

# PROVIDE HIGH QUALITY SUPPORT, CARE AND PROTECTION TO CHILDREN, YOUNG PEOPLE, ADULTS, FAMILIES, AND OLDER PEOPLE

## HOW ARE WE DOING?

April 2016 - June 2016:

<b>SELF-DIRECTED SUPPORT APPROACH</b> <b>31.2%</b> of adults are using the <b>Self-Directed Support approach</b> (at end June 2016)	<b>DOMESTIC ABUSE</b> <b>217</b> reported incidents of <b>domestic abuse</b>	<b>CRIMES AND OFFENCES</b> <b>726</b> group 1-5 crimes and offences were recorded	<b>WELFARE BENEFITS SERVICE</b> <b>738</b> people contacted our <b>Welfare Benefits Service</b> receiving <b>over £1.9M in additional benefits</b>
SB (June '15) 14.5%	SB Q1 15/16 179	SB Q1 15/16 761	SB Q1 15/16 683

### Self-Directed Support (SDS)

With new assessment documentation provided to staff on the self-directed support approach and alongside the rollout of new assessment training, the uptake of SDS has seen a significant increase over the past few months, as we look to move all of our customers across to self-directed support.



• support • independence • joined-up care • health • support • independence • joined-up care • health •

### Our performance during Q1 2016/17

<b>CARE AT HOME</b> <b>73%</b> of adults (aged 65yrs+) received <b>care at home</b> compared to a care home /residential setting (at end June 2016) (above our target of 70%)	<b>LOOKED AFTER CHILDREN</b> <b>222</b> looked after and accommodated children (at end June 2016)  (up from 221 at end March 2016)	<b>87%</b> of looked after children (across all ages) were <b>living within a community family-based placement</b> (at end June 2016) (down from 85% at end March 2016)	<b>CHILD PROTECTION</b> <b>126</b> inter-agency discussions (Initial Referrals Discussions) concerning the <b>safety of a child held</b> (down from 180 from Jan'16-Mar'16)
<b>NEW SERVICE USERS</b> <b>98%</b> of new service users received a service <b>within 6 weeks of assessment</b> (at end June 2016) (up from 95% at March 2016)	<b>75%</b> of looked after children aged 12yrs+ were <b>living within a community family-based placement</b> (at end June 2016) (up from 72% at end March 2016)	<b>65</b> children on the <b>Child Protection Register</b> (at end June 2016)  (up from 28 at end March 2016)	



**Priority 3: Care, Support and protection– Executive Quarterly PIs**

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
<p>% of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</p>	<p><b>CP03-P02b % of Adults 65+ receiving care at home to sustain an independent quality of life as part of the community compared to those in a care home.</b></p> <table border="1"> <caption>Data for CP03-P02b</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>68</td> </tr> <tr> <td>Q2 2015/16</td> <td>69</td> </tr> <tr> <td>Q3 2015/16</td> <td>70</td> </tr> <tr> <td>Q4 2015/16</td> <td>71</td> </tr> <tr> <td>Q1 2016/17</td> <td>73</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q1 2015/16	68	Q2 2015/16	69	Q3 2015/16	70	Q4 2015/16	71	Q1 2016/17	73	<p>73%</p>	<p><b>How are we performing</b> An increasing % of adults age 65% are able to maintain independence</p> <p><b>Actions we are taking to improve/maintain performance:</b> We have a continued commitment to support Adults over 65 to remain independent and within the community. Our work with partners as part of integrated Health and Social Care will ensure that this remains the case.</p>			<p>Elaine Torrance</p>
Quarter	Value (%)																	
Q1 2015/16	68																	
Q2 2015/16	69																	
Q3 2015/16	70																	
Q4 2015/16	71																	
Q1 2016/17	73																	
<p>Home care is one of the most important services available to local authorities to support people with community care needs to remain at home. Increasing the flexibility of the service is a key policy objective for both central and local government, to ensure that people receive the type of assistance which they need, when they need it.</p>																		
<p>The indicator only captures 'home care services' which are provided on an hourly basis. Other services which support people at home, such as laundry services, home shopping, community alarms and meals-on-wheels, are not included.</p>																		
<p>The indicator will be affected by the pattern of need and demand within the area, influenced by the age-structure of the elderly population, the distribution of poverty and ill health, household composition and other factors.</p>																		
<p>Percentage of Clients using the SDS approach based on Finance Commitment Records</p>	<p><b>CP03-P04b Percentage of Clients using the SDS approach based on Finance Commitment Records</b></p> <table border="1"> <caption>Data for CP03-P04b</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>15</td> </tr> <tr> <td>Q2 2015/16</td> <td>15</td> </tr> <tr> <td>Q3 2015/16</td> <td>16</td> </tr> <tr> <td>Q4 2015/16</td> <td>20</td> </tr> <tr> <td>Q1 2016/17</td> <td>31.2</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value (%)	Q1 2015/16	15	Q2 2015/16	15	Q3 2015/16	16	Q4 2015/16	20	Q1 2016/17	31.2	<p>31.2%</p>	<p><b>How are we performing</b> The recent increase in uptake of SDS can be attributed to the rollout of the new assessment training to staff.</p> <p><b>Actions we are taking to improve/maintain performance:</b> The new assessment will continue to be rolled out and our aim is to have all clients using this approach by April next year.</p>			<p>Elaine Torrance</p>
Quarter	Value (%)																	
Q1 2015/16	15																	
Q2 2015/16	15																	
Q3 2015/16	16																	
Q4 2015/16	20																	
Q1 2016/17	31.2																	

