

Brighton & Hove City Council

For general release/Not for publication

Meeting: Joint Commissioning Board

Date: 20 January 2004

Report of: Statutory Director of Social Services

Subject: Annual Review Letter

Ward(s) affected: All

1. Purpose of the report

- 1.1 The purpose of this report is to advise the Board of the outcome of the Annual Review Meeting with the Social Services Inspectorate (SSI)

2. Recommendations

- 2.1 The Board is invited to note the contents of the report.

3. Information/background

- 3.1 Councils with responsibility for social services are subject to a national performance framework administered through the SSI.
- 3.2 Each year all Councils attend a meeting with the SSI to review their performance over the previous year. Representatives of the Audit Commission, Joint Review Team, NHS Executive and senior officers also attend the meeting from the Local Health Community.
- 3.3 The outcome of the meeting is a formal letter from the SSI reviewing performance. The letters highlights improvements in performance and identifies any areas of concerns. Councils must present this

letter to an open meeting of the Council and the Council have confirmed with the SSI the report will be reported to the 2 sub Committee's of the Education and Social Services Committee within the timescales.

- 3.4 The outcome of the Annual Review Meeting (ARM) informs the Star Rating given to each Council in relation to its social services function. This in turn informs the Council's overall Star Rating.
- 3.5 The Annual Review letter covers all social services functions – this report will only focus on the Adult Social Care aspect. A separate report will be presented to Children, Families and Schools Sub Committee on matters relating to that Sub Committee.
- 3.6 The Annual Review Meeting is informed by:
 - Published Performance Assessment Framework (PAF) Performance Indicators and other statistical data. The Board will receive a separate report on PAF performance following its national release in November.
 - The Delivery and Improvement Statements (DIS) which the Council must present to the SSI each spring and autumn. The Spring DIS has been placed in the Member's library (4 copies) for reference.
 - Any SSI Inspections, Joint Review reports or Audit Commission audits.
- 3.7 This year's Annual Review letter is attached at appendix 1. The letter highlights improvements in relation to the division's key strategic objectives and related LPSA targets.

The letter notes:

- The reduction in admissions to residential and nursing home care
- The steady decline in delayed transfers of care
- The relatively high provision of intensive home care.
- The progress made in relation to integration with the NHS.

3.8 The ARM letter also highlights a range of improvements in relation to capacity including home care, intermediate care, residential and nursing home care, additional financial investment in social care, the Care Crew initiative and budget monitoring.

3.9 The ARM letter also highlights some areas for concern:

- The overspend in the Learning Disability budget. Members have received reports on this matter and will be familiar with the issues and action being taken in relation to financial recovery planning for all the Section 31 services
- Performance in relation to the delivery of Daily Living Equipment (DLE) has dropped. The SSI note that long term staff sickness and issues of data quality were factors in this. In addition, the increased cost of some items of daily living (above inflation) had a negative impact on performance. The action to improve performance will focus on:
 - Improved data quality
 - The opportunity to improve efficiency through the Joint DLE store due to open in winter of 03/04
 - Additional investment through the Access, Systems and Capacity Grant
- Although the number of Carers' Assessments has improved from the previous year it still remains relatively low. The action to improve performance will focus on:
 - Improved data quality
 - Retaining the investment in dedicated assessment staff and reviewing the opportunity to expand the numbers.
 - Direct work with assessment teams to improve performance.
 - Piloting a revised carers' assessment form

A key issue for the Council is the apparent perverse incentive in this indicator in relation to dedicated carers' assessments. A response from the SSI is being awaited that will inform future action.

- CareFirst is identified as a concern about capacity, however the ARM letter actually details the rolling programme of work and the action the Council is taking.

Meeting/Date	Joint Commissioning Board 11.12.03
Report of	Director of Housing and City Support
Subject	Annual Review Letter
Wards affected	All

Financial implications

Services within Adult Social Care and in the section 31 partnership are facing financial pressures in 2003/04 which are projected to continue 2004/05. The ARM letter in particular highlights overspends in Learning Disability Services. Further detailed planning is underway to identify the resourcing implications of ensuring continuing improvement in the areas identified in the ARM letter and taking actions in those areas highlighted as being of concern and how these can best be managed within the context of the Council's overall budget strategy.

