

DATA UNDER DEVELOPMENT

ELIGIBILITY CRITERIA AND WAITING TIMES

QUARTERS – JANUARY to MARCH 2010, APRIL to JUNE 2010, JULY to SEPTEMBER 2010 and OCTOBER to DECEMBER 2010

This paper presents the Scotland level results from the first four quarterly collections of Eligibility Criteria and Waiting Times data from all 32 Local Authorities.

Data availability

Out of 32 Local Authorities only 19 were able to return data for the January to March quarter, 23 were able to return data for April to June, 26 in July to September and 26 October to December. (Refer to annex 6 for more details) The main reason given by an authority for not being able to return data in the first four quarters was that their data system required an upgrade to allow for the required information to be recorded. The remaining authorities were unable to return the required data on time due to staffing/resource issues.

Important note

Note that this data is still under development and therefore the information is not directly comparable across different council areas. Further work is needed to investigate exactly how councils are interpreting the guidance in order to achieve more consistent reporting across the country.

Detailed results

Tables 1 and 2 count new clients aged 65+ who have their needs confirmed at the completion of their community care (or shared) assessment in the reporting period. The people counted in these tables need not have needs for personal care, or indeed for any adult social care services.

Table 1a: Number of new clients aged 65+ with a completed community care assessment. (JANUARY to MARCH 2010)

Age Band	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
65-74	205	469	383	235	3	334	1629	27%
75-84	428	730	556	323	3	617	2657	45%
85+	296	446	323	190	2	394	1651	28%
Total	929	1645	1262	748	8	1345	5937	100%
%	16%	28%	21%	13%	0%	23%	100%	

Data returned from 19 LA's of which 15 were able to provide data by eligibility category.

Table 1b: Number of new clients aged 65+ with a completed community care assessment. (APRIL to JUNE 2010)

Age Band	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
65-74	243	476	414	215	15	541	1904	28%
75-84	385	668	685	335	25	818	2936	44%
85+	280	471	412	230	13	443	1849	28%
Total	908	1635	1511	780	53	1802	6689	100%
%	14%	24%	23%	12%	1%	27%	100%	

Data returned from 23 LA's of which 20 were able to provide data by eligibility category.

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Table 1c: Number of new clients aged 65+ with a completed community care assessment. (JULY to SEPTEMBER 2010)

Age Band	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
65-74	247	446	449	186	23	829	2180	28%
75-84	383	742	663	288	27	1377	3480	45%
85+	264	433	354	141	6	845	2043	27%
Total	894	1621	1466	615	56	3051	7703	100%
%	12%	21%	19%	8%	1%	40%	100%	

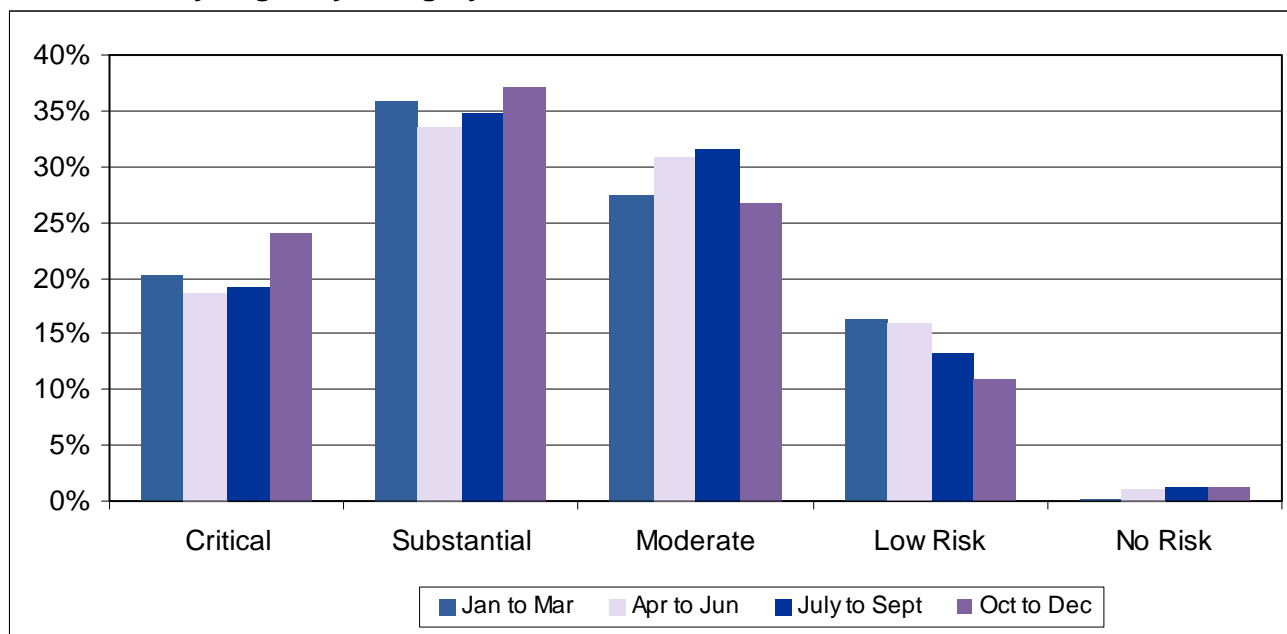
Data returned from 26 LA's of which 23 were able to provide data by eligibility category.

Table 1d: Number of new clients aged 65+ with a completed community care assessment. (OCTOBER to DECEMBER 2010)

Age Band	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
65-74	287	468	372	149	16	669	1961	27%
75-84	548	806	574	245	23	1133	3329	45%
85+	318	504	331	131	19	787	2090	28%
Total	1153	1778	1277	525	58	2589	7380	100%
%	16%	24%	17%	7%	1%	35%	100%	

Data returned from 26 LA's of which 23 were able to provide data by eligibility category.

Chart 1: Percentage breakdown of new clients aged 65+ with a completed community care assessment by Eligibility Category



Note - percentages exclude Not Available category

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Table 2a: Time intervals from first contact to completion of a community care assessment – number of people aged 65+ in each eligibility category. (JANUARY to MARCH 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Less than or equal to 2 days	355	163	189	223	2	237	1169	20%
More than 2 days and <= 1 week	165	294	159	127	1	147	893	15%
More than 1 week and <= 2 weeks	91	250	163	99	1	150	754	13%
More than 2 weeks and <= 3 weeks	54	185	107	53	1	111	511	9%
More than 3 weeks and <= 4 weeks	38	129	64	32	0	100	363	6%
More than 4 weeks and <= 6 weeks	58	204	101	59	2	140	564	9%
More than 6 weeks and <= 8 weeks	30	86	103	54	0	99	372	6%
More than 8 weeks and <= 10 weeks	28	49	67	31	0	72	247	4%
More than 10 weeks	110	285	309	70	1	289	1064	18%
Total	929	1645	1262	748	8	1345	5937	100 %

Data returned from 19 LA's of which 15 were able to provide data by eligibility category.

Table 2b: Time intervals from first contact to completion of a community care assessment – number of people aged 65+ in each eligibility category. (APRIL to JUNE 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Less than or equal to 2 days	261	340	282	166	17	529	1595	25%
More than 2 days and <= 1 week	170	234	173	88	8	170	843	13%
More than 1 week and <= 2 weeks	87	186	160	75	3	196	707	11%
More than 2 weeks and <= 3 weeks	70	133	141	69	4	151	568	9%
More than 3 weeks and <= 4 weeks	54	109	89	36	1	129	418	6%
More than 4 weeks and <= 6 weeks	66	157	128	54	6	134	545	8%
More than 6 weeks and <= 8 weeks	32	78	87	32	2	108	339	5%
More than 8 weeks and <= 10 weeks	31	58	85	37	5	61	277	4%
More than 10 weeks	98	311	339	88	7	317	1160	18%
Total	869	1606	1484	645	53	1795	6452	100 %

Data returned from 23 LA's of which 20 were able to provide data by eligibility category.

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Table 2c: Time intervals from first contact to completion of a community care assessment – number of people aged 65+ in each eligibility category. (JULY to SEPTEMBER 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Less than or equal to 2 days	268	402	274	147	10	501	1602	21%
More than 2 days and <= 1 week	158	223	170	77	7	320	955	12%
More than 1 week and <= 2 weeks	106	195	160	71	6	359	897	12%
More than 2 weeks and <= 3 weeks	68	128	152	59	5	276	688	9%
More than 3 weeks and <= 4 weeks	54	98	110	40	2	311	615	8%
More than 4 weeks and <= 6 weeks	67	129	109	52	3	519	879	11%
More than 6 weeks and <= 8 weeks	30	98	81	42	6	273	530	7%
More than 8 weeks and <= 10 weeks	20	57	85	34	7	134	337	4%
More than 10 weeks	123	291	325	93	10	358	1200	16%
Total	894	1621	1466	615	56	3051	7703	100 %

Data returned from 26 LA's of which 23 were able to provide data by eligibility category.

Table 2d: Time intervals from first contact to completion of a community care assessment – number of people aged 65+ in each eligibility category. (OCTOBER to DECEMBER 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Less than or equal to 2 days	391	393	186	121	2	444	1537	21%
More than 2 days and <= 1 week	176	219	135	80	3	246	859	12%
More than 1 week and <= 2 weeks	115	219	138	63	6	278	819	11%
More than 2 weeks and <= 3 weeks	100	166	112	60	0	255	693	9%
More than 3 weeks and <= 4 weeks	87	117	95	40	1	221	561	8%
More than 4 weeks and <= 6 weeks	96	190	138	33	4	387	848	11%
More than 6 weeks and <= 8 weeks	56	122	92	29	1	267	567	8%
More than 8 weeks and <= 10 weeks	36	66	84	27	1	133	347	5%
More than 10 weeks	96	286	297	72	40	358	1149	16%
Total	1153	1778	1277	525	58	2589	7380	100 %

Data returned from 26 LA's of which 23 were able to provide data by eligibility category.

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Chart 2: Percentage breakdown of time intervals from first contact to completion of a community care assessment.

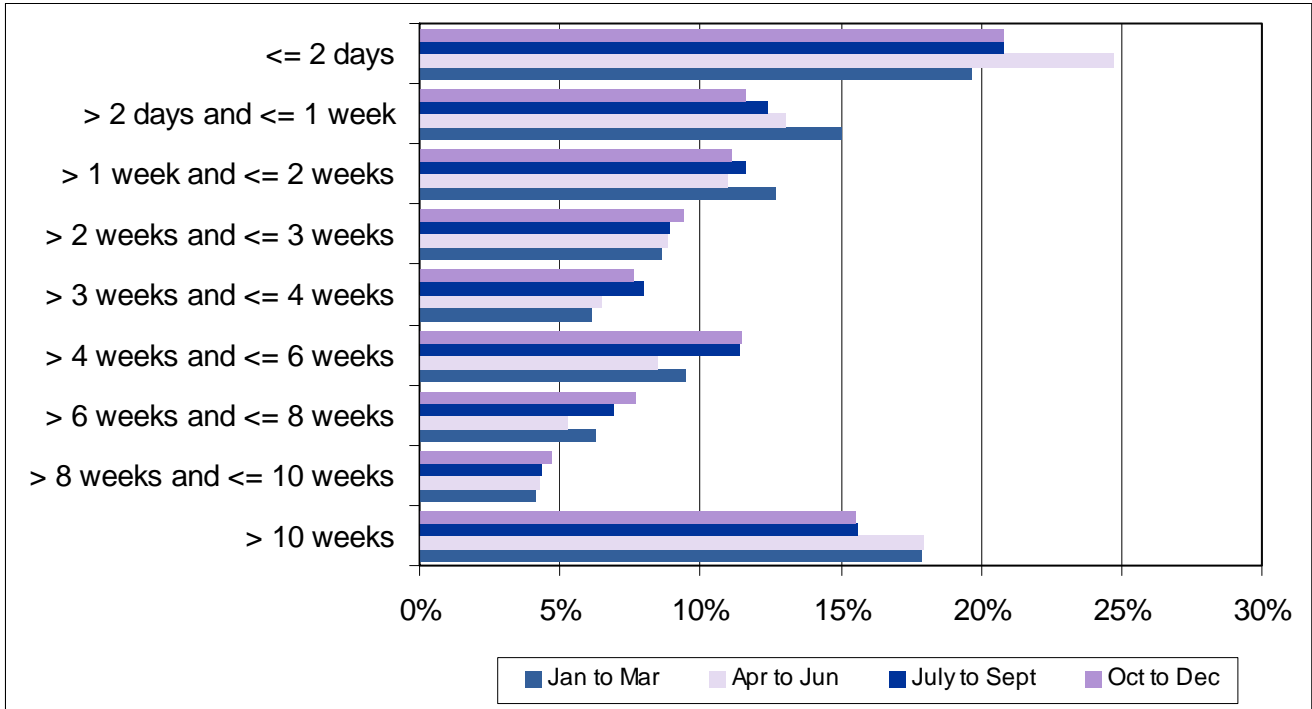


Table 3 counts clients aged 65+ with a relevant personal care service start date in the reporting period. Therefore Table 3 does not count the same cohort of people as Tables 1 and 2. Table 3 measures the delivery of the 6 week target for personal care, and the only way of knowing that personal care was required was that it was provided.

