

## **SOCIAL WORK & HOUSING COMMITTEE – 3 NOVEMBER 2011**

### **ABERDEENSHIRE PERFORMS: PERFORMANCE INDICATORS QUARTER 2 - 2011/12**

#### **1 Recommendations**

##### **1.1 The Committee is recommended to: -**

- 1 Consider and acknowledge the July to September 2011 (Quarter 2) Service Plan monitoring for Housing & Social Work (See Appendix 1).**
- 2 Consider and approve amendments to Criminal Justice Social Work Performance Indicators.**
- 3 Instruct the Director of Housing & Social Work to continue to report to Committee quarterly on performance measures against service objectives and six monthly on progress in delivering all aspects of the Service Plan.**

#### **2 Background**

- 2.1** The purpose of this report is to advise Committee of how the Service is performing against key indicators and targets as set out in the Service Plan 2011-14, as approved by this committee on 2 June 2011.
- 2.2** The performance indicators detailed in this report are linked to the Council's strategic priorities and focus on those activities where Housing & Social Work needs to improve in order to achieve our objectives. The quarterly performance trends report provides regular opportunity for elected members to maintain scrutiny of significant activities in order to achieve good outcomes for the citizens of Aberdeenshire.
- 2.3** It is important to note that some of the areas of activity are measured and reported annually rather than quarterly. As per Councillors' request these have been removed and will only be reported when available. Although annual all Housing and Social Work managers routinely review the performance and practice of their own teams' contribution to the service's overall performance via regular management information; user feedback; operational reviews of services; participating in external inspections; employee supervision/personal development plans; learning and sharing of Best practice.
- 2.4 Proposed changes to Criminal Justice Performance indicators**
  - 2.4.1** Although the Criminal Justice Service reports to the Northern Community Justice Authority regularly on a significant number of Performance Indicators, the only reporting to committee to date has been on a single Indicator (average hours per week to complete community service.)

As has been previously reported to Committee, the value of this statistic as a Performance Indicator on its own is questionable.

The Service is therefore proposing the inclusion of a broader suite of Performance Indicators to reflect all areas of practice, not just Unpaid Work.

<b>Service Objective 6: Improve Community Protection</b>		
<b>Key Performance Measure</b>	<b>Theme</b>	<b>Rationale</b>
6a) % of offenders offered unpaid work placement within 7 days and percentage who attend.	Capacity	The Scottish Government has highlighted 'immediacy and speed' as areas for improvement in Community Service schemes. There are numerous variables which influence both, many of which are out with the control of the service, but the ability /capacity of the service to offer placements and to manage compliance are two trends where we have influence. It should be noted however that sanctions for non attendance are ultimately a matter for the courts.
6b) Average numbers of hours per week to complete unpaid work requirement	Capacity	Continues to be the subject of a national 'snapshot' audit annually
6c) % Proportion of Social Work Court Reports submitted on time	Productivity / Process	Preparing court reports is a key statutory function of the service and makes up a significant part of workload. Delays in submission impact very significantly on the justice system and the individuals (both victims and offenders) concerned.
6d) % of offenders with an up-to-date risk assessment plan and case management plan	Quality / Outcomes	Up to date Risk Assessments and Case Management Plans are a requirement of National Standards and allow resources to be targeted based on risk and need. Assessment is also core in determining the most effective intervention to provide

2.5 Performance during the second quarter of 2011 can be summarised as:-

	<b>Service Objective</b>	<b>Are we getting better?</b>
1.	To ensure access to good quality, affordable housing	Yes
2.	To prevent and address homelessness	Yes
3.	To reduce fuel poverty	Yes, overall
4.	Act early to protect and care for those children and adults at risk of harm or neglect	Yes
5.	Enhance opportunities for people who are vulnerable by virtue of age, disability, illness, income deprivation or other circumstances to optimise their independence and life choices	Steady
6.	Improve community protection	Yes
7.	Ensure all aspects of our service are high quality, continually improving, efficient and responsive to people's needs	Steady (2 New Measures for 2011/12)
8.	Enhance the voice of users and carers in the design and delivery of social work and housing services	Annual

2.6 The majority of key performance measures show steady improvement in the quarter reported. Noticeable improvement has been made in the following:-

- Criminal Justice kaizen for Daily Improvement project which has made in-roads into addressing key issues and specifically helping with dealing with CSOs more effectively.
- The Aberdeenshire Energy Efficiency Advice Project has delivered advice to over 1000 households
- Utilisation of common screening tools has improved the Community Care Assessment turnaround figures

2.7 However, in the following areas the key performance measures indicate a areas for improvement:-

- Reduction in business mileage appears to have slipped, but longer term trend analysis is required. Over Q1 and Q2 the average reduction is still above target
- KDI in finance has started and should help to address some of the invoicing delays
- I-procurement training is being delivered and should also help to address some of the invoicing delays

2.8 The quarterly performance trends report provides regular opportunities for elected members to maintain scrutiny of significant Housing and Social Work activities in order to achieve good outcomes for the citizens of Aberdeenshire.

2.9 The Monitoring Officer and Head of Finance within Corporate Services have been consulted in the preparation of this report and have no comments.

**3 Staffing and Financial Implications**

3.1 There are no staffing and financial implications arising from this report.

**Ritchie Johnson**  
**Director of Housing & Social Work**

Report prepared by:- Wendy Loudon, Business Services Manager  
24 October 2011 Final report