

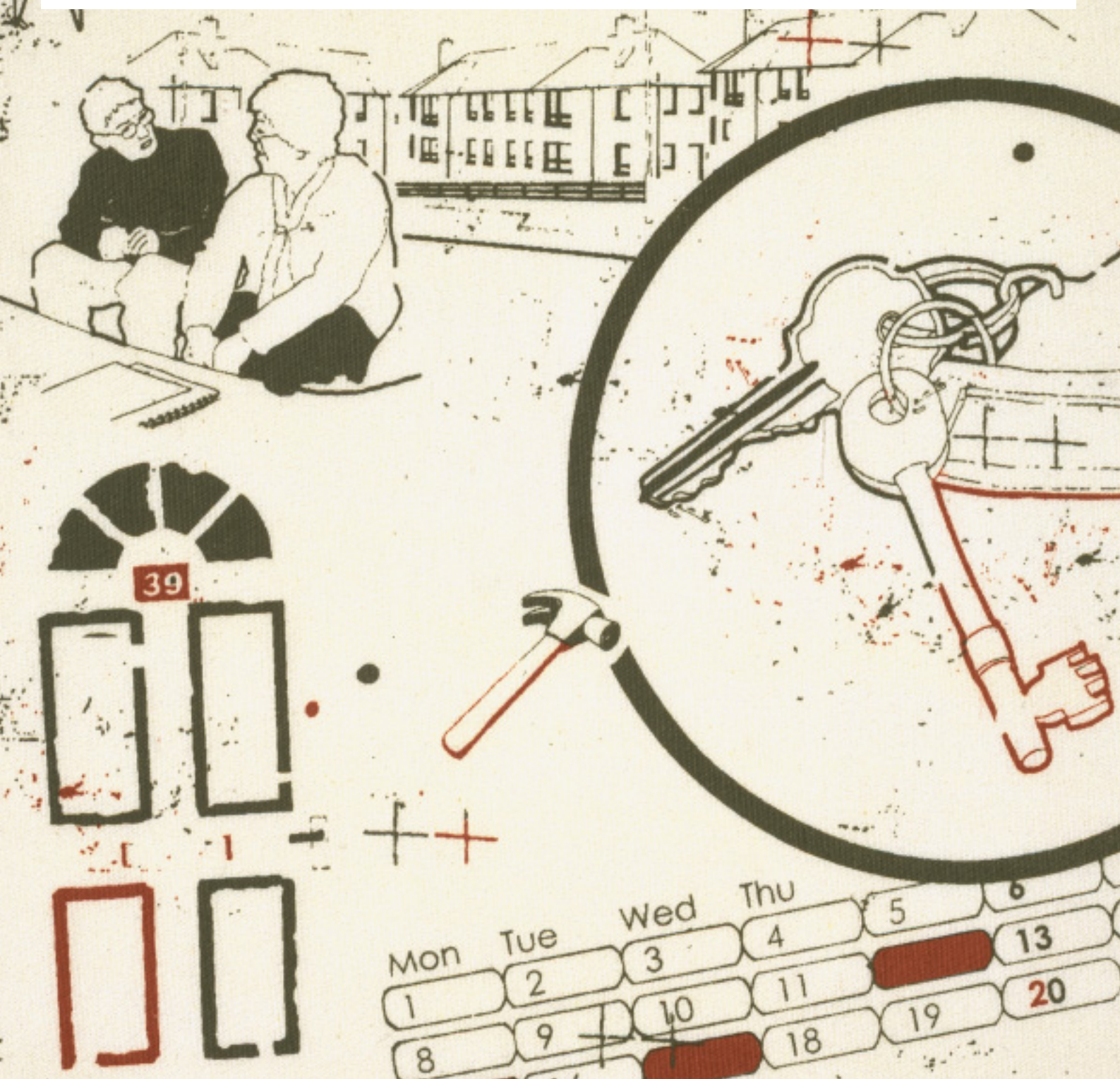
# Housing & Social Work

## Performance Indicators 2003/04

Comparing the performance of Scottish councils

Prepared for the Accounts Commission

January 2005



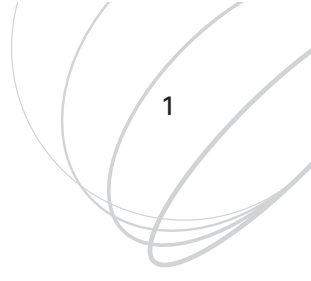
### The Accounts Commission

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 four main responsibilities:

- securing the external audit including the audit of Best Value and community planning
- following up issues of concern identified through the audit, to ensure satisfactory resolutions
- carrying out national Best Value 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 they are required to publish.

The Commission secures the audit of 32 councils and 34 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 Auditor General for Scotland and the Accounts Commission. 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

The housing indicators for 2003/04 reflect the transfer of housing stock to housing associations by Dumfries & Galloway, Glasgow City and Scottish Borders. These councils are excluded from the analysis of housing indicators for this year and this affects year-on-year comparisons at a national level.

### **Indicator 1 Page 4**

Of the council house rent due from current tenants for the year, 7.9% (£28 million) was in arrears for the 29 councils providing council housing, a small increase from 2002/03. Only five councils achieved the target levels of arrears; and in seven councils the level of arrears is over 10%.

### **Indicator 2 Page 9**

The amount of rent lost in 2003/04 as a result of empty houses was just under £22 million (2.7%) for the 27 councils providing reliable data (excluding Aberdeenshire and Perth & Kinross). Across Scotland about 31,000 houses were re-let by 25 of the 29 councils providing council housing. Of these, 59% took longer than four weeks to re-let. Aberdeenshire and Dundee City were unable to provide reliable data for this indicator and both City of Edinburgh and Perth & Kinross failed to report the information.

