

Report of the Director of Adults, Children and Education

2010 Annual Performance Assessments: Adult and Children's Services

Summary

1. This report is produced to bring to the attention of the Executive the outcome of the 2010 assessments, by the respective regulators, of the performance of adult and children's services within the City of York.

Background

2. **Adult Services:** The Care Quality Commission (CQC) is the independent regulator of health and social care in England. The CQC assesses the performance of all local authorities and forms a view aggregated from seven different outcome areas of the overall performance of each authority. It judges whether authorities are

<p>Poorly performing – not delivering the minimum requirements for people</p> <p>Performing adequately – only delivering the minimum requirements for people</p> <p>Performing well – consistently delivering above the minimum requirements for people</p> <p>Performing excellently- overall delivering well above the minimum requirements for people</p>
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3. In 2009 and in judging York overall as "**Performing Well**" it reached the following summary of the performance of adult social services in the City of York:

"There has been improved performance during the assessment year especially in addressing the recommendations from the July 2008 Independence, Wellbeing and Choice service inspection. Housing and Adult Social Services has implemented its action plan to address identified shortfalls in performance and have also generally improved in the delivery of services to people. In some areas this means the council is now performing as well as similar councils but in other areas, though improved, it is still not performing as well. The council recognises the need to continue to improve performance in areas where the delivery of improved outcomes is not in line with the performance of similar councils".

4. In delivering that judgement the CQC judged three outcome areas as performing adequately and the remaining four areas as performing well.
5. The 2010 assessment was published on the 25 November on the CQC website. A copy of the summary assessment is attached at **Annex 1**. It concluded:

“There has generally been an improving trajectory of performance for the council, compared to its performance in 2008/09....There have been positive steps in the transformation of services. Examples include the modernisation of services for people with learning disabilities, the increased community based support for older people and access to self directed support for carers. Good progress has also been made in ensuring that people who use services and their carers are supported in exercising control of their personal support”.

6. Whilst continuing to be described overall as “**performing well**” the 2010 assessment shows significant improvement in the individual judgements against the key outcome areas. The authority was judged as performing excellently for the first time in a key area “Making a Positive Contribution” and of the overall seven outcome areas, five of the remaining six are now judged to be performing well. In short, a well embedded and secure rather than a marginal “performing well” judgement.
7. **Children’s Services:** Ofsted is the Office for Standards in Education, Children’s Services and Skills. Ofsted regulates and inspect to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. They produce an Annual Performance Assessment of Children and young people’s Services which aggregates all other inspection/performance appraisals conducted in that authority and key statistical data held about outcomes for children in that area.
8. The annual rating derives from a four point scale:

4 : Performs excellently	An organisation that significantly exceeds minimum requirements
3 : Performs well	An organisation that exceeds minimum requirements
2 : Performs adequately	An organisation that meets only minimum requirements
1 : Performs poorly	An organisation that does not meet minimum requirements

9. The 2009 assessment had judged York to be one of only 9 authorities nationally and only one of two outside of London to be “**performing excellently**” and significantly exceeding minimum requirements.

10. The 2010 APA judgement was made public on the 9 December 2010 a copy of which is attached at Annex 2. In concluding that York had retained its 2010 rating of “**performing excellently**” it said:

“The authority has succeeded in maintaining the excellent performance of its services and has conducted a clear analysis of strengths and areas for further improvement. There is a clear commitment to ‘narrowing the gap between pupils who are vulnerable to underachievement because of their circumstances’ and the authority is tackling this in a number of ways”

Consultation

11. This is not a report which in itself is subject to consultation processes. However the work of the CQC and Ofsted and therefore the judgements reached, places considerable emphasis on customer experience, the views of service users and the impact on outcomes for customers of local services.

Options

12. This report does not provide specific options for members but does create the opportunity for Executive to note the contents of these key assessments and comment upon the outcomes described and further improvement work planned.

