

ABERDEEN CITY COUNCIL

COMMITTEE	Education & Children's Services Committee
DATE	2 DECEMBER 2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	Social Care and Wellbeing Performance Report
REPORT NUMBER	SCW/14/031
CHECKLIST	Yes

1. PURPOSE OF REPORT

The purpose of the report is to provide the Committee with information on the performance of Social Care and Wellbeing against the Key Performance Indicators, as defined by the service. The timeframe for the report will be determined by the individual indicator and will be indicated in the analysis, as contained in Appendix A.

2. RECOMMENDATION(S)

Members of the Committee are asked to:

- i Approve the SCW performance report; and
- ii Note that work is ongoing to develop a new suite of performance indicators, aligned to the outcomes in the Service Business Plan 2014-17.

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

4. OTHER IMPLICATIONS

There are no direct implications arising from this report, however, the purpose of performance management and reporting is to manage improvement to the services provided to the citizens of Aberdeen. Improvements in the services provided by the Social Care and Wellbeing Directorate impact positively on communities across the City.

5. BACKGROUND/MAIN ISSUES

5.1 Background

The Social Care, Wellbeing and Safety Committee on 16 January 2014 agreed to establish a short life Working Group comprising of one member per political group of the council to review the statistics contained in the Performance Report.

The report attached in Appendix A has been produced following the review and will be subject to ongoing developments including links into the Service Business Plan.

Where available, benchmarking data has been included in this report. Establishing benchmarking information has proved difficult as there is only one national Statutory Performance indicator for Social Work, which is for Home Care. Where additional returns are made, such as the Community Care Quarterly Return, there are concerns regarding consistency of recording and reporting across all local authorities.

5.2 The performance report attached at Appendix A has been created in Covalent and is structured according to the priority themes contained within the Service Business Plan, namely:

- People at risk are protected
- People are effectively supported within their families and communities
- People fully participate in individual and service planning, review and delivery
- Wellbeing is promoted in all care groups
- Our resources are managed effectively
- Our organisation is effective.

5.3 Performance Information relating to the Directorate is reported to a number of different forums and web links to each of these reports is included on the final page of appendix A.

6. IMPACT

Performance measurement and reporting should be viewed as a means to managing improvement in the services that we provide to the most vulnerable members of our community.

7. BACKGROUND PAPERS

Appendix A: Performance Report

8. REPORT AUTHOR DETAILS

Co-ordinated by Trevor Gillespie,
Team Manager (Performance Management)

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✉ tgillespie@aberdeencity.gov.uk

APPENDIX A

Social Care and Wellbeing Performance Report

Summary for selected non SPI performance indicators

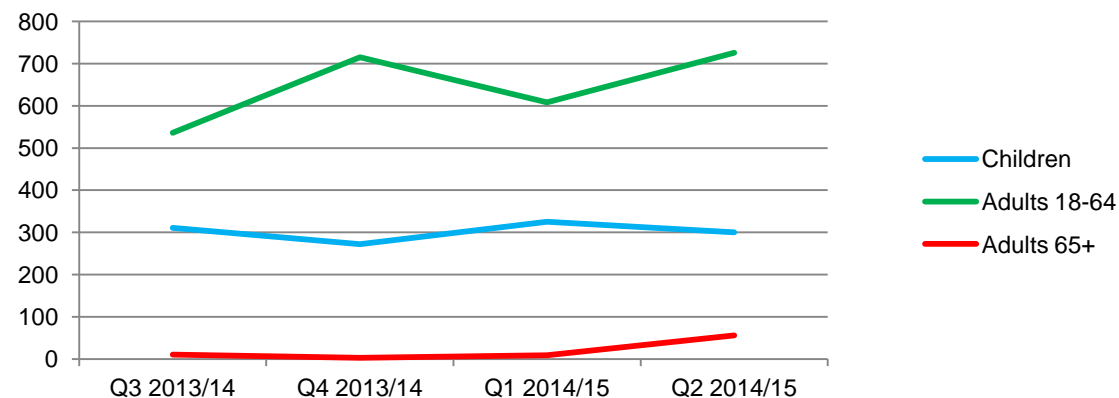
Generated on: 30 September 2014

Traffic Light	
Red	2
Amber	3
Green	2
Data Only	37

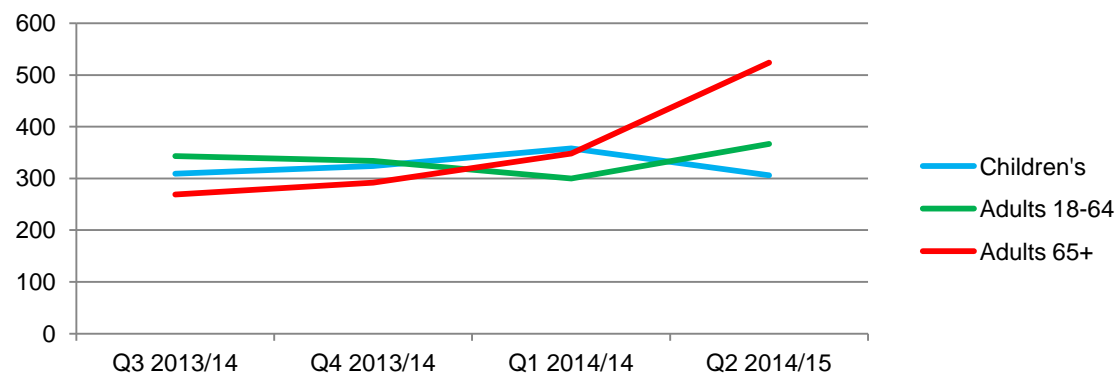
SCW17	Number of referrals of children's cases																																																						
SCW17a	Number of referrals of adults (18-64) cases																																																						
SCW17b	Number of referrals of adults (65+) cases																																																						
<table border="1"> <caption>Line Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Children's</th> <th>Adults 18-64</th> <th>Adults 65+</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>720</td> <td>920</td> <td>280</td> </tr> <tr> <td>Q4 2013/14</td> <td>680</td> <td>1100</td> <td>300</td> </tr> <tr> <td>Q1 2014/15</td> <td>750</td> <td>980</td> <td>350</td> </tr> <tr> <td>Q2 2014/15</td> <td>720</td> <td>1200</td> <td>600</td> </tr> </tbody> </table>	Quarter	Children's	Adults 18-64	Adults 65+	Q3 2013/14	720	920	280	Q4 2013/14	680	1100	300	Q1 2014/15	750	980	350	Q2 2014/15	720	1200	600	<table border="1"> <tr> <td>Status</td> <td colspan="2"></td> </tr> <tr> <td>Data Period</td> <td colspan="2">Q2 2014/15</td> </tr> <tr> <td rowspan="3">Value</td> <td>SCW17</td> <td>727</td> </tr> <tr> <td>SCW17a</td> <td>1207</td> </tr> <tr> <td>SCW17b</td> <td>613</td> </tr> <tr> <td>Target</td> <td colspan="2">N/A</td> </tr> <tr> <td>Long Trend</td> <td>↓</td> <td>↑</td> <td>↓</td> </tr> <tr> <td>Short Trend</td> <td>↓</td> <td>↑</td> <td>↓</td> </tr> <tr> <td>Data Source</td> <td colspan="2">CareFirst (Alastair Condie)</td> </tr> <tr> <td rowspan="3">Managed By</td> <td>SCW17</td> <td>Susan Devlin</td> </tr> <tr> <td>SCW17a</td> <td>Tom Cowan</td> </tr> <tr> <td>SCW17b</td> <td>Tom Cowan</td> </tr> </table>	Status			Data Period	Q2 2014/15		Value	SCW17	727	SCW17a	1207	SCW17b	613	Target	N/A		Long Trend	↓	↑	↓	Short Trend	↓	↑	↓	Data Source	CareFirst (Alastair Condie)		Managed By	SCW17	Susan Devlin	SCW17a	Tom Cowan	SCW17b	Tom Cowan
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Narrative and Analysis																																																							
SCW17 (Children's)	Q1 2014/15	No Target can be set. This is the Quarterly figure taken from careFirst for April to June 2014. April = 222; May = 277; June = 260																																																					
	Q2 2014/15	No Target can be set. This is the Quarterly figure taken from careFirst for July to September 2014. July = 252; August = 217; September = 258																																																					
SCW17a (Adult 18-64) (see breakdown on page 6)	Q1 2014/15	No Target can be set. Figures taken from careFirst for April to June 2014. April = 315; May = 346; June = 320																																																					
	Q2 2014/15	No Target can be set. Figures taken from careFirst for July to September 2014. July = 427; August = 377; September = 403																																																					
SCW17b (Adult 65+)	Q1 2014/15	No Target can be set. Figures taken from careFirst for April to June 2014. April = 94 May = 110 June = 156																																																					
	Q2 2014/15	No Target can be set. Figures taken from careFirst for July to September 2014. July = 207 August = 211 September = 194																																																					

BREAKDOWN OF OUTCOME OF REFERRALS

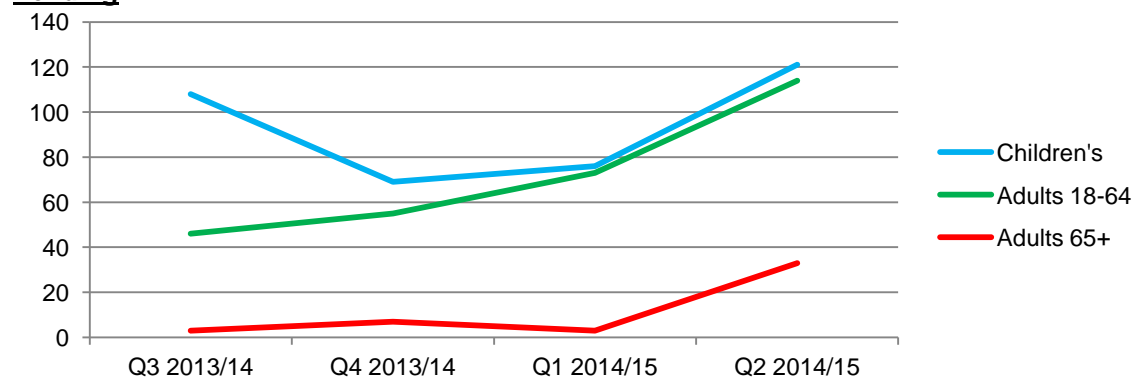
No further action



Proceed to...



