2002	2001/2002	2000/2001	1999/2000	1998/1999	1997/1998
Aberdeen City	2,613,753	5.0	*4.0	*3.2	3.0	2.2
Aberdeenshire	447,974	1.5	0.8	0.7	0.5	0.4
Angus	409,518	2.6	1.9	1.2	0.8	0.8
Argyll & Bute	150,432	1.1	1.6	1.0	0.8	0.6
Clackmannanshire	234,794	2.0	1.7	1.3	1.5	1.2
Dumfries & Galloway	353,463	1.5	1.5	1.1	1.0	1.1
Dundee City	1,300,886	3.2	3.3	3.7	5.7	5.7
East Ayrshire	1,186,126	3.7	4.6	3.8	3.3	3.3
East Dunbartonshire	77,538	0.6	1.8	1.8	2.3	1.9
East Lothian	211,322	1.2	1.0	1.3	1.3	1.3
East Renfrewshire	176,462	2.4	4.8	3.6	3.6	2.5
Edinburgh, City of	2,864,836	4.1	3.9	3.5	4.0	5.9
Eilean Siar	106,129	2.5	2.3	2.5	2.0	2.3
Falkirk	946,069	2.4	2.1	1.7	1.6	1.9
Fife	1,926,490	2.7	2.3	*2.6	*2.1	2.0
Glasgow City	5,034,426	2.4	2.1	*4.8	*4.4	*3.8
Highland	908,063	2.3	1.8	1.5	1.2	1.3
Inverclyde	1,095,695	4.1	4.7	5.8	5.0	4.3
Midlothian	82,422	0.7	1.1	1.8	0.7	0.8
Moray	55,775	0.5	0.4	0.2	0.3	0.4
North Ayrshire	602,503	2.1	2.1	1.9	1.4	1.6
North Lanarkshire	1,524,181	1.7	1.7	1.8	1.6	1.6
Orkney Islands	21,731	1.3	1.1	1.5	2.0	1.7
Perth & Kinross	478,881	2.9	2.2	1.9	1.4	1.2
Renfrewshire	1,524,100	3.7	4.6	3.7	2.5	2.1
Scottish Borders	649,818	5.0	4.6	3.5	3.1	2.4
Shetland Islands	362,315	6.4	7.4	6.3	5.0	4.1
South Ayrshire	534,047	2.7	2.1	1.7	1.3	*2.0
South Lanarkshire	929,503	1.3	1.5	1.5	1.2	1.2
Stirling	218,127	1.5	1.1	1.0	0.8	1.7
West Dunbartonshire	1,509,365	5.5	6.2	4.3	3.1	3.5
West Lothian	156,701	0.5	0.5	0.3	0.5	0.6
<b>Scotland</b>	<b>28,693,445</b>	<b>2.6</b>	<b>2.5</b>	<b>2.9</b>	<b>2.7</b>	<b>2.6</b>

**Table 2b: The time taken to re-let council houses in 2001/2002**

	Total number of houses re-let	Proportion of houses re-let, by time band		
		Re-let in less than 2 weeks (%)	Re-let in 2-4 weeks (%)	Re-let in more than 4 weeks (%)
Aberdeen City	2,707	2.4	2.5	95.1
Aberdeenshire	2,575	18.8	44.6	36.7
Angus	1,155	46.8	16.9	36.3
Argyll & Bute	623	24.7	30.2	45.1
Clackmannanshire	577	8.1	48.5	43.3
Dumfries & Galloway	1,343	34.0	30.8	35.2
Dundee City	2,650	34.3	19.3	46.4
East Ayrshire	1,838	8.5	40.4	51.0
East Dunbartonshire	361	11.1	65.4	23.5
East Lothian	440	3.4	43.9	52.7
East Renfrewshire	383	15.4	16.2	68.4
Edinburgh, City of	4,248	8.1	9.8	82.1
Eilean Siar	189	9.0	10.1	81.0
Falkirk	1,870	10.5	25.5	64.1
Fife	4,183	10.3	11.8	77.9
Glasgow City	9,023	17.4	28.6	53.9
Highland	1,637	12.8	26.8	60.5
Inverclyde	2,274	3.5	6.7	89.8
Midlothian	353	5.4	37.7	56.9
Moray	575	57.2	29.0	13.7
North Ayrshire	1,767	4.9	13.0	82.2
North Lanarkshire	4,336	8.2	26.2	65.6
Orkney Islands	73	15.1	20.5	64.4
Perth & Kinross	833	9.0	27.5	63.5
Renfrewshire	2,112	19.8	14.8	65.4
Scottish Borders	1,034	6.5	29.4	64.1
Shetland Islands	205	11.7	10.7	77.6
South Ayrshire	997	17.4	14.4	68.2
South Lanarkshire	2,390	7.8	32.7	59.5
Stirling	603	9.1	43.0	47.9
West Dunbartonshire	1,316	0.7	1.1	98.3
West Lothian	1,667	75.6	19.3	5.1
<b>Scotland</b>	<b>56,337</b>	<b>15.7</b>	<b>22.5</b>	<b>61.8</b>

### Indicator 3: Council house repairs

- the number of repairs per council house
- the proportion of all council house repairs completed within the council's target times
- the number of emergency repairs per house
- the proportion of emergency repairs completed within the target time.

