

Agenda item 80

Meeting: Joint Commissioning Board
Overview and Scrutiny Organisation Committee

Date: March 3rd 2008
April 21st 2008

Report of: Director of Housing and City Support

Subject: Adult Social Care Performance Report

Wards affected: All

1. Purpose of the report

- 1.1 The purpose of this report is to advise the Board of the outcomes emerging from Commission for Social Care Inspections (CSCI) review of performance in Adult Social Care for the year 2006 - 07. The report has previously been presented to the Adult Social Care Committee.

2. Recommendations

- 2.1 That the Joint Commissioning Board note the outcomes of the recent publication by the Commission for Social Care Inspection (CSCI) of the Star Ratings for Councils in relation to social services, the related performance indicators (PAF) and the Record of Performance Assessment received from CSCI.
- 2.2 That OSOC note the report

3. Background

- 3.1 CSCI have developed a comprehensive framework for evaluating the performance of councils with social services responsibility. This framework includes:
- The annual publication in autumn of national comparative performance against performance indicators.
 - The submission of a detailed self-assessment, the 'Self Assessment Survey', in the spring and a more limited data set in autumn of each year by Councils. This monitors progress against national and local priorities.
 - Regular CSCI inspections in particular service areas
 - CSCI inspections of all registered care services

- An Annual Review meeting each year where current and future performance is discussed and local targets, which contribute to achieving national priority objectives, agreed. Following the meeting an Annual Performance Assessment report is sent to all Councils which identifies both strengths and areas for improvement.
 - A Performance Rating system with all Councils being graded from zero stars (least well performing) to three stars (best performing). The performance rating is based on the full range of available performance evidence.
- 3.2 The purpose of this report is to advise the Adult Social Care Committee of the recent outcomes from:
- the publication of the national comparative performance indicators 29.11.07
 - the publication of star ratings on 29.11.07
 - the Annual Performance Assessment Report for 2006 - 07.

4. Star Rating

- 4.1 Brighton & Hove City Council was awarded three stars for its Adult Social Care services. This is the same judgement that was achieved in 2005 -06. To maintain three stars Councils must translate their capacity to improve into excellent outcomes for people who use social care services.
- 4.2 The judgement for adult social care is that the Council was rated good against all the outcomes delivered and has an excellent capacity for improvement.
- 4.3 This judgement reflects the significant and sustained improvement in adult social care services in recent years. Staff across the division are to be commended for all their efforts to improve services and this judgement is a positive reflection on the quality of services the Council is able to provide.
- 4.4 Some key points from the star ratings nationally are;
- 16% of Councils improved and 10% deteriorated in their star rating
 - 19% of Councils achieved one star, 49% two star and 32% three star
 - 5 Councils lost their 3 star status
 - for the second year in succession there are no zero star Councils
 - 9 of the 21 'priority for improvement' councils improved sufficiently to move out of this category

5. Record of Performance Assessment 2006 - 2007

- 5.1 The Annual Performance Assessment is appended at Appendix 1 for information.
- 5.2 The report details specific strengths and areas for improvement under each of the 9 outcomes by which CSCI measures performance.
- 5.3 The list of strengths is significant and substantial. Some examples include:
- Helping people stay healthy and maintain emotional well being
 - Clear and accessible information and advice
 - Robust contract specification and monitoring
 - Actively encouraging people to be involved in service development, planning and review
 - High levels of service user satisfaction
 - Effective and accessible complaints procedure which informs service improvement
 - Commitment to equal opportunities
 - Strong partnership working
 - Effective policy and procedures in relation to safeguarding
- 5.4 The report also highlights areas for further improvement. These are areas, which the Council had previously identified, where action is being taken and where further improvement is anticipated. These include:
- Full implementation of the single assessment process
 - Reduction in delays in hospital discharges
 - Expansion of telecare services
 - Provision of alternatives to residential care for people aged 18 – 65
 - Expansion of direct payments
 - Waiting times for assessment
 - Data collection in integrated services
- 5.5 The Council is required to put in place an action plan in relation to the Annual Performance Report; this is attached at Appendix 2.

6. Performance Indicators

- 6.1 The comparative tables for performance against national performance indicators for 2006/07 were published on 29.11.07 (see appendix 3). The indicators are not intended to give a definitive view on performance, they are there to give an indication of potential performance issues and to facilitate further investigations into these issues. The indicators are given a banding from 1 to 5 where
- 1 means 'investigate performance urgently',
 - 2 means 'ask questions about performance'

- 3 means 'acceptable but possible room for improvement'
- 4 means 'good'
- 5 means 'very good'

However some indicators are only measured on a more limited number of bands which complicates the overall analysis.

6.2 Overall the PAF publication confirms that there has been sustained and significant improvement in Adult Social Care since the publication of these indicators began. Direct year on year comparisons are difficult because the indicator set changes from year to year and the definition used for each indicator is also subject to change. In addition the thresholds for achieving some of the bands have changed. However it is clear that performance is improving for example 87% indicators are band 3 or above, compared to 84% the previous year and 80% the year before that. There are no indicators at band 1.

6.3 The two unit cost indicators are judged a band 2. These unit cost indicators are given bandings within 4 comparator groups. Brighton & Hove is in comparator group 2 with a range of Councils where the Council believes the comparison is inappropriate given the high cost of living and housing in the City relative to these Councils. The Council has argued we should be in comparator group 3 which includes many of the Outer London councils; were this the case the Councils performance would be much improved. Nonetheless the Directorate recognises the importance of ensuring value for money and is undertaking a series of best value service reviews to ensure this is being achieved.

6.4 Summary of bandings

Band	Total number of indicators per band
5	6
4	6
3	9
2	3
1	0

Meeting/Date	<i>Joint Commissioning Board March 3^d 2008</i>
Report of	<i>Director of Housing & City Support</i>
Subject	<i>Performance Report</i>
Wards affected	<i>All</i>

Financial implications

The star rating for social care has a major impact on the Council's Comprehensive Performance assessment (CPA). The outcomes from the Value for Money reviews which are underway are expected to reduce the unit costs referred to in paragraph 6.3 of the report and through ongoing benchmarking demonstrate efficiency.

Finance Officer consulted: Anne Silley Date: 24 December 2007

Legal implications

The star rating demonstrates how the Council has showed sustained improvement in Adult Social Care services and continues to meet its statutory duties to its services users and provide a quality service.

Lawyer consulted : Hilary Priestley 15.1.08

Corporate/Citywide implications

The star rating for social care has a major impact on the Council's CPA.

Risk assessment

It is important that we further improve our performance in the key areas identified.

Sustainability implications

There are no specific implications.

Equalities implications

These are included in the CSCI Annual Performance Report.

Implications for the prevention of crime and disorder

There are no implications.

Background papers

None

Contact Officer

Philip Letchfield 5078

Appendices

Appendix 1 – Annual Performance Assessment

Appendix 2 – Action Plan

Appendix 3 – Comparison Tables for performance against national Performance Indicators for 2006-2007