Worksheets:

Data Definition/Notes

- 1) Registered Services Number & % of Registrered Services by Service Type and Sector at 30 June 2018
- 2) Cancellations & Registrations Changes to Number of Registrered Services by Service Type and Sector (31st March 2018 to 30 June 2018)
- 3) Grades Quality of Registrered Services by Quality Theme, Service Type and Sector at 30 June 2018
- 4) Complaints Complaints About Registered Services: Received, Registered and Completed at 30 June 2018
- 5) Enforcements Enforcement Notices Issued to Registered Services at 30 June 2018

Note: figures provided for Services at 31 March 2018 may change as they take into account retrospective cancellations and/or registrations.

Notes:

The Care Inspectorate use a computer system called the Practice management System (PMS), to hold the registration data we collect about care services. Much of the information we use in this report is taken from PMS via the Care Inspectorate Service List at 30 June 2018

Service subtypes are based on the main service provision category provided by that service but may not be mutually exclusive, i.e. a Care Home for Alchohol & Drug Misuse may still accommodate people within the Older People group.

Some Care at Home services may still operate from a premises as well as provide care at home i.e. they may, in addition to care at home, offer a day care service for adults from a premises.

All grades are from inspection reports finalised by 30 June 2018. Services with no grade for that theme are not included.

Complaints completed are those cases with a completed investigation and does not count any complaints that were withdrawn without an investigation or complaint investigations still in progress.

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Data Definition:

Term	Definition Property of the Control o
CareService:	This is the type of service being provided and is based on definitions of registered care services (set out in the Regulation of Care (Scotland) Act 2001). Definitions of each of the Care Service types are outlined below:
CareService - Adoption Service:	A service that makes arrangments in connection with the adoption of children. This does not include services in which proposed adopter is a relative of the child.
CareService - Adult Placement Service:	A service which consists of, or includes, arranging for the provision of accommodation for an adult (age of eighteen years or over), together with personal care or personal support or counselling, or other help, provided other than as part of a planned programme of care by reason of the person's vulnerability or need, by placing the person with a family or individual; but a service may be excepted from this definition by regulations.
CareService - Care Home Service:	A service which provides accommodation, together with nursing, personal care or personal support, for persons by reason of their vulnerability or need this may include for: alcohol & drug misuse, blood borne virus, children & young people, learning disabilities, mental health problems, older people, physical & sensory impairment or respite care & short breaks.
CareService - Child Care Agency:	A service which consists of or includes supplying, or introducing to persons who use the service, child carers up to the age of 16, wholly of mainly in the home of the child's parents.
CareService - Child Minding:	A person who looks after one or more children up to the age of 16, on domestic premises for reward but not in the parents own premises. A parent, relative or foster carer of the child cannot be regarded as a child minder when looking after that child.
CareService - Day Care of Children:	A service which consists of any form of care on a non-domestic premises, supervised by a responsible person during the day for at least two hours a day on at least six days per year. The service definition includes nursery classes, creches, after school clubs and playgroups but does not include services which are provided as part of a school activity. Nor does it include activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides.
CareService - Fostering Service:	A service where substitute care is provided by a fostering agency when a child's family is unable to provide care. This may take the form of complimentary care to enable opportunity to a child or allow parents a break.
CareService - Housing Support Service:	A service which provides support, assistance, advice or counselling to a person who has particular needs, with a view to enabling that person to occupy residential accommodation as a sole or main residence.
CareService - Nurse Agency:	A service which consists of supplying or introducing registered nurses, registered midwives or registered health visitors to independent and voluntary sectore healthcare providers and to the NHS in Scotland.
CareService - Offender Accommodation:	A service which consists of giving advice, guidance or assistance to peoplewho have been provided with accommodation under supervision and care due to release from prison, ex-offenders, or those on probation.
CareService - School Care Accommodation Service:	A service which is provided to a pupil by an education authority or the managers of an independent or grant-aided school for the purpose of the pupil being in attendance at a public, independent or grant-aided school; and which consists of the provision, in a place in or outwith the school, of residential accommodation. This may be take the form of mainstream residential accommodation, residential special accommodation or school hostel accommodation.
CareService - Secure Accommodation Service:	A service which provides accommodation for the purpose of restricting the liberty of children in residential premises where care services are provided as with regulations made under section 29(9)(a) of the Regulation of Care (Scotland) Act 2001. This may be to provide protection to the child who may have history of running away and whose health or wellbeing may subseuently be under threat.
CareService - Support Service:	A personal care or personal support service provided by arrarrangment made by a local authority or health body to a vulnerable or person in need. This does not include a care home service, a service providing ovrnight accommodation, adoption service, or fostering service.
Service Sector:	Sector is the type of body which owns and provides a service, where a service may be owned and provided by either a Local Authority, Private firm, Voluntary organisation or Health body.
Quality Grades:	The grades awarded to services at inspections. These describe how well those services are performing against our quality themes and statements. These range from 1 - Unsatisfactory to 6 - Excellent.

