

AGENDA MANAGEMENT SHEET

Name of Committee Cabinet
Date of Committee 8 December 2005
Report Title Record of Performance Assessment for Social Care 2005

Summary The report provides a summary of the Commission for Social Care Inspection's evaluation and judgement of Warwickshire County Council's Adult Social Services.

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Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members
- Cabinet Member Cllr Hayfield, Adult & Community Services Portfolio Holder
- Chief Executive
- Legal Victoria Gould, Principal Solicitor
- Finance Martin Jones, Head of Resources Management
- Other Chief Officers
- District Councils

Health Authority

Police

Other Bodies/Individuals

FINAL DECISION Yes

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by
this Committee

To Council

To Cabinet Children's Services/Education outcomes to be
presented 12.01.06

To an O & S Committee

To an Area Committee

Further Consultation

Cabinet 8 December 2005

Record of Performance Assessment for Social Care

Report of the Director of Social Care and Health

Recommendation

- 1 That Cabinet note the Commission for Social Care Inspection's judgement that social care services in Warwickshire are serving some adults well and the Council's capacity to improve these services is uncertain.
2. That Cabinet endorse the use of the Audit Commission tools to improve data quality and enhance future performance management

1. Background

- 1.1 The Commission for Social Care Inspection (CSCI) met with Officers and Members of Warwickshire County Council on 15 August 2005 for its annual review meeting. The annual performance review forms part of the formal performance record for the Council, feeding into the Social services star rating, which in turn forms a weighted score as part of the Council's overall CPA rating.
- 1.2 The Performance Review Report (PRR) set out the CSCI's view of the performance of adult services during the last year (2004/05) and comments on improvements for the year ahead. It feeds into Social Services star rating, which in turn forms a weighted score as part of the County Council's overall CPA rating.
- 1.3 In assessing performance in adult social care, CSCI reaches judgements about performance against a set of standards and criteria, drawing on evidence from a number of standard sources. These include:
 - The published PAF performance indicators and other statistical data up to 2004-05, plus data supporting planned targets for 2005-06
 - Evidence agreed in the course of our monitoring meetings that have been formally recorded
 - Monitoring information from the Delivery and Improvement Statements completed in October 2004 and May 2005

1.4 It is a requirement that the annual review of performance for adult social care report is:

- Presented to an open meeting of the relevant executive committee of the Council
- Made available to members of the public
- Copied to the council's appointed auditor and relevant partners

2. Summary of Improvements

2.1 The PRR recognises that the council is working with a range of partners to deliver government and local priorities and to develop and modernise the range of services available to adults with care needs in Warwickshire. CSCI also take account of the council's awareness of the challenges it is facing; demonstrating this by the Council's commissioning of, and responses to, the best value review of services for older people across the county. Positive recognition is also attributed to the project team that has been established to progress the findings of this review, and to respond to the agenda laid down in "Independence, Well-being and Choice", and the pending white paper.

2.2 A number of specific improvements that have taken place since the 2004 annual review were also recognised including:

- Assessment and service delivery timescales of services to older people better than England and most group averages
- Merger of Occupational Therapy (OT) and social work duty systems resulting in reduced waiting times for OT and social care assessments.
- People with mental health needs helped to live at home is very good and has improved significantly.
- Integrated Community Equipment Service is now fully established and performance has improved and is better than group average.
- Delayed discharges of care show a gradually improving trend, reflecting more effective collaboration with health partners and service users.
- Intermediate care services are being used to facilitate hospital discharge. Emerging evidence also demonstrates increasing use to prevent hospital admission.
- The council continues to minimise use of residential and nursing care for older people with performance being sustained at very good since 2001/02.
- Additional funding of the voluntary sector to meet low level needs (total voluntary sector funding now £18,059,925)
- Progress has been made in a number of aspects in relation to geographical equity of provision

3. Summary of Areas for Improvement

3.1 CSCI have reported that the Council continues to have an extensive improvement agenda and acknowledge that whilst improvements have been made in a number of areas, major steps forward across a number of service areas have not yet been achieved. Therefore CSCI consider the Council needs to demonstrate the delivery and sustain the impact of currently planned changes and developments on services available to, and outcomes for service users in 2005/06.

