

Local Government Benchmarking Framework 15/16

Metadata Definitions

Introduction

The core purpose of the Local Government Benchmarking Framework is to develop, on a collaborative basis, a comparative benchmarking framework for Scottish Local Government that supports the targeting of improvement activities and resources to areas of greatest impact – in terms of efficiency/ costs, productivity and outcomes.

Operating on this collaborative principle, a limited number of indicators has been developed for each major local authority service area. This entails a small number of 'headline' measures to capture costs, cost composition, and a small number of 'supporting' measures to facilitate interpretation of the headline cost measures.

The aim of the benchmarking suite is to help councils to better understand where their services vary in performance against the indicators. The process is then designed to focus questions to guide further exploration of the variation and to subsequently share good practice across councils in a collective and individual effort in driving improvement forward.

In most cases, the data to populate the high level indicator is readily available with the data sources described within each indicator. No new data has been created for the purposes of this exercise as the project draws upon pre-existing audited or quality assured public data.

Where information on service costs is the key basis of an indicator the Local Finance Returns (LFRs) has been utilised as the most robust source of comparable data on council expenditure that is currently available. The LFR data for each indicator has been provided directly by the Scottish Government.

Where customer satisfaction indicators have been selected, the majority of these are temporarily drawn from the Scottish Household Survey (SHS). The SHS data is a data source that allows information at a national level to be generated on a wide range of topics. In terms of customer satisfaction data however it has some limitations when used at individual council level. In particular the survey questions do not fully distinguish the views of the whole adult population on services from views of the direct users of some services. Of equal importance at the level of an individual council the sample size of the survey becomes a sub set of the overall national sample and is as a result less statistically robust. As a result data at an individual council level is presented as 3 year rolled averages to improve the robustness of the information available. While all councils individually gather customer satisfaction data in the short term the SHS data it is the only source of comparable information for all 32 councils on customer satisfaction. As part of the ongoing improvement of the benchmarking framework itself it has been agreed that councils will work together to improve the measurement of customer satisfaction on a comparative basis.

SOLACE BENCHMARKING MEASURE DETAIL	
SERVICE AREA	Adult Social Care
MEASURE	SW 1: Older Persons (Over65) Home Care Costs per Hour
SUMMARY DEFINITION	Home Care is delivered in the client's own home (including sheltered housing) and may include personal care, domestic help, laundry services, shopping services, and care attendant schemes This indicator deals with costs for over 65s.
RATIONALE FOR MEASURE	This is one of the largest expenditures in Social Work and as such is an important indicator. With the increasing shift in the balance of care to the community, any efficiency from councils could be usefully shared.
FORMULA	$\text{Home Care Costs per Hour} = \frac{\text{LFR Costs}}{\text{No. of Home Care Hrs}}$
DETAILED DEFINITION (with inclusions and exclusions)	<p>The definition of 'home care' for this indicator is identical to that used for the Scottish Government statistical return on Home Care. Some or all of the home care services may be provided by different staff-groups or purchased from different agencies. The costs of such services are included whether they are provided by the local authority, purchased from another local authority or purchased from private or voluntary sector providers.</p> <p>People receiving home care aged 65+ are service users who were aged 65 years or over on 31 March.</p> <p>Home Care does not include 24/7 care (168 hours per week), which is classed as Housing Support.</p> <p>The earlier publication of the LGBF means that the LFR data was not available to be used for data from 2013/14 onwards; all previous years' data uses the LFR data. Therefore, the cost data used from 2013/14 onwards is based on a direct return to the Improvement Service; although to ensure reliable and comparable data, the cost data continues to be based on the LFR categories, guidance and definitions. The data will be refreshed in March with the audited LFR data.</p> <p>LFR Costs is defined by Local Financial Returns (LFR) guidance on</p>

gross expenditure for home care (LFR 03):
<http://www.gov.scot/Topics/Statistics/Browse/Local-Government-Finance/ReturnLFR>

The number of Home Care hours is provided by the Scottish Government and taken from their Social Care Survey. This can be accessed at the following link:

<http://www.gov.scot/Publications/2015/11/5804/downloads>
(Chapter 3)

Please note that LFR costs relate to **staff** hours rather than **client** hours. Staff hours will be higher than client hours because staff will spend time travelling between clients and sometimes multiple staff may be required for certain tasks.

