

PERFORMANCE AUDIT

PERFORMANCE INDICATORS 2000/2001

Social work services

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 councils.

This leaflet contains information on indicators relating to councils' management of social work services in 2000/2001. They are:

- the proportion of children looked after in different types of placement
- the provision of home care/home help services
- the qualifications of care staff in residential homes
- privacy and en-suite facilities in residential care homes
- the efficiency with which social enquiry reports are processed
- the time taken to fulfill community service orders.

Other pamphlets published by the Commission cover:

- Benefits, Finance and Corporate issues
- Education services
- Environmental and Regulatory services
- Fire and police services
- Housing services
- Leisure and Library services

The Commission is also publishing a comprehensive compendium of the information for all the services for which there are performance indicators and an analysis of 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 the 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 2000/2001, and where appropriate made comparison with previous years.

Key

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

Indicator 1

In 2000/2001 the proportion of looked after children in residential care remained constant at 14.5%. In view of the national recognition that, where possible, children should be looked after in the community, the previous gradual reduction in the overall proportion of looked after children in residential care since 1996/97 has been encouraging.

Three councils, East Dunbartonshire, West Dunbartonshire and Renfrewshire, still look after more than 20% of looked after children in residential accommodation.

Indicator 2

The proportion of clients receiving more than ten hours home care each week (17.9%) has more than doubled since 1996/97. The drop in overall client numbers and the increase in the proportion of clients requiring more intensive care, suggests that the increase has been achieved only at the cost of a significant reduction in service to those requiring lower levels of assistance.

Indicator 3

The proportion of staff directly employed in council managed homes for children with some form of appropriate qualification rose from less than 45% to just over 47% and the overall number of staff rose to just over 1,900.

Indicator 4

For all client groups the overall proportion of residential places offered in single rooms has increased since 1996/97. However, the actual number of places for both children and elderly people has dropped over recent years.

Indicator 5

Across Scotland just over three-quarters of the social enquiry reports requested by the courts were allocated to social work staff within two days. Overall, more than 95% of social enquiry reports were submitted to court by the due date.

Indicator 6

In only four councils (Clackmannanshire, Orkney Islands, Shetland Islands and South Ayrshire) were community service orders completed at an average of greater than 5.5 hours per week.

Indicator 1: Child care provision

The number and percentage of children being looked after by the council in the following types of placement:

- at home or in other community placements
- in residential accommodation.

The indicator measures the extent to which councils have found community placements rather than residential placements for children. Generally, councils have been able to look after younger children (aged under 12) in community placements, that is, at home with their parents, or elsewhere with other relatives or foster parents. Those remaining in residential care tend to be adolescents who are frequently more difficult to place. Community placements are not always appropriate and residential care may be necessary in certain cases. The appropriate placement needs to be decided following an assessment of the child.

The indicator also shows the variation in the proportion of all children that are being looked after by councils (excluding those receiving only respite care).

Points to bear in mind

The performance of councils in relation to this indicator will be affected by:

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

COMMENTARY

There has been little noticeable change in the number of children being looked after by Scotland's councils in recent years. Since 1996/97 it has remained constant at between 11,000 and 11,700 and the overall proportion looked after either at home or in other community placements has risen only marginally from 83% to just under 86% (Figure 1).

In view of the national recognition that, where possible, children should be looked after in the community, the gradual reduction in the overall proportion of looked after children in residential care since 1996/97 is encouraging. However, in 2000/2001, this proportion remained constant at about 14.5% (Table 1a). Three councils, East Dunbartonshire, West Dunbartonshire and Renfrewshire, still look after more than 20% of looked after

children in residential accommodation. These councils, together with others where there are consistently high proportions of looked after children in residential accommodation, should consider whether the management practices used by other councils are appropriate to their circumstances.

In 2000/2001, the overall proportion of children up to 17 years old being looked after by councils fell slightly to 9.8 per 1,000 children, from 10.3 per 1,000 in the previous year (Table 1b). It is necessary to consider the different circumstances faced by each council to avoid making inappropriate comparison between them. However, this proportion varied from 18.7 per 1,000 in Glasgow to 3.1 per 1,000 in East Renfrewshire.

The proportions of looked after children being cared for in different types of placement varied between councils as follows:

- at home – 28% (Fife) to 59% (Inverclyde)
- other community placements – 25% (Argyll & Bute, East Dunbartonshire) to 59% (Fife)
- in residential accommodation – 9% (Dumfries & Galloway) to 26% (East Dunbartonshire).