### **Indicator 3 Page 13**

Only 57% of council house sales were completed within the national target time of 26 weeks, a fall of 6.5% since 2002/03 and an 11% fall since 2001/02. The proportion of sales completed within the target time ranged from just 3.5% in East Dunbartonshire to 94.9% in Angus.

## Social Work

### **Indicator 4 Page 15**

In 2003/04 just over 58,000 people aged 65 or over received home care services. Of these, 57.2% (approximately 33,000 people) received personal care services, the percentage varied from 32.6% in West Dunbartonshire to 88.5% in South Ayrshire. Just over 25% received services during the evening or overnight and nearly half received services at the weekend.

## Social Work continued

### **Indicator 5 Page 18**

Overall, 41% of staff in council homes for older people were appropriately qualified, an increase from 39% last year and a rise of over 14% since 1999/2000. There was a wide variation in the proportion of qualified staff among councils, ranging from 17% in Shetland Islands to 75% in Clackmannanshire.

### **Indicator 6 Page 21**

87% of social enquiry reports requested were allocated to social work staff within the target time of two days, a slight increase on last year's figure. On average, 95.5% of reports were submitted to courts by the due date, the same as reported last year. Only Argyll & Bute (86%), East Lothian (86%) and South Ayrshire (82%) submitted fewer than 90% by the due date.

### **Indicator 7 Page 23**

3,835 community service orders were completed during 2003/04, an increase of over 400 (12%) compared to 2002/03. The average rate at which these orders were served was 3.6 hours per week, up from 3.4 hours per week in the previous year.

# 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 councils' management of housing and social work. They are:

- rent arrears
- managing tenancy changes
- council house sales
- home care
- the use of qualified staff in care homes
- social enquiry reports
- community service.

## Using the information

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.

The statutory performance indicators cover key aspects of the performance of council services. Further information that may be of assistance in assessing the performance of these services can be found on each council's web site. The following websites also contain useful information:

Communities Scotland  
[www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk)

Social Work Services Inspectorate  
[www.scotland.gov.uk](http://www.scotland.gov.uk)

Care Commission  
[www.carecommission.com](http://www.carecommission.com)

In this pamphlet we have shown information for councils for 2003/04 and where appropriate made comparison with previous years.

## Key

Councils have a statutory obligation to report the information for each indicator. In cases where a council has failed to do so it is shown in the narrative and tables for the relevant indicator as 'failed to report'.

Auditors appointed by the Accounts Commission have reviewed authorities' arrangements for producing performance information. An asterisk (\*) against the data for a council indicates that the auditor expressed doubts about the reliability of its arrangements for producing information. In such cases we have shown the information separately and have not included it in the calculation of overall Scottish averages, although such information was included prior to 2001/02.

## Other pamphlets published by the Commission cover:

Corporate management  
Cultural and community services  
Education and children's services  
Environmental and regulatory services  
Police and fire services.

For 2003/04 the Commission will be reporting 77 indicators of the performance of council, fire and police services. The publication process will involve:

- six published pamphlets featuring 48 indicators
- a compendium of information on all 77 indicators on the Commission's website
- individual council profiles on the website.

The indicators are selected by the Commission according to criteria identified in consultation with CoSLA, SOLACE, the Scottish Consumer Council and the Scottish Executive. They are kept under review and the Commission consults about any changes it considers making. The Commission will review its approach to statutory performance indicators in the light of the new requirement on councils to report their performance publicly, and the new Best Value audits of each council and police and fire authority.

# Housing

The housing indicators for 2003/04 reflect the transfer of housing stock to housing associations by Dumfries & Galloway, Glasgow City and Scottish Borders. These councils are excluded from the analysis of housing indicators for this year and this affects year-on-year comparisons at a national level.

## 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.

This 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 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 *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.

### Commentary

#### Overall rent arrears

Because of housing stock transfers in Dumfries & Galloway, Glasgow City and Scottish Borders, the total amount of rent due to councils in 2003/04 was £86 million less than in the previous year at £354 million.

Of the rent due from current tenants for the year, 7.9% (£28 million) was in arrears for 29 councils (ie, excluding Dumfries & Galloway, Glasgow City and Scottish Borders) (Table 1a overleaf). This represents a small increase (0.5%) on the previous year.

Only five councils met the target levels of arrears. Within the semi-urban and rural areas, Argyll & Bute and Orkney Islands met the 3% target while North Lanarkshire, South Lanarkshire and Fife met the 7% target in the city and urban group (Figure 1 overleaf).

Overall, the level of arrears increased in 17 of the 29 councils (Figure 1 and Table 1a overleaf). Renfrewshire (17.7%) reported the highest level of arrears of any council, an increase of 7.5% on the previous year. Six other councils (Dundee, East Renfrewshire, City of Edinburgh, Inverclyde, North Ayrshire and West Dunbartonshire) also had arrears of over 10%.

Arrears levels reported by councils vary:

- in semi-urban and rural councils from 2.8% in Orkney Islands to 7.7% in Clackmannanshire
- in city and urban councils from 4.3% in South Lanarkshire to 17.7% in Renfrewshire.

