

## EFFICIENCY AND PRODUCTIVITY MEASURE DETAIL

<b>SERVICE AREA</b>	Social Work
<b>MEASURE</b>	SW 1 Unit cost of care management and assessment for cases that have been open during reporting year
<b>SUMMARY DEFINITION</b>	This measures the cost of providing care management and assessment for older people and all adult care groups
<b>RATIONALE FOR MEASURE</b>	To measure how much it is costing to provide an assessment and care management service
<b>DETAILED DEFINITION (with inclusions and exclusions)</b>	<p>Data on costs should be as reported in the annual Scottish Executive Local Financing Return.</p> <p>Definitions should be as contained in the CIPFA Scotland BVACOP guidance as detailed below.</p> <p><b>Assessment and care management</b> includes the process of receiving referrals, assessing need, defining eligibility and arranging for packages of care to be provided and reviewing the quality of and continued relevance of that care to current needs. It includes field social work costs (including hospital social workers and mental health workers), support staff costs and costs related to assessing each client's financial eligibility.</p> <p>Where assessments are conducted by other council employed professionals (e.g. home care managers or occupational therapists), the cost for this time should be apportioned accordingly.</p> <p>Where mental health workers also work with children, their training and staff costs should be apportioned.</p> <p>All central support costs (recharges) should be <b>excluded</b>.</p> <p><b>Adult care groups</b> include:</p> <ul style="list-style-type: none"> <li>• Older people</li> <li>• People with physical or sensory disabilities</li> <li>• People with learning disabilities</li> <li>• People with mental health needs</li> <li>• People with addictions/substance misuse</li> <li>• People with AIDS/HIV</li> </ul> <p><b>Cases:</b> The number of cases should include all those which were open at some point during the course of the year and which received assessment and care management services.</p>

<b>FORMULA</b>	<p><math>N = A/B</math> where:  A = cost of care management and assessment (older people + physical disability + learning disability + mental health + addictions/substance misuse + AIDS/HIV)  B = number of cases (older people + physical disability + learning disability + mental health + addictions/substance misuse + AIDS/HIV)</p>			
<b>UNIT OF MEASURE</b>	£	<b>DECIMAL PLACES</b>	None	
<b>MEASUREMENT PERIOD</b>	Full year	<b>DATA SOURCE</b>	<ul style="list-style-type: none"> <li>• Local Financing Return</li> <li>• Social Work case records</li> </ul>	
<b>DATA AVAILABILITY AND QUALITY</b>	<p>Cost data available from annual Local Financing Return provided to the Scottish Executive  Each council should have systems in place which produce a record of cases</p>			
<b>QUALITY CHECK MEASURES</b>	<ol style="list-style-type: none"> <li>1. User satisfaction</li> <li>2. Inspection judgements</li> </ol>			
<b>DRILL DOWN MEASURES</b>	<ol style="list-style-type: none"> <li>1. Number of social work staff</li> <li>2. Qualification levels of staff</li> <li>3. Staff absence</li> <li>4. Staff turnover</li> <li>5. Staff vacancies</li> <li>6. Support staff costs</li> </ol>			
<b>REPORTING YEAR</b>	<b>06/07</b>	Yes	<b>07/08</b>	Yes
<b>PROPOSED FUTURE MEASURE (where applicable)</b>	<p>In order to understand efficient practice, a better measure is likely to be produced from an examination of productive vs. non productive social worker time. In the absence of time recording systems this would be difficult to calculate at this time.  In addition, mobile technology offers potential for efficiency savings by reducing social worker time in carrying out administrative functions and travel time and the implementation and use of this technology could also in the future be of value in capturing efficiency gains.</p>			