

TELFORD & WREKIN COUNCIL

CABINET – 8 DECEMBER 2008

ADULT SOCIAL SERVICES PERFORMANCE & STAR RATING 2008

REPORT OF CORPORATE DIRECTOR – ADULT AND CONSUMER CARE

1.0 PURPOSE

- 1.1 To provide information on the outcome of the 2007/8 performance assessment and 2008 'Star Rating' for adult social services, undertaken by the Commission for Social Care Inspection (CSCI), and to report on progress, achievements and areas for continuing improvement.

2.0 RECOMMENDATIONS

- 2.1 **That the continued award of the adult social services top performance 'Three Star' rating for 2008 with an improved excellent rating in both categories of assessment is welcomed as recognition of the significant progress which has continued to be achieved in recent years.**
- 2.2 **The dedication and effort of staff in the Council and in partner agencies involved in delivering these key services is acknowledged.**
- 2.3 **That the achievements and areas for further improvement identified in the CSCI Performance Assessment 2007/08 be noted.**

3.0 SUMMARY

- 3.1 CSCI undertakes a national programme of annual performance rating for adult social services authorities. The process is well established, and information is collected through a self assessment statement; performance indicators; and any inspections or monitoring visits.
- 3.2 The outcome of the process is a letter and annual performance assessment, issued following the annual performance assessment meeting. The whole process is then concluded in the announcement of the Council's Adult Social Services 'star rating'. The rating ranges from zero to three stars based on the extent to which the Council is delivering outcomes (formerly serving people well) and the capacity for further improvement.
- 3.3 This year, we have again achieved the highest rating of Three Stars for 2008 under the national rating results that were publicly released on 27th November. In addition we improved our rating from 'good' to 'excellent' for achieving outcomes as part of

the overall rating. The Council has achieved the highest possible rating for its adult social services.

4.0 **PREVIOUS MINUTES**

4.1 Cabinet 14 April 2008 Adult Social Services Performance & Star Rating 2007.

5.0 **INFORMATION**

- 5.1 A system of 'Star Rating' for social services authorities has been in place since 2002, and this resulted in an assessment for Telford & Wrekin of One Star in 2002. There was an improvement to Two Stars for 2003, 2004 & 2005. We achieved the highest rating of Three Stars in 2006 and 2007 and have again been awarded the highest rating for 2008 with an improved rating of excellent for delivering outcomes.
- 5.2 The assessment starts with an evaluation by CSCI based on our annual 'Self Assessment Statement' (SAS) which is submitted in May. This is an extensive document that covers all main areas of social services and includes our statements of progress and a wide range of financial and performance data. CSCI also considers the national performance indicators for our adult social services, and information gathered from inspections and monitoring visits.
- 5.3 During 2007/08 the council continued to show progress as measured by the performance indicators that we send to the Department of Health. We maintained a position of the majority of the indicators showing that local services are in good or excellent bands. A summary is attached at Appendix 1.
- 5.4 The care services that the Council directly provides and which are subject to separate inspections have all maintained their excellent ratings. The services inspected are intermediate care (to avoid unnecessary hospital admissions and support people following discharge); and learning disability services such as residential care at Carwood and Downing House, the Community Living service (supporting people in their own homes) & the Adult Placement Scheme
- 5.5 Following the Annual Performance Assessment meeting with CSCI the performance rating of Three Stars was issued at the end of November 2008. The assessment for Telford & Wrekin is that our rating for '**delivering outcomes**' is **excellent** and for '**capacity for improvement**' is **excellent**.
- 5.6 The overall judgement of excellent for delivering outcomes is assessed over 7 areas for judgement and our rating on each is listed below:

Improved health and emotional well being	Excellent
Improved quality of life	Good
Making a positive contribution	Excellent
Increased choice and control	Excellent
Freedom from discrimination or harassment	Good
Economic well being	Good
Maintaining personal dignity and respect	Excellent

