

PERFORMANCE AUDIT

PERFORMANCE INDICATORS 1999/2000

# Social work

Comparing the performance of Scottish councils



## Introduction

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 leaflet contains information on five indicators relating to councils' management of social work services in 1999/2000. They are:

- the proportion of looked after children in different types of placements
- the provision of home care/home help services
- the qualifications of care staff in residential homes
- the inspection of residential homes
- the provision of respite care.

### Other pamphlets published by the Commission cover:

- Fire and Police services
- Housing services
- Leisure and Library services
- Education services
- Environmental services
- Regulatory services
- Benefits, finance and corporate issues

The Commission is also publishing:

- 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 or the overall change in 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 the council – for example, population size and density, geographical area, and the mix between urban and rural settlements. Others may be specific to a particular 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 1999/2000, and where appropriate made comparison with previous years.

## Key

Auditors appointed by the Accounts Commission have reviewed councils' arrangements for producing the performance information. In the tables and charts shown in this pamphlet, an asterisk (\*) against a council's name indicates that the auditor expressed doubts about the reliability of the council's arrangements for producing the information.

In Scotland as a whole, there has been a slight reduction in the proportion of looked after children in residential care. However, the proportion of children being looked after in different types of placement varied widely between councils.

see indicator 1

The drop in overall home care client numbers and the increase in the proportion of clients requiring more intensive care, suggests that the increase has been achieved only at the cost of a significant reduction in service to those requiring lower levels of assistance.

see indicator 2

The number of care staff employed in council managed homes for children remained at just under 1,900, of which nearly 45% had some form of appropriate qualification.

see indicator 3

The overall proportion of places for elderly people offered in single rooms has risen from 73% in 1996/97 to 80% in 1999/2000, although in councils' own accommodation the proportion is 86%.

see indicator 4

It is a matter of concern that five councils still reported an average inspection rate for residential homes of 1.5 inspections or less, compared with an accepted standard of two inspections per year.

see indicator 5

The overall number of people assessed as requiring respite care who have received it during the year has increased each year since 1996/97. However, in view of the increased demand, the proportion of both elderly people and adults with learning disabilities who were assessed and received respite actually fell for the first time in recent years.

see indicator 6

### INDICATOR 1: CHILD CARE PROVISION

The number and percentage of children being looked after by the council in the following types of placement:

- at home
- in other community placements
- in residential accommodation.

The indicator measures the extent to which councils have found community placements rather than residential placements for children. Generally, councils have been able to look after younger children in community placements (eg, at home with their parents, or elsewhere with other relatives or foster parents). Those remaining in residential care tend to be adolescents who are frequently more difficult to place. Community placements are not always appropriate, and residential care may be necessary in certain cases. The appropriate placement needs to be decided following an assessment of the child.

#### Points to bear in mind

The performance of councils in relation to this indicator will be affected by:

- their success in identifying, developing and supporting community placements
- the types of care needed by the children for whom the council is responsible.

#### Commentary

There has been little noticeable change in the pattern of provision of services for looked after children since local government re-organisation in 1996/97. The number of children being looked after by Scotland's councils has remained constant at between 11,000 and 11,700 and the overall proportion looked after either at home or in other community placements has risen only marginally from 83% to 86% (Figure 1).

In view of the national recognition that, where possible, children should be looked after in the community, **the gradual reduction in the overall proportion of looked after children in residential care, is encouraging** (Table 1a).

Councils with consistently high proportions of looked after children in residential accommodation should consider whether the management practices used by other councils are appropriate to their circumstances.

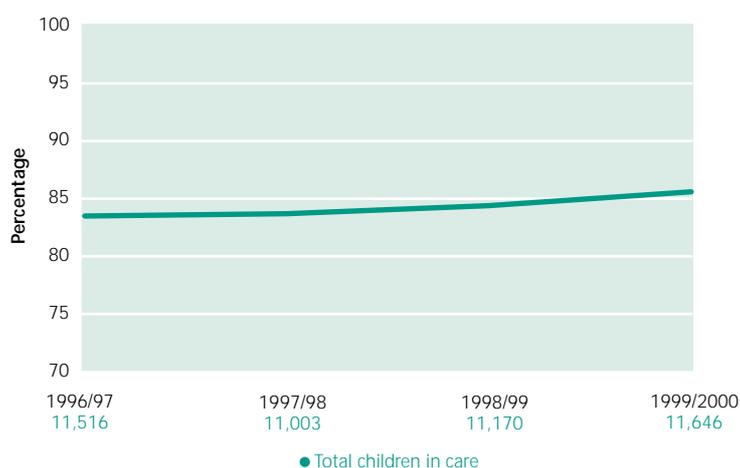
It is necessary to consider the different circumstances faced by each council before making inappropriate comparison between them. However, in 1999/2000, the proportion of children being looked after in different types of placement varied between councils as follows:

- at home – 29% (Angus) to 70% (Orkney Islands)
  - other community placements – 19% (Orkney Islands) to 60% (Angus)
  - in residential accommodation – 9% (Moray) to 27% (Argyll & Bute)
- (Table 1b).

**Table 1a: The overall proportion of children being looked after in different types of placement**

All Scotland	Number of children looked after	Percentage of children looked after		
		At home	In other community placements	In residential accommodation
1999/2000	11,646	50.3	35.4	14.4
1998/1999	11,170	48.3	36.1	15.6
1997/1998	11,003	51.5	32.1	16.3
1996/1997	11,516	54.5	29.0	16.4

