

# Housing & Social Work

## Performance Indicators 2002/03

Comparing the performance of Scottish councils

Prepared for the Accounts Commission

January 2004



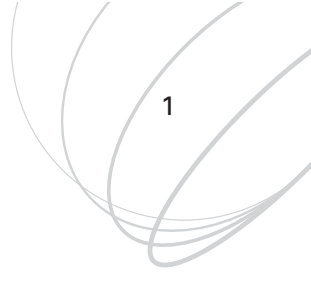
### The Accounts Commission

The Accounts Commission is a statutory, independent body, which through, the audit process, assists local authorities in Scotland to achieve the highest standards of financial stewardship and the economic, efficient and effective use of their resources. The Commission has five main responsibilities:

- securing the external audit
- following up issues of concern identified through the audit, to ensure satisfactory resolutions
- reviewing the management arrangements which audited bodies have in place to achieve value for money
- carrying out national value for money studies to improve economy, efficiency and effectiveness in local government
- issuing an annual direction to local authorities which sets out the range of performance information which they are required to publish.

The Commission secures the audit of 32 councils and 35 joint boards (including police and fire services). Local authorities spend over £9 billion of public funds a year.

**Audit Scotland** is a statutory body set up in April 2000 under the Public Finance and Accountability (Scotland) Act 2000. It provides services to the Accounts Commission and the Auditor General for Scotland. Together they ensure that the Scottish Executive and public sector bodies in Scotland are held to account for the proper, efficient and effective use of public funds.



# Main findings

## Housing

### **Indicator 1 Page 4**

Of the council house rent due from current tenants for the year, 7.4% (£28.5 million) was in arrears for the 30 councils providing full year data (ie excluding Glasgow City and Scottish Borders). The number of councils meeting the target levels of arrears established in the Commission's earlier report on managing rent arrears has dropped to four from six in each of the previous two years.

### **Indicator 2 Page 8**

Of the total rent due by the 29 councils providing reliable full year data, the amount of rent lost in 2002/03 as a result of empty dwellings was just under £25 million (2.8%). Across Scotland about 43,700 dwellings were re-let by these councils, of which 65.2% (28,500 dwellings) took longer than four weeks to re-let. West Lothian was again the only council to re-let more than 90% of its dwellings within four weeks. Aberdeen City, Inverclyde and West Dunbartonshire reported that more than 90% of their houses took over four weeks to re-let.

### **Indicator 3 Page 12**

In 2002/03 the 30 Scottish councils providing full year data (ie excluding Glasgow City and Scottish Borders) completed just over 15,300 council house sales. Over 60% of these sales were completed within the national target time of 26 weeks. The proportion of sales completed within the target time ranged from just 2.0% in East Dunbartonshire to 95.7% in East Renfrewshire.

## Social Work

### **Indicator 4 Page 14**

There is clear evidence that the policy of seeking to provide home care services in a more flexible manner outwith normal office hours is beginning to have an impact on service delivery. Across Scotland both the number of clients receiving home care services outwith office hours, and the rate per 1,000 population for those receiving personal care, weekend and evening/overnight services has increased noticeably over the last two years.

## Social Work continued

### **Indicator 5 Page 17**

Overall, some 39% of staff in council homes for older people were appropriately qualified, an increase from 36% last year and a rise of over 12% since 1999/2000. The total number of staff employed in homes for the elderly has fallen by 150 over the last two years to 4,349. In council homes for other adults 39.5% of staff held an appropriate qualification. Last year the level was just over 37%. The overall number of staff employed (1,136) is similar to that in previous years.

### **Indicator 6 Page 20**

Just under 85% of the social enquiry reports requested were allocated to social work staff within the target time of two days in the 30 councils reporting reliable data, a slight decrease on last year's figure. An average of 95.4% of reports were submitted to courts by the due date, a slight drop on the 96.5% reported last year. Only South Ayrshire (80.2%) and East Lothian (64.6%) submitted fewer than 90% by the due date.

### **Indicator 7 Page 22**

The average rate at which community service orders were served was 3.4 hours per week, down from 3.7 hours per week in the previous year. However, this varied among councils, from 2.2 hours per week in Dumfries & Galloway to 6.6 hours per week in the Eilean Siar.

East Renfrewshire, Glasgow City and West Dunbartonshire were the only other councils where orders were completed at an average of greater than five hours per week.