Registered Services at 30 June 2018

Summary of No. of registered care services at 30 June 2018

Source: Care Inspectorate Service List at 02 July 2018

Number of Registered Services by Care Service Type and Service Sector (as at 30 June 2018)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	32	0	6	38
Adult Placement Service	-	0	28	1	12	41
	Alcohol & Drug Misuse	0	0	4	13	17
	Blood Borne Virus	0	0	0	1	1
	Children & Young People	1	120	117	60	298
Care Home Service	Learning Disabilities	1	17	44	95	157
care nome service	Mental Health Problems	0	0	18	36	54
	Older People	15	109	611	97	832
	Physical and Sensory Impairment	0	2	10	27	39
	Respite Care and Short Breaks	0	6	1	6	13
Child Care Agency	-	0	1	14	11	26
Child Minding	-	0	0	5268	0	5268
Day Care of Children	-	3	1718	1105	834	3660
Fostering Service	-	0	32	1	27	60
Housing Support Service	-	4	179	222	652	1057
Nurse Agency	-	0	0	81	4	85
Offender Accommodation Service	-	0	1	0	4	5
	Mainstream Residential School	0	0	0	20	20
School Care Accommodation Service	Residential Special School	0	0	19	16	35
	School Hostel	0	7	0	0	7
Secure Accommodation Service	-	0	1	1	3	5
ostering Service ousing Support Service urse Agency ffender Accommodation Service chool Care Accommodation Service Res Sch ecure Accommodation Service upport Service Car Oth	Care at Home	5	121	378	504	1008
Support Service	Other than Care at home	20	209	54	187	470
All types o	f care service	49	2583	7949	2615	13196

% of Registered Services by Care Service Type and Service Sector (as at 30 June 2018)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0.0%	84.2%	0.0%	15.8%	100.0%
Adult Placement Service	-	0.0%	68.3%	2.4%	29.3%	100.0%
	Alcohol & Drug Misuse	0.0%	0.0%	23.5%	76.5%	100.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	100.0%	100.0%
	Children & Young People	0.3%	40.3%	39.3%	20.1%	100.0%
Care Home Service	Learning Disabilities	0.6%	10.8%	28.0%	60.5%	100.0%
care nome service	Mental Health Problems	0.0%	0.0%	33.3%	66.7%	100.0%
	Older People	1.8%	13.1%	73.4%	11.7%	100.0%
	Physical and Sensory Impairment	0.0%	5.1%	25.6%	69.2%	100.0%
	Respite Care and Short Breaks	0.0%	46.2%	7.7%	46.2%	100.0%
Child Care Agency	-	0.0%	3.8%	53.8%	42.3%	100.0%
Child Minding	-	0.0%	0.0%	100.0%	0.0%	100.0%
Day Care of Children	-	0.1%	46.9%	30.2%	22.8%	100.0%
Fostering Service	-	0.0%	53.3%	1.7%	45.0%	100.0%
Housing Support Service	-	0.4%	16.9%	21.0%	61.7%	100.0%
Nurse Agency	-	0.0%	0.0%	95.3%	4.7%	100.0%
Offender Accommodation Service	-	0.0%	20.0%	0.0%	80.0%	100.0%
	Mainstream Residential School	0.0%	0.0%	0.0%	100.0%	100.0%
School Care Accommodation Service	Residential Special School	0.0%	0.0%	54.3%	45.7%	100.0%
	School Hostel	0.0%	100.0%	0.0%	0.0%	100.0%
Secure Accommodation Service	-	0.0%	20.0%	20.0%	60.0%	100.0%
Support Sorvice	Care at Home	0.5%	12.0%	37.5%	50.0%	100.0%
Support Service	Other than Care at home	4.3%	44.5%	11.5%	39.8%	100.0%
All types o	f care service	0.4%	19.6%	60.2%	19.8%	100.0%