Councils classify repairs into various priority categories, each with its own target time for completion. For example, a council may undertake to repair a burst pipe within 24 hours but allow up to six weeks to repair a windowsill. The target time set for undertaking repairs covers the period between a repair request being received and the work being completed satisfactorily.

This indicator shows the number of repairs undertaken by each council and its success in achieving its own target timescales for these repairs. The indicator also shows the number of repairs treated under the most urgent category, ie, emergencies, where danger would arise or damage could be caused if the work was not done quickly.

#### Points to bear in mind

The indicator reflects success against each council's own targets for performance for different types of repair. Therefore, particular care is required before drawing any comparison between the performances of different councils. In view of this difficulty, the indicator has been identified as 'transitional', that is, it is subject to further development so that direct comparison between councils is made easier.

In 1998, the Commission published the report '*Emergency repairs to council houses*' which explored the varying proportions of housing repairs that were categorised as emergencies by Scottish councils and the cost of these repairs.

Variations in levels of emergency repairs could be attributed to differences in the levels of:

- over-categorisation; treating less serious repairs as emergencies
- fair wear and tear; affected by the age of the houses, and levels of previous investment
- vandalism
- misuse or abuse of property by the tenants themselves.

## Commentary

### All repairs

In 2001/2002, almost 86% of council house repairs were completed within councils' own target times, the highest level so far achieved (Table 3). Nineteen councils completed more than 80% of repairs within their established target times, three councils fewer than in 2000/2001. Only East Lothian and West Dunbartonshire completed fewer than 70% of all repairs within their target times.

Across the 28 councils providing reliable information, the average number of repairs per dwelling was 3.5. This varied significantly among councils, ranging from 1.7 in Orkney Islands to 5.0 in Dundee City and Inverclyde. Ten councils made four or more repairs per dwelling while two councils (Glasgow City and Orkney Islands) made an average of two or less. Argyll & Bute, East Dunbartonshire, Eilean Siar and Midlothian did not provide reliable information.

### Repairs undertaken within 24 hours

Currently, councils report the number of emergency repairs that they carried out within target times up to 24 hours. Some councils may have more than one repair category for which the target time is equal to or less than 24 hours.

#### **The 28 councils providing reliable information reported that slightly fewer than 600,000 repairs were due to be carried out within 24 hours, equivalent to over 34% of all their repairs.**

Seven councils reported that over 40% of their repairs were due to be completed within 24 hours while five reported less than 20% of their repairs to be carried out within this time.

**Almost 90% of repairs due to be completed within each council's emergency categories, up to 24 hours, were completed within target.** Only three councils (East Ayrshire, City of Edinburgh and West Dunbartonshire) failed to carry out at least 80% within their emergency target times for emergency repairs.

**The Commission's 1998 report recommended that councils should reduce the number of emergency repairs. In 2001/2002, 15 councils reported that the number of emergency repairs increased compared with 1998/1999.**

**Table 3: Repairs to council houses in 2001/2002**

	Total number of repairs	Percentage of repairs that were due to be completed within 24 hours	Percentage of repairs completed within target times		Number of repairs per dwelling	
			All	Within 24 hours	All	Within 24 hours
Aberdeen City	110,484	39.8	88.4	98.5	4.2	1.7
Aberdeenshire	52,298	24.5	82.6	91.5	3.5	0.8
Angus	27,122	18.6	79.9	91.2	2.9	0.5
Clackmannanshire	26,870	41.9	90.2	96.5	4.4	1.8
Dumfries & Galloway	48,195	42.0	86.7	83.5	3.9	1.6
Dundee City	88,940	38.1	81.9	95.6	5.0	1.9
East Ayrshire	67,388	50.3	76.3	76.5	4.0	2.0
East Lothian	41,494	25.1	64.6	90.9	4.3	1.1
East Renfrewshire	11,458	29.6	90.3	93.0	2.9	0.8
Edinburgh, City of	128,394	42.7	77.3	71.0	4.8	2.0
Falkirk	66,799	30.1	91.0	97.6	3.3	1.0
Fife	187,260	25.3	88.8	91.3	4.9	1.2
Glasgow City	159,280	36.9	93.7	86.6	1.9	0.7
Highland	40,262	29.6	95.5	98.1	2.4	0.7
Inverclyde	48,405	41.6	76.5	89.8	5.0	2.1
Moray	18,524	16.7	85.5	97.0	2.7	0.4
North Ayrshire	42,455	27.7	85.4	92.9	2.6	0.7
North Lanarkshire	135,596	49.0	88.2	92.1	3.0	1.5
Orkney Islands	1,546	27.9	85.6	88.6	1.7	0.5
Perth & Kinross	26,369	29.4	79.5	82.8	2.8	0.8
Renfrewshire	93,951	24.5	87.6	96.5	4.7	1.2
Scottish Borders	24,515	6.3	89.8	93.0	3.5	0.2
Shetland Islands	7,894	26.2	78.1	92.4	3.6	0.9
South Ayrshire	45,019	29.5	76.6	92.6	4.4	1.3
South Lanarkshire	117,287	35.3	96.8	97.4	3.5	1.2
Stirling	28,465	18.2	85.6	93.8	3.7	0.7
West Dunbartonshire	45,222	47.7	66.2	79.5	3.3	1.6
West Lothian	53,156	17.3	93.4	96.8	3.4	0.6
<b>Scotland</b>	<b>1,744,648</b>	<b>34.1</b>	<b>85.8</b>	<b>89.4</b>	<b>3.5</b>	<b>1.2</b>
UNRELIABLE DATA						
Argyll & Bute	*19,389	*29.3	*60.7	*70.1	*3.0	*0.9
East Dunbartonshire	*42,968	*39.9	*77.2	*93.5	*7.1	*2.9
Eilean Siar	*3,774	*49.8	*70.3	*89.9	*1.9	*1.0
Midlothian	*19,966	*35.1	*62.6	*82.7	*2.7	*1.0