# Introduction

>>> If you want to know more  
access our website at:  
[www.audit-scotland.gov.uk/performance](http://www.audit-scotland.gov.uk/performance)

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 pamphlet contains information on seven indicators relating to the councils' management of housing and social work services. The indicators 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 time taken to sell council houses

## Social Work

- the provision of home care services outwith normal office hours
- the qualifications of care staff in residential homes
- the efficiency with which social enquiry reports are processed
- the time taken to fulfil community service orders

## Other pamphlets published by the Commission cover:

Children's services  
Corporate management  
Cultural and community services  
Environmental and regulatory services  
Police and Fire services

The Commission will also be providing on its website:

- 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' 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 the 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 2002/03 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 averages, although such information was included prior to 2001/02.

## 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.

# Housing

The housing indicators for 2002/03 reflect the transfer of housing stock to housing associations by both Scottish Borders and Glasgow City late in the year. In Scottish Borders the transfer took place on 3 March 2003 and Glasgow City's transfer was on 7 March 2003. The information provided by these councils is excluded from the analysis but shown on the tables to indicate the position at the date of transfer.

## 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 show councils' performance in recovering rent outstanding 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 identifies 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.

The report is available from Audit Scotland or from our website:  
[www.audit.scotland.gov.uk/publications](http://www.audit.scotland.gov.uk/publications)

## Commentary

### Overall rent arrears

The total amount of rent due to councils in 2002/03 was just under £440 million, approximately £15 million less than in the previous year.

Of the council house rent due from current tenants for the year, 7.4% (£28.5 million) was in arrears for the 30 councils providing full year data (ie excluding Glasgow City and Scottish Borders) (Table 1a).

The number of councils meeting the target levels of arrears established in the Commission's earlier report on managing rent arrears has dropped to four from six in each of the previous two years. Within the semi-urban and rural areas, Orkney Islands and Perth & Kinross continue to meet the 3% target while North Lanarkshire and South Lanarkshire again both met the 7% target in the city and urban group.

Overall, only 15 councils reduced their level of arrears. West Dunbartonshire (18.2%) continues to report the highest level of arrears of any council, although it has slightly improved on the previous year and notably improved from over 23% in 2000/01. However, five other councils (East Dunbartonshire, City of Edinburgh, Inverclyde, North Ayrshire and Renfrewshire) each had increased levels of arrears of over 10%.

Arrears levels reported by councils ranged from:

- semi-urban and rural councils – 2.5% (Perth & Kinross) to 7.8% (Clackmannanshire and East Ayrshire)
- city and urban councils – 4.5% (South Lanarkshire) to 18.2% (West Dunbartonshire).

### 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 2002/03 for the 29 councils providing reliable full year data (ie, excluding Perth & Kinross and the part year data for Glasgow City and Scottish Borders) (Table 1b).

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

- semi-urban and rural councils – 0.7% (Argyll & Bute) to 6.9% (Clackmannanshire)
- city and urban councils – 2.3% (South Lanarkshire) to 11.8% (Inverclyde).

**Table 1a**

Current tenants arrears as a percentage of net rent due

	Rent arrears (%)		
	2002/03	2001/02	2000/01
SEMI-URBAN AND RURAL COUNCILS			
Aberdeenshire	<b>3.3</b>	3.9	4.0
Angus	<b>4.9</b>	4.0	3.5
Argyll & Bute	<b>3.2</b>	3.2	4.0
Clackmannanshire	<b>7.8</b>	6.1	*7.7
Dumfries & Galloway	<b>5.2</b>	4.1	3.8
East Ayrshire	<b>7.8</b>	10.6	14.1
East Lothian	<b>7.3</b>	9.2	10.2
Eilean Siar	<b>7.0</b>	4.7	5.1
Highland	<b>6.3</b>	6.6	6.6
Midlothian	<b>7.2</b>	9.1	13.8
Moray	<b>4.1</b>	4.0	*2.4
Orkney Islands	<b>2.6</b>	2.1	2.7
Perth & Kinross	<b>2.5</b>	2.9	2.7
Shetland Islands	<b>3.7</b>	4.2	4.6
Stirling	<b>6.9</b>	7.1	8.3
West Lothian	<b>3.2</b>	3.5	3.7
CITY AND URBAN COUNCILS			
Aberdeen City	<b>8.4</b>	8.0	7.3
Dundee City	<b>9.2</b>	9.8	10.2
East Dunbartonshire	<b>11.3</b>	12.0	13.9
East Renfrewshire	<b>9.3</b>	8.8	9.1
Edinburgh, City of	<b>13.1</b>	13.1	10.8
Falkirk	<b>7.9</b>	6.9	7.4
Fife	<b>7.1</b>	8.4	10.7
Inverclyde	<b>12.7</b>	9.7	10.8
North Ayrshire	<b>14.9</b>	11.3	12.0
North Lanarkshire	<b>5.2</b>	5.5	6.0
Renfrewshire	<b>10.2</b>	7.5	8.9
South Ayrshire	<b>7.9</b>	7.6	10.9
South Lanarkshire	<b>4.5</b>	4.8	5.5
West Dunbartonshire	<b>18.2</b>	19.2	23.5
<b>Scotland</b>	<b>7.4</b>	<b>7.3</b>	<b>9.2</b>
Glasgow City	<b>*11.7</b>	*18.1	17.2
Scottish Borders	<b>5.3</b>	2.5	2.4



