

**Cabinet – 14 December 2005**

**Report of the Director of Adult, Community & Housing Services**

**Annual Review of Performance for Adult Social Care  
Letter – Commission for Social Care Inspection (CSCI)**

**Purpose of Report**

1. To inform Cabinet of the content of the Commission for Social Care Inspection (CSCI) Letter entitled 'Annual Review of Performance of the Authority's Adult Social Care Functions' (Attached as an Appendix 1)

**Background**

2. The CSCI was formed in April 2004, as the Single Inspectorate for Social Care in England. As part of CSCI's aim to provide improvement in social care – an annual process occurs in which local authorities are required to submit evidence on how the Council delivers its social services functions and uses its resources. In response to the information obtained, CSCI circulates a letter entitled 'Annual Review of Performance'.

CSCI requires that this letter is presented to an open meeting of the relevant Executive committee of the Council within two months of the date of the letter.

3. For the first time this Annual Review of Performance letter is for Adult Social Care only, therefore it does not include evidence on children's services as in the previous year.
4. The Annual Review of Performance draws on a range of evidence including the Department of Health Performance Assessment Framework (PAF), and the Delivery Improvement Statement (DIS). The specific sources include:
  - The published PAF performance indicators and other statistical data up to 2004-05, plus data supporting planned targets for 2005-06.

- Monitoring information from the Delivery and Improvement Statements completed in October 2004 and May 2005.

More details about the sources of evidence used is contained in the Annual Review Letter appended to the report. The report also outlines improvements made and areas for improvement (see Table 1 below)

5. The recommendations detailed in the Annual Review Letter are made under 5 headings:

- National priorities and strategic objectives
- Cost and efficiency
- Effectiveness of service delivery and service outcomes
- Quality of services for users and carers
- Fair Access
- Capacity for improvement

<b>September 2005</b>	<b>Improvements observed since the previous annual review</b>	<b>Areas for improvements</b>
	<b>Adult</b>	<b>Adult</b>
National priorities and strategic objectives	7	1
Cost and efficiency	6	1
Effectiveness of service delivery and service outcomes	11	3
Quality of services for users and carers	8	1
Fair Access	6	0
Capacity for improvement	6	0
<b>TOTALS</b>	<b>44</b>	<b>6</b>

Table 1: Number of Improvements observed and areas for improvement Source: CSCI ARM Letter 22 September 2005.

6. The Directorate of Adult, Community and Housing is delighted to observe an increased number of improvements since the previous annual review. Although the star rating has remained the same, the Directorate has consistently demonstrated that it provides good quality services and is a high performing authority. By way of comparison, with Table 2 (see below) the evidence detailed in Table 1 highlights a significant number of improvements achieved by the authority. As last year a small number of areas have been identified for improvement in the CSCI Letter of this year.

<b>September 2004</b>	<b>Improvements observed since the previous annual review</b>	<b>Areas for improvement</b>
	Adults	Adults
National priorities and strategic objectives	6	1
Cost and efficiency	4	1
Effectiveness of service delivery and service outcomes	3	1
Quality of services for users and carers	5	1
Fair Access	3	0
Capacity for improvement	5	1
<b>TOTALS</b>	<b>26</b>	<b>5</b>

Table 2: Number of improvements observed and areas for improvement Source: CSCI ARM Letter 24 September 2004.

7. The Directorate of Adult, Community and Housing remains committed to continual improvements and will be seeking to respond to the areas of improvements mentioned in this letter. The areas are:
- Continue to develop the current older people's strategy to capture and build the ongoing improvements of services for older people and their delivery
  - Completion of the work to disaggregate adult and children's social care budget along with other business support services.
  - The council should ensure that the revised strategy for learning disability services is implemented that ensures improvements in the number of carers of people with learning disabilities who have received an assessment or review and the modernisation of daycare is completed.
  - The council should ensure the completion of the Ridge Hill Resettlement project by April 2006 which will contribute to addressing the currently high number of people with learning disabilities receiving accommodation and care in a residential or hospital setting. This has resulted in an inappropriate balance of provision between home and daycare services and residential care.
  - With the amalgamation of the housing division into the adult services directorate the council should ensure that the opportunity to improve the timely provision of major adaptations to support people at home is realised.

- Implementation of the adjustments made to Quality Banding System for Nursing and Residential care homes

### **Finance**

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

### **Law**

9. CSCI was created by the Health & Social Care (Community Health and Standards) Act 2003 and undertakes the inspection, regulation and review of all Social Care services.

The inspection covers the Authority's Adult Social Care functions under relevant welfare legislation.

### **Equality Impact**

10. The Annual Review Letter acknowledges improvements made since the last annual review, which relate to equal opportunities including items under Fair Access. For example, the letter states: *'The range of services available reflects the needs of the community with improvements having been made to ensure that services are more culturally sensitive. Good progress has been made on promoting equality and diversity within the council and implementing the requirements of the Race Relations Amendment Act.'*

### **Recommendation**

11. As requested by CSCI, that Cabinet receive and comment as appropriate on the content of CSCI Annual Review of Performance Letter dated 22 September 2005.
12. That the Cabinet acknowledge the improvements identified since the previous annual review.
13. To advise Cabinet that the areas for improvement will be addressed through the Directorate's Strategic planning process.



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**List of Background Papers :CSCI Annual Review of Performance Letter  
dated 22 September 2005**