- 5.7 The capacity for improvement is judged over two areas – Leadership and also Commissioning and Use of Resources. Our rating for both of these was excellent.
- 5.8 The assessment and star rating is a reflection of the commitment and high standard of work of staff within the Adult & Consumer Care Portfolio, and the consistently good services that this has produced. This is a significant achievement given the challenges of increased referrals for service, the increasing complexity of care needs and associated budget pressures.
- 5.9 Much of what we have achieved is also in partnership with other parts of the Council and colleagues in the NHS, voluntary sector and independent service providers. As in other areas of the Council's services, the strength of local partnerships is a great asset and this has enabled positive and productive joint work, which CSCI has recognised.
- 5.10 The excellent rating of services is a significant achievement but it must also be recognised that there are still important areas of service that we will need to keep improving to meet some gaps and it is increasing difficult to provide for the significant increasing demand due to an ageing population and levels of disability, deprivation and social need.
- 5.11 CSCI provides a summary of key strengths and areas for improvement. This summary is attached at Appendix 2, and we are implementing an action plan to maintain the areas of strength and address the areas for improvement.

6.0 EQUAL OPPORTUNITIES

- 6.1 The CSCI monitoring process includes evaluation of our performance for older people and vulnerable members of the community, to improve their quality of life and access to services. There are also specific questions in the SAS and as part of service inspections to ensure that the needs of black and ethnic minority communities and/or individuals are being addressed.

7.0 ENVIRONMENTAL IMPACT

- 7.1 There are no direct implications for the Council's environmental policy arising from this report. However, the annual assessment of performance through CSCI does include consideration of efficiency measures, which will have an indirect benefit to improving the environment.

8.0 LEGAL COMMENT

- 8.1 There are no specific legal comments to make in addition to the information already contained within the body of this report.

9.0 LINKS WITH CORPORATE PRIORITIES

- 9.1 The corporate objectives for promoting the interests of older and vulnerable people, and combating social exclusion are embedded within the principles of social service, and are reflected as key elements in the Annual Performance Assessment and Star Rating.

10.0 OPPORTUNITIES AND RISKS

- 10.1 The opportunities and risks associated with this report have been identified and assessed. Arrangements will be put in place to manage the risks and maximise the opportunities that have been identified. As the outcome of the performance assessment is very positive, it will provide opportunities for enhancing the reputation of the Council.

11.0 FINANCIAL IMPLICATIONS

- 11.1 Although there are no direct financial implications arising from this report, the availability of resources for local authority social services is inevitably linked to performance judgements in which demographic growth and demand are a key factor.

12.0 WARD IMPLICATIONS

- 12.1 This report relates to the whole of Telford & Wrekin, and does not contain information specific to individual wards.

13.0 BACKGROUND PAPERS

- Self Assessment Statement – May 2008
- Social Services Performance Assessment Framework Indicators 2007/08
- A Guide to Social Services Performance ‘Star’ ratings – SSI Dept. of Health, April 2002
- ‘A New Outcomes Framework for Performance Assessment of Adult Social Care’ – CSCI