Figure 1: The overall proportion of children being looked after in community placements

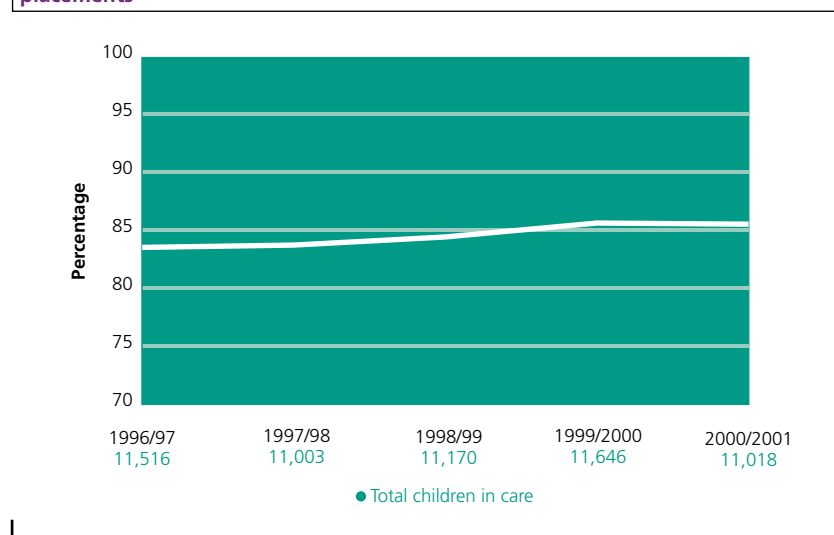


Table 1a: The proportion of children in residential accommodation

COUNCIL	Percentage of children looked after in residential accommodation				
	2000/2001	1999/2000	1998/1999	1997/1998	1996/1997
Aberdeen City	13	15	18	15	19
Aberdeenshire	10	12	10	12	12
Angus	10	11	13	11	13
Argyll & Bute	18	27	25	25	35
Clackmannanshire	12	14	15	10	6
Dumfries & Galloway	9	11	15	23	19
Dundee City	14	13	13	14	17
East Ayrshire	15	11	11	16	16
East Dunbartonshire	26	22	24	26	28
East Lothian	13	12	8	10	11
East Renfrewshire	10	10	16	21	22
Edinburgh, City of	16	18	20	22	18
Eilean Siar	15	11	13	16	20
Falkirk	12	11	12	11	10
Fife	14	12	11	10	10
Glasgow City	14	14	17	19	20
Highland	15	17	13	10	8
Inverclyde	11	11	20	18	19
Midlothian	15	*13	*10	15	25
Moray	12	9	9	11	13
North Ayrshire	*19	14	26	21	20
North Lanarkshire	15	13	15	11	12
Orkney Islands	18	11	19	4	4
Perth & Kinross	15	15	10	10	9
Renfrewshire	23	21	20	20	21
Scottish Borders	13	12	12	11	13
Shetland Islands	12	14	15	13	12
South Ayrshire	15	11	10	19	33
South Lanarkshire	18	15	15	15	14
Stirling	11	10	8	10	9
West Dunbartonshire	22	18	21	20	24
West Lothian	11	14	*14	18	19
All Scotland	14.5	14.4	15.6	16.3	16.4

Table 1b: The proportion of children who are being looked after in different types of placement

	Number of children looked after	Number of children looked after as a rate per 1,000 population aged 0-17 inclusive		Percentage of children looked after		
		2000/2001	1999/2000	At home	In other community placements	In residential accommodation
COUNCIL	2000/2001	2000/2001	1999/2000	2000/2001	2000/2001	2000/2001
Aberdeen City	566	13.1	11.6	48	39	13
Aberdeenshire	343	6.4	6.4	57	33	10
Angus	156	6.4	6.7	38	52	10
Argyll & Bute	174	9.7	8.6	57	25	18
Clackmannanshire	95	8.4	8.3	37	52	12
Dumfries & Galloway	324	10.3	9.7	34	57	9
Dundee City	392	12.8	13.1	39	48	14
East Ayrshire	255	9.3	9.0	56	29	15
East Dunbartonshire	96	4.1	5.2	49	25	26
East Lothian	158	7.8	7.6	37	50	13
East Renfrewshire	62	3.1	4.6	55	36	10
Edinburgh, City of	1,063	12.2	13.1	42	42	16
Eilean Siar	53	8.5	8.8	55	30	15
Falkirk	236	7.4	7.9	31	57	12
Fife	457	5.8	5.4	28	59	14
Glasgow City	2,487	18.7	18.9	48	39	14
Highland	389	8.1	9.5	36	50	15
Inverclyde	238	12.3	12.8	59	30	11
Midlothian	213	11.6	*11.8	50	35	15
Moray	131	6.6	7.0	48	41	12
North Ayrshire	*354	*11.0	18.3	*46	*35	*19
North Lanarkshire	598	7.9	8.2	57	28	15
Orkney Islands	28	6.2	5.7	46	36	18
Perth & Kinross	172	5.9	6.4	33	53	15
Renfrewshire	428	10.6	10.4	51	26	23
Scottish Borders	157	6.9	7.0	36	51	13
Shetland Islands	33	5.8	6.4	39	49	12
South Ayrshire	133	5.5	4.6	45	40	15
South Lanarkshire	401	5.7	6.9	44	38	18
Stirling	160	8.7	9.2	41	49	11
West Dunbartonshire	262	11.6	15.2	46	32	22
West Lothian	404	10.8	11.2	42	47	11
All Scotland	11,018	9.8	10.3	45.1	40.4	14.5

Indicator 2: Home care provision

The number and proportion of people who received:

- any home help/home care
- home help/home care at the weekends
- home help/home care in the evenings or overnight.