**Figure 1: The overall proportion of children being looked after in community placements**



**Table 1b: The proportion of children being looked after in different types of placement, 1999/2000**

COUNCIL	Number of children looked after	Percentage of children looked after		
		At home	In other community placements	In residential accommodation
Aberdeen City	504	45	40	15
Aberdeenshire	346	53	35	12
Angus	164	29	60	11
Argyll & Bute	163	44	29	27
Clackmannanshire	95	39	47	14
Dumfries & Galloway	307	40	49	11
Dundee City	408	32	55	13
East Ayrshire	252	64	25	11
East Dunbartonshire	123	55	24	22
East Lothian	153	44	44	12
East Renfrewshire	92	63	27	10
Edinburgh, City of	1,138	43	39	18
Eilean Siar	55	55	35	11
Falkirk	253	37	52	11
Fife	425	35	53	12
Glasgow City	2,521	58	28	14
Highland	456	36	47	17
Inverclyde	252	57	32	11
Midlothian*	217	49	38	13
Moray	142	44	47	9
North Ayrshire	595	64	23	14
North Lanarkshire	627	62	24	13
Orkney Islands	27	70	19	11
Perth & Kinross	178	37	48	15
Renfrewshire	425	53	26	21
Scottish Borders	159	43	45	12
Shetland Islands	37	54	32	14
South Ayrshire	113	50	40	11
South Lanarkshire	483	54	31	15
Stirling	168	51	40	10
West Dunbartonshire	352	62	20	18
West Lothian	416	47	39	14
<b>All Scotland</b>	<b>11,646</b>	<b>50.3</b>	<b>35.4</b>	<b>14.4</b>

## INDICATOR 2: HOME CARE PROVISION

The percentage and number of home help/home care clients who received:

- up to two hours of care per week
- two to less than four hours of care per week
- four to ten hours of care per week
- more than ten hours of care per week.

The indicator provides information on the amount of care provided to people in their own homes.

The precise help given may vary between councils and the indicator does not deal with the nature of the care provided. A council may provide the service either through its own care staff or by purchasing it from other providers.

Most people receiving the service are elderly and the indicator shows the variation in the level of provision expressed as a rate per 1,000 people aged 65+. However, the division of hours between individual clients and the extent to which clients aged less than 65 require a service are not measured. Therefore this can only give a broad indication of the extent to which needs are likely to be met.

### Points to bear in mind

The indicator is affected by the overall level of demand and the particular needs of people who receive the service. Both of these may change over time. Some councils separately provide other services such as shopping and laundry services, which also help to support people in their own homes. Where this is the case, it is likely to be reflected in a higher proportion of clients being shown as receiving a lower number of home care hours.

Increasingly, councils are concentrating the service by providing more hours to a smaller number of people who have greater needs (ie, targeting their service). However, a number of councils have a policy of providing at least some help to a large number of people, with the result that each person may receive a relatively small number of hours of care.

### Commentary

For the 31 councils that reported, the overall number of clients receiving a home care service in 1999/2000 was 68,300, a reduction of 2,100 on the number for the same councils in 1998/99 and reflecting a major drop from 81,500 in 1996/97 (Table 2a). Table 2a also shows an increase in the proportion of clients (14.9%) receiving more than 10 hours home care each week.

This is the first year for which information on the number of hours provided has been collected. Therefore, it is not possible to draw any comparison with previous years. **Nevertheless, the drop in overall client numbers and the increase in the proportion of clients requiring more intensive care, suggests that the increase has been achieved only at the cost of a significant reduction in service to those requiring lower levels of assistance.**

Table 2b shows the pattern of provision for each of the councils that reported and the variation between councils in the level of provision in relation to the size of the main user group from which their clients are drawn (ie people age 65+ years). This variation ranges from 1,100 hours per week in Eilean Siar; to as little as 177 hours per week for each 1,000 population age 65+ in Perth & Kinross. The overall average is 500 hours per week per 1,000 population age 65+ and 12 councils reported at least this level.

**Table 2a: The overall percentage and number of home care clients in each of the time bands**

	Level of home care								
	Up to 2 hours per week		2 to < 4 hours per week		4 to 10 hours inclusive per week		More than 10 hours per week		Total clients
	%	Number of clients	%	Number of clients	%	Number of clients	%	Number of clients	
1999/2000	23.2	15,819	29.9	20,431	32.0	21,860	14.9	10,203	68,313
1998/99	27.6	19,793	30.9	22,155	29.9	21,388	11.6	8,293	71,629
1997/98	27.1	21,087	32.4	25,233	29.7	23,159	10.9	8,456	77,935
1996/97	27.1	22,112	33.7	27,510	30.3	24,691	8.9	7,246	81,559

**Table 2b: The proportion of clients receiving different levels of home care**

COUNCIL	Number of clients	LEVEL OF HOME CARE				Hours per 1,000 population aged 65+ (per week)
		Up to 2 hours per week	2 to less than 4 hours per week	4 to 10 hours inclusive per week	More than 10 hours per week	
		% of clients				
Aberdeen City	3,603	16	38	33	13	418
Aberdeenshire	2,053	16	34	31	19	492
Angus	1,802	60	19	14	7	323
Argyll & Bute	972	4	21	50	24	371
Clackmannanshire	652	25	22	24	29	740
Dumfries & Galloway*	1,669	12	26	40	21	502
Dundee City	2,891	57	26	10	8	406
East Ayrshire	1,347	7	37	37	19	474
East Dunbartonshire	1,022	20	35	32	12	343
East Lothian	1,233	9	42	32	18	481
East Renfrewshire	807	31	21	28	21	358
Edinburgh, City of	6,393	34	29	25	13	496
Eilean Siar*	1,040	4	31	45	20	1,100
Falkirk	2,287	17	33	33	17	670
Fife	6,375	42	25	26	8	470
Glasgow City	9,763	15	31	38	17	585
Highland	2,915	21	33	36	10	382
Inverclyde	1,281	30	33	27	10	417
Moray	1,056	16	36	28	20	425
North Ayrshire*	1,629	15	25	39	20	502
North Lanarkshire	2,725	14	24	40	23	416
Orkney Islands	361	8	29	43	20	466
Perth & Kinross	1,412	44	34	17	4	177
Renfrewshire	2,538	13	31	38	18	658
Scottish Borders	1,569	23	35	29	13	395
Shetland Islands	482	32	38	23	7	604
South Ayrshire	1,358	23	16	32	28	504
South Lanarkshire	2,629	7	29	43	20	443
Stirling	921	13	43	27	16	552
West Dunbartonshire*	1,767	14	29	42	15	793
West Lothian	1,761	15	38	35	12	539

Midlothian failed to report this indicator

### INDICATOR 3: THE USE OF QUALIFIED STAFF

The percentage of care staff in residential homes who have appropriate qualifications, for each of the following user groups:

- children
- elderly 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 residential 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. However, the indicator identifies separately:

- staff with social work, social care and other specified qualifications sufficient to meet qualifications for residential care (type A qualifications)
- staff with qualifications that are relevant but which would not be the preferred choice of employers or regulatory bodies (type B qualifications).