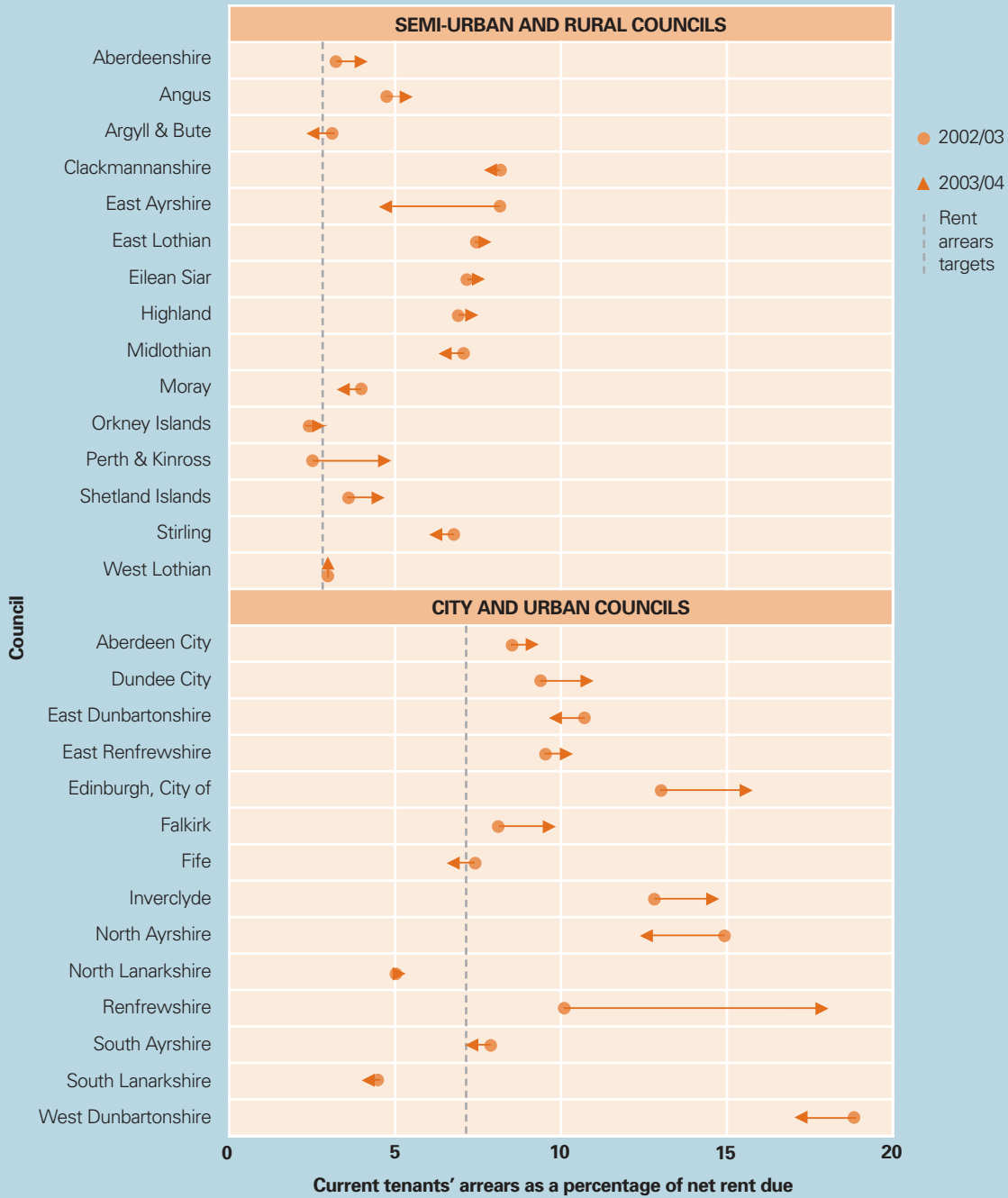
#### Serious rent arrears

For the 29 councils providing a service, the percentage of council house tenants in serious arrears was 4.9% in 2003/04, very close to the figure in the previous two years (Table 1b page 8).

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

- from 0.7% in Argyll & Bute to 6.8% in Eilean Siar among semi-urban and rural councils
- from 2.0% in South Lanarkshire to 12.8% in Inverclyde among city and urban councils.

**Figure 1**  
Changes in current tenants' arrears as a percentage of net rent due





**Table 1a**

Current tenants' arrears as a percentage of net rent due

	Rent arrears (%)		
	2003/04	2002/03	2001/02
SEMI-URBAN AND RURAL COUNCILS			
Aberdeenshire	<b>3.8</b>	3.3	3.9
Angus	<b>5.8</b>	4.9	4.0
Argyll & Bute	<b>2.9</b>	3.2	3.2
Clackmannanshire	<b>7.7</b>	7.8	6.1
East Ayrshire	<b>4.9</b>	7.8	10.6
East Lothian	<b>7.6</b>	7.3	9.2
Eilean Siar	<b>7.4</b>	7.0	4.7
Highland	<b>6.9</b>	6.3	6.6
Midlothian	<b>6.3</b>	7.2	9.1
Moray	<b>3.8</b>	4.1	4.0
Orkney Islands	<b>2.8</b>	2.6	2.1
Perth & Kinross	<b>4.8</b>	2.5	2.9
Shetland Islands	<b>4.5</b>	3.7	4.2
Stirling	<b>6.7</b>	6.9	7.1
West Lothian	<b>3.2</b>	3.2	3.5
CITY AND URBAN COUNCILS			
Aberdeen City	<b>8.7</b>	8.4	8.0
Dundee City	<b>11.4</b>	9.2	9.8
East Dunbartonshire	<b>9.9</b>	11.3	12.0
East Renfrewshire	<b>10.1</b>	9.3	8.8
Edinburgh, City of	<b>15.8</b>	13.1	13.1
Falkirk	<b>9.6</b>	7.9	6.9
Fife	<b>6.8</b>	7.1	8.4
Inverclyde	<b>14.8</b>	12.7	9.7
North Ayrshire	<b>12.3</b>	14.9	11.3
North Lanarkshire	<b>5.3</b>	5.2	5.5
Renfrewshire	<b>17.7</b>	10.2	7.5
South Ayrshire	<b>7.2</b>	7.9	7.6
South Lanarkshire	<b>4.3</b>	4.5	4.8
West Dunbartonshire	<b>16.7</b>	18.2	19.2
<b>Scotland</b>	<b>7.9</b>	<b>7.4</b>	<b>7.3</b>