Table 3a: Time intervals from completion of a community care assessment to personal and nursing care service delivery – number of people aged 65+ in each eligibility category. (JANUARY to MARCH 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Before care assessment completed	171	319	284	31	71	156	1032	38%
Less than or equal to 2 weeks	333	544	162	22	12	220	1293	47%
More than 2 weeks <= 4 weeks	43	37	27	13	2	67	189	7%
More than 4 weeks <= 6 weeks	28	18	5	9	1	41	102	4%
More than 6 weeks	22	16	7	11	10	43	109	4%
Total	597	934	485	86	96	527	2725	100%

Data returned from 18 LA's of which 12 were able to provide data by eligibility category.

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Table 3b: Time intervals from completion of a community care assessment to personal and nursing care service delivery – number of people aged 65+ in each eligibility category. (APRIL to JUNE 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Before care assessment completed	221	255	167	56	18	162	879	32%
Less than or equal to 2 weeks	344	426	430	69	73	209	1551	56%
More than 2 weeks <= 4 weeks	54	37	38	7	2	45	183	7%
More than 4 weeks <= 6 weeks	19	11	9	3	1	19	62	2%
More than 6 weeks	15	20	11	3	3	50	102	4%
Total	653	749	655	138	97	485	2777	100%

Data returned from 21 LA's of which 18 were able to provide data by eligibility category.

Table 3c: Time intervals from completion of a community care assessment to personal and nursing care service delivery – number of people aged 65+ in each eligibility category. (JULY to SEPTEMBER 2010)

Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Before care assessment completed	169	119	108	38	29	191	654	19%
Less than or equal to 2 weeks	316	575	453	68	2	842	2256	66%
More than 2 weeks <= 4 weeks	63	56	26	1	6	103	255	7%
More than 4 weeks <= 6 weeks	27	27	11	8	8	47	128	4%
More than 6 weeks	21	24	15	3	0	45	108	3%
Total	596	801	613	118	45	1228	3401	100%

Data returned from 21 LA's of which 18 were able to provide data by eligibility category.

Table 3d: Time intervals from completion of a community care assessment to personal and nursing care service delivery – number of people aged 65+ in each eligibility category. (OCTOBER to DECEMBER 2010)

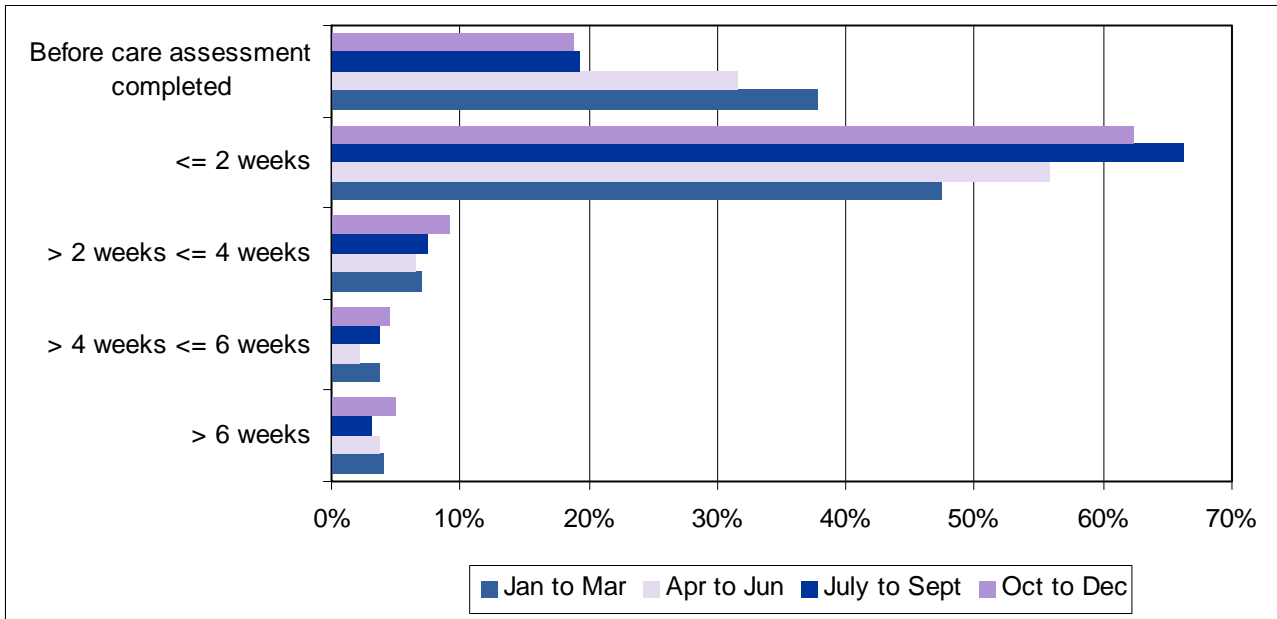
Time Interval	ELIGIBILITY CATEGORY						Total	%
	Critical	Substantial	Moderate	Low Risk	No Risk	Not available		
Before care assessment completed	289	107	65	35	0	194	690	19%
Less than or equal to 2 weeks	329	660	361	60	0	876	2286	62%
More than 2 weeks <= 4 weeks	73	71	28	3	0	162	337	9%
More than 4 weeks <= 6 weeks	52	38	9	7	1	61	168	5%
More than 6 weeks	24	50	28	6	1	74	183	5%
Total	767	926	491	111	2	1367	3664	100%

Data returned from 23 LA's of which 21 were able to provide data by eligibility category.

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Chart 3: Time intervals from completion of a community care assessment to personal and nursing care service delivery.



Problems and issues

Current processes for identifying clients seems to be quite complex and time consuming for a large number of LA's, with manual cross checks being conducted. Over the four quarters collected so far only five Local Authorities have been unable to return any data, due to either data systems requiring an upgrade to allow for the required information to be recorded or staffing/resource issues.

In the first quarter 26% of Local Authorities who returned data could not provide an eligibility category for all tables. By the October to December quarter this has been reduced to just 16% of Authorities. The issue has been caused due to the new record systems and practices either being currently rolled-out or having just been fully implemented. This problem should be reduced once all new process are in place and record systems updated.

Analysis of the data returned for the first three quarters, identified potential problems with the data being returned. To find out more about these issues and how Local Authorities were identifying clients a meeting was arranged with Local Authorities to discuss the issues, following this meeting it was agreed that a questionnaire should be issued. The results from the questionnaire are in the next section of this paper.

Example issues identified

Annex 1 presents the rates on new clients per 1,000 of population (aged 65+). For the four quarters available the rates differ greatly across the local authorities who returned data. In the January to March quarter, from 1.5 to 22.9 per 1,000 of population, April to June from 1.9 to 29.1 per 1,000 of population, July to September from 1.0 to 23.1 per 1,000 of population and October to December from 1.0 to 17.5 per 1,000 of population.

The data in Annex 4 possibly indicates that there are different interpretations of the guidance for the cohort to be included in Table 3 of the return.

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Questionnaire

Two meetings were held in Jan/Feb 2011 with Local Authorities to discuss the collection of data on eligibility criteria and waiting times. The aim of the meetings was to consider the data collected so far and get a better understanding of whether the figures are directly comparable between LA areas. The discussions at the meetings raised more questions than answers and in order to get a better feel for what is being counted, it was agreed that the Scottish Government would issue a questionnaire asking for more detailed information.

The response to the questionnaire has been good with 21 out of 32 Local Authorities returning a completed questionnaire. The results are as follows:

Response to General - Question 1

Question about how new clients are defined by Local Authorities for identification within the Management Information Systems (MIS). Requested details of computer programmes used and manual work or checks undertaken on the data.

The level of programme complexity varies greatly and the need for manual checks varies greatly between Local Authorities. The definition of a new client varies between Local Authorities, with some setting a time period for a person not being in receipt of a service when referred. A lot of the issues raised are due to the design/functionality of the Local Authority MIS and relate to that Authority only.

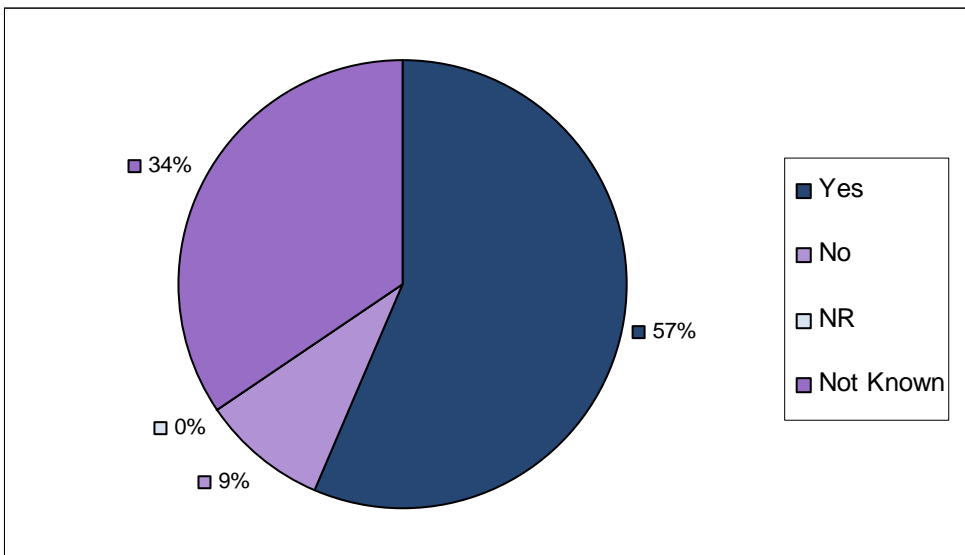
Response to General - Question 2

A - Can you record a clients eligibility criteria on your Management Information System (MIS)?

Table 4 : Response to General question 2A

	Yes	No	NR	Not Known	Total
Number of LA's	18	3	0	11	32

Chart 4 : Response to question 2A.



B - At which point in the assessment process do you determine eligibility criteria?

There was a wide range of responses to this question, the most common time to record eligibility criteria is at the end of assessment based on the 18 LA's who could responded YES to the question.