#### Points to bear in mind

The reported performance of councils will be affected by:

- their policies on recruiting staff who are suitably qualified, and on training existing staff
- the availability of suitably qualified staff.

#### Commentary

Direct comparison with levels of staff qualification in previous years is inappropriate since 1999/2000 is the first year for which the indicator has separately identified the different types of staff qualification. As in previous years, however, there were higher proportions of staff with either form of qualification in homes for children than in homes for either elderly people or other adults (Table 3a).

### Children

In 1999/2000 **the number of staff directly employed in council managed homes for children remained at just under 1,900. Nearly 45% of these staff had some form of appropriate qualification** and over 33% held type A qualifications (Table 3a). There were however, wide variations in both the proportion of qualified staff among councils and the extent to which staff had type A or type B qualifications.

### Elderly people

The continued decline in the number of staff employed in homes for elderly people (4,710), although slight, is reflected in the reduction of the number places available (see indicator 4). Table 3b shows wide variation in the appointment of staff with either type A or type B qualifications between councils.

### Other adults

Unlike homes for children and elderly people, the number of staff in council homes for other adults has risen from 989 in 1997/98 to 1,221 in 1999/2000. Of these staff, 24% held type A qualifications and 13% held type B qualifications. Like homes for children and elderly people, there was wide variation in the proportions of qualified staff among councils (Table 3c).

**Table 3a : The percentage of qualified staff in residential accommodation for children**

COUNCIL	Number of staff employed	% of staff with social work, social care, and other specified qualifications	% of staff with other relevant qualifications
Aberdeen City	45	40	18
Aberdeenshire	34	56	12
Angus	19	63	5
Argyll & Bute	43	33	0
Clackmannanshire	7	57	0
Dumfries & Galloway	50	16	0
Dundee City	63	65	3
East Ayrshire	30	30	17
East Dunbartonshire	25	20	20
East Lothian	37	41	30
East Renfrewshire	No service	No service	No service
Edinburgh, City of	297	42	11
Eilean Siar	No service	No service	No service
Falkirk	19	32	16
Fife	99	36	5
Glasgow City	452	21	11
Highland	59	22	15
Inverclyde	31	48	3
Midlothian	26	27	12
Moray	No service	No service	No service
North Ayrshire	86	26	8
North Lanarkshire	76	34	12
Orkney Islands	12	17	0
Perth & Kinross	19	63	0
Renfrewshire	90	30	14
Scottish Borders	17	35	0
Shetland Islands	21	10	10
South Ayrshire	12	33	17
South Lanarkshire	110	39	26
Stirling	12	17	25
West Dunbartonshire	57	33	16
West Lothian	37	65	5
<b>All Scotland</b>	<b>1,885</b>	<b>33.4</b>	<b>11.5</b>

**Table 3b : The percentage of qualified staff in residential accomodation for elderly people**

COUNCIL	Number of staff employed	% of staff with social work, social care, and other specified qualifications	% of staff with other relevant qualifications
Aberdeen City	270	14	6
Aberdeenshire	206	20	1
Angus	118	35	0
Argyll & Bute	101	14	10
Clackmannanshire	48	15	10
Dumfries & Galloway	No service	No service	No service
Dundee City	180	28	0
East Ayrshire	71	20	3
East Dunbartonshire	No service	No service	No service
East Lothian	80	20	1
East Renfrewshire	54	15	0
Edinburgh, City of	333	32	2
Eilean Siar	114	38	1
Falkirk	140	33	9
Fife	290	18	8
Glasgow City	662	12	5
Highland	274	17	7
Inverclyde	48	15	17
Midlothian	66	53	8
Moray	103	22	6
North Ayrshire	99	18	8
North Lanarkshire	227	30	15
Orkney Islands	68	10	15
Perth & Kinross	108	26	0
Renfrewshire	159	13	11
Scottish Borders	148	31	0
Shetland Islands	78	33	0
South Ayrshire	90	12	9
South Lanarkshire	253	14	7
Stirling	61	18	8
West Dunbartonshire	141	13	11
West Lothian	120	20	3
<b>All Scotland</b>	<b>4,710</b>	<b>20.8</b>	<b>5.7</b>

**Table 3c: The percentage of qualified staff in residential accommodation for other adults**

COUNCIL	Number of staff employed	% of staff with social work, social care, and other specified qualifications	% of staff with other relevant qualifications
Aberdeen City	81	38	32
Aberdeenshire	23	22	0
Angus	33	48	0
Argyll & Bute	23	13	17
Clackmannanshire	No service	No service	No service
Dumfries & Galloway	16	63	0
Dundee City	107	31	0
East Ayrshire	20	30	25
East Dunbartonshire	11	9	27
East Lothian	No service	No service	No service
East Renfrewshire	12	33	0
Edinburgh, City of	127	29	2
Eilean Siar	22	68	5
Falkirk	13	31	0
Fife	292	7	19
Glasgow City	55	15	15
Highland	32	9	25
Inverclyde	12	33	8
Midlothian	No service	No service	No service
Moray	4	50	25
North Ayrshire	14	50	14
North Lanarkshire	30	33	27
Orkney Islands	13	8	54
Perth & Kinross	35	40	0
Renfrewshire	27	33	4
Scottish Borders	7	14	0
Shetland Islands	60	20	0
South Ayrshire	13	15	38
South Lanarkshire	84	35	11
Stirling	11	9	0
West Dunbartonshire	31	16	19
West Lothian	13	23	46
<b>All Scotland</b>	<b>1,221</b>	<b>24.2</b>	<b>13.0</b>

#### INDICATOR 4: PRIVACY IN RESIDENTIAL CARE

The percentage of residential care places which are single rooms, provided by councils, the voluntary sector and the private sector, for the following user groups:

- children
- elderly people
- other adults.

