

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**

16th July 2007

Report of the Director of Housing and Adult Social Services

Annual Self Assessment Survey for Adult Social Services 2006/7

Summary

1. This report draws members' attention to the Annual Self Assessment Survey (SAS) that has been submitted by officers to the Commission for Social Care Inspection (CSCI). This forms a significant part of the evidence that leads to the annual rating of adult social services in the Autumn.

Background

2. The SAS is a lengthy and somewhat technical document that covers the key service areas and reviews performance against national targets as well as the delivery of agreed objectives. As such it is an authoritative guide to the performance standards of adult social services in York.
3. CSCI uses the SAS as the main evidence to assess the rating of adult social services. Performance in York will be compared to the level of performance by other social services authorities and thresholds are set for certain key performance indicators (e.g. speed of completing assessments and delivery timescales for equipment). As reported to the June meeting performance in York is within the threshold level on all these indicators.
4. The CSCI have asked for the SAS to be reported to a public meeting of the council. The full report should be available by the end of this month on the Council's website.

Summary

5. Much of the detailed outturn on performance was covered in the report to this meeting in June on the departmental service plans. That information is therefore not repeated again here. Instead I have attached the Director's summary, which is part of the SAS submission, that sets out my appraisal of performance in 2006/7 and the prospects for the future.

Please summarise any challenges to delivering services for all service groups in 2006-07, and any action that was taken to mitigate the risks:

- Older people
- People with learning disabilities
- People with physical and sensory disabilities
- People with mental health problems
- People with HIV/AIDS
- People with drug/alcohol problems
- Carers.

Please summarise any challenges in the additional following areas in 2006-07 and action that was taken to mitigate the risks:

- Workforce planning
- Resource management including best value
- Economy, efficiency and effectiveness
- Performance management.

Older People

- **Availability of EMI services.** Mitigated by opening second EMI residential home (Windsor House) and expansion of the specialist home care team.
- **Sustainability of home care services.** Longer term, locality based contracts let from December 2006 to give stability and clarity to providers.

People with learning disabilities

- **Positive inspection in 2006** with action taken on areas for improvement e.g. setting clearer targets and increasing advocacy.
- **Need to continue modernisation of day services.** Project Manager appointed to de-commission Yearsley Bridge and to commission new range of services by Summer 2008. Person Centred plans being undertaken for all users of Y.B.
- **Need to increase number of individualised budgets.** York is signed up to the "in Control" model with a project to implement this over the next 1-2 years. 10 people are piloting individual budgets.

People with physical and sensory disabilities

- **Need to continue modernisation of day services.** Project Manager appointed to de-commission Huntington Road and to commission new range of services by Summer 2008.

People with mental health problems

- Need to set up an Independent Mental Capacity Advocacy (IMCA) service to be in place by 1/4/07 – this was achieved by jointly commissioning one with NYCC

Carers

- **Improvement in the number of carers breaks** (*area for improvement from 2005*) with dedicated project worker in place during 2006

Workforce planning

- **High sickness absence levels especially in front line care posts** – dedicated support from Active Health Partners has helped reduce

levels but not yet to acceptable levels.

Resource management including best value

- **An overspend of about £1.7m was forecast at the end of 1st Quarter** which has been reduced very significantly largely by stricter application of existing eligibility criteria and more effective contracting and management of home services. Outturn for 2006/7 now expected to be close to budget.

Economy, efficiency and effectiveness

- **York is a low spending social services authority but some of our unit costs are high in our comparator group.** Overall costs in home care have been reduced but this has not reduced that unit cost – probably because of a reduced customer base (see above).

Performance management

- **The principal challenge was maintaining good performance across the board during a year when reducing overspends was a pressing priority.** We have generally succeeded in this.

Please summarise any anticipated challenges to delivering services for the following groups in 2007-08, and any planned action to mitigate the risks:

- Older people
- People with learning disabilities
- People with physical and sensory disabilities
- People with mental health problems
- People with HIV/AIDS
- People with drug/alcohol problems
- Carers.

Please summarise any anticipated challenges in the additional following areas in 2007-08 and planned action to mitigate the risks:

- Workforce planning
- Resource management including best value
- Economy, efficiency and effectiveness
- Performance management.