SOLACE BENCHMARKING MEASURE DETAIL	
SERVICE AREA	Adult Social Care
MEASURE	SW 2: Self Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+
SUMMARY DEFINITION	Self Directed Support allows people needing support to choose how their support needs will be met. This indicator calculates the cost of Direct Payment and Managed Personalised Budget spend on adults as a proportion (%) of the total social work spend on adults (aged 18+).
RATIONALE FOR MEASURE	<p>This indicator allows councils to monitor Direct Payments as a proportion of total adult social care expenditure, both over time and in comparison with other councils.</p> <p>Under the Self Directed (Scotland) Act 2013, Direct Payments will be one of four options that from 1 April 2014 local authorities must offer eligible people assessed as requiring social care. SOLACE, ADSW and the Improvement Service will do further work to improve this indicator for 2014/15 Benchmarking.</p>
FORMULA	$\% \text{ of SDS Spend on Adults} = \frac{\text{LFR Costs for SDS (Adults)}}{\text{Gross SW Costs for Adults}}$
DETAILED DEFINITION (with inclusions and exclusions)	<p>The earlier publication of the LGBF means that the LFR data was not available to be used for data from 2013/14 onwards; all previous years' data uses the LFR data. Therefore, the cost data used from 2013/14 onwards is based on a direct return to the Improvement Service; although to ensure reliable and comparable data, the cost data continues to be based on the LFR categories, guidance and definitions. The data will be refreshed in March with the audited LFR data.</p> <p>Both LFR Costs for SDS (Adults) and Gross SW Costs for Adults are defined by Local Financial Returns (LFR) guidance, on gross expenditure for social work services (LFR 03): http://www.gov.scot/Topics/Statistics/Browse/Local-Government-Finance/ReturnLFR</p> <p>Gross SW costs should include all employee costs, operating costs, revenue contribution to capital (RCC) and third part projects by the</p>

	<p>General Capital Grant (GCG). For the purposes of this exercise support costs are excluded from this indicator as all support costs are counted in the indicator Corp 1</p> <p>*Both numerator and denominator should include spend on older persons, adults with physical or sensory disabilities, adults with learning disabilities, adults with mental health needs, adults with addictions/ substance misuse, and HIV/AIDS; <u>but not</u> Service Strategy, Children's Panel, children and families, services to asylum seekers and refugees, or Criminal Justice Social Work services.</p> <p>This indicator includes both direct payment spend and managed personalised budgets. In terms of self-directed spend, prior to 2013/14, only direct payment was included. However, from 2013/14, councils were able to submit both direct payments and managed personalised budgets. These have been combined to calculate % of SDS spend.</p>
<p>DATA SOURCE</p>	<p>For more details on LFR costs see LFRs Guidance notes for social work services: http://www.scotland.gov.uk/Topics/Statistics/Browse/Local-Government-Finance/ReturnLFR/LFR112Guidance (See LFR 03)</p>

