

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

8<sup>th</sup> December 2008

Report of the Director of Housing and Adult Social Services

### **Annual Performance Assessment of Adult Social Services 2007/8**

#### **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 2007/8). 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 respect

as well as two additional criteria (to rate the capacity for improvement):

- Leadership
- Commissioning and Use of Resources

4. In addition, consideration is given to the findings of the Independence, Well-Being and Choice (IWC) inspection that was reported to members at the 20<sup>th</sup> October meeting.
5. CSCI have written to the Director to confirm their assessment:
  - Delivering outcomes: **Adequate**
  - Capacity for improvement: **Uncertain**
  - The overall performance rating is **1 Star**

6. A copy of the letter is attached at Annex 1.

7. This is clearly a disappointing outcome although not unexpected given the outcome of the inspection as it matches those findings. As reported to members in October the current round of inspections utilises a new methodology that is focussed on improvement with the majority of councils assessed so far coming out as Adequate for Safeguarding.
8. The first judgement on Delivering Outcomes is determined by a rating for each of the seven outcomes set out in paragraph 3 above. To be assessed as Good an authority needs to have at least 4 outcomes rated as Good. For 2007/8 4 of these outcomes have been rated as Adequate and 3 as Good (Outcome 7 was rated Good in 2006/7 but limited to Adequate in 2007/8 following the inspection findings).
9. The second judgement is based on an assessment of Leadership (which includes having involvement of staff and customers in shaping strategy; having comprehensive service planning in place at all levels; training and development; performance management) and Commissioning (which includes population needs analysis; value for money and financial management; involving customers and benchmarking; understanding and managing markets for care). The IWC inspection concluded that the Capacity for Improvement in relation to the areas looked at was Uncertain and this has clearly had a major influence on the overall annual rating.
10. Members will see that the judgement is a narrow one. A change in the rating of one of the first seven outcomes would have resulted in a 2 star rating overall. Representations were made on the assessment given the evidence provided but the judgements have remained the same. Representations were also made on the Capacity for Improvement as there has been a lot of good work done especially in relation to commissioning. However, that judgement has also remained unchanged.
11. Having said that it is crucial that a positive response is now made to the issues raised by CSCI. Annex 2 is the summary report of the CSCI findings, which sets out the strengths and the areas for development. We will be required to report back to CSCI, through our regular business meetings, about progress in tackling the areas for development. Given the rating for 2007/8 a high level improvement plan will be drawn up and shared with members on the Key Areas for Development (see Annex 1) so that there can be closer member scrutiny of progress on the key issues. This will need to be developed alongside the improvement plan already in place following the IWC inspection.

### **Consultation**

12. The report is primarily for information.

### **Options**

13. The report is primarily for information.

### **Analysis**

14. 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 174 pages. The full document is available for members on request.

### **Corporate Priorities**

15. 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**

16. **Financial** - no implications arising directly from this report although there may be investment issues associated with tackling the shortfalls in performance in some areas that have yet to emerge from the improvement plan.

17. **Other**

- **Human Resources** – the areas for development include continuing to improve performance on reducing sickness absence and the development of multi-agency workforce planning.
- **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**

18. It was reported to members last year that sustaining improvement in 2007/8 would be a major challenge in relation to performance on some key areas. A risk score of under 16 has been assessed in terms of securing improvements from the present position.

### **Recommendation**

19. That the Advisory Panel advise the Executive Member to comment 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

20. That the Advisory Panel advise the Executive Member to agree to receive an Improvement Plan at the January or February meeting.

**Reason:** To ensure that progress is being made on the Key Areas for Development.

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**Chief Officer Responsible for the report:**

Bill Hodson  
Director

Report Approved

Date 24<sup>th</sup> November  
2008

Bill Hodson  
Director

Report Approved

Date 24<sup>th</sup> November  
2008

**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 CSCI Regional Director and Summary report of 2007/8 Annual Performance Assessment of Social Services for Adult Services for the City of York Council