Older people

- **Rising demographic needs.** The long term commissioning strategy for older people is now out for consultation on the responses required to meet future needs. The strategy provides quantifiable data on the likely increase in the number of older people with dementia and long term disabilities who will require health and social care. The strategy provides a secure knowledge base upon which discussions about implementation of “Our Health, Our Care, Our Say” can be based.
- **Capacity issues for home care and nursing care.** A formal review of home care changes is being undertaken before any further phase of changes.
- **Initiatives to improve patient care, improve efficiency and ensure appropriate use of the hospital bed base have included plans to reduce bed capacity at YDH and to invest in community services.** Part of the improved efficiency approach is to reduce

inappropriately long lengths of stay and 'excess' bed days. CYC is advocating a 'systems approach' to joint commissioning in terms of measures to create sustainable capacity in the community to reduce avoidable admissions and inappropriate lengths of stay. This needs to be influenced by the long term commissioning data (see above).

People with learning disabilities

- **Rising demand from people with complex needs** – mainly from children moving into adult services – leading to cost and capacity pressures. A comprehensive, outline joint commissioning strategy has been drawn up to guide future planning work and CYC has taken part in the regional commissioning work sponsored by the Centre of Excellence.
- **Coming forward with a range of alternative day activities for people who currently use Yearsley Bridge day centre** including individualised budgets using the In Control model where appropriate.

People with physical and sensory disabilities

- **Coming forward with a range of alternative day activities for people who currently use Huntington Road day centre** including individualised budgets where appropriate.

People with mental health problems

- **PCT restructuring of provision services.** Not finalised as yet but an 'arms length' provider arm is being set up by the PCT as a precursor to alternative structures. CYC will use the existing S31 partnership agreement to ensure a full part in these discussions.

Carers

- **An opportunity exists to carry out a fundamental review of carer support services within the PCT** and bring in best practice from elsewhere in terms of commissioning 'third sector' service models.

Workforce planning

- **Competitive labour market – particular issues about availability of staff for out-of-hours working.** A recruitment campaign will take place locally in partnership with other providers including introductory skills sessions to help people prepare for care work.

Resource management including best value

- **Rising community transport costs.** CYC have built on regional funding to bring in consultants Kendric Ash as transformation partners. A 30 month service improvement plan is being put together to bring in considerable savings across adult social care (as well as children's services). There is also potential for partnership work with NHS agencies on this.

Economy, efficiency and effectiveness

- **Implementation of the new social care records system – Frameworki.** This will be done in 3 phases to be completed by March 2008. A programme team is in place with benefit realisation plans signed off by the management board. There could be short term impacts on performance as the system 'beds in' (see below)

Performance management

- **As in 2006/7, it is expected that the tight budgetary position of the Council and the PCT could impact on some areas of**

<p>performance. Regular management and monitoring of key performance indicators will be maintained by the HASS management team.</p>
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Annual Assessment of Performance

6. The process for determining the 'star rating' for adult social services has changed for the assessment of performance in 2006/7. Two judgements will be made:
 - Delivery of the seven outcomes for adults as set out in the White Paper "Our Health, Our Care, Our Say". The overall performance will be rated at one of 4 levels – Poor, Adequate, Good or Excellent
 - A judgment on the capacity to improve based on performance in relation to Leadership and Commissioning/Use of Resources. This will be assessed at one of 4 levels – Poor, Uncertain, Promising or Excellent.

Taken together these will then be translated into the star rating – which ranges from 0 to 3 stars. The assessment will not be published until 29th November. York's current rating is 2 star.

Consultation

7. The SAS is a submission of activity and plans and is not, in itself, subject to consultation. However, the Director's summary statement has been endorsed for submission by the Executive Member for Adult Social Services and by the Chief Executive of North Yorkshire and York Primary Care Trust.

Options

8. This report is provided for information as required by CSCI and so options are not applicable.

Analysis

9. See paragraph 5 above.

Corporate Priorities

10. Adult social services cuts across several priorities but most relevantly:
 - Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest

Implications

11.
 - **Financial**
None arising directly from the SAS submission
 - **Human Resources (HR)**
None arising directly from the SAS submission
 - **Equalities**
None arising directly from the SAS submission although members should note that high priority is given by CSCI to accurate ethnic monitoring and

the changing social make up in York will have an increasing impact on adult social services.

- **Legal**
None arising directly from the SAS submission
- **Crime and Disorder**
None arising directly from the SAS submission
- **Information Technology (IT)**
None arising directly from the SAS submission
- **Property**
None arising directly from the SAS submission

Risk Management

12. See the Director's statement for a summary of key risks

Recommendation

13. That the Advisory Panel advise the Executive Member that the summary of the Self Assessment Survey and the process for publicising the full submission is noted.

Reason: To ensure that information on the performance of adult social services in York is available to those who want to see it

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Report Approved **Date** 5th June 2007

Bill Hodson
Director of Housing and Adult Social Services

Report Approved **Date** 5th June 2007

Specialist Implications Officer(s)

Not applicable.

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Self Assessment Survey