

Overview and Scrutiny Committee December 2009: Adult Social Care and Wellbeing, Cabinet Member briefing

1. Achievements against key outcomes

- Adult Social Care Services is **Performing Well**, consistently delivering above the minimum requirements for people, is cost effective and makes contributions to wider outcomes for the community. The next highest score is *Performing Excellently*.
- The Service Inspection (2009) found the Council's capacity to improve as **Promising**.

In 2009/10 our performance indicators continue to improve well, for e.g. in the period to September 09:

- The number of older people permanently admitted into residential and nursing care was below target (65 against a target of 67). Please note that a 'low' number of admissions equals good performance;
- The number of adults permanently admitted into residential and nursing care was 6 as opposed to a target of 11;
- The percentage of carers receiving a needs assessment or review and a specific carer's service, or advice and information was 14.3% against a target of 11.2%; and
- The percentage of vulnerable people achieving independent living was 81.5% against a target of 75%.

We have made further substantial progress on personalisation with 3 pilots progressing in Physical Disabilities, Learning Disabilities and Older People. The Resource Allocation System development is progressing and supporting the pilots. We continue the work with to complete the cultural shift with front line staff and to help them adopt a personalised approach to care planning and the delivery of the personalisation agenda.

We have expanded our flexible carers scheme and have introduced individual budgets for carers; a new and updated carers strategy went to Cabinet in June 2009; the various carers organisations, including BME carers groups are working together to maximise our support and service offer for carers; carers can access the full range of adult social care training courses; and we have a very vibrant Carers Partnership Board.

We enjoy strong political leadership and support, and the Directorate team has ambition and enthusiasm for further development of high quality services in the borough. We have formalised and enhanced the arrangements for scrutiny and challenge both at member and officer levels, and have improved our systems for scrutinising data quality.

We work collaboratively with our NHS partners and hold a monthly joint leadership meeting, addressing the wider issues across the health and social care agenda. In addition to all regular strategic, operational, multi-agency meetings.

We are continuing to use the **Performance Improvement Plan** as a control mechanism for improvement across adult services and safeguarding. We also have monthly performance 'call-over' meetings to discuss areas for improvement and to monitor plans already in place.

We have learned from the service inspection, and have made some strategic changes to the Directorate such as establishing a specialist safeguarding team.

We have completed a commissioning framework to support transformation, and market development is integral to the programme.

There is a robust process for budget management which includes monthly meetings with budget holders, service managers, Assistant Directors, the Director, Chief Executive callover meetings. We work effectively with partners in scrutinising the Area Based Grant, and appropriate board meetings hold governance oversight of expenditure.

2. Priorities for further improvement

We are keen to learn from best practice developed elsewhere, and we are a member of the London Council Collaborative, undertaking peer reviews on safeguarding and care management practices.

Our strategic business planning addresses the service inspection recommendations, which are on target, and we perceive no impediment to implementing the improvement plan.

Priorities recommended and agreed for further improvement with CQC include:

- Giving further priority to reducing the high level of delayed transfers of care; and
- Fully implement the recommendations from the January 2009 Service Inspection Action Plan.