

13th December 2006

CABINET

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

Adult Social Care – Annual Review of Performance by Commission for Social Care Inspection

Purpose of Report

1. To advise Cabinet of the **Three Star**-rating awarded to the Directorate of Adult, Community and Housing's Directorate Adult Social Services in the letter of the Commission for Social Care Inspection's (CSCI) Annual Review of Performance dated 22nd October 2006 and attached as an Appendix to this Report.

Background

2. CSCI have awarded Three Stars to the Directorate of Adult, Community and Housing's Directorate Adult Social Services through its annual Review of Performance process. Their judgement is that we have "**excellent capacity for improvement**" and are "**servicing most people well.**" This is the result of committed, year-on-year improvement by adult social services and is well deserved. The letter and Part 1 of the Report are attached as an Appendix.
3. CSCI inspect and report on social care services including Council social care services for adults. For Councils, the central aspect of this is the Annual Review process that results in the Record of Performance Assessment (ROPA.) CSCI require that the ROPA be presented to an open meeting of the relevant Committee of the Council within two months of the date of the letter. CSCI's assessment judgement is made against a set of standards and criteria drawing on evidence from a number of sources including the:
 - Adult Social Care Performance Assessment Framework (PAF;)
 - Delivery and Improvement Statement (DIS;) and
 - Other evidence e.g. Dudley's Older Person's Strategy.
4. The attached letter shows that within each of the standards, CSCI note "improvements achieved / consolidated since last review" and "areas for improvement" as follows:

STANDARD	Improvements since last review	Areas for improvement
National priorities and strategic objectives	8	4

Cost and efficiency	5	1
Effectiveness of service delivery and outcomes	8	3
Quality of services for users and carers	5	2
Fair Access	7	1
Capacity for improvement	6	3
TOTALS	39	14

5. The Directorate of Adult, Community and Housing Services is pleased to note so many areas in which improvements have been made since the previous annual review that out-weigh the areas for improvement by about 2:1 which has resulted in our **Three Star-rating**. At the same time, the Directorate is committed to continual improvement and will be addressing the areas for improvement mentioned in the ROPA alongside all of its other responsibilities in the coming year.

Finance

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

Law

6. 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

7. The headings in the Annual Review Letter note improvements observed since the last annual review which impact on equality including items under Fair Access. For example, the on-going developments of advocacy services for older people and adults with a learning disability.

Recommendation

8. That the Cabinet note the **Three Stars** as evidence of further improved performance of the Adult Social Services within the Directorate of Adult, Community and Housing Services.



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Background Papers

CSCI Performance Ratings for Adult Social Services letter: 30th November 2006

Final RECORD OF PERFORMANCE ASSESSMENT FOR ADULT SOCIAL CARE 2005-06 (Part 1)