Pending



FIGURES FOR Q2 2014/15

	Total	No further action	Proceed to...	Pending
SCW17	727	300	306	121
SCW17a	1207	726	367	114
SCW17b	613	56	524	33

BREAKDOWN OF SCW17a

TEAM	Number
Adult Mental Health 1	41
Adult Mental Health 2	63
Adult Mental Health 3	20
Adult Protection	119
ARI	28
Caledonian System	32
Care Management North	1
Customer Service Centre	103
Duty Team	612
Integrated Alcohol Service	106
Integrated Drugs Service	48
Old Age Psychiatry	3
Out of Hours Team	27
Planned Discharge Team ARI	4
TOTAL	1207

BREAKDOWN OF CLIENTS PER CLIENT GROUP

Snapshot of client groups for people with an allocation relationship as at 30/09/2014 (end of Q2 2014/15)

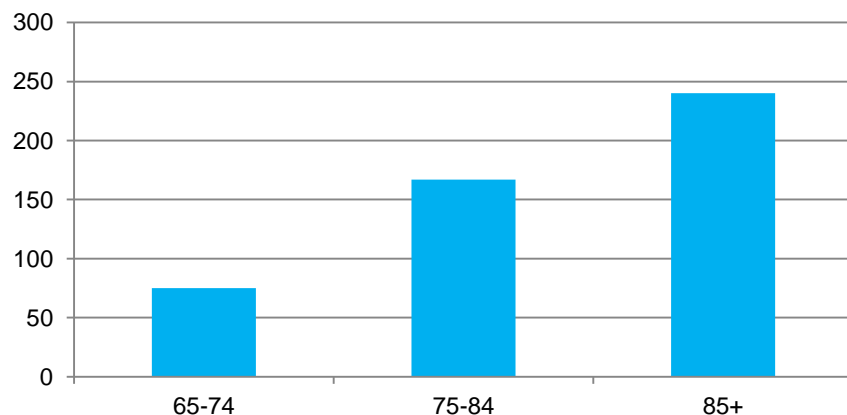
Client Group	No. of clients
Adult Criminal Justice	903
Alcohol Misuse	36
Carer	35
Child and Family	2,263
Child Looked After	76
Drugs Misuse	24
Elderly Client 65+	3,859
Elderly Client 65+ with Dementia	955
Learning disability	534
Mental health	525
Other Adult Client	223
Physical Disability	652
Physical Health	538
TOTAL	10,623

Narrative and Analysis

A snapshot is being used to increase accuracy of data. If a 3 month period were used, people who have changed client groups during this period would be counted multiple times - David Waite

SOA8/906x	% of people 65+ with intensive care needs receiving care at home	
	Status	
	Data Period	Q2 2014/15
	Value	30%
	Target	
	Long Trend	
	Short Trend	
	Data Source	
	Quarterly Community Care Return	
	Managed By	
Tom Cowan		
Narrative and Analysis		
Q1 2014/15		
No Target can be set. Information taken from the Quarterly Community Care Return. This figure relates April to June 2014:-		
Age 65+ receiving care at home = 1568		
Age 65+ receiving intensive care (10+hours) = 453 = 29%		
Q2 2014/15		
No Target can be set. Information taken from the Quarterly Community Care Return. This figure relates July to September 2014:-		
Age 65+ receiving care at home = 1535		
Age 65+ receiving intensive care (10+hours) = 464 = 30%		

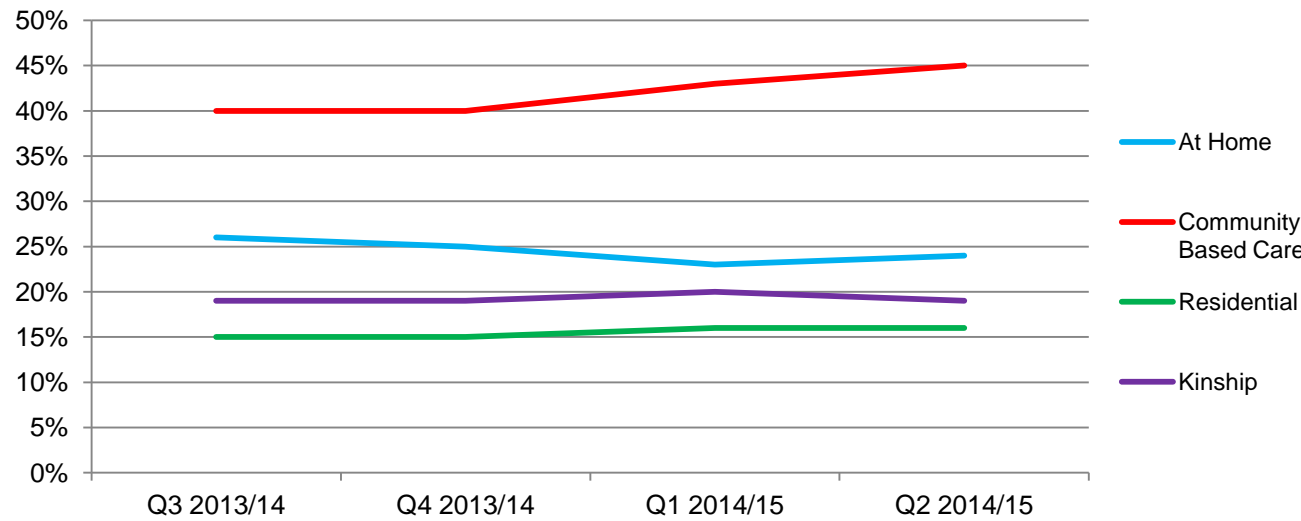
BREAKDOWN OF AGES OF PEOPLE 65+ WITH INTENSIVE CARE NEEDS RECEIVING CARE AT HOME FOR Q2 2014/15



Q2 2014/15

Age bracket	Number of people	Percentage
65-74	70	15%
75-84	169	36%
85+	225	49%

SCW37a	% LAC looked after at home
SCW37b/c	% LAC in community based care (foster placements (ACC and outwith) or with prospective adopters)
SCW37d/e/f/h	% LAC in residential care
SCW37g	% LAC in Kinship care (family)



Status				
Data Period	Q2 2014/15			
Value	SCW37a	24%	SCW37b/c	45%
	SCW37d/e/f/h	16%	SCW37g	19%
Target	N/A			
Long Trend	SCW37a	↓	SCW37b/c	↑
	SCW37d/e/f/h	↑	SCW37g	→
Short Trend	SCW37a	↑	SCW37b/c	↑
	SCW37d/e/f/h	↑	SCW37g	→
Data Source	Alastair Condie Monthly Sheets			
Managed By	Susan Devlin			

Narrative and Analysis

SCW37a At Home	<p>Q1 2014/15 The proportions of looked after children accommodated at home, in community based care, residential care and in kinship care have remained static over the last twelve months. A review of national data shows that proportions were similarly static between 2012 and 2013.</p>
SCW37b/c Community Based	<p>Compared to other authorities and the Scotland wide picture for 2013, in the benchmarking table below, Aberdeen is broadly in line in relation to the proportion of children placed at home and in residential care. However the proportion accommodated in community based care (ie. foster carers, prospective adopters etc) in Aberdeen continues to exceed the national position; the National comparative figures are for the period 2012-13. Whilst that placed in kinship care locally is less than the proportion in such placements Nationally.</p>
SCW37d/e/f/h Residential	
SCW37g Kinship	<p>Q2 2014/15 The table above shows that there has been little change between Q1 and Q2 with the upward trend for the proportion of children and young people being accommodated in community based placements being maintained.</p>

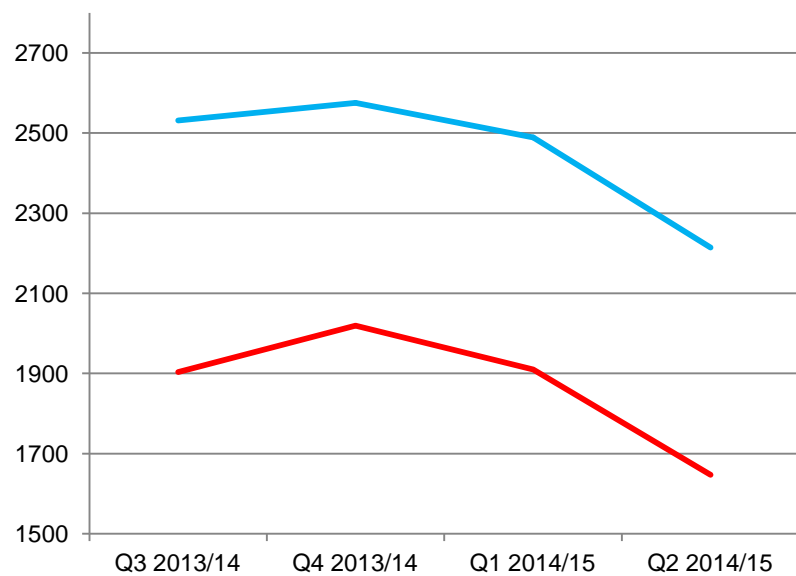
BENCHMARK DATA

	At home with parents	With friends/relatives	With foster carers	In other community	In LA home / voluntary home ⁽¹⁾	In other residential care ⁽²⁾	Total looked after children
Aberdeen City	28%	21%	39%	4%	4%	5%	100%
Aberdeenshire	30%	19%	35%	4%	6%	6%	100%
Dundee	24%	32%	36%	3%	4%	2%	100%
Glasgow	23%	37%	33%	0%	3%	4%	100%
Scotland	30%	26%	33%	2%	4%	5%	100%