Councils that reported unreliable information are excluded from the Scotland figures.



## Indicator 4: Council house sales

The percentage of council house sales completed within 26 weeks.

The indicator shows the overall performance of each council in processing council house sales. It includes all council house sales completed under the 'Right to Buy' legislation.

### Points to bear in mind

The Housing (Scotland) Act 1987 gives most secure tenants of public authority houses the right to buy their homes, under specified conditions.

The time taken to complete sales will be affected by:

- the time taken for an applicant to respond once the council makes an offer to sell
- the time that it takes to complete the legal work in processing a sale.

### Commentary

The number of council house sales completed across Scotland in 2001/2002 was just under 13,400, the same as in 2000/2001.

Over 67% of these sales were completed within the national target time of 26 weeks, an increase of 7% over the last two years (Table 4).

**Nineteen councils increased the percentage of houses sold within 26 weeks compared with 2000/2001. The proportion of sales completed within the target time ranged from 2.8% in East Dunbartonshire to 93.1% in Angus.**

Three councils (Angus, North Lanarkshire and South Lanarkshire) completed more than 90% of sales within 26 weeks. Four councils (Aberdeenshire, East Dunbartonshire, East Lothian and West Lothian) processed fewer than 25% of houses sales within the national target time.

**Table 4: Council house sales**

	Total number of house sales	Percentage of houses sold in 26 weeks or less		
	2001/2002	2001/2002	2000/2001	1999/2000
Aberdeen City	603	42.8	29.4	5.0
Aberdeenshire	331	16.9	22.2	20.8
Angus	189	93.1	91.4	74.1
Argyll & Bute	178	30.3	19.1	37.3
Clackmannanshire	157	88.5	91.7	85.3
Dumfries & Galloway	378	66.4	59.9	40.0
Dundee City	235	82.6	87.0	52.7
East Ayrshire	486	89.9	92.4	91.3
East Dunbartonshire	177	2.8	28.9	68.2
East Lothian	313	22.4	6.4	2.3
East Renfrewshire	139	84.2	42.5	23.8
Edinburgh, City of	533	55.2	41.1	18.4
Eilean Siar	29	27.6	74.2	50.0
Falkirk	618	67.6	59.3	61.5
Fife	815	49.6	45.3	62.5
Glasgow City	1,751	78.0	67.9	66.3
Highland	566	57.8	53.8	49.3
Inverclyde	258	89.1	84.9	61.6
Midlothian	252	55.6	63.5	67.1
Moray	175	86.9	93.3	59.9
North Ayrshire	425	79.5	67.0	59.5
North Lanarkshire	1,380	90.0	86.0	89.5
Orkney Islands	26	65.4	57.7	60.9
Perth & Kinross	204	84.3	86.4	79.1
Renfrewshire	685	52.6	67.2	66.5
Scottish Borders	218	81.2	78.5	86.0
Shetland Islands	46	30.4	45.7	45.2
South Ayrshire	260	86.2	76.7	55.9
South Lanarkshire	932	92.9	89.9	89.2
Stirling	241	76.3	70.4	44.0
West Dunbartonshire	243	77.0	79.6	71.9
West Lothian	512	23.8	47.6	43.8
<b>Scotland</b>	<b>13,355</b>	<b>67.4</b>	<b>64.6</b>	<b>60.2</b>

## SOCIAL WORK

### Indicator 5: Academic attainment of looked after children

The number and percentage of young people aged 16 or 17, who finished being looked after away from home, who achieved Standard Grades in English and Maths or other subjects.

The indicator reflects how well local authorities provided for the educational needs of young people in their care who are looked after away from home and the extent to which they met the target established by the Scottish Executive for young people leaving care to achieve Standard Grades in English and Maths.

#### Points to bear in mind

This is the first year that data for this indicator has been collected. In several councils the number of young people leaving care is very small. Therefore, very minor differences in the number achieving academic qualifications may have a major impact on the percentage shown as achieving passes.

Information available from the Scottish Qualifications Agency and Scottish Executive indicates that across Scotland approximately 93% of pupils attain Standard Grade English and Maths by the time they leave school.

#### Commentary

**In 2001/2002, 491 young people left care away from home in the 31 councils that provided reliable information (ie, excluding Moray). Of these young people, 184 (37.5%) achieved Standard Grades in both English and Maths** (Table 5).

A total of 237 achieved at least one pass at Standard Grade across a range of subjects.

Of the eight councils with at least 20 young people ceasing to be looked after away from home, Highland had more than 70% achieving both English and Maths Standard Grades while in North Lanarkshire less than 20% achieved this level of qualification.