SOLACE BENCHMARKING MEASURE DETAIL	
SERVICE AREA	Adult Social Care
MEASURE	SW 3: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.
RATIONALE FOR MEASURE	<p>This indicator measures the extent to which the council is maintaining people with intensive needs in the community. Home care is one of the most important services available to local authorities to support people with community care needs to remain at home.</p> <p>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. The indicator demonstrates councils' progress towards this policy goal of shifting the balance of care.</p>
SUMMARY DEFINITION (with inclusions and exclusions)	<p>The indicator measures flexibility in terms of the extent to which:</p> <ul style="list-style-type: none"> • care is provided out with normal working hours to meet client's needs • personal care is provided, in addition to help with domestic tasks. <p>Home Care is delivered in the client's own home (including sheltered housing) and may include personal care, domestic help, laundry services, shopping services, and care attendant schemes. Some or all of these services may be provided by different staff-groups or purchased from different agencies. The costs of such services are included whether they are provided by your own local authority, purchased from another local authority or purchased from private or voluntary sector providers.</p> <p>Home Care does not include 24/7 care (168 hours per week), which is classed as Housing Support.</p>
DATA SOURCE	<p>This data is published on the Scottish Government website, available from the link below.</p> <p>http://www.gov.scot/Topics/Statistics/Browse/Health/Data/HomeCare/HS CDHomecare</p> <p>(Table 10)</p>

SOLACE BENCHMARKING MEASURE DETAIL	
SERVICE AREA	Adult Social Care
MEASURE	<p>SW 4:</p> <p>% of adults receiving any care or support who rate it as excellent or good.</p> <p>% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.</p>
RATIONALE FOR MEASURE	<p>These indicators are important because they measure user satisfaction with social care services and the perceived impact this care has on the outcomes experienced.</p>
SUMMARY DEFINITION (with inclusions and exclusions)	<p>This indicator measures the proportion (%) of all adults surveyed who rated the care or support received as excellent or good, and the proportion (%) of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.</p>
DATA SOURCE	<p>This data is taken from the Scottish Health and Care Experience Survey (Formerly the GP and Local NHS Services survey):</p> <p>http://www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey</p>

SOLACE BENCHMARKING MEASURE DETAIL	
SERVICE AREA	Adult Social Care
MEASURE	SW5: The Net Cost of Residential Care Services per Older Adult (+65) per Week
SUMMARY DEFINITION	The net cost of residential care, per adult (65+), per week.
RATIONALE FOR MEASURE	<p>In terms of adult social care services a major cost carried by local councils is the cost of caring for older adults in a residential setting.</p> <p>This indicator can be looked at alongside the cost of “Adult Home Care” (Older Persons (Over65) Home Care Costs per Hour) and also the balance of care between residential and community based care (% of people 65+ with intensive needs receiving care at home)</p>
FORMULA	<p><i>Weekly Cost per older adult</i></p> $= \frac{\text{Net Residential Cost} / \text{No of older adults in residential care}}{52}$
DETAILED DEFINITION (with inclusions and exclusions)	<p>Net Residential Cost refers to the net cost of residential based services for older adults.</p> <p>LFR Costs are defined by Local Financial Returns (LFR) guidance, on net expenditure for social work services (LFR03) and refers to Net expenditure on Care Homes including both free personal care and free nursing care for adults over 65. But does not include other accommodation-based services (non-respite)</p> <p>Number of Older adults in Residential Care for this indicator refers to the total number of long term residents in Care Homes (including self-funders who receive the FPC/FNC payments).</p> <p>The division by 52 is to obtain the weekly cost.</p>
DATA SOURCE	The earlier publication of the LGBF means that the LFR data was not available to be used for data from 2013/14 onwards; all previous years’ data uses the LFR data. Therefore, the cost data used from 2013/14 onwards is based on a direct return to the Improvement Service; although to ensure reliable and comparable data, the cost data continues to be

based on the LFR categories, guidance and definitions. The data will be refreshed in March with the audited LFR data.

For more details on **Net Residential Care Costs** see LFRs Guidance notes for social work services, available from the following link.

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Local-Government-Finance/ReturnLFR/LFR112Guidance> (See LFR 03)

Data for the **Number of older adults in residential care** are available from the Scottish Government quarterly monitoring survey which asks Local Authorities about the residents that they are funding in Care Homes (including self-funders who receive the FPC/FNC payments). The results from this survey can be found at:

<http://www.gov.scot/Topics/Statistics/Browse/Health/Data/HomeCare/HS CDHomecare>

(Table 10)