The indicator provides information on the care provided to people in their own homes and the extent to which councils were flexible in the provision of care to meet particular needs.

The precise help given may vary between councils and the indicator does not deal with the nature of the care provided. A council may provide the service either through its own care staff or by purchasing it from other providers.

Most people receiving the service are elderly and the indicator shows the variation in the level of provision expressed as a rate per 1,000 people aged 65+. However, the extent to which clients aged less than 65 require a service is not measured in this indicator.

Service flexibility is a key policy concern for both the Scottish Executive and councils in order to ensure that clients receive the type of care they need, when they need it. The indicator measures the flexibility of councils' service provision in terms of the extent to which:

- care is provided outwith normal working hours – that is in the evening/overnight and at weekends
- personal care is provided in addition to help with domestic tasks.

Points to bear in mind

The indicator is affected by the overall level of demand and the particular needs of people who receive the service. Both of these may change over time.

Some councils separately provide other services such as shopping and laundry services, which also help to support people in their own homes. Where this is the case, it is likely to be reflected in a higher proportion of clients being shown as receiving a lower number of home care hours. However, such services are unlikely to have an impact on the care provided for clients needing weekend, evening and overnight care.

Increasingly, councils are concentrating the service by providing more hours to a smaller number of people who have greater needs (ie targeting their service). However, a number of councils have a policy of providing at least

some help to a large number of people, with the result that each person may receive a relatively small number of hours of care.

COMMENTARY

The overall number of clients receiving a home care service in 2000/2001 was 64,287, continuing the trend of a reducing number of clients from 81,500 in 1996/97 (Table 2a). Table 2a also shows that **the proportion of clients receiving more than ten hours home care each week (17.9%) has more than doubled since 1996/97. The drop in overall client numbers and the increase in the proportion of clients requiring more intensive care, suggests that the increase has been achieved only at the cost of a significant reduction in service to those requiring lower levels of assistance.**

The Commission's recent report *'Homing in on care: a review of home care services for older people'* (November 2001) supports this conclusion. It recommends that a full range of home care services is provided to meet the needs of older people, from domestic help to more intensive packages of personal care.

The increasing number of clients with personal care needs means that the traditional period of service delivery (Monday to Friday, 7am to 2pm) is no longer appropriate for many people. Older people needing help with personal tasks, like going to the toilet and getting in and out of bed, require assistance at various times of the day, evening and even during the night, seven days a week. Table 2b shows the pattern of provision for clients in each council that reported, and the variation between councils in the level of provision for evening/overnight and weekend services.

The proportion of clients receiving assistance in the evening/overnight, varied among councils from 2.1% in Aberdeen to over 30% in Glasgow, with four councils (Dumfries & Galloway, Eilean Siar, Glasgow and South Ayrshire) providing this service for more than 25% of their clients.

Overall, more than 33% of home care clients received a service at the weekends. Twenty councils reported that they provided weekend services for at least 30% of their clients, while Aberdeen and City of Edinburgh were the only councils to report that less than 15% of their clients received a service at the weekend.

Table 2a: The number and proportion of home care clients receiving different levels of service 2000/2001

	Level of home care								
	Up to 2 hours per week		2 to <4 hours per week		4 to 10 hours inclusive per week		More than 10 hours per week		Total clients
	%	Number of clients	%	Number of clients	%	Number of clients	%	Number of clients	
2000/2001	22.8	14,628	28.6	18,373	30.7	19,755	17.9	11,531	64,287
1999/2000	23.2	15,819	29.9	20,431	32.0	21,860	14.9	10,203	68,313
1998/1999	27.6	19,793	30.9	22,155	29.9	21,388	11.6	8,293	71,629
1997/1998	27.1	21,087	32.4	25,233	29.7	23,159	10.9	8,456	77,935
1996/1997	27.1	22,112	33.7	27,510	30.3	24,691	8.9	7,246	81,559

