

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

10th December 2007

Report of the Director of Housing and Adult Social Services

Annual Performance Assessment of Adult Social Services 2006/7

Purpose of Report

1. To inform the Executive Member of the outcome of the annual performance rating by the Commission for Social Care Inspection (CSCI) of adult social services in York.

Performance Rating

2. A Performance Assessment Notebook is compiled by CSCI during the course of the year (in this case 2006/7). This consists of the performance information against key indicators but also the evidence of our progress against national and local priorities.
3. This evidence is then compared against national standards for each of the seven outcomes for adults (to rate the performance in delivering outcomes for people):
 - Improved health and emotional well-being
 - Improved quality of life
 - Making a positive contribution
 - Increased choice and control
 - Freedom from Discrimination and Harassment
 - Economic well-being
 - Maintaining dignity and respectas well as two additional criteria (to rate the capacity for improvement):
 - Leadership
 - Commissioning and Use of Resources
4. CSCI have written to the Director to confirm that the council delivers **GOOD OUTCOMES** for people and that the council has **PROMISING PROSPECTS** for improvement. The combination of these two assessments is a **TWO STAR** rating. The letter from the Chief Inspector is attached as Annex 1.
5. This is a particularly pleasing outcome as members will be aware that the department has been grappling with major challenges and ongoing budget pressures but has still been able to maintain a high level of

performance for customers and to make good progress on modernisation and service improvement.

6. Annex 2 is the summary report of the CSCI findings which sets out the strengths and the areas for development against the 9 criteria set out in paragraph 3. We will be required to report back to CSCI, through our regular business meetings, about progress in tackling the areas for development .
7. CSCI have advised us that they wish to carry out an inspection of older people's services in the first 2 weeks of June 2008. it is expected that this will focus primarily on 3 themes:
 - People are safeguarded (core theme for all inspections)
 - People receive personalised services
 - People have access to preventative services

The last inspection of older people's services was in 2001.

Consultation

8. The report is primarily for information

Options

9. The report is primarily for information

Analysis

10. The evidence provided by CSCI to support this finding is set out in the Performance Assessment Notebook. This is a very lengthy document that runs to 135 pages. The full document is available for members on request.

Corporate Priorities

11. This primarily relates to the priority to Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.

Implications

12. **Financial** - no implications arising directly from this report although CSCI have commented for the first time that the council's relatively low spending per capita on adult social care could be having an effect on the shortfalls in performance in some areas.

13. **Other**

- **Human Resources** – the areas for improvement include improving performance on reducing sickness absence, addressing recruitment and retention issues and continued training support for staff.
- **Equalities** – monitoring of take up of services by people from ethnic minorities remains a key performance indicator and there is a requirement for the council to ensure there is fair access for all sections of the community.
- **Legal** – no implications arising directly from this report

- **Crime and Disorder** - no implications arising directly from this report
- **Information technology** - no implications arising directly from this report
- **Property** – no implications arising directly from this report
- **Other** – not applicable

Risk Management

14. No new risks arising from this report. Sustaining improvement in 2007/8 will be a major challenge, as reported in the 2nd monitor, concerning performance against the threshold standards raised for next year’s assessment.

Recommendation

15. That the Executive Member notes and comments on the annual performance assessment of adult social care by CSCI.

Reason : To ensure that the improvements achieved in 2006/7 are recognised by the council and that members are aware of the areas highlighted for improvement in the future.

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Chief Officer Responsible for the report:
 Bill Hodson
 Director

Report Approved **Date** 27/11/07

Bill Hodson
 Director

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Specialist Implications Officer(s)
 None

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

All

For further information please contact the author of the report

Background Papers:
Annexes

1. Letter from the Chief Inspector
2. Summary report of 2006/7 Annual Performance Assessment of Social Services for Adult Social Care for the City of York