

REPORT TO: Executive Board

DATE: 10 January 2008

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 Executive Board of the increase in the performance rating of the Health and Community Directorate.

2.0 RECOMMENDATION:

That the Executive Board formally receives the Annual Performance Assessment of Adults and Older People undertaken by CSCI.

3.0 SUPPORTING INFORMATION

3.1 The Health & Community Directorate have their performance rated annually by the Care Standards Commission Inspectorate (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 for 06/07 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 2006/07 has been rated by CSCI as being 3 star and this

was announced on 29th November 2007. The actual performance judgement was as follows:

- Delivering outcomes: Good
- Capacity for improvement: Excellent

3.4 Our key strengths have been identified as:

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

3.5 Prior to being a 3 star authority 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

3.6 The authority is now 1 of the 8 in the North West that are rated as 3 star out of a total of 22 and 1 of the 2 authorities in the North West who have risen from 2 stars to 3 stars this year.

3.7 This performance improvement reflects the invaluable contributions of all Halton Borough Council staff, Elected Members and key partners.

3.8 The Annual Performance Assessment is attached at Appendix 1. The judgements made in respect of outcomes for Adults and Older People in the Annual Performance Assessment 2006/07 are identified below. Whilst the report highlights the areas for improvement, Members should note the significant number of strengths within the letter in the Appendix.

Improved health and emotional well-being

Key areas for improvement

- To further embed the Local Area Agreement in tackling health inequalities
- To continue to improve the Care Programme Approach for people who use mental health services

Improved quality of life

Key areas for improvement

- To continue to develop the provision of Extra Care Housing

Making a positive contribution

Key areas for improvement

- To continue to develop self assessment systems and tools
- To progress joint ownership with health of HIV/AIDS services
- To further develop opportunities for volunteers in social care

Increased choice and control

Key areas for improvement

- The continued development of person centred planning.
- The development of a jointly owned system for an out of hours service
- The development of a single assessment process.
- Continue to improve performance on acceptable waiting times for assessment.

Freedom from discrimination or harassment

Key areas for improvement

- To Increase the take up of services from hard to reach groups.
- To improve the number of older people from BME communities who receive an assessment as people from other communities
- To continue to implement the Local Government Equality Standard
- To ensure that Equality and Diversity is core to all the council's work

Economic well-being

Key areas for improvement

- None

Maintaining personal dignity and respect

Key areas for improvement

- Update and publish the inter-agency policy, procedures and guidance in relation to safeguarding
- To monitor and evaluate the impact of the Independent Mental Capacity Advocacy service

Capacity to improve

Key areas for improvement

Leadership:

- To continue to implement the recommendations highlighted in the Mental Health Service Review
- Implement and evaluate the Workforce Development Strategies
- To continue to evaluate the outcomes of the In Control Pilot
- To continue to implement the Electronic Social Care Record

Commissioning and use of resources

- To continue to develop outcome focussed commissioning/contracting
- Continue to progress work on the Race Equality Scheme as part of the commissioning framework

3.9 A work programme has been devised to tackle the areas for improvement.

4.0 POLICY IMPLICATIONS

4.1 The Government has recently announced a new National Indicator set of 198 indicators, which the Council will be judged against for 08/09. In addition to this new indicators for both health and social care were announced in October 2007 linked to the 'Our Health, Our Care, Our Say' White Paper, January 2006, Department of Health. CSCI have stated judgement for 07/08 will be based on the current Self Assessment Framework but have indicated that proposals to change the performance framework will be consulted on early in the New Year.

4.2 Social Services Departments have been informed that there will be one more year of star ratings before a new performance system is introduced in 2009.

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 2007	Grosvenor House	Amanda Lewis, Performance Manager