Service Cancellations and Registrations from 31 March 2018 to 30 June 2018

Summary of service cancellations and registrations by service type and sector at 31 March 2018

Source: Care inspectorate Service List at 02 July 2018

Note: figures provided for Services at 31 March 2018 may change as they take into account retrospective cancellations and/or registrations.

Changes to registered services by service type from 31 March 2018 to 30 June 2018

CareService	Subtype	Services at 31 March 2018	Registrations	Cancellations	Services at 30 June 2018	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	39	2	0	41	5.1%
	Alcohol & Drug Misuse	17	0	0	17	0.0%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	294	5	1	298	1.4%
Care Home Service	Learning Disabilities	159	0	2	157	-1.3%
	Mental Health Problems	54	0	0	54	0.0%
	Older People	838	15	21	832	-0.7%
	Physical and Sensory Impairment	40	0	1	39	-2.5%
	Respite Care and Short Breaks	13	0	0	13	0.0%
Child Care Agency	-	26	0	0	26	0.0%
Child Minding	-	5323	92	147	5268	-1.0%
Day Care of Children	-	3656	35	31	3660	0.1%
Fostering Service	-	60	1	1	60	0.0%
Housing Support Service	-	1052	16	11	1057	0.5%
Nurse Agency	-	81	5	1	85	4.9%
Offender Accommodation Service	-	5	0	0	5	0.0%
	Mainstream Residential School	20	0	0	20	0.0%
School Care Accommodation Service	Residential Special School	35	0	0	35	0.0%
	School Hostel	7	0	0	7	0.0%
Secure Accommodation Service	-	5	0	0	5	0.0%
Company Compiles	Care at Home	996	26	14	1008	1.2%
Support Service	Other than Care at home	474	2	6	470	-0.8%
All types	of care service	13233	199	236	13196	-0.3%

Changes to registered services by service sector from 31 March 2018 to 30 June 2018

CareService	Services at 31 March 2018	Registrations	Cancellations	Services at 30 June 2018	% change
Health Board	50	0	1	49	-2.0%
Local Authority	2585	6	8	2583	-0.1%
Private	7965	159	175	7949	-0.2%
Voluntary or Not for Profit	2633	34	52	2615	-0.7%
All Service Sectors	13233	199	236	13196	-0.3%