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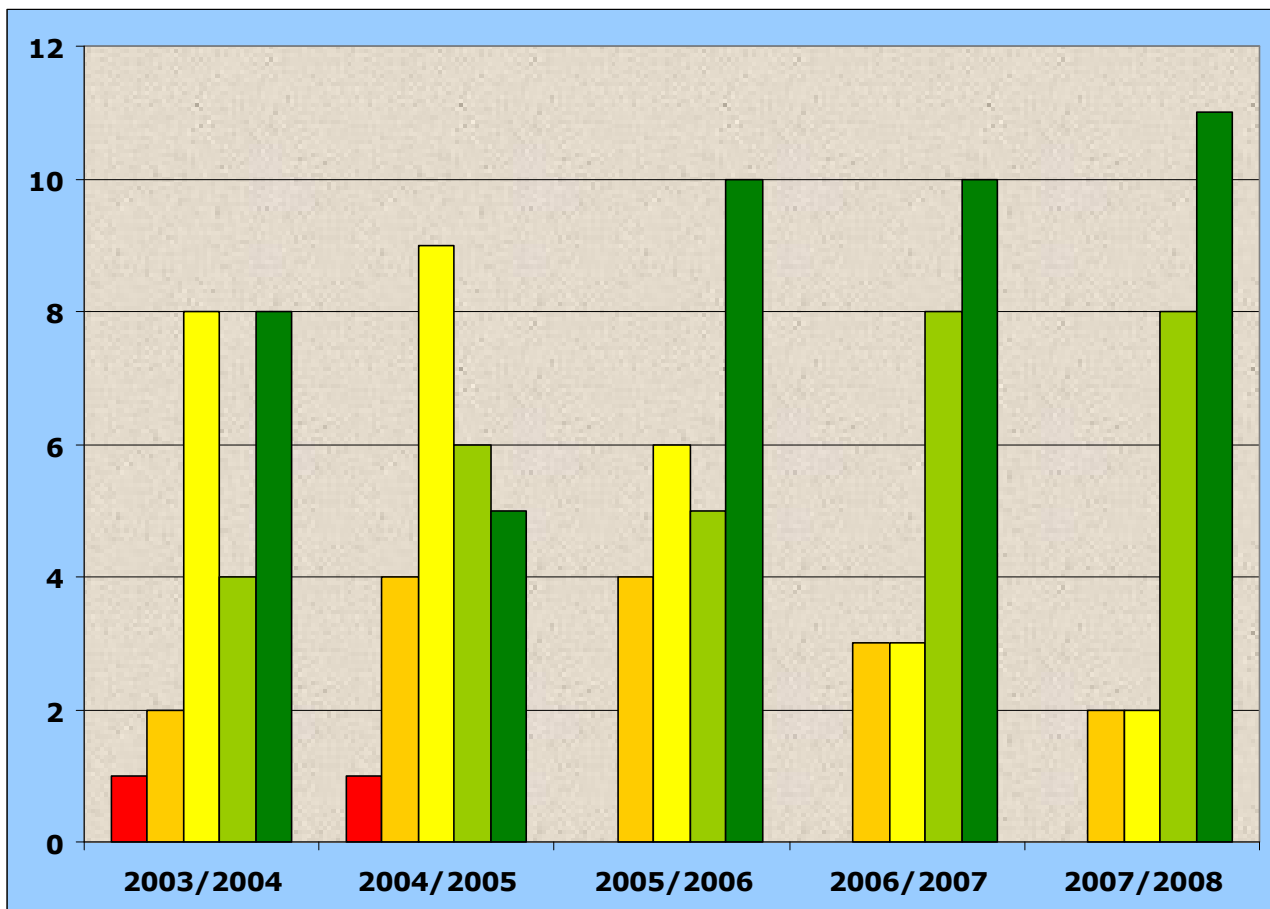
APPENDIX 1

Summary of performance trend

Band	2003/2004		2004/2005		2005/2006		2006/2007		2007/2008	
	No.	%	No.	%	No.	%	No.	%	No.	%
•••••	8	35%	5	20%	10	40%	10	42%	11	48%
••••	4	17%	6	24%	5	20%	8	33%	8	35%
•••	8	35%	9	36%	6	24%	3	13%	2	9%
••	2	9%	4	16%	4	16%	3	13%	2	9%
•	1	4%	1	4%	0	0%	0	0%	0	0%

Note; Two of the indicators in the three blob band are actually in the best available band for that indicator.

The performance year on year for each band can be illustrated as:



APPENDIX 2

CSCI - ANNUAL PERFORMANCE ASSESSMENT 2006/07

<u>Summary of Key Strengths</u>	<u>Summary of Key Areas for Improvement</u>
<p><u>Improved Health & Emotional Well Being</u></p> <ul style="list-style-type: none"> • Effective partnership with the PCT that helps people to stay healthy. • Reductions in waiting lists and waiting times for specific mental health services. • Increased availability of intermediate care, particularly non-residential intermediate care, to prevent hospital admission and to facilitate timely discharge. • Increases in numbers of people receiving treatment, and improved completion rates for treatment, to help them overcome a substance misuse problem. • Good arrangements for monitoring the health of people with a learning disability, and good support to help them to access health care. • Good links between substance misuse services and HIV/AIDS services. • Very few discharges from hospital are delayed. 	<p><u>Improved Health & Emotional Well Being</u></p> <ul style="list-style-type: none"> • Identification of appropriate resources and services to support people with a personality disorder • Work is required with health partners to ensure the whole health and social care system is able to prevent unnecessary delays in discharge from hospital.
<p><u>Improved Quality of Life</u></p> <ul style="list-style-type: none"> • Higher than average rates of people helped to live at home in all service groups. • Services to carers have improved. • The council purchases care from regulated services that are of above average quality. • Shorter than average delivery times for major and minor adaptations. • Development of preventative services that avoid the need for people to go into residential care. • Good use of grant funding to initiate 	<p><u>Improved Quality of Life</u></p> <ul style="list-style-type: none"> • Further improvement in services to carers to bring levels above the England average. • Ensure that systems are in place to follow up people that have been signposted to support services, to ensure their needs have been met.