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Table 5 : Response to General question 2B

Point in the assessment process	Number			Percentage		
	Table 1	Table 2	Table 3	Table 1	Table 2	Table 3
At screening / before assessment takes place	5	4	3	24%	19%	15%
At start of assessment	2	3	2	10%	14%	10%
At end of assessment	10	10	11	48%	48%	55%
When services are put in place	2	2	2	10%	10%	10%
Other (please specify)	2	2	2	10%	10%	10%
Total	21	21	20	100%	100%	100%

Based on responses from 18 LA's.

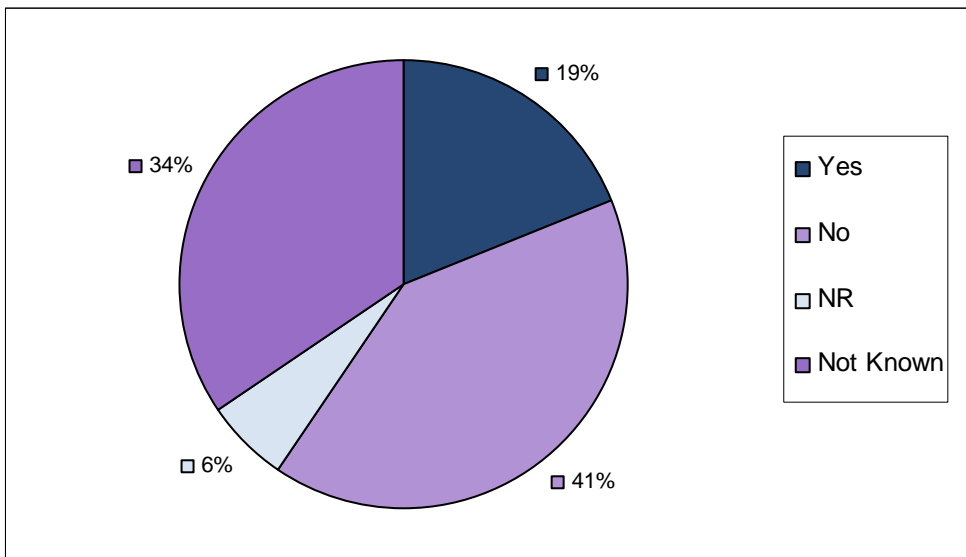
Note – Three LA's record eligibility criteria at two different points, one LA is currently unable to record eligibility criteria for table 3 and one LA records eligibility criteria at different points for each table .

C - Do you record different eligibility criteria for different services resulting in a client having several eligibility criteria held on file?

Table 6 : Response to General question 2C

	Yes	No	NR	Not Known	Total
Number of LA's	6	13	2	11	32

Chart 5 : Response to question 2C.



D - If YES, how do you decide what the overall eligibility criteria is for the purpose of this return? For the six LA's that respond YES to part C of the question, five use the highest eligibility criteria recorded and one uses the eligibility criteria for the assessment immediately preceding the provision of personal care services.

Response to Examples - Question 1

Mrs A. receives a community alarm (telecare package) in 2008 and no other social work services. Following a hospital episode in 2011, Mrs A. has an assessment and receives personal care services at home.

Would you count this assessment in tables 1 and 2 of the Eligibility criteria and waiting times survey?

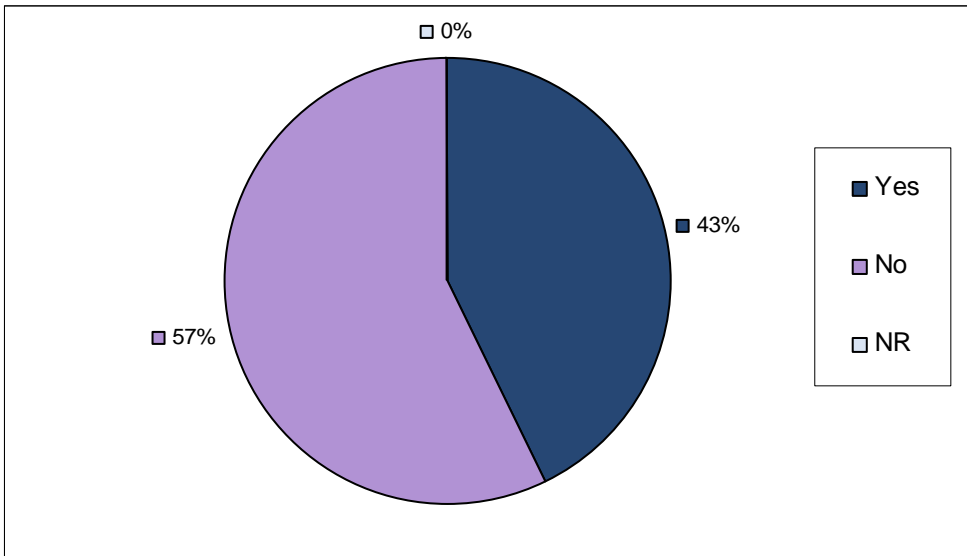
Table 7 : Response to Example question 1

	Yes	No	NR	Not Known	Total
Number of LA's	9	12	0	11	32

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Chart 6 : Response to example 1.



Note : Excludes responses from non-returning Local Authorities

Response to Examples - Question 2

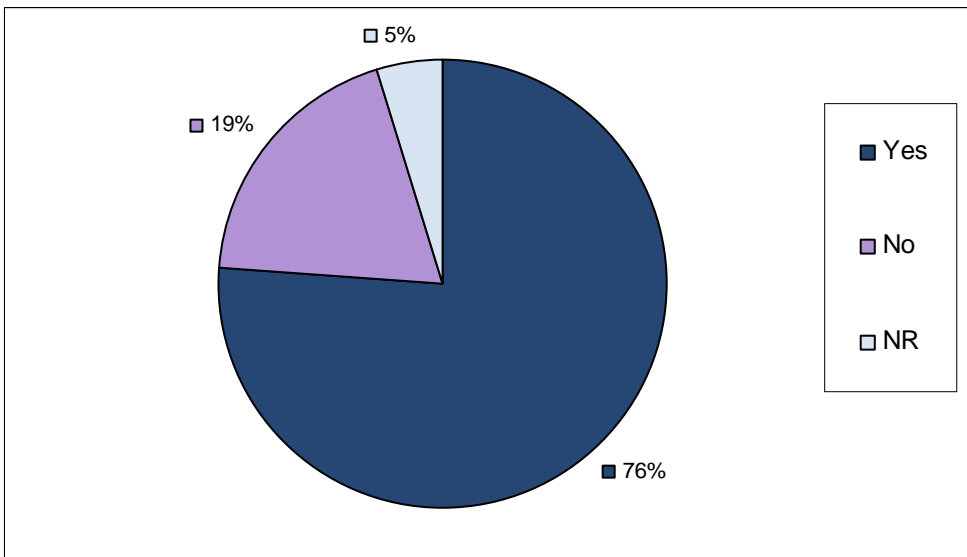
In 2005, Mr B. receives a stair lift to help him in his house. He doesn't require any other social services. In 2011, Mr B has an assessment and following this receives personal care services and a community alarm.

Would you count this assessment in tables 1 and 2 of the Eligibility criteria and waiting times survey?

Table 8 : Response to Example question 2

	Yes	No	NR	Not Known	Total
Number of LA's	16	4	1	11	32

Chart 6 : Response to example 2.



Note : Excludes responses from non-returning Local Authorities

Response to Examples - Question 3

Miss C receives a reablement service following a stay in hospital. After six weeks Miss C is able to look after herself and her home care services are withdrawn. Three months later Miss C has a relapse and is assessed as needing personal care services.

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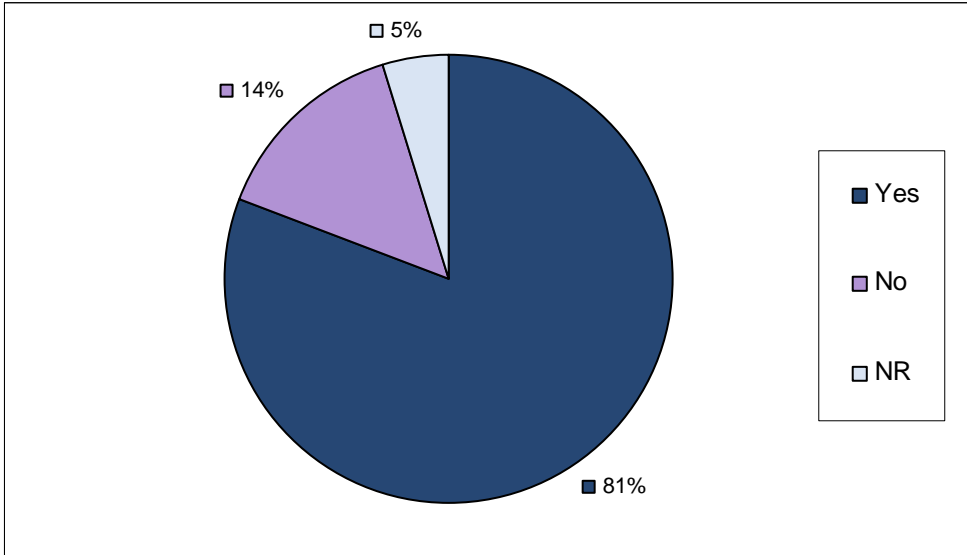
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Part A - Would you count this assessment in tables 1 and 2 of the Eligibility criteria and waiting times survey?

Table 9 : Response to Example question 3A

	Yes	No	NR	Not Known	Total
Number of LA's	17	3	1	11	32

Chart 7: Response to example 3 – Part A.



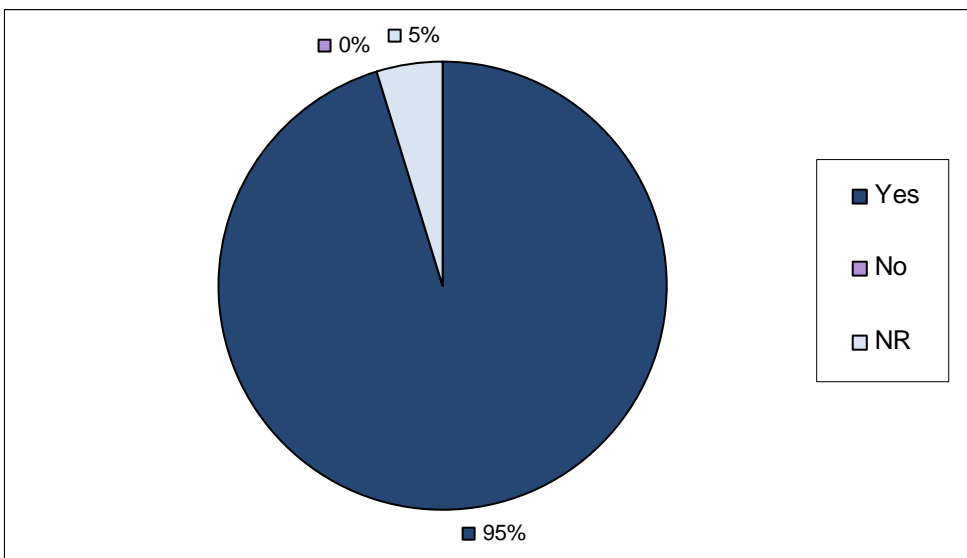
Note : Excludes responses from non-returning Local Authorities

Part B - Would you count this assessment in tables 3 of the Eligibility criteria and waiting times survey?

Table 10 : Response to Example question 3B

	Yes	No	NR	Not Known	Total
Number of LA's	20	0	1	11	32

Chart 8: Response to example 3 – Part B.