Dumfries &amp; Galloway, Glasgow City and Scottish Borders do not provide this service.

**Table 1b**

Percentage of tenants with arrears of more than 13 weeks rent

	Tenants (%)		
	2003/04	2002/03	2001/02
SEMI-URBAN AND RURAL COUNCILS			
Aberdeenshire	<b>3.1</b>	3.2	3.1
Angus	<b>3.2</b>	3.0	2.3
Argyll & Bute	<b>0.7</b>	0.7	0.8
Clackmannanshire	<b>4.2</b>	6.9	5.5
East Ayrshire	<b>1.3</b>	4.8	6.5
East Lothian	<b>6.6</b>	6.4	6.8
Eilean Siar	<b>6.8</b>	6.2	6.4
Highland	<b>5.7</b>	5.5	4.6
Midlothian	<b>5.6</b>	6.0	7.0
Moray	<b>1.9</b>	1.9	1.5
Orkney Islands	<b>2.2</b>	2.3	3.1
Perth & Kinross	<b>3.2</b>		4.2
Shetland Islands	<b>0.9</b>	3.8	2.4
Stirling	<b>3.4</b>	2.6	3.6
West Lothian	<b>2.4</b>	2.5	2.3
CITY AND URBAN COUNCILS			
Aberdeen City	<b>5.0</b>	6.0	9.2
Dundee City	<b>5.8</b>	5.3	6.0
East Dunbartonshire	<b>7.8</b>	8.4	*6.8
East Renfrewshire	<b>6.5</b>	6.6	5.5
Edinburgh, City of	<b>9.4</b>	6.5	8.1
Falkirk	<b>8.9</b>	7.3	6.1
Fife	<b>4.4</b>	4.8	5.6
Inverclyde	<b>12.8</b>	11.8	11.5
North Ayrshire	<b>6.8</b>	9.2	6.0
North Lanarkshire	<b>3.3</b>	3.5	3.6
Renfrewshire	<b>7.9</b>	6.2	4.8
South Ayrshire	<b>2.5</b>	2.5	3.0
South Lanarkshire	<b>2.0</b>	2.3	2.3
West Dunbartonshire	<b>6.5</b>	6.8	
<b>Scotland</b>	<b>4.9</b>	<b>4.8</b>	<b>4.8</b>

Dumfries & Galloway, Glasgow City and Scottish Borders do not provide this service.

Perth and Kinross and West Dunbartonshire did not report the information in 2002/03 and 2001/02 respectively.

## Indicator 2: Managing tenancy changes

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

This 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 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.

The report *Managing housing voids* published in July 2004 by Audit Scotland and Communities Scotland found that:

- on average, RSLs relet their properties twice as quickly as councils
- the level of low demand stock is higher in RSLs than in councils
- location is the main factor in reducing demand for properties.

A new housing void performance indicator is being introduced which will provide more detailed information about performance in dealing with low demand properties.

### Commentary

#### Rent loss due to unoccupied houses

Twenty-seven councils provided reliable data for this indicator. Aberdeenshire and Perth & Kinross were unable to provide reliable data.

The amount of rent lost by these 27 councils as a result of empty houses was almost £22 million in 2003.04, similar to previous years at 2.7%. The proportion varied from 0.4% in West Lothian to 7.2% in West Dunbartonshire (Table 2a overleaf).

 If you want to know more  
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Five councils (Aberdeen City, Clackmannanshire, Inverclyde, Shetland Islands and West Dunbartonshire) reported rent losses of 4% or more due to empty houses.

Three councils (Midlothian, Moray, and West Lothian) reported a loss of rental income of less than 1%.

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

Twenty-five councils provided reliable data for this indicator. Aberdeenshire and Dundee City were unable to provide reliable data and City of Edinburgh and Perth & Kinross failed to report.

About 31,000 houses were re-let by these 25 councils in 2003/04. Of these, 59% (18,000 houses) took longer than four weeks to re-let (Table 2b overleaf).

The proportion of houses re-let within two weeks ranged from 1.3% in Midlothian to 72.2% in West Lothian

The proportion of houses taking more than four weeks to re-let ranged from 5.7% in West Lothian to 96% in Aberdeen City.