Analysis

13. Whilst both reports recognize the extent to which progress has either taken place or has been maintained strong authorities also continue to challenge themselves in areas where further progress is still needed. In that respect and with regard to **Adult Services** we recognize the particular encouragement the assessment provides to:
 - Further the development of a more strategic and integrated approach to commissioning across all partners. The opportunities created by the NHS reforms will potentially help us build on current arrangements. Executive have already approved for example a new partnership “Vision for Older Peoples Services” and the Executive Member will be considering the integrated strategy needed to deliver that vision at his decision meeting on the 21 December 2010
 - Enhance the range and provision of intermediate care services, further expanding the availability of home based integrated support services, the use of telecare/telehealth and thereby continue to reduce delayed discharges from hospital
14. The challenges of reducing waiting times for major adaptations, of improving access to social, leisure and learning activities within the community for people who live in residential care and of improving further the safeguarding training made available to the independent sector will all be incorporated in service plan priorities for the coming year.

15. Similarly the service will prioritise and respond positively to the challenge of improving the timeliness of assessments for people with learning disabilities and being assured that people who use services and carers are aware of and facilitated to use the complaints process
16. In respect of **Children's Services** the main area for development highlighted concerns "reducing the gaps in achievement between young people from low income families, and those who have special educational needs, and others of the same age".
17. Latest results however show that the attainment gap at Key stage 2 between pupils eligible for free school meals (FSM) and non-FSM pupils has narrowed significantly to 23% (from 35% in 2009). At Key Stage 4, the broadening of the curriculum has had a positive impact on the performance of the FSM cohort at 5A*-C resulting in the gap for this measure narrowing by 9%. However the challenge to narrow the gap at Key stage 4 for results including English and Maths remains a valid one. ACE are now tracking individual pupils as well as schools so targeted funding and support can be focused at pupil level and recent 1-1 tuition is focussing on FSM pupils and those who are not achieving L4 in English and Maths. On Special Educational Needs (SEN,) we believe York is more assiduous in identifying SEN than other authorities. Our outcomes based model ensures only those with the greatest learning deficit are identified as SEN. So those in our SEN cohorts really do have long term and often complex learning needs and comparison with the wider cohort inevitably finds a wider gap than some other authorities.
18. The newly re-commissioned school meals service has made a promising start in the city and we have some confidence that the challenge of increasing the take-up of school meals at primary and secondary level will take place. Similarly the performance challenge of reducing the numbers of children who become subject of a protection plan more than once has already seen significant progress in 2010/11 figures.
19. It is encouraging that the report recognizes the highly positive inspection of the Youth Offending Team for York which gives considerable confidence that the remaining performance issues highlighted by the assessment relating to that area will be addressed.

Corporate Objectives

- 20.. *This section should explain how the proposals relate to the Council's corporate priorities and objectives, and other key change programmes.*

Implications

7. **Financial** (*Contact – Director of Resources*)

- **Human Resources (HR)** (*Contact – Head of HR*)
- **Equalities** (*Contact – Equalities Officer*)
- **Legal** (*Contact – Head of Legal and Democratic Services*)
- **Crime and Disorder** (*Contact - Senior Partnerships Support Officer, Community Planning & Partnerships*)
- **Information Technology (IT)** (*Contact – Head of IT*)
- **Property** (*Contact – Property*)
- **Other**

State here any other known implications i.e. Highways (Contact – relevant Head)

Risk Management

8. *This section should be the penultimate one in the report (before Recommendations) and should include an assessment of risks associated with any recommendation to be made below. Further advice is available from the Risk & Insurance Manager in Resources. If there are no known risks, it should say so.*

Recommendations

9. Executive is asked to note the contents of these key assessments and comment upon the outcomes described and further improvement work planned

Reason :to support the continued improvement of services for the people of the city

Contact Details

Author:

Pete Dwyer
Director of Adults, Children and Education
01904 554200

Chief Officer Responsible for the report:

Pete Dwyer
Director of Adults, Children and Education
01904 554200

Report **Date** 9/12/10
Approved

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:

None

Annexes

Annex 1 - Assessment of Commissioning for City of York Council 2009/10:
Performance Grading
Annex 2 – Annual Children’s Services Assessment