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## **Health and Social Care Scrutiny – 7<sup>th</sup> January 2008**

### **Housing and Community Services Adult Social Care Spring Delivery Improvement Statement and Adult Star Rating 2007**

**Report by:** Councillor Pamela Fisher, Lead Member for Adult Social Care and Health

#### **SUMMARY**

- This report informs Members of the Performance Assessment of Adult Social Services and the updated Star Rating for 2006/07.
- It also highlights to Members that Hounslow retained its 3 Star Rating for Adult Social Care and was judged as delivering excellent outcomes for residents with excellent capacity for improvement. Importantly the report highlights the areas where things are going well, but also those where there is need for further improvement in 2007/8.

#### **1. RECOMMENDATIONS**

- 1.1 Members are asked to note the content of this report and the work required to maintain 3 Stars and the ratings in 2007/08 of delivering excellent outcomes and excellent capacity for improvement.

#### **2. INTRODUCTION**

- 2.1 The Commission for Social Care Inspection (CSCI) is the independent inspectorate for all social care services in England. One of CSCI's core functions is to provide a local picture of the quantity and quality of social care services in each council area. CSCI does this through a process of regular inspection and assessment. For Adult Social Care this is known as 'Annual Performance Assessment' and results in a "star rating" for council adult social services, based on the judgements of 'how well people are being served' and 'capacity for improvement'.
- 2.2 The Performance Assessment Framework (PAF) used by CSCI to make the Annual Performance Assessment draws evidence from a number of areas:
  - i) Routine monitoring meetings and a formal Annual Review Meeting.
  - ii) The Self Assessment Survey for Adult Social Care (SAS).
  - iii) Other inspections, serious case reviews, auditors letters, published council plans, and
  - iv) Performance Indicators (PI's)

The outcomes of the Annual Performance Assessment are the Performance Assessment Notebook and star rating.

2.3 The table below shows the star rating matrix for adults for 2007. The star rating for 2007 covers performance from 1st April 2006 to 31st March 2007. CSCI have chosen to translate the delivering outcome judgements and capacity to improve judgement on a zero to three star rating scale for 2007. The outcomes covered under the delivering outcomes judgement are:

1. Improving Health and Emotional Wellbeing
2. Improved Quality of Life
3. Making a Positive Contribution
4. Increased Choice and Control
5. Freedom from Discrimination and Harassment
6. Economic Wellbeing
7. Maintaining Personal Dignity and Respect

The domains covered under the capacity to improve judgement are:

- Leadership
- Commissioning and use of resources

In their translation of judgements for these seven outcomes and the other two domains the following principles apply:

- The seven outcomes will be described as the ‘current delivery of outcomes’
- The ‘leadership’ and ‘commissioning and use of resources’ will be described as the ‘capacity to improve’
- A greater weighting applies to the ‘current delivery of outcomes’ judgement over the ‘capacity to improve’
- The ‘current delivery of outcomes’ judgement will be provided to the Audit Commission for CPA purposes.

The translation of these judgements into a zero to three star rating system is shown in the table below with Hounslow’s current position shown in red.

		<i>Capacity to improve</i>			
		Poor	Uncertain	Promising	Excellent
Current delivery of outcomes	Poor	-	-	-	-
	Adequate	-	*	*	**
	Good	*	**	**	***
	Excellent	**	***	***	*** <b>Hounslow</b>

### **3. HOUNSLOW'S SPRING SELF ASSESSMENT SURVEY 2007**

3.1 Hounslow's Spring 2007 Self Assessment Survey (SAS) reviews the previous year's achievements (1st April 2006 – 31st March 2007) and sets the priorities and targets for the year ahead (1st April 2007 – 31st March 2008).

3.2 The SAS covers the outcomes and domains as set out in 2.3 and covers the following areas:

- Service Delivery to:
  - Older people
  - People with physical and sensory disabilities
  - Learning disabled people
  - People with mental health problems
  - HIV/AIDS services
  - Drug and Alcohol treatment services
  - Adult Protection services
  - Carers, plus
- Human Resources development
- Financial Management
- Commissioning
- Partnership working
- Performance Management

### **4. RECORD OF PERFORMANCE ASSESSMENT**

4.1 The Performance Assessment Notebook (PAN) for Hounslow provides the record of performance for the year. The document highlights improvements made in year and areas for improvement in the coming year. The PAN also contains evidence collected by CSCI to inform the Annual Performance Assessment (APA) in terms of Hounslow's performance against National Priorities and in relation to other councils' performance. (The summary report based on the PAN as produced by CSCI is attached at Appendix 1 and is also available as a public document on the CSCI website [www.csci.org.uk](http://www.csci.org.uk))

4.2 Within the 2006/07 APA a number of strengths were noted by CSCI in Hounslow. These included:

- Awareness for Falls and Osteoporosis
- Delayed Transfers of Care
- Joint Commissioning Strategy for Older People's Mental Health
- Older People Health and Well Being Strategy
- Suicide Prevention Strategy
- West London Gay Men's project
- Planning for Extra-care housing
- Services to carers including short breaks, weekend breaks, vouchers, direct payments and sitting services

- Range of non care managed services
- Older People's Panel
- Refurbishment of day centres in response to client need
- Low admissions into permanent residential or nursing care
- Person centred transitional planning for younger disabled people
- Waiting times for assessments and care packages
- Equal access scheme is published
- Information, advice, consultation and fora provided to the community
- Multi agency and multi disciplinary panels for Continuing Care in place
- Information on benefit changes for same sex couples
- Large-scale asset improvement work in all homes and day centres
- Robust and effective Safeguarding policy, training and awareness raising across council staff and external stakeholders
- Charter Mark for Older People's residential and day support services
- Robust performance management used for ensuring better outcomes for clients.
- Robust financial management
- Training, recruitment and retention rates

4.3 Within the 2006/07 APA, a number of areas for improvement in Hounslow were noted by CSCI. These included:

- Provision of Telecare equipment
- Waiting times for adaptations
- Low use of adult placement schemes
- People with learning disabilities assisted into paid and voluntary work
- Continued GP engagement on Adult abuse
- Although self-funders receive some support, there is more work to do
- Project staff required for implementation of ICT and the Electronic Social Care Record in particular

## 5. UPDATED STAR RATING

- 5.1 The Star Ratings for Adult Social Care in England for 2007 were announced on 30<sup>th</sup> November 2007. Hounslow achieved a significantly improved rating and was awarded the top rating of **3 stars**, with **excellent** outcomes and **excellent** capacity for improvement.
- 5.2 Across England, out of 150 councils with responsibilities for Adult Social Care, 48 councils achieved a 3 star rating.
- 5.3 In the 2007 ratings, 9 councils improved their performance sufficiently in 2006/07 to be awarded 3 stars. 5 councils lost their previous 3 star status.
- 5.4 Under the new outcomes framework councils receive a judgement for each of the 7 domains listed at 2.3 above, ranging from Poor to Excellent. This then translates into an overall rating for the delivering outcomes judgement. Hounslow's delivering outcomes judgement was excellent - across England only 20 councils achieved this rating. Within the individual judgements for each outcome Hounslow achieved 5 excellent and 2 good ratings. Across England this was the joint second highest score.

The highest scoring councils were Camden, City of London, and Knowsley who achieved 6 excellent and 1 good rating. The other councils scoring the same as Hounslow were Hammersmith and Fulham, City of London, Dudley, Shropshire, Tameside and Tower Hamlets,

5.5 Across England 46 councils achieved an excellent rating for their capacity to improve judgement, Hounslow was one of these authorities. 91 councils achieved promising and 13 were rated as uncertain.

5.6 In outer London, only 7 councils achieved 3 stars. These were Hounslow, Redbridge, Barking and Dagenham, Ealing, Richmond upon Thames, Bexley and Croydon. Within this group Hounslow is the highest ranked council. In outer London only Hounslow and Redbridge achieved an excellent ranking for both delivering outcomes and capacity to improve. (Appendix 2 shows the ratings for all London Boroughs.)

## 6. MAINTAINING 3 STARS IN 2008/09

6.1 CSCI has stated that in order to retain 3 stars, councils need to translate capacity into excellent outcomes for the people who use social care services.

6.2 In order to maintain its top ranking, Hounslow will need to ensure that the areas highlighted for improvement are resolved and that performance in all other areas is maintained and, where possible, improved.

## 7. SUMMARY

7.1 The department is delighted with the CSCI rating for 2006/7 however officers are not complacent about the amount of work still to do. Managers and staff will be working hard during the rest of the 2007/08 performance year to ensure that if asked, local people would agree with CSCI i.e. that the Department is providing excellent services.

### **Background Papers:**

- ❖ Annual Performance Assessment of Adult Social Care Services 2007, including summary report on PAN
- ❖ Spring 2007 Self Assessment Survey for Adult Social Care
- ❖ Chart showing ratings for all London Boroughs

**This report has been or is due to be considered by:**

**This report is relevant to the following wards/areas:**

All Wards

21.12.07