**Table 1b**

The percentage of tenants with rent arrears of more than 13 weeks rent

	Tenants %		
	2002/03	2001/02	2000/01
SEMI-URBAN AND RURAL COUNCILS			
Aberdeenshire	3.2	3.1	3.0
Angus	3.0	2.3	2.0
Argyll & Bute	0.7	0.8	1.8
Clackmannanshire	6.9	5.5	*5.2
Dumfries & Galloway	1.3	0.8	0.6
East Ayrshire	4.8	6.5	9.4
East Lothian	6.4	6.8	8.0
Eilean Siar	6.2	6.4	6.2
Highland	5.5	4.6	4.6
Midlothian	6.0	7.0	13.3
Moray	1.9	1.5	*1.1
Orkney Islands	2.3	3.1	3.2
Shetland Islands	3.8	2.4	2.5
Stirling	2.6	3.6	3.9
West Lothian	2.5	2.3	3.0
CITY AND URBAN COUNCILS			
Aberdeen City	6.0	9.2	9.5
Dundee City	5.3	6.0	5.8
East Dunbartonshire	8.4	*6.8	9.8
East Renfrewshire	6.6	5.5	5.5
Edinburgh, City of	6.5	8.1	7.4
Falkirk	7.3	6.1	6.2
Fife	4.8	5.6	7.5
Inverclyde	11.8	11.5	12.8
North Ayrshire	9.2	6.0	4.6
North Lanarkshire	3.5	3.6	5.0
Renfrewshire	6.2	4.8	5.6
South Ayrshire	2.5	3.0	3.6
South Lanarkshire	2.3	2.3	2.6
West Dunbartonshire	6.8	Not Reported	Not Reported
<b>All Scotland</b>	<b>4.8</b>	<b>4.8</b>	<b>6.1</b>
UNREPORTED DATA			
Glasgow City	*6.1	*9.8	10.0
Scottish Borders	3.0	2.2	1.9
Perth & Kinross	Not Reported	4.2	2.2

## 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 by 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.

Some councils have a higher proportion of properties that are considered difficult to let. The indicator does not differentiate between these properties and those for which there is relatively high demand.

Audit Scotland and Communities Scotland are currently undertaking a joint study with a view to harmonising their performance indicators relating to the management of void properties.

### Commentary

#### Rent loss due to unoccupied dwellings

Of the total rent due by the 29 councils providing reliable full year data, the amount of rent lost in 2002/03 as a result of empty dwellings was just under £25 million (2.8%). The proportion varied among councils from 0.4% in West Lothian to 9.6% in Inverclyde (Table 2a).

Four councils (Aberdeen City, Inverclyde, Shetland Islands and West Dunbartonshire) reported rent losses of 4% or more, due to empty dwellings.

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

### Time taken to re-let council houses

Across Scotland in 2002/03 about 43,700 dwellings were re-let by the 29 councils providing reliable full year data. Of these, 65.2% (28,500 dwellings) 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 – 0.4% (West Dunbartonshire) to 73.1% (West Lothian).
- in more than four weeks – 7.1% (West Lothian) to 96.5% (West Dunbartonshire).

