

Older People's Day Care Services

As noted in 3.3.2 in the report there are 4 areas of Benchmarking Criteria and Benchmarking data for Comparison which have been identified for evaluation and comment on all of these is as follows.

Benchmarking management information was sought from the following Local Authorities, however to date no information has been provided:

- Falkirk Council;
- Scottish Borders Council; and
- Angus Council.

1) Unit cost per place

The undernoted table highlights the current (2009/2010) budgeted costs for Day Care Services operated within West Dunbartonshire Council:

Name of Care Home	No of Places	Costs 2009/2010	Cost per Place	Cost per Day if full	Cost per Day at occupancy
Queen Mary Day Centre	27	£300,000	£11,125	£45	£47
Dalreoch	35	£262,000	£7,476	£30	£32
Frank Downie House	28	£238,000	£8,487	£34	£36
Langcraigs	34	£318,000	£9,347	£37	£40
Total	124	£818,000	£9,012	£36	£38

We have approached the other named Councils for benchmarking information re the above, but no information has been provided.

Glasgow City Council are currently conducting an exercise which will capture user and carer outcomes for Older People Day Service Provision. West Dunbartonshire have expressed an interest in particular this work which will include a number of Local Authorities. This may be of assistance in the Competitiveness Review underway.

The total time involved for service including transport arrangements / excluding transport arrangements as these will vary from Local Authority to Local Authority – this could have a significant impact on any cost comparison.

2) Quality Standards and Assessments

Care Commission Reports

The following table provides information on recent Care Commission reports for West Dunbartonshire services and services provided by other Councils.

Local Authority	Name of Establishment	Inspection Date	Grading Per Quality Indicator				Improvements/ Requirements / Recommendations
			Q1	Q2	Q3	Q4	
West Dunbartonshire Council	Queen Mary Day Centre	17.02.10	5	NA	4	NA	0
	Dalreoch House	11.11.09	4	NA	5	NA	0
	Frank Downie House	27.07.09	4	4	5	4	1
	Langcraigs	14.08.09	4	4	4	4	0
Angus Council	Campus House Day Care	12.11.09	5	5	5	5	0
	Provost Johnston D.C.C	24.07.09	5	5	5	5	0
	Seaton Grove Day Care	20.05.09	5	5	5	4	0
	Breech Hill Day Care	20.07.09	5	5	5	5	0
Falkirk Council	Burnbrae	03.02.10	4	NA	4	NA	0
	Falkirk Community	04.09.09	5	5	5	4	0
	Grahamston	23.07.09	4	4	4	4	1
	Joint Dementia Day Care	13.02.09	5	NA	4	4	0
	Summorford House	13.01.09	5	4	5	5	0
Scottish Borders Council	Deanfield	30.04.09	5	4	4	5	1
	Dunwhinney Lodge	13.11.09	5	NA	4	NA	1
	Berwickshire Dementia Day Care	15.07.09	4	4	4	4	1
	Jedburgh	27.05.09	5	5	4	5	1
	Kelso	22.10.08	4	4	4	4	0
	Mungo Park	08.10.08	4	4	4	4	0
	Oakview	27.08.08	4	4	4	4	0

Performance in West Dunbartonshire overall compared to these Local Authorities is satisfactory.

3) Staffing / Whole Time Equivalent (WTE's)

The undernoted table highlights the staffing levels in day care provision. We have received no benchmarking information from other Councils as yet.

Local Authority	Name of Establishment (Group)	No of places	Number of WTE's	Average No of WTE per Place
West Dunbartonshire Council	Queen Mary Day Centre	27	8.63	3.13
	Dalreoch	35	6.42	5.45
	Frank Downie	28	6.67	4.20
	Langcraigs	34	5.25	6.48
Total		124	26.97	4.60

4) Absence Rates

The undernoted table highlights the absence rates within the same Local Authorities noted above:

Local Authority	Name of Establishment (Group)	No of WTE's	Absence Rate *
West Dunbartonshire Council	Queen Mary Day Centre	8.63	
	Dalreoch	6.42	
	Frank Downie	6.67	
	Langcraigs	5.25	
Total		26.96	13.40

* Absence rate expressed as number of annual FTE Days lost by FTE Employee.