**Table 5: Number and proportion of looked after children achieving Standard Grades in 2001/2002**

	Number ceasing to be looked after	Number attaining at least one Standard Grade	Number attaining Standard Grade English and Maths	Percentage attaining Standard Grade English and Maths
Aberdeen City	14	9	7	50.0
Aberdeenshire	26	18	14	53.8
Angus	#	#	#	#
Argyll & Bute	11	5	4	36.4
Clackmannanshire	10	9	8	80.0
Dumfries & Galloway	20	13	11	55.0
Dundee City	28	14	7	25.0
East Ayrshire	16	6	3	18.8
East Dunbartonshire	8	5	4	50.0
East Lothian	13	7	6	46.2
East Renfrewshire	#	#	#	#
Edinburgh, City of	39	17	11	28.2
Eilean Siar	6	3	3	50.0
Falkirk	12	7	4	33.3
Fife	29	14	11	37.9
Glasgow City	69	16	15	21.7
Highland	21	16	15	71.4
Inverclyde	13	7	5	38.5
Midlothian	9	4	3	33.3
North Ayrshire	7	4	3	42.9
North Lanarkshire	24	4	4	16.7
Orkney Islands	#	#	#	#
Perth & Kinross	5	2	2	40.0
Renfrewshire	9	4	2	22.2
Scottish Borders	19	11	8	42.1
Shetland Islands	#	#	#	#
South Ayrshire	12	7	5	41.7
South Lanarkshire	18	7	5	27.8
Stirling	16	11	10	62.5
West Dunbartonshire	18	9	7	38.9
West Lothian	9	2	1	11.1
<b>Scotland</b>	<b>491</b>	<b>237</b>	<b>184</b>	<b>37.5</b>
UNRELIABLE DATA				
Moray	*5	2	2	40.0

Moray's unreliable information has been excluded from the Scotland figures.

# has been inserted instead of figures for some councils because figures based on fewer than five candidates could lead to the identification of individuals.

## Indicator 6: The use of qualified staff

The percentage of care staff in residential homes who have appropriate qualifications, for each of the following user groups:

- children
- elderly people
- other adults.

The extent to which care staff are qualified is only one of a range of factors that contribute to the quality of residential care, but it is significant. The indicator relates only to staff in residential homes managed by councils. Voluntary and private sector homes are not included.

‘Other adults’ include people who have physical disabilities or sensory impairments, people who are recovering from mental illness and people who have learning disabilities.

There is a wide range of qualifications that are relevant for each of the user groups.

### Points to bear in mind

The reported performance of councils will be affected by:

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

### Commentary

As in previous years, there was a higher proportion of qualified staff in homes for children than in homes for either elderly people or other adults.

### Children

**In 2001/2002 the proportion of staff with some form of appropriate qualification in council managed homes for children rose for the third year in a row, from 44.8% to 50.7% (Table 6a).**

There were wide variations in the proportion of qualified staff among councils, ranging from 14% in Orkney Islands to 87% in East Lothian. Seven councils (Dumfries & Galloway, East Ayrshire, East Lothian, Falkirk, Glasgow, Midlothian and West Dunbartonshire) had increases in levels of qualified staff for the third consecutive year.

### Older people

**Overall, some 36% of staff in council homes for older people were appropriately qualified** (Table 6b).

There was wide variation among councils in the proportion of staff with appropriate qualifications, ranging from 20% in Perth & Kinross to 65% in Dundee City.

### Other adults

**In council homes for other adults, just over 37% of staff held an appropriate qualification** (Table 6c).

As with homes for children and elderly people, there was wide variation in the proportions of qualified staff among councils, from 7% in Stirling to 71% in Eilean Siar and Falkirk.

**Table 6a: The number and proportion of qualified staff in residential accommodation for children**

	Number of staff employed	% of qualified staff		
		2001/2002	2000/2001	1999/2000
Aberdeen City	58	55	61	58
Aberdeenshire	35	66	70	68
Angus	10	70	70	68
Argyll & Bute	26	50	33	33
Clackmannanshire	7	57	57	57
Dumfries & Galloway	38	50	34	16
Dundee City	82	67	58	68
East Ayrshire	24	67	56	47
East Dunbartonshire	27	33	29	40
East Lothian	30	87	77	70
East Renfrewshire				
Edinburgh, City of	277	57	53	53
Eilean Siar				
Falkirk	13	77	56	47
Fife	85	41	33	41
Glasgow City	461	43	40	32
Highland	60	35	32	37
Inverclyde	35	54	58	52
Midlothian	26	46	41	38
Moray				
North Ayrshire	69	46	46	34
North Lanarkshire	91	45	44	46
Orkney Islands	29	14	17	17
Perth & Kinross	21	71	75	63
Renfrewshire	82	48	43	44
Shetland Islands	32	19	18	19
South Ayrshire	11	45	45	50
South Lanarkshire	123	61	68	65
Stirling	7	29	33	42
West Dunbartonshire	55	58	56	49
West Lothian	41	73	76	70
<b>Scotland</b>	<b>1,871</b>	<b>50.7</b>	<b>47.4</b>	<b>44.8</b>
UNRELIABLE/UNREPORTED DATA				
Scottish Borders	16	*50	33	35

Scottish Borders' unreliable/unreported information has been excluded from the Scotland figures for 2001/2002.