Table 2b: The proportion of clients receiving different levels of care

COUNCIL	Total number of home care clients receiving a service	% of clients receiving more than 10 hours care	Total number of hours provided per week as a rate per 1,000 population aged 65+		% receiving evening/overnight care	% receiving weekend care
			2000/2001	1999/2000		
Aberdeen City	3,001	17.4	516	418	2.1	13.9
Aberdeenshire	1,827	19.0	481	492	19.9	41.3
Angus	1,804	6.7	332	323	16.4	24.7
Argyll & Bute	927	25.6	405	371	9.2	44.0
Clackmannanshire	656	24.8	763	740	21.5	40.4
Dumfries & Galloway	1,747	31.7	551	502	26.0	65.3
Dundee City	*2,263	*10.7	380	406	*7.5	*42.7
East Ayrshire	1,311	23.7	486	474	21.9	37.8
East Dunbartonshire	985	14.4	314	343	12.4	24.0
East Lothian	1,195	17.6	472	481	16.2	29.5
East Renfrewshire	718	23.5	292	358	11.1	32.0
Edinburgh, City of	5,969	11.9	469	496	12.6	14.6
Eilean Siar	736	21.7	943	1,100	28.0	67.7
Falkirk	2,281	17.0	651	670	13.2	37.0
Fife	5,618	9.3	434	470	13.2	39.6
Glasgow City	8,802	21.0	616	585	30.6	38.6
Highland	2,748	12.0	389	382	12.2	26.3
Inverclyde	1,146	14.5	428	417	5.8	27.6
Midlothian	1,193	15.5	592	Not reported	5.4	23.0
Moray	1,086	18.1	589	425	19.2	35.3
North Ayrshire	1,456	26.0	491	502	14.7	33.7
North Lanarkshire	2,788	26.9	493	416	23.0	35.3
Orkney Islands	348	29.3	771	466	22.4	29.3
Perth & Kinross	1,477	7.1	219	177	6.2	20.0
Renfrewshire	2,542	19.6	668	658	3.0	27.5
Scottish Borders	1,492	17.1	427	395	16.6	39.5
Shetland Islands	562	15.7	1,012	604	8.9	27.6
South Ayrshire	1,203	51.0	461	504	26.4	47.7
South Lanarkshire	2,447	23.2	446	443	14.1	34.1
Stirling	881	22.4	590	552	19.4	43.9
West Dunbartonshire	1,526	17.8	744	793	3.1	31.9
West Lothian	1,552	11.3	457	539	12.6	33.5
All Scotland	64,287	17.9	494	482	15.7	33.2

Indicator 3: 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. However, the indicator identifies separately:

- staff with social work, social care and other specified qualifications sufficient to meet qualifications for residential care
- staff with qualifications that are relevant but which would not be the preferred choice of employers or regulatory bodies

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

Direct comparison with levels of staff qualification in previous years is limited because 2000/2001 is only the second year for which the indicator has separately identified the different types of staff qualification. As in previous years, however, there were higher proportions of staff with either form of qualification in homes for children than in homes for either elderly people or other adults.

Children

In 2000/2001 the number of staff directly employed in council managed homes for children rose to just over 1,900 and the proportion of these with some form of appropriate qualification rose from less than 45% to 47.4% (Table 3a). There were, however, wide variations in the proportion of qualified staff among councils, ranging from less than 20% in both Orkney Islands and Shetland Islands, to at least 75% in East Lothian, Perth & Kinross and West Lothian.

Elderly people

The number of directly employed staff in council homes for elderly people (4,588), has continued to decline with the increasing use of a range of providers for residential care places. Table 3b shows some variation among councils in the proportion of staff with appropriate qualifications. However, the variation between 21% (Orkney Islands) and 54% (North Lanarkshire) is not as great as in children's homes.

Other adults

Unlike homes for children and elderly people, the number of staff in council homes for other adults rose from 989 in 1997/98 to 1,221 in 1999/2000 although it has declined in 2000/2001 to just over 1,100 (Table 3c). Of these staff, nearly 39% held an appropriate qualification. Like homes for children and elderly people, there was wide variation in the proportions of qualified staff among councils from 15% in Stirling to 75% in Moray.

Table 3a: The proportion of qualified staff in residential accommodation for children

COUNCIL	Number of staff employed	% of staff with social work, social care and other specified qualifications	% of staff with other relevant qualifications	% of qualified staff	
				2000/2001	1999/2000
Aberdeen City	33	58	3	61	58
Aberdeenshire	33	70	0	70	68
Angus	10	70	0	70	68
Argyll & Bute	40	30	3	33	33
Clackmannanshire	7	57	0	57	57
Dumfries & Galloway	47	34	0	34	16
Dundee City	77	55	4	58	68
East Ayrshire	25	36	20	56	47
East Dunbartonshire	24	8	21	29	40
East Lothian	30	70	7	77	70
East Renfrewshire					
Edinburgh, City of	311	40	13	53	53
Eilean Siar					
Falkirk	16	50	6	56	47
Fife	109	31	2	33	41
Glasgow City	461	27	13	40	32
Highland	44	18	14	32	37
Inverclyde	31	52	6	58	52
Midlothian	29	28	14	41	38
Moray					
North Ayrshire	81	25	21	46	34
North Lanarkshire	86	30	14	44	46
Orkney Islands	23	13	4	17	17
Perth & Kinross	20	55	20	75	63
Renfrewshire	93	30	13	43	44
Scottish Borders	15	33	Not Reported	33	35
Shetland Islands	34	12	6	18	19
South Ayrshire	11	27	18	45	50
South Lanarkshire	121	40	27	68	65
Stirling	12	17	17	33	42
West Dunbartonshire	57	37	19	56	49
West Lothian	45	60	16	76	70
All Scotland	1,925	35.2	12.3	47.4	44.8

In this table blank cells indicate that the council did not offer this service

Table 3b: The percentage of qualified staff in residential accommodation for elderly people