Research on the preferences of residents in residential establishments shows that privacy is of particular importance to most of them. The indicator measures this significant aspect of the quality of residential care. For each type of provider the indicator shows the number of bedrooms intended solely for one person.

#### Points to bear in mind

The service provided is likely to be affected by:

- the registration standards established by the independent inspection units of councils, which may include a requirement for single rooms
- limitations on the funds available to councils and the owners of homes in the voluntary and private sectors to increase the number of single rooms
- the physical layout of an existing home, which may limit the opportunities for creating single rooms
- design standards for new homes which encourage greater provision of single rooms
- the provision by some councils of accommodation for couples or young siblings in twin or double rooms where this is the preference. This will limit the proportion of single rooms which they seek to provide as a matter of policy.

#### Commentary

As in previous years, councils were the main providers of residential care for children and elderly people in 1999/2000 and the voluntary sector was the main provider of accommodation for other adults.

For all client groups the overall proportion of residential places offered in single rooms has increased since 1996/97 although, in general, councils continue to offer a higher proportion of single accommodation than do the voluntary and private sectors.

#### Children

Overall, 29 councils provided 1,089 places for children, 105 places less than in the previous year and continuing the reduction (262 places) in directly provided places since 1996/97. However, in combination with slight increase

in the number of places offered through the voluntary (1,206 places) and private sectors (289 places), the total number of places dropped by 83 from 2,667 places to 2584 places. The overall percentage of places offered in single rooms was 67% (Figure 4a), although within councils' own accommodation it was significantly higher at 84% (Table 4). Fifteen councils offered 100% of their own accommodation as single rooms.

### Elderly people

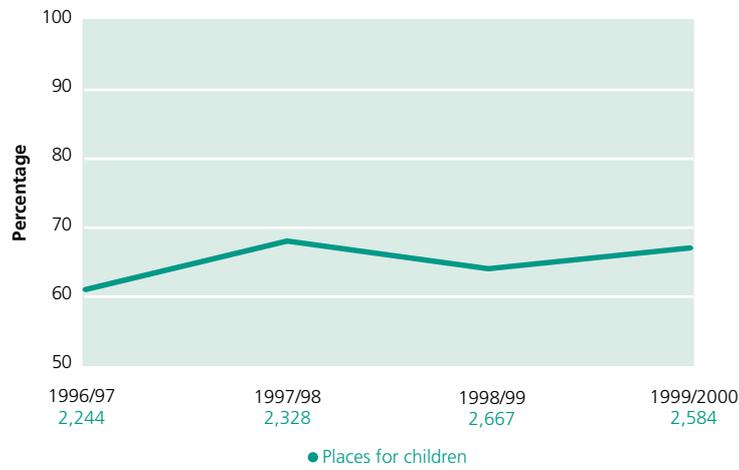
Thirty councils offered residential accommodation for elderly people in 1999/2000. The number of places they offered during the year fell to less than 6,600 from just over 7,700 in 1996/97. The decrease has, however, been offset by a small increase in the places provided by the voluntary (3,931 places) and private (6,507 places) sectors reflecting an increasing dependence on these providers. Overall there has been a reduction of about 800 places since 1996/97 to around 17,000. This change must also be seen in combination with the policy of seeking to offer more home-care where appropriate, in order to reduce the need for residential care (see indicator two at page 5).

**The overall proportion of places for elderly people offered in single rooms has risen from 73% in 1996/97 to 80% in 1999/2000 (Figure 4b), although in councils' own accommodation the proportion is 86%.** Ten councils offered all their places for elderly people in single rooms and only two (East Renfrewshire and Inverclyde) continued to offer less than 50% of places in single rooms.

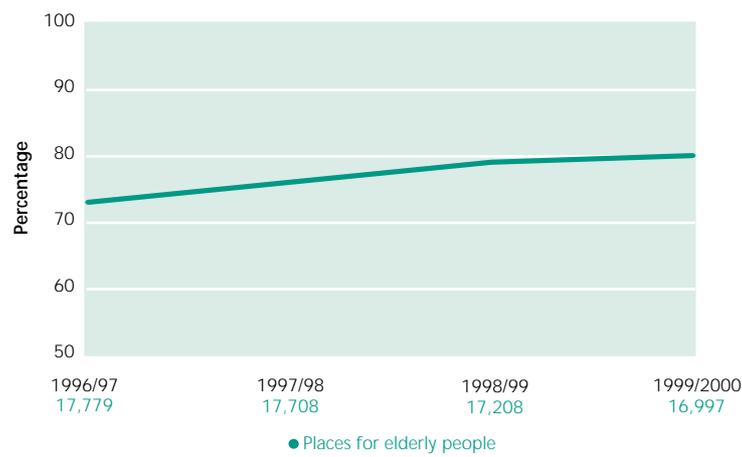
### Other adults

Twenty-eight councils provided residential accommodation to other adults, between them again offering just over 1,000 places, 96% of which were in single rooms. However, by far the bulk of accommodation for other adults was offered by the voluntary (6,043 places) and private sectors (810 places). This takes the total number of places to just over 7,900 and the percentage of single rooms to nearly 86%, both slightly higher than in previous years (Figure 4c). Eighteen councils provided all of their residential places for other adults in single rooms.

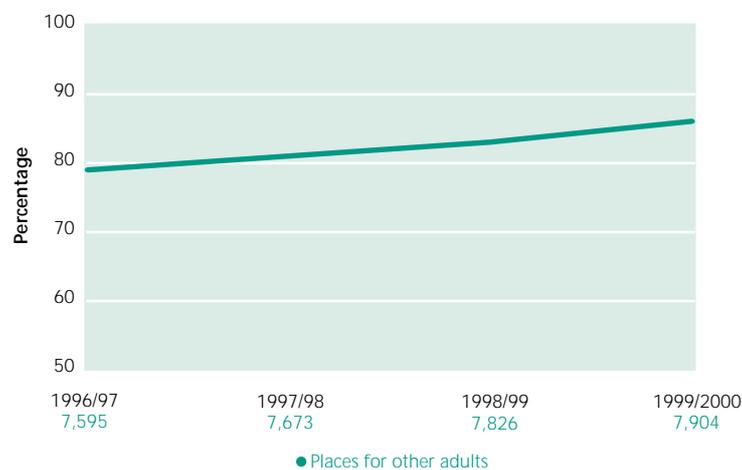
**Figure 4a: The overall proportion of single-room residential places for children**