Note : Excludes responses from non-returning Local Authorities

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Response to Examples - Question 4

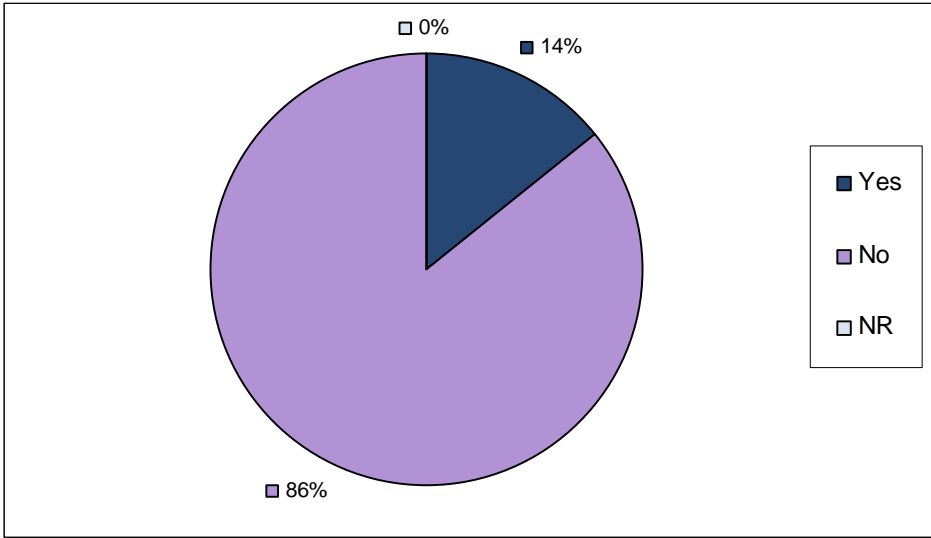
Mr D. is aged 64 and receives personal care services from his council for which he pays a small amount each week. Following his 65th birthday, Mr D is assessed and receives his personal care services for free.

Part A - Would you count this assessment in tables 1 and 2 of the Eligibility criteria and waiting times survey?

Table 11 : Response to Example question 4A

	Yes	No	NR	Not Known	Total
Number of LA's	3	18	0	11	32

Chart 9: Response to example 4 – Part A.



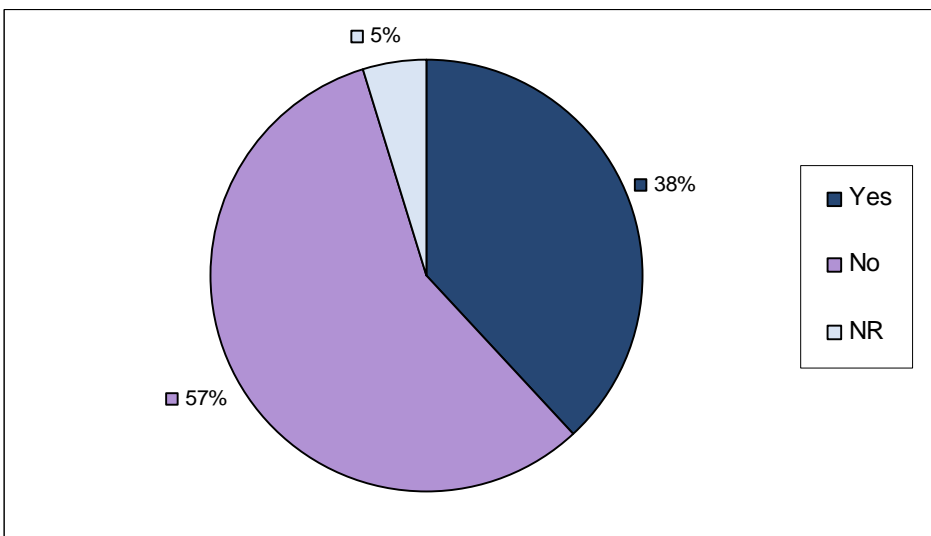
Note : Excludes responses from non-returning Local Authorities

Part B - Would you count this assessment in tables 3 of the Eligibility criteria and waiting times survey?

Table 12 : Response to Example question 4B

	Yes	No	NR	Not Known	Total
Number of LA's	8	12	1	11	32

Chart 10: Response to example 4 – Part B



Note : Excludes responses from non-returning Local Authorities

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Response to Examples - Question 5

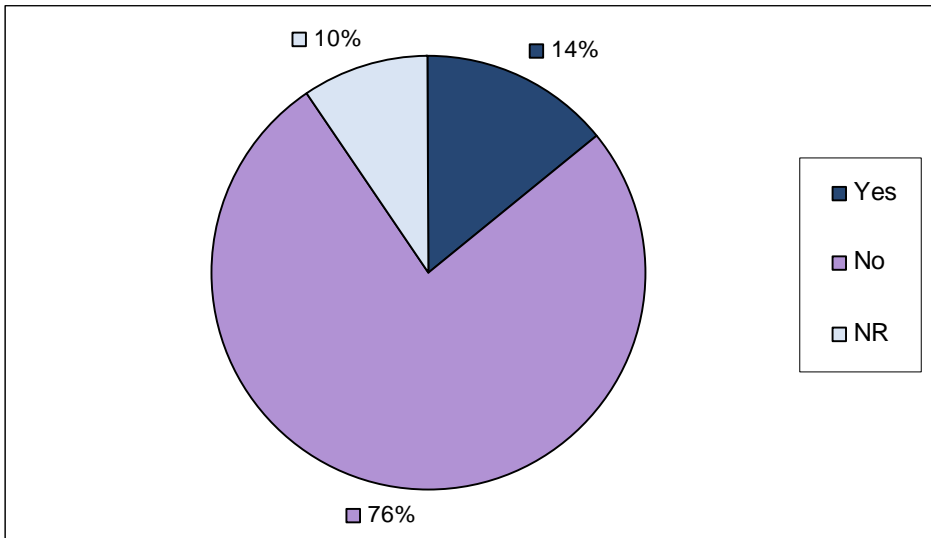
Mrs E. receives personal care services at home. Following a fall and a short stay in hospital, Mrs E. is assessed and decides to move into a Care Home.

Part A - Would you count this assessment in tables 1 and 2 of the Eligibility criteria and waiting times survey?

Table 13 : Response to Example question 5A

	Yes	No	NR	Not Known	Total
Number of LA's	3	16	2	11	32

Chart 11: Response to example 5 – Part A.



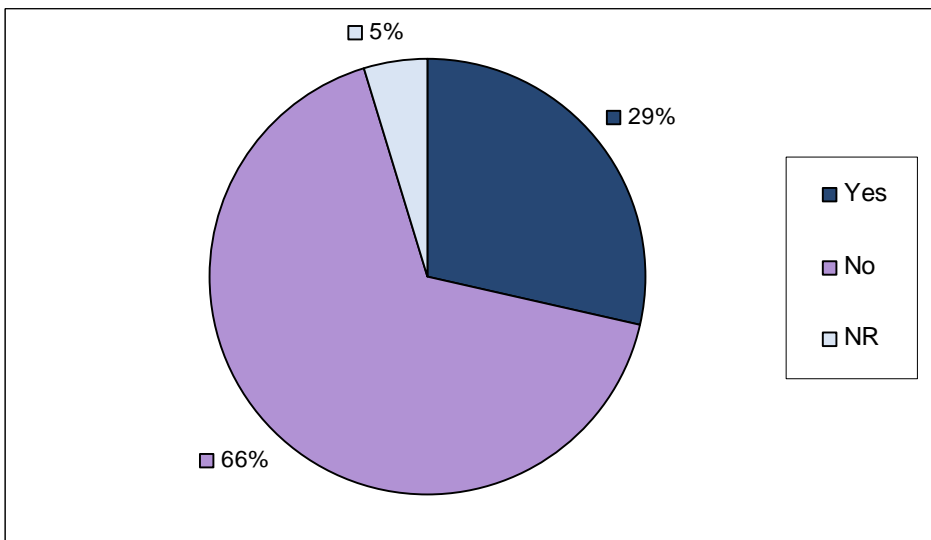
Note : Excludes responses from non-returning Local Authorities

Part B - Would you count this assessment in tables 3 of the Eligibility criteria and waiting times survey?

Table 14 : Response to Example question 5B

	Yes	No	NR	Not Known	Total
Number of LA's	6	14	1	11	32

Chart 12: Response to example 5 – Part B



Note : Excludes responses from non-returning Local Authorities

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Annex List

Annex 1a - New clients by age group and rates per 1000 head of population (Jan to Mar QTR 2010)
Annex 1b - New clients by age group and rates per 1000 head of population (Apr to Jun QTR 2010)
Annex 1c - New clients by age group and rates per 1000 head of population (July to Sept QTR 2010)
Annex 1d - New clients by age group and rates per 1000 head of population (Oct to Dec QTR 2010)

Annex 2a - New clients by eligibility category (Jan to Mar QTR 2010)
Annex 2b - New clients by eligibility category (Apr to Jun QTR 2010)
Annex 2c - New clients by eligibility category (July to Sept QTR 2010)
Annex 2d - New clients by eligibility category (Oct to Dec QTR 2010)

Annex 3a - Time interval for new clients between first contact and completion of assessment (Jan to Mar QTR 2010)
Annex 3b - Time interval for new clients between first contact and completion of assessment (Apr to Jun QTR 2010)
Annex 3c - Time interval for new clients between first contact and completion of assessment (July to Sept QTR 2010)
Annex 3d - Time interval for new clients between first contact and completion of assessment (Oct to Dec QTR 2010)

Annex 4a - Percentage of clients receiving FPNC services compared to new clients (Jan to Mar QTR 2010)
Annex 4b - Percentage of clients receiving FPNC services compared to new clients (Apr to Jun QTR 2010)
Annex 4c - Percentage of clients receiving FPNC services compared to new clients (July to Sept QTR 2010)
Annex 4d - Percentage of clients receiving FPNC services compared to new clients (Oct to Dec QTR 2010)

Annex 5a - Time interval between completion of assessment and provision of FPNC services (Jan to Mar QTR 2010)
Annex 5b - Time interval between completion of assessment and provision of FPNC services (Apr to Jun QTR 2010)
Annex 5c - Time interval between completion of assessment and provision of FPNC services (July to Sept QTR 2010)
Annex 5d - Time interval between completion of assessment and provision of FPNC services (Oct to Dec QTR 2010)

Annex 6 - Data returns by Local Authority

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Annex 1a - New clients by age group and rates per 1000 head of population (Jan to Mar QTR 2010)