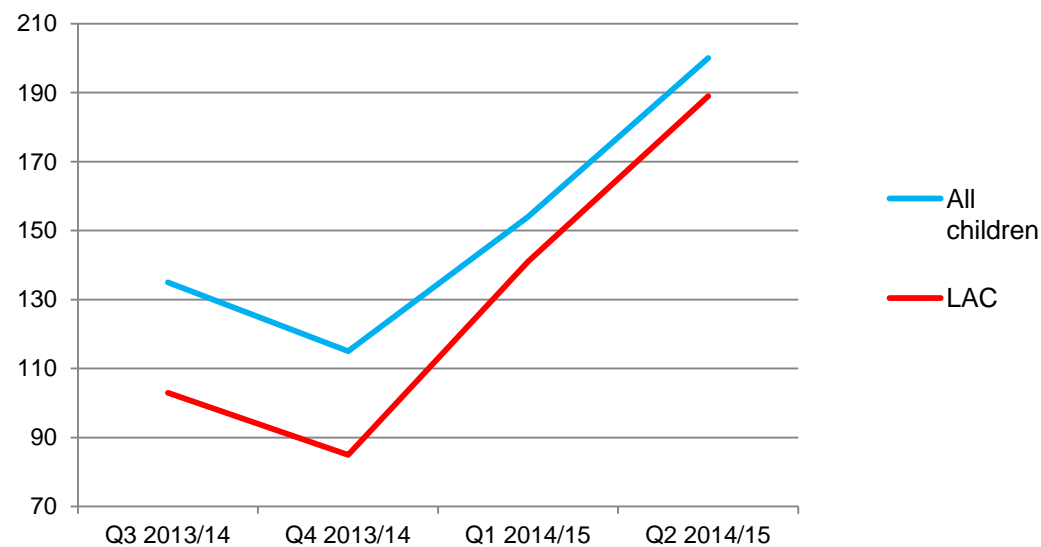
Note	Benchmark figures correct as at 31 July 2013. Table excludes children who are on a planned series of short term placements.
	(1) In other community includes with prospective adopters.
	(2) Other Residential Care includes Crisis care and secure Accommodation and in residential school.

FIGURES FOR CHILDREN IN NEED Q2 2014/15

	Allocated	Unallocated	Total
All children	2214	200	2414
Children in Need	1647	189	1836

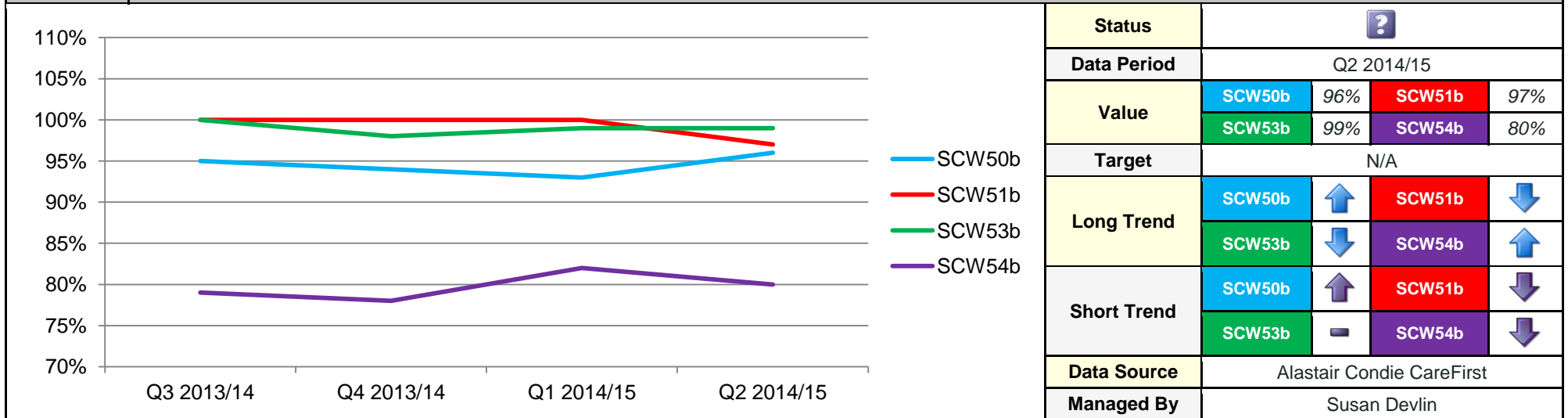


ALLOCATED



UNALLOCATED

SCW50b	% children with an allocated social worker
SCW51b	% children on Child Protection Register with an allocated social worker
SCW53b	% children who are Looked After & Accommodated Children with an allocated social worker
SCW54b	% children who are Looked After Children with an allocated social worker



Narrative and Analysis

SCW50b	Q1 2014/15 Information from careFirst at 30-06-2014. Total All Children 1890, Total allocated 1765 = 93%
	Q2 2014/15 Information from careFirst at 30-09-2014. Total All Children 1800, Total allocated 1719 = 96%
SCW51b	Q1 2014/15 Extract from Carefirst at 30-06-2014 Number of children on the CPR = 71 Number allocated to a social worker = 71 Percentage allocated to a social worker = 100%
	Q2 2014/15 Extract from Carefirst at 30-09-2014 Number of children on the CPR = 79 Number allocated to a social worker = 77 Percentage allocated to a social worker = 97%
SCW53b	Q1 2014/15 Information from Carefirst. Q1 2014-15 April to June 519 children, 511 allocated. NOTE: Figure for LAAC has been amended to now include With Friends/Relatives.
	Q2 2014/15 Information from Carefirst. Q2 2014-15 July to September 519 children, 503 allocated. NOTE: Figure for LAAC has been amended to now include With Friends/Relatives.

SCW54b	Q1 2014/15 Data from Carefirst at 30-06-2014.
	Q2 2014/15 Data from Carefirst at 30-09-2014.

BENCHMARK DATA

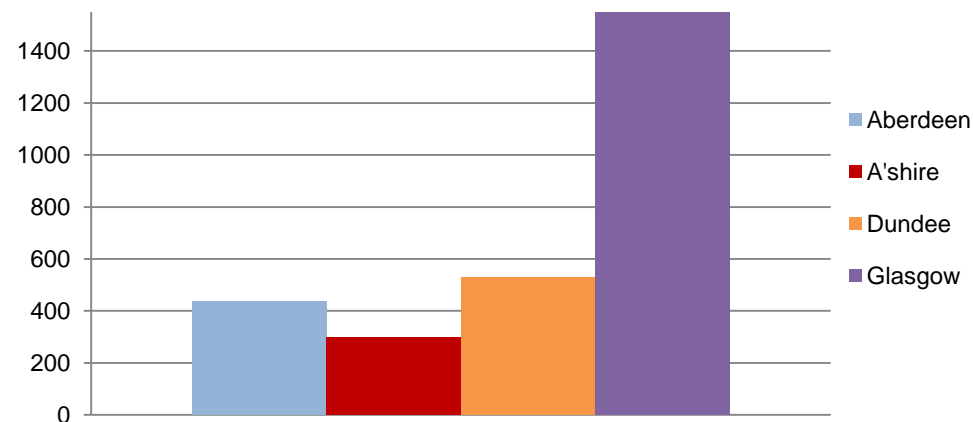
Total Number of children who are Looked After & Accommodated Children

	Aberdeen City	Aberdeenshire	Dundee	Glasgow	National
2013	437	297	528	2818	11282
Note	Benchmark data is solely for SCW53. Benchmark figures provided by Alastair Condie. Figures as at 31 July 2013				

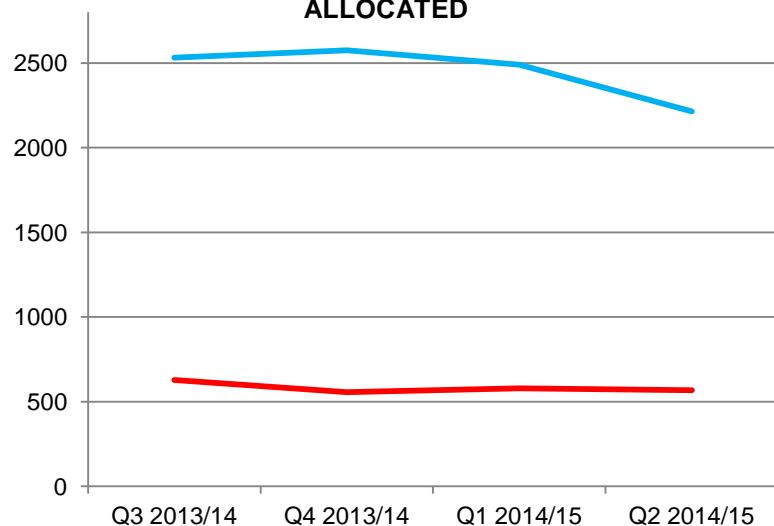
FIGURES FOR LOOKED AFTER CHILDREN Q2 2014/15

The figures below are for SCW54 Q2 2014/15.