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2016 (Q1 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By												
Adults with self-directed care arrangements per 1,000 population	<p><b>CP03-P04 Adults with self-directed care arrangements per 1,000 population</b></p> <table border="1"> <caption>Data for CP03-P04 Adults with self-directed care arrangements per 1,000 population</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>6.0</td> </tr> <tr> <td>Q2 2015/16</td> <td>6.0</td> </tr> <tr> <td>Q3 2015/16</td> <td>6.2</td> </tr> <tr> <td>Q4 2015/16</td> <td>7.8</td> </tr> <tr> <td>Q1 2016/17</td> <td>10.1</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q1 2015/16	6.0	Q2 2015/16	6.0	Q3 2015/16	6.2	Q4 2015/16	7.8	Q1 2016/17	10.1	10.10	<p><b>Observations</b></p> <p>The percentage of adults with SDS arrangements continues to increase as we draw closer to April 2017 when all clients are expected to be using the SDS approach.</p>			Elaine Torrance
Quarter	Value																	
Q1 2015/16	6.0																	
Q2 2015/16	6.0																	
Q3 2015/16	6.2																	
Q4 2015/16	7.8																	
Q1 2016/17	10.1																	
Proportion of new service users who receive a service within 6 weeks of assessment (year to date)	<p><b>CP03-P28 Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</b></p> <table border="1"> <caption>Data for CP03-P28 Proportion of new service users who receive a service within 6 weeks of assessment (year to date)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>97.0%</td> </tr> <tr> <td>Q2 2015/16</td> <td>96.0%</td> </tr> <tr> <td>Q3 2015/16</td> <td>93.0%</td> </tr> <tr> <td>Q4 2015/16</td> <td>95.0%</td> </tr> <tr> <td>Q1 2016/17</td> <td>98.0%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters, — Family Group (previous yr) - Av., — SBC (previous yr) - Av., — Scotland (previous yr) - Av.</p>	Quarter	Value	Q1 2015/16	97.0%	Q2 2015/16	96.0%	Q3 2015/16	93.0%	Q4 2015/16	95.0%	Q1 2016/17	98.0%	98%	<p><b>How are we performing:</b></p> <p>Changes within the Framework system had impacted this indicator for the past 2 quarters; however improvements and recovery to levels experience during Q1 and Q2 2015/16 are evident this quarter.</p> <p><b>Actions we are taking to improve/maintain performance:</b></p> <p>As staff become more knowledgeable and comfortable with the new method of recording the assessment the delays experienced in the past two quarters should no longer exist.</p>			Elaine Torrance
Quarter	Value																	
Q1 2015/16	97.0%																	
Q2 2015/16	96.0%																	
Q3 2015/16	93.0%																	
Q4 2015/16	95.0%																	
Q1 2016/17	98.0%																	

Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2016 (Q1 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
Looked After and Accommodated Children (aged 12+) in family-based placements compared to those in residential placements	<p><b>CP03-P06 Looked After and Accommodated Children (aged 12+) in family-based placements compared to those in residential placements</b></p>	75%	<p><b>Observations</b> The number of Looked After Children aged 12 or above in family-based in comparison to residential placements has remained high during Q1 this year.</p>			Ann Blackie
Looked After and Accommodated Children (All ages) in family-based placements compared to those in residential placements	<p><b>CP03-P06b Looked After and Accommodated Children in family-based placements compared to those in residential placements</b></p>	87%	<p><b>Observations</b> The number of looked after children (all ages) in family based placement (in comparison to residential) remains consistently above the target.</p>			Ann Blackie

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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By
Number of Looked After and Accommodated Children (LAC)	<p><b>CP03-P83 Number of Looked After and Accommodated Children (LAC)</b></p>	222	<p><b>Observations</b> The number of looked after children remains fairly consistent.</p>	n/a		Ann Blackie
Number of Inter-agency Discussions (IRDs) held about a child	<p><b>CP03-P85P Number of Inter-agency Discussions (IRDs) held</b></p>	126	<p><b>Observations</b> The number of IRDs increased significantly in 2016 (in particular the month of March). All IRDs (where there is a concern about a child) have been ratified as being appropriate via the scrutiny of Child Protection Reviewing Officers (CPROs) as well as being audited at the IRD review group.</p> <p>A survey will be sent to all partners to seek views on the rationale for the increase; the outcome of this will be fed back to the Child Protection Committee membership once concluded.</p>	n/a		Ann Blackie

## Appendix 1: Scottish Borders Council Executive Committee – Quarterly Public Performance Report, August 2016 (Q1 2016/17)

Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Number of children on Child Protection Register	<p><b>CP03-P86P Number of children on Child Protection Register</b></p> <table border="1"> <caption>CP03-P86P Number of children on Child Protection Register</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>14</td> <td>16</td> <td>18</td> <td>34</td> </tr> <tr> <td>2015/16</td> <td>28</td> <td>23</td> <td>16</td> <td>28</td> </tr> <tr> <td>2016/17</td> <td>65</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	14	16	18	34	2015/16	28	23	16	28	2016/17	65	-	-	-	65	<p><b>Observations</b> Given the increase in IRDs reported above, it was expected that with this increased activity that there would be an increase in cases being progressed to Initial Child Protection Case Conference and possible registration.</p>	n/a		Ann Blackie
Year	Q1	Q2	Q3	Q4																						
2014/15	14	16	18	34																						
2015/16	28	23	16	28																						
2016/17	65	-	-	-																						
No. of People Referred to Welfare Benefits	<p><b>CP03-P35 No. of People Referred to Welfare Benefits</b></p> <table border="1"> <caption>CP03-P35 No. of People Referred to Welfare Benefits</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>600</td> <td>620</td> <td>550</td> <td>620</td> </tr> <tr> <td>2015/16</td> <td>680</td> <td>700</td> <td>600</td> <td>750</td> </tr> <tr> <td>2016/17</td> <td>750</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	600	620	550	620	2015/16	680	700	600	750	2016/17	750	-	-	-	738	<p><b>Observations:</b> The gains remain high (but under £2m as opposed to just over in Q1 last year). While some of the gains are a result of challenging incorrect decisions, a good deal of work is through promoting benefit take up and maximising income.  Cases include a combination of appeals, mandatory reconsiderations, assistance with new claims and resolution of complex benefits issues. Welfare reform has undoubtedly brought in a significant number of changes across a wide range of benefits with some families or individuals often being affected by more than one at any time. The system is complex and even the more able customers are often uncertain as how to resolve situations. Jobcentre Plus no longer offer benefits advice to customers (now focused on job coaching). Complexities of the system now means that it's only trained specialists that can give accurate advice and work is ongoing to train a range of SBC and NHS staff.</p>			Cathie Fancy
Year	Q1	Q2	Q3	Q4																						
2014/15	600	620	550	620																						
2015/16	680	700	600	750																						
2016/17	750	-	-	-																						
Welfare Benefit - Monetary Gain	<p><b>CP03-P36 Welfare Benefit - Monetary Gain</b></p> <table border="1"> <caption>CP03-P36 Welfare Benefit - Monetary Gain</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>£900,000.00</td> <td>£1,700,000.00</td> <td>£1,800,000.00</td> <td>£1,400,000.00</td> </tr> <tr> <td>2015/16</td> <td>£2,100,000.00</td> <td>£1,900,000.00</td> <td>£1,600,000.00</td> <td>£2,900,000.00</td> </tr> <tr> <td>2016/17</td> <td>£2,000,000.00</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	£900,000.00	£1,700,000.00	£1,800,000.00	£1,400,000.00	2015/16	£2,100,000.00	£1,900,000.00	£1,600,000.00	£2,900,000.00	2016/17	£2,000,000.00	-	-	-	£1,968,824.00				Cathie Fancy
Year	Q1	Q2	Q3	Q4																						
2014/15	£900,000.00	£1,700,000.00	£1,800,000.00	£1,400,000.00																						
2015/16	£2,100,000.00	£1,900,000.00	£1,600,000.00	£2,900,000.00																						
2016/17	£2,000,000.00	-	-	-																						