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

**Table 2a**

The amount and percentage of rent loss due to unoccupied dwellings

	Amount of rent lost (£)	Percentage rent lost		
		2003/04	2002/03	2001/02
Aberdeen City	<b>2,905,326</b>	<b>5.5</b>	5.2	5.0
Angus	<b>342,381</b>	<b>2.1</b>	1.8	2.6
Argyll & Bute	<b>167,695</b>	<b>1.2</b>	1.2	1.1
Clackmannanshire	<b>486,239</b>	<b>4.1</b>	3.1	2.0
Dundee City	<b>1,241,059</b>	<b>3.2</b>	3.6	3.2
East Ayrshire	<b>958,539</b>	<b>3.1</b>	3.9	3.7
East Dunbartonshire	<b>133,732</b>	<b>1.1</b>	1.0	0.6
East Lothian	<b>233,928</b>	<b>1.4</b>	0.9	1.2
East Renfrewshire	<b>156,351</b>	<b>2.1</b>	2.5	2.4
Edinburgh, City of	<b>2,276,231</b>	<b>3.5</b>	3.6	4.1
Eilean Siar	<b>87,235</b>	<b>2.0</b>	2.6	2.5
Falkirk	<b>1,215,546</b>	<b>3.0</b>	2.8	2.4
Fife	<b>1,987,964</b>	<b>2.7</b>	2.8	2.7
Highland	<b>786,767</b>	<b>2.1</b>	2.3	2.3
Inverclyde	<b>1,794,770</b>	<b>7.1</b>	9.6	4.1
Midlothian	<b>66,166</b>	<b>0.6</b>	0.7	0.7
Moray	<b>72,717</b>	<b>0.6</b>	0.6	0.5
North Ayrshire	<b>380,329</b>	<b>1.3</b>	1.7	2.1
North Lanarkshire	<b>1,533,889</b>	<b>1.7</b>	1.8	1.7
Orkney Islands	<b>22,244</b>	<b>1.4</b>	*2.0	1.3
Renfrewshire	<b>855,398</b>	<b>2.3</b>	2.7	3.7
Shetland Islands	<b>312,885</b>	<b>6.0</b>	6.7	6.4
South Ayrshire	<b>543,190</b>	<b>2.7</b>	2.8	2.7
South Lanarkshire	<b>898,784</b>	<b>1.3</b>	1.6	1.3
Stirling	<b>278,630</b>	<b>2.0</b>	1.6	1.5
West Dunbartonshire	<b>1,910,551</b>	<b>7.2</b>	6.6	5.5
West Lothian	<b>136,669</b>	<b>0.4</b>	0.4	0.5
<b>Scotland</b>	<b>21,785,215</b>	<b>2.7</b>	<b>2.8</b>	<b>2.6</b>
UNRELIABLE DATA				
Aberdeenshire	<b>*558,178</b>	<b>*1.9</b>	1.9	1.5
Perth & Kinross	<b>*695,261</b>	<b>*4.2</b>	3.7	2.9

Table 2b

The time taken to re-let council houses 2003/04

	Total number of houses re-let	Percentage 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	2,460	2.8	1.2	96.0
Angus	966	40.0	20.1	40.0
Argyll & Bute	610	16.9	35.9	47.2
Clackmannanshire	494	8.1	20.2	71.7
East Ayrshire	1,751	8.8	41.6	49.6
East Dunbartonshire	356	7.6	27.5	64.9
East Lothian	440	3.2	25.0	71.8
East Renfrewshire	295	21.7	25.4	52.9
Eilean Siar	193	7.3	21.8	71.0
Falkirk	1,780	11.2	32.3	56.5
Fife	3,815	13.6	20.1	66.3
Highland	1,310	9.5	22.7	67.8
Inverclyde	1,063	7.4	5.5	87.1
Midlothian	311	1.3	11.9	86.8
Moray	451	33.9	32.6	33.5
North Ayrshire	1,380	56.3	29.9	13.8
North Lanarkshire	4,054	11.1	40.3	48.6
Orkney Islands	75	9.3	22.7	68.0
Renfrewshire	1,659	13.1	22.4	64.5
Shetland Islands	184	5.4	8.7	85.9
South Ayrshire	937	21.2	20.9	57.8
South Lanarkshire	2,712	5.7	30.4	63.9
Stirling	596	13.3	41.6	45.1
West Dunbartonshire	1,144	1.8	6.3	91.9
West Lothian	1,627	72.2	22.1	5.7
<b>Scotland</b>	<b>30,663</b>	<b>16.4</b>	<b>24.9</b>	<b>58.7</b>
UNRELIABLE DATA				
Aberdeenshire	*1,533	*14.2	*33.6	*52.2
Dundee City	*2,701	*29.1	*21.1	*49.8
FAILED TO REPORT				
Edinburgh, City of				
Perth & Kinross				

Dumfries &amp; Galloway, Glasgow City and Scottish Borders do not provide this service.

## Indicator 3: Council house sales

The percentage of council house sales completed within 26 weeks.

This 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

The 29 Scottish councils providing council housing (excluding Dumfries & Galloway, Glasgow City and Scottish Borders) completed almost 13,500 council house sales in 2003/04. Only 57% of these sales were completed within the national target time of 26 weeks, a fall of 6.5% since 2002/03 and an 11% fall since 2001/02 (Table 3 overleaf).

Compared with 2002/03, 14 councils sold a higher percentage of houses within 26 weeks; 14 other councils sold a lower percentage within that period. The proportion of sales completed within the target time ranged from 3.5% in East Dunbartonshire to 94.9% in Angus.

Four councils (Angus, East Renfrewshire, Moray and Renfrewshire) completed more than 90% of sales within 26 weeks. However, three councils (East Dunbartonshire, Fife and City of Edinburgh) processed fewer than 25% of houses sales within the national target time.