COUNCIL	Number of staff employed	% of staff with social work, social care and other specified qualifications	% of staff with other relevant qualifications	% of qualified staff	
				2000/2001	1999/2000
Aberdeen City	144	30	9	39	19
Aberdeenshire	183	21	5	26	21
Angus	116	40	0	40	35
Argyll & Bute	100	10	17	27	24
Clackmannanshire	43	33	9	42	25
Dumfries & Galloway					
Dundee City	160	43	0	43	28
East Ayrshire	74	31	4	35	23
East Dunbartonshire					
East Lothian	79	39	4	43	21
East Renfrewshire	38	24	11	34	15
Edinburgh, City of	*359	*34	*3	*37	34
Eilean Siar	111	49	1	50	39
Falkirk	141	43	1	43	42
Fife	278	23	10	33	26
Glasgow City	657	15	10	25	17
Highland	282	22	5	27	24
Inverclyde	39	23	21	44	31
Midlothian	66	32	5	36	61
Moray	103	20	6	26	28
North Ayrshire	105	28	7	34	26
North Lanarkshire	232	41	14	54	45
Orkney Islands	109	14	7	21	25
Perth & Kinross	113	26	0	26	26
Renfrewshire	160	12	11	23	24
Scottish Borders	171	33	Not Reported	33	31
Shetland Islands	102	24	4	27	33
South Ayrshire	72	14	13	26	21
South Lanarkshire	210	20	10	31	21
Stirling	67	18	10	28	26
West Dunbartonshire	146	17	10	27	24
West Lothian	128	18	4	22	23
All Scotland	4,588	25.6	6.9	32.5	26.5

In this table blank cells indicate that the council did not offer this service

Table 3c: The percentage of qualified staff in residential homes for other adults

COUNCIL	Number of staff employed	% of staff with social work, social care and other specified qualifications	% of staff with other relevant qualifications	% of qualified staff	
				2000/2001	1999/2000
Aberdeen City	74	30	8	38	70
Aberdeenshire	31	10	10	19	22
Angus	30	47	0	47	48
Argyll & Bute	18	22	11	33	30
Clackmannanshire					
Dumfries & Galloway	18	67	0	67	63
Dundee City	102	31	2	33	31
East Ayrshire	22	27	14	41	55
East Dunbartonshire	11	9	36	45	36
East Lothian					
East Renfrewshire	14	14	14	29	33
Edinburgh, City of	*120	*42	*8	*50	31
Eilean Siar	23	70	0	70	73
Falkirk	14	50	0	50	31
Fife	282	9	16	25	26
Glasgow City	55	22	9	31	29
Highland	35	17	17	34	34
Inverclyde	13	31	8	38	42
Midlothian					
Moray	4	50	25	75	75
North Ayrshire	13	54	0	54	64
North Lanarkshire	24	29	38	67	60
Orkney Islands	22	32	0	32	62
Perth & Kinross	21	52	0	52	40
Renfrewshire	25	28	12	40	37
Scottish Borders	8	25	Not Reported	25	14
Shetland Islands	11	27	18	45	20
South Ayrshire	14	29	14	43	54
South Lanarkshire	86	38	21	59	45
Stirling	13	8	8	15	9
West Dunbartonshire	27	26	7	33	35
West Lothian	13	23	38	62	69
All Scotland	1,143	27.0	11.6	38.7	37.3

In this table blank cells indicate that the council did not offer this service

Indicator 4: 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 will 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 will vary between councils and between client groups. The service provided is likely to be affected by:

- the registration standards established by the independent inspection units of councils, which may include a requirement for single rooms. From April 2002 this will become the responsibility of the National Commission for the Regulation of Care.
- limitations on the funds available to councils and the owners of homes in the voluntary and private sectors to increase the number of single rooms
- the physical layout of an existing home, which may limit the opportunities for creating single rooms
- design standards for new homes which encourage greater provision of single rooms
- the provision by some councils of accommodation for couples or young siblings in twin or double rooms where this is the preference. This will limit the proportion of single rooms which they seek to provide as a matter of policy.

This is the first year for which information on rooms with en-suite facilities is available; therefore, no comparison can be made with provision in previous years.

COMMENTARY

For all client groups the overall proportion of residential places offered in single rooms has increased since 1996/97. However, the actual number of places for both children and elderly people has dropped over recent years.

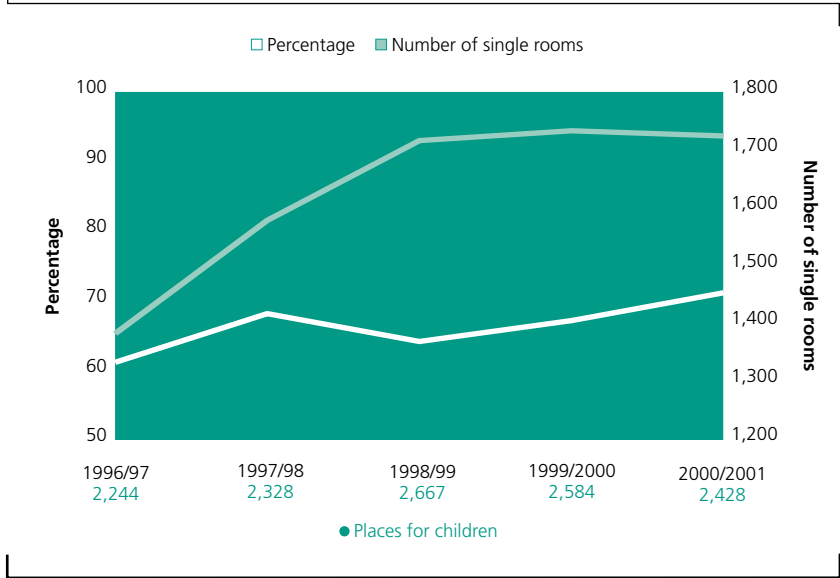
Children

The total number of places provided for children continued to decline in 2000/2001 to 2,428 (Table 4a), approximately 10% less than in 1998/99. This reflects the continuing effort to look after children in community placements where possible (see indicator one).