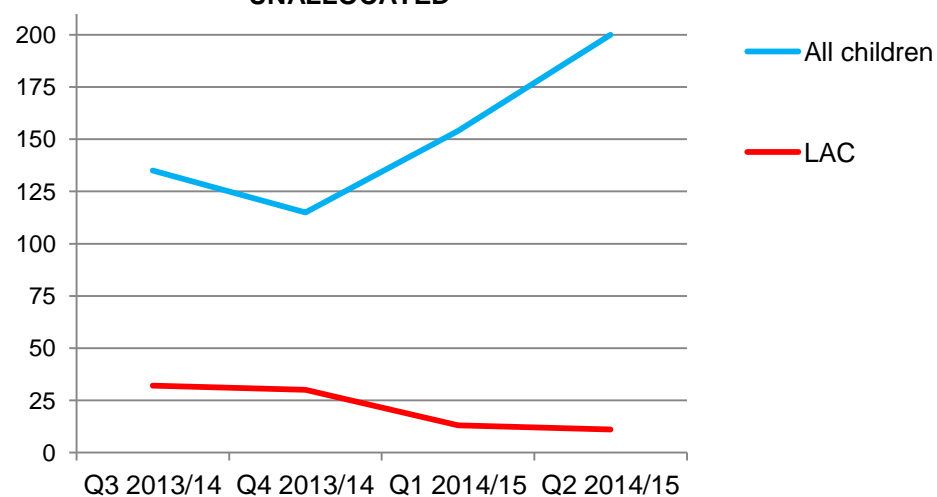
	Allocated	Unallocated	Total
All children	2214	200	2414
Looked After Children	567	11	578

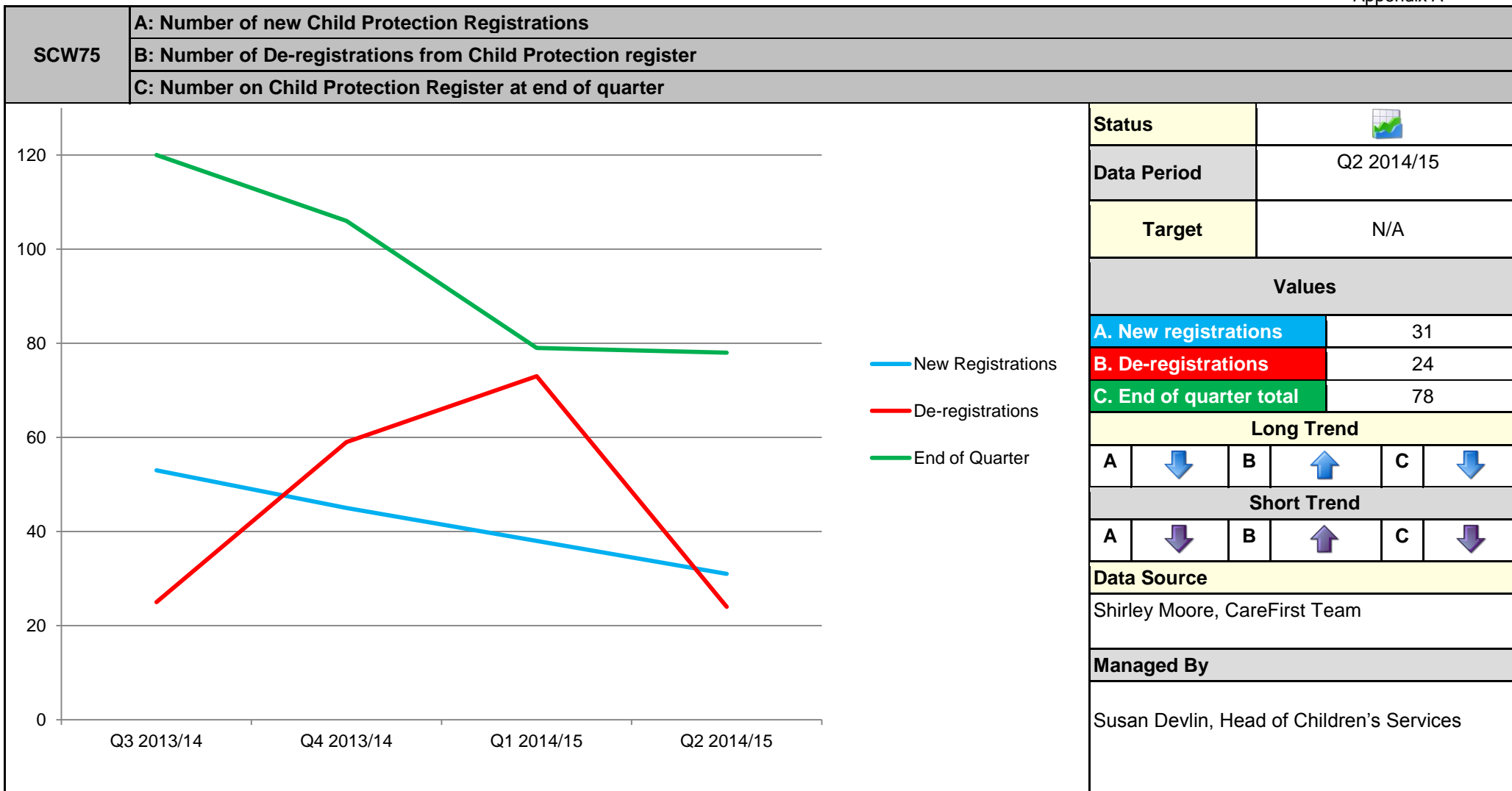


ALLOCATED



UNALLOCATED





Narrative and Analysis

The nature of registration means that there will always be fluctuations in numbers of children registered due to individual circumstances. There is no target set for numbers on the register, nor for the length of time a child's name should remain registered. Each case requires to meet the threshold that the child is suffering or is likely to suffer significant harm and that a multi-agency child protection plan is required to recognise and importantly, to mitigate against such risk.

Q1:2014/15 and Q2:2014/15

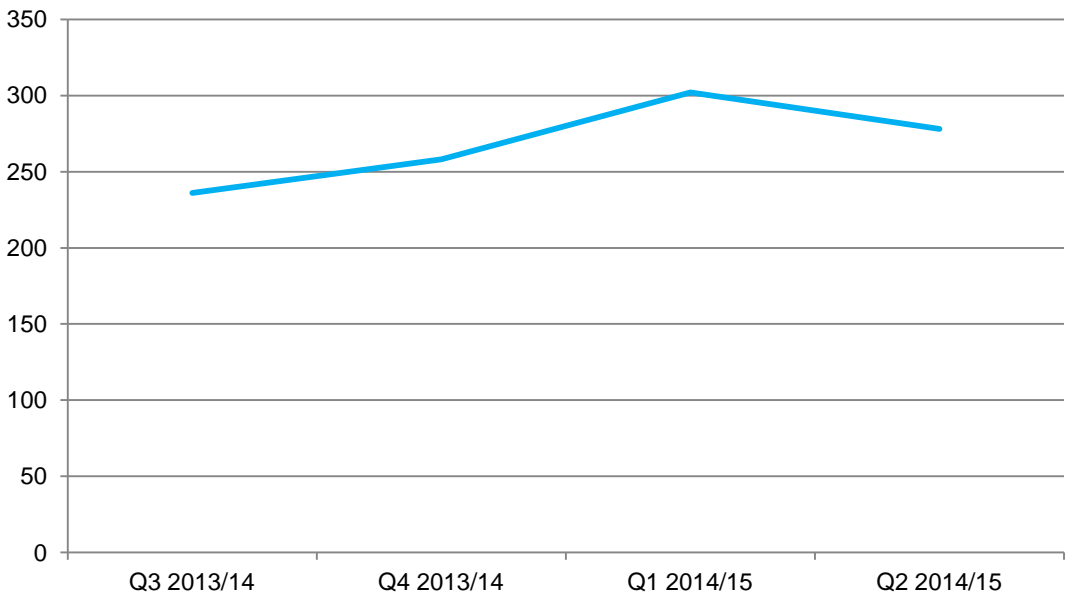



It was noted in previous reporting (Q3&Q4:2013/2014) that the numbers on the child protection register had seen a surge towards the end of 2013 and early 2014 which was identified as linking closely to a number of key factors affecting referrals to Children's Services just prior to and during this period. This same period has seen referrals to SCRA having also increased by 50%. The introduction of the Children's Hearing (Scotland) Act 2011 has undoubtedly been highly significant, particularly with the introduction of new Grounds of Referral to a Children's Hearing. This period had also seen the introduction and embedding of new recording procedures in Police Scotland, with the interim National Vulnerable Persons Database (September 2013), which saw a significant rise in the completion of Child Concern forms which police personnel will submit to highlight needs and/or risk to children. Since September 2013, 2671 Police Concern Forms have been submitted as a result of a domestic violence incident, with 49% of these including concern for a child (July 2014.) The multi-agency screening process has been reviewed during Q1&Q2 and now a designated worker has been assigned to amalgamate and scrutinise information in order that circumstances indicating potential concern for children are dealt with in the most appropriate and measured manner under the framework of GIRFEC.

During Q1 the number of registrations fell from 108 to 79 (June 2014.) During Q2 these numbers remained static with Q2 ending with 78 children/unborn babies registered. These statistics correlate to 2.0 registrations per 1000 population (0-16 year olds) placing the number of registrations for Aberdeen City just below the National average of 2.9 registrations per 1000 population. The numbers of registrations in our neighbouring authorities are as follows – Aberdeenshire 1.8 & Moray 1.2 registrations per 1000 population.