Blank cells indicate that the service was not provided.

**Table 6b: The number and proportion of qualified staff in residential accommodation for older people**

	Number of staff employed	% of qualified staff		
		2001/2002	2000/2001	1999/2000
Aberdeen City	104	29	39	19
Aberdeenshire	210	27	26	21
Angus	109	38	40	35
Argyll & Bute	95	29	27	24
Clackmannanshire	26	62	42	25
Dumfries & Galloway				
Dundee City	156	65	43	28
East Ayrshire	76	42	35	23
East Dunbartonshire				
East Lothian	77	35	43	21
East Renfrewshire	37	38	34	15
Edinburgh, City of	340	45	*37	34
Eilean Siar	118	49	50	39
Falkirk	143	43	43	42
Fife	296	32	33	26
Glasgow City	665	32	25	17
Highland	277	33	27	24
Inverclyde	47	38	44	31
Midlothian	66	52	36	61
Moray	23	39	26	28
North Ayrshire	107	35	34	26
North Lanarkshire	235	54	54	45
Orkney Islands	87	21	21	25
Perth & Kinross	140	20	26	26
Renfrewshire	153	27	23	24
Shetland Islands	112	32	27	33
South Ayrshire	70	27	26	21
South Lanarkshire	201	31	31	21
Stirling	68	38	28	26
West Dunbartonshire	146	32	27	24
West Lothian	122	35	22	23
<b>Scotland</b>	<b>4,467</b>	<b>36.3</b>	<b>32.5</b>	<b>26.5</b>
UNRELIABLE/UNREPORTED DATA				
Scottish Borders	161	*31	33	31

Scottish Borders' unreliable/unreported information has been excluded from the Scotland figures for 2001/2002.

Blank cells indicate that the service was not provided.



**Table 6c: The number and proportion of qualified staff in residential accommodation for other adults**

	Number of staff employed	% of qualified staff		
		2001/2002	2000/2001	1999/2000
Aberdeen City	80	28	38	70
Aberdeenshire	32	31	19	22
Angus	30	50	47	48
Argyll & Bute	16	38	33	30
Clackmannanshire				
Dumfries & Galloway	18	22	67	63
Dundee City	82	45	33	31
East Ayrshire	22	55	41	55
East Dunbartonshire	14	43	45	36
East Lothian				
East Renfrewshire	14	50	29	33
Edinburgh, City of	143	50	*50	31
Eilean Siar	21	71	70	73
Falkirk	7	71	50	31
Fife	309	25	25	26
Glasgow City	55	27	31	29
Highland	42	26	34	34
Inverclyde	13	38	38	42
Midlothian				
Moray	4	50	75	75
North Ayrshire	14	50	54	64
North Lanarkshire	22	68	67	60
Orkney Islands	48	33	32	62
Perth & Kinross	68	32	52	40
Renfrewshire	26	42	40	37
Shetland Islands	11	55	45	20
South Ayrshire	12	42	43	54
South Lanarkshire	100	49	59	45
Stirling	15	7	15	9
West Dunbartonshire	25	28	33	35
West Lothian	13	62	62	69
<b>Scotland</b>	<b>1,262</b>	<b>37.3</b>	<b>38.7</b>	<b>37.3</b>
UNRELIABLE/UNREPORTED DATA				
Scottish Borders	6	*50	25	14

Scottish Borders' unreliable/unreported information has been excluded from the Scotland figures for 2001/2002.

Blank cells indicate that the service was not provided.

## Indicator 7: Privacy in residential care

The percentage of residential care places which are either single rooms or have en-suite facilities for the following user groups:

- children
- elderly people
- other adults.

Research on the preferences of residents in residential establishments shows that privacy is of particular importance to most of them. The indicator measures this significant aspect of the quality of residential care. It shows the proportion of bedrooms intended solely for one person and the proportion of rooms with en-suite facilities, for each of the main client groups.

### Points to bear in mind

Councils arrange accommodation through a variety of providers including the voluntary and private sectors as well as their own directly managed homes. The extent to which different providers are used varies among councils and among client groups.

For 2001/2002, the service provided may have been affected by the registration standards established by councils' independent inspection units, eg, a requirement for single room accommodation.

As a result of the Regulation of Care (Scotland) Act 2001 there are now no legal differences between residential homes and nursing homes. They are now all care homes. National care standards for care homes have also been developed and compliance with these standards is monitored by the newly created Scottish Commission for the Regulation of Care (the 'Care Commission') which now has responsibility for the regulation and inspection of care homes. Under the national care standards, new care homes registering for the first time after 1 April 2002 are required to give all residents a choice of single room when moving in. Existing care homes have until 2007 to meet this standard. We therefore expect to see an increase in the percentage of places which are single rooms over the next few years.

### Commentary

#### Children

**The total number of places for children in 2001/2002 was 2,496 among the 30 councils providing reliable information (ie, excluding Argyll & Bute and Moray). This reflects a continuing upward**

**trend in residential places, despite the government's concern that children should be looked after in community placements where possible.**

**Across Scotland, 72% of these places were in single rooms but only 6.8%, less than one in every ten places, were in rooms with en-suite facilities.**

The proportion of places in single rooms varied from 100% in 15 councils to only 16.7% in Stirling. There was also wide variation in the proportion of children accommodated in rooms with en-suite facilities. In 11 councils, no children were accommodated in rooms with en-suite facilities, while in Scottish Borders the proportion was nearly 73%.