3.2 Specific areas for improvement identified during the 2005 annual review process are:

- **Modernisation and service development:** ensure that resources and structures are sufficient and appropriate to enable the change and modernisation programme to be delivered in a timely manner.
- **Help to live at home:** increase support, care and housing options to enable older people, people with physical disabilities and people with learning disabilities to live at home
- **Intensive support at home:** address concerns about the availability and use of intensive home care support.
- **Intermediate care:** ensure that use and recording of the work of the intermediate care services reflects the support and prevention goals of these services.
- **Housing strategy:** work with partners to produce and deliver a countywide housing strategy for vulnerable adults, including the development of extra care housing options.
- **Learning disabled people placed out of area:** further work is needed to produce a clear and costed plan, with timescales, to enable learning disabled people who wish to do so, move back into the county.
- **Disabled Facilities Grants (DFG's):** ensure that effective information sharing and working arrangements are in place across the county to contribute to a comprehensive strategy that utilises all available service options to support people with a physical disability to live at home.
- **Direct payments:** increase the take up of direct payments by older people, people with a learning disability, people with a sensory impairment, people with mental health problems and carers of disabled people.
- **Domiciliary care:** complete the very positive work in progress to transform the organisation and delivery of domiciliary care services across the county.

➤ **Human Resources**

- corporate absence management process and their impact on days lost to absence, cost and service development, particularly in key pressure areas such as domiciliary care
- ensure that adult and children staff data is separated to ensure that managers can plan developments and changes on accurate staffing data
- improve the ethnic monitoring of staff to assist managers to link staff profiling with service delivery needs

4. CSCI Judgement

- 4.1 CSCI have judged the Council's adult services as "serving some people well with promising prospects" since 2001/02. During this period, CSCI feel the Council has not been able to demonstrate the depth and range of change to enable it to move to a position of "serving most people well". A range of improvements has taken place during this period, including in 2004/05, with a number of major developments starting to roll out in 2005/06.
- 4.2 However, overall the pace of change has been slower than the council would like and this is linked to capacity, structure and resources to plan and deliver, with partners, within clear timescales. CSCI have identified that the investment in an adult services project team to support modernisation and ongoing work across adult services need to produce visible and positive improvements in outcomes and choices for older people and vulnerable adult groups across Warwickshire.
- 4.3 In light of this CSCI's judgement is that the social care services in Warwickshire are serving some adults well and the Council's capacity to improve these services is uncertain. However, the overall star rating for Warwickshire Social Services Department is expected to remain at two stars.

5. Overall Results

- 5.1 On the basis of the separate adult's and children's judgements the overall star rating for Warwickshire social services Department is expected to remain at 2 stars

6. Next Steps

- 6.1 To facilitate improvement on this year's adult social care judgement and take forward the identified service improvements, a number of budget bids have been submitted for members consideration including the extension of eligibility criteria to increase the number of people helped to live at home and more resources to support an increase in the number of intensive home care packages.

- 6.2 In March 2005 the Audit Commission published its summary findings in relation to its Social Services Performance Assessment Framework (PAF) Data Quality Audit. The audit sought to develop a tool to examine in detail the data underlying a key group of seven social services PAF indicators.
- 6.3 To assess Warwickshire's data quality it is proposed that the Audit Commission's risk assessment and self assessment tools be applied to:
- Assist in performance management
 - Ensure there is a robust information planning base
 - Help the Council be confident that the PAF indicators for adult and older people services accurately reflect their performance

6. Recommendations

- 6.1 That Cabinet note the Commission for Social Care Inspection's judgement that social care services in Warwickshire are serving some adults well and the Council's capacity to improve these services is uncertain.
- 6.2 That Cabinet Endorse the use of the Audit Commission tools to improve data quality and enhance future performance management

MARION DAVIS
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November 2005