

BETTER CARE HIGHER STANDARDS ANNUAL USERS REPORT

Report By: Head Of Adult Services

Wards Affected

County-wide

Purpose

1. To report the results of the third Better Care Higher Standards Annual Users Survey.

Financial Implications

2. None identified.

Background

3. On 1st July 2000 Herefordshire launched its first joint Better Care Higher Standards Charter, required by the Department of Health (DoH), covering key standards of service in Health, Social Care and Housing Services. The Charter applies to adults over 18 years old, having long term care needs.
4. The DoH requires authorities to submit an annual report, setting out how well they have performed against the standards published locally. Each authority collects the data for its own performance, which is collated in a single report (see Appendix 1 and supporting annexes).
5. The report to this Committee focuses on the data covering housing and social care, although the main report to the DoH (Appendix 1) contains information on all the authorities involved in Better Care. The local Health Trusts approve separately the sections of the report covering their service performance. This Committee is thus being asked to examine the contents of the report applying to the Council and note information being provided by the other Authorities.
6. The full results are set out in detail in the attached Annual Report 2002-2003 (Appendix 1) and its own two annexes.
7. Results reported in the section on Headline Results in the Annual Report include:-

iii	111 of 122 (91%) respondents considered that they received help from social services quickly after a decision was made (74% 2001-2)
iv	108 of 119 (91%) respondents thought that the help they received from social services was excellent or good (73% 2001-2) with another 5 people thinking the help they received was fair (total thus 95% excellent to fair for 2002-3; 87% 2001-2)

Further information on the subject of this report is available from
Leslie Libetta, Project Manager - Adults on 01432 260729

v	72 of 123 people were given all, and another 44 given some of the help or services they thought they needed. This amounts to 116 of 123 in total (94%) (88% in 2000-1)
vi	52 of 69 (75%) people needing equipment for daily living received necessary equipment within three weeks (63% 2001-2)

8. For Social Care and Strategic Housing the results for 2002-3 show a maintained or improved performance for every standard for which it is responsible. This is a commendable result. In particular the standard for approving Disabled Facilities Grants continues at 100% within the Office of the Deputy Prime Minister's target time, and by a considerable margin.
9. Whilst performance for all standards has improved, some areas in Social Care still allow for further improvement, and remedial work is ongoing especially on Standards linked to Performance Indicators.
10. It should be noted that performance reports based on different data sets and emanating from different sources can give different pictures of local performance. Thus nationally reported Performance Indicators, based on the statistical Performance Assessment Framework (PAF) data, can suggest different levels of performance compared with local data.
11. It is impossible to provide a categorical explanation of differences in reported performance. However it is worth noting that the local data is essentially the subjective view of service users of their direct service provision experience, whilst the PAF statistics are a reflection of the data recorded in and collated from an electronic system, which results can thus only reflect the volume of data entered onto the system. Great energy is being expended in the Directorate to improve data entry, to ensure published statistics reflect the full volume of work undertaken by staff.

RECOMMENDATION

THAT the contents of Better Care Higher Standards Annual report be noted.

BACKGROUND PAPERS

- LAC(2001)6