Catherine Vaughan 23/10/03

Legal implications

There are no direct legal implications in connection with this report.

John Heys 13.10.03

<p>Corporate/Citywide implications</p> <p>The Annual Review is a key element in the social services star rating which is in turn a key element of the Councils CPA.</p>	<p>Risk assessment</p> <p>Action plans are in place in relation to all the areas where the need for improvement has been identified.</p>
<p>Sustainability implications</p> <p>There are no specific sustainability implications.</p>	<p>Equalities implications</p> <p>There are no specific equalities implications.</p>
<p>Implications for the prevention of crime and disorder</p> <p>There are no specific implications for crime and disorder.</p>	

Background papers *[Part 1 reports only]*

None

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Appendix 1

**Mr Ian Long
Director of Social Services
Brighton and Hove Council
PO Box 2501
King's House
Grand Avenue
Hove
BN3 2SS**

19 September 2003

Dear Ian

ANNUAL REVIEW OF PERFORMANCE

Thank you for arranging our recent annual review meeting. This letter sets out the Inspectorate's view of the performance of social services in your area during the last year and comments on improvements planned for the year ahead.

The recommendations made in this letter and its annexed report are intended to help the council improve outcomes and the quality of service to service users and carers. They are also intended to improve the prospects of improved performance ratings in the future.

In assessing performance, SSI reaches judgements about performance against a set of standards and criteria, as published in February 2002, drawing on evidence from a number of standard sources. These include:

- the published PAF Performance Indicators and other statistical data up to 2002-2003, plus data supporting planned targets for 2003-204
- monitoring information from the Position Statement completed in June and October 2002, and the Delivery and Improvement Statement completed in May 2003.
- the audit of services to children in need carried out in response to the report of the Victoria Climbié Inquiry. and
- the report of an SSI Inspection of Child Protection Services published in June 2003.

Details of the standards and criteria have been published, and are available from SSI.

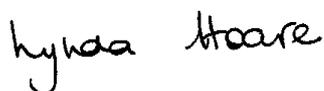
The Annex to this letter summarises the strengths of performance over the last year and highlights priorities for improvement in the year ahead. The annual review does not attempt to review all aspects of performance. It focuses on the performance issues for which SSI has current information.

This report will form part of the SSI's performance record for the Council and will be published on the Department of Health's website in November. **You are asked to present it to an open meeting of the relevant executive committee of the council within two months of the date of this letter, and to advise me of the date on which this will take place. The document must be made available to members of the public at the same time.**

Progress will continue to be monitored during 2003-04 through our usual processes, and a further Annual Review meeting will take place during the first quarter of 2004-05.

Performance (Star) ratings will be confirmed in November, based on an assessment of overall performance using all admissible evidence. The evidence summarised in this letter will be used to help arrive at the rating.

Yours sincerely



Lynda Hoare

Director

Social Services Inspectorate – South East

Cc: **Mr David Panter**, Chief Executive – Brighton & Hove Council, 1st Floor, King's House, Grand Avenue, Hove BN3 2LS

Mr Darren Wells, Auditor – Ground Floor Front, 16 South Park, Sevenoaks, Kent TN13 1AN

Mr Simon Robbins, Chief Executive StHA – York House, 18-20 Massett Road, Horley, Surrey RH6 7DE

PERFORMANCE REVIEW REPORT 2003 BRIGHTON & HOVE

SERVICES FOR CHILDREN & FAMILIES

Assessment has highlighted the following improvements to service since the last Annual Review:

- numbers of children looked after in foster placements or placed for adoption (B7) remain high and for young children (C22) have continued to rise. (standard 2);
- employment, education and training for care leavers has improved (A4) (Standard 1)

Assessment has highlighted the following concerns about performance:

- placement stability (A1) and long-term stability (D35) of LAC have both deteriorated since last year (standards 1& 4);
- although the percentage of children de-registered from the Child Protection Register who had been on the register for two years or more appears to have deteriorated (PAF C21:13.5% - 16.7%), recent figures produced following a review of such cases indicate an improving situation. The percentage of children registered during the year on the CPR who had previously been registered remains low (PAF A3)
- the objective was stated in last year's ARM of reducing the number of LAC to 300 by 2003/04 through early intervention and increased family support. In practice, numbers of LAC had increased to 400 by the end of June 2003;
- similarly, numbers placed in Independent Fostering Agencies were forecast to fall from 47-35 over the same period but have actually increased to 65; and
- the Victoria Climbié Inquiry Audit concluded that some children were being well served, with promising prospects. The inspection of child protection services had judged some children to be well served, with uncertain prospects.