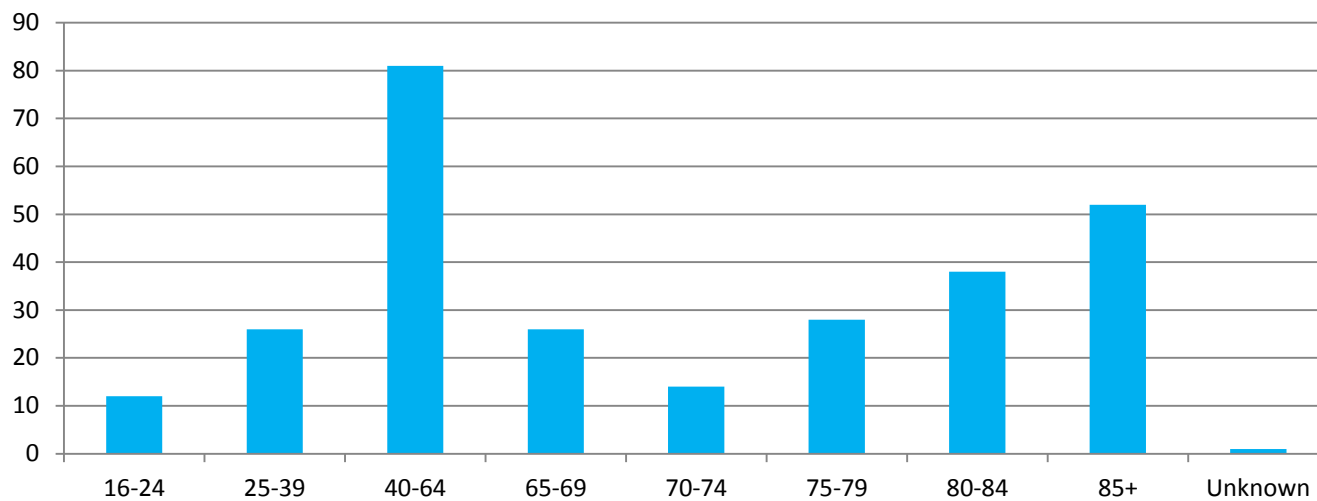
Over Q1&2 we have continued to see a raising of the profile of domestic violence as an unacceptable feature of relationships in our society. Within Aberdeen, this remains a common referral category at 30% of all referrals citing it, (Sept 2014) alongside Neglect at 32%. Emotional abuse continues to be the highest category for registration in Aberdeen at 49% - perhaps in the light of the fact it can be the observed result of the impact of many other noted categories. Aberdeen city continues to evidence a high level of substance misuse difficulties, both relating to use of drugs and alcohol. Over the past year, the Alcohol and Drug Partnership have noted the particularly high level of drug related fatalities, evidencing the dangerous aspect of substance misuser's lifestyles.

Previous reporting had highlighted the high number of Child Protection Order applications applied for by Aberdeen City council in the initial months of 2014. Whilst this unusually high rate of applications granted did not continue as the year progressed, the Orders granted between January 2014 and September 2014 is 20. This figure highlights a substantially higher level than in 2013 where the total number of Child Protection Orders applied for was 13. **(this needs checked (awaiting response from SCRA) as this figure is 8 from April to Sept and the 12 from Jan and Feb....)**. This high number has impacted on child protection de-registrations over Q1&2, with the accommodation of children via these emergency Orders seeing children no longer deemed to be at risk of significant harm.

Statistics highlight that we are now registering children within Aberdeen city at a younger age, and for a shorter period than had been the case previously. This may well evidence that we are responding at an earlier stage to children in need of protection and that the supports in place reduce the risks within a shorter time-frame. Our pre-birth intervention and support has continued to be progressed through the embedding of the 'Pre Birth Team' set up via Early Years Change Fund, to augment the work carried out by the social work service within Aberdeen Maternity Hospital alongside partner agencies to support this vulnerable group of families. Aberdeen City's work alongside Renfrewshire Council with the PACE (Permanence and Care Excellence) project, and the Early Years collaborative has also seen a particular focus on use of early years change methodology as a means of trialling out potential improvements in service delivery with children and their families. This context might aid our understanding of the short and medium trends in Registration statistics, but further work assigned via the Child Protection Committee as well as within Children's Services is required to further explore our figures, particularly with regard to longer trends, and to be utilised to inform future practice and intervention with this particularly vulnerable group of children and families.

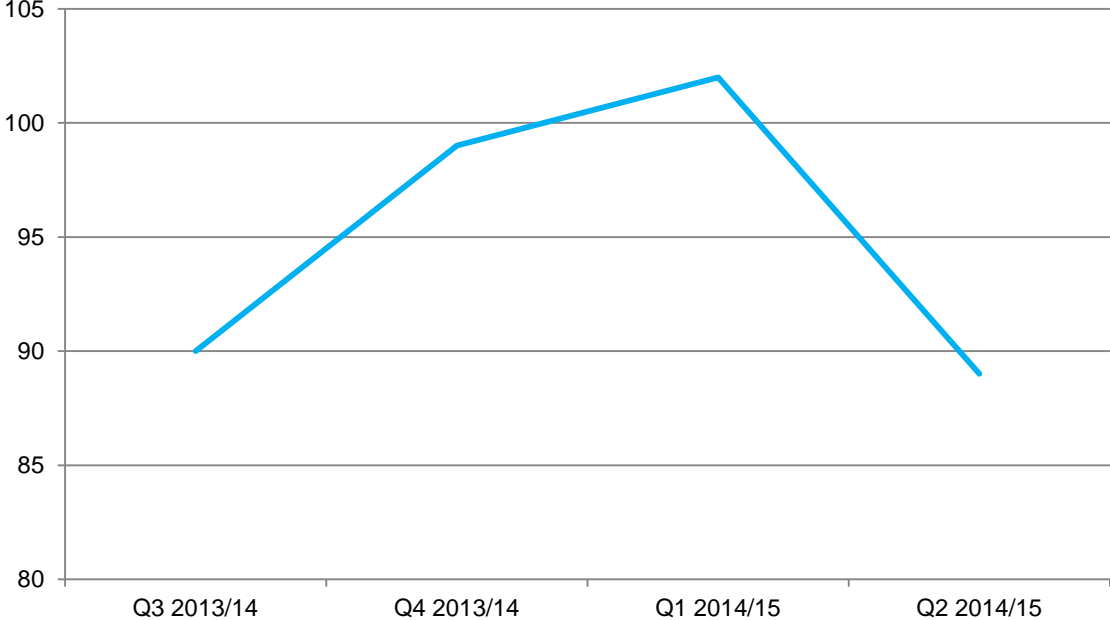



SCW70	Number of new referrals within Adult Protection procedures											
 <table border="1" data-bbox="309 172 1370 770"> <caption>Data for Number of new referrals within Adult Protection procedures</caption> <thead> <tr> <th>Quarter</th> <th>Number of new referrals</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>235</td> </tr> <tr> <td>Q4 2013/14</td> <td>255</td> </tr> <tr> <td>Q1 2014/15</td> <td>300</td> </tr> <tr> <td>Q2 2014/15</td> <td>278</td> </tr> </tbody> </table>	Quarter	Number of new referrals	Q3 2013/14	235	Q4 2013/14	255	Q1 2014/15	300	Q2 2014/15	278	Status	
	Quarter	Number of new referrals										
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	Q4 2013/14	255										
	Q1 2014/15	300										
	Q2 2014/15	278										
	Data Period	Q2 2014/15										
	Value	278										
	Target	N/A										
Long Trend												
Short Trend												
Data Source												
David Waite CF Team Data Summary Sheet												
Managed By												
Kenneth O'Brien												
Narrative and Analysis												
<p>Q1 2014/15 There has again been an upward trend in reports/referrals sent to the Adult protection Unit, with a close to 30% increase in reports received since the previous reporting period. This reflects the work of the Adult Protection Unit, Adult Protection Committee and multi agency partners in attempting to boost awareness and reporting amongst professionals, care services and members of the public.</p> <p>Q2 2014/15 There has been a small drop in referral figure in this quarter, (thereby breaking an extended period of ongoing increasing ASP reports). There has not been any particular distinct episode or event that has triggered the fall in reports. It should also be noted that this quarter's figures remain noticeably higher than the equivalent in 2013/14</p>												