**Figure 4b: The overall proportion of single-room residential places for elderly people**



**Figure 4c: The overall proportion of single-room residential places for other adults**



**Table 4: The number of places and proportion of single rooms offered by councils**

COUNCIL	Homes for children		Homes for elderly people		Homes for other adults	
	Total places	% single rooms	Total places	% single rooms	Total places	% single rooms
Aberdeen City	43	60.5	277	77.6	128	100.0
Aberdeenshire	18	100.0	340	90.6	35	82.9
Angus	14	100.0	112	100.0	45	100.0
Argyll & Bute	31	74.2	125	96.8	27	100.0
Clackmannanshire	5	100.0	60	100.0	No service	No service
Dumfries & Galloway	19	100.0	No service	No service	19	100.0
Dundee City	36	91.7	242	100.0	79	98.7
East Ayrshire	17	100.0	101	100.0	24	100.0
East Dunbartonshire	6	100.0	No service	No service	14	100.0
East Lothian	12	50.0	113	77.0	No service	No service
East Renfrewshire	No service	No service	37	35.1	12	66.7
Edinburgh, City of	159	89.9	619	80.6	88	93.2
Eilean Siar	No service	No service	179	85.5	16	100.0
Falkirk	8	100.0	172	96.5	5	100.0
Fife	36	100.0	352	100.0	182	100.0
Glasgow City	251	76.1	1003	79.3	49	83.7
Highland	34	88.2	364	97.8	27	100.0
Inverclyde	24	91.7	64	40.6	17	52.9
Midlothian	14	100.0	129	67.4	No service	No service
Moray	No service	No service	120	97.5	No service	No service
North Ayrshire	53	98.1	128	100.0	15	93.3
North Lanarkshire	52	76.9	387	77.3	25	92.0
Orkney Islands	8	100.0	71	100.0	20	100.0
Perth & Kinross	15	100.0	128	100.0	21	100.0
Renfrewshire	67	70.1	233	51.9	31	100.0
Scottish Borders	8	100.0	199	93.0	6	100.0
Shetland Islands	11	81.8	63	100.0	5	100.0
South Ayrshire	10	100.0	146	95.9	17	100.0
South Lanarkshire	67	82.1	300	88.0	89	97.8
Stirling	7	100.0	92	100.0	15	100.0
West Dunbartonshire	36	66.7	224	79.5	26	96.2
West Lothian	28	100.0	179	89.9	14	100.0
<b>All Scotland</b>	<b>1,089</b>	<b>83.9</b>	<b>6,559</b>	<b>86.0</b>	<b>1,051</b>	<b>96.3</b>

## INDICATOR 5: INSPECTION OF RESIDENTIAL HOMES

The average number of times per year residential care homes run by the council and other providers are inspected.

Councils are responsible for carrying out independent inspections of all residential care homes in their area, including their own and those run by private and voluntary organisations.

### Points to bear in mind

The purpose of inspections is to establish whether each home meets the standards of care required. These standards include the physical condition of the home and the personal care of residents. Scottish Executive guidance suggests that a target of two inspections a year for each home is appropriate. Councils accept this target and the indicator shows the extent to which, on average, each council has met it.

### Commentary

In 1999/2000 the overall average inspection rate for homes in all sectors of 1.9 inspections was still below the standard set by the Scottish Executive, although it had risen slightly from 1.8 inspections in the previous year (Table 5a). The number of councils meeting the target of two inspections per year was 20, the same as in 1998/99. However, **it is a matter of concern that five councils still reported an average inspection rate of 1.5 or less.**

Across Scotland, the number of inspections per year for each home varied between councils and between providers as follows:

- council – 1.0 (North Ayrshire, Dumfries & Galloway) to 3.6 (Moray)
- voluntary sector – 1.0 (Eilean Siar, North Ayrshire) to 4.3 (Clackmannanshire)
- private sector – 1.0 (Eilean Siar) to 3.8 (Glasgow) (Table 5b).

Table 5b also shows that there was no clear overall pattern of councils inspecting homes in one sector more than those in other sectors. Among councils the sector with the highest inspection rates varied as follows:

- five councils had a higher inspection rate for council homes than others
- four councils had a higher inspection rate for voluntary sector homes than others
- twelve councils had a higher inspection rate for private homes than others
- eleven councils inspected establishments in two or more sectors equally.

**Table 5a: The average number of inspections per year for all residential homes**

COUNCIL	Average number of inspections			
	1999/2000	1998/99	1997/98	1996/97
Aberdeen City	2.0	1.0	1.7	1.2
Aberdeenshire	2.1	1.3	1.6	1.6
Angus	2.0	2.0	2.0	2.3
Argyll & Bute	1.3	2.5	2.1	1.0
Clackmannanshire	3.9	3.1	1.9	2.4
Dumfries & Galloway	1.7	1.8	1.4	1.5
Dundee City	2.0	2.2	2.1	2.1
East Ayrshire	1.8	2.1	2.5	0.5
East Dunbartonshire	1.9	2.0	2.0	1.2
East Lothian	1.8	1.4	*1.1	* 1.6
East Renfrewshire	2.0	2.1	2.5	1.6
Edinburgh, City of	1.6	1.3	1.4	*1.5
Eilean Siar	1.9	1.4	2.0	1.9
Falkirk	3.1	2.7	2.2	2.1
Fife	1.7	2.1	1.9	2.0
Glasgow City	2.2	1.4	1.4	1.2
Highland	2.1	2.0	2.0	3.0
Inverclyde	2.5	3.0	3.0	0.4
Midlothian	1.5	0.9	1.0	1.3
Moray	2.5	2.7	2.8	2.3
North Ayrshire	1.1	1.0	0.6	0.9
North Lanarkshire	2.4	2.3	1.9	1.0
Orkney Islands	1.5	2.0	2.0	2.0
Perth & Kinross	2.2	2.0	1.6	1.7
Renfrewshire	2.0	1.8	1.1	0.5
Scottish Borders	2.0	2.0	1.8	1.8
Shetland Islands	2.0	1.9	2.0	2.0
South Ayrshire	3.0	2.0	2.4	1.6
South Lanarkshire	2.1	2.1	1.7	1.7
Stirling	2.9	3.2	1.8	2.1
West Dunbartonshire	2.0	2.5	1.8	0.6
West Lothian	1.4	1.4	1.7	1.5
<b>All Scotland</b>	<b>1.9</b>	<b>1.8</b>	<b>1.7</b>	