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

Table 2a

The amount and proportion of rent lost due to unoccupied dwellings

	Amount of rent lost (£)	Percentage rent lost		
	2002/03	2002/03	2001/02	2000/01
Aberdeen City	2,700,498	5.2	5.0	*4.0
Aberdeenshire	563,785	1.9	1.5	0.8
Angus	291,451	1.8	2.6	1.9
Argyll & Bute	172,479	1.2	1.1	1.6
Clackmannanshire	386,819	3.1	2.0	1.7
Dumfries & Galloway	346,586	1.4	1.5	1.5
Dundee City	1,367,470	3.6	3.2	3.3
East Ayrshire	1,230,281	3.9	3.7	4.6
East Dunbartonshire	122,071	1.0	0.6	1.8
East Lothian	158,281	0.9	1.2	1.0
East Renfrewshire	183,889	2.5	2.4	4.8
Edinburgh, City of	2,475,268	3.6	4.1	3.9
Eilean Siar	111,820	2.6	2.5	2.3
Falkirk	1,138,966	2.8	2.4	2.1
Fife	2,055,232	2.8	2.7	2.3
Highland	884,673	2.3	2.3	1.8
Inverclyde	2,510,217	9.6	4.1	4.7
Midlothian	89,235	0.7	0.7	1.1
Moray	63,260	0.6	0.5	0.4
North Ayrshire	503,997	1.7	2.1	2.1
North Lanarkshire	1,620,391	1.8	1.7	1.7
Perth & Kinross	612,582	3.7	2.9	2.2
Renfrewshire	1,051,655	2.7	3.7	4.6
Shetland Islands	358,711	6.7	6.4	7.4
South Ayrshire	571,231	2.8	2.7	2.1
South Lanarkshire	1,141,582	1.6	1.3	1.5
Stirling	234,204	1.6	1.5	1.1
West Dunbartonshire	1,780,472	6.6	5.5	6.2
West Lothian	159,062	0.4	0.5	0.5
<b>Scotland</b>	<b>24,886,168</b>	<b>2.8</b>	<b>2.6</b>	<b>2.5</b>
UNRELIABLE DATA				
Glasgow City	5,431,227	2.9	2.4	2.1
Scottish Borders	614,331	5.0	5.0	4.6
Orkney Islands	*32,928	*2.0	1.3	1.1

**Table 2b**

The time taken to re-let council houses in 2002/03

	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	2,573	3.0	1.9	95.0
Aberdeenshire	1,544	15.0	32.1	52.9
Angus	1,041	40.6	17.8	41.6
Argyll & Bute	592	19.8	28.5	51.7
Clackmannanshire	580	10.9	34.7	54.5
Dumfries & Galloway	1,235	20.7	30.8	48.5
Dundee City	2,738	32.4	18.5	49.2
East Ayrshire	1,815	9.3	39.7	51.0
East Dunbartonshire	411	5.6	37.0	57.4
East Lothian	306	3.3	42.2	54.6
East Renfrewshire	301	15.6	26.6	57.8
Edinburgh, City of	3,957	8.1	5.9	86.0
Eilean Siar	219	5.0	18.3	76.7
Falkirk	1,618	5.9	23.6	70.5
Fife	4,148	11.2	12.3	76.5
Highland	1,514	12.0	26.6	61.4
Inverclyde	2,114	4.1	5.0	90.9
Midlothian	310	5.2	35.2	59.7
Moray	495	42.4	31.3	26.3
North Ayrshire	1,633	23.6	31.8	44.6
North Lanarkshire	4,452	5.6	29.3	65.1
Perth & Kinross	875	15.3	28.0	56.7
Renfrewshire	1,751	12.8	22.0	65.2
Shetland Islands	182	2.2	17.0	80.8
South Ayrshire	980	16.3	15.9	67.8
South Lanarkshire	2,819	5.8	22.9	71.3
Stirling	599	12.7	36.7	50.6
West Dunbartonshire	1,228	0.4	3.1	96.5
West Lothian	1,712	73.1	19.8	7.1
<b>Scotland</b>	<b>43,742</b>	<b>14.5</b>	<b>20.3</b>	<b>65.2</b>
UNRELIABLE DATA				
Glasgow City	7,862	13.2	29.6	57.2
Scottish Borders	904	4.3	28.5	67.1
Orkney Islands	*94	*11.7	*24.5	*63.8



### Indicator 3: 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 gave 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

In 2002/03 the 30 Scottish councils providing full year data (ie excluding Glasgow City and Scottish Borders) completed just over 15,300 council house sales. Over 60% of these sales were completed within the national target time of 26 weeks (Table 3).

Eleven councils increased the percentage of houses sold within 26 weeks compared with 2001/02. The proportion of sales completed within the target time ranged from just 2.0% in East Dunbartonshire to 95.7% in East Renfrewshire.

Four councils (Angus, East Renfrewshire, Moray and North Lanarkshire) completed more than 90% of sales within 26 weeks. However, four other councils (Aberdeenshire, East Dunbartonshire, City of Edinburgh and West Lothian) processed fewer than 25% of houses sales within the national target time.