The number of places provided in single rooms also fell slightly from 1,731 to 1,722 although as a percentage of all places, this represented an increase from 67% to 71% during the year (Figure 4a).

There was wide variation in the proportion of children accommodated in rooms with en-suite facilities although, overall, only 6.7% of children’s places were in such rooms. In 13 councils, no children were accommodated in rooms with en-suite facilities, while in Scottish Borders, the proportion was nearly 73%.

Figure 4a: The number and proportion of places for children in single rooms



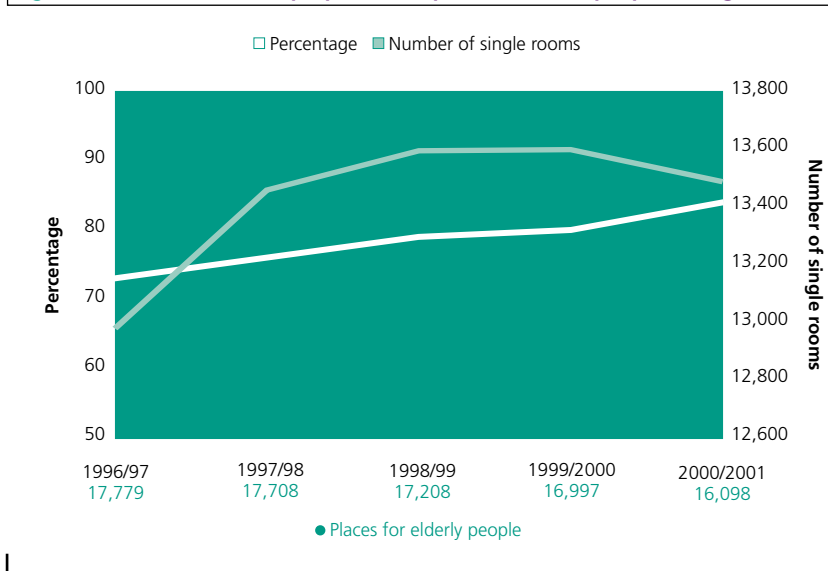
Elderly people

The reduction in the overall number of residential places for elderly people continued in 2000/2001. Overall there has been a reduction of about 1,700 places since 1996/97 to around 16,100 (Table 4b). This change must also be seen in combination with the policy of seeking to offer more home-care where appropriate, in order to reduce the need for residential care (see indicator two).

The overall proportion of places for elderly people offered in single rooms has risen from 73% in 1996/97 to 84% in 2000/2001 (Figure 4b). During this period the number of single rooms rose from just under 13,000 to about 13,600, but fell to less than 13,500 in 2000/2001. Nine councils offered more than 90% their places for elderly people in single rooms and only Renfrewshire offered less than 60% of places in single rooms.

Overall, just over 40% of elderly people were accommodated in rooms with en-suite facilities although the proportion ranged from 0% in Midlothian to 100% in the Shetland Islands.

Figure 4b: The number and proportion of places for older people in single rooms



Other adults

Both the total number of places for other adults (7,914) and the proportion of those places in single rooms (87%) continued to rise in 2000/2001 (Figure 4c). Across Scotland just over 87% of places were in single rooms. In seven councils all of the residential places for other adults were in single rooms and only three councils (Argyll & Bute, East Ayrshire and East Renfrewshire) failed to offer at least 75% of places in single rooms.

The proportion of rooms with en-suite facilities ranged from 0% in West Dunbartonshire to 100% in Eilean Siar (Table 4c). Generally, less than one in every five places for other adults was in accommodation with en-suite facilities.

Figure 4c: The number and proportion of places for other adults in single rooms

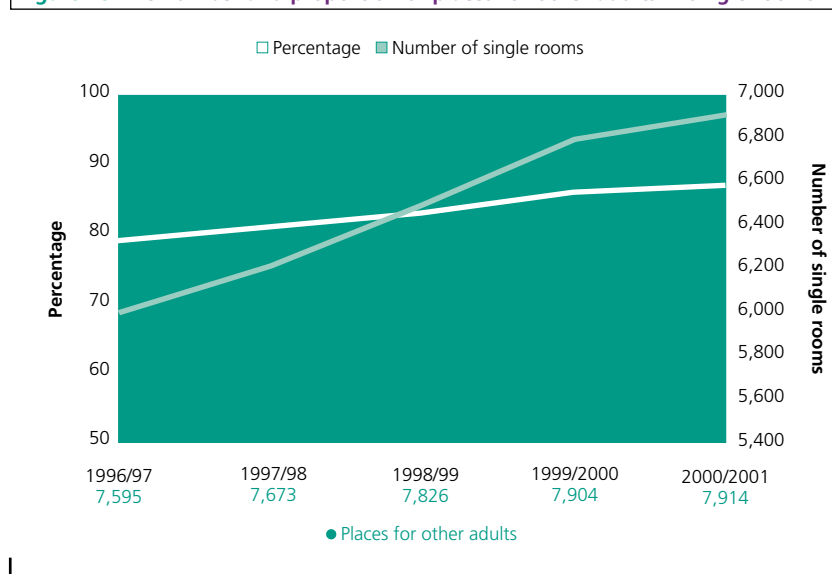


Table 4a: Residential places for children in single rooms and with en-suite facilities 2000/2001