	Percentage by age group			Number of New Clients	Rate per 1000 population			
	65-74	75-84	85+		65-74	75-84	85+	Overall
Aberdeen City	20%	49%	31%	49	0.6	2.0	3.7	1.5
Aberdeenshire	18%	45%	37%	209	1.8	7.4	16.1	5.3
Angus				-	-	-	-	-
Argyll & Bute	12%	38%	50%	140	1.6	8.5	31.1	7.3
Clackmannanshire	44%	40%	16%	108	10.4	17.5	21.2	13.7
Dumfries and Galloway	16%	45%	39%	204	1.9	8.3	22.0	6.3
Dundee City	28%	42%	31%	206	4.4	9.3	18.0	8.0
East Ayrshire	24%	47%	29%	159	3.3	10.9	20.2	7.7
East Dunbartonshire				-	-	-	-	-
East Lothian	24%	53%	23%	236	6.1	21.0	26.4	13.7
East Renfrewshire	24%	37%	40%	194	5.5	12.6	39.7	12.2
Edinburgh City of				-	-	-	-	-
Eilean Siar				-	-	-	-	-
Falkirk				-	-	-	-	-
Fife	30%	47%	23%	753	6.5	17.1	22.3	12.0
Glasgow City	33%	43%	24%	1,332	10.3	19.8	31.8	16.3
Highland	19%	44%	37%	351	3.0	11.3	26.8	8.6
Inverclyde				-	-	-	-	-
Midlothian				-	-	-	-	-
Moray	24%	48%	28%	87	2.4	7.6	13.3	5.4
North Ayrshire	29%	44%	27%	146	3.0	7.9	14.8	5.9
North Lanarkshire	30%	47%	23%	735	7.8	21.5	35.2	15.0
Orkney Islands				-	-	-	-	-
Perth & Kinross	25%	48%	28%	315	5.2	15.5	23.6	11.1
Renfrewshire				-	-	-	-	-
Scottish Borders				-	-	-	-	-
Shetland Islands	31%	40%	29%	52	7.7	17.8	32.1	14.0
South Ayrshire	21%	43%	37%	319	5.3	17.1	38.3	13.6
South Lanarkshire				-	-	-	-	-
Stirling				-	-	-	-	-
West Dunbartonshire	33%	45%	22%	342	14.2	29.8	45.4	23.1
West Lothian				-	-	-	-	-
Scotland	27%	45%	28%	5,937	6.7	16.5	29.6	12.8

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Annex 1b - New clients by age group and rates per 1000 head of population (Apr to Jun QTR 2010)

	Percentage by age group			Number of New Clients	Rate per 1000 population			
	65-74	75-84	85+		65-74	75-84	85+	Overall
Aberdeen City	34%	34%	31%	61	1.3	1.8	4.7	1.9
Aberdeenshire	22%	45%	33%	223	2.3	7.8	15.3	5.7
Angus	25%	50%	25%	104	2.2	6.9	9.7	4.7
Argyll & Bute	15%	44%	41%	160	2.3	11.2	29.3	8.4
Clackmannanshire	36%	46%	18%	92	7.2	17.1	21.2	11.7
Dumfries and Galloway				-	-	-	-	-
Dundee City	25%	47%	28%	339	6.7	17.1	27.1	13.2
East Ayrshire	17%	49%	34%	152	2.2	10.8	22.8	7.3
East Dunbartonshire	22%	43%	35%	250	5.2	15.9	40.2	12.9
East Lothian	30%	41%	29%	201	6.6	13.8	27.9	11.6
East Renfrewshire	16%	34%	50%	237	4.7	14.2	60.8	14.9
Edinburgh City of				-	-	-	-	-
Eilean Siar				-	-	-	-	-
Falkirk				-	-	-	-	-
Fife	29%	42%	29%	540	4.5	10.9	20.0	8.6
Glasgow City	35%	44%	21%	1,190	9.8	17.9	25.3	14.6
Highland	18%	44%	38%	571	4.7	18.4	44.8	14.0
Inverclyde				-	-	-	-	-
Midlothian	31%	51%	18%	167	7.0	19.5	20.6	12.6
Moray	26%	47%	27%	73	2.1	6.1	11.1	4.5
North Ayrshire	29%	43%	28%	68	1.4	3.6	7.0	2.7
North Lanarkshire	34%	44%	22%	738	9.0	20.2	33.5	15.0
Orkney Islands				-	-	-	-	-
Perth & Kinross	31%	43%	26%	203	4.2	9.0	14.4	7.1
Renfrewshire	29%	44%	27%	398	7.3	18.6	35.0	14.1
Scottish Borders				-	-	-	-	-
Shetland Islands	33%	47%	20%	49	7.7	19.5	21.4	13.2
South Ayrshire	22%	51%	27%	245	4.3	15.7	21.9	10.4
South Lanarkshire				-	-	-	-	-
Stirling	32%	42%	26%	194	7.5	16.2	27.9	12.8
West Dunbartonshire	36%	43%	21%	434	19.5	36.4	54.9	29.4
West Lothian				-	-	-	-	-
Scotland	28%	44%	28%	6,689	5.6	13.9	25.1	10.8

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Annex 1c - New clients by age group and rates per 1000 head of population (July to Sept QTR 2010)

	Percentage by age group			Number of New Clients	Rate per 1000 population			
	65-74	75-84	85+		65-74	75-84	85+	Overall
Aberdeen City	24%	48%	27%	33	0.5	1.4	2.2	1.0
Aberdeenshire	23%	51%	26%	227	2.4	9.0	12.3	5.8
Angus	29%	47%	24%	127	3.1	8.0	11.1	5.8
Argyll & Bute	17%	38%	45%	137	2.2	8.3	27.5	7.2
Clackmannanshire	45%	45%	9%	95	9.3	17.5	11.2	12.1
Dumfries and Galloway	20%	47%	33%	221	2.5	9.3	20.1	6.8
Dundee City	30%	46%	23%	338	8.0	16.9	22.5	13.2
East Ayrshire	26%	47%	27%	119	2.7	8.1	14.1	5.7
East Dunbartonshire	26%	47%	27%	299	7.3	21.1	36.6	15.4
East Lothian	32%	45%	24%	165	5.6	12.4	18.8	9.6
East Renfrewshire				-	-	-	-	-
Edinburgh City of	23%	42%	35%	1,247	8.6	21.1	42.4	18.1
Eilean Siar	35%	43%	22%	23	2.7	5.3	6.6	4.1
Falkirk				-	-	-	-	-
Fife	32%	45%	23%	515	4.8	11.2	14.9	8.2
Glasgow City	35%	43%	22%	1,088	9.0	15.9	24.3	13.3
Highland	17%	46%	37%	467	3.6	15.7	35.7	11.4
Inverclyde				-	-	-	-	-
Midlothian	30%	54%	16%	220	9.0	27.1	24.1	16.6
Moray	24%	56%	20%	85	2.2	8.7	9.4	5.2
North Ayrshire	18%	41%	41%	98	1.3	4.9	14.8	3.9
North Lanarkshire	34%	44%	22%	625	7.5	17.4	28.2	12.7
Orkney Islands				-	-	-	-	-
Perth & Kinross	20%	52%	28%	199	2.6	10.7	14.9	7.0
Renfrewshire	32%	48%	20%	348	7.0	17.7	23.0	12.3
Scottish Borders				-	-	-	-	-
Shetland Islands	24%	47%	29%	70	8.2	27.9	42.7	18.8
South Ayrshire	24%	44%	31%	207	4.0	11.6	21.3	8.8
South Lanarkshire				-	-	-	-	-
Stirling	31%	43%	26%	180	6.7	15.4	26.2	11.9
West Dunbartonshire	37%	50%	12%	345	16.2	33.7	25.7	23.3
West Lothian	28%	40%	32%	225	4.5	13.0	35.5	9.9
Scotland	28%	45%	27%	7,703	6.3	16.2	27.4	12.1

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Annex 1d - New clients by age group and rates per 1000 head of population (October to December QTR 2010)

	Percentage by age group			Number of New Clients	Rate per 1000 population			
	65-74	75-84	85+		65-74	75-84	85+	Overall
Aberdeen City	16%	45%	39%	31	0.3	1.2	3.0	1.0
Aberdeenshire	26%	46%	28%	202	2.4	7.2	11.9	5.2
Angus	24%	44%	32%	140	2.9	8.1	16.7	6.4
Argyll & Bute	14%	37%	50%	111	1.4	6.5	24.4	5.8
Clackmannanshire	40%	43%	17%	84	7.4	14.6	17.5	10.7
Dumfries and Galloway	20%	47%	33%	156	1.7	6.7	14.0	4.8
Dundee City	38%	43%	19%	258	7.5	12.0	14.3	10.1
East Ayrshire	13%	48%	39%	106	1.2	7.4	18.0	5.1
East Dunbartonshire	26%	44%	30%	276	6.8	18.0	38.4	14.2
East Lothian	26%	53%	21%	237	6.6	21.2	24.0	13.7
East Renfrewshire	16%	38%	46%	108	2.0	7.3	25.8	6.8
Edinburgh City of	21%	42%	37%	1,214	7.6	20.6	43.6	17.6
Eilean Siar				-	-	-	-	-
Falkirk				-	-	-	-	-
Fife	26%	43%	30%	970	7.4	20.2	37.8	15.4
Glasgow City	34%	47%	19%	901	7.1	14.5	17.4	11.0
Highland	20%	49%	31%	343	3.1	12.4	21.7	8.4
Inverclyde				-	-	-	-	-
Midlothian	32%	52%	15%	197	8.6	23.6	20.6	14.8
Moray	22%	59%	19%	85	2.1	9.0	8.9	5.2
North Ayrshire	19%	49%	32%	109	1.5	6.5	13.0	4.4
North Lanarkshire	31%	44%	25%	594	6.5	16.5	30.4	12.1
Orkney Islands				-	-	-	-	-
Perth & Kinross	24%	44%	33%	177	2.8	8.0	15.7	6.2
Renfrewshire	34%	43%	24%	275	5.9	12.4	21.0	9.7
Scottish Borders				-	-	-	-	-
Shetland Islands	33%	35%	32%	57	9.2	16.9	38.5	15.3
South Ayrshire	23%	51%	26%	205	3.8	13.2	17.4	8.7
South Lanarkshire				-	-	-	-	-
Stirling	31%	45%	24%	176	6.4	15.8	24.0	11.6
West Dunbartonshire	30%	48%	22%	152	5.8	14.2	19.7	10.3
West Lothian	27%	44%	30%	216	4.2	13.6	31.1	9.5
Scotland	27%	45%	28%	7,380	5.6	15.3	27.6	11.4

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Annex 2a - New clients by eligibility category (Jan to Mar QTR 2010)

	Eligibility category (excluding not available)						Eligibility category not available	Total New Clients	New clients without a category (%)
	Critical	Substantial	Moderate	Low risk	No risk	Total			
Aberdeen City	33%	54%	8%	4%	0%	48	1	49	2%
Aberdeenshire						-	209	209	100%
Angus						-	-	-	
Argyll & Bute	29%	61%	9%	1%	0%	140	-	140	
Clackmannanshire	0%	13%	48%	39%	0%	108	-	108	
Dumfries and Galloway						-	204	204	100%
Dundee City	7%	10%	43%	38%	3%	200	6	206	3%
East Ayrshire	20%	13%	67%	0%	0%	15	144	159	91%
East Dunbartonshire						-	-	-	
East Lothian	89%	11%	0%	0%	0%	236	-	236	
East Renfrewshire	32%	9%	12%	46%	0%	194	-	194	
Edinburgh City of						-	-	-	
Eilean Siar						-	-	-	
Falkirk						-	-	-	
Fife	1%	60%	25%	13%	0%	677	76	753	10%
Glasgow City	11%	40%	45%	4%	0%	1,133	199	1,332	15%
Highland	28%	29%	34%	9%	0%	269	82	351	23%
Inverclyde						-	-	-	
Midlothian						-	-	-	
Moray						-	87	87	100%
North Ayrshire	18%	61%	10%	11%	0%	62	84	146	58%
North Lanarkshire	40%	15%	20%	25%	0%	631	104	735	14%
Orkney Islands						-	-	-	
Perth & Kinross	8%	52%	28%	12%	0%	218	97	315	31%
Renfrewshire						-	-	-	
Scottish Borders						-	-	-	
Shetland Islands						-	52	52	100%
South Ayrshire	14%	7%	18%	61%	1%	319	-	319	
South Lanarkshire						-	-	-	
Stirling						-	-	-	
West Dunbartonshire	15%	70%	15%	0%	0%	342	-	342	
West Lothian						-	-	-	
Scotland	20%	36%	27%	16%	0%	4,592	1,345	5,937	23%

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Annex 2b - New clients by eligibility category (Apr to Jun QTR 2010)