### Older people

**The number of places in residential homes for older people in 2001/2002 was just over 14,900** among those councils providing reliable data ie, excluding Argyll & Bute, Moray and East Dunbartonshire.

**The overall proportion of places for older people offered in single rooms was almost 84% in 2001/2002.** Eleven councils offered more than 90% of places in their area for older people in single rooms. Only East Renfrewshire and Renfrewshire offered less than 60% of places in single rooms.

**Just under 40% of older people were accommodated in rooms with en-suite facilities,** although the proportion ranged from 2.3% in Midlothian to 100% in the Shetland Islands (Table 7b).

### Other adults

**The number of places available for other adults was 6,978 across the 30 councils reporting reliable data ie, excluding Argyll & Bute and Moray.**

**Just over 89% of these places were in single rooms** (Table 7c). Eight councils offered all of the residential places for other adults in single rooms. Only East Ayrshire offered less than 75% of places in its area in single rooms.

**Across Scotland, only one in every five places for other adults was in accommodation with en-suite facilities.** The proportion of rooms with en-suite facilities ranged from 0% in Eilean Siar and West Dunbartonshire to 60% in East Dunbartonshire.

**Table 7a: The number and proportion of single rooms and rooms with en-suite facilities for children in 2001/2002**

	Total places	% single rooms	% en-suite rooms
Aberdeenshire	37	100.0	0.0
Angus	6	100.0	0.0
Clackmannanshire	45	55.6	11.1
Dumfries & Galloway	64	100.0	9.4
Dundee City	55	92.7	9.1
East Ayrshire	62	93.5	0.0
East Dunbartonshire	10	100.0	10.0
East Lothian	16	100.0	6.3
East Renfrewshire	6	100.0	0.0
Edinburgh, City of	294	83.0	3.4
Eilean Siar	6	100.0	66.7
Falkirk	12	100.0	8.3
Fife	181	42.5	6.6
Glasgow City	432	74.1	17.4
Highland	57	57.9	5.3
Inverclyde	38	100.0	10.5
Midlothian	12	100.0	0.0
North Ayrshire	101	100.0	0.0
North Lanarkshire	86	93.0	9.3
Orkney Islands	9	100.0	22.2
Perth & Kinross	138	27.5	0.0
Renfrewshire	175	81.7	9.1
Scottish Borders	11	100.0	72.7
Shetland Islands	10	100.0	0.0
South Ayrshire	12	100.0	8.3
South Lanarkshire	113	74.3	0.0
Stirling	96	16.7	7.3
West Dunbartonshire	36	66.7	0.0
West Lothian	77	68.8	0.0
<b>Scotland</b>	<b>2,496</b>	<b>72.0</b>	<b>6.8</b>
UNRELIABLE DATA			
Aberdeen City	299	67.2	*0.0
Argyll & Bute	*23	*56.5	*0.0
Moray	*24	*100.0	*33.3

Councils that reported unreliable information are excluded from the Scotland figures.

**Table 7b: The number and proportion of single rooms and rooms with en-suite facilities for older people in 2001/2002**

	<b>Total places</b>	<b>% single rooms</b>	<b>% en-suite rooms</b>
Aberdeenshire	677	86.3	48.4
Angus	518	91.5	55.4
Clackmannanshire	50	100.0	24.0
Dumfries & Galloway	1,043	89.6	64.3
Dundee City	330	94.5	17.3
East Ayrshire	653	72.4	43.3
East Lothian	257	77.4	16.3
East Renfrewshire	208	58.2	35.6
Edinburgh, City of	1,228	84.0	32.2
Eilean Siar	191	95.8	38.7
Falkirk	275	95.3	33.8
Fife	979	92.7	43.5
Glasgow City	1,752	84.0	22.2
Highland	987	85.1	56.5
Inverclyde	224	79.5	44.6
Midlothian	256	89.1	2.3
North Ayrshire	410	79.0	18.5
North Lanarkshire	547	72.9	38.9
Orkney Islands	98	91.8	39.8
Perth & Kinross	709	90.7	59.9
Renfrewshire	434	58.1	26.7
Scottish Borders	428	88.8	57.0
Shetland Islands	137	100.0	100.0
South Ayrshire	275	92.0	52.0
South Lanarkshire	873	73.2	51.0
Stirling	299	80.9	30.4
West Dunbartonshire	297	70.4	17.5
West Lothian	206	83.0	46.6
<b>Scotland</b>	<b>14,930</b>	<b>83.9</b>	<b>39.3</b>
UNRELIABLE DATA			
Aberdeen City	589	92.2	*27.7
Argyll & Bute	*526	*77.9	*39.7
Moray	*243	*84.0	*35.8
East Dunbartonshire	*106	*112.3	*94.3

Councils that reported unreliable information are excluded from the Scotland figures.