**Table 3**  
Council house sales

	Total number of house sales	Percentage of houses sold in 26 weeks or less		
	2002/03	2002/03	2001/02	2000/01
Aberdeen City	701	15.1	42.8	29.4
Aberdeenshire	465	34.8	16.9	22.2
Angus	279	93.9	93.1	91.4
Argyll & Bute	274	46.0	30.3	19.1
Clackmannanshire	250	72.0	88.5	91.7
Dumfries & Galloway	441	60.1	66.4	59.9
Dundee City	299	73.6	82.6	87.0
East Ayrshire	636	69.0	89.9	92.4
East Dunbartonshire	300	2.0	2.8	28.9
East Lothian	503	68.4	22.4	6.4
East Renfrewshire	186	95.7	84.2	42.5
Edinburgh, City of	669	23.8	55.2	41.1
Eilean Siar	89	48.3	27.6	74.2
Falkirk	870	50.9	67.6	59.3
Fife	909	27.8	49.6	45.3
Highland	689	55.3	57.8	53.8
Inverclyde	283	72.8	89.1	84.9
Midlothian	376	42.0	55.6	63.5
Moray	217	94.0	86.9	93.3
North Ayrshire	549	85.1	79.5	67.0
North Lanarkshire	1,778	91.0	90.0	86.0
Orkney Islands	20	60.0	65.4	57.7
Perth & Kinross	369	76.2	84.3	86.4
Renfrewshire	828	85.3	52.6	67.2
Shetland Islands	97	45.4	30.4	45.7
South Ayrshire	374	45.2	86.2	76.7
South Lanarkshire	1,321	85.2	92.9	89.9
Stirling	354	85.0	76.3	70.4
West Dunbartonshire	358	62.6	77.0	79.6
West Lothian	853	15.0	23.8	47.6
<b>Scotland</b>	<b>15,337</b>	<b>60.1</b>	<b>67.4</b>	<b>64.6</b>
Glasgow City	1,824	68.2	78.0	67.9
Scottish Borders	205	76.6	81.2	78.5

# Social Work

## Indicator 4: Home care

The extent to which flexible homecare services are provided to meet the need for personal care, weekend and evening/overnight services.

Both the Scottish Executive and Scotland's councils recognise the need for greater flexibility in the provision of home care services to ensure that clients receive the type of assistance they need at the time they require it. This indicator measures flexibility in terms of the extent to which:

- personal care is provided in addition to help with household tasks
- care is provided outwith normal working hours.

### Points to bear in mind

The performance of a council will be affected by:

- the pattern of need and demand within its area, influenced by the age structure of the elderly population and levels of deprivation
- the particular needs of service users
- the balance between home care and residential care services in the area.

### Commentary

There is clear evidence that the policy of seeking to provide services in a more flexible manner outwith normal office hours is beginning to have an impact on service delivery. Across Scotland both the number of clients receiving services outwith office hours, and the rates per 1,000 population for those receiving personal care, weekend and evening/overnight services have increased noticeably over the last two years.

#### Personal care services.

The number of clients receiving personal care services in Scotland rose to 34,300 in 2002/03 (Table 4), well over 4,000 higher than two years earlier, in 2000/01.

For every 1,000 population age 65+, over 42 people received a service, up from nearly 37 two years ago. The levels of provision varied among councils from 14.3 per 1,000 in Perth & Kinross to 97.2 per 1,000 (nearly 10%) in Eilean Siar.

#### Weekend services

The number of clients receiving home care services at the weekend rose to nearly 29,100 in 2002/03, approximately 5,500 more than last year and 7,700 more than two years ago.

For every 1,000 population age 65+, 36 people received a weekend care service, up from 27 two years ago. The levels of provision varied among councils from 15.7 per 1,000 in City of Edinburgh to 76.2 per 1,000 in Glasgow City.

#### Evening/overnight services

The number of clients receiving services during the evening or overnight was approximately 13,650 in 2002/03, nearly 3,600 more than two years ago.

For every 1,000 population age 65+, nearly 17 people received an evening or overnight care service, up from less than 13 two years ago. The levels of provision varied among councils from 3.7 per 1,000 in Aberdeen City to 39.2 per 1,000 in Glasgow City.

