

## **NATIONAL INSPECTION ARRANGEMENTS AND LOCAL PERFORMANCE**

**Report By: Director of Social Care and Strategic Housing**

### **Wards Affected**

County-wide

### **Purpose**

1. To advise the Committee of national changes and give an update on local performance from recent external assessments and inspections.

### **Financial Implications**

2. There are no financial implications in this report.

### **Social Care**

3. The national body for Social Care Inspection is now the Commission for Social Care Inspection (CSCI) as of 1st April, 2004. It is a new organisation and has integrated the former Social Services Inspectorate (SSI), the National Care Standards Commission (NCSC) and the Joint Review programme from the Audit Commission (AC) and SSI.
4. The CSCI has a regional structure which for Herefordshire is the West Midlands and a new role for managing regulation and performance locally. This is the Business Relationship Manager (BRM). The BRM covering regulation teams and local authority performance in Herefordshire and Worcestershire is Lynnette Ranson.
5. The Directorate met with the BRM and Interim Regional Director early in May to transfer the work from SSI and to set the scene for the Annual Review Meeting of Performance in July 2004.
6. The BRM is the fifth inspector linking to Herefordshire for this purpose since 2002.
7. It is anticipated the BRM will assist Herefordshire Council in co-ordinating inspection work in the future and also ensuring the inspection work is proportionate to the local performance and improvement.
8. In March 2004, Herefordshire had 2 inspections - Older People's Services via SSI and Fostering Services via NCSC.
9. The draft reports were due at the end of April 2004. The Older People's Services draft report has just been received; the Fostering report has not yet been received. An update on the position can be given to the Committee at the meeting.
10. The ARM takes account of these reports and the Social Care Delivery and Improvement Statement (DIS) for May 2004 and builds a performance picture and

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Further information on the subject of this report is available from Sue Fiennes, Director of Social Care and Strategic Housing on 01432 260039

evidence base for the STAR rating for Autumn 2004 which combines how well Herefordshire is performing with the likely capacity for improvement.

## **Strategic Housing**

11. The AC alongside Government Office for the West Midlands (GOWM) oversees the strategic inspectorate and performance activity and increasingly this also links to the Office of the Deputy Prime Minister (ODPM).
12. The Supporting People Inspection in Herefordshire included the involvement of several inspectorates due to the Partnership arrangements.
13. The outcome of the Supporting People Inspection 2003 was reported to this Committee in January 2004.
14. The Strategic Housing agenda more widely does not yet fit into a comprehensive external inspection and performance framework.
15. The last inspection in Herefordshire was in 2001.
16. In order to update the position for 2004 and the Comprehensive Performance Assessment (CPA) housing score, Herefordshire Council has in March, April and early May been required to do a self-assessment of Strategic Housing performance and capacity for improvement. This was an extensive piece of work and was followed up by an inspection site visit for a day.
17. The outcome of this assessment is awaited and an update can be given to the Committee at the meeting.
18. The Directorate has received 4 inspections in 6 months alongside its routine activity and follow-up on previous improvement action plans, alongside the routine performance reporting to this Committee.
19. The Council's performance management framework is now building up and Directorate Service Plans for 2004-05 will be reviewed in July by the Corporate Performance Group.
20. The Directorate does, therefore, have a solid approach to performance management from its experience and scrutiny.
21. The concentration on delivering the outcomes and improvements has to be found within these local council-wide and external arrangements.

## **RECOMMENDATION**

**THAT the report be noted.**

## **BACKGROUND PAPERS**

- None identified.