**Table 3**  
Council house sales

	Total number of house sales	Percentage of council house sales completed within 26 weeks		
	2003/04	2003/04	2002/03	2001/02
Aberdeen City	645	36.6	15.1	42.8
Aberdeenshire	335	48.1	34.8	16.9
Angus	217	94.9	93.9	93.1
Argyll & Bute	273	46.9	46.0	30.3
Clackmannanshire	169	73.4	72.0	88.5
Dundee City	220	75.0	73.6	82.6
East Ayrshire	639	36.0	69.0	89.9
East Dunbartonshire	318	3.5	2.0	2.8
East Lothian	372	75.0	68.4	22.4
East Renfrewshire	109	94.5	95.7	84.2
Edinburgh, City of	803	17.1	23.8	55.2
Eilean Siar	46	71.7	48.3	27.6
Falkirk	616	65.1	50.9	67.6
Fife	1,475	19.9	27.8	49.6
Highland	637	45.8	55.3	57.8
Inverclyde	230	53.0	72.8	89.1
Midlothian	344	53.2	42.0	55.6
Moray	181	91.7	94.0	86.9
North Ayrshire	504	84.5	85.1	79.5
North Lanarkshire	1,302	88.0	91.0	90.0
Orkney Islands	36	58.3	60.0	65.4
Perth & Kinross	335	69.9	76.2	84.3
Renfrewshire	539	92.2	85.3	52.6
Shetland Islands	46	39.1	45.4	30.4
South Ayrshire	424	48.3	45.2	86.2
South Lanarkshire	1,390	80.3	85.2	92.9
Stirling	240	85.0	85.0	76.3
West Dunbartonshire	395	41.8	62.6	77.0
West Lothian	648	51.5	15.0	23.8
<b>Scotland</b>	<b>13,488</b>	<b>56.6</b>	<b>60.1</b>	<b>67.4</b>

Dumfries & Galloway, Glasgow City and Scottish Borders do not provide this service.



## Indicator 4: Homecare

The extent to which flexible homecare services are provided to meet the need for personal care, weekend and evening/overnight services among those age 65 or more.

Homecare is one of the most important services in helping people with community care needs to remain at home. This indicator measures the level of service for homecare users, in terms of both the total number of service users and the total number of homecare hours provided or purchased per 1,000 people age 65+.

Increasing the flexibility of the service is a key policy objective for both central and local government, to ensure that people receive the type of assistance they need, when they need it. The indicator measures flexibility in terms of the extent to which:

- care is provided outwith normal working hours to meet clients' needs
- personal care is provided in addition to help with domestic tasks.

### Points to bear in mind

The indicators 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 homecare and residential care services in the area.

This indicator captures only homecare services provided on an hourly basis. Other services that support people at home, such as community alarms and meals-on-wheels, are not included.

This is the first year for which information relating to services for older people age 65+ has been collected.

### Commentary

In 2003/04 just over 58,000 people aged 65 or over received homecare services (Table 4 overleaf). Of these, 57.2% (approximately 33,000 people) received personal care services. Just over 25% received services during the evening or overnight and nearly a half received services at the weekend.

The proportion of homecare clients age 65 or over receiving personal care services varied among councils from 32.6% in West Dunbartonshire, to 88.5% in South Ayrshire. Eight councils provided at least 70% of their homecare clients with personal care services.



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Services during the evening or overnight varied from just 4.9% of clients in Aberdeen City to 62.4% of clients in West Lothian. Three councils (Dumfries & Galloway, Falkirk and West Lothian, provided evening and overnight services to more than 50% of their homecare clients age 65 or over. Evening and overnight care services were provided to fewer than 10% of clients in Aberdeen City, Midlothian and Perth & Kinross.

The proportion of homecare clients aged 65 or over receiving care services during the weekend varied among councils from 13.1% in the Orkney Islands, to 77.6% in Glasgow City.

**Table 4**

The number and rate per 1,000 population aged 65+, receiving homecare services and the percentage receiving personal care and care outwith office hours

	Number of people aged 65+ receiving homecare	Number of homecare hours as a rate per 1,000 population aged 65+	Percentage of homecare clients receiving personal care	Percentage of homecare clients receiving a service during evenings/over night	Percentage of homecare clients receiving a service at weekends
Aberdeen City	3,071	515.7	49.7	4.9	27.9
Aberdeenshire	1,552	306.8	76.7	25.0	55.5
Angus	1,810	320.2	49.5	14.9	34.4
Argyll & Bute	1,056	529.0	54.0	18.7	52.0
Clackmannanshire	533	540.2	63.2	25.9	55.0
Dumfries & Galloway	1,607	512.5	86.0	54.6	65.2
Dundee City	1,544	262.6	47.7	15.0	25.2
East Ayrshire	1,395	596.4	70.0	29.7	54.1
East Dunbartonshire	1,035	303.2	64.3	19.9	39.9
East Lothian	1,062	588.1	62.6	23.4	52.9
East Renfrewshire	831	399.2	61.9	18.5	46.1
Edinburgh, City of	4,673	413.6	49.8	15.8	19.3
Eilean Siar	683	1,044.6	66.9	32.7	54.2
Falkirk	1,800	566.6	63.3	62.7	24.7
Fife	5,692	593.9	54.4	18.5	44.2
Glasgow City	7,661	786.0	53.3	43.4	77.6
Highland	2,654	374.9	51.9	16.2	32.2
Inverclyde	891	530.2	67.0	30.8	47.0
Midlothian	888	388.5	37.4	8.2	36.5
Moray	1,112	521.2	59.8	21.1	42.7
North Ayrshire	1,442	484.5	71.6	23.5	45.6
North Lanarkshire	3,325	636.8	48.2	26.5	53.6
Orkney Islands	305	657.8	61.6	49.2	13.1
Perth & Kinross	1,308	313.1	74.5	8.0	51.6
Renfrewshire	1,464	426.8	50.4	15.6	48.2
Scottish Borders	1,397	596.7	74.1	25.4	49.0
Shetland Islands	455	778.6	44.0	16.7	36.9
South Ayrshire	1,351	609.5	88.5	28.1	70.6
South Lanarkshire	2,200	438.2	43.6	23.7	54.1
Stirling	782	350.4	59.5	15.9	49.1
West Dunbartonshire	1,635	849.5	32.6	17.9	45.9
West Lothian	1,002	312.8	84.9	64.2	47.7
<b>Scotland</b>	<b>58,216</b>	<b>512.2</b>	<b>57.2</b>	<b>25.5</b>	<b>47.2</b>

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

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

- older people
- other adults.

