

Section 3**SOCIAL WORK SERVICES INFORMATION****1 Adult Social Work, Community Care Services****Performance Indicator Values**

	08/09	07/08	06/07	05/06
Percentage of people for which local assessment target times were met (Number people assessed within local target times 2008/09; 3,298)	55.7%	N	N	N
Percentage of people for which local service target times were met (Number people receiving first service within local target times 2008/09; 3,298)	79.8%	N	N	N

This is a new indicator and hence there is no previous comparative information.

This indicator IS NOT being retained as a Specified Performance Indicator in future years, but will be retained as a Local Performance Indicator.

2 Adult Social Work, Residential Accommodation**Performance Indicator Values**

Qualified staff in Local Authority residential homes	08/09	07/08	06/07	05/06
Percentage of staff in homes for elderly people, with social work/care qualifications	N/S	NS	NS	NS
Percentage of staff in homes for other adults, with social work/care qualifications (Number of qualified staff in 2008/09; 23)	41.8%	34.5%	32.0%	29.3%
Percentage of staff in homes for elderly people and other adults, with social work/care qualifications (Number of qualified staff in 2008/09; 23)	41.8%	34.5%	32.0%	29.3%

Steady progress has been made to increasing the appropriate qualification of staff.

This indicator IS NOT being retained as a Specified Performance Indicator in future years.

Privacy: proportion of single rooms	08/09	07/08	06/07	05/06
Percentage of single rooms in LA homes for elderly people.	NS	NS	NS	NS
Percentage of single rooms in Voluntary sector homes for elderly people. (Total occupied places in 2008/09; 9)	100.0%	100.0%	100.0%	100.0%
Percentage of single rooms in Private sector homes for elderly people. (Total occupied places in 2008/09; 908)	99.4%	98.9%	99.8%	96.4%
Percentage of single rooms in LA homes for other adults. (Total occupied places in 2008/09; 6)	100.0%	100.0%	100.0%	100.0%
Percentage of single rooms in Voluntary sector homes for other adults.	NS	NS	NS	NS
Percentage of single rooms in Private sector homes for other adults. (Total occupied places in 2008/09; 35)	94.3%	93.0%	100.0%	100.0%

2 Adult Social Work, Residential Accommodation (Continued)		Performance Indicator Values			
Privacy: proportion of rooms with en-suite facilities	08/09	07/08	06/07	05/06	
Percentage of rooms with en-suite facilities in LA homes for elderly people.	NS	NS	NS	NS	
Percentage of rooms with en-suite facilities in Voluntary sector homes for elderly people. (Total occupied places in 2008/09; 9)	0.0%	0.0%	0.0%	0.0%	
Percentage of rooms with en-suite facilities in Private sector homes for elderly people. (Total occupied places in 2008/09; 908)	82.5%	82.7%	81.2%	77.8%	
Percentage of rooms with en-suite facilities in LA homes for other adults. (Total occupied places in 2008/09; 6)	0.0%	0.0%	0.0%	0.0%	
Percentage of rooms with en-suite facilities in Voluntary sector homes for other adults.	NS	NS	NS	NS	
Percentage of rooms with en-suite facilities in Private sector homes for other adults. (Total occupied places in 2008/09; 35)	40.0%	39.5%	28.6%	100.0%	
The level of service has remained fairly constant over recent years. This indicator IS NOT being retained as a Specified Performance Indicator in future years, but will be retained as a Local Performance Indicator.					
3 Adult Social Work, Home Care/Home Helps		Performance Indicator Values			
Typical weekly volume of service provision, proportion and rate per population 65+	08/09	07/08	06/07	05/06	
Number of people 65+ receiving homecare	1,720	1,713	1,856	1,807	
Homecare service hours per 1,000 population 65+ (Typical weekly total homecare hours for 2008/09; 17,225 hours)	554.1	540.6	594.0	622.3	
Percentage of homecare clients 65+ receiving Personal care (Typical weekly personal care hours for 2008/09; 1,483 hours)	86.2%	99.6%	98.5%	92.8%	
Percentage of homecare clients 65+ receiving evening/over-night service. (Typical weekly evening/over-night service hours for 2008/09; 654 hours)	38.0%	48.1%	23.6%	39.6%	
Percentage of homecare clients 65+ receiving service at weekends. (Typical weekly weekend service hours for 2008/09; 1,448 hours)	84.2%	86.3%	82.4%	79.6%	
This indicator IS BEING RETAINED as a Specified Performance Indicator in future years.					
4 Adult Social Work, Respite Care		Performance Indicator Values			
Volume of service provision, proportion and rate per populations, 65+ and 18 to 64	08/09	07/08	06/07	05/06	
Population 65+					
Total overnight respite nights per 1,000 population (Total nights 2008/09; 4,729 nights)	152.1 nights	185.9 nights	167.5 nights	110.9 nights	
Proportion of respite nights not in a care home (Number of nights 2008/09; 0 nights)	0.0%	5.5%	0.0%	0.0%	
Total daytime respite hours per 1,000 population (Total hours 2008/09; 11,180 hours)	359.6 hrs	418.1 hrs	510.9 hrs	860.1 hrs	
Proportion of daytime respite not in a day centre (Number of hours 2008/09; 11,180 hours)	100.0%	100.0%	12.8%	0.0%	

