
Meeting of Executive Member for Housing and Adult Social Services and Advisory Panel

27th January 2009

Report of the Director of Housing and Adult Social Services

Improvement Plan in response to Commission for Social Care Inspection (CSCI) Annual Performance Assessment (APA) of Adult Social Services 2007/8

Purpose of Report

- 1 To comment on and approve the high level improvement plan following the Annual Performance Assessment (APA) for adult social services 2007/8.

Background

- 2 Members received the annual letter from CSCI at the meeting on 10th December, which set out the Annual Performance Assessment (APA). This set out a number of key areas for development and a high level, summary improvement plan has been drawn up (attached as Annex 1).
- 3 The process for assessing adult social care will be very different in 2008/9 and will form part of the Comprehensive Area Assessment (CAA). However, for the current year social service authorities have been asked to maintain the information systems that comprise the performance assessment framework used in 2007/8. A detailed statistical submission for 2008/9 will also be required although we do not yet know precisely what will be required.
- 4 The Commission for Social Care Inspection (CSCI) will cease to exist at the end of March 2009 and its functions in terms of social care performance assessment and regulation will pass to the Care Quality Commission (CQC). This new body will also be responsible for health services assessment and regulation (also taking on the functions of the Health Care Commission and the Mental Health Act Commission) and is currently consulting on the performance and regulation framework to be employed for 2009/10.
- 5 Given that this is a transitional year that will see changes in the organisations and personnel responsible for performance assessment it is important that the council focuses on the key objectives and improvement issues for adult social care and takes responsibility for moving forward on these.

Action since the December meeting

- 6 It has been agreed with CSCI that there will be three business meetings for the remainder of 2008/9 to ensure that there is good communication on the key issues. The first of these took place on 21st January.
- 7 The regular performance clinics in HASS (which look at key performance issues in detail so that corrective action can be taken if necessary) have become part of a Performance Board chaired by the Director and involving all the departmental management team. This will be supported by a project plan and it is intended to designate a senior manager in the department with responsibility for co-ordinating performance activity in HASS. The first meeting of the Board was on 16th December 2008.
- 8 Contact has been made with the new, interim, Deputy Regional Director of Social Care in the Department of Health (DoH). Regional posts were created during 2008 to strengthen the presence of the DoH in the Government Offices and the post-holder has a responsibility to ensure Directors of Adult Social Services are making progress on key performance and policy issues. This is in the context of another agency, the Care Services Improvement Partnership (CSIP), being phased out by 31st March 2009 and some of its functions coming under the remit of the Deputy Regional Director.
- 9 The Deputy Regional Director has confirmed that the council can expect to receive some financial support in 2009/10 from the DoH to assist in its improvement plan. Discussions have taken place on the key areas that would benefit from some external advice and support, namely:
 - Performance Management
 - Safeguarding
 - Closer integration with health services
 - Capacity to manage changeArrangements are being put in place to establish working relationships with 2 or 3 councils with excellent track records in these areas who can act as advisers or 'critical friends' to the department to ensure that actions being taken are consistent with proven best practice.
- 10 As members are aware a very detailed improvement plan is being implemented following the Independence, Well Being and Choice inspection that was reported to members in October. The improvement plan that is attached at Annex 1 in response to the APA does have some overlap (given that the APA was heavily influenced by the inspection findings) but has been kept at a high level to prevent any confusion or duplication.

Safeguarding Update

- 11 This was a key part of the recent inspection and is also reflected in the APA. An undertaking was made to keep members updated regularly on progress on this issue.

12 As part of the December 08 EMAP report on the outcomes for the Older Persons CSCI inspection, (HASS 92) a safeguarding action plan was recommended and agreed. Progress has been made on all the milestones referred to in that paper, within the timescales allocated.

13 Particular areas to note are:

- A Safeguarding Adults Board for York has been established with agreed membership and terms of reference
- The revised practice and policy guidance is finalising its consultation process for sign off by the Safeguarding Board in January's meeting
- Additional resources have been committed and recruitment is currently underway for a safeguarding manager and professional note taking support. Additional care management time has been put into place
- Sub groups for performance monitoring, and practice development & training have terms of reference and membership in place
- A training audit has been undertaken within CYC and ongoing multi-agency training is being planned for the financial year 2009-10
- A customer engagement plan is being commissioned

14 An overview of assessment numbers from April 08- November 08 is as follows:

- 121 assessment of safeguarding completed
- 39 of these for people with a learning disability, 63 for physical disability, sensory impairment or frailty, 1 for substance misuse customer, 10 for people with mental health issues and 8 for older vulnerable people. These figures show a higher referral rate than last year (07/08) when figures show 88 cases were referred for assessment. Already in 08/09 the figure for 2/3 of the year (April to November) show an increase of over 50% in the number of referrals.

15 As part of on-going governance a further update will be given to EMAP in next quarter

Consultation

16 There was no consultation on the improvement plan itself.

Options

17 **Option 1** – to accept the improvement plan and to receive an update on progress in June 2009.

18 **Option 2** – to ask for amendments to the improvement plan and to receive an update on progress in June 2009.

Corporate Priorities

19 The report relates to the corporate priority “ Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest”.

20 Implications

Financial - no implications arising directly from this report.

Human Resources – as above

Equalities –Equalities Impact Assessments have been carried out on Safeguarding and Personalisation – two of the main issues facing adult social care – and are being fed into the detailed work on both issues.

Legal – none arising directly from this report.

Crime and Disorder – none arising directly from this report.

Information technology – no implications arising directly from this report

Property – no implications arising from this report

Other – not applicable

Risk Management

21 The risk/s associated with the recommendations of this report are assessed at a net level below 16. This means that at this point the risks need only to be monitored as they do not provide a real threat to the achievement of the objectives of this report.

Recommendation

22 That the Advisory Panel advise the Executive Member to approve the improvement plan attached as Annex 1 subject to any requests for amendments agreed at the meeting.

Reason: To enable progress to be made on the key areas for development identified in the APA.

23 That the Advisory Panel advise the Executive Member that a progress report on the improvement plan be brought back in June

Reason: To ensure ongoing and effective member scrutiny of the improvement plan.

Author:

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Chief Officer Responsible for the report:

Bill Hodson
Director

Report Approved

Date 12/1/09

Specialist Implications Officer(s)

N/A

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers: None

Annexes:

Annex 1 - Improvement Plan