Capacity for Improvement (Standard 6)

Assessment has highlighted the following improvements to capacity.

- the Directorate of Children, Families & Schools has now been established for over a year. All main posts are filled, and the greater engagement of elected members has been reflected in higher priority and additional funding (£2 million) for children services;
- the Brighton & Hove application for Children's Trust status was successful; and
- the action plans for the Joint Review; the best value review; the Victoria Climbié Inquiry Audit and the Child Protection Inspection are all in hand.

Assessment has highlighted the following concerns about capacity:

- an increase in the amount of in-house fostering capacity is being sought through a recruitment campaign and improved payment and support arrangements.
- there is an urgent need to undertake a full analysis of the 400 LAC to understand why numbers are increasing and to inform a strategy of prevention; and
- family support and the use of Family Centres are to be subject to major changes which will be based on 4 multi-disciplinary teams, based around existing family centres and involving local schools.

SERVICES FOR ADULTS

Assessment has highlighted the following Improvements observed since the previous annual review:

- numbers of delayed transfers have fluctuated but have steadily declined in the last few months. They are now in the mid – 40's with 60% being attributed to social services (Standard 4);
- admissions of supported residents over 65 are falling but remain high. Intensive home care remains relatively high and stable and numbers of older people helped to live at home remain relatively high though falling. However, this fall is attributed largely to a re-focused use of

intensive home care to avoid admission to residential care. The Council remains confident of achieving its PSA targets (C26, C28 and delayed transfers). (Standard 3); and

- the Council has set up integrated service teams with posts jointly funded by the PCT and City Council. A draft commissioning strategy has recently been produced, which covers housing, home care, and care homes.

Assessment has highlighted the following concerns about performance:

- the First year of Section 31 pooled budget arrangement resulted in an overspend on the Learning Disability budget which required the production of a Financial Recovery Plan. The Council will be reviewing its strategy in December 2003 and still proposes to extend Section 31 arrangements to older people who are physically frail;
- numbers receiving equipment quickly have been low, but staff sickness and poor data collection are said to have contributed to this and provision is expected to improve. (In addition a joint health social care equipment store is due to open in September 2003). (Standard 4); and
- the number of carers assessments is very low but should increase now that there are four dedicated staff to undertake them and data collection has been improved. All assessment staff now undergo training on how to carry out carer assessment. (Standard 4).

Capacity for Improvement (Standard 6)

Assessment has highlighted the following improvements to capacity:

- new home openings have compensated for any recent closures. A 60-bed nursing home is due to open this summer. From August 2003, a block contract will cover the use of all local EMI placements;
- all residential placements are now controlled centrally through the Placement Bureau and spot-contracting by individual social workers has been eliminated;
- the Council is investing in intermediate care beds and intermediate day services to support people, and is redesigning its four resource centres to provide rehabilitation following a hospital stay;

COMMITTEE REPORT APPENDIX



- incentives are being given to home care providers to take on more complex work and to provide better training and staff development. This is increasing the capacity of the private home care sector. In-house provision is now used to provide short intensive periods of home care, prior to transfer to the private sector;
- there are now no agency staff working in older people's services, following the introduction of the "Care Crew" initiative. There has been significant additional investment in social care in this year's budget, with an extra £2 million for learning disability service, £1.3 million for Older People Services and £300,000 for Mental Health Services;
- the Council has a new approach to budget monitoring which focuses on critical budgets and performance, including three social services budgets. The Assistant Director of Finance sits on the Council finance director's group and also has a place on the integrated finance team which is in partnership with South Downs Health Trust; and
- the inclusion of Councillors on finance panels has helped them to understand the financial pressures on social services. There were significant overspends last year but this year's budget has been increased to take account of extra commitments.

Assessment has highlighted the following concerns about capacity:

- Care First is being implemented on a rolling programme, and an additional 80 personal computers have recently been purchased. Data quality will be improved and training capacity increased through the introduction of an information steering group covering adults, children and corporate IT services. It is intended that electronic case records should be introduced by the end of the year.