**Table 4**

The number and rate per 1,000 population age 65+, receiving personal and home care services outwith office hours, 2002/03

	Personal Care		Care at weekends		Evening/overnight care	
	Number of clients receiving a service	Rate per 1,000 population aged 65+	Number of clients receiving a service	Rate per 1,000 population aged 65+	Number of clients receiving a service	Rate per 1,000 population aged 65+
Aberdeen City	1,249	38.5	789	24.3	119	3.7
Aberdeenshire	1,508	46.4	928	28.5	300	9.2
Angus	907	46.2	550	28.0	321	16.4
Argyll & Bute	522	30.9	497	29.4	131	7.8
Clackmannanshire	445	63.9	303	43.5	178	25.6
Dumfries & Galloway	1,282	45.1	1,219	42.9	661	23.2
Dundee City	739	28.7	472	18.3	290	11.2
East Ayrshire	950	49.0	744	38.4	406	20.9
East Dunbartonshire	500	29.7	412	24.4	148	8.8
East Lothian	648	41.5	318	20.3	167	10.7
East Renfrewshire	490	34.8	290	20.6	128	9.1
Edinburgh, City of	2,148	31.0	1,090	15.7	782	11.3
Eilean Siar	511	97.2	374	71.2	190	36.1
Falkirk	1,070	47.7	732	32.6	268	11.9
Fife	3,287	57.7	2,571	45.1	1,074	18.9
Glasgow City	4,425	48.8	6,911	76.2	3,557	39.2
Highland	1,383	39.8	916	26.3	466	13.4
Inverclyde	655	46.7	374	26.7	186	13.3
Midlothian	421	34.7	400	32.9	132	10.9
Moray	645	45.4	445	31.3	230	16.2
North Ayrshire	1,161	52.8	692	31.5	333	15.2
North Lanarkshire	1,734	38.9	1,768	39.6	1,003	22.5
Orkney Islands	281	87.2	193	59.9	81	25.1
Perth & Kinross	358	14.3	577	23.0	194	7.7
Renfrewshire	877	33.0	728	27.4	351	13.2
Scottish Borders	1,686	83.4	720	35.6	340	16.8
Shetland Islands	217	70.3	151	48.9	70	22.7
South Ayrshire	1,191	55.3	938	43.6	363	16.9
South Lanarkshire	841	18.3	1,153	25.0	565	12.3
Stirling	287	21.3	385	28.6	117	8.7
West Dunbartonshire	603	40.9	616	41.8	172	11.7
West Lothian	1,278	69.7	837	45.7	335	18.3
<b>Scotland</b>	<b>34,299</b>	<b>42.5</b>	<b>29,093</b>	<b>36.0</b>	<b>13,658</b>	<b>16.9</b>



## Indicator 5: The use of qualified staff in care homes

The percentage of care staff in care homes who have appropriate qualifications, for:

- older 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 care 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

#### Older people

Overall, 39% of staff in council homes for older people were appropriately qualified (Table 5a), an increase from 36% last year and a rise of over 12% since 1999/2000. The total number of staff employed in homes for older people has fallen by 150 over the last two years to 4,349.

There was wide variation among councils in the proportion of staff with appropriate qualifications, ranging from 20% in Orkney Islands to 59% in Clackmannanshire and North Lanarkshire.

#### Other adults

In council homes for other adults, 39.5% of staff held an appropriate qualification (Table 5b). Last year the level was just over 37%. The overall number of staff employed (1,136) is similar to that in previous years.

As with homes for children and older people, there was wide variation in the proportions of qualified staff among councils, from 7% in Stirling to 75% in Falkirk and North Lanarkshire.

**Table 5a**

The proportion of qualified staff in residential accommodation for the elderly

	Number of staff employed	% of qualified staff		
	2002/03	2002/03	2001/02	2000/01
Aberdeen City	101	34	29	39
Aberdeenshire	195	38	27	26
Angus	117	32	38	40
Argyll & Bute	97	30	29	27
Clackmannanshire	27	59	62	42
Dundee City	153	54	65	43
East Ayrshire	73	44	42	35
East Lothian	75	35	35	43
East Renfrewshire	33	48	38	34
Edinburgh, City of	324	53	45	*37
Eilean Siar	130	53	49	50
Falkirk	139	48	43	43
Fife	271	38	32	33
Glasgow City	630	33	32	25
Highland	275	37	33	27
Inverclyde	48	44	38	44
Midlothian	72	56	52	36
Moray	23	43	39	26
North Ayrshire	97	37	35	34
North Lanarkshire	237	59	54	54
Orkney Islands	113	20	21	21
Perth & Kinross	108	28	20	26
Renfrewshire	139	29	27	23
Scottish Borders	179	32	*31	33
Shetland Islands	80	43	32	27
South Ayrshire	68	35	27	26
South Lanarkshire	195	24	31	31
Stirling	64	44	38	28
West Dunbartonshire	149	32	32	27
West Lothian	137	41	35	22
<b>Scotland</b>	<b>4,349</b>	<b>39.2</b>	<b>36.3</b>	<b>32.5</b>

Dumfries &amp; Galloway and East Dunbartonshire do not provide this service.