	Eligibility category (excluding not available)					Total	Eligibility category not available	Total New Clients	New clients without a category (%)
	Critical	Substantial	Moderate	Low risk	No risk				
Aberdeen City	2%	80%	13%	5%	0%	61	-	61	
Aberdeenshire						-	223	223	100%
Angus	21%	16%	39%	23%	0%	104	-	104	
Argyll & Bute	42%	47%	9%	2%	0%	160	-	160	
Clackmannanshire	0%	22%	50%	28%	0%	92	-	92	
Dumfries and Galloway						-	-	-	
Dundee City	5%	16%	48%	29%	2%	334	5	339	1%
East Ayrshire	1%	32%	45%	22%	1%	148	4	152	3%
East Dunbartonshire	2%	58%	27%	9%	4%	180	70	250	28%
East Lothian	88%	12%	0%	0%	0%	201	-	201	
East Renfrewshire	17%	13%	12%	59%	0%	230	7	237	3%
Edinburgh City of						-	-	-	
Eilean Siar						-	-	-	
Falkirk						-	-	-	
Fife	1%	60%	31%	8%	0%	492	48	540	9%
Glasgow City	12%	42%	42%	5%	0%	1,001	189	1,190	16%
Highland	25%	32%	36%	6%	0%	468	103	571	18%
Inverclyde						-	-	-	
Midlothian						-	167	167	100%
Moray	37%	58%	5%	0%	0%	19	54	73	74%
North Ayrshire	39%	41%	13%	7%	0%	61	7	68	10%
North Lanarkshire	34%	21%	21%	24%	0%	666	72	738	10%
Orkney Islands						-	-	-	
Perth & Kinross	0%	21%	58%	18%	2%	202	1	203	0%
Renfrewshire	24%	33%	33%	10%	0%	21	377	398	95%
Scottish Borders						-	-	-	
Shetland Islands	40%	20%	40%	0%	0%	5	44	49	90%
South Ayrshire	19%	12%	14%	49%	6%	245	-	245	
South Lanarkshire						-	-	-	
Stirling	22%	65%	13%	0%	0%	116	78	194	40%
West Dunbartonshire	4%	32%	41%	4%	20%	81	353	434	81%
West Lothian						-	-	-	
Scotland	19%	33%	31%	16%	1%	4,887	1,802	6,689	27%

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Annex 2c - New clients by eligibility category (July to Sept QTR 2010)

	Eligibility category (excluding not available)					Total	Eligibility category not available	Total New Clients	New clients without a category (%)
	Critical	Substantial	Moderate	Low risk	No risk				
Aberdeen City	25%	63%	13%	0%	0%	32	1	33	3%
Aberdeenshire						-	227	227	100%
Angus	10%	31%	35%	21%	3%	126	1	127	1%
Argyll & Bute	28%	53%	16%	3%	0%	137	-	137	
Clackmannanshire	0%	25%	34%	41%	0%	95	-	95	
Dumfries and Galloway						-	221	221	100%
Dundee City	5%	17%	56%	21%	2%	333	5	338	1%
East Ayrshire	9%	23%	56%	11%	1%	119	-	119	
East Dunbartonshire	1%	55%	23%	20%	1%	293	6	299	2%
East Lothian	92%	8%	0%	0%	0%	165	-	165	
East Renfrewshire						-	-	-	
Edinburgh City of						-	1,247	1,247	100%
Eilean Siar						-	23	23	100%
Falkirk						-	-	-	
Fife	2%	63%	27%	8%	0%	437	78	515	15%
Glasgow City	12%	41%	42%	5%	0%	906	182	1,088	17%
Highland	35%	29%	32%	4%	0%	392	75	467	16%
Inverclyde						-	-	-	
Midlothian						-	220	220	100%
Moray	42%	49%	9%	0%	0%	43	42	85	49%
North Ayrshire	27%	57%	13%	3%	0%	88	10	98	10%
North Lanarkshire	35%	20%	23%	23%	0%	600	25	625	4%
Orkney Islands						-	-	-	
Perth & Kinross	0%	16%	63%	20%	2%	167	32	199	16%
Renfrewshire	21%	44%	19%	15%	2%	48	300	348	86%
Scottish Borders						-	-	-	
Shetland Islands	75%	25%	0%	0%	0%	4	66	70	94%
South Ayrshire	20%	7%	21%	48%	3%	207	-	207	
South Lanarkshire						-	-	-	
Stirling	23%	67%	10%	0%	0%	123	57	180	32%
West Dunbartonshire	3%	43%	34%	5%	15%	173	172	345	50%
West Lothian	40%	23%	23%	13%	1%	164	61	225	27%
Scotland	19%	35%	32%	13%	1%	4,652	3,051	7,703	40%

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Annex 2d - New clients by eligibility category (October to December QTR 2010)

	Eligibility category (excluding not available)						Eligibility category not available	Total New Clients	New clients without a category (%)
	Critical	Substantial	Moderate	Low risk	No risk	Total			
Aberdeen City	35%	58%	3%	3%	0%	31	-	31	
Aberdeenshire						-	202	202	100%
Angus	10%	37%	30%	19%	3%	139	1	140	1%
Argyll & Bute	29%	52%	15%	4%	0%	111	-	111	
Clackmannanshire	0%	12%	38%	44%	6%	84	-	84	
Dumfries and Galloway						-	156	156	100%
Dundee City	11%	17%	51%	20%	2%	255	3	258	1%
East Ayrshire	52%	9%	38%	2%	0%	66	40	106	38%
East Dunbartonshire	2%	64%	23%	12%	0%	266	10	276	4%
East Lothian	88%	12%	0%	0%	0%	237	-	237	
East Renfrewshire	45%	17%	32%	5%	0%	75	33	108	31%
Edinburgh City of						-	1,214	1,214	100%
Eilean Siar						-	-	-	
Falkirk						-	-	-	
Fife	12%	55%	27%	7%	0%	911	59	970	6%
Glasgow City	12%	45%	40%	2%	0%	759	142	901	16%
Highland	40%	32%	23%	5%	0%	299	44	343	13%
Inverclyde						-	-	-	
Midlothian						-	197	197	100%
Moray	24%	76%	0%	0%	0%	46	39	85	46%
North Ayrshire	55%	39%	6%	0%	0%	104	5	109	5%
North Lanarkshire	39%	19%	19%	22%	0%	558	36	594	6%
Orkney Islands						-	-	-	
Perth & Kinross	0%	22%	61%	16%	1%	152	25	177	14%
Renfrewshire	20%	54%	12%	14%	0%	50	225	275	82%
Scottish Borders						-	-	-	
Shetland Islands	38%	44%	13%	6%	0%	16	41	57	72%
South Ayrshire	15%	7%	21%	52%	5%	205	-	205	
South Lanarkshire						-	-	-	
Stirling	27%	64%	9%	0%	0%	114	62	176	35%
West Dunbartonshire	24%	30%	21%	5%	19%	152	-	152	
West Lothian	43%	37%	15%	4%	1%	161	55	216	25%
Scotland	24%	37%	27%	11%	1%	4,791	2,589	7,380	35%

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Annex 3a - Time interval for new clients between first contact and completion of assessment (Jan to Mar QTR 2010)

	Time interval between first contact and completion of assessment								
	Less than or equal to 2 days	More than 2 days and <= 1 week	More than 1 week and <= 2 weeks	More than 2 weeks and <= 3 weeks	More than 3 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks and <= 8 weeks	More than 8 weeks and <= 10 wks	More than 10 weeks
Aberdeen City	20%	14%	20%	16%	6%	6%	6%	10%	0%
Aberdeenshire	11%	19%	14%	11%	7%	11%	5%	5%	17%
Angus									
Argyll & Bute	1%	2%	1%	1%	2%	25%	17%	12%	39%
Clackmannanshire	4%	10%	15%	12%	6%	8%	11%	16%	19%
Dumfries and Galloway	6%	10%	15%	9%	12%	15%	11%	6%	16%
Dundee City	24%	28%	14%	5%	1%	6%	8%	7%	7%
East Ayrshire	14%	10%	11%	8%	14%	15%	9%	4%	14%
East Dunbartonshire									
East Lothian	33%	33%	17%	9%	2%	3%	2%	1%	1%
East Renfrewshire	46%	9%	8%	2%	7%	8%	7%	4%	10%
Edinburgh City of									
Eilean Siar									
Falkirk									
Fife	8%	22%	26%	14%	9%	11%	6%	2%	1%
Glasgow City	12%	7%	9%	8%	6%	10%	6%	4%	39%
Highland	8%	7%	7%	7%	6%	10%	10%	6%	39%
Inverclyde									
Midlothian									
Moray	34%	16%	16%	8%	3%	5%	6%	5%	7%
North Ayrshire	12%	12%	12%	10%	7%	15%	8%	5%	20%
North Lanarkshire	52%	19%	6%	4%	3%	3%	2%	2%	10%
Orkney Islands									
Perth & Kinross	22%	15%	17%	8%	7%	6%	5%	3%	18%
Renfrewshire									
Scottish Borders									
Shetland Islands	8%	13%	6%	8%	8%	13%	8%	4%	33%
South Ayrshire	26%	20%	19%	9%	6%	10%	4%	2%	5%
South Lanarkshire									
Stirling									
West Dunbartonshire	15%	21%	10%	15%	9%	16%	8%	6%	1%
West Lothian									
Scotland	20%	15%	13%	9%	6%	9%	6%	4%	18%

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Annex 3b - Time interval for new clients between first contact and completion of assessment (Apr to Jun QTR 2010)

	Time interval between first contact and completion of assessment								
	Less than or equal to 2 days	More than 2 days and <= 1 week	More than 1 week and <= 2 weeks	More than 2 weeks and <= 3 weeks	More than 3 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks and <= 8 weeks	More than 8 weeks and <= 10 wks	More than 10 weeks
Aberdeen City	43%	16%	8%	16%	7%	5%	5%	0%	0%
Aberdeenshire	11%	17%	13%	10%	8%	12%	4%	2%	22%
Angus	59%	9%	2%	3%	2%	9%	3%	6%	9%
Argyll & Bute	11%	10%	10%	4%	11%	21%	8%	6%	19%
Clackmannanshire	1%	3%	11%	2%	14%	8%	17%	11%	33%
Dumfries and Galloway									
Dundee City	20%	18%	11%	5%	4%	9%	6%	6%	21%
East Ayrshire	24%	11%	9%	15%	14%	11%	5%	1%	11%
East Dunbartonshire	34%	9%	7%	2%	3%	8%	4%	8%	25%
East Lothian	28%	33%	18%	5%	2%	9%	1%	1%	0%
East Renfrewshire									
Edinburgh City of									
Eilean Siar									
Falkirk									
Fife	10%	25%	21%	13%	10%	11%	5%	3%	1%
Glasgow City	13%	10%	8%	8%	5%	7%	5%	5%	38%
Highland	8%	7%	12%	8%	9%	9%	7%	5%	35%
Inverclyde									
Midlothian	5%	6%	12%	13%	8%	10%	8%	4%	34%
Moray	40%	16%	23%	11%	5%	0%	1%	1%	1%
North Ayrshire	10%	10%	7%	18%	10%	21%	10%	3%	10%
North Lanarkshire	53%	16%	6%	6%	3%	4%	2%	2%	8%
Orkney Islands									
Perth & Kinross	9%	19%	19%	17%	6%	9%	7%	5%	8%
Renfrewshire	32%	7%	14%	13%	10%	9%	8%	5%	3%
Scottish Borders									
Shetland Islands	10%	10%	16%	2%	10%	12%	8%	4%	27%
South Ayrshire	13%	16%	18%	21%	7%	12%	4%	4%	5%
South Lanarkshire									
Stirling	42%	8%	4%	5%	5%	7%	5%	4%	20%
West Dunbartonshire	60%	8%	7%	5%	4%	5%	4%	3%	3%
West Lothian									
Scotland	25%	13%	11%	9%	6%	8%	5%	4%	18%

