

ADULT SOCIAL WORK

Community Care Services

Indicator 1: The average time (median) taken to provide community care services from first identification of need to first service provision.	2007/2008	2006/2007	Trend
	38 days	25 days	↓

This indicator measures the efficiency of the council in providing community care services quickly to those who have been identified and assessed as being in need of them. The indicator applies to all people who have had a completed community care assessment and a service provided in the reporting year.

Residential accommodation

Indicator 2: Staff qualifications: The number and percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes for:	Number of care staff with appropriate qualifications		% of care staff with appropriate qualifications		Trend
	2007/2008	2006/2007	2007/2008	2006/2007	
a) Older people (age 65+)	99	68	64.7%	43.9%	↑
b) Other adults	22	13	53.7%	72.2%	↓
c) Total for older people and other adults	121	81	62.4%	46.8%	↑

This indicator measures the extent to which staff providing direct care to residents is appropriately qualified, for older people and other adults.

Indicator 3: Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of residential care places used by the council for each client group.	Number of places occupied		Single Rooms %		Trend	Rooms with en-suite facilities %		Trend
	2007/2008	2006/2007	2007/2008	2006/2007		2007/2008	2006/2007	
Older People (age 65+)								
Council homes	155	168	100%	80.4%	↑	71.0%	37.5%	↑
Voluntary sector	156	156	98.1%	96.2%	↑	87.8%	87.8%	■
Private sector	749	757	93.2%	93.0%	↑	92.1%	89.6%	↑
Other Adults								
Council homes	8	10	100%	100%	■	37.5%	50.0%	↓
Voluntary sector	57	53	100%	100%	■	40.4%	50.9%	↓
Private sector	48	35	93.8%	100%	↓	93.8%	82.9%	↑

Privacy is particularly important to residents in residential establishments. This indicator is a good measure of a key aspect of the quality of residential services commissioned by the council. A significant proportion of residential care is carried out by the private and voluntary sectors. For that reason, the information covers those sectors also.

Home Care/ Home Helps

Indicator 4	2007/2008	2006/2007	Trend
a) The number of people age 65+ receiving homecare	1,490	1,529	↓
b) The number of homecare hours per 1,000 population age 65+	370.1	396.2	↓
c) As a proportion of home care clients age 65+, the number receiving:			
- personal care	75.8%	70.1%	↑
- a service during evenings/overnight	23.5%	22.0%	↑
- a service at weekends.	61.3%	57.4%	↑

Home care is one of the most important services available to local authorities to support people with community care needs to remain at home, it measures the type of assistance which they need and when they need it. These services include assisting people with using a toilet, washing/bathing, dressing, getting in/out of bed, feeding, and administering medicine. The indicator measures the overall volume of service for the largest client group, in terms of both the total number of clients and the total number of home care hours provided or purchased per 1,000 people age 65+. This indicator does not include laundry services, home shopping, community alarms, and meals on wheels.

Respite care

Indicator 5: Provision of respite services.	Per 1000 older people (65+)		Trend	Per 1000 other adults (18 – 64)		Trend
	2007/2008	2006/2007		2007/2008	2006/2007	
a) Total overnight respite nights provided	295.9	330.8	↓	62.6	62.9	↓
b) % overnight respite nights not in a care home	0	0	■	0	0	■
c) Total hours daytime respite provided	606.8	544.6	↑	380.8	344.5	↑
d) % daytime respite hours provided not in a day care centre	100%	100%	■	100%	100%	■

Respite care is a service intended to benefit a carer and the person he or she cares for by providing a short break from caring tasks. Part (a) provides the total overnight respite nights provided per 1000 population for older people (65+ years old) and other adults (18 to 64 years old). This indicator will be affected primarily by the pattern of need and services required, and by the availability of respite care.

Criminal Justice

Indicator 6: Social enquiry reports.	2007/2008	2006/2007	Trend
a) The number of reports submitted to the courts during the year.	1,149	1,151	↓
b) The proportion of these submitted by the due date.	96.8%	97.3%	↓

Part (a) provides information about the volume of reports undertaken by Social Work Service and part (b) measures how quickly this service is provided in terms of the proportion of cases which meet the timescales for key social work actions as set out in the National Objectives and Standards for Social Work in the Criminal Justice System.

Indicator 7: Probation.	2007/2008	2006/2007	Trend
a) The number of new Probation Orders issued during the year	325	241	↑
b) The proportion of new probationers seen by a supervising officer within one week	90.2%	78.1%	↑

Part (a) provides information about the number of new orders undertaken within the year by Social Work Service and part (b) provides some measure of the service. However, the proportion of probationers seen within a week of the order being made (or received by the Council) could be affected by probationers not attending scheduled appointments and by late notification of orders by the Courts.

Indicator 8: Community service.	2007/2008	2006/2007	Trend
a) The number of new Community Service Orders issued during the year	298	280	↑
b) (i) The average number of hours per week taken to complete community orders.	2.7	3.5	↑
b) (ii) Total community orders completed during the year.	187	106	↑

Part (a) provides details of the number of new Community Service Orders issued during the year, part (b) (i) the average number of hours per week taken to complete community orders and part (b) (ii) total community orders completed during the year. Research has shown that community service tends to be more effective in reducing repeat offending, the shorter the time required to complete hours ordered by the court. It is important that councils manage the completion of the orders in such a way to maximize, as far as possible, the amount of time served each week.