**Table 7c: The number and proportion of single rooms and rooms with en-suite facilities for other adults in 2001/2002**

	<b>Total places</b>	<b>% single rooms</b>	<b>% en-suite rooms</b>
Aberdeenshire	316	93.0	7.6
Angus	107	85.0	29.0
Clackmannanshire	66	100.0	33.3
Dumfries & Galloway	82	95.1	19.5
Dundee City	145	97.2	37.2
East Ayrshire	127	68.5	20.5
East Dunbartonshire	48	100.0	60.4
East Lothian	156	98.7	10.3
East Renfrewshire	48	91.7	6.3
Edinburgh, City of	941	93.8	16.7
Eilean Siar	16	100.0	0.0
Falkirk	218	90.8	31.2
Fife	381	100.0	12.6
Glasgow City	1,034	81.2	41.5
Highland	485	81.9	22.5
Inverclyde	217	87.1	23.5
Midlothian	197	94.4	9.6
North Ayrshire	125	100.0	45.6
North Lanarkshire	216	91.7	14.8
Orkney Islands	9	100.0	11.1
Perth & Kinross	244	80.3	40.2
Renfrewshire	205	93.2	23.9
Scottish Borders	209	90.4	1.4
Shetland Islands	6	100.0	33.3
South Ayrshire	83	98.8	34.9
South Lanarkshire	173	89.0	8.7
Stirling	124	75.8	19.4
West Dunbartonshire	58	100.0	0.0
West Lothian	205	93.2	17.1
<b>Scotland</b>	<b>6,978</b>	<b>89.4</b>	<b>20.7</b>
UNRELIABLE DATA			
Aberdeen City	737	88.3	*5.3
Argyll & Bute	*173	*72.3	*3.5
Moray	*99	*93.9	*9.1

Councils that reported unreliable information are excluded from the Scotland figures.

## Indicator 8: Social enquiry reports

The number and proportion of social enquiry reports allocated to staff within two days and submitted to the courts by the due date.

The National Objectives and Standards for Social Work in the Criminal Justice System set a target of two working days for the allocation of cases requiring social enquiry reports to social work staff. This indicator shows the proportion of reports for which that standard was met and also the proportion of reports submitted to the court by the due date.

It is important that offenders are seen quickly and social enquiry reports are processed efficiently in order to increase the likelihood that the offender will keep the appointment and to ensure that delays to the justice system are minimised.

Social enquiry reports may be requested by the courts to assist with their consideration of appropriate sentencing once an offender has been convicted. They provide information about offenders and their circumstances of general relevance to the courts. They also advise the courts on the suitability of offenders for community based sentences.

In its report *'Dealing with offending by young people'* (December 2002) Audit Scotland found that social work reports for Sheriffs in the criminal justice system were prompt and of good quality.

### Points to bear in mind

The number of reports submitted to the court may differ from the number requested because offenders may not make themselves available for report preparation. Younger offenders and those abusing drugs tend to have a lower rate of attendance for appointments with social work staff. The extent to which they fail to attend may affect the ability of staff to submit reports to court by the due date.

### Commentary

The number of social enquiry reports requested during 2001/2002 was just under 35,800. This excludes Aberdeen City, Argyll & Bute and East Lothian who failed to provide reliable data on the number of reports requested.

**Just over 86% of the social enquiry reports requested were allocated to social work staff within the target time of two days in the 28 councils reporting reliable data. Five councils (Inverclyde, Midlothian, Orkney Islands, Shetland Islands and West Dunbartonshire) allocated all of the requests within two days. West Lothian allocated fewer than 40% within this time.**

Aberdeen City, Argyll & Bute, East Lothian and City of Edinburgh were unable to provide reliable information for this part of the indicator.

**An average of 96.5% of reports were submitted to courts by the due date. Only City of Edinburgh and Perth & Kinross submitted fewer than 90% by the due date.**

Aberdeen City, Argyll & Bute, Dumfries & Galloway, East Lothian and Glasgow City were unable to report reliable information for this part of the indicator.