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Annex 3c - Time interval for new clients between first contact and completion of assessment (July to Sept QTR 2010)

	Time interval between first contact and completion of assessment								
	Less than or equal to 2 days	More than 2 days and <= 1 week	More than 1 week and <= 2 weeks	More than 2 weeks and <= 3 weeks	More than 3 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks and <= 8 weeks	More than 8 weeks and <= 10 wks	More than 10 weeks
Aberdeen City	30%	27%	21%	3%	6%	12%	0%	0%	0%
Aberdeenshire	9%	14%	15%	10%	7%	11%	6%	3%	26%
Angus	56%	6%	7%	9%	3%	5%	5%	3%	6%
Argyll & Bute	12%	7%	23%	12%	12%	13%	16%	4%	0%
Clackmannanshire	2%	8%	15%	7%	5%	12%	9%	7%	34%
Dumfries and Galloway	6%	15%	18%	12%	10%	16%	12%	5%	7%
Dundee City	8%	16%	11%	8%	7%	9%	9%	9%	25%
East Ayrshire	17%	13%	13%	13%	13%	10%	7%	5%	9%
East Dunbartonshire	43%	9%	8%	6%	4%	3%	5%	11%	11%
East Lothian	35%	31%	15%	4%	6%	8%	1%	0%	0%
East Renfrewshire									
Edinburgh City of	13%	9%	11%	8%	13%	24%	11%	5%	5%
Eilean Siar	30%	13%	9%	17%	4%	0%	0%	4%	22%
Falkirk									
Fife	12%	21%	20%	15%	10%	11%	7%	2%	1%
Glasgow City	15%	10%	5%	7%	6%	8%	5%	4%	39%
Highland	9%	6%	9%	10%	6%	11%	5%	6%	39%
Inverclyde									
Midlothian	3%	4%	8%	15%	12%	11%	7%	6%	33%
Moray	27%	26%	20%	13%	9%	4%	0%	0%	1%
North Ayrshire	19%	6%	15%	10%	6%	15%	12%	2%	13%
North Lanarkshire	53%	15%	9%	7%	2%	3%	1%	1%	7%
Orkney Islands									
Perth & Kinross	20%	11%	16%	11%	7%	6%	10%	8%	14%
Renfrewshire	35%	6%	7%	6%	9%	19%	9%	5%	3%
Scottish Borders									
Shetland Islands	7%	14%	10%	10%	14%	11%	7%	3%	23%
South Ayrshire	13%	24%	19%	14%	20%	5%	2%	1%	2%
South Lanarkshire									
Stirling	47%	10%	4%	2%	2%	7%	9%	3%	17%
West Dunbartonshire	26%	17%	14%	6%	6%	7%	5%	5%	14%
West Lothian	21%	17%	20%	12%	7%	10%	6%	2%	3%
Scotland	21%	12%	12%	9%	8%	11%	7%	4%	16%

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Annex 3d - Time interval for new clients between first contact and completion of assessment (October to December QTR 2010)

	Time interval between first contact and completion of assessment								
	Less than or equal to 2 days	More than 2 days and <= 1 week	More than 1 week and <= 2 weeks	More than 2 weeks and <= 3 weeks	More than 3 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks and <= 8 weeks	More than 8 weeks and <= 10 wks	More than 10 weeks
Aberdeen City	26%	16%	13%	13%	10%	16%	3%	3%	0%
Aberdeenshire	10%	9%	15%	9%	9%	14%	7%	4%	22%
Angus	44%	2%	8%	6%	6%	14%	6%	5%	10%
Argyll & Bute	19%	15%	5%	4%	3%	28%	9%	5%	13%
Clackmannanshire	1%	10%	17%	10%	6%	7%	7%	10%	33%
Dumfries and Galloway	8%	10%	13%	11%	6%	11%	4%	4%	31%
Dundee City	11%	19%	14%	8%	7%	9%	5%	5%	22%
East Ayrshire	19%	5%	8%	10%	14%	14%	14%	4%	11%
East Dunbartonshire	47%	7%	8%	4%	5%	4%	3%	6%	15%
East Lothian	40%	10%	8%	14%	8%	11%	5%	2%	2%
East Renfrewshire	13%	18%	12%	28%	13%	9%	5%	3%	0%
Edinburgh City of	13%	11%	12%	10%	10%	18%	14%	6%	6%
Eilean Siar									
Falkirk									
Fife	11%	15%	17%	11%	7%	11%	10%	5%	13%
Glasgow City	12%	9%	6%	7%	6%	10%	6%	4%	39%
Highland	9%	10%	11%	15%	7%	9%	10%	6%	23%
Inverclyde									
Midlothian	3%	5%	5%	19%	9%	11%	11%	8%	31%
Moray	41%	19%	12%	11%	6%	7%	2%	1%	1%
North Ayrshire	4%	7%	11%	11%	13%	16%	13%	11%	15%
North Lanarkshire	53%	14%	9%	4%	2%	3%	2%	1%	10%
Orkney Islands									
Perth & Kinross	19%	14%	11%	8%	7%	10%	3%	5%	23%
Renfrewshire	46%	7%	6%	1%	5%	18%	11%	5%	1%
Scottish Borders									
Shetland Islands	16%	11%	25%	7%	5%	9%	4%	4%	21%
South Ayrshire	11%	23%	21%	15%	22%	5%	1%	1%	1%
South Lanarkshire									
Stirling	42%	14%	3%	6%	4%	10%	5%	3%	13%
West Dunbartonshire	24%	20%	11%	7%	5%	9%	3%	3%	19%
West Lothian	27%	8%	13%	12%	13%	13%	6%	4%	4%
Scotland	21%	12%	11%	9%	8%	11%	8%	5%	16%

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Annex 4a - Percentage of clients receiving FPNC services compared to new clients (Jan to Mar QTR 2010)

	Receiving FPNC services compared to new clients	By eligibility category					Not available
		Critical	Substantial	Moderate	Low risk	No risk	
Aberdeen City	41%	56%	42%				
Aberdeenshire							
Angus							
Argyll & Bute							
Clackmannanshire							
Dumfries and Galloway	100%						100%
Dundee City	55%	21%	25%	16%	20%		1283%
East Ayrshire	57%						63%
East Dunbartonshire							
East Lothian	69%	73%	37%				
East Renfrewshire	55%	100%	100%	100%	2%		
Edinburgh City of							
Eilean Siar							
Falkirk							
Fife	22%	322%	29%	3%	2%		14%
Glasgow City	60%	20%	67%	65%	48%	#DIV/0!	23%
Highland							
Inverclyde							
Midlothian							
Moray	48%						48%
North Ayrshire	62%	264%	129%	83%			8%
North Lanarkshire	44%	76%	54%	37%	11%		14%
Orkney Islands							
Perth & Kinross	20%	44%	23%	30%	4%		9%
Renfrewshire							
Scottish Borders							
Shetland Islands	50%						50%
South Ayrshire	53%	134%	229%	34%	13%	900%	
South Lanarkshire							
Stirling							
West Dunbartonshire	102%	56%	122%	43%	#DIV/0!	#DIV/0!	
West Lothian							
Scotland	46%	64%	57%	38%	11%	1200%	39%

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Annex 4b - Percentage of clients receiving FPNC services compared to new clients (Apr to Jun QTR 2010)

	Receiving FPNC services compared to new clients	By eligibility category					
		Critical	Substantial	Moderate	Low risk	No risk	Not available
Aberdeen City	52%	1500%	35%				
Aberdeenshire							
Angus	85%	100%	100%	100%	33%		
Argyll & Bute							
Clackmannanshire	57%						#DIV/0!
Dumfries and Galloway							
Dundee City	54%	88%	96%	53%	34%		
East Ayrshire	61%	400%	74%	58%	31%		100%
East Dunbartonshire	73%	833%	91%	52%	24%	29%	44%
East Lothian	92%	105%					
East Renfrewshire	49%	167%	59%	81%	3%		100%
Edinburgh City of							
Eilean Siar							
Falkirk							
Fife	21%	17%	26%	5%	8%		56%
Glasgow City	61%	11%	63%	77%	27%	#DIV/0!	24%
Highland							
Inverclyde							
Midlothian	8%						8%
Moray	115%	114%	118%				117%
North Ayrshire	135%	229%	88%	75%			129%
North Lanarkshire	39%	72%	43%	29%	10%	50%	7%
Orkney Islands							
Perth & Kinross	35%	#DIV/0!	28%	23%	30%	60%	1500%
Renfrewshire	49%	340%	86%	29%			45%
Scottish Borders							
Shetland Islands	67%		400%				66%
South Ayrshire	35%	48%	34%	49%	30%		
South Lanarkshire							
Stirling	30%	85%	28%	7%			19%
West Dunbartonshire	21%	567%	115%	67%		138%	
West Lothian							
Scotland	42%	72%	46%	43%	18%	183%	27%

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Annex 4c - Percentage of clients receiving FPNC services compared to new clients (July to Sept QTR 2010)

	Receiving FPNC services compared to new clients	By eligibility category					Not available
		Critical	Substantial	Moderate	Low risk	No risk	
Aberdeen City	64%	75%	70%	25%			
Aberdeenshire							
Angus	68%	75%	74%	89%	33%		
Argyll & Bute							
Clackmannanshire	72%						#DIV/0!
Dumfries and Galloway	100%						100%
Dundee City	58%	107%	89%	44%	33%		520%
East Ayrshire	78%	109%	130%	63%	23%	100%	
East Dunbartonshire	55%	33%	84%	27%	7%		83%
East Lothian	93%	101%					
East Renfrewshire							
Edinburgh City of	53%						53%
Eilean Siar	96%						96%
Falkirk							
Fife	13%	250%	16%		3%		4%
Glasgow City	59%	20%	61%	74%	49%		51%
Highland							
Inverclyde							
Midlothian	3%						3%
Moray	85%	117%	143%	100%			40%
North Ayrshire	101%	183%	96%	55%			10%
North Lanarkshire	43%	71%	50%	32%	11%	50%	20%
Orkney Islands							
Perth & Kinross	13%	#DIV/0!	27%	8%	15%		16%
Renfrewshire	40%	460%	95%	44%	14%		23%
Scottish Borders							
Shetland Islands	49%	267%	400%	#DIV/0!			32%
South Ayrshire	37%	51%	80%	39%	26%		
South Lanarkshire							
Stirling	14%	43%	6%	8%			14%
West Dunbartonshire	35%	120%	47%	62%	11%	165%	
West Lothian	60%	78%	118%	74%	41%		2%
Scotland	44%	67%	49%	42%	19%	80%	40%

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Annex 4d - Percentage of clients receiving FPNC services compared to new clients (October to December QTR 2010)

