

To: Social Work, Health and Wellbeing Policy Board

On: 3 March 2015

Report by: Director of Children's Services

Heading: Service Improvement Plan Outturn Report to 31 March 2015: Children's Services and Criminal Justice Services

1. Summary

- 1.1 The Social Work Service Improvement Plan for 2014-17 was submitted to the Social Work, Health and Wellbeing Policy Board in May 2013. The plan detailed the key challenges facing the service and outlined the range of activities which the Service would aim to achieve during 2014-17. The Plan also contained the service scorecard which details how the performance of the service would be monitored going forward
- 1.2 Implementation of the Service Improvement Plan is monitored and reported to the Social Care, Health and Wellbeing Policy Board on a six monthly basis to elected members to review progress in terms of its implementation. The most recent progress report was submitted to the policy board in November 2014.
- 1.3 Elected members will be aware of the imminent structural changes to Social Work Services. In line with the Public Bodies (Joint Working) (Scotland) Act 2014, social work services for adults will be part of a new integrated health and social care partnership. Renfrewshire Council has agreed that the most appropriate governance arrangement for Social Work services for Children and Criminal Justice Services is within a new Directorate of Children's Services, which also includes Education.
- 1.4 External factors, such as the growing older population, increasing number of people who have complex and often multiple conditions and the growing number of adult support and protection referrals continue to impact on the

demand for services and resources. The focus of the Social Work service continues to shift towards more preventative work and early intervention, both of which will serve to mitigate demand pressures in the future and improve outcomes for local people. This is extremely challenging given current public sector financial constraints, but it is critical to the ability of the service to manage increasing demands on resources.

- 1.5 In adult services the focus is on promoting independent living and supporting people to live as long as possible in their own homes and communities for as long as possible and promoting individual choice and control over services and arrangements. In children's services there has been a significant focus on early and preventative interventions and the introduction of a range of evidenced based programmes which support children, young people and their families to remain together wherever possible to develop resilience and support them to achieve all that they can. The Social Work service is working very closely with partners across the public, private and voluntary sectors to effect this change in approach, and is working particularly closely with Education and Leisure Services, Housing and Development Services and Renfrewshire Community Health Partnership.
- 1.6 The Social Work service, with partners, has delivered significant progress in shifting the balance of care for older people through its implementation of the Change Fund and in developing and publishing a local joint Ten Year Plan for Older People, which is the starting point for the strategic commissioning of services in the future and which will be emulated across all other care groups in the coming months and years.
- 1.7 Similarly, another significant area of activity during 2014/15 has been the Social Work Service's implementation of the Social Care (Self Directed Support) (Scotland) Act 2013, which came into force on 1 April 2014. Self Directed Support increases the options available to service users in terms of the choice and control they can exercise over the provision of their care. The Social Work Service has implemented new financial and business pathway processes, delivered a supporting communications campaign, trained relevant staff and consulted with local groups and organisations amongst other activities.
- 1.8 Following a consultation exercise by the Scottish Government, a new model for Community Justice is being put forward, with a single national body providing strategic direction and advice and community planning partnerships taking greater responsibility for the local strategic delivery of community based criminal justice services. Criminal Justice Social Work has a history of delivering many specialist services on a shared basis with our neighbouring local authorities. Changes to grant funding has required Enhanced Throughcare for those in custody and Drug Treatment and Testing Orders to be embedded with Renfrewshire's own service.

- 1.9 Fuller detail on the achievements of the Social Work Service over the period are outlined within the body of this report and in the appendices attached.
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2. Recommendations

- 2.1 It is recommended that the Social Care, Health and Wellbeing Policy Board:
- notes the progress that has been made with implementation of the 2014/15- 2016/2017 Service Improvement Plan actions
 - notes the performance of the Social Work Service as detailed in the balanced scorecard attached
 - notes that an update on the Children's Services Service Improvement Plan for 2015-18 will be submitted to elected members in November 2014.
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3. Background

- 3.1 A key purpose of the Service Improvement Plan outturn report is to provide an overview of activity and performance of the Social Work Service. Key elements of the outturn report include:
- An update on the service improvement action plan as at 31 January 2015
 - An update on the balanced scorecard containing key performance indicators for the service (as at 31 December 2014).
- 3.2 The action plan and balanced scorecard progress updates are provided in full in Appendix 1 and 2 to this report.

4. Key Achievements during 2014/15

- 4.1 The Service Improvement Plan for 2014-15 outlined a range of policy drivers and challenges which were likely to impact upon the delivery of social work services over the period of the plan. In addition to the significant resourcing and demand pressures, a number of significant changes to legislation were also introduced during 2013 and early 2014. Principally these relate to the implementation of self-directed support legislation from 1 April 2014, as well as legislation relating to health and social care integration which received Royal Assent in early April 2014.
- 4.3 Alongside the changing policy landscape, the Social Work Service continues to make good progress in terms of improving services to support improved outcomes for vulnerable people within Renfrewshire. Our key achievements for the past year are summarised here within the context of the seven service outcomes. Over the coming months, plans will be developed which reflect the new governance arrangements and there will be an opportunity to consider what the key outcomes should be.

Service Outcome 1: Vulnerable children and adults feel protected and live as safely as possible in the community

- Improving permanency planning for looked after children. Social Work is collaborating with the Centre for Excellence for Looked After Children in Scotland (CELCIS) on a new approach, Permanency and Care Excellence. During the first three quarters of 2014/15, 20 children have been adopted and as at 31 January 2015, there were a further 14 children in pre-adoptive placements.
- Embedded the Women's Community Justice Service, which now manages the majority of female offenders. The service works in partnership with the voluntary sector through the temporarily funded Public Social Partnerships and with other public sector partners. A national report evaluating women's services across Scotland is underway.
- Launching an Integrated Services Plan, setting out the strategic direction of multi-agency Children's Services across Renfrewshire.
- Working with community planning partners to prepare for the changes to the community justice arrangements from 2016/17.
- Preparing for the structural changes within the Council with the creation of a Directorate of Children's Services. The Chief Social Work Officer, Peter MacLeod, has been appointed as the new Director of the service, and a Transition Manager is in place to support the Directorate in taking forward the arrangements for full implementation.