**Table 8: The proportion of social enquiry reports allocated to staff and reported to court within target time**

	Number of social enquiry reports requested by courts during the year		Proportion of social enquiry reports allocated to social work staff within 2 days		Proportion of social enquiry reports submitted to courts by due date	
	2001/2002	2000/2001	2001/2002	2000/2001	2001/2002	2000/2001
Aberdeenshire	815	621	98.2	97.4	96.9	95.8
Angus	1,134	968	96.6	97.3	99.0	99.2
Clackmannanshire	620	653	89.7	93.0	100.0	100.0
Dundee City	2,733	2,549	87.0	60.5	97.8	97.4
East Ayrshire	725	778	83.3	94.0	96.9	97.5
East Dunbartonshire	283	275	94.0	76.7	96.8	99.3
East Renfrewshire	266	205	96.2	100.0	99.1	96.1
Eilean Siar	96	69	92.7	43.5	100.0	98.6
Falkirk	817	609	98.7	100.0	99.9	*92.4
Fife	2,343	2,130	95.3	82.8	96.0	96.3
Highland	1,269	1,175	77.2	77.9	98.7	98.2
Inverclyde	864	929	100.0	100.0	100.0	100.0
Midlothian	417	396	100.0	94.9	96.6	90.0
Moray	539	357	91.8	100.0	100.0	88.0
North Ayrshire	384	549	95.1	98.0	100.0	100.0
North Lanarkshire	2,612	2,114	80.6	82.6	98.2	94.5
Orkney Islands	48	50	100.0	100.0	100.0	100.0
Perth & Kinross	1,022	*805	98.4	*100.0	85.8	*100.0
Renfrewshire	1,325	1,250	86.3	73.3	95.3	98.0
Scottish Borders	625	405	99.4	100.0	100.0	100.0
Shetland Islands	105	97	100.0	100.0	100.0	100.0
South Ayrshire	703	711	84.9	84.8	93.7	95.8
South Lanarkshire	2,599	2,383	67.1	68.9	98.2	98.6
Stirling	618	530	41.7	29.1	99.2	99.4
West Dunbartonshire	863	902	100.0	100.0	100.0	98.0
West Lothian	998	975	32.2	33.6	99.5	99.5
<b>Scotland</b>	<b>35,782</b>	<b>35,864</b>	<b>86.2</b>	<b>76.1</b>	<b>96.5</b>	<b>95.1</b>
UNRELIABLE/UNREPORTED DATA						
Aberdeen City	*1,697	1,773	*49.0	48.2	*94.4	97.5
Argyll & Bute	*393	*470	*95.4	*100.0	*99.4	*100.0
Dumfries & Galloway	978	1,049	90.2	88.0	Not reported	Not reported
East Lothian	*365	343	*95.9	94.2	*72.6	80.1
Edinburgh, City of	2,973	2,732	*81.0	*85.0	86.4	83.3
Glasgow City	7,008	7,012	91.2	*62.4	*90.7	92.0

Councils that reported unreliable information are excluded from the Scotland figures for 2001/2002.

## Indicator 9: Community service

The average number of hours per day for community service orders completed in the year.

This indicator shows the relationship between the average length of community service orders and the time taken to complete them during the year.

### Points to bear in mind

Research has shown that community service orders tend to be more effective the shorter the period required to complete the hours ordered by the court. Therefore, it is important that councils manage the completion of the orders in such a way as to maximize, as far as is possible, the amount of time served each week.

### Commentary

During 2001/2002, 3,360 community service orders were completed in the 30 councils providing reliable information (ie, excluding Aberdeen City and Argyll & Bute, Table 9).

The average length of Community Service orders that were completed during the year varied from 124 hours in Midlothian to 248 hours in Clackmannanshire.

**The average rate at which these orders were served was 3.7 hours per week.** However, this varied among councils, from 2.2 hours per week in Dumfries & Galloway to 15.7 hours per week in the Orkney Islands (where there were only four orders). Clackmannanshire and Moray were the only other councils where orders were completed at an average of greater than six hours per week.

**In three councils (Dumfries & Galloway, Midlothian and Perth & Kinross) orders were completed at an average rate of less than 2.5 hours per week.**

**Table 9: The time taken to complete community service orders**

	Number of community service orders completed during the year		Average length of community service (hours) for orders completed during the year		Average hours per week completed	
	2001/2002	2000/2001	2001/2002	2000/2001	2001/2002	2000/2001
Aberdeenshire	35	91	163	151	4.1	3.4
Angus	71	59	131	139	2.8	2.8
Clackmannanshire	50	49	248	175	6.4	5.6
Dumfries & Galloway	196	84	140	100	2.2	2.7
Dundee City	131	168	159	156	3.1	2.7
East Ayrshire	140	82	165	152	3.7	4.3
East Dunbartonshire	36	49	173	167	4.4	3.7
East Lothian	90	60	151	148	2.8	3.7
East Renfrewshire	33	44	165	168	5.7	4.7
Edinburgh, City of	468	440	147	146	2.8	2.5
Eilean Siar	14	9	170	171	5.0	5.4
Falkirk	70	62	167	169	4.9	4.1
Fife	118	129	153	154	4.2	3.7
Glasgow City	539	557	159	163	5.4	5.0
Highland	150	123	163	159	3.8	3.7
Inverclyde	78	83	144	109	4.2	4.4
Midlothian	53	44	124	142	2.4	3.0
Moray	31	41	240	145	7.0	5.5
North Ayrshire	86	169	172	174	4.1	3.9
North Lanarkshire	234	210	173	171	4.4	4.8
Orkney Islands	4	11	150	182	15.7	7.0
Perth & Kinross	50	25	161	119	2.4	2.9
Renfrewshire	110	160	170	159	3.5	4.1
Scottish Borders	67	58	127	145	3.3	3.4
Shetland Islands	6	2	170	220	5.9	8.3
South Ayrshire	78	71	139	143	5.1	5.8
South Lanarkshire	252	216	146	160	3.2	3.9
Stirling	53	48	165	156	5.7	3.7
West Dunbartonshire	70	67	144	148	5.0	5.5
West Lothian	47	30	155	106	3.2	1.8
<b>Scotland</b>	<b>3,360</b>	<b>3,381</b>	<b>157</b>	<b>154</b>	<b>3.7</b>	<b>3.7</b>
UNRELIABLE DATA						
Aberdeen City	*111	117	*164	143	*3.7	2.8
Argyll & Bute	*69	*23	*169	*137	*4.8	*5.1

Councils that reported unreliable information are excluded from the Scotland figures for 2001/2002.

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