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Short Name	Trend Chart	Value	Commentary	Compared to same time last year	Status against Target	Managed By																				
Number of reported incidents of domestic abuse (cumulative)	<p>CP03-P37P How many incidents of domestic abuse are reported to Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P37P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>220</td> <td>440</td> <td>680</td> <td>900</td> </tr> <tr> <td>2015/16</td> <td>180</td> <td>430</td> <td>650</td> <td>900</td> </tr> <tr> <td>2016/17</td> <td>210</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	220	440	680	900	2015/16	180	430	650	900	2016/17	210	-	-	-	217	<p><b>How are we performing:</b></p> <p>An increase of 38 domestic abuse incidents for the year to date when compared to the same time period in 2015/16 which equates to a 21.2% increase.</p> <p><b>Service Update</b></p> <p>Scottish Government Violence Against Women fund awarded July 2016 to June 2017, therefore the future of the Pathway Domestic Abuse Advocacy Support service (DAAS) and Domestic Abuse Community Service (DACS) are secure until 31st March 2017, at this stage, with contributions from Scottish Government and partner agencies.</p>			Tony Hodges
Year	Q1	Q2	Q3	Q4																						
2014/15	220	440	680	900																						
2015/16	180	430	650	900																						
2016/17	210	-	-	-																						
Number of Group 1-5 recorded crimes and offences (cumulative)	<p>CP03-P39P How many crimes and offences are recorded by Police Scotland? (cumulative)</p> <table border="1"> <caption>CP03-P39P Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>750</td> <td>1,600</td> <td>2,350</td> <td>3,150</td> </tr> <tr> <td>2015/16</td> <td>750</td> <td>1,500</td> <td>2,250</td> <td>2,900</td> </tr> <tr> <td>2016/17</td> <td>700</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2014/15	750	1,600	2,350	3,150	2015/16	750	1,500	2,250	2,900	2016/17	700	-	-	-	726	<p><b>How are we performing:</b></p> <p>A 3.8% reduction in crimes in the year to date when compared to the same time period in 2015/16. This equates to 29 fewer victims. This is positive news.</p> <p>The detection rate for the first quarter of 2016/17 stands at 51.4% a reduction on the same time period last year of 3.2 percentage points.</p> <p><b>Actions we are taking to improve/maintain performance</b></p> <p>High rates of violent crime (including serious assault and robbery) in 2015/16 led to focused patrols being concentrated in town centre areas. For the first quarter of 2016/17 serious assault and robbery rates are lower than 2015/16 and detection rates remain high. Common assault rates remain high and reducing these types of crime continues to be a priority.</p>			Tony Hodges
Year	Q1	Q2	Q3	Q4																						
2014/15	750	1,600	2,350	3,150																						
2015/16	750	1,500	2,250	2,900																						
2016/17	700	-	-	-																						