The extent to which care staff are qualified is one of the factors that contribute to the quality of residential care. This 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, 41% of staff in council homes for older people were appropriately qualified (Table 5a), an increase from 39% last year and a rise of over 14% since 1999/2000. There was wide variation among councils in the proportion of staff with appropriate qualifications, ranging from 17% in Shetland Islands to 75% in Clackmannanshire.

#### Other adults

In council homes for other adults, 38% of staff held an appropriate qualification (Table 5b overleaf), a fall of 2% compared to last year. The overall number of staff employed (1,363) increased by 20% compared to 2002/03. There was wide variation in the proportion of qualified staff among councils, from 19% in Aberdeen City to 75% in Falkirk and Moray.

**Table 5a**

Percentage of qualified staff in residential accommodation for the elderly

	Number of staff employed	Percentage of qualified staff		
	2003/04	2003/04	2002/03	2001/02
Aberdeen City	139	23	34	29
Aberdeenshire	206	31	38	27
Angus	100	26	32	38
Argyll & Bute	79	19	30	29
Clackmannanshire	28	75	59	62
Dundee City	150	57	54	65
East Ayrshire	79	46	44	42
East Lothian	83	30	35	35
East Renfrewshire	33	70	48	38
Edinburgh, City of	373	55	53	45
Eilean Siar	130	52	53	49
Falkirk	141	52	48	43
Fife	308	38	38	32
Glasgow City	605	37	33	32
Highland	273	38	37	33
Midlothian	66	62	56	52
North Ayrshire	101	52	37	35
North Lanarkshire	229	58	59	54
Orkney Islands	52	58	20	21
Perth & Kinross	113	42	28	20
Renfrewshire	136	36	29	27
Scottish Borders	176	38	32	*31
Shetland Islands	71	17	43	32
South Ayrshire	87	28	35	27
South Lanarkshire	184	35	24	31
Stirling	60	48	44	38
West Dunbartonshire	154	31	32	32
West Lothian	136	51	41	35
<b>Scotland</b>	<b>4,292</b>	<b>41</b>	<b>39</b>	<b>36</b>

Dumfries & Galloway, East Dunbartonshire, Inverclyde and Moray do not provide this service.

**Table 5b**

The proportion of qualified staff in residential accommodation for other adults

	Number of staff employed	Percentage of qualified staff		
	2003/04	2003/04	2002/03	2001/02
Aberdeen City	103	19	31	28
Aberdeenshire	29	28	28	31
Angus	35	29	38	50
Argyll & Bute	8	38	41	38
Dumfries & Galloway	23	39	24	22
Dundee City	90	47	40	45
East Ayrshire	41	39	52	55
East Dunbartonshire	18	67	50	43
Edinburgh, City of	165	48	52	50
Eilean Siar	24	71	74	71
Falkirk	8	75	75	71
Fife	408	25	29	25
Glasgow City	28	43	39	27
Highland	35	43	31	26
Moray	4	75	50	50
North Ayrshire	26	58	71	50
North Lanarkshire	26	65	75	68
Orkney Islands	6	67	43	33
Perth & Kinross	48	50	35	32
Renfrewshire	29	38	40	42
Scottish Borders	8	63	57	*50
Shetland Islands	23	22	50	55
South Ayrshire	12	25	25	42
South Lanarkshire	107	56	45	49
Stirling	14	21	7	7
West Dunbartonshire	31	35	29	28
West Lothian	14	71	62	62
<b>Scotland</b>	<b>1,363</b>	<b>38</b>	<b>40</b>	<b>37</b>

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

## 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.

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.

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.

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 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.

### 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 2003/04 was just over 41,500, around 2,000 (5%) more than in the previous year ([Table 6 overleaf](#)).

87% of the social enquiry reports requested were allocated to social work staff within the target time of two days, a slight increase on last year's figure. Six councils (East Renfrewshire, Eilean Siar, Moray, North Ayrshire, Orkney Islands and Shetland Islands) allocated all requests within two days. West Lothian allocated just 55% within this time.

On average, 95.5% of reports were submitted to courts by the due date, the same as reported last year. Only Argyll & Bute (86%), East Lothian (86%) and South Ayrshire (82%), submitted fewer than 90% by the due date.