Service Outcome 2: Our services focus on early intervention and rehabilitation so that people have the opportunity to improve their quality of life and live independently in the community as long as possible

- In partnership with health and education colleagues, fully implementing the hub model for early years services.
- Scoped local strategic priorities and areas for development to form the basis of joint strategic commissioning plans for people with learning disabilities and people with mental health issues.
- Engaged with Education to develop a local strategic group to progress work on improving education attainment for looked after children.
- Implemented the Renfrewshire Autism Strategy 2014-2017 to deliver the national policy on autistic spectrum disorder. The local strategy was published in August 2014 and identifies several emerging priority areas for action including; improved communication and co-ordination between agencies and smoother transition processes for service users as they move through key life stages. These priority areas will be developed as part of the Integration Joint Board's strategic planning for people with learning disabilities.
- Continued to develop the reablement care at home services model by extending provision to people aged under 65 years.

Service Outcome 3: Local people are healthy and active, regardless of who they are or where they come from

- Identifying opportunities for community capacity building and piloting an approach which will seek to develop several projects with partners in the community and the third sector.
- Supporting all areas of the service to undertake Equality Impact and Human Rights Assessments when developing policy as part of a service level approach to mainstreaming the Equalities Act 2010 and contributing to the corporate Equalities Plan.
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- Established governance arrangements and scoped local strategic priorities and areas for development to form the basis of a joint strategic commissioning plan for people with physical disabilities and/or sensory impairment. This will be taken forward as part of the Integration Joint Board's Strategic Plan.
- Worked with community partners as part of the Community Care, Health and Wellbeing Thematic Board to tackle local health inequalities including analysis of locality information gathered during community planning conferences.

Service Outcome 4: Our services work in partnership with other organisations and with communities to ensure that vulnerable people can get the right support, from the right person, at the right time

- Launching 'Positive Destinations', which is focusing on supported employment opportunities for young people leaving care.
- Embedding the Functional Family Therapy service in partnership with Action for Children, and exploring options to continue this partnership approach.
- Implemented Year 4 of the Reshaping Care for Older People's Change Fund, working with partners to shift the balance of care towards community based settings.
- Continued to work with partners to reduce delayed discharge from the Royal Alexandra Hospital, extending the roll out of the reablement model of care at home including out of hours and rapid response services.
- Developed proposals with partners as part of the Clinical Services Review to reduce avoidable hospital admissions, focussing Social Work involvement on early assessment and treatment, anticipatory care planning and care at home.

Service Outcome 5: Local people are treated as individuals and are able to make choices about the support they receive

- Continued to develop and refine local arrangements to deliver Self Directed Support including financial systems and business processes to promote choice and control using of the four options.
- Developed myRenfrewshire.org, an online resource directory that supports individuals and communities to lead their own health improvement activities. Continued to work with community groups and organisations to develop their web presence to fully benefit from the directory.

- Reviewed assessment and care planning tools to identify options to make these personal outcomes focussed and undertook consultation with staff to develop best practice.

Service Outcome 6: Our staff are skilled, knowledgeable, efficient and effective at delivering services

- Undertaking extensive preparation for the multi-agency inspection of Children's Services which commenced in January 2015.
- Rolling out replacement ICT equipment to support staff to work flexibly
- Developed and delivered Year 3 of the Social Work Learning and Development Plan.
- Made good progress in implementing a programme of dementia awareness training within the care at home service with 64 staff successfully completing a six month course.
- Developed a reablement and palliative care training programme in partnership with NHS palliative care teams which continues to be refined and delivered to care at home staff.

Service Outcome 7: The views of service users, the community and staff will shape our services and we will work with communities to help them develop their own supports

- Undertaking a review of current processes and performance in relation to service level complaints ahead of developing an improved approach.
- Developed a service Communications Strategy for approval, the contents of which will be taken forward into the wider strategic planning arrangements for the Integration Joint Board and which will form the basis for a separate communications plan for Children's Services.
- Organised a series of officer workshops to develop proposals for community-based preventative and early intervention services and identified third sector leads for each.

4.4 There are a number of areas where progress has been delayed or halted:

- The development of a Social Work Consultation Strategy has been suspended in light of the forthcoming structural changes to the service. The approach to consultation to be taken in Children's Services and Criminal Justice will be reflected in the plans for the new Directorate of Children's Services.
- The development of a complaints policy for Social Work was paused in order to reflect the timescale for new legislation which is expected to be developed in 2015/16. The service is reviewing its own current procedures and will develop an interim policy on complaints handling including a focus on any emerging themes.

- The rolling programme of practitioner-led case file auditing will be reviewed in light of new structural arrangements for Social Work Services.
- A staff conference to celebrate success and share learning has now been scheduled for March 2015.

5 Performance against service scorecard

5.1 Social Work has an outcomes focus in its performance reporting and this is reflected in the service scorecard. Performance is reviewed quarterly by the Senior Management Team and by groups of managers in each of the care groups.

5.2 During 2014/15, there was good performance across the following key areas:

- Within the Criminal Justice Service the percentage of Criminal Justice Social Work Reports submitted by due date has met the target set for 2014/15.
- The percentage of care leavers living in sustainable accommodation for 6 months or longer has increased from 72% at year end in 2013/14 to 83% and is above the target of 65%.
- Waiting times for drugs services remain low with no clients waiting for services at the end of the reporting periods within 2014/15.
- There has been an increase in the number of carers' assessments undertaken in 2014/15. This is potentially reflective of new SDS processes which require carers' assessments to be completed as part of the assessment and budget setting process.
- In terms of wider adult services assessment activity, performance has improved to 84% of assessments being completed within the required timescale. The team is now working with lead officers to improve management information relating to mental health officer activity and adult protection

5.3 There are areas where performance targets are more challenging. Managers will continue to monitor these and progress improvement actions.

- The percentage of new unpaid work clients who begin work placements within 7 days of the start of the order remains below target. This is reflective of the demand on the service and the availability of work placements for clients and consideration should be given at this point in the year as to the appropriateness of the target set for this indicator.
- The percentage of Looked After Children at home rather than away from home remains behind target at 56%. We will continue to place children in settings most appropriate to their safety and ongoing needs.

- The average time on the OT waiting list has increased to 127 days. It should be noted that anyone with critical needs is dealt with well within timescale. Service users with non-urgent requirements tend to wait longer for services. Social Work will review this indicator for 2015/16 to consider the most appropriate way of reflecting this.

Implications of the Report

1. **Financial** - The report highlights the particular resourcing pressures on the Social Work service, taking the current demographic, socioeconomic and financial environment into consideration.
2. **HR & Organisational Development** - None
3. **Community Planning** –

Children and Young People – The Service Improvement Plan sets out how Social Work will contribute to plans improve outcomes and opportunities for children and young people.

Jobs and the Economy - The Service Improvement Plan sets out how Social Work will contribute to plans, improve the employability of targeted groups of service users.

