

**12<sup>th</sup> December 2007**

**CABINET REPORT**

**Report of the Director of the Directorate of Adult, Community and Housing Services**

**ANNUAL PERFORMANCE ASSESSMENT OF SOCIAL CARE SERVICES FOR ADULTS IN DUDLEY**

**Purpose of Report**

1. To report to Cabinet that the highest grade within the **Three Star-rating** has been awarded to the Council's Adult Social Care Services. This Report to Cabinet is required by the Commission for Social Care Inspection's (CSCI) Annual Performance Assessment letter dated 21<sup>st</sup> October 2007 and attached as an Appendix to this Report.

**Background**

2. Adult Social Care Services in Dudley have improved yet again and exceeded performance in 2006.
3. In the Annual Performance Assessment (APA,) CSCI have judged Adult Social Services in Dudley to be **excellent** in the two judgement areas -
  - Delivering outcomes and
  - Capacity for Improvement – leadership, commissioning and use of resources.
4. **No higher score is possible within the current performance assessment regime** by CSCI and this performance reflects extremely well on the tremendous commitment and dedication of all staff, managers and support staff as well as the strength of corporate support and our partnerships, particularly with Dudley's NHS partners, in sustaining improved outcomes for vulnerable adults in Dudley.
5. CSCI's methodology for judging performance has evolved to reflect a welcome focus on the outcomes for people receiving social services. The judgement based on each of these areas is shown in the following table:

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

*Table 1: Source – CSCI Summary Report of 2006-07 Annual Performance Assessment of social care services for adults services for Dudley, 21<sup>st</sup> October 2007*

- The Directorate recognises that success is not just built on the strengths of Adult Social Care Services but also knowing what our areas for development are and acting to improve those areas. Maintaining this success through the provision of a personalised service that promotes the independence and well-being of all adults and their families in Dudley in the coming years is not without its challenges but the service has an excellent base from which to move into the next stage of its development.

### **Finance**

- Any financial implications arising from addressing the areas for improvement will be met from within existing budgets.

### **Law**

- CSCI was created by the Health and Social Care (Community Health and Standards) Act 2003 and exercises its functions to inspect and have regard to standards under that Act.

### **Equality Impact**

- CSCI's Annual Performance Assessment letter attached as an Appendix shows the improvements made since the last assessment in relation to equality which nevertheless permeates the other outcome areas where such positive achievement would not have been possible without commitment to and achievement in providing services fairly and equitably.

## **Recommendation**

8. That Cabinet note the excellent **Three Stars** performance of the Council's adult social care services within the Directorate of Adult, Community and Housing Services.



**Linda Sanders**  
**Director**  
**Adult, Community & Housing Services**

### Contact Officers:

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## **Background Papers**

Performance Ratings for Adult Social Care Services letter from CSCI dated 21<sup>st</sup> October 2007

CSCI SUMMARY REPORT of 2006-07 ANNUAL PERFORMANCE  
ASSESSMENT OF SOCIAL CARE SERVICES FOR ADULTS SERVICES FOR  
DUDLEY