4 Adult Social Work, Respite Care (Continued)		Performance Indicator Values			
Volume of service provision, proportion and rate per populations, 65+ and 18 to 64		08/09	07/08	06/07	05/06
Population 18 to 64					
Total overnight respite nights per 1,000 population (Total nights 2008/09; 1,933 nights)		22.0 nights	24.8 nights	10.8 nights	13.4 nights
Proportion of respite nights not in a care home (Number of nights 2008/09; 202 nights)		10.5%	12.2%	18.0%	29.7%
Total daytime respite hours per 1,000 population (Total hours 2008/09; 4,088 hours)		46.4 hrs	46.5 hrs	143.1 hrs	202.5 hrs
Proportion of daytime respite not in a day centre (Number of hours 2008/09; 3,828 hours)		93.6%	98.9%	7.8%	0.2%
This indicator IS NOT being retained as a Specified Performance Indicator in future years, but will be retained as a Local Performance Indicator.					
5 Adult Social Work, Criminal Justice		Performance Indicator Values			
Social Enquiry Reports		08/09	07/08	06/07	05/06
Number of reports submitted to court during year		1,605	1,612	1,639	1,337
Proportion submitted to courts by due date. (Total reports submitted by due date in 2008/09; 1,549)		96.5%	97.8%	94.0%	94.7%
The improvement in services reflects the commitment of staff to sustain this level of service and an improved liaison with the local Sheriff Courts. This indicator IS NOT being retained as a Specified Performance Indicator in future years, but will be retained as a Local Performance Indicator.					
Probation Orders		08/09	07/08	06/07	05/06
Number of new probation orders issued during year		359	303	296	220
Proportion of new probationers seen by a supervising officer within one week (Total new probationers 2008/09; 160)		57.3%	44.1%	50.0%	48.9%
This level of performance is concerning and has its roots in some staff shortages in the first half of the year that was coupled with a reduction in those service users keeping appointments. This indicator IS NOT being retained as a Specified Performance Indicator in future years, but will be retained as a Local Performance Indicator.					
Community Service		08/09	07/08	06/07	05/06
Number of new community service orders issued during year.		434	407	442	314
Average hours per week to complete community orders.		2.5 hrs	2.3 hrs	2.7 hrs	2.3 hrs
Total community orders completed during year		380	307	122	155
Total hours for all community orders		54,715	43,028	19,425	22,460
Total days for all community orders		155,693	129,177	50,896	67,443
The level of service has remained fairly constant over recent years. The service capacity to increase the average number of hours worked per week has been hindered by a number of staffing issues. These have been overcome and it is expected that there will be an improvement in the current financial year. This indicator IS NOT being retained as a Specified Performance Indicator in future years, but will be retained as a Local Performance Indicator.					

6 Housing Services, Homelessness		Performance Indicator Values			
Permanent Accomodation		08/09	07/08	06/07	05/06
Number of households assessed during the year		595	-	-	
Percentage of decision notifications issued within 28 days of date of initial presentation (2008/09 Number of decision notifications; 426)		71.6%	-	-	
Percentage who are housed (2008/09 number who are housed; 346)		58.2%	-	-	
Number of cases reassessed within 12 months of completion of duty (2008/09 number of cases assessed during the year; 595)		42	-	-	
Percentage of cases reassessed		7.1%	-	-	
Temporary Accomodation		08/09	07/08	06/07	05/06
Number of households assessed during the year		438	-	-	
Percentage of decision notifications issued within 28 days of date of initial presentation (2008/09 Number of decision notifications; 362)		82.6%	-	-	
Number of cases reassessed within 12 months of completion of duty (2008/09 number of cases assessed during the year; 438)		10	-	-	
Percentage of cases reassessed		2.3%	-	-	
This is a new indicator and there is no previous comparative information.					
This indicator IS BEING RETAINED as a Specified Performance Indicator in future years.					