**Table 6**

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 two days		Proportion of social enquiry reports submitted to courts by due date	
	2003/04	2002/03	2003/04	2002/03	2003/04	2002/03
Aberdeen City	2,660	1,980	61.1	74.0	92.7	94.7
Aberdeenshire	801	796	93.0	96.2	93.6	96.4
Angus	1,313	1,119	99.9	98.3	97.1	96.2
Argyll & Bute	537	*518	92.4	*88.0	85.9	*97.6
Clackmannanshire	697	964	90.0	61.3	99.1	94.2
Dumfries & Galloway	1,318	1,249	91.8	93.0	90.0	97.9
Dundee City	2,727	2,779	79.5	54.6	98.5	97.4
East Ayrshire	1,028	777	66.9	90.9	99.8	96.8
East Dunbartonshire	384	420	93.2	91.7	99.0	99.5
East Lothian	401	429	97.0	95.8	85.5	64.6
East Renfrewshire	287	281	100.0	98.2	99.2	99.6
Eilean Siar	99	102	100.0	100.0	100.0	100.0
Falkirk	918	893	99.7	99.0	99.7	99.8
Fife	2,531	2,791	91.8	93.8	91.6	93.5
Glasgow City	7,350	7,681	95.7	95.8	90.8	91.3
Highland	1,562	1,264	88.3	91.5	97.9	98.8
Inverclyde	1,232	1,155	92.3	74.5	100.0	100.0
Midlothian	603	548	98.2	99.8	100.0	100.0
Moray	560	588	100.0	91.8	100.0	100.0
North Ayrshire	918	750	100.0	97.5	100.0	100.0
North Lanarkshire	3,366	3,037	82.9	81.5	98.8	98.0
Orkney Islands	60	39	100.0	100.0	100.0	100.0
Perth & Kinross	1,100	1,129	98.4	98.3	99.8	94.3
Renfrewshire	1,359	1,518	99.2	95.7	94.7	97.4
Scottish Borders	706	699	96.0	95.0	100.0	100.0
Shetland Islands	136	94	100.0	100.0	100.0	100.0
South Ayrshire	823	768	92.2	96.9	82.3	80.2
South Lanarkshire	3,009	2,886	72.2	70.1	97.5	96.3
Stirling	1,009	899	64.9	51.4	97.5	98.7
West Dunbartonshire	923	822	91.9	100.0	100.0	100.0
West Lothian	1,176	1,220	54.9	40.0	99.5	99.9
<b>Scotland</b>	<b>41,593</b>	<b>39,677</b>	<b>86.6</b>	<b>84.6</b>	<b>95.5</b>	<b>95.4</b>
UNRELIABLE DATA						
Edinburgh, City of	*3,364	*3,481	*56.0	*65.9	*91.8	*86.5



## 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.

### 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 orders so 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

3,835 community service orders were completed during 2003/04, an increase of 13% compared to 2002/03. The average length of completed community service orders was 154 hours, slightly longer than the 151 hours in 2002/03. They varied from an average of 117 hours in Angus and Orkney Islands to 240 hours in West Dunbartonshire.

The average rate at which these orders were served was 3.6 hours per week, up from 3.4 hours per week in the previous year. The rate varied among councils, from 2.1 hours per week in Perth & Kinross to 8.2 hours per week in West Dunbartonshire.

Orders were completed at an average rate greater than five hours per week in East Renfrewshire, Eilean Siar, Shetland Islands, South Ayrshire and West Dunbartonshire.

In two councils (Dundee City 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 (hours) of community service orders completed during the year		Average hours per week completed	
	2003/04	2002/03	2003/04	2002/03	2003/04	2002/03
Aberdeen City	99	89	147	141	2.7	2.5
Aberdeenshire	72	50	150	114	3.4	2.8
Angus	87	71	117	120	2.5	2.5
Argyll & Bute	39	*21	143	*170	3.0	*4.8
Clackmannanshire	57	48	157	151	3.8	3.6
Dumfries & Galloway	131	100	136	151	2.5	2.2
Dundee City	151	152	138	144	2.2	2.3
East Ayrshire	103	107	152	148	3.3	3.9
East Dunbartonshire	61	44	166	167	4.4	4.0
East Lothian	87	74	147	156	3.8	3.3
East Renfrewshire	40	39	175	196	7.8	5.8
Edinburgh, City of	402	474	150	149	3.4	2.4
Eilean Siar	22	18	163	197	5.8	6.6
Falkirk	74	60	164	174	3.8	4.2
Fife	155	170	158	141	3.6	3.9
Glasgow City	763	546	156	145	4.9	5.3
Highland	113	105	157	177	4.0	4.4
Inverclyde	73	79	155	143	4.0	3.9
Midlothian	67	48	146	140	3.2	2.6
North Ayrshire	97	105	155	168	4.0	4.0
North Lanarkshire	342	245	164	168	3.8	4.1
Orkney Islands	13	10	117	174	3.9	4.2
Perth & Kinross	79	73	142	158	2.1	2.4
Renfrewshire	120	113	167	165	3.7	3.7
Scottish Borders	87	79	121	125	2.8	3.0
Shetland Islands	14	3	179	117	5.0	3.4
South Ayrshire	76	77	144	124	5.2	4.4
South Lanarkshire	244	212	160	157	2.8	3.2
Stirling	54	81	151	136	3.4	4.2
West Dunbartonshire	60	60	240	155	8.2	5.1
West Lothian	32	39	150	138	3.9	4.1
<b>Scotland</b>	<b>3,835</b>	<b>3,416</b>	<b>154</b>	<b>151</b>	<b>3.6</b>	<b>3.4</b>
FAILED TO REPORT						
Moray	21	24	148	175		4.7

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## 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, please contact Jim Lakie, e-mail [jlakie@audit-scotland.gov.uk](mailto:jlakie@audit-scotland.gov.uk) or Alec Taylor, e-mail [ataylor@audit-scotland.gov.uk](mailto:ataylor@audit-scotland.gov.uk) at Audit Scotland, T. 0131 477 1234.

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# Housing & Social Work

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