<p>services to specific groups, including the Black and minority ethnic community.</p> <ul style="list-style-type: none"> • Innovative home improvement service to help older people to live in their own homes longer. 	
<p><u>Making a Positive Contribution</u></p> <ul style="list-style-type: none"> • Progress in introducing self-assessment across a range of service areas. • Involvement of people who use services in designing improvements through Partnership boards in each area. • The council has trained staff to undertake consultation well, and all consultation activity is managed. • Good links with voluntary organisations, and support for a high level of engagement of volunteers in social care activity. 	<p><u>Making a Positive Contribution</u></p> <p>None</p>
<p><u>Increased Choice & Control</u></p> <ul style="list-style-type: none"> • A high proportion of assessments of older people are carried out in four weeks. • A high proportion of packages of care commence within four weeks of assessment. • New carers assessment team has improved support to carers. • Improved information about the range of support services available to people. • Improved arrangements to help support young people with a learning disability through the transition to adulthood. • Improvements in the proportion of concerns about services that are resolved informally. More complaints that are dealt with formally are resolved within time scales. • Improvements in the services available to support people outside office hours. • Low numbers of people are admitted permanently to residential care. • Improvements in numbers of people who are in charge of their own care through 	<p><u>Increased Choice & Control</u></p> <ul style="list-style-type: none"> • Development of electronic systems to share information with health services about people who need support.

Direct Payments.	
<u>Freedom from Discrimination & Harassment</u> <ul style="list-style-type: none"> • Panel process to ensure fair application of eligibility criteria • There is universal access to assessment, and good information is available to help people to identify services that might help them to live independently. • A range of projects and initiatives aimed at helping specific minority groups to access services that meet their particular needs. 	<u>Freedom from Discrimination & Harassment</u> <ul style="list-style-type: none"> • Progression to level 4 of the local government equalities standards (or equivalent)
<u>Economic Well Being</u> <ul style="list-style-type: none"> • Leadership provided by the council as an employer of people with a disability. • Increased range of pathways for people who want to engage in work experiences. • More people with physical disabilities and mental health problems helped into employment. • Effective partnership arrangements that aim to ensure people receive their full entitlement in benefits. 	<u>Economic Well Being</u> <ul style="list-style-type: none"> • More people with a learning disability could be helped into employment.
<u>Maintaining Personal Dignity & Respect</u> <ul style="list-style-type: none"> • Safeguarding Board established with appropriate strategic membership. • Well managed safeguarding service, where the rate of completed safeguarding cases remains above the England average. • Effective joint working between the council, the independent sector, the PCT and CSCI to improve the quality of care in particular homes within Telford. 	<u>Maintaining Personal Dignity & Respect</u> <ul style="list-style-type: none"> • More staff in the council and the independent sector could receive training in safeguarding.
<u>Leadership</u> <ul style="list-style-type: none"> • Committed leadership and effective senior partnership with health focused on improving outcomes in health and social care for people in Telford. • Shared workforce development planning with the PCT that covers the needs for 	<u>Leadership</u> <ul style="list-style-type: none"> • Further improvement in the management of vacancies and staff turnover.

<p>staff development in the independent sector.</p> <ul style="list-style-type: none"> • Improved engagement with local universities and provision of practice placement opportunities for social work students. • Reductions in staff turnover and vacancies. • Consistent team development model in use across the Directorate. • Sickness absence well managed and reducing. • Effective performance management arrangements. 	
<p><u>Commissioning & Use of Resources</u></p> <ul style="list-style-type: none"> • There has been effective joint working to deliver draft joint strategic needs assessment that will inform future planning of health and social care services. • Efficiency savings of £185k delivered. • New post of service commissioning manager to focus on improving the quality of services that are commissioned by the council and PCT. • The overall quality of regulated services in Telford is high. • Good working relationship with care sector providers organisation. 	<p><u>Commissioning & Use of Resources</u></p> <p>None</p>