Quality of Registered Services at 31 March 2018

Summary of grades by service type at 30 June 2018

Source: Care Inspectorate Service List at 02 July 2018

Theme 1: Quality of Care and Support - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	5.3%	28.9%	55.3%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	31.6%	42.1%	26.3%
	Alcohol & Drug Misuse	0.0%	0.0%	20.0%	0.0%	73.3%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	2.5%	6.0%	23.1%	60.5%	7.8%
Care Home Service	Learning Disabilities	0.0%	0.0%	9.2%	19.7%	59.2%	11.8%
care nome service	Mental Health Problems	0.0%	0.0%	5.6%	27.8%	55.6%	11.1%
	Older People	0.4%	3.6%	14.4%	37.8%	38.5%	5.4%
	Physical and Sensory Impairment	0.0%	0.0%	10.8%	27.0%	48.6%	13.5%
	Respite Care and Short Breaks	0.0%	0.0%	7.7%	0.0%	84.6%	7.7%
Child Care Agency	-	0.0%	4.3%	4.3%	43.5%	39.1%	8.7%
Child Minding	-	0.0%	0.1%	2.4%	28.9%	62.2%	6.4%
Day Care of Children	-	0.1%	0.5%	5.2%	30.4%	56.2%	7.5%
Fostering Service	-	0.0%	0.0%	3.4%	25.9%	63.8%	6.9%
Housing Support Service	-	0.0%	0.8%	4.8%	20.6%	60.6%	13.3%
Nurse Agency	-	0.0%	0.0%	13.3%	45.0%	35.0%	6.7%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
	Mainstream Residential School	0.0%	0.0%	0.0%	10.0%	70.0%	20.0%
School Care Accommodation Service	Residential Special School	0.0%	2.9%	0.0%	20.0%	65.7%	11.4%
	School Hostel	0.0%	0.0%	14.3%	28.6%	57.1%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	1.0%	6.7%	26.3%	54.8%	11.3%
Support Service	Other than Care at home	0.0%	0.2%	1.1%	23.3%	60.7%	14.7%
All types of	care service	0.1%	0.7%	4.7%	28.5%	57.9%	8.2%

Theme 2: Quality of Environment - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Adult Placement Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Alcohol & Drug Misuse	0.0%	0.0%	13.3%	13.3%	66.7%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.4%	3.6%	29.5%	61.9%	4.6%
Care Home Service	Learning Disabilities	0.0%	0.0%	7.9%	28.9%	52.6%	10.5%
care nome service	Mental Health Problems	0.0%	0.0%	7.4%	27.8%	55.6%	9.3%
	Older People	0.5%	2.2%	12.3%	44.3%	36.5%	4.2%
	Physical and Sensory Impairment	0.0%	0.0%	10.8%	21.6%	54.1%	13.5%
	Respite Care and Short Breaks	0.0%	0.0%	7.7%	30.8%	46.2%	15.4%
Child Care Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Child Minding	-	0.0%	0.2%	2.2%	30.1%	63.2%	4.3%
Day Care of Children	-	0.1%	0.4%	4.5%	37.9%	52.9%	4.3%
Fostering Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing Support Service	-	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%
Nurse Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
	Mainstream Residential School	0.0%	0.0%	5.0%	25.0%	55.0%	15.0%
School Care Accommodation Service	Residential Special School	0.0%	0.0%	5.7%	31.4%	51.4%	11.4%
	School Hostel	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	60.0%	20.0%	20.0%
Support Sonico	Care at Home	0.0%	0.0%	11.1%	33.3%	27.8%	27.8%
Support Service	Other than Care at home	0.0%	0.2%	2.7%	31.4%	54.8%	10.9%
All types of	care service	0.1%	0.4%	4.0%	33.8%	56.8%	4.8%

Theme 3: Quality of Staffing - % services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	2.6%	26.3%	60.5%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	28.9%	52.6%	18.4%
	Alcohol & Drug Misuse	0.0%	0.0%	13.3%	26.7%	40.0%	20.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	2.5%	4.6%	28.1%	59.8%	5.0%
Care Home Service	Learning Disabilities	0.0%	0.0%	6.6%	28.3%	54.6%	10.5%
care nome service	Mental Health Problems	0.0%	0.0%	11.1%	22.2%	55.6%	11.1%
	Older People	0.3%	2.7%	13.4%	39.8%	41.3%	2.6%
	Physical and Sensory Impairment	0.0%	0.0%	16.2%	21.6%	45.9%	16.2%
	Respite Care and Short Breaks	0.0%	0.0%	7.7%	30.8%	46.2%	15.4%
Child Care Agency	-	0.0%	0.0%	4.3%	39.1%	47.8%	8.7%
Child Minding	-	0.2%	0.5%	6.4%	47.4%	40.5%	5.0%
Day Care of Children	-	0.1%	0.7%	5.8%	33.4%	55.3%	4.7%
Fostering Service	-	0.0%	0.0%	0.0%	20.7%	69.0%	10.3%
Housing Support Service	-	0.0%	0.6%	4.6%	27.2%	57.3%	10.4%
Nurse Agency	-	0.0%	1.7%	15.0%	43.3%	35.0%	5.0%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Mainstream Residential School	0.0%	0.0%	0.0%	15.0%	75.0%	10.0%
School Care Accommodation Service	Residential Special School	0.0%	2.9%	2.9%	14.3%	71.4%	8.6%
	School Hostel	0.0%	0.0%	14.3%	28.6%	57.1%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	40.0%	40.0%	20.0%
Support Conde	Care at Home	0.0%	0.7%	7.9%	33.5%	48.7%	9.2%
Support Service	Other than Care at home	0.0%	0.0%	2.4%	31.0%	56.7%	9.9%
All types of	care service	0.1%	0.9%	6.5%	33.3%	52.8%	6.5%