\* Scottish Borders' unreliable information has been excluded from the Scotland figures for 2001/02

**Table 5b**

The proportion of qualified staff in residential accommodation for other adults

	Number of staff employed	% of qualified staff		
	2002/03	2002/03	2001/02	2000/01
Aberdeen City	62	31	28	38
Aberdeenshire	32	28	31	19
Angus	32	38	50	47
Argyll & Bute	17	41	38	33
Dumfries & Galloway	17	24	22	67
Dundee City	89	40	45	33
East Ayrshire	21	52	55	41
East Dunbartonshire	18	50	43	45
Edinburgh, City of	155	52	50	*50
Eilean Siar	23	74	71	70
Falkirk	8	75	71	50
Fife	300	29	25	25
Glasgow City	28	39	27	31
Highland	36	31	26	34
Inverclyde	13	46	38	38
Moray	4	50	50	75
North Ayrshire	14	71	50	54
North Lanarkshire	24	75	68	67
Orkney Islands	21	43	33	32
Perth & Kinross	48	35	32	52
Renfrewshire	30	40	42	40
Scottish Borders	7	57	*50	25
Shetland Islands	6	50	55	45
South Ayrshire	16	25	42	43
South Lanarkshire	71	45	49	59
Stirling	14	7	7	15
West Dunbartonshire	17	29	28	33
West Lothian	13	62	62	62
<b>Scotland</b>	<b>1,136</b>	<b>39.5</b>	<b>37.3</b>	<b>38.7</b>

Clackmannanshire, East Lothian, East Renfrewshire and Midlothian do not provide this service.

\* Scottish Borders' unreliable information has been excluded from the Scotland figures for 2001/02

## Indicator 6: 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. The report is available from Audit Scotland or from our website: [www.audit.scotland.gov.uk/publications](http://www.audit.scotland.gov.uk/publications)

### 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 30 councils providing reliable information reported that the number of social enquiry reports requested during 2002/03 was just under 39,700 (Table 6). This excludes Argyll & Bute and City of Edinburgh who failed to provide reliable data for this indicator.

Just under 85% of the social enquiry reports requested were allocated to social work staff within the target time of two days in the 30 councils reporting reliable data, a slight decrease on last year's figure. Four councils (Eilean Siar, Orkney Islands, Shetland Islands and West Dunbartonshire) allocated all of the requests within two days. West Lothian allocated just 40% within this time.

An average of 95.4% of reports were submitted to courts by the due date, a slight drop on the 96.5% reported last year. Only East Lothian (64.6%) and South Ayrshire (80.2%) submitted fewer than 90% by the due date.

**Table 6**

The proportion of social work enquiry reports allocated to staff and reported to court within target time

	Number of reports requested by courts		Proportion of reports allocated to social work staff within two days		Proportion of reports submitted to courts by due date	
	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
Aberdeen City	1,980	*1,697	74.0	*49.0	94.7	*94.4
Aberdeenshire	796	815	96.2	98.2	96.4	96.9
Angus	1,119	1,134	98.3	96.6	96.2	99.0
Clackmannanshire	964	620	61.3	89.7	94.2	100.0
Dumfries & Galloway	1,249	978	93.0	90.2	97.9	Not Reported
Dundee City	2,779	2,733	54.6	87.0	97.4	97.8
East Ayrshire	777	725	90.9	83.3	96.8	96.9
East Dunbartonshire	420	283	91.7	94.0	99.5	96.8
East Lothian	429	*365	95.8	*95.9	64.6	*72.6
East Renfrewshire	281	266	98.2	96.2	99.6	99.1
Eilean Siar	102	96	100.0	92.7	100.0	100.0
Falkirk	893	817	99.0	98.7	99.8	99.9
Fife	2,791	2,343	93.8	95.3	93.5	96.0
Glasgow City	7,681	7,008	95.8	91.2	91.3	*90.7
Highland	1,264	1,269	91.5	77.2	98.8	98.7
Inverclyde	1,155	864	74.5	100.0	100.0	100.0
Midlothian	548	417	99.8	100.0	100.0	96.6
Moray	588	539	91.8	91.8	100.0	100.0
North Ayrshire	750	384	97.5	95.1	100.0	100.0
North Lanarkshire	3,037	2,612	81.5	80.6	98.0	98.2
Orkney Islands	39	48	100.0	100.0	100.0	100.0
Perth & Kinross	1,129	1,022	98.3	98.4	94.3	85.8
Renfrewshire	1,518	1,325	95.7	86.3	97.4	95.3
Scottish Borders	699	625	95.0	99.4	100.0	100.0
Shetland Islands	94	105	100.0	100.0	100.0	100.0
South Ayrshire	768	703	96.9	84.9	80.2	93.7
South Lanarkshire	2,886	2,599	70.1	67.1	96.3	98.2
Stirling	899	618	51.4	41.7	98.7	99.2
West Dunbartonshire	822	863	100.0	100.0	100.0	100.0
West Lothian	1,220	998	40.0	32.2	99.9	99.5
<b>Scotland</b>	<b>39,677</b>	<b>35,782</b>	<b>84.6</b>	<b>86.2</b>	<b>95.4</b>	<b>96.5</b>
UNRELIABLE DATA						
Argyll & Bute	*518	*393	*88.0	*95.4	*97.6	*99.4
Edinburgh, City of	*3,481	2,973	*65.9	*81.0	*86.5	86.4

