

## ADULT SOCIAL SERVICES ANNUAL ASSESSMENT AND PERFORMANCE RATING 2007/2008

Report By: Interim Director of Adult Social Care

### Wards Affected

County-wide

### Purpose

1. To update the committee on the partnership agreement with Midland Heart, to provide accommodation and Support for Adults with a Learning Disability in Herefordshire.

### Financial Implications

2. No direct financial implications at this stage.

### Background

3. Each year the Commission for Social Care Improvement (C.S.C.I.) assess the performance of all Local Authorities in delivering Adult Social Services. The assessment and judgement are based on information from the Self Assessment Survey, a detailed questionnaire completed by Local Authorities in May, any inspections during the year, visits by the Business Relationship Manager, and other documentation submitted by the Local Authority.
4. Members will recall that in February 2007 Herefordshire's Learning Disability services were inspected and were judged to need considerable improvement. This contributed to the judgement last year of one star, with uncertain prospects for improvement.
5. C.S.C.I. have put in place an outcomes framework for assessing adults' social care, incorporating the seven outcomes from 'Our Health, Our Care, Our Say', and two additional domains covering adult social care leadership, commissioning and use of resources. The categories used for judgements within each outcome are poor, adequate, good and excellent. The categories for the two additional domains are poor, uncertain, promising and excellent.
6. Authorities such as Herefordshire that have remained 1 star since this system was first introduced in 2002, are known as Priority Improvement Councils and receive support from the Department of Health to assist improvement. This support is both financial and from individuals employed by the DH, in organisations such as C.S.I.P. (Care Services Improvement Partnership). Herefordshire has benefited from this support for the past 2 years, and it has been used to help implement the services improvement plan.
7. This is the final year of 'star ratings'. A new system is being put in place for next year.

## Issues

8. Last year Herefordshire brought in additional senior management capacity to drive improvement. An ambitious and challenging improvement plan was agreed and is being implemented. The key priorities were:
1. Improving leadership and management – including budget management, and implementing Framework i
  2. Improving joint commissioning
  3. Improving carer and user involvement – both in individual care planning, and in contributing to service planning
  4. Implementing personalisation – including developing Individual Budgets
  5. Developing new services – to support more people with complex needs to remain at home
  6. Developing quality assurance – including improved safeguarding and better evidence to demonstrate how adult social care is making a difference to the quality of peoples' lives.
9. The judgements are publicly announced at the end of November. In 2007, Herefordshire was judged to be adequate against all 7 outcomes, with uncertain prospects against leadership and commissioning and use of resources. Although we remain one star for this year, we have shown considerable improvement, with good for 3 of the 7 outcomes and promising prospects.

## Adult Social Care Performance Judgments 2007/08

Areas for judgment	Grade awarded
<b>Delivering Outcomes</b>	<b>Adequate</b>
Improved health and emotional well-being	Good
Improved quality of life	Adequate
Making a positive contribution	Good
Increased choice and control	Adequate
Freedom from discrimination and harassment	Adequate
Economic well-being	Good
Maintaining personal dignity and respect	Adequate
<b>Capacity to Improve (Combined judgment)</b>	<b>Promising</b>
Leadership	Promising
Commissioning and use of resources	Promising
<b>Performance Rating</b>	<b>1 Star</b>

The summary report is attached as an appendix to this report.

The Business Relationship Manager for Herefordshire, Pat Bailey, will be attending this committee to present her findings.

## **Next Steps**

10. Adult Social Services is currently reviewing progress against the 2008/2009 Service Plan and beginning the preparation for next year. The plan for 2009/10 will build on this years' improvement, and take account of the issues raised in the annual review of performance. The plan will also recognise the move to integrated commissioning and provider arrangements with the PCT, which is described in a separate agenda item to this committee.

## **RECOMMENDATION**

**THAT subject to any comments that the Committee may want to make, the report be noted.**

## **BACKGROUND PAPERS**

- None