**Table 5b: The average number of inspections in each provider sector 1999/2000**

COUNCIL	Average number of inspections		
	Council	Voluntary	Private
Aberdeen City	2.0	2.0	1.7
Aberdeenshire	2.0	2.2	2.0
Angus	2.0	2.0	2.1
Argyll & Bute	1.4	1.1	1.3
Clackmannanshire	3.0	4.3	No service
Dumfries & Galloway	1.0	1.5	2.0
Dundee City	2.0	2.0	2.0
East Ayrshire	1.6	1.6	1.9
East Dunbartonshire	1.3	2.0	2.0
East Lothian	1.6	1.8	1.8
East Renfrewshire	2.0	2.0	2.0
Edinburgh, City of	1.4	1.6	1.6
Eilean Siar	2.2	1.0	1.0
Falkirk	3.0	2.9	3.5
Fife	1.7	1.6	1.8
Glasgow City	2.0	2.1	3.8
Highland	2.3	2.1	2.0
Inverclyde	1.3	2.7	2.8
Midlothian	1.4	1.4	1.9
Moray	3.6	2.3	2.8
North Ayrshire	1.0	1.0	1.3
North Lanarkshire	2.6	2.0	2.8
Orkney Islands	1.7	No service	1.3
Perth & Kinross	2.0	2.3	2.2
Renfrewshire	2.0	2.0	2.0
Scottish Borders	2.0	2.0	2.0
Shetland Islands	2.0	2.0	No service
South Ayrshire	3.0	2.9	3.0
South Lanarkshire	2.0	2.0	2.5
Stirling	2.5	3.1	3.0
West Dunbartonshire	2.0	2.0	2.0
West Lothian	1.5	1.3	1.6
<b>All Scotland</b>	<b>1.9</b>	<b>1.9</b>	<b>2.1</b>

## INDICATOR 6: RESPITE CARE

The number of people assessed as requiring respite care and the percentage of that number for whom at least one such arrangement was made, for the following groups:

- elderly people
- people with learning disabilities
- children with disabilities.

Respite care is support for the carers of vulnerable individuals. The respite is temporary relief from the responsibility of providing care, by the provision of alternative care.

Often the purpose of respite care is to prevent a break-down in care in the household which would result in the person having to be admitted to permanent care. Respite care may, therefore, be provided on a planned or on an emergency basis.

Respite care can take various forms, such as admission to residential care for the vulnerable person, 'sitter' services, 'share-the-care' and 'breaks-and-opportunities' schemes.

Although the indicator is expressed in terms of the assessment of vulnerable people, it is in fact as much about the needs of the carers of those people, as about the needs of the people themselves.

The indicator provides information in relation to three of the main user groups.

### Points to bear in mind

The indicator will be affected primarily by:

- the number of requests for assessment for respite care and the pattern of services required
- the priority given by the council to the development of respite care.

The indicator does not take account of the nature of the service provided or the number of times respite care is provided for the same person. Care may not be provided in the same year as an assessment is made.

### Commentary

For all three client groups, **the overall number of people assessed as requiring respite care who have received it during the year has increased each year since 1996/97. However, in view of the increased demand, the proportion of both elderly people and adults with**

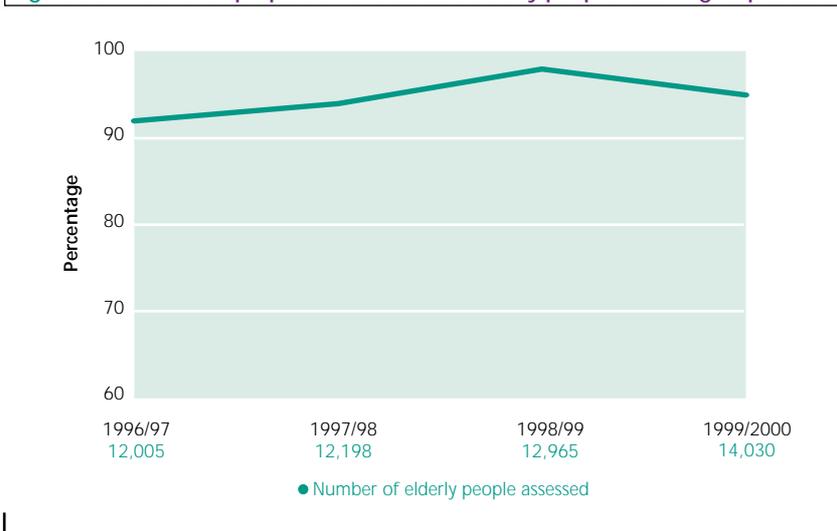
**learning disabilities who were assessed and received respite actually fell for the first time in recent years** (Figure 6a – 6c).

The proportion of clients in each group for whom at least one episode of respite care was provided varied as follows:

- elderly people – 75% (Highland) to 100% (17 councils)
- people with learning disabilities – 73% (City of Edinburgh) to 100% (21 councils)
- children with disabilities – 57% (Scottish Borders) to 100% (12 councils) (Table 6).

Seven councils reported that they had provided respite care for 100% of the people that underwent assessment in each client group.