Community Care, Health and Wellbeing - The Service Improvement Plan sets out how Social Work will develop social care services and promote health and wellbeing across Renfrewshire.

Safer and Stronger Renfrewshire– The Service Improvement Plan sets out how Social Work will contribute to plans to make Renfrewshire Safer and Stronger.

Greener Renfrewshire – The Service Improvement Plan sets out how Social Work will contribute to plans to make Renfrewshire Greener.

Empowering our Communities – The Service Improvement Plan sets out how Social Work will consult with communities and support them to engage with services and develop community capacity.
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology**- Service developments relating to mobile/remote working and information management technologies are key enablers of modernisation that link with corporate programmes and objectives.

7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** - None
9. **Procurement** - None
10. **Risk** Risks related to the management and delivery of Social Work services are closely monitored and are included within the Social Work Risk Register.
11. **Privacy Impact** - None

List of Background Papers

- (a) None

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SW SIP 2014-17 Action Plan

Report Type: Actions Report
Generated on: 30 January 2015



Title Service Outcome 1: Vulnerable adults and children feel protected and live as safely as possible in the community

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1401a	Introduce concurrency planning for looking after children	31-Mar-2015	100%	Following discussions with neighbouring authorities and the Centre for Excellence for Looked after Children In Scotland (CELCSIS) it was agreed not to pursue an inter-authority collaboration on concurrency planning. Work has commenced with CELCSIS on a new approach, Permanency and Care Excellence (PACE). It is anticipated that PACE will deliver the outcomes which were initially envisaged in the concurrency planning approach. Over the past two years the number of children achieving permanency plans in Renfrewshire has increased. In July 2014 there were 18 children in pre-adoption placements.	Transition Manager, Children's Services
	SWSIP1401b	Continue to implement Multi-Dimensional Treatment Foster Care service for adolescents with challenging behaviour at risk of secure care	31-Dec-2014	100%	Work was undertaken jointly with three partner authorities to consider the viability of the MDTF service in terms of the level of need being evidenced. Alongside other service developments including; Functional Family Therapy and the reshaping of the	Transition Manager, Children's Services

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					Community Support Model in Renfrewshire Social Work and in light of available resources and lower than anticipated demand, it has been jointly agreed to pursue alternative evidence based approaches. This has been agreed with Scottish Government.	
	SWSIP1401c	Implement new arrangements flowing from the national review of criminal justice services	31-Mar-2016	20%	The response to stage 2 of the Community Justice Consultation was published on 15 December 2014. This outlines the new model of community justice and the functions of a national body Community Justice Scotland. Local strategic planning and delivery of services through Community Planning Partnerships (CPPs) is central to the new arrangements. Emphasising collective responsibility through a partnership approach which places decision-making at a local level. The formation of Community Justice Scotland will provide further opportunities to commission services strategically as well as taking on some of the operational work currently undertaken at a Scottish Government level. The establishment of a Hub for innovation, learning and development within the body will provide the community justice workforce with the profile and identity it deserves, together with evidence of what works to inform	Criminal Justice Services Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					commissioning, and practice and partnership standards. The model will be defined by a performance culture through the establishment of an outcomes, performance and improvement framework against which local partnerships can plan and report. This will provide real opportunities to monitor progress, drive improvement, offer consistency and link decisions and actions to analysis of need and what works, leading to increased efficiency and effectiveness. Locally work continues with community planning partners, 2016/17 will be a shadow year, with a Renfrewshire action plan to be provided to Scottish Government by the end of 2015 for 2016/17.	
	SWSIP1401d	Develop self-evaluation framework for the Adult Protection Committee	31-Mar-2015	75%	Single and multi-agency self evaluation activities underway, reported annually to Adult Protection Committee. The Social Work Adult Support and Protection Officer will pull together a concise overarching document which describes the interface between the different framework elements	Adult Services Manager
	SWSIP1401e	Develop a service for female offenders to co-ordinate the range of voluntary and statutory services at all stages of their involvement in the criminal justice system	30-Jun-2014	100%	Service development is complete. All posts have been filled and the majority of female offenders are now managed through this service. The additional 18 months Scottish Government funding for the provision of this service ends on 31	Criminal Justice Services Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					March 2015. Whilst the service was created on this basis and thus had built in sustainability, the additional temporary post of Volunteer Co-ordinator/Fundraiser currently provided by Turning Point Scotland will end in June 2015 unless an alternative source of funding is developed. Work is ongoing to seek additional funding. The Shine, Women offenders PSP is funded until March 2017 and Turnaround until 31 March 2016, both of which provide staff for this service. The service continues to provide information to the Scottish Government evaluation, national findings will be available in May 2015 and a national report is expected to be published later in 2015.	
	SWSIP1401f	Support women at risk of domestic violence through range of targeted initiatives	31-Dec-2014	100%	Women are supported through one-to-one and group initiatives.	Head of Child Care and Criminal Justice
	SWSIP1401g	Work in partnership with ASSIST to tackle gender based violence	30-Apr-2014	100%	Multi Agency Risk Assessment Conference meetings have been established. ASSIST fully participate in this strategic group.	Head of Child Care and Criminal Justice
	SWSIP1401h	Launch an integrated Children's Services Plan	01-Apr-2014	100%	The Integrated Children's Services Plan was approved at the Community Planning Children and Young People Thematic Board. The plan has now been launched and shared with staff.	Transition Manager, Children's Services

Title Service Outcome 2: Our services focus on early intervention and rehabilitation so that people have the opportunity to improve their quality of life

and live independently in the community for as long as possible.

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1402a	Implement Renfrewshire Autistic Spectrum Disorder strategy	31-May-2014	100%	Strategy finalised for Board consideration, identifying areas for development and actions to be taken forward within future work on learning disability joint strategic commissioning process. The strategy will be submitted to Scottish Government in August 2014.	Joint Manager, Renfrewshire Learning Disability Services
	SWSIP1402b	Work with the housing and care providers to review the existing service model for adults with learning disabilities and identify options for redesign.	31-Mar-2016	10%	Scoping for the development of the learning disability joint strategic commissioning plan is complete. When fully developed this plan will consider Housing and associated support models into the future. Revised due date is 2016 as part of the Integration Joint Board's Strategic Plan.	Joint Manager, Renfrewshire Learning Disability Services
	SWSIP1402c	Continue to develop the care at home reablement service and extend provision to people aged under 65.	31-Mar-2016	90%	Extension of the service to people aged under 65 years is now in place and service outcomes are being reviewed.	Care at Home Services Manager
	SWSIP1402d	Continue to work with partners in Education and the CHP to develop a hub model for early years.	31-Dec-2014	100%	Locality managers and senior social workers from Paisley and Johnstone have been involved in developing the Hub model for early years. The model has been launched and staff are in post. The service is now operational.	Transition Manager, Children's Services
	SWSIP1402e	Work with partners to improve educational attainment for looked after children	31-Mar-2016	25%	A local strategic group, lead by Education Services within the Children's Services partnership has been established to progress improving educational attainment	Children's Services and Addictions Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					for looked after children. A report on the work undertaken to date on the improvement agenda for education outcomes for looked after children and highlighting the actions being taken forward was reported to the Social Work, Health and Wellbeing Policy Board in January 2015. This is also a focus for the Children and Young People Thematic Board.	