COUNCIL	Total places	% single rooms	% en-suite rooms
Aberdeen City	230	59.1	0.0
Aberdeenshire	31	100.0	0.0
Angus	8	100.0	0.0
Argyll & Bute	26	46.2	0.0
Clackmannanshire	45	60.0	0.0
Dumfries & Galloway	59	83.1	10.2
Dundee City	58	44.8	3.4
East Ayrshire	65	93.8	0.0
East Dunbartonshire	10	100.0	10.0
East Lothian	16	75.0	6.3
East Renfrewshire	6	100.0	0.0
Edinburgh, City of	280	88.2	3.6
Eilean Siar	6	100.0	66.7
Falkirk	12	100.0	0.0
Fife	187	44.4	6.4
Glasgow City	426	77.5	16.0
Highland	57	57.9	5.3
Inverclyde	42	76.2	9.5
Midlothian	12	100.0	0.0
Moray	24	100.0	33.3
North Ayrshire*	122	92.6	7.4
North Lanarkshire	87	93.1	8.0
Orkney Islands	9	100.0	22.2
Perth & Kinross	101	36.6	0.0
Renfrewshire	163	74.8	7.4
Scottish Borders	11	100.0	72.7
Shetland Islands	11	81.8	0.0
South Ayrshire	14	100.0	7.1
South Lanarkshire	105	64.8	1.9
Stirling	96	16.7	3.1
West Dunbartonshire	48	75.0	0.0
West Lothian	61	80.3	0.0
All Scotland	2,428	70.9	6.7

Table 4b: Residential places for older people in single rooms and with en-suite facilities 2000/2001

COUNCIL	Total places	% single rooms	% en-suite rooms
Aberdeen City	609	92.8	26.8
Aberdeenshire	665	86.8	45.6
Angus	518	91.5	54.8
Argyll & Bute	545	75.8	31.6
Clackmannanshire	72	100.0	16.7
Dumfries & Galloway	1,301	92.2	73.1
Dundee City	419	88.1	32.2
East Ayrshire	452	71.9	29.9
East Dunbartonshire	139	85.6	71.9
East Lothian	233	85.4	17.6
East Renfrewshire	228	61.8	39.9
Edinburgh, City of	1,238	82.3	31.7
Eilean Siar	183	96.2	41.0
Falkirk	270	100.0	37.4
Fife	964	93.2	43.9
Glasgow City	1,674	83.3	20.8
Highland	987	85.1	58.5
Inverclyde	260	64.6	45.0
Midlothian	278	74.8	0.0
Moray	238	84.5	34.0
North Ayrshire*	417	72.4	48.4
North Lanarkshire	537	73.9	39.9
Orkney Islands	104	86.5	37.5
Perth & Kinross	726	89.5	59.9
Renfrewshire	495	52.3	25.7
Scottish Borders	449	87.8	49.0
Shetland Islands	137	100.0	100.0
South Ayrshire	279	91.8	44.8
South Lanarkshire	849	84.9	62.2
Stirling	335	84.5	24.8
West Dunbartonshire	298	67.1	16.1
West Lothian	199	85.9	58.8
All Scotland	16,098	83.8	42.1

Table 4c: Residential places for other adults in single rooms and with en-suite facilities 2000/2001

COUNCIL	Total places	% single rooms	% en-suite rooms
Aberdeen City	825	83.0	4.7
Aberdeenshire	331	87.3	6.9
Angus	130	87.7	26.9
Argyll & Bute	192	63.5	3.6
Clackmannanshire	73	100.0	17.8
Dumfries & Galloway	148	98.6	45.9
Dundee City	156	95.5	30.8
East Ayrshire	128	68.8	20.3
East Dunbartonshire	51	100.0	35.3
East Lothian	162	98.8	11.1
East Renfrewshire	56	71.4	7.1
Edinburgh, City of	1,035	95.6	19.7
Eilean Siar	21	100.0	100.0
Falkirk	239	86.2	7.1
Fife	377	100.0	9.0
Glasgow City	1,032	81.1	36.4
Highland	520	83.1	22.1
Inverclyde	244	81.1	19.7
Midlothian	201	94.0	8.5
Moray	108	89.8	8.3
North Ayrshire*	130	100.0	23.1
North Lanarkshire	228	82.5	10.5
Orkney Islands	15	100.0	20.0
Perth & Kinross	244	80.3	40.2
Renfrewshire	207	91.8	26.1
Scottish Borders	211	90.5	1.4
Shetland Islands	5	100.0	40.0
South Ayrshire	114	78.1	10.5
South Lanarkshire	284	85.2	15.1
Stirling	127	77.2	15.7
West Dunbartonshire	87	96.6	0.0
West Lothian	233	94.0	11.6
All Scotland	7,914	87.3	18.4

Indicator 5: 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 in 2000/2001 and the proportion 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 minimized.

