



Haringey Council

Agenda item:

[No.]

Overview & Scrutiny On 3rd December 2007

Report Title: **Adult Services Performance Update**

Report of: **Director of Adult, Culture and Community Services**

Wards(s) affected: **All**

Report for: **Non-key Decision**

1. Purpose (That is, the decision required)

- 1.1 To inform Overview & Scrutiny of Adult Social Care performance in the delivery of services.
- 1.2 To highlight key achievements of the Directorate and plans for further improvement in 2007/08.

2. Recommendations

- 2.1 That Overview & Scrutiny note the key achievements outlined in this report.

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3. Director of Finance Comments

- 3.1 The Director of Finance has been consulted and there are no direct financial implications to this report.

4. Head of Legal Services Comments

- 4.1 There are no legal implications to this report.

5. Local Government (Access to Information) Act 1985

5.1 The Council's Performance – September 2007; report to Cabinet on 20 November 2007.

6. Strategic Implications

6.1 Adult social care is key to achieving many of the core priorities within the Council's Plan. The key priorities for Adults are to encourage life time well-being, promote independent living for the people in our borough and to deliver excellent cost effective services.

7. Financial Implications

7.1 There are no financial implications to this report.

8. Legal Implications

8.1 There are no legal implications arising from this report.

9. Equalities Implications

9.1 Equalities is a central thread throughout the council's performance, and performance updates on key equalities indicators are reported on in Appendix 1.

10. Consultation

10.1 Not applicable.

11. Background

11.1 This report presents the council's performance for 2006-07 compared to 2005-06, and progress to date 2007-08. This forms part of the evidence that the Commission for Social Care Inspection (CSCI) uses – along with findings from any service inspections, validated performance indicators and evidence gathered by CSCI from regular contact – to reach judgements about performance as expressed in annual star ratings.

11.2 Performance is reported against the seven outcomes for adult social care as set out in the White Paper *'Our Health, Our Care, Our Say'*.

- Improving health and emotional well-being,
- Improving quality of life,
- Making a positive contribution,
- Increased choice and control,
- Freedom from discrimination,
- Economic well-being,
- Maintaining personal dignity and respect.

In line with the outcomes framework, cross-cutting themes are addressed under two additional headings:

- Leadership, and
- Commissioning and use of resources.

11.3 CSCI's summary report of 2006-07 annual performance assessment of social care services for Adult Services for Haringey is expected on 27 November 2007, leading to an overall performance rating. The judgement on delivering outcomes will contribute to the Audit Commission's CPA rating for the council.

12. Key Achievements in 2006-07

12.1 The Chief Executive, Leader of the Council and Executive Member for Social Services and Health hold regular performance meetings with the Director and Assistant Directors to monitor our improvements. We have monthly performance callovers with service managers to ensure understanding and awareness of the position and provide support, training and roadshows.

12.2 The following are among the service improvements and achievements in 2006-07.

- The number of people funded by the Council receiving non-residential intermediate care to prevent hospital admission exceeded our planned target of 350 with an end of year out-turn of 425.
- Performance on reviewing care packages improved significantly over the last year. The number of clients receiving a review increased from Band 2 (lowest banding) to Band 3 (top banding) with 41.62% of clients receiving a review in 2005-06 to 62.5% of clients being reviewed in 2006-07.
- There was a substantial increase in the number of people with mental health problems whom we helped to live at home – from band 2 in 2005-06 to Band 5 in 2006-07.
- The percentage of items of equipment and adaptations delivered within seven working days rose from 86% in 2005-06 to 88.4% in 2006-07 and remained in Band 5.
- Provided over 90% of contact assessments within 48 hours from initial contact; this performance placed us in the top performance banding.
- Undertook over 80% of assessments of clients needs within 28 days – the second highest performance banding.
- Provided over 90% of care packages recommending services required within 28 days of the completion of assessment. This placed us in the top performance banding.
- We delivered 88.4% of community equipment within seven days of initial contact, placing us in top banding.
- Improvement in direct payments from 89 (Band 3) to 138 (Band 4).
- The percentage of people receiving a statement of their needs exceeded our plan and rose by 19% to 89%.

- In the learning disabilities service, we supported 45 people into paid employment and 61 people into voluntary work resulting from service users requesting increased employment opportunities.

As well as,

- Supporting 550 people using day care services;
- Looking after 650 people in residential or nursing homes;
- Supporting 4,500 people using our safe and sound community alarm service;
- Delivering over 10,000 hours of home care per week;
- Delivering over 400 meals on wheels every day;
- Helping 30-40 new people every week to obtain support;

12.1 Appendix: 1 graphically illustrates improvements made on key thresholds since 2005-06. Projections have been included and demonstrate performance will meet targets for 2007-08.

13. Conclusion

13.1 The Directorate is committed to further improving performance and the focus will be to:

- Improve our performance on annual reviews,
- Implement rehabilitative strategies in order to prevent hospital admissions,
- Continue to promote independent living for frail and vulnerable people through the Community Alarm Service working in partnership with Telecare,
- Promote the use of direct payments and pilot individual budgets,
- Continue to promote flexible services for Carers and support them to remain in or return to work.

14. Use of Appendices / Tables / Photographs

Appendix 1: Adults performance against key thresholds and progress report.