Title Service Outcome 3: Local people are healthy and active, regardless of who they are and where they come from

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1403a	Develop and implement joint strategy for adults with a physical disability or sensory impairment	31-Mar-2016	10%	Governance arrangements for the development of the joint strategic commissioning plan are established and an initial needs analysis is under development. The physical disability and sensory impairment joint strategic commissioning plan will form part of the Integrated Joint Board's Strategic Plan.	Adult Services Manager
	SWSIP1403b	Support communities to lead their own health improvement activities, or to co-produce ideas and services with local people	31-Mar-2015	75%	The Health Improvement and Community Link team continues to support community groups. A portal, 'My Renfrewshire' has been developed make it easier for people to find groups which will help them to live healthier and more independent lives. The team is involved in work supporting older peoples' groups, groups for people with disabilities and carers' groups.	Health Improvement Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					An exercise to analyse information gathered on localities from community planning conferences and other consultation events began in August 2014 and has identified a number of opportunities for co-production of services and activities. During October 2014, the team provided support for the Scottish Mental Health Arts and Film Festival.	
	SWSIP1403c	Work with wider partners in the Community Care, Health and Wellbeing Thematic Board to tackle health inequalities	31-Mar-2015	75%	Work on health inequalities is a key focus for this board, which receives regular updates on activity in this area. Tackling health inequality will continue to be a long term priority for community planning partners.	Director of Children's Services
	SWSIP1403d	Implement a service-specific action plan which takes cognisance of the Strategic Outcomes agreed by the Council in mainstreaming the Equalities Act 2010.	31-Mar-2015	75%	Service level plan linked to strategic outcomes prepared for discussion and approval . Subject to approval, the service continues to input to the corporate Equalities Plan on developments within the Service.	Principal Officer, Planning and Performance

Title Service Outcome 4: Our services work in partnership with other organisations and with communities to ensure that vulnerable people can get the right support, from the right person, at the right time.

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1404a	Implement Year 4 of the Reshaping Care for Older People Change Fund plan with partners (incorporating full review of all funded activities)	31-Mar-2015	100%	Change Fund end of programme reporting is currently underway and will be reported to Scottish Government by 28 February 2015.	Head of Adult Services
	SWSIP1404b	Implement the Carers' Strategy	31-Mar-2016	80%	The initial stages of a review of services for carers and local	Principal Officer, Planning and Performance

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					authority funding for these are complete and the findings have been reported to senior managers for consideration. Priority areas within the strategy will be identified and developed from the outcomes of the review.	
	SWSIP1404c	Work with partners to implement a 10 year Joint Commissioning Plan for Older People's Services	31-Mar-2016	50%	An Implementation Plan to support the delivery of the Ten Year Joint Strategic Commissioning Plan for Older People has been developed for approval and, once approved will form part of the Integration Joint Board's Strategic Plan.	Head of Adult Services
	SWSIP1404d	Work with procurement and wider partners to develop a market shaping strategy for older people	31-Mar-2016	70%	An officer workshop led by the Institute of Public Care (Oxford Brookes University) took place in April 2014 to agree overall structure and content of Market Position Statement. An officer steering group was established comprising planning and performance, procurement and contracts team officers and has drafted a market position statement for consideration by the Change Fund Sub Group. Initial discussions with providers' forums on the role of a market position statement have taken place.	Head of Adult Services
	SWSIP1404e	Develop and implement proposals with health colleagues to reduce local hospital admissions through a demonstrator programme linked to the Clinical Services Review and possible proposals around children's services	31-Mar-2015	75%	The Clinical Services Review project team of partners from NHS, CHP and Social Work has developed five proposals to address hospital admissions. These were approved July 2014 and are currently active. Social Work	Head of Adult Services

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					involvement focusses on care at home, early assessment and treatment and anticipatory care planning.	
	SWSIP1404f	Develop proposals to shift the balance of care from bed-based to community-based local authority services for older people	31-Mar-2015	100%	Work continues in the RAH to reduce delayed hospital discharge, with recent focus on Adults With Incapacity issues. There is continued roll out of reablement model of care at home, including out of hours and rapid response service; skills in care at home workforce are increasing to provide care for people with dementia and palliative care needs at home; Pilot Time To Think to test out intermediate (step down) care beds in local care home; Short breaks respite for carers of older people ("Free Breaks for Carers") is being embedded in the area. This work will continue to be developed across all care groups.	Head of Adult Services
	SWSIP1404g	Work with NHS and corporate colleagues and partners to agree plans to deliver integrated health and social care in Renfrewshire in line with legislative provisions and timescales	31-Mar-2016	70%	A draft Integration Scheme has been prepared and wide consultation on this is underway. A final draft will be submitted to the Scottish Government by 1 April 2015. A Chief Officer Designate has been appointed and is in post. A programme plan for the shadow year has been drafted and will be finalised by March 2015. Full integration arrangements are required to be in place by 1 April 2016.	Director of Children's Services