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.

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

Across Scotland just over three-quarters of the social enquiry reports requested by the courts were allocated to social work staff within two days. Ten councils allocated all of the requests within two days, but two councils (Stirling and West Lothian) allocated less than 40% within this time.

Only three of the 31 councils that reported this information (East Lothian, City of Edinburgh and Moray) failed to submit at least 90% of their social enquiry reports to the court by the due date. Eight councils reported that 100% of their reports were submitted in time. **Overall, more than 95% of social enquiry reports were submitted to court by the due date.**

Table 5: The proportion of social enquiry reports allocated to staff and reported to court within target time 2000/2001

COUNCIL	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
Aberdeen City	1,773	48.2	97.5
Aberdeenshire	621	97.4	95.8
Angus	968	97.3	99.2
Argyll & Bute*	470	100.0	100.0
Clackmannanshire	653	93.0	100.0
Dumfries & Galloway	1,049	88.0	Not Reported
Dundee City	2,549	60.5	97.4
East Ayrshire	778	94.0	97.5
East Dunbartonshire	275	76.7	99.3
East Lothian	343	94.2	80.1
East Renfrewshire	205	100.0	96.1
Edinburgh, City of	2,732	*85.0	83.3
Eilean Siar	69	43.5	98.6
Falkirk	609	100.0	*92.4
Fife	2,130	82.8	96.3
Glasgow City	7,012	*62.4	92.0
Highland	1,175	77.9	98.2
Inverclyde	929	100.0	100.0
Midlothian	396	94.9	90.0
Moray	357	100.0	88.0
North Ayrshire	549	98.0	100.0
North Lanarkshire	2,114	82.6	94.5
Orkney Islands	50	100.0	100.0
Perth & Kinross*	805	100.0	100.0
Renfrewshire	1,250	73.3	98.0
Scottish Borders	405	100.0	100.0
Shetland Islands	97	100.0	100.0
South Ayrshire	711	84.8	95.8
South Lanarkshire	2,383	68.9	98.6
Stirling	530	29.1	99.4
West Dunbartonshire	902	100.0	98.0
West Lothian	975	33.6	99.5
All Scotland	35,864	76.1	95.1

Indicator 6: 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

Across Scotland 3,381 community service orders were completed during 2000/2001 (Table 6). There was wide variation in the average length of imposed Community Service orders that were completed during the year. They varied from 106 hours in West Lothian to 220 hours for the two orders completed in the Shetland Islands.

The rate at which orders were served, which is managed by council social work services, varied from 1.8 hours per week in West Lothian to 8.3 hours per week in the Shetland Islands, against a Scottish average of 3.7 hours per week. **In only four councils (Clackmannanshire, Orkney Islands, Shetland Islands and South Ayrshire) were orders completed at an average of greater than 5.5 hours per week,** while in seven councils they were completed at a rate of less than three hours per week.

Table 6: The time taken to complete community service orders

COUNCIL	Number of community service orders completed during the year	Average length of community service (hours) for orders completed during the year	Average number of days taken to complete orders during the year	Average hours completed per week
Aberdeen City	117	143	355	2.8
Aberdeenshire	91	151	312	3.4
Angus	59	139	349	2.8
Argyll & Bute*	23	137	188	5.1
Clackmannanshire	49	175	218	5.6
Dumfries & Galloway	84	100	263	2.7
Dundee City	168	156	402	2.7
East Ayrshire	82	152	247	4.3
East Dunbartonshire	49	167	316	3.7
East Lothian	60	148	283	3.7
East Renfrewshire	44	168	251	4.7
Edinburgh, City of	440	146	402	2.5
Eilean Siar	9	171	223	5.4
Falkirk	62	169	290	4.1
Fife	129	154	291	3.7
Glasgow City	557	163	227	5.0
Highland	123	159	302	3.7
Inverclyde	83	109	173	4.4
Midlothian	44	142	332	3.0
Moray	41	145	185	5.5
North Ayrshire	169	174	315	3.9
North Lanarkshire	210	171	247	4.8
Orkney Islands	11	182	181	7.0
Perth & Kinross	25	119	291	2.9
Renfrewshire	160	159	274	4.1
Scottish Borders	58	145	299	3.4
Shetland Islands	2	220	185	8.3
South Ayrshire	71	143	174	5.8
South Lanarkshire	216	160	288	3.9
Stirling	48	156	299	3.7
West Dunbartonshire	67	148	190	5.5
West Lothian	30	106	402	1.8
All Scotland	3,381	154	291	3.7

Contacts

If you have any specific queries about the performance information, you may wish to contact your council. A contact person for each council is given below. If you have general queries about this pamphlet, you may wish to contact Alec Taylor or Jim Lakie at Audit Scotland (see back cover).

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