

REPORT TO: Healthy Halton Policy & Performance Board
DATE: 13 January 2009
REPORTING OFFICER: Strategic Director – Health & Community
SUBJECT: Care Standards Commission Performance Rating
WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

- 1.1 To advise the Policy & Performance Board of the increase in the performance rating of the Health and Community Directorate.
- 1.2 To notify the Policy & Performance Board of impending changes in the way performance of Social Care services will be assessed commencing 2008/09.

2.0 RECOMMENDATION:

That the:

- i) **Improved performance of the Directorate be noted.**
- ii) **Executive Board note that the performance assessment framework is undergoing a period of continuous change and that the framework will change again in 08/09.**

3.0 SUPPORTING INFORMATION

- 3.1 The Health & Community Directorate have their performance rated annually by the Care Standards Commission (CSCI). The performance rating is linked to how well the Directorate provides social care services to both adults and older people. The rating the Directorate receives feeds into the Comprehensive Performance Assessment rating for Halton Borough Council.
- 3.2 In September 2006 CSCI announced that as well as looking at quantitative data they would also be judging performance based on the outcomes that were delivered for people. 7 new outcomes and 2 new domains were announced against which performance would be judged. These were:

No	Outcome
1	Improved Health & Well being
2	Improved Quality of Life
3	Making a positive contribution
4	Increased Choice & Control
5	Freedom from Discrimination & Harassment

6	Economic Well being
7	Maintaining Personal Dignity & Respect
No	Domain
8	Leadership
9	Commissioning & use of Resources

3.3 Performance for 2007/08 has been rated by CSCI as being 3 star and this was announced on 27th November 2008. The actual performance judgement based on the new performance ratings was as follows:

- Delivering outcomes: **Excellent**
- Capacity for improvement: **Excellent**

A copy of the performance judgement letter and summary report received from CSCI is attached as Appendix 1.

3.4 Our key strengths have been identified as:

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

Performance Rating 3 Star

3.5 Prior to this the Directorate had been rated as:

Star Rating	Year	Serving People	Prospects for Future
1 Star	2002	Some	Uncertain
1 Star	2003	Some	Promising
2 Stars	2004	Most	Promising
2 Stars	2005	Most	Promising
2 Stars	2006	Most	Promising
		Delivering outcomes	Capacity for improvement
3 Stars	2007	Good	Promising

- 3.6 This is the last year that the Star Ratings and Performance Judgements will be sued as a new system will be implemented next year, we have, therefore, finished at the highest level within the existing performance assessment framework and are one of only 25 local authorities in England in this position.
- 3.7 This performance improvement reflects the invaluable contributions of all Halton Borough Council staff, particularly Halton Direct Link who have helped us to input helped to live at home data and who carry out post service quality assurance surveys for us. Welfare Benefits who help us maximise service users/carers income and Corporate ICT who are assisting us to implement new computer based systems. Additionally at the Annual Performance Meeting with CSCI we were supported to demonstrate our performance by colleagues from across the Council including, Supported Employment Services, David Parr, Chief Executive and many of our partners from Health Services.
- 3.8 The Government has recently announced a new National Indicator set of 198 indicators, which the Council will be also judged against for 08/09. In addition to this new indicators for both health and social care are due to be announced by the Care Standards Commission. The indications are that any performance judgement for 08/09 will continue to focus on the results that people who use our services tell us have been delivered.

4.0 **POLICY IMPLICATIONS**

4.1 None

5.0 **OTHER IMPLICATIONS**

5.1 None

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**

To ensure that adults carers continue to be supported in their caring roles.

6.2 **Employment, Learning & Skills in Halton**

To ensure that employment and educational opportunities continue to be maximised for the people that we provide services to.

6.3 **A Healthy Halton**

To ensure that the Council continues to engage in and provide activities that promote the health & well being of people in Halton

6.4 **A Safer Halton**

To continue to safeguard the people that we provide services to.

6.5 Halton's Urban Renewal

To ensure that performance evidence collected continues to evidence how local communities are supported and people are enabled to continue to live in their own homes.

7.0 RISK ANALYSIS

7.1 The risk of the changing performance framework must be managed so that performance continues to improve. The Directorate will ensure that it monitors performance regularly in accordance with the performance-monitoring framework it has adopted.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 None

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Self Assessment Survey, CSCI 2008	Grosvenor House	Amanda Lewis, Performance Manager