

# THE COMMISSION FOR SOCIAL CARE INSPECTION PERFORMANCE REVIEW REPORT

## PROGRAMME AREA RESPONSIBILITY: SOCIAL CARE AND STRATEGIC HOUSING

CABINET

23RD SEPTEMBER, 2004

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### Wards Affected

County-wide

### Purpose

To receive the Commission of Social Care Inspection's (CSCI) overall performance report on social care in Herefordshire for 2003-04.

### Key Decision

This is not a Key Decision

### Recommendation

**THAT Cabinet note the report and the challenge presented for the Corporate Plan priorities and the medium term financial strategy.**

### Reasons

To inform the Herefordshire public of the CSCI performance assessment for 2003-04.

### Considerations

1. There is a requirement to advise the public on Social Care's strengths, developments and areas for improvement.
2. The report is largely based on the July annual review meeting between the Council and CSCI. It does highlight the Older People's Service Inspection, but does not refer to the Fostering Regulation Inspection (the final report was not published in time). However, the Fostering Regulation report demonstrates Herefordshire is achieving good standards and has a service fit for purpose.
3. The commentary on Children's Services performance needs to be balanced by the comparative information across the West Midlands. The CSCI Regional Development Worker for Children's Services has undertaken a comparative analysis of performance indicators across the West Midlands Region. Herefordshire are seen as one of the best in the region in our ability to produce assessments on children within the Department for Education and Skills' (DfES) timescales and the percentage of looked after children placed for adoption in the year to 31st March. This was very positive news and demonstrates the authority's commitment to work in making appropriate long term decisions for children who are looked after.

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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 260048

4. The commentary on Adult Services includes concerns on equipment services. Following the annual review meeting, and the issue regarding the 7 day delivery on equipment, a review has been carried out of the activity and data has been validated by Internal Audit colleagues. This review has resulted in the indicator performance being 63%, rather than 38% reported. Procedures have been updated to take account of the validation. CSCI has been advised of the improved reporting of performance. The integrated service has a new manager and more imaginative ways of improving performance further than 63% will be examined.
5. There is a formal record of Herefordshire performance, using this CSCI report, which is provided in September 2004 and is used to inform the Social Care star ratings which are published in November 2004.
6. The CSCI approach is putting further emphasis on evidence from performance indicators and our capacity to understand our own performance, compare it with "the best" and move forward. This means that more effort needs to be put into performance management and improvement.
7. The Directorate has re-designed management arrangements to create a post of Performance Improvement Manager. This post will support the team in responding to this challenge and help focus our efforts.

## **Alternative Options**

There are no alternative options

## **Risk Management**

The improvement recommendations are at different levels of challenge. Capacity building for adults does require both service change and investment. Increasing services for children with disabilities and improving life chances for children does depend on need and ability assessment and resources.

## **Consultees**

Social care users, carers, stakeholders and partners.

## **Background Papers**

Attached CSCI Annual Performance Report for Herefordshire - Appendix 1