**Figure 6a: The overall proportion of assessed elderly people receiving respite care**



**Figure 6b: The overall proportion of assessed people with learning disabilities receiving respite care**

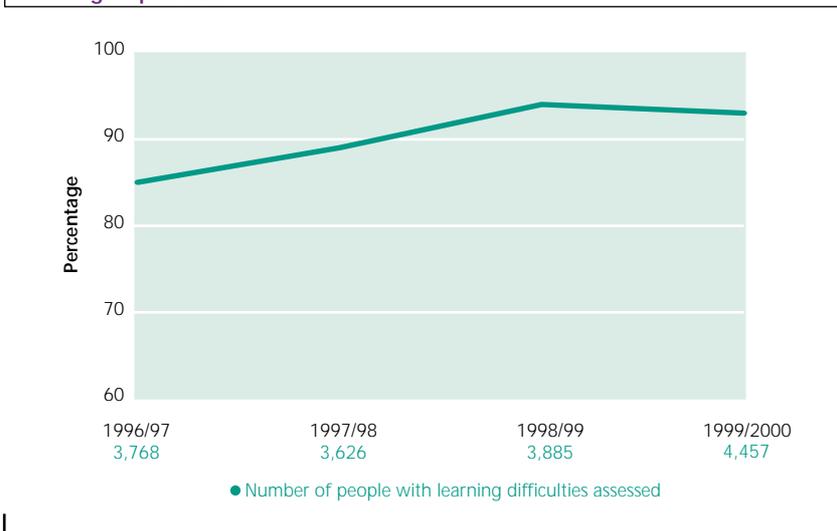
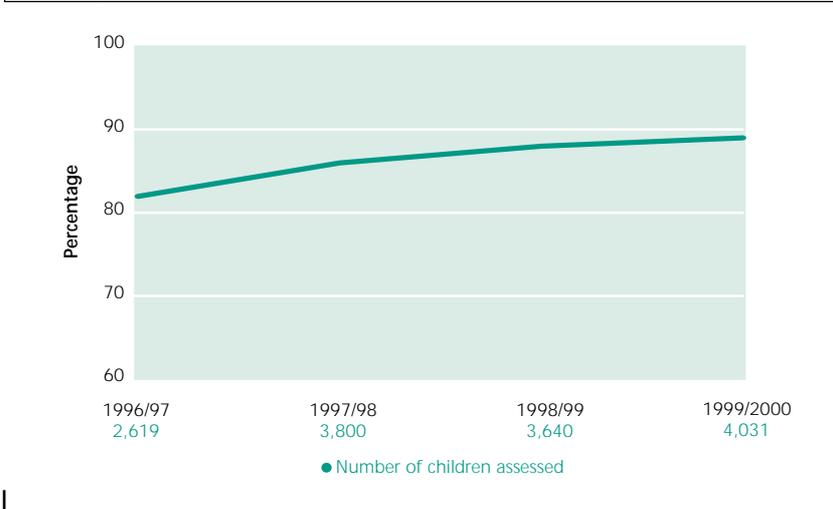


Figure 6c: The overall proportion of assessed children with disabilities receiving respite care



**Table 6: Percentages of assessed people receiving respite care**

COUNCIL	Percentage receiving respite care		
	Elderly people	People with Learning disabilities	Children with disabilities
Aberdeen City	100	89	87
Aberdeenshire	97	89	77
Angus	100	100	84
Argyll & Bute	97	97	100
Clackmannanshire	94	86	82
Dumfries & Galloway	*94	*98	100
Dundee City	100	100	96
East Ayrshire	100	100	100
East Dunbartonshire	100	100	100
East Lothian*	100	100	70
East Renfrewshire	100	100	100
Edinburgh, City of	95	73	84
Eilean Siar	100	100	100
Falkirk	98	100	90
Fife*	95	100	79
Glasgow City	100	100	94
Highland	75	74	79
Inverclyde	97	100	100
Midlothian*	100	100	100
Moray	96	100	100
North Ayrshire*	87	100	67
North Lanarkshire	100	99	99
Orkney Islands	100	100	95
Perth & Kinross	100	94	81
Renfrewshire	98	100	92
Scottish Borders	100	100	57
Shetland Islands	100	100	100
South Ayrshire	97	98	98
South Lanarkshire *	100	100	100
Stirling	100	100	91
West Dunbartonshire	98	100	100
West Lothian	92	98	77
<b>All Scotland</b>	<b>95</b>	<b>93</b>	<b>89</b>

## 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.

**Aberdeen City**, Martin Murchie, Strategic Support Officer, Aberdeen City Council, Office of Chief Executive, Town House, Broad Street, Aberdeen, AB10 1FY. Tel: 01224 522008 email: mmurchie@ceo.aberdeen.net.uk

**Aberdeenshire**, Roger White, Head of Policy, Aberdeenshire Council, Woodhill House, Westburn Road, Aberdeen, AB16 5GB. Tel: 01224 664059 email: rlwhite.ce@aberdeenshire.gov.uk

**Angus**, Jan Adam, Performance Co-ordinator, Angus Council, Chief Executive's Department, The Cross, Forfar, DD8 1BX. Tel: 01307 473018 email: adamj@angus.gov.uk

**Argyll and Bute**, Russ Weedon, Performance Information Co-ordinator, Argyll and Bute Council Headquarters, Corporate Policy, Kilmory, Lochgilphead, PA31 8RT. Tel: 01546 604479 email: russ.weedon@argyll-bute.gov.uk

**Clackmannanshire**, Andrew Wilson, Development Officer (Best Value), Clackmannanshire Council, Greenfield, Alloa, FK10 2AD. Tel: 01259 450000 email: awilson3@clacks.gov.uk

**Dumfries and Galloway**, Charlie Proctor, Modernising Services Team, Dumfries & Galloway Council, Department for Finance and Corporate Services, Carruthers House, English Street, Dumfries, DG1 2HP. Tel: 01387 260000 email: lindsayw@dumgal.gov.uk

**Dundee City**, Rod McKay, Principal Accountant, Finance Department, Dundee City Council, Tayside House, Floor 4, 28 Crichton Street, Dundee, DD1 3RF. Tel: 01382 433522 email: ron.sturrock@dundeecity.gov.uk

**East Ayrshire**, Carole Foote, Principal Officer, Corporate Development, East Ayrshire Council, Chief Executive's Department, London Road, Kilmarnock, KA3 7BU. Tel: 01563 576578 email: Helen.Dick@east-ayrshire.gov.uk