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1404h	Develop telecare and telehealth through the Smartcare Project and United 4 Health in partnership with neighbouring authorities	31-Mar-2016	60%	Procurement exercise for telehealthcare equipment is complete and the person-held files are being piloted by Smartcare service users. Smartcare service users are being actively recruited onto the Living It Up platform and a recruitment strategy is in place to achieve the agreed numbers of service users, carers and staff.	Care at Home Services Manager
	SWSIP1404i	Continue to implement Functional Family Therapy in conjunction with partners	31-Dec-2015	100%	The Functional Family Therapy team is embedded in the service and continues to perform well according to feedback from FFT International. Action for Children is exploring options for the extension of partnership working.	Transition Manager, Children's Services
	SWSIP1404j	Work with partners in Education and Development & Housing Services around supported employment opportunities for young care leavers	31-Mar-2016	60%	A Positive Destinations launch event, with a particular focus on young care leavers was held in January 2015. Social work are working closely with Education and Leisure Services, CELCIS and Who Cares Scotland to improve attainment for looked after childrens and are jointly making significant progress.	Head of Child Care and Criminal Justice
	SWSIP1404k	Pilot a whole systems approach to achieving permanent care for children with CELCIS	31-Mar-2015	60%	The PaCE pilot is progressing well and outcomes from it were recently celebrated at an event organised by CELCIS. We now have multiple tests of change underway and have scaled up some of the original tests of change due to positive outcomes achieved.	Children's Services and Addictions Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1404I	Continue to develop strategic commissioning, and deliver Joint Commissioning Plans for all areas of Adult Services	31-Mar-2016	50%	The development of joint strategic commissioning plans is currently being overseen by a joint steering group and will form part of the Integration Joint Board's Strategic Plan. Work is underway on the plans for Learning Disability Services, Mental Health Services and Physical Disability and Sensory Impairment Services. The current focus is on the development of an overarching strategic plan for the Integration Joint Board, when established, which must be completed by the end of 2015/16 in line with legislative requirements.	Principal Officer, Planning and Performance

Title Service Outcome 5: Local people are treated as individuals and are able to make choices about the support they receive

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1405a	Continue to implement and develop local arrangements to facilitate self-directed support options locally in line with national legislation	30-Jun-2014	75%	Social Work has made good progress with Self Directed Support around the development of procedures and systems; managing the financial sustainability of new processes; training plans for staff; developing a suite of communications materials including Easy Read leaflets and online content to raise awareness in both the Council and its partners; progress with Option 2; building an online resource directory of local community assets, supports and services; and the development of the strategic evaluation framework.	Self Directed Support Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1405b	Develop resource information tool to provide information to carers, service users and staff on available community based resources	31-May-2014	100%	myRenfrewshire.org, the local information and resource directory if fully developed and live. The community link team continue to work with local groups and organisations to support them to develop their web presence, which will populate the directory. Staff engagement sessions are planned for March 2015.	Principal Officer, Planning and Performance
	SWSIP1405c	Develop assessments, care plans and reviews for service users which are outcomes-focused	30-Sep-2014	100%	Outcomes focussed assessment, care planning and review tools are now in place.	Adult Services Manager
	SWSIP1405d	Roll-out the use of the Outcomes STAR tool across addiction services	31-Dec-2014	100%	The Outcomes Star tool is now in use across addictions services and staff are using it in conjunction with service users to monitor improvements.	Addictions Co-ordinator

Title Service Outcome 6: Our staff are skilled, knowledgeable, efficient and effective at delivering services.

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1406a	Develop 3 year Social Work Learning and Development Strategy	30-Dec-2014	100%	The 2011- 2014 plan is now complete. A high level 2015-17 plan has been prepared for senior management consideration and was considered in light of the developing partnerships.	Training and Development Manager
	SWSIP1406b	Continue to implement and monitor the impact of policies and activities aimed at reducing staff absence levels.	31-Mar-2015	75%	Quarterly absence information provided by HR is reported to the SMT and subject to detailed discussion with managers. Staff training has been undertaken on the updated corporate policy by managers across the service. Support for the process has been	Head of Resources

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					enhanced within the care at home service and additional support has been provided for managers in the care at home service.	
	SWSIP1406c	Review staff access to ICT, particularly for fieldworkers/remote workers.	31-Mar-2015	75%	Review of staff current access undertaken, replacement ICT equipment being rolled out as appropriate	Head of Resources
	SWSIP1406d	Continue to implement the rolling programme of practitioner-led case file auditing.	31-Mar-2015	70%	Intensive activity to support the multi-agency inspection of Children's Services in January 2015 has been the focus for file audit activity. The programme of case file auditing will be reviewed in light of new structural arrangements for Social Work services.	Principal Officer, Planning and Performance
	SWSIP1406e	Implement the recommendations of the Care Inspectorate's scrutiny of Social Work services and joint teams in Renfrewshire.	31-Dec-2014	100%	Actions have been implemented and these will continue to be monitored by senior managers with responsibility for Social Work services.	Director of Children's Services
	SWSIP1406f	In line with the review and implementation of the national dementia strategy, develop and implement a programme of dementia awareness planning across all services.	31-Mar-2016	50%	10 service coordinators and 1 manager all accredited to train staff groups. 64 home care workers have all completed a 6 month course and achieved certificates for their coursework. 12 home care workers beginning a new course with ongoing training planned throughout 2014. Plans are underway to deliver training to adult service coordinators and other assessment staff during 2015/16. Home care worker training will continue with a new	Care at Home Services Manager

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
					intake in March 2015 and again October 2015. Assessment staff training will be offered across all adult service areas in partnership with plans for Adult Mental Health online training.	
	SWSIP1406g	Working with the palliative care services within the NHS, develop the training programme for all Care at Home staff to include reablement and palliative care approaches.	31-Mar-2016	50%	Palliative care training courses ongoing in partnership with Community Nursing and Accord Hospice colleagues. 220 home care workers have received training in palliative care. A new programme of training will be delivered during 2015/16 to take account of staff turnover. Plans are underway to commence the next phase of programmes from March 2015.	Care at Home Services Manager

Title Service Outcome 7: The views of service users, the community and staff will shape our services and we will work with communities to help them develop their own supports.

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1407a	Hold staff conference event to celebrate success and promote cross service learning	30-Sep-2014	50%	A date for this conference has been agreed and it will take place in March 2015.	Principal Officer, Planning and Performance
	SWSIP1407b	Develop communications strategy covering internal and external communication	30-Jun-2014	100%	A communications strategy for Social Work has been drafted, but given the requirement for the integrated health and social care partnership to produce a participation and engagement strategy, the SW Communications strategy will be reflected in this wider plan. A separate plan will be produced for the new Directorate of Children's Services.	Principal Officer, Planning and Performance

Status	Task Code	Action Title	Due Date	Progress Bar	Progress on actions	Assigned To
	SWSIP1407c	Develop a consultation strategy for Social Work	30-Jun-2014	Action Cancelled	It is not appropriate to develop a consultation strategy at this time, given the forthcoming integration of adult health and social care and of education and children's social work. The action has been cancelled.	Principal Officer, Planning and Performance
	SWSIP1407d	Complete review of the current process and performance in terms of service level complaints	30-Apr-2014	100%	Initial review of the current process is complete and proposals for new processes are being developed.	Principal Officer, Planning and Performance
	SWSIP1407e	Ensure the service is fully prepared to adopt the new Social Work Complaints policy proposed by the new Scottish Public Services Ombudsman.	30-Nov-2015	0%	National legislation governing this area is unlikely to be developed until 2015/16. This action will be taken forward in 2015/16.	Principal Officer, Planning and Performance
	SWSIP1407f	In line with the work underway as part of the Reshaping Care for Older People Change Fund, develop community-based preventative and early intervention services, including building the capacity of local communities.	31-Mar-2016	50%	A series of officer workshops took place in the second half of 2014 which resulted in the development of a number of proposals. A number of these are now being considered in more depth and third sector leads for each have been identified.	Principal Officer, Planning and Performance

