

**APPENDIX 1
STATUTORY PERFORMANCE INDICATORS ADULT SERVICES – REPORTED QUARTERLY**



ASW1: Average time to provide a Community Care service

**Department: Social Work Services Date: 31 Dec 2006
Section: All Community Care Services**

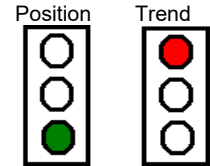
| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-------|-------|-------|-------|-------|-----|----|--|--|--|--|--|----------|----|--|--|--|--|--|---|--|
| <table border="1" data-bbox="210 771 829 885"> <tr> <td></td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> <td>09/10</td> <td>09/10</td> </tr> <tr> <td>WDC</td> <td>22</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>20</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> | | 05/06 | 06/07 | 07/08 | 08/09 | 09/10 | 09/10 | WDC | 22 | | | | | | Scotland | 20 | | | | | | <p>National Comparisons not yet available</p> | <p>Work is continuing where we have joint teams, for example, Learning Disability, Addictions and Mental Health to improve recording within these teams though training for NHS staff to use the CareFirst system, with the aim of improving recording, and therefore reflect performance more accurately.</p> |
| | 05/06 | 06/07 | 07/08 | 08/09 | 09/10 | 09/10 | | | | | | | | | | | | | | | | | |
| WDC | 22 | | | | | | | | | | | | | | | | | | | | | | |
| Scotland | 20 | | | | | | | | | | | | | | | | | | | | | | |
| Comments | Comparator Group Information | Progress in 06/07 | | | | | | | | | | | | | | | | | | | | | |
| <p>This new indicator measures the average (median) time taken to provide community care services from first identification of need to first service provision.</p> | <p>Inverclyde, Dundee, Clackmannanshire and North Ayrshire</p> | <p><u>06/07</u> Jan - Mar: 33 days Apr - June: 37 days July - Sept: 22 days Oct - Dec: 22 days</p> | | | | | | | | | | | | | | | | | | | | | |
| Audit Scotland SPI data for all Scottish Councils. (05/06) | | TARGETS | | | | | | | | | | | | | | | | | | | | | |
| <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Blue line) | | <p>05/06 35 days 06/07 35 days 07/08 35 days 08/09</p> | | | | | | | | | | | | | | | | | | | | | |

STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY

ASW4: Homecare

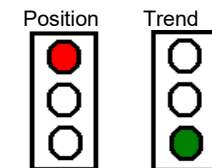
Department: Social Work Services Date: 31 Dec 2006
Section: All Home Care Services



| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|-------|---------|-------|-------|-------|--------|-------|------|--------|-------|-------|--------|-------|------|--------|--|----------|-------|-------|-------|-------|-------|--|--|--|--|--|-------|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|------------------|-------|-------|-------|--|--|--|---|
| <p>ASW 4b Home Care: No. of Homecare hours per 1000 population age 65+</p> <table border="1"> <tr> <td></td> <td>01/02</td> <td>02/03</td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>788.1</td> <td>917.8</td> <td>849.5</td> <td>802.8</td> <td>758.3</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>542.4</td> <td>616.9</td> <td>512.2</td> <td>561.6</td> <td>490.5</td> <td></td> <td></td> <td></td> </tr> </table> | | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 788.1 | 917.8 | 849.5 | 802.8 | 758.3 | | | | Scotland | 542.4 | 616.9 | 512.2 | 561.6 | 490.5 | | | | <p>ASW 4b: No. Homecare hours per 1000 population age 65+</p> <table border="1"> <tr> <td></td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>849.5</td> <td>802.8</td> <td>758.3</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comparator Group</td> <td>454.4</td> <td>576.5</td> <td>568.6</td> <td></td> <td></td> <td></td> </tr> </table> | | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 849.5 | 802.8 | 758.3 | | | | Comparator Group | 454.4 | 576.5 | 568.6 | | | | <p>Service is provided to those who require a service at the assessed level of need.</p> <p>However the restructured methods of service delivery will mean that it appears that performance is falling in comparison to other Councils.</p> |
| | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 788.1 | 917.8 | 849.5 | 802.8 | 758.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Scotland | 542.4 | 616.9 | 512.2 | 561.6 | 490.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 849.5 | 802.8 | 758.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comparator Group | 454.4 | 576.5 | 568.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Comments</p> | <p>Comparator Group Information</p> | <p>Progress in 05/06 06/07</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>We have continued to develop the capacity of Mobile Teams to allow us to increase the number of clients within existing time slots resulting in more efficient use of resources. This means clients are receiving the same or increased numbers of interventions in the same or lower time period. There were also 242 clients who required two carers. Although the numbers of client hours given was 875, this involved 1750 hours of staff time</p> | <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire</p> | <table border="1"> <thead> <tr> <th></th> <th>Clients</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>05/06</td> <td>1661</td> <td>11,153</td> </tr> <tr> <td>Q 1.</td> <td>1693</td> <td>10,919</td> </tr> <tr> <td>Q 2.</td> <td>1696</td> <td>10,768</td> </tr> <tr> <td>Q 2.</td> <td>1694</td> <td>10,373</td> </tr> </tbody> </table> | | Clients | Hours | 05/06 | 1661 | 11,153 | Q 1. | 1693 | 10,919 | Q 2. | 1696 | 10,768 | Q 2. | 1694 | 10,373 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Clients | Hours | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 05/06 | 1661 | 11,153 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q 1. | 1693 | 10,919 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p> | | <p>TARGETS</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASW 4b. Home care: Number of homecare hours per 1,000 population age 65+ 05/06</p> <p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average | | <p>05/06 05/06 Sustain current service level</p> <p>06/07 06/07 Sustain current service level and develop further partnership service e.g. Macmillan</p> <p>07/08 Increase number of targeted interventions</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY



ASW4c(i): Homecare: Personal Care

Department: Social Work Services **Date:** 31 Dec 2006
Section:

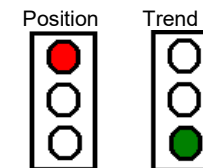
| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|----------|-------|-------|-------|--|--|--|---|--|-------|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|------------------|-------|-------|-------|--|--|--|---|
| <p>ASW 4c(i). % of Homecare Clients Receiving Personal Care</p> <table border="1"> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>32.6%</td> <td>40.5%</td> <td>43.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>57.2%</td> <td>63.0%</td> <td>67.9%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 32.6% | 40.5% | 43.0% | | | | Scotland | 57.2% | 63.0% | 67.9% | | | | <p>ASW 4c(i). % Homecare clients receiving Personal Care</p> <table border="1"> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>32.6%</td> <td>40.5%</td> <td>43.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comparator Group</td> <td>56.5%</td> <td>65.2%</td> <td>70.5%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 32.6% | 40.5% | 43.0% | | | | Comparator Group | 56.5% | 65.2% | 70.5% | | | | <p>Service is provided to those who require a service at the assessed level of need.</p> <p>However the restructured methods of service delivery will mean that it appears that performance is falling in comparison to other Councils.</p> |
| | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Scotland | 57.2% | 63.0% | 67.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Comments | Comparator Group Information | Progress in 06/07 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>There has been an increase in the level of personal care. In West Dunbartonshire Council we do not charge for meal preparation and in the past have not included it as personal care. In line with many other L.A's we now do. This practice change indicates that 59% of Home Care clients are receiving a personal care service.</p> | <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire</p> | <p>Q1 60% Q2 58% Q3 59% Q4</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audit Scotland SPI data for all Scottish Councils. (05/06) | | TARGETS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASW 4c(i) Percentage of Homecare Clients receiving personal care 05/06</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Blue line) | | <p>05/06 Sustain current service level 06/07 43% 07/08 To be set</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY

ASW4c(ii): Homecare: Evening/Overnight

Department: Social Work Services **Date: 31 Dec 2006**
Section:



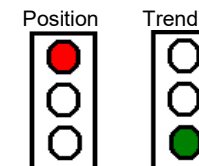
| <p>Annual Performance Data compared to Scottish Average</p> | <p>Annual Performance Data compared to Comparative Group Average</p> | <p>Summary of Improvement Action Plan</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|----------|-------|-------|-------|--|--|--|---|--|-------|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|------------------|-------|-------|-------|--|--|--|---|
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| | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| WDC | 17.9% | 17.7% | 19.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comparator Group | 22.6% | 21.6% | 22.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Comments</p> | <p>Comparator Group Information</p> | <p>Progress in 06/07</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>There has been an increase in the number of people receiving a service during the evening or overnight. The evening time band reflects 7pm to 10pm and so does not take account of services delivered in the early evening like meal preparation. If we were to include services delivered in the early part of the evening this would increase the percentage to 29%</p> | <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire</p> | <p>Q1 17.5% Q2 17.3% Q3 16.8% Q4</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p> | | <p>TARGETS</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Blue line) | | <p>05/06 Sustain current service level 06/07 19% 07/08 To be set</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