	Receiving FPNC services compared to new clients	By eligibility category					
		Critical	Substantial	Moderate	Low risk	No risk	Not available
Aberdeen City	77%	82%	83%				
Aberdeenshire							
Angus	56%	79%	69%	55%	33%		
Argyll & Bute	97%	122%	90%	24%	25%		#DIV/0!
Clackmannanshire	70%						#DIV/0!
Dumfries and Galloway	185%						185%
Dundee City	98%	119%	136%	52%	36%	40%	2467%
East Ayrshire	71%	82%	167%	80%	500%		30%
East Dunbartonshire	68%	120%	82%	21%	10%		290%
East Lothian	67%	76%					
East Renfrewshire	100%	100%	108%	96%	175%		91%
Edinburgh City of	51%						51%
Eilean Siar							
Falkirk							
Fife	21%	23%	32%	6%			19%
Glasgow City	60%	17%	60%	70%	89%		65%
Highland							
Inverclyde							
Midlothian							
Moray	114%	145%	140%	#DIV/0!			79%
North Ayrshire	83%	74%	112%	33%			20%
North Lanarkshire	48%	72%	54%	39%	14%		28%
Orkney Islands							
Perth & Kinross	10%	#DIV/0!	18%	10%	4%		
Renfrewshire	32%	240%	37%	17%			23%
Scottish Borders							
Shetland Islands	49%	50%	43%	50%			51%
South Ayrshire	40%	90%	53%	40%	26%		#DIV/0!
South Lanarkshire							
Stirling	27%	61%	18%				24%
West Dunbartonshire	63%	162%	54%	28%	25%		
West Lothian	55%	87%	33%	129%	50%		7%
Scotland	50%	67%	52%	38%	21%	3%	53%

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Annex 5a - Time interval between completion of assessment and provision of FPNC services (Jan to Mar QTR 2010)

	Time interval between completion of assessment and provision of FPNC services					Total
	Before care assessment completed	Less than or equal to 2 weeks	More than 2 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks	
Aberdeen City	15%	40%	40%	0%	5%	20
Aberdeenshire						-
Angus						-
Argyll & Bute						-
Clackmannanshire						-
Dumfries and Galloway	9%	42%	22%	10%	17%	204
Dundee City	8%	70%	11%	9%	3%	114
East Ayrshire	93%	6%	1%	0%	0%	90
East Dunbartonshire						-
East Lothian	23%	60%	7%	5%	4%	162
East Renfrewshire	0%	100%	0%	0%	0%	106
Edinburgh City of						-
Eilean Siar						-
Falkirk						-
Fife	5%	68%	14%	9%	4%	164
Glasgow City	77%	23%	0%	0%	0%	803
Highland						-
Inverclyde						-
Midlothian						-
Moray	14%	71%	7%	5%	2%	42
North Ayrshire	44%	47%	9%	0%	0%	90
North Lanarkshire	40%	53%	3%	2%	2%	323
Orkney Islands						-
Perth & Kinross	8%	50%	21%	10%	11%	62
Renfrewshire						-
Scottish Borders						-
Shetland Islands	8%	58%	15%	19%	0%	26
South Ayrshire	25%	20%	15%	18%	22%	170
South Lanarkshire						-
Stirling						-
West Dunbartonshire	8%	84%	7%	0%	1%	349
West Lothian						-
Scotland	38%	47%	7%	4%	4%	2725

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Annex 5b - Time interval between completion of assessment and provision of FPNC services (Apr to Jun QTR 2010)

	Time interval between completion of assessment and provision of FPNC services					Total
	Before care assessment completed	Less than or equal to 2 weeks	More than 2 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks	
Aberdeen City	22%	53%	19%	0%	6%	32
Aberdeenshire						-
Angus	3%	86%	5%	2%	3%	88
Argyll & Bute						-
Clackmannanshire	50%	50%	0%	0%	0%	52
Dumfries and Galloway						-
Dundee City	41%	43%	15%	1%	1%	182
East Ayrshire	63%	22%	5%	5%	4%	92
East Dunbartonshire	97%	3%	1%	0%	0%	183
East Lothian	24%	58%	12%	4%	1%	185
East Renfrewshire	5%	82%	10%	3%	0%	115
Edinburgh City of						-
Eilean Siar						-
Falkirk						-
Fife	11%	63%	15%	7%	4%	113
Glasgow City	13%	87%	0%	0%	0%	725
Highland						-
Inverclyde						-
Midlothian	54%	0%	8%	8%	31%	13
Moray	18%	65%	12%	5%	0%	84
North Ayrshire	55%	34%	10%	1%	0%	92
North Lanarkshire	38%	53%	3%	2%	4%	287
Orkney Islands						-
Perth & Kinross	8%	32%	18%	4%	38%	72
Renfrewshire	40%	26%	11%	6%	16%	194
Scottish Borders						-
Shetland Islands	9%	70%	9%	12%	0%	33
South Ayrshire	61%	26%	5%	4%	5%	85
South Lanarkshire						-
Stirling	10%	61%	15%	3%	10%	59
West Dunbartonshire	55%	35%	8%	2%	0%	91
West Lothian						-
Scotland	32%	56%	7%	2%	4%	2777

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Annex 5c - Time interval between completion of assessment and provision of FPNC services (July to Sept QTR 2010)

	Time interval between completion of assessment and provision of FPNC services					Total
	Before care assessment completed	Less than or equal to 2 weeks	More than 2 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks	
Aberdeen City	10%	76%	10%	5%	0%	21
Aberdeenshire						-
Angus	10%	83%	2%	0%	5%	86
Argyll & Bute						-
Clackmannanshire	38%	54%	1%	1%	4%	68
Dumfries and Galloway	10%	73%	12%	1%	4%	221
Dundee City	34%	62%	2%	3%	0%	196
East Ayrshire	42%	20%	15%	8%	15%	93
East Dunbartonshire	0%	96%	2%	1%	0%	163
East Lothian	35%	47%	12%	5%	1%	154
East Renfrewshire						-
Edinburgh City of	12%	71%	9%	5%	2%	658
Eilean Siar	23%	59%	14%	5%	0%	22
Falkirk						-
Fife	3%	75%	15%	7%	0%	68
Glasgow City	0%	100%	0%	0%	0%	647
Highland						-
Inverclyde						-
Midlothian	71%	0%	14%	0%	14%	7
Moray	19%	68%	10%	1%	1%	72
North Ayrshire	36%	43%	13%	4%	3%	99
North Lanarkshire	37%	53%	6%	1%	3%	270
Orkney Islands						-
Perth & Kinross	8%	31%	31%	4%	27%	26
Renfrewshire	31%	20%	13%	15%	21%	139
Scottish Borders						-
Shetland Islands	0%	79%	18%	3%	0%	34
South Ayrshire	55%	24%	12%	8%	1%	76
South Lanarkshire						-
Stirling	4%	58%	12%	12%	15%	26
West Dunbartonshire	59%	18%	9%	9%	5%	121
West Lothian	25%	51%	13%	7%	4%	134
Scotland	19%	66%	7%	4%	3%	3401

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Annex 5d - Time interval between completion of assessment and provision of FPNC services (October to December QTR 2010)

	Time interval between completion of assessment and provision of FPNC services					Total
	Before care assessment completed	Less than or equal to 2 weeks	More than 2 weeks and <= 4 weeks	More than 4 weeks and <= 6 weeks	More than 6 weeks	
Aberdeen City	13%	25%	33%	25%	4%	24
Aberdeenshire						-
Angus	18%	80%	0%	1%	1%	79
Argyll & Bute	31%	21%	9%	12%	27%	108
Clackmannanshire	39%	56%	3%	2%	0%	59
Dumfries and Galloway	11%	55%	21%	2%	12%	288
Dundee City	12%	64%	6%	5%	12%	253
East Ayrshire	45%	36%	7%	5%	7%	75
East Dunbartonshire	0%	96%	3%	0%	2%	189
East Lothian	25%	45%	18%	11%	0%	159
East Renfrewshire	2%	83%	11%	4%	0%	108
Edinburgh City of	11%	66%	13%	7%	3%	624
Eilean Siar						-
Falkirk						-
Fife	5%	64%	15%	7%	9%	208
Glasgow City	0%	100%	0%	0%	0%	542
Highland						-
Inverclyde						-
Midlothian						-
Moray	16%	60%	22%	2%	0%	97
North Ayrshire	56%	35%	3%	2%	3%	91
North Lanarkshire	40%	46%	4%	2%	7%	283
Orkney Islands						-
Perth & Kinross	11%	33%	17%	6%	33%	18
Renfrewshire	66%	22%	7%	2%	3%	87
Scottish Borders						-
Shetland Islands	0%	82%	4%	14%	0%	28
South Ayrshire	59%	23%	1%	15%	2%	82
South Lanarkshire						-
Stirling	23%	40%	13%	17%	6%	47
West Dunbartonshire	66%	26%	8%	0%	0%	96
West Lothian	31%	47%	13%	5%	4%	119
Scotland	19%	62%	9%	5%	5%	3664

Data under development

DATA UNDER DEVELOPMENT

DATA UNDER DEVELOPMENT

Annex 6 - Data returns by Local Authority

Local Authority	Data returned - Jan to Mar 2010	Data returned - Apr to Jun 2010	Data returned - July to Sept 2010	Data returned - Oct to Dec 2010
Aberdeen City	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
Aberdeenshire	Data returned for 1 & 2 but no eligibility category	Data returned for 1 & 2 but no eligibility category	Data returned for 1 & 2 but no eligibility category	Data returned for 1 & 2 but no eligibility category
Angus	Unable to return data	Data returned for all tables	Data returned for all tables	Data returned for all tables
Argyll & Bute	Data returned for tables 1 & 2	Data returned for tables 1 & 2	Data returned for tables 1 & 2	Data returned for all tables
Clackmannanshire	Data returned for tables 1 & 2	Data returned for all tables but no eligibility category for table 3	Data returned for all tables but no eligibility category for table 3	Data returned for all tables but no eligibility category for table 3
Dumfries and Galloway	Data returned for all tables but no eligibility category	Unable to return data	Data returned for all tables but no eligibility category	Data returned for all tables but no eligibility category
Dundee City	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
East Ayrshire	Data returned for all tables but no eligibility category for table 3	Data returned for all tables	Data returned for all tables	Data returned for all tables
East Dunbartonshire	Unable to return data	Data returned for all tables	Data returned for all tables	Data returned for all tables
East Lothian	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
East Renfrewshire	Data returned for all tables	Data returned for tables 1 & 3	Unable to return data	Data returned for all tables
Edinburgh City of	Unable to return data	Unable to return data	Data returned for all tables but no eligibility category	Data returned for all tables but no eligibility category
Eilean Siar	Unable to return data	Unable to return data	Data returned for all tables but no eligibility category	Unable to return data
Falkirk	Unable to return data	Unable to return data	Unable to return data	Unable to return data
Fife	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
Glasgow City	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
Highland	Data returned for tables 1 & 2	Data returned for tables 1 & 2	Data returned for tables 1 & 2	Data returned for tables 1 & 2
Inverclyde	Unable to return data	Unable to return data	Unable to return data	Unable to return data
Midlothian	Unable to return data	Data returned for all tables but no eligibility category	Data returned for all tables but no eligibility category	Data returned for 1 & 2 but no eligibility category
Moray	Data returned for all tables but no eligibility category	Data returned for all tables	Data returned for all tables	Data returned for all tables
North Ayrshire	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
North Lanarkshire	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
Orkney islands	Unable to return data	Unable to return data	Unable to return data	Unable to return data
Perth & Kinross	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
Renfrewshire	Unable to return data	Data returned for all tables	Data returned for all tables	Data returned for all tables
Scottish Borders	Unable to return data	Unable to return data	Unable to return data	Unable to return data
Shetland islands	Data returned for all tables but no eligibility category	Data returned for all tables	Data returned for all tables	Data returned for all tables
South Ayrshire	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
South Lanarkshire	Unable to return data	Unable to return data	Unable to return data	Unable to return data
Stirling	Unable to return data	Data returned for all tables	Data returned for all tables	Data returned for all tables
West Dunbartonshire	Data returned for all tables	Data returned for all tables	Data returned for all tables	Data returned for all tables
West Lothian	Unable to return data	Unable to return data	Data returned for all tables	Data returned for all tables

DATA UNDER DEVELOPMENT