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Generated on: 04 February 2015

PI Status		Long Term Trends			Short Term Trends		
	Alert		Improving			Improving	
	Warning		No Change			No Change	
	OK		Getting Worse			Getting Worse	
	Unknown						
	Data Only						

Rows are sorted by Code, Local Outcome

Priority Theme 01: Prevention

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15		Q3 2014/15	2014/15		2015/16		Latest Note
		Value	Target	Value	Target		Value	Target		Value	Target	Value	Target	
ICS/ASC/EBP/01 Number of children engaged in evidence based programmes.		-	-	-	-	Not measured for Quarters	Not measured for Quarters		Not measured for Quarters	-	-	-	-	Data on the families engaged in the Positive Parenting Programme and Incredible Years is still being gathered. 48 families engaged in Functional Family Therapy during 2013.
ICS/ASC/EBP/02 Number of parents engaged in evidence based programmes.		-	-	-	-	Not measured for Quarters	Not measured for Quarters		Not measured for Quarters	-	-	-	-	Data on the families engaged in the Positive Parenting Programme and Incredible Years is still being gathered. 48 families engaged in Functional Family Therapy during 2013.

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	
RSW/CC/SCRA/03 Percentage of Children's Hearing system reports submitted within target time (National standard - 75%)		-	70%	-	75%	-	-	-	-	-	-	75%	75%	Data from Children's Hearing Reports is not available due to systems issues at the Scottish Children's Reporter's Administration.
RSW/CC/SO/03 The percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days		98%	100%	94%	100%	87%	100%	100%	100%	85%	100%	100%	100%	13 new supervision requirements were put in place in the third quarter of 2014/15. In 11 cases (85%) the first visit was carried out within the target of 15 days. In one case the visit was made on day 16 with the delay being caused by the Christmas holidays. In the other case the arrangement to cover a visit where the allocated worker is absent due to illness was not followed resulting in the visit being late. A reminder has been issued to teams to prevent a repetition in future. The performance in this area is monitored closely to ensure maximum performance.
RSW/CJ/AL/01 Number of clients in contact with alcohol services		1,094	1,300	878	1,300	925	933	933	933	955	1,000	1,000	1,150	The number of clients in contact with alcohol services has increased to 955 clients in Q3 from 933 clients in Q2 and 925 clients in Q1. The figure continues to be slightly behind the target of 1,000 clients. However, the service is operating with no waiting list and the number of service users reflects current demand. Targets will be revised for 2015/16 to reflect this.
RSW/CJ/DS/01 The number of clients in		1,288	1,500	1,293	1,250	1,193	1,250	1,250	1,250	1,260	1,300	1,300	1,350	The number of clients in contact with the drugs service has increased from

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	
contact with the drugs service														1,193 in Q1 and 1,250 in Q2 to 1,260 in Q3. There are no waiting lists for services and the level of usage reflects demand. Targets will be revised for 2015/16.
RSW/CJ/DS/02 Waiting times for drug services (days)		0	18	0	15	0	0	0	0	0	0	13	10	Excellent performance is being maintained; the service is operating with no waiting list.
RSW/CJ/PO/02 The percentage of clients subject to supervision seen by a supervising officer within 1 week		87 %	90%	95%	92%	84%	98%	98%	98%	98%	98%	92%	92%	The Criminal Justice service continues to exceed targets in this area. All new clients are given an appointment within the time scale and it is dependent on client compliance as to whether the scheduled meeting takes place.
RSW/CJ/SER/07 Percentage of Criminal Justice Social Work Reports submitted by due date (National Average 08/09 - 98.3%)		99.6%	98%	99%	98%	99%	99%	99%	99%	98%	98%	98%	98%	Performance continues to exceed the target set, and reflects the priority staff assign to meeting this important deadline.
RSW/CJ/UW/03 Percentage of unpaid work orders/requirement completed by required date		72%	72%	69%	72%	68%	100%	87%	72%	72%	72%	72%	72%	Performance exceeds the target set, whilst all clients may not meet the 3 or 6 month timescale due to issues/readiness, staff will request court extensions to ensure that timescales are agreed by the courts and all efforts are made to ensure that clients complete as required. The increased focus on and thus use of personal placements and other activity contributes to clients meeting the timescales.
RSW/CJ/UW/05 Percentage of new unpaid work clients		85%	92%	86%	92%	81%	79%	92%	92%	92%	92%	92%	92%	Practice has not met the target set, processes are in place the ensure that appointments are scheduled where

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2014/15		2015/16		Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
scheduled to be seen within 1 day of the order																possible i.e. in all cases where social work are aware of the possibility of an order as a result of the need to provide a criminal justice social work report. Given that in many cases there is no CJSWR and thus scheduling is not possible, this measure no longer assists performance oversight.
RSW/CJ/UW/06 Percentage of new unpaid work clients seen within 1 working day of the order		73%	60%	79%	65%	79%	72%	78%	65%						65%	Practice continues to exceed the target set. All clients subject to court reports are scheduled to be seen, directed to attend the court social work unit and then to the community service office that day. Work has commenced to calculate the percentage where orders are imposed without reports, as unless at Paisley Sheriff Court and directed post sentence this target could present a challenge. Even when scheduled given the short timescale it is then dependent upon client compliance.
RSW/CJ/UW/07 Percentage of new unpaid work clients receiving an induction within 5 working days of the order		90%	75%	76%	77%	76%	65%	73%	77%						77%	Performance continues to be below target; delays relate to significant workload increases and legislative change which means that social work are not aware of all potential orders as reports are not required. Where clients are not seen by court social work, or there is delay in providing orders by external courts, the capacity to meet the timescales is limited. Where social work are undertaking reports appointments are scheduled for within the 5 days, usually the day of court, it is then dependent upon client compliance. Clients also regularly have more than one order and thus a further induction is not required and is thus not recorded; as such, the suitability of these

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Value	Value	Target	Target	
RSW/CJ/UW/08 Percentage of new unpaid work clients beginning work placement within 7 working days of the order		45%	59%	43%	61%	43%	50%	47%	61%	61%	Practice remains below target. This reflects changes and increasing demands on the service since 2010/11 when CPOs were introduced. Unpaid work can be imposed without a court report, thus services can be unaware of clients where orders have been imposed until the service receives the order which are often delayed from external courts. Workloads have increased dramatically: orders have increased by 115% since 2010/11 and 20% since 2012/13, and hours imposed by 57% since 2010/11 and 13% since 2012/13. This impacts upon availability of work within required time periods. Clients also regularly also have more than one order and practice is to complete one prior to commencing the new order which affects the time periods recorded. Clients also fail to attend, are in custody, are breached or submit medical certificates which prevent them commencing. Overtime continues to be used where necessary, and new supervisory staff have been employed within available resources. Work is also continuing to maximise the use of other activity, this usage increased threefold from 2012/13 to 2013/14.
RSW/COM/AS/09 Achievement of targets for assessment - All Community Care		50%	70%	73%	70%	79%	82%	84%	70%	70%	Performance continues to improve and exceed targets set.