AGE BREAKDOWN OF ADULT PROTECTION REFERRALS FOR Q2 2014/15

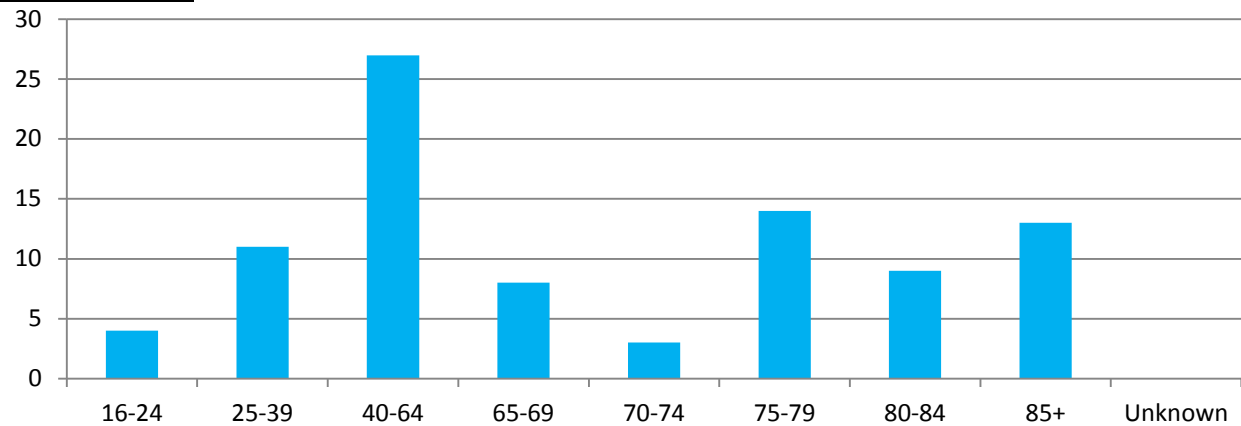


Age Bracket	Total
16-24	12
25-39	26
40-64	81
65-69	26
70-74	14

Age Bracket	Total
75-79	28
80-84	38
85+	52
Not Known	1
Total	278

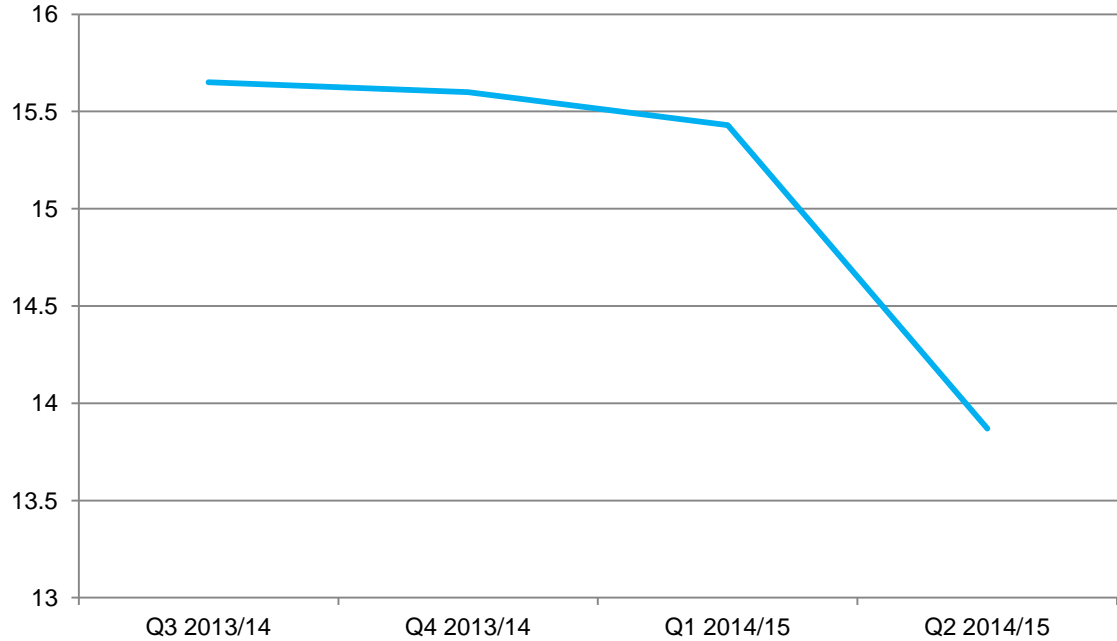



SCW71	Number of New Referrals Progressing to Initial Investigation Under Adult Protection Procedures											
 <table border="1" data-bbox="264 188 1370 810"> <caption>Data for Line Chart</caption> <thead> <tr> <th>Quarter</th> <th>Number of New Referrals</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>90</td> </tr> <tr> <td>Q4 2013/14</td> <td>99</td> </tr> <tr> <td>Q1 2014/15</td> <td>102</td> </tr> <tr> <td>Q2 2014/15</td> <td>89</td> </tr> </tbody> </table>	Quarter	Number of New Referrals	Q3 2013/14	90	Q4 2013/14	99	Q1 2014/15	102	Q2 2014/15	89	Status	
	Quarter	Number of New Referrals										
	Q3 2013/14	90										
	Q4 2013/14	99										
	Q1 2014/15	102										
	Q2 2014/15	89										
	Data Period	Q2 2014/15										
	Value	89										
Target	N/A											
Long Trend												
Short Trend												
Data Source												
David Waite - CF Team - Data Summary Sheet												
Managed By												
Kenneth O'Brien												
Narrative and Analysis												
<p>Q1 2014/15 It should come as no surprise that, given the increase in overall volume of referrals, there has also been a noted increase in initial investigations/inquiries triggered following receipt of adult protection reports. This has resulted in busier caseloads and workloads for operational teams across adult and older people services.</p> <p>Q2 2014/15 There was a marked drop in reports proceeding to ASP Initial Inquiry for this quarter. This may be in part due to the smaller overall number of reports made for this quarter. It should also be noted that a significant number of ASP reports were received about care homes under ASP Large Scale Investigation. Such reports tend not to be progressed as distinct individual ASP Inquiries, and are rather addressed via an agreed global ASP process that looks at wider risks within care settings.</p>												

AGE BREAKDOWN OF ADULT PROTECTION REFERRALS PROGRESSING TO INITIAL INVESTIGATION FOR Q2 2014/15



Age Bracket	Total
16-24	4
25-39	11
40-64	27
65-69	8
70-74	3

Age Bracket	Total
75-79	14
80-84	9
85+	13
Not Known	0
Total	89

SCW1	Average number of days per employee lost through sickness absence - Social Care and Wellbeing											
 <table border="1" data-bbox="264 220 1377 863"> <caption>Line Graph Data</caption> <thead> <tr> <th>Quarter</th> <th>Average number of days per employee lost</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>15.7</td> </tr> <tr> <td>Q4 2013/14</td> <td>15.6</td> </tr> <tr> <td>Q1 2014/15</td> <td>15.4</td> </tr> <tr> <td>Q2 2014/15</td> <td>13.87</td> </tr> </tbody> </table>	Quarter	Average number of days per employee lost	Q3 2013/14	15.7	Q4 2013/14	15.6	Q1 2014/15	15.4	Q2 2014/15	13.87	Status	
	Quarter	Average number of days per employee lost										
	Q3 2013/14	15.7										
	Q4 2013/14	15.6										
	Q1 2014/15	15.4										
	Q2 2014/15	13.87										
	Data Period	Q2 2014/15										
	Value	13.87										
Target	11.3											
Long Trend												
Short Trend												
Data Source												
Carol Slessor												
Managed By												
Kate MacKay												

Narrative and Analysis

Q1 2014/15

Average of monthly sickness absence figures for April to June 2014:

April = 15.4 May = 15.7 June = 15.2

Q2 2014/15

Average of monthly sickness absence figures for July to September 2014:

July = 14.9 August = 15.2 September = 11.5

In Q2 2014/15 there was a change to the way the Council the calculated average number of days lost per employee. Sickness absence is now based on the average number of days absent per employee over the course of that year. The overall number of days lost per employee has fallen slightly during last few months. Managers require to closely monitor and manage the situation to continue to improve the statistics and overall absence levels in the Council.

SCW27	The number of Agency staff											
<table border="1"> <caption>Agency Staff Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Staff</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>11.1</td> </tr> <tr> <td>Q4 2013/14</td> <td>10.1</td> </tr> <tr> <td>Q1 2014/15</td> <td>10.5</td> </tr> <tr> <td>Q2 2014/15</td> <td>10.7</td> </tr> </tbody> </table>	Quarter	Number of Staff	Q3 2013/14	11.1	Q4 2013/14	10.1	Q1 2014/15	10.5	Q2 2014/15	10.7	Status	
	Quarter	Number of Staff										
	Q3 2013/14	11.1										
	Q4 2013/14	10.1										
	Q1 2014/15	10.5										
	Q2 2014/15	10.7										
	Data Period	Q2 2014/15										
	Value	10.68										
Target	N/A											
Long Trend												
Short Trend												
Data Source												
Paul Toseland												
Managed By												
Paul Toseland												

Narrative and Analysis**Q1 2014/15**

Analysis: The number of agency staff employed in April 2014 was 9.38 fte, May 2014 11.63fte AND June 2014 was 10.55fte.

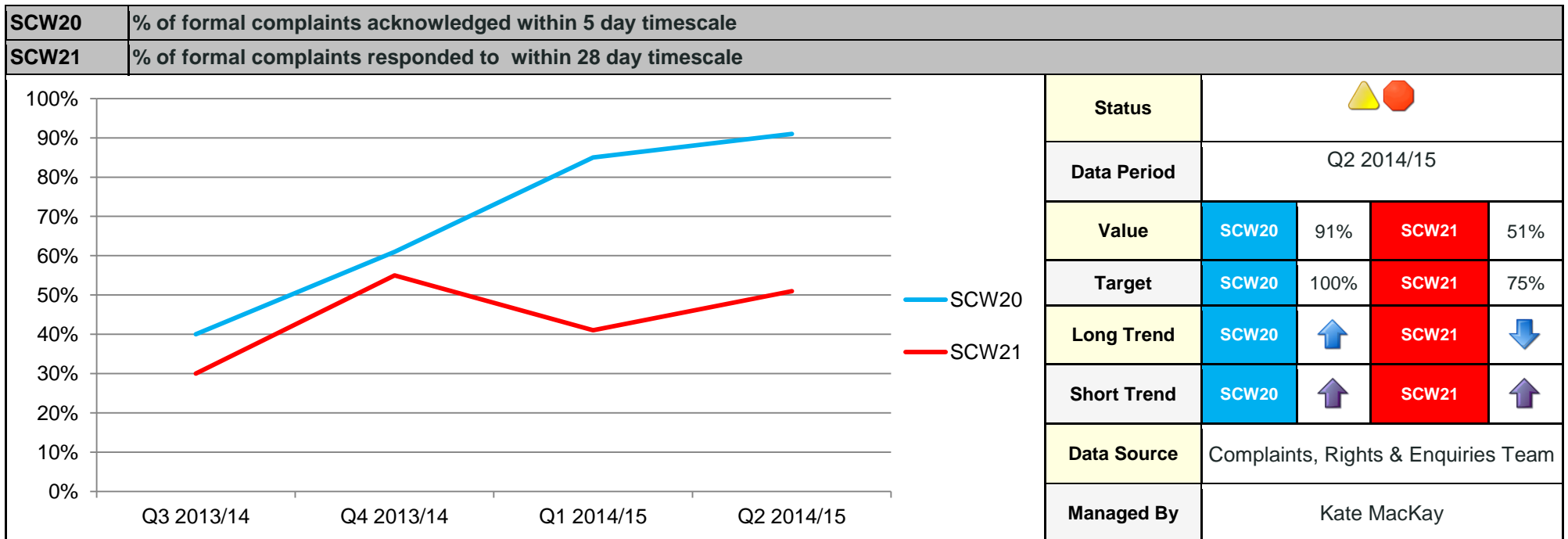
This compares with: January 2014 11.5 fte, February 2014 10.95 fte, and March 2014 10.1 fte.