Theme 4: Quality of Management and Leadership - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	5.3%	39.5%	52.6%	2.6%
Adult Placement Service	-	0.0%	0.0%	5.3%	36.8%	50.0%	7.9%
	Alcohol & Drug Misuse	0.0%	0.0%	20.0%	33.3%	40.0%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	2.1%	7.5%	32.7%	51.6%	6.0%
Care Home Service	Learning Disabilities	0.0%	0.7%	9.2%	32.2%	48.7%	9.2%
care nome service	Mental Health Problems	0.0%	0.0%	7.4%	37.0%	42.6%	13.0%
	Older People	0.4%	5.0%	14.7%	37.7%	37.5%	4.7%
	Physical and Sensory Impairment	0.0%	2.7%	10.8%	24.3%	56.8%	5.4%
	Respite Care and Short Breaks	0.0%	0.0%	15.4%	7.7%	69.2%	7.7%
Child Care Agency	-	0.0%	4.3%	13.0%	43.5%	26.1%	13.0%
Child Minding	-	0.0%	0.6%	6.5%	42.1%	47.0%	3.8%
Day Care of Children	-	0.1%	1.3%	7.8%	40.1%	46.8%	3.9%
Fostering Service	-	0.0%	0.0%	5.2%	41.4%	53.4%	0.0%
Housing Support Service	-	0.1%	1.2%	7.7%	30.7%	50.3%	10.0%
Nurse Agency	-	0.0%	5.0%	20.0%	40.0%	30.0%	5.0%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Mainstream Residential School	0.0%	0.0%	0.0%	15.0%	65.0%	20.0%
School Care Accommodation Service	Residential Special School	0.0%	2.9%	8.6%	20.0%	54.3%	14.3%
	School Hostel	0.0%	0.0%	28.6%	0.0%	71.4%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	40.0%	40.0%	20.0%
Support Conside	Care at Home	0.1%	1.9%	11.2%	33.3%	46.0%	7.5%
Support Service	Other than Care at home	0.0%	0.2%	3.3%	39.2%	49.3%	7.9%
All types of	care service	0.1%	1.3%	7.9%	38.9%	46.8%	5.1%

All Themes: Quality of Registered Services by Service Sector - % of services with each grade

CareService	Unsatisfactory	Weak	Adequate	Good, Very Good or Excellent
Health Board	0.0%	2.1%	8.3%	89.6%
Local Authority	0.1%	1.4%	6.5%	92.0%
Private	0.2%	1.5%	10.7%	87.6%
Voluntary or Not for Profit	0.1%	1.5%	10.2%	88.2%
All Service Sectors	0.2%	1.5%	9.7%	88.7%

Complaints about registered services at 30 June 2018

Summary of complaints received, registered and completed about registered services (31 March 2018 - 30 June 2018)

Source: PMS at 02 July 2018

Complaints received about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	1	0	0	1
Adult Placement Service	-	0	0	0	1	1
	Alcohol & Drug Misuse	0	0	1	0	1
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	6	15	2	23
Care Home Service	Learning Disabilities	0	2	14	9	25
Care nome Service	Mental Health Problems	0	0	6	2	8
	Older People	0	27	438	30	495
	Physical and Sensory Impairment	0	1	2	5	8
	Respite Care and Short Breaks	0	2	0	0	2
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	56	0	56
Day Care of Children	-	0	36	132	23	191
Fostering Service	-	0	1	0	1	2
Housing Support Service	-	0	42	125	85	252
Nurse Agency	-	0	0	1	0	1
Offender Accommodation Service	-	0	0	0	0	0
	Mainstream Residential School	0	0	0	0	0
School Care Accommodation Service	Residential Special School	0	0	5	9	14
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	2	2
Curanaut Camina	Care at Home	1	5	71	13	90
Support Service	Other than Care at home	0	1	0	7	8
All types	of care service	1	124	866	189	1180