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
		Value	Target	Value	Target						
RSW/COM/AS/18 Percentage of new clients aged 65+ with a completed community care assessment and receiving a service (personal care) within 6 weeks (Critical and substantial eligibility categories)		88%	100%	96%	100%	95%	87%	95%	100%	100%	Performance has increased in Q3, with 95% of new service users assessed and in receipt of services within 6 weeks.
RSW/COM/AW/02 Amount of Additional Income Generated for Clients by Advice Works (in millions)		9.841	5.080	16.325	5.150	6.420	11.069	14.748	5.250	5.250	Targets for income generated have again been met and are on course to exceed 13/14 levels.
RSW/COM/HC/01.1 Percentage of clients accessing out of hours home care services (65 +)		81%	77.5%	84%	80%	84%	84%	85%	82.5%	85%	Performance is stable and is exceeding target.
RSW/COM/HC/02 Percentage of long term care clients receiving intensive home care (National Target – 30%)		24.3%	30%	27%	30%	25%	26%	29%	30%	30%	This is now reported by the Local Government Benchmarking Framework and final annual figures are dependent on Local Government Returns available at the end of 2014. Performance is showing steady improvement according to internal figures and is almost meeting the target for this year.
RSW/COM/HC/07 Total number of homecare hours provided as a rate per 1,000		440	-	447	-	Not measured for Quarters			-	-	Performance has continued to improve in this area. The service continues to develop reablement care at home, care at home and a range of support services

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2015/16		Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
population aged 65 +														as part of the workstream under Reshaping Care for Older People.
RSW/COM/HC/09 Percentage of homecare clients aged 65+ receiving personal care		96%	-	99%	-	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		-	-	This figure is collected annually.
RSW/COM/HC/14 Total number of homecare hours provided as a rate per 1,000 population aged 18 +		224	-	225	-	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		-	-	This figure is collected annually.
RSW/COM/HC/15 Proportion of clients with reduced dependency after reablement		-	-	-	-	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		-	-	This figure is collected annually.
RSW/COM/OT/02 Average time on the Occupational Therapy waiting list before allocation		68	28	76	28	94	28	112	28	127	28	28	28	Performance has declined in this area, but the indicator does not reflect the fact that anyone with critical needs is dealt with well within timescale. Service users with non-urgent requirements tend to wait longer for services. Social Work will review this indicator for 2015/16 to consider the most appropriate way of reflecting this.
RSW/COM/RC/18 Total number of weeks of respite care provided (all clients groups)		3,854	4,671	3,517	4,000	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		4,150	4,300	Respite figures are collected from external providers as well as internal systems and are collected on an annual basis. The total hours of respite provided in 2013/14 fell on the previous year and work is being undertaken through the Carers' Strategy to develop

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2014/15		2015/16		Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
RSW/CP/CPR/02 Percentage of children registered in this period who have previously been on the Child Protection Register		-	-	26%	-	23%	-	32%	-	24%	-	-	-	-	-	The percentage of children registered this quarter who have been previously placed on the child protection register has reduced from 32% in Q2 to 24% in Q3. In Q3, there were 38 children placed on the child protection register, of whom 9 children had previously been registered. Of these 9 children, there were 4 families, all containing siblings who had previously been registered.
RSW/ILGB/CHN8a Gross cost of "Children Looked After" in residential based services per child per week		£2,425.86	-	-	-	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		-	-	-	-	Local Government Benchmarking Framework figures are dependent on Local Government Finance Returns and figures for 2013/14 are not yet available. The gross cost per child decreased in 2012/13. The majority of residential placements are in-house, which contributes to lower costs than some other local authority areas. Ongoing negotiations with providers around costs for external placements and efficiencies from a review of services have also contributed to the reduction.
RSW/ILGB/CHN8b Gross cost of "Children Looked After" in community placements per child per week		£335.40	-	-	-	Not measured for Quarters		Not measured for Quarters		Not measured for Quarters		-	-	-	-	Local Government Benchmarking Framework figures are dependent on Local Government Finance Returns and figures for 2013/14 are not yet available. The figure is almost unchanged between 2011/12 and 2012/13. We continue to

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Value	Value	Target	Target	
											place large numbers of children in foster care and with kinship carers. Although Renfrewshire has had higher than average usage of external foster carers, successful recruitment and retention means that most new foster placements are with local authority carers, which may lead to reducing costs in the future.
RSW//ILGB/CHN9 Percentage of Looked After Children cared for in the community		90.4%	-	-	-	Not measured for Quarters	Not measured for Quarters		-	-	Local Government Benchmarking Framework figures are dependent on Local Government Finance Returns and figures for 2013/14 are not yet available. This figure remains stable and we will continue to place children in the community whenever it is safe and appropriate to do so.
RSW//ILGB/SW1 Care at home costs per hour (65 and over)		£17.30	-	£16.81	-	Not measured for Quarters	Not measured for Quarters		-	-	Local Government Benchmarking Framework figures are dependent on Local Government Finance Returns and figures for 2014/15 are not yet available. There has been a decrease in the cost per hour in 2013/14 alongside an increase in the number of hours provided. In this period there was also increased investment in reablement and rehab services as part of the Reshaping Care for Older People agenda. Services and support continue to be reviewed to improve efficiency.