Q2 2014/15

Analysis: Agency staff employed in July 2014 was 10.90 fte (Care 1.29fte, Admin/ Clerical 6.45fte, other Support Worker 2.23fte, other Domestic 0.93fte). Agency staff employed in August 2014 was 10.55fte (Care 1.17fte, Admin/Clerical 6.24fte, other Support Worker 2.40fte, other Domestic 0.74fte). Agency staff employed in September 2014 was 10.59 fte (Care 0.80fte, Admin/Clerical 4.80fte, other Support Worker 3.88fte, other Domestic 0.62fte, Professional 0.49fte).

This compares with: April 2014 9.38fte, May 2014 11.63fte, and June 2014 10.55fte.

All requests for the need to employ agency staff are required to be submitted to a Head of Service for consideration by the Social Care and Wellbeing Management Team.



Narrative and Analysis

Q1 2014/15

In period 1, there were 40 complaints received by the CRE team

- Of the 40 complaints received, 1 was forwarded to BAC, 3 were statutory appeals, 12 were corporate complaints and 24 were statutory complaints
- Of the 12 corporate complaints, 3 were frontline and 9 were investigations
- Of the 24 statutory complaints, 4 were informal and 20 were formal
- Of the 33 that required acknowledgement, 28 (85%) received this within the statutory timeframe. The 5 which were acknowledged late had delays in acknowledgement ranging from 2 and 46 days
- 2 remain on hold awaiting clarification from the complainant, 1 is currently still in progress but now outwith the statutory timeframe and 37 are completed
- Of the 37 completed, 15 (41%) were completed within the statutory timeframe. The 22 (59%) which were completed late had delays on completion ranging from 1 to 76 days

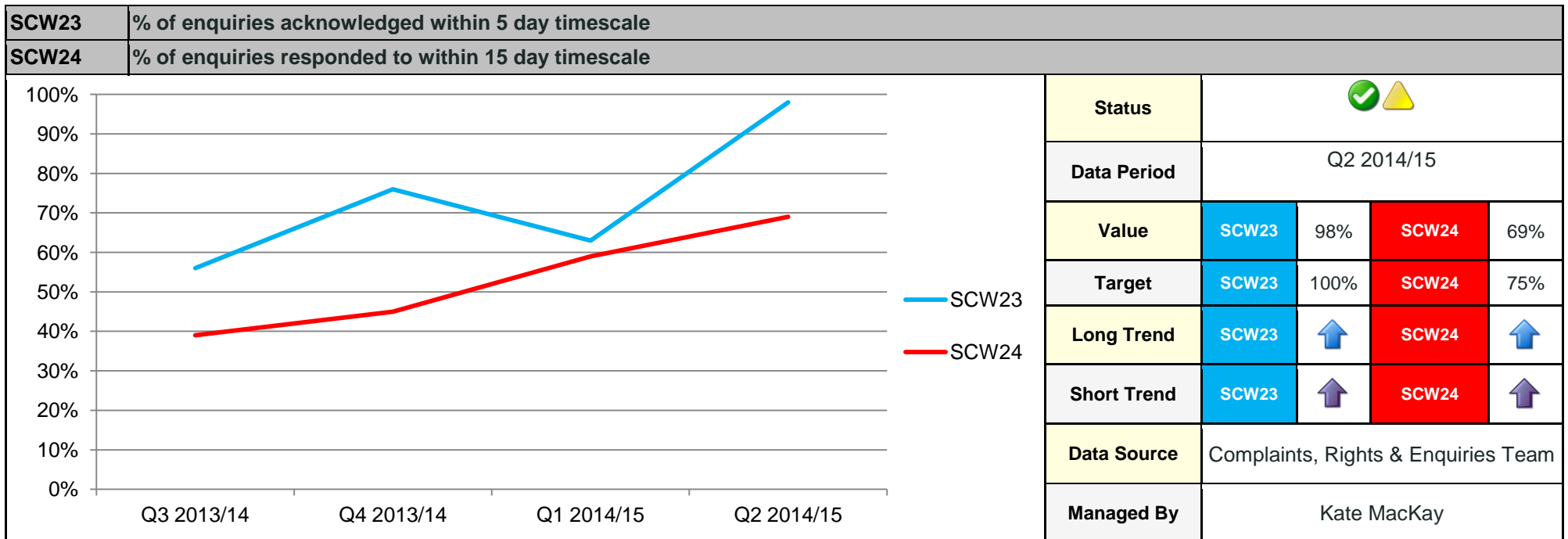
Q2 2014/15

In period 2, there were 55 complaints received by the CRE team

- Of the 55 complaints received, 3 were forwarded to BAC, 6 were statutory appeals, 14 were corporate complaints and 31 were statutory complaints. 1 complaint was also taken to CRC
- Of the 14 corporate complaints, 1 was frontline and 13 were investigations.
- Of the 37 statutory complaints, 6 were formal complaints moving to the appeal stage, 29 were formal and 2 were informal.
- Of the 47 that required acknowledgement, 43 (91%) received this within the statutory timeframe. The 4 which were acknowledged late had delays in

acknowledgement ranging from 1 and 10 days

- Of the 51 that required responses, 6 remain on hold awaiting clarification from the complainant, 6 (12%) are currently still in progress but now outwith the statutory timeframe, 6 (12%) are in progress and still within the statutory timeframe and 37 are completed.
- Of the 37 that were completed, 19 (51%) were completed within the statutory timeframe. The 18 (49%) which were completed late had delays on completion ranging from 6 and 49 days. 4 were sent holding letters but the new agreed date was also not met.



Narrative and Analysis

Q1 2014/15

In period 1, there were 59 enquiries received by the CRE team

- Of those that required an acknowledgment (44 out of 59), 37 (63%) received this within the statutory timeframe. The 7 which were acknowledged late had delays in acknowledgement ranging from 1 and 6 days
- Of the 59 completed enquiries, 35 (59%) were completed within the statutory timeframe. The 19 which were completed late had delays on completion ranging from 2-77 days
- 1 Enquiries were forwarded onto BAC

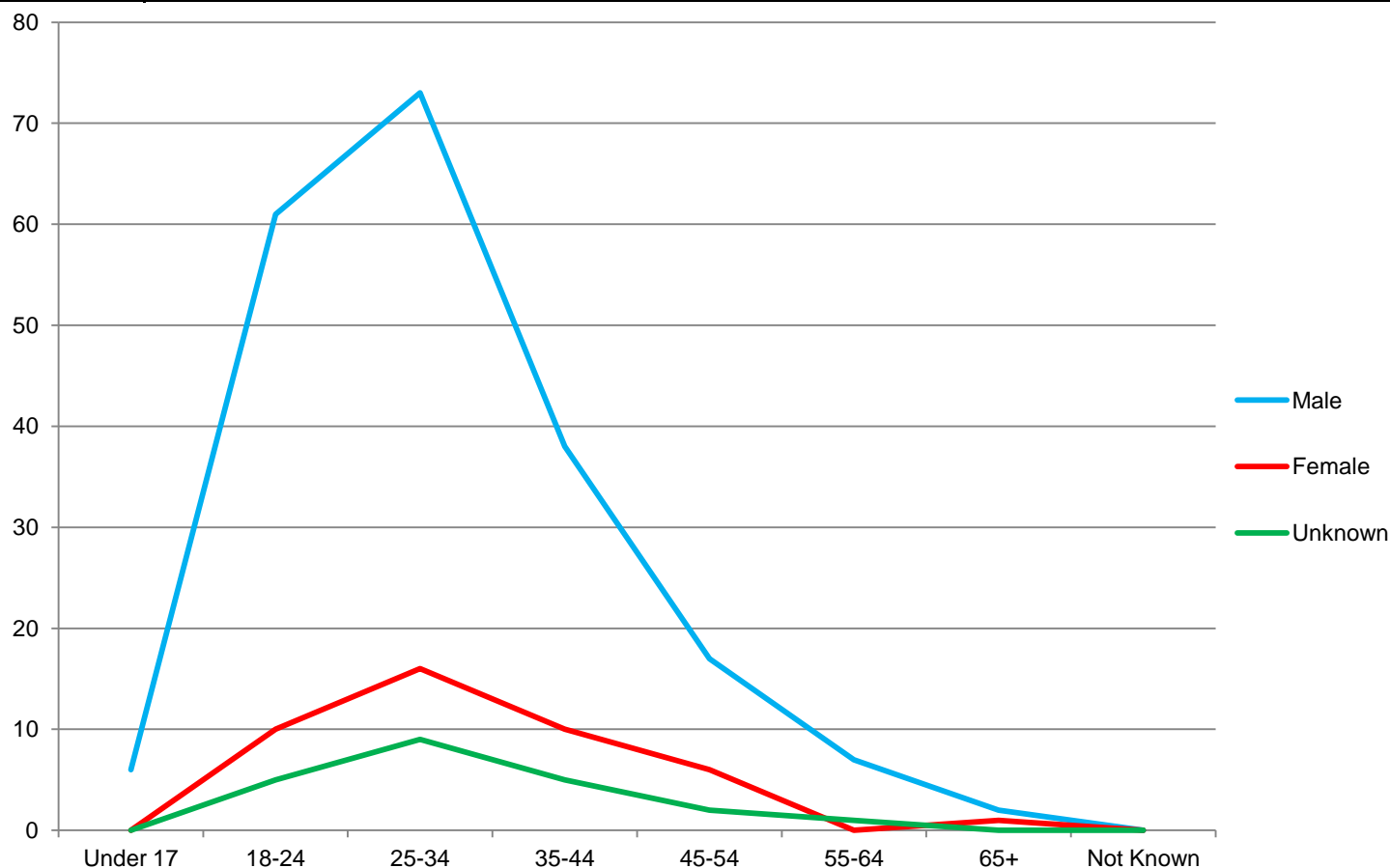
Q2 2014/15

In period 2, there were 71 enquiries received by the CRE team.