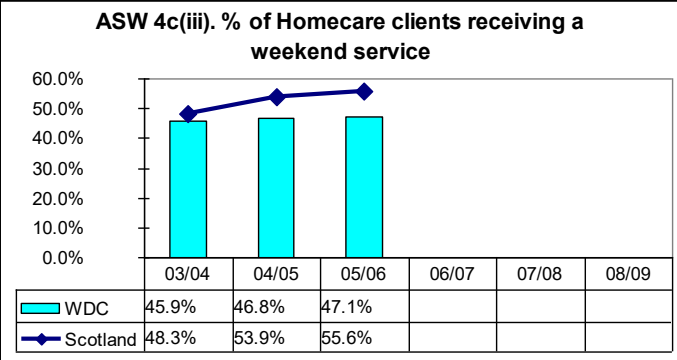
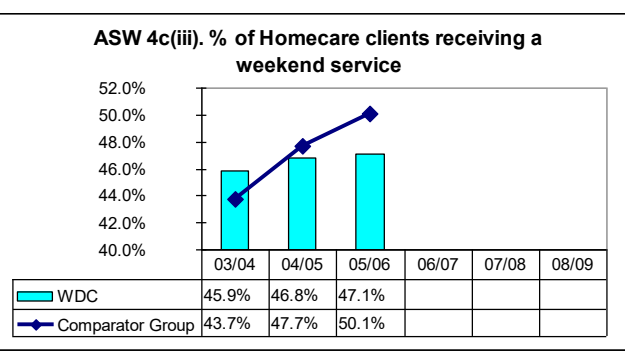
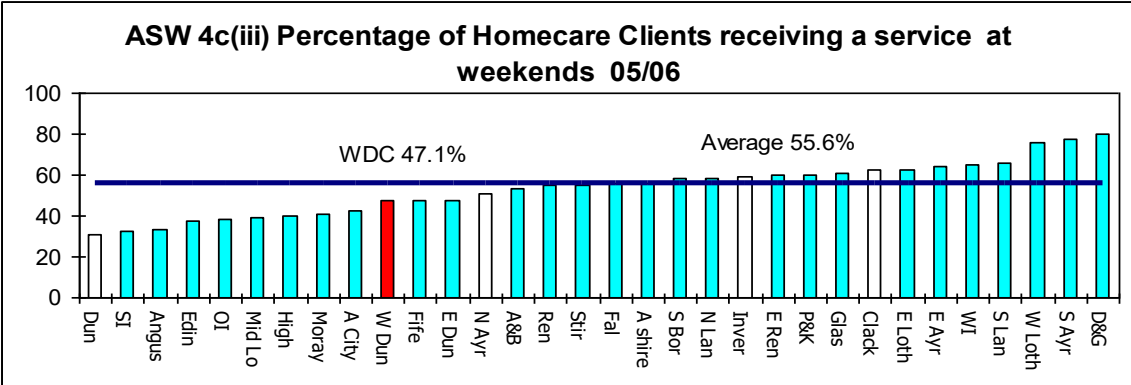
STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY

ASW4c(iii): Homecare: % Receiving Weekend Service

Department: Social Work Services Date: 31 Dec 2006
Section:



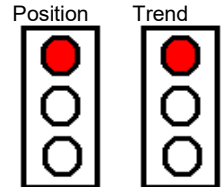
| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|----------|-------|-------|-------|--|--|--|--|--|-------|-------|-------|-------|-------|-------|-----|-------|-------|-------|--|--|--|------------------|-------|-------|-------|--|--|--|---|
| <p>ASW 4c(iii). % of Homecare clients receiving a weekend service</p>  <table border="1" data-bbox="199 730 871 803"> <tr> <td></td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>45.9%</td> <td>46.8%</td> <td>47.1%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>48.3%</td> <td>53.9%</td> <td>55.6%</td> <td></td> <td></td> <td></td> </tr> </table> | | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 45.9% | 46.8% | 47.1% | | | | Scotland | 48.3% | 53.9% | 55.6% | | | | <p>ASW 4c(iii). % of Homecare clients receiving a weekend service</p>  <table border="1" data-bbox="955 730 1575 803"> <tr> <td></td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>45.9%</td> <td>46.8%</td> <td>47.1%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comparator Group</td> <td>43.7%</td> <td>47.7%</td> <td>50.1%</td> <td></td> <td></td> <td></td> </tr> </table> | | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 45.9% | 46.8% | 47.1% | | | | Comparator Group | 43.7% | 47.7% | 50.1% | | | | <p>Service is provided to those who require a service at the assessed level of need.</p> <p>However the restructured methods of service delivery will mean that it appears that performance is falling in comparison to other Councils.</p> |
| | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 45.9% | 46.8% | 47.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Scotland | 48.3% | 53.9% | 55.6% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 45.9% | 46.8% | 47.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comparator Group | 43.7% | 47.7% | 50.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Comments</p> <p>Our performance has improved in 2005/2006 and has remained relatively constant across the 3 reporting quarters so far.</p> | <p>Comparator Group Information</p> <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire</p> | <p>Progress in 06/07</p> <p>Q1 45.6% Q2 46.5% Q3 46.2%</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p> | | <p>TARGETS</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASW 4c(iii) Percentage of Homecare Clients receiving a service at weekends 05/06</p>  <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Black line) | | <p>05/06 Sustain current service level</p> <p>06/07 47.1%</p> <p>07/08 To be set</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY

ASW6b: Social Enquiry Reports: % submitted to court by due date

Department: Social Work Services Date: 31 Dec 2006
Section: Criminal Justice Services



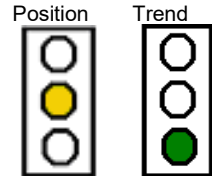
| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---|--------|-------|-------|-------|-------|-------|-------|-----|--------|--------|--------|-------|-------|--|--|--|----------|-------|-------|-------|-------|-------|--|--|--|---|--|-------|-------|-------|-------|-------|-------|-------|-------|-----|--------|--------|--------|-------|-------|--|--|--|------------------|-------|-------|--------|-------|-------|--|--|--|--|
| <p>ASW 6b % of Social Enquiry Reports submitted to Court by due date</p> <table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>98.3%</td> <td>85.9%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>96.5%</td> <td>95.4%</td> <td>95.5%</td> <td>96.5%</td> <td>95.8%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 100.0% | 100.0% | 100.0% | 98.3% | 85.9% | | | | Scotland | 96.5% | 95.4% | 95.5% | 96.5% | 95.8% | | | | <p>ASW 6b % of Social Enquiry Reports submitted to Court by due date</p> <table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>100.0%</td> <td>100.0%</td> <td>100.0%</td> <td>98.3%</td> <td>85.9%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comparator Group</td> <td>96.0%</td> <td>98.0%</td> <td>100.0%</td> <td>98.3%</td> <td>97.5%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | WDC | 100.0% | 100.0% | 100.0% | 98.3% | 85.9% | | | | Comparator Group | 96.0% | 98.0% | 100.0% | 98.3% | 97.5% | | | | <ul style="list-style-type: none"> Review carried out on Recording Systems and Allocation Process. Revised practices now in place. Quarterly Performance Reports to Departmental Management Team to continue. Monthly monitoring by Criminal Justice Managers |
| | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 100.0% | 100.0% | 100.0% | 98.3% | 85.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Scotland | 96.5% | 95.4% | 95.5% | 96.5% | 95.8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | 08/09 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 100.0% | 100.0% | 100.0% | 98.3% | 85.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comparator Group | 96.0% | 98.0% | 100.0% | 98.3% | 97.5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Comments</p> | <p>Comparator Group Information</p> | <p>Progress in 06/07</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>There have been difficulties in capturing the information on our information system due to recording anomalies across the Criminal Justice Partnerships Performance was also affected by staff vacancies. Improvement Actions have lead to an improvement in performance</p> | <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire, East Dunbartonshire, Argyll and Bute</p> | <p>Q1 85.9% Q2 90.6% Q3 97.9% Q4</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p> | | <p>TARGETS</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASW 6b Criminal Justice:% of Social Enquiry Report submitted to court by due date 05/06</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Blue line) | | <p>05/06 100% 06/07 100% 07/08 To be set 08/09 To be set</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY

ASW7b: Probation: %of new Probationers seen within one week

Department: Social Work Services Date: 31 Dec 2006
Section:



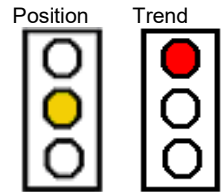
| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---|--------|--------|-------|-------|--|--|--|----------|-------|-------|-------|-------|-------|--|--|--|--|-----|-------|-------|--------|-------|-------|--|--|--|------------------|-------|-------|-------|-------|-------|--|--|--|---|
| <p>7b % of New Probationers seen by a Supervising Officer within One Week</p> <table border="1"> <tr> <td>WDC</td> <td>61.7%</td> <td>67.7%</td> <td>100.0%</td> <td>62.5%</td> <td>79.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>55.9%</td> <td>56.1%</td> <td>60.0%</td> <td>63.5%</td> <td>58.3%</td> <td></td> <td></td> <td></td> </tr> </table> | WDC | 61.7% | 67.7% | 100.0% | 62.5% | 79.0% | | | | Scotland | 55.9% | 56.1% | 60.0% | 63.5% | 58.3% | | | | <p>7b % of New Probationers seen by a Supervising Officer within One Week</p> <table border="1"> <tr> <td>WDC</td> <td>61.7%</td> <td>67.7%</td> <td>100.0%</td> <td>62.5%</td> <td>79.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comparator Group</td> <td>77.5%</td> <td>76.2%</td> <td>83.7%</td> <td>81.9%</td> <td>82.2%</td> <td></td> <td></td> <td></td> </tr> </table> | WDC | 61.7% | 67.7% | 100.0% | 62.5% | 79.0% | | | | Comparator Group | 77.5% | 76.2% | 83.7% | 81.9% | 82.2% | | | | <ul style="list-style-type: none"> Continue to monitor progress to ensure continuous improvement Arrange appointment with offender on day of court. |
| WDC | 61.7% | 67.7% | 100.0% | 62.5% | 79.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Scotland | 55.9% | 56.1% | 60.0% | 63.5% | 58.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 61.7% | 67.7% | 100.0% | 62.5% | 79.0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comparator Group | 77.5% | 76.2% | 83.7% | 81.9% | 82.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Comments</p> | <p>Comparator Group Information</p> | <p>Progress in 06/07</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>This indicator is affected by offenders failing to turn up for appointments. We are however slightly exceeding our target.</p> | <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire, East Dunbartonshire, Argyll and Bute</p> | <p>Q1 79% Q2 80% Q3 80% Q4</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Audit Scotland SPI data for all Scottish Councils (05/06)</p> | | <p>TARGETS</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASW 7b % of Probationers by supervising officer seen within one week 05/06</p> | | <p>05/06 70% 06/07 75% 07/08 80% 08/09 90%</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

STATUTORY PERFORMANCE INDICATORS

ADULT SERVICES – REPORTED QUARTERLY

ASW8b: Community Service: average no. of Hours per week to complete orders

Department: Social Work Services Date: 31 Dec 2006
Section: Criminal Justice Services



| Annual Performance Data compared to Scottish Average | Annual Performance Data compared to Comparative Group Average | Summary of Improvement Action Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---|-----|-----|-----|--|--|--|----------|-----|-----|-----|-----|--|--|--|---|-----|-----|-----|-----|-----|--|--|--|------------------|-----|-----|-----|-----|--|--|--|---|
| <p>ASW 8b. Average no. of hours per week taken to complete Community Service Orders</p> <table border="1"> <tr> <td>WDC</td> <td>5.1</td> <td>8.2</td> <td>4.3</td> <td>3.7</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>3.4</td> <td>3.6</td> <td>3.6</td> <td>3.4</td> <td></td> <td></td> <td></td> </tr> </table> | WDC | 5.1 | 8.2 | 4.3 | 3.7 | | | | Scotland | 3.4 | 3.6 | 3.6 | 3.4 | | | | <p>ASW 8b. Average no. of hour per week taken to complete SCO's</p> <table border="1"> <tr> <td>WDC</td> <td>5.1</td> <td>8.2</td> <td>4.3</td> <td>3.7</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comparator Group</td> <td>3.5</td> <td>4.2</td> <td>3.6</td> <td>3.4</td> <td></td> <td></td> <td></td> </tr> </table> | WDC | 5.1 | 8.2 | 4.3 | 3.7 | | | | Comparator Group | 3.5 | 4.2 | 3.6 | 3.4 | | | | <ul style="list-style-type: none"> • Audit issues affecting performance. • Increase number of Supervisors. • Increase range of placements available. • Report to Departmental Management Team Quarterly |
| WDC | 5.1 | 8.2 | 4.3 | 3.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Scotland | 3.4 | 3.6 | 3.6 | 3.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| WDC | 5.1 | 8.2 | 4.3 | 3.7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Comparator Group | 3.5 | 4.2 | 3.6 | 3.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Comments</p> | <p>Comparator Group Information</p> | <p>Progress in 06/07</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>This year's average number of hours per week taken to complete community service orders shows a decrease from 4.3 hours to 3.7 hours. Performance has been affected by an increase in orders, more female offenders, more offenders in employment and a small number of high risk offenders given Community Service.</p> | <p>Inverclyde, Dundee, Clackmannanshire, North Ayrshire, East Dunbartonshire and Argyll and Bute</p> | <p>Q1 3.7 Q2 3.8 Q3 3.8 Q4</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p> | | <p>TARGETS</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASW 8b. Criminal Justice: Average number of hours per week taken to complete orders 05/06</p> <p>Legend: Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Blue line)</p> | | <p>05/06: 6 hours per week 06/07: 6 hours per week 07/08: 5 hours per week 08/09: 5 hours per week</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |