

Dwayne Johnson
Strategic Director – Health &
Community
Halton Borough Council
Municipal Building
Kingsway
Widnes
Cheshire WA8 7QF

Type: 21st October 2007

Ref: DW/DK

Dear Director,

SUMMARY REPORT of 2006-07 ANNUAL PERFORMANCE ASSESSMENT OF SOCIAL CARE SERVICES FOR ADULTS SERVICES FOR HALTON

Introduction

This report summarises the findings of the 2007 annual performance assessment (APA) process for your council. Thank you for the information you provided to support this process, and for the time made available by yourself and your colleagues to discuss relevant issues.

Attached is a revised copy of the performance assessment notebook which provides a record of the process of consideration by CSCI, leading to an overall performance rating. You will have had a previous opportunity to comment on the factual accuracy of the evidence notebook following the Annual Review Meeting.

The judgements outlined in this report support the performance rating notified in the performance rating letter. *The judgements are*

- *Delivering outcomes (formerly Serving People Well) using the LSIF rating scale*

And

- *Capacity for Improvement (a combined judgement from the Leadership and the commissioning & use of resources evidence domains)*

The judgement on Delivering Outcomes will contribute to the Audit Commission's CPA rating for the council.

The council is expected to take this report to a meeting of the council within two months of the publication of the ratings (i.e. by 31st January 2008) and to make available to the public, preferably with an easy read format available.

ADULT SOCIAL CARE PERFORMANCE JUDGEMENTS FOR 2006/07

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

The report sets out the high level messages about areas of good performance, areas of improvement over the last year, areas which are priorities for improvement and where appropriate identifies any follow up action CSCI will take.

KEY STRENGTHS AND AREAS FOR IMPROVEMENT BY PEOPLE USING SERVICES

Key strengths	Key areas for improvement
All people using services	
<ul style="list-style-type: none"> • The promotion and support of a healthy living programme • Continued good joint working with health partners with a whole system approach to promoting health, independence and well-being. • Consistently effective in preventing hospital admissions and helping people return home after a hospital stay maximising independent living • Improved performance on the number of reviews for people who use services • Improved performance on the overall use of Intermediate Care provision • Very good performance in helping all adults to live at home • Increased performance on the number of households receiving intensive home care and use of direct payments • The development of a pan disability service, 'Bridge Building' providing more inclusive opportunities for people who use services • The prompt delivery of equipment and improved waiting times for both major and minor adaptations • Increased provision of telecare services • Well established falls service that effectively supports the preventative agenda • The monitoring of onward referrals to grant funded services to ensure effective provision is in place • Continued commitment to prevention and rehabilitation to ensure people with complex and challenging needs remain as independent as possible 	<ul style="list-style-type: none"> • To further embed the Local Area Agreement (LAA) in tackling health inequalities • To continue to develop the provision of Extra Care Housing • To continue to develop self assessment systems and tools • To further develop opportunities for volunteers in social care • The continued development of person centred planning (PCP) • The development of a jointly owned system for an out of hours service • The development of a single assessment process (SAP) • Continue to improve performance on acceptable waiting times for assessment • To increase the take up of services from hard to reach groups • To continue to implement the Local Government Equality Standard • To ensure that Equality and Diversity is core to all the council's work • 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 (IMCA) service • Implement and evaluate the Workforce Development Strategies • To continue to evaluate the outcomes of the In Control Pilot • To continue to implement the

<ul style="list-style-type: none"> • Newly developed web based self-assessment system for equipment • Continued consultation with people who use services and their carers • Continued provision of sufficient information so that people are well informed about services and can make an informed choice • An effective complaints process • Overall effective assessment and care management processes • Continued upward trend in the number of people using direct payments as a way of purchasing services • The development of monitoring systems for advocacy services • A clear published eligibility criteria • Good progress made on improving services for hard to reach groups • Improved recording of the ethnicity of adults assessed and in receipt of services • The publication of a Disability Equality Scheme • A clear protocol in place covering continuing care that is effectively implemented • The integration of the Supported Employment service to the Economic Regeneration Department resulting in better outcomes for people in both voluntary and paid employment • An effective benefits and debt management service promoting social inclusion, helping to maximise peoples' income and avoid financial difficulties • All people going into permanent residential and/or nursing care are offered a single room • Good multi-agency arrangements are in place to safeguard vulnerable adults • Increased relevant staff training to raise awareness in relation to the protection of vulnerable adults • Strategies, policies and guidance in place to support people who use 	<p>Electronic Social Care Record (ESCR)</p> <ul style="list-style-type: none"> • To continue to develop outcome focussed commissioning/contracting • Continue to progress work on the Race Equality Scheme as part of the commissioning framework
---	---

<p>services in relation to inter-personal relationships, dignity and privacy</p> <ul style="list-style-type: none"> • Continued improvement against set priorities delivering better outcomes for local people in line with changes in the national policy agenda • Clear and ambitious vision that is centred on delivering high quality value for money services • Positive and effective working relationships developing with the new borough wide Primary Care Trust (PCT) • Highly effective corporate, political and service leadership • A well trained social care workforce • Performance reporting is properly focussed including qualitative as well as quantitative measures of performance • Systematic recording of staff ethnicity • Good systems of financial control with effective financial and reporting arrangements • The development of commissioning arrangements based on an analysis of the social, health care and housing needs of the local population • Jointly appointed Director of Public Health • Increased performance on the cost and number of people receiving intensive home care • Increased scrutiny of provider performance in the achievement of key outcomes 	
---	--

Older people	
<ul style="list-style-type: none"> • Continued good performance on the number of older people receiving a statement of their need • Continued very good performance on the number of older people and adults admitted to residential care • The percentage of assessments of older people that begin within the first 48 hours • Older people from BME communities are more likely to receive a service 	<ul style="list-style-type: none"> • To improve the numbers of older people from BME communities who receive an assessment as people from other communities

following an assessment as people from other communities	
People with learning disabilities	
<ul style="list-style-type: none"> Continued good progress on the modernisation of learning disability and physical and/or sensory disability services An independent review of residential services for adults with a learning disability and challenging behaviour with high cost placements 	
People with mental health problems	
<ul style="list-style-type: none"> A fully integrated system of drug, alcohol, criminal and auxiliary services to support people who use services and their carers back into the community 	<ul style="list-style-type: none"> To continue to improve the Care Programme Approach (CPA) for people who use mental health services To progress joint ownership with health of HIV/AIDS services To continue to implement the recommendations highlighted in the Mental Health Service Review
People with physical and sensory disabilities	
<ul style="list-style-type: none"> Continued good progress on the modernisation of learning disability and physical and/or sensory disability services 	
Carers	
<ul style="list-style-type: none"> Good performance on services provided to carers Involvement of carers in the development of the Carers' Strategy 2006-08 Continued improvements in services for carers 	

KEY STRENGTHS AND AREAS FOR IMPROVEMENT BY OUTCOME

Improved health and emotional well-being

The council makes an excellent contribution to improving people's health and sense of well-being.

The population of Halton has access to relevant and appropriate information to enable them to lead healthier lifestyles and enjoy improvements in well-being. Partnership work around people's health improvement agendas is well developed and leads to effective programmes of action. With its partners the council has developed integrated services to promote faster recovery from illness to support timely discharge from hospital and maximise independent living. People who use services have access to appropriate treatment and support to ensure improved health and emotional well-being. The council is aware of the need to further develop the Care Programme Approach (CPA) in relation to mental health.

Key strengths

- The promotion and support of a healthy living programme
- Continued good joint working with health partners with a whole system approach to promoting health, independence and well-being
- A fully integrated system of drug, alcohol, criminal and auxiliary services to support people who use services and their carers back into the community
- Consistently effective in preventing hospital admissions and helping people return home after a hospital stay maximising independent living.
- Improved performance on the number of reviews for people who use services
- Improved performance on the overall use of Intermediate Care provision

Key areas for improvement

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

Improved quality of life

The contribution that the council makes to this outcome is excellent.

The council has continued to improve overall performance against its priorities continuing to support the independence of people who use services and carers. There continues to be a strong focus on early prevention to reduce higher level support services. The council clearly signposts people to non-care managed support and has developed specific recording methods to capture the amount of onward referrals to grant funded services. The council's 'Bridge Building' initiative provides a pan disability service opening up a range of new choices and opportunities for people currently using traditional day services. The council's Lifeline service has improved peoples

sense of security and Halton's crime statistics demonstrate a year on year reduction in crime.

Key strengths

- Very good performance in helping all adults to live at home
- Increased performance on the number of households receiving intensive home care and use of direct payments
- Good performance on services provided to carers
- The development of a pan disability service, 'Bridge Building' providing more inclusive opportunities for people who use services
- The prompt delivery of equipment and improved waiting times for both major and minor adaptations
- Increased provision of telecare services
- Well established falls service that effectively supports the preventative agenda
- The monitoring of onward referrals to grant funded services to ensure effective provision is in place
- Continued commitment to prevention and rehabilitation to ensure people with complex and challenging needs remain as independent as possible

Key areas for improvement

- To continue to develop the provision of Extra Care Housing

Making a positive contribution

The outcome in this area is good.

The council encourages people to be involved in policy development and decision making. This work is well developed and embedded and the council can demonstrate where improvements have been made to people's lives as a result of this consultation. The council is in the early stages of developing self-assessment tools to ensure people contribute to service planning and delivery. The council is committed to developing ways of expanding the number of volunteers in social care.

Key strengths

- Newly developed web based self-assessment system for equipment
- Consultation with people who use services and their carers
- Continued good progress on the modernisation of learning disability and physical and/or sensory disability services
- Involvement of carers in the development of the Carers' Strategy 2006-08

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

The outcome in this area is good.

The council ensures people have access to timely care management processes and provides people with sufficient information to ensure they are well informed about services. The council responds to complaints made and uses information it receives to improve service delivery and to provide better outcomes for people who use services. The council is aware a more effective out of hours service is required together with the effective implementation of a single assessment process (SAP) to ensure all vulnerable people are provided with effective support to meet their individual needs. There is evidence the council continues to help people choose and control services with an upward trend in the number using direct payments as a way of purchasing services. Person centred planning continues to progress with further developments planned for 2007-08.

Key strengths

- Continued provision of sufficient information so that people are well informed about services and can make an informed choice
- An effective complaints process
- Overall effective assessment and care management processes
- Continued good performance on the number of older people receiving a statement of their need
- Continued very good performance on the number of older people and adults admitted to residential care
- Continued upward trend in the number of people using direct payments as a way of purchasing services
- Continued improvements in services for carers
- The development of monitoring systems for advocacy services

Key areas for improvement

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

Freedom from discrimination or harassment

The outcome in this area is good.

The council has a clearly published eligibility criteria, providing services to people with critical and substantial needs with some provision made for moderate needs. The council commissions specialist services with advocacy available for all client groups. The council is aware further developments are required in relation to increasing the take up of services from under represented groups and is developing its approach to working with black, minority and ethnic (BME) communities. The council's Disability Equality Scheme is published and it is expected that outcomes of this will be evidenced during 2007-08.

Key strengths

- A clear published eligibility criteria
- The percentage of assessments of older people that begin within the first 48 hours
- Older people from BME communities are more likely to receive a service following an assessment as people from other communities
- Good progress made on improving services for hard to reach groups
- Improved recording of the ethnicity of adults assessed and in receipt of services
- The publication of a Disability Equality Scheme

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

The outcome in this area is excellent.

The council has an effective benefits advice and debt management service promoting social inclusion and helping to maximise people's income improving their economic well-being and avoiding financial difficulties. The council supports people into paid and voluntary work. Appointed officers assist people who use services and carers to access the right employment opportunities and increase choices available.

Key strengths

- A clear protocol in place covering continuing care that is effectively implemented
- The integration of the Supported Employment service to the Economic Regeneration Department resulting in better outcomes for people in both voluntary and paid employment
- An effective benefits and debt management service promoting social inclusion, helping to maximise peoples' income and avoid financial difficulties

Key areas for improvement

None

Maintaining personal dignity and respect

The outcome in this area is good.

The council ensures people are safeguarded against abuse and increased the training provided to staff to identify and assess risks to vulnerable people. The council has positive multi-agency arrangements and a review of policy, procedures and guidance is to take place during 2007-08. The council is able

to demonstrate that privacy and confidentiality is assured to ensure personal dignity and respect for people who use services.

Key strengths

- All people going into permanent residential and/or nursing care are offered a single room
- Good multi-agency arrangements are in place to safeguard vulnerable adults
- Increased relevant staff training to raise awareness in relation to the protection of vulnerable adults
- Strategies, policies and guidance in place to support people who use services in relation to inter-personal relationships, dignity and privacy

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 (IMCA) service

Capacity to improve

The council's capacity to improve services further is excellent.

The management of services is strong with effective leadership in place that centres on delivering high quality value for money services for local people. There is strong political, corporate and financial support for the modernisation of services. The council has a clear and ambitious vision that is centred on delivering high quality value for money services for local people. Corporate plans are clearly linked to the community strategy priorities and are supported by specific targets to measure achievement. The council has continued to improve performance against set priorities and delivered better outcomes for local people in line with changes in the national policy agenda. People who use adult social care and their carers are consulted on service provision as part of strategic planning and the council has a positive and effective working relationship with the Primary Care Trust (PCT). The developing human resource plan will ensure there are the right people skills, flexibility and capability in place to deliver service priorities.

The council continues to work in partnership with the PCT to jointly deliver improved outcomes for people who use services. Good progress has been made through joint needs assessments with strategic planning based upon a thorough needs analysis with strategies focussing on independence, well-being and choice. People who use services remain integral to the whole process. The council has a track record of competently managing the social care budget with financial and performance management remaining a strength. Services are delivered at a justifiable cost. The council is aware commissioning will need to become more outcomes focussed and responsive to the needs of the whole community.

Key strengths

Leadership

- Continued improvement against set priorities delivering better outcomes for local people in line with changes in the national policy agenda
- Clear and ambitious vision that is centred on delivering high quality value for money services
- Positive and effective working relationships developing with the new borough wide Primary Care Trust (PCT)
- Highly effective corporate, political and service leadership
- A well trained social care workforce
- Performance reporting is properly focussed including qualitative as well as quantitative measures of performance
- Systematic recording of staff ethnicity

Commissioning and use of resources

- Good systems of financial control with effective financial and reporting arrangements
- An independent review of residential services for adults with a learning disability and challenging behaviour with high cost placements
- The development of commissioning arrangements on an analysis of the social, health care and housing needs of the local population
- Jointly appointed Director of Public Health
- Increased performance on the cost and number of people receiving intensive home care
- Increased scrutiny of provider performance in the achievement of key outcomes

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 (ESCR)

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

Follow up action in 2007-08

A minimum of two routine business meetings in the year.

Yours sincerely

A handwritten signature in black ink that reads "Alan Jefferson". The signature is written in a cursive style and is underlined with a single horizontal line.

Regional Director
Commission for Social Care Inspection