**East Dunbartonshire**, Tom Duncan, Best Value Advisor, East Dunbartonshire Council, Tom Johnston House, Civic Way, Kirkintilloch, G66 4TJ. Tel: 0141 578 8000 email: zw60@dial.pipex.com

**East Lothian**, Lianne Stapleton, Policy Officer, East Lothian Council, Policy and Performance, John Muir House, Haddington, East Lothian EH41 3HA. Tel: 01620 827884 email: elcpolicy@dial.pipex.com

**East Renfrewshire**, Janice Gibson, Corporate Policy Officer, East Renfrewshire Council, Council Headquarters, Eastwood Park, Giffnock, East Renfrewshire, G46 6UG. Tel: 0141 577 3167 email: penmanj@eastrenfrewshire.gov.uk

**City of Edinburgh**, Steven Diponio, Policy Officer (Research & Information), City of Edinburgh Council, Corporate Services, 12 St Giles Street, Edinburgh, EH1 1PT. Tel: 0131 469 3858 email: brigitte.jones@cityedin.demon.co.uk

**Eilean Siar**, Mark Luntley, Depute Director of Finance, Comhairle nan Eilean Siar, Council Offices, Sandwick Road, Stornoway, Isle of Lewis, HS1 2BW. Tel: 01851 703773 email: drattray@cne-siar.gov.uk

**Falkirk**, Brian Forbes, Senior Performance Review Officer, Corporate Services, Falkirk Council, Municipal Buildings, Falkirk, FK1 5RS. Tel: 01324 506037 email: bforbes@falkirk-council.demon.co.uk

**Fife**, Ms Philo Wood, Team Leader (Policy Planning & Review), Corporate Policy, Fife Council, Fife House, North Street, Glenrothes, Fife, KY7 5LT. Tel: 01592 413617 email: philo@fcpolicy.demon.co.uk

**Glasgow City**, Jim Mearns, Senior Policy Development Officer, Glasgow City Council, Corporate Policy & Development, City Chambers, George Square, Glasgow, G2 1DU. Tel: 0141 287 3625 email: jim.mearns@ced.glasgow.gov.uk

**Highland**, Tom Waters, Head of Accounting, Finance Department, Highland Council, Council Offices, Glenurquhart Road, Inverness, IV3 5NX. Tel: 01463 702426 email: tom.waters@highland.gov.uk

**Inverclyde**, Brian Purdie, Head of Customer Services, Inverclyde Council, Chief Executive's Office, Municipal Buildings, Greenock, PA15 1LY. Tel: 01475 712748

**Midlothian**, Janice Long, Policy Manager, Midlothian Council, Midlothian House, Buccleuch Street, Dalkeith, EH22 1LY. 0131 271 3461 email: janice.long@midlothian.gov.uk

**Moray**, Carol Kirkwood, Chief Executive's Office, Corporate Services, The Moray Council, Council Office, High Street, Elgin, IV30 1BX. Tel: 01343 543451 email: mustarb@chief.moray.gov.uk

**North Ayrshire**, Jim Montgomery, Principal Performance Review Officer, North Ayrshire Council, Chief Executive's Office, Cunninghame House, Irvine, KA12 8EE. Tel: 01294 324125 email: jmontgomery@bestvaluenac.prestel.co.uk

**North Lanarkshire**, Ian Nicol, Senior Information & Research Officer, North Lanarkshire Council, Chief Executive's Office, Civic Centre, Motherwell, ML1 1TW. Tel: 01698 302584 email: nicoli@northlan.gov.uk

**Orkney Islands**, Gareth Waterson, Financial Manager, Orkney Islands Council, Council Offices, School Place, Kirkwall, Orkney, KW15 1NY. Tel: 01856 873535 email: gareth.waterson@orkney.gov.uk

**Perth and Kinross**, Carol Calder, Strategic Planning Officer, Perth and Kinross Council, Strategic Policy, PO Box 77, 2 High Street, Perth, PH1 5PH. Tel: 01738 475070 email: clcalder@pkc.gov.uk

**Renfrewshire**, Ian McArthur, Policy Planning Manager, Renfrewshire Council, Council Headquarters, North Building, Cotton Street, Paisley, PA1 1WB. Tel: 0141 840 3268 email: ian.mcarthur@renfrewshire.gov.uk

**Scottish Borders**, Brian Emmerson, Performance Management Officer, Scottish Borders Council, Council Headquarters, Chief Executive's Department, Newtown St Boswells, Melrose, TD6 0SA. Tel: 01835 825058 email: dorisadens@scotborders.gov.uk

**Shetland Islands**, Averill Dorrat, Assistant Resources Officer, Chief Executive's Office, Shetland Islands Council, 4 Market Street, Lerwick, Shetland, ZE1 0JN. Tel: 01595 744564 email: averill.dorrat@sic.shetland.gov.uk

**South Ayrshire**, Nicola Gemmell, Performance Review Assistant, South Ayrshire Council, County Buildings, Wellington Square, Ayr. Tel: 01292 612213 email: nicola.gemmell@south-ayrshire.gov.uk

**South Lanarkshire**, Paul Manning, Research Supervisor, South Lanarkshire Council, Finance Services, Council Offices, Brandongate, 1 Leechlee Road, Hamilton, ML3 0AX. Tel: 01698 453338

**Stirling**, Lesley J Graham, Corporate Performance Officer, Stirling Council, Chief Executive's Services, Policy Unit, Viewforth, Stirling, FK8 2ET. Tel: 01786 442982 email: grahaml@stirling.gov.uk

**West Dunbartonshire**, Amanda Watson, Policy Assistant, West Dunbartonshire Council, Chief Executive's Department, Council Offices, Garshake Road, Dumbarton, G82 3PU. Tel: 01389 737528 email: wdccp@sol.co.uk

**West Lothian**, Jim Mclvor, Principal Officer, Best Value Manager, West Lothian Council, West Lothian House, Almondvale Boulevard, Livingston, West Lothian, EH54 6QG. Tel: 01506 777122 email: jim.mclvor@westlothian.gov.uk

**Western Isles**, see Eilean Siar



110 GEORGE STREET EDINBURGH EH2 4LH

T. 0131 477 1234 F. 0131 477 4567

[www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

ISBN 1 903433 18 5