\* Councils' unreliable information has been excluded from the Scotland figures for 2001/02



## Indicator 7: 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.

It is also important that councils match the programme of community service to the needs and abilities of the client. Unless the service programme is of a suitable quality it is unlikely that the order will be successful in reducing re-offending. There will, therefore be occasions when it is inappropriate to work through the order too quickly.

### Commentary

During 2002/03, 3,416 community service orders were completed in the 31 councils providing reliable information (ie, excluding Argyll & Bute) (Table 7). The average length of community service orders that were completed during the year was 151 hours, slightly shorter than the 157 hours in 2001/02. They varied from an average of 114 hours in Aberdeenshire to 197 hours in Eilean Siar.

The average rate at which these orders were served was 3.4 hours per week, down from 3.7 hours per week in the previous year. However, this varied among councils, from 2.2 hours per week in Dumfries & Galloway to 6.6 hours per week in Eilean Siar.

East Renfrewshire, Glasgow City and West Dunbartonshire were the only other councils where orders were completed at an average of greater than five hours per week.

In four councils (Dumfries & Galloway, Dundee City, City of Edinburgh and Perth & Kinross) orders were completed at an average rate of less than 2.5 hours per week.

**Table 7**

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	
	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
Aberdeen City	89	*111	141	*164	2.5	*3.7
Aberdeenshire	50	35	114	163	2.8	4.1
Angus	71	71	120	131	2.5	2.8
Clackmannanshire	48	50	151	248	3.6	6.4
Dumfries & Galloway	100	196	151	140	2.2	2.2
Dundee City	152	131	144	159	2.3	3.1
East Ayrshire	107	140	148	165	3.9	3.7
East Dunbartonshire	44	36	167	173	4.0	4.4
East Lothian	74	90	156	151	3.3	2.8
East Renfrewshire	39	33	196	165	5.8	5.7
Edinburgh, City of	474	468	149	147	2.4	2.8
Eilean Siar	18	14	197	170	6.6	5.0
Falkirk	60	70	174	167	4.2	4.9
Fife	170	118	141	153	3.9	4.2
Glasgow City	546	539	145	159	5.3	5.4
Highland	105	150	177	163	4.4	3.8
Inverclyde	79	78	143	144	3.9	4.2
Midlothian	48	53	140	124	2.6	2.4
Moray	24	31	175	240	4.7	7.0
North Ayrshire	105	86	168	172	4.0	4.1
North Lanarkshire	245	234	168	173	4.1	4.4
Orkney Islands	10	4	174	150	4.2	15.7
Perth & Kinross	73	50	158	161	2.4	2.4
Renfrewshire	113	110	165	170	3.7	3.5
Scottish Borders	79	67	125	127	3.0	3.3
Shetland Islands	3	6	117	170	3.4	5.9
South Ayrshire	77	78	124	139	4.4	5.1
South Lanarkshire	212	252	157	146	3.2	3.2
Stirling	81	53	136	165	4.2	5.7
West Dunbartonshire	60	70	155	144	5.1	5.0
West Lothian	39	47	138	155	4.1	3.2
<b>Scotland</b>	<b>3,416</b>	<b>3,360</b>	<b>151</b>	<b>157</b>	<b>3.4</b>	<b>3.7</b>
UNRELIABLE DATA						
Argyll & Bute	*21	*69	*170	*169	*4.8	*4.8

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

## 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 Lachie at Audit Scotland (see back cover)

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# Housing & Social Work

## Performance Indicators 2002/03

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ISBN 1 904651 25 9