- Of those that required an acknowledgment (56 of 71), 55 (98%) received this within the statutory timeframe. The 1 which was acknowledged late had a delay of 6 days
- 3 of the 71 are still open, with 1 on hold.
- Of the 68 completed enquiries, 47 (69%) were completed within the statutory timeframe. The 21 which were completed late had delays on completion ranging from 3-42 days. Three enquiries were sent holding letters but the new agreed date was not met.
- 7 Enquiries were forwarded onto BAC

SCW39	% of freedom of information requests responded to within timescales																														
<table border="1"> <caption>Data for Freedom of Information Requests Response Rate</caption> <thead> <tr> <th>Quarter</th> <th>% of requests responded to within timescales</th> </tr> </thead> <tbody> <tr> <td>Q3 2013/14</td> <td>76%</td> </tr> <tr> <td>Q4 2013/14</td> <td>68%</td> </tr> <tr> <td>Q1 2014/15</td> <td>55%</td> </tr> <tr> <td>Q2 2014/15</td> <td>91%</td> </tr> </tbody> </table>	Quarter	% of requests responded to within timescales	Q3 2013/14	76%	Q4 2013/14	68%	Q1 2014/15	55%	Q2 2014/15	91%	<table border="1"> <tr> <td data-bbox="1565 164 1789 256">Status</td> <td data-bbox="1789 164 2128 256"></td> </tr> <tr> <td data-bbox="1565 256 1789 331">Data Period</td> <td data-bbox="1789 256 2128 331">Q2 2014/15</td> </tr> <tr> <td data-bbox="1565 331 1789 406">Value</td> <td data-bbox="1789 331 2128 406">91%</td> </tr> <tr> <td data-bbox="1565 406 1789 481">Target</td> <td data-bbox="1789 406 2128 481">100%</td> </tr> <tr> <td data-bbox="1565 481 1789 572">Long Trend</td> <td data-bbox="1789 481 2128 572"></td> </tr> <tr> <td data-bbox="1565 572 1789 663">Short Trend</td> <td data-bbox="1789 572 2128 663"></td> </tr> <tr> <td colspan="2" data-bbox="1565 663 2128 703">Data Source</td> </tr> <tr> <td colspan="2" data-bbox="1565 703 2128 778">Complaints, Rights & Enquiries Team</td> </tr> <tr> <td colspan="2" data-bbox="1565 778 2128 818">Managed By</td> </tr> <tr> <td colspan="2" data-bbox="1565 818 2128 895">Kate MacKay</td> </tr> </table>	Status		Data Period	Q2 2014/15	Value	91%	Target	100%	Long Trend		Short Trend		Data Source		Complaints, Rights & Enquiries Team		Managed By		Kate MacKay	
	Quarter	% of requests responded to within timescales																													
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Data Source																															
Complaints, Rights & Enquiries Team																															
Managed By																															
Kate MacKay																															
Narrative and Analysis																															
Q1 2014/15																															
In period 1, there were 56 FOIs received by the CRE team.																															
<ul style="list-style-type: none"> Of the 56 completed FOI's, 31 (55%) were completed within the statutory timeframe. The 25 which were completed late had delays on completion ranging from 1-31 days 																															
Q2 2014/15																															
In period 2, there were 47 FOIs received by the CRE team.																															
<ul style="list-style-type: none"> 1 FOI remains open and is still within statutory timeframe Of the 46 completed FOI's, 43 (91%) were completed within the statutory timeframe. The 3 which were completed late had delays on completion ranging from 2-21 days 																															

SCW73 Criminal Justice: Community Payback Orders (including Transferred CPO's)



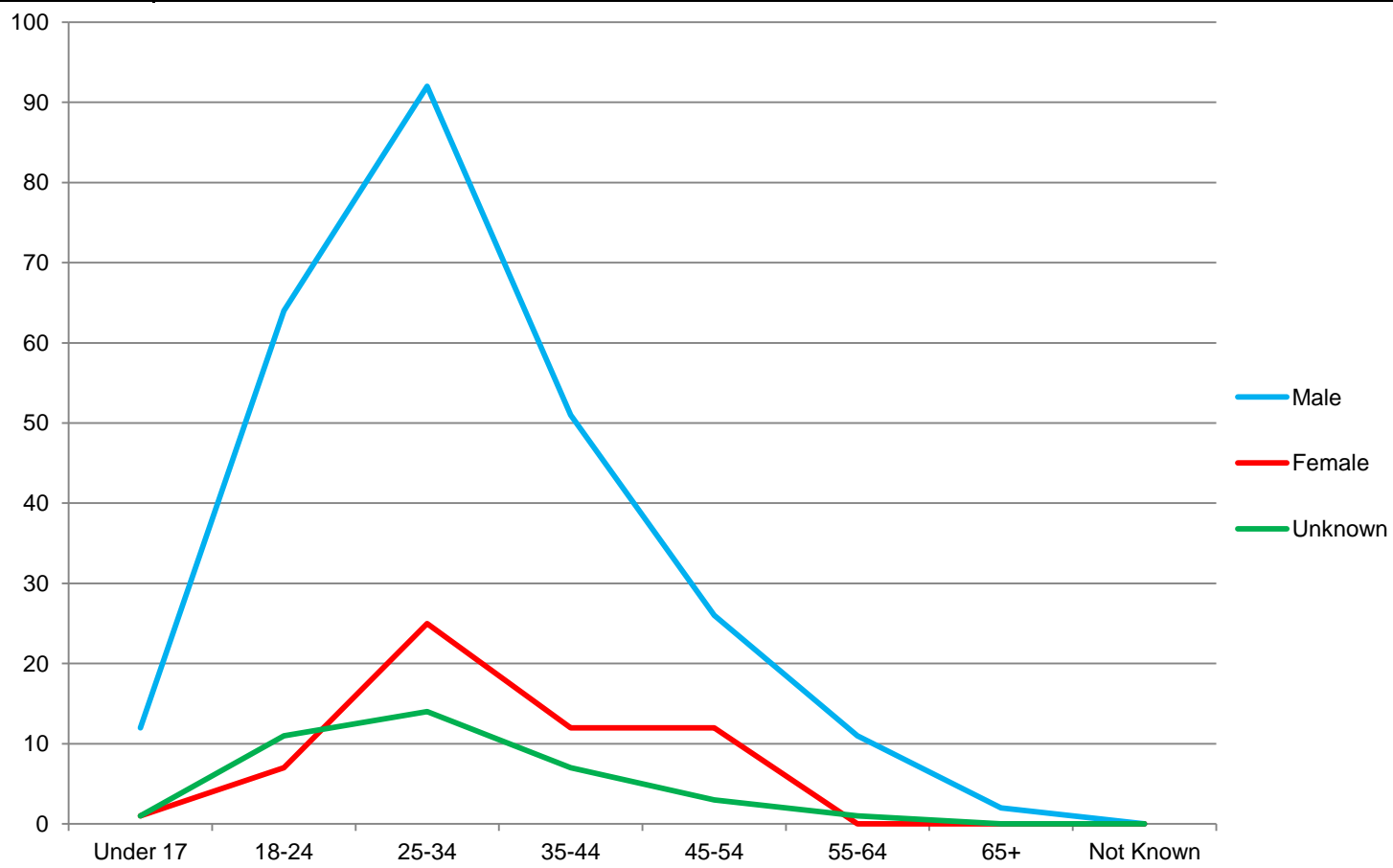
Status					
Data Period		Q2 2014/15			
Target		N/A			
Values					
Male	17 and under	6	18-24	61	
	25-34	73	35-44	38	
	45-54	17	55-64	7	
	65+	2	Not Known	0	
Female	17 and under	0	18-24	10	
	25-34	16	35-44	10	
	45-54	6	55-64	0	
	65+	1	Not Known	0	
Unknown	17 and under	0	18-24	5	
	25-34	9	35-44	5	
	45-54	2	55-64	1	
	65+	0	Not Known	0	
Data Source					
Ross Kennedy, Information & Research Assistant					
Managed By					
Lesley Simpson					

Narrative and Analysis

This refers to individuals with new Community Payback Orders imposed during the period (including CPOs transferred in). For these 269 individuals 282 orders were imposed.

No target can be set. It should be noted that in the region of 90% of CPOs have an Unpaid Work Requirement.

SCW74 Criminal Justice: Social Work Reports (including supplementary CJSW reports)



Status					
Data Period		Q2 2014/15			
Target		N/A			
Values					
Male	17 and under	12	18-24	64	
	25-34	92	35-44	51	
	45-54	26	55-64	11	
	65+	2	Not Known	0	
Female	17 and under	1	18-24	7	
	25-34	25	35-44	12	
	45-54	12	55-64	0	
	65+	0	Not Known	0	
Unknown	17 and under	1	18-24	11	
	25-34	14	35-44	7	
	45-54	3	55-64	1	
	65+	0	Not Known	0	
Data Source					
Ross Kennedy, Information & Research Assistant					
Managed By					
Lesley Simpson					

Narrative and Analysis

This refers to individuals with Criminal Justice Social Work Reports to Court (including Supplementary Reports but excluding Progress Reports) but does not include reports to the Parole Board etc. For the 352 people reported above 385 Criminal Justice Social Work Reports to Court were requested. No target can be set for the number of reports requested but it should be noted that 99.5% of court reports are submitted on time i.e by noon on the day prior to Court.

LINKS

Scottish Government Community Care Quarterly Survey

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/Data/QuarterlySurvey/QRTDATAECWT>

Northern Community Justice Authority reports

<http://www.northerncja.org.uk/Annual-Reports-incl-MAPPA>

Adult Protection Committee Biennial Report

<http://www.scotland.gov.uk/Topics/Health/Support-Social-Care/Adult-Support-Protection/Committees/BiennialReport-2012>