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Value	Value	Target	Target	
RSW//ILGB/SW3 Net Residential Costs Per Week for Older Persons (over 65)		335	-	381.9	-	Not measured for Quarters			-	-	Costs around residential care for older adults have increased on 2012/13 levels. This is largely due to the inclusion of cleaning costs for the first time in the 2013/14 figure.
RSW/LAC/CL/02 Percentage of care leavers under 19 participating in employment training or education		36%	42%	40%	40%		34%		42%	45%	The 2014/15 mid-year position in relation to care leavers participating in employment, training or education has dropped to 34% from 40% at year end in 2013/14 and is below the target of 42%.
RSW/LAC/CL/05 Percentage of care leavers living in sustainable accommodation who have been in sustainable accommodation for 6 months or longer		60%	65%	72%	65%		83%		65%	65%	The 2014/15 mid-year position in relation to care leavers living in sustainable accommodation for 6 months or longer has increased from 72% at year end in 2013/14 to 83% and is above the target of 65%.
RSW/LAC/FP/01 The number of in house foster placements for Looked After Children (children placed)		149	130	134	140	134	129	137	150	150	There has been an increase in the number of children placed with local foster carers from 129 to 137. The target was set at 150 but current performance reflects considerable success in permanency planning for looked after children. As of 31 January 2015, 20 children have been adopted in this financial year, and a further 14 are in pre-adoptive placements.
RSW/LAC/FP/04 Number of in-house		86%	-	77%	-	68%	92%	90%	-	-	This indicator refers to new foster care placements in the period. The

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2014/15		2015/16		Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
foster placements over period, as a percentage of total fostering placements.																percentage of children placed in LA foster care placements has dropped slightly from 92% in Q2 to 90% in Q3 of 2014/15 but has increased from 68% in Q1. Due to the small numbers of children involved in this indicator, there can be significant fluctuations in the percentage. The figure of 90% in Q3 is reflective of 26 out of 29 children being placed in LA foster care. Whenever possible we will place children with in-house foster carers and work is continuing to be done with CELCIS to place young children directly into permanent placements rather than foster care.
RSW/LAC/LAC/01 Percentage of Looked After Children at home rather than away from home		58%	62%	56%	63%	56%		58%		56%		64%		65%		The percentage of children looked after at home has fallen slightly this quarter and is behind the target of 64%.
RSW/LAC/LAC/16 Percentage of accommodated Looked After Children placed with families		79%	81%	81%	83%	81%		80%		80%		83%		83%		However, we will continue to place children in settings most appropriate to their safety and ongoing needs.
																The percentage of children looked after and accommodated with families in Q3 is stable and is only slightly behind the target of 83%. We will always aim to place children within families where it is safe and appropriate to do so.

Priority Theme 02: Partnerships

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2014/15		2015/16		Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Value	Value	Target	Target	
ICS/LAC/EDA/16 Average tariff scores for looked after children		134	-	-	-	Not measured for Quarters					This figure is reported through the combination of Social Work and Education data by the Scottish Government and data is published the following reporting year. Scores were revised by the Scottish Government in August 2014 due to an error in the children included in the calculation. The score for Renfrewshire now shows a substantial increase in 2012/13, moving from 79 to 134, an increase of 70% on 2011/12. Figures for 2013/14 are expected to be published in spring 2015.
RSW/COM/AS/19 Number of carers' assessments completed for adults (18+)		112	185	155	180	49	89	124	175	200	This is a cumulative total which indicates that 35 carers assessments were completed in Q3. This is relatively consistent with previous quarters and represents an increase on 2013/14.
RSW/COM/AS/20 Number of carers' self assessments received for adults (18+)		83	-	104	-	29	50	61	-	-	This is a cumulative total; 11 self-assessments were received in Q3. Carers are offered a full carers assessment or a self assessment as part of the cared-for person's assessment.
RSW/COM/HC/16 Total number of clients receiving telecare (75+) per 1000 population		20	-	17.17	-	Not measured for Quarters			-	-	This is an annual indicator.
RSW/COM/HC/17 Total number of clients 75+ receiving telecare		275	-	235	-	Not measured for Quarters			-	-	This is an annual indicator.

PI code & name	Status	2012/13		2013/14		Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
		Value	Target	Value	Target	Value	Value	Value	Target	Target	
RSW/COM/IL/01 The number of clients receiving a direct payment		104	90	128	90	122	116	136	90	90	The number of people in receipt of direct payments continues to increase as Self-Directed Support is implemented. This increase is expected to continue and future targets will be reviewed.
RSW/COM/LD/01.1 The percentage of known adults with a Learning Disability in employment		10.5%	20%	10.4%	15%	Not measured for Quarters		Not measured for Quarters		25%	Figures for 2014/15 will not be published until August 2015.
RSW/COM/MH/02 The number of clients with Mental Health issues in employment / training		-	300	-	300	Not measured for Quarters		Not measured for Quarters		350	Figures are not available. A review of this indicator is required.
RSW/ILGB/SW2 Direct Payment spend on adults 18+ as a % of total social work spend on adults 18+		1%	-	1.3%	-	Not measured for Quarters		Not measured for Quarters		-	Local Government Benchmarking Framework figures are dependent on Local Government Finance Returns and figures for 2013/14 are not yet available. In 2012/13 there was a further increase in the proportion of social work spend on direct payments. The service has been actively promoting the uptake of direct payments and has directed additional resources into supporting the implementation of SDS.

Priority Theme 03: People

PI code & name	Status	2012/13	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	2014/15	2015/16	Latest Note
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FCSCREDSW01f % of invoices paid within 30 days by Social Work Services		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Performance remains consistently high. The service will continue to monitor this to ensure performance levels are maintained or improved.
		95.65%	-	95.84%	-	97.86%	-	97.11%	97.81%	-	-	-	
RSW02f % calls answered within 5 rings by Social Work Services HQ		Value	Target	Value	Target	Value	Target	Value	Value	Value	Target	97%	Reports are not currently available for the new system therefore there may be a delay in future statistics. The project manager is aware of this.
		96.49%	97%	-	97%	-	97%	-	-	-	97%	97%	
RSW08 % of FOI requests in a quarter completed within target by Social Work		Value	Target	Value	Target	Value	Target	Value	Value	Value	Target	100%	Figure to follow.
		100%	100%	100%	100%	100%	100%	100%			100%	100%	
RSWABS01 Maximising attendance (Social Work) - No of days lost through sickness absence as a % of total working days available.		Value	Target	Value	Target	Value	Target	Value	Value	Value	Target	5.3%	Figure to follow.
		-	5.6%	6.79%	5.5%	6.81%					5.4%	5.3%	

Priority Theme 04: Performance

PI code & name	Status	2012/13		2013/14		Q1 2014/15		Q2 2014/15		Q3 2014/15		2015/16		Latest Note
		Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	
RSWLP101 % of complaints with a final response within 10 working days (corporate standard)		81 %	88%	63%	100%	72%						100%	100%	Figure to follow.