Complaints registered about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	1	0	0	1
Adult Placement Service	-	0	0	0	1	1
	Alcohol & Drug Misuse	0	0	0	0	0
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	2	5	1	8
Care Home Service	Learning Disabilities	0	0	4	0	4
are notife Service	Mental Health Problems	0	0	1	1	2
	Older People	0	10	111	5	126
	Physical and Sensory Impairment	0	2	0	1	3
	Respite Care and Short Breaks	0	1	0	0	1
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	26	0	26
Day Care of Children	-	0	10	46	6	62
ostering Service	-	0	0	0	0	0
lousing Support Service	-	0	6	26	9	41
lurse Agency	-	0	0	0	0	0
Offender Accommodation Service	-	0	0	0	0	0
	Mainstream Residential School	0	0	0	0	0
chool Care Accommodation Service	Residential Special School	0	0	2	2	4
	School Hostel	0	0	0	0	0
ecure Accommodation Service	-	0	0	0	3	3
upport Service	Care at Home	0	0	25	1	26
upport service	Other than Care at home	0	0	0	0	0
All types	of care service	0	32	246	30	308

Complaints completed about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	1	0	0	1
Adult Placement Service	-	0	1	0	0	1
	Alcohol & Drug Misuse	0	0	0	0	0
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	2	1	5	
Care Home Service	Learning Disabilities	0	0	1	2	3
care nome service	Mental Health Problems	0	0	3 1 138 8	1	4
	Older People	0	11	138	8	157
	Physical and Sensory Impairment	0	1	1	1	3
	Respite Care and Short Breaks	0	0	0	0	0
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	29	0	29
Day Care of Children	-	0	3	50	7	60
Fostering Service	-	0	0	0	0	0
Housing Support Service	-	0	6	27	15	48
Nurse Agency	-	0	0	1	0	1
Offender Accommodation Service	-	0	0	0	0	0
	Mainstream Residential School	0	0	0	0	0
School Care Accommodation Service	Residential Special School	0	0	0	3	3
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	1	1
Support Sorvice	Care at Home	0	0	25	2	27
Support Service	Other than Care at home	0	0	0	0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0
All types	of care service	0	25	278	40	343

Enforcement notices issued to registered services at 31 March 2018

Summary of enforcement notices issued to registered services (31 March 2017 - 30 June 2018)

Source: enforcement dataset at 03 July 2018

Number of enforcement notices issued Q1 2018/19

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	Total
Care Home Service	Older People	6	0	0	0	6
Child Minding	-	2	1	0	1	4
Housing Support Service	-	1	0	0	0	1
All types of	care service	9	1	0	1	11

Number of services* that had enforcement notices issued to them Q1 2018/19

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	Total
Care Home Service	Older People	6	0	0	0	6
Child Minding	-	2	1	0	1	3
Day Care of Children	-	1	0	0	0	1
All types of care service		9	1	0	1	10

Number of services* that had enforcement notices issued to them Q1 2018/19, by sector

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Care Home Service	Older People	0	0	6	0	6
Child Minding	-	0	0	3	0	3
Day Care of Children	-	0	0	1	0	1
All types of care service		0	0	10	0	10

Notes:

These tables do not include enforcement procedures we use to cancel services if we cannot contact them any longer or procedures relating to inactive services.

The section numbers 62, 64, 65, 66, 67, & 73 in the table refer to sections of the Public Services Reform (Scotland) Act 2010.

^{*}A service may receive more than one type of enforcement - at 30 June 2018, 1 Childminding Service received an S62 and S64