



**Haringey** Council

Agenda item:

**[No.]**

**Cabinet On 22 January 2008**

Report Title: **Annual Review of Performance for Adult Social Care 2006/07**

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

Wards(s) affected: **All**

Report for: **Non-Key Decisions**

**1. Purpose**

- 1.1 To inform Cabinet of the outcome of the Commission for Social Care Inspection's (CSCI) annual Review of Social Care.
- 1.2 To highlight some of the key achievements and areas for development for the Directorate.

**2. Introduction by Cabinet Member**

- 2.1 2006/07 results show that Haringey has continued improving services with a rise in our performance rating. CSCI confirm this is a good indication of the substantial work and improvements made, especially given that the department had an interim Director for the last five months of the year. Recognition of increased capacity reflects that the council is well placed in 2007/08 to build on the significant improvements already made in 2006/07 and CSCI have noted the positive direction of travel in various areas.

**3. Recommendations**

- 3.1 That Cabinet notes the content and outcome of CSCI's annual review for 2006/7 and proposed action to respond to the identified areas for development.

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#### **4. Director of Finance Comments**

4.1 There are no specific financial implications included within this report. The financial implications of the work undertaken by the service are monitored through the regular financial and performance management processes of the council.

#### **5. Head of Legal Services Comments**

There are no legal implications to this report

#### **6. Local Government (Access to Information) Act 1985**

6.1 Performance Assessment Notebook

#### **7. Strategic Implications**

7.1 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.

#### **8. Financial Implications**

8.1 There are no financial implications to this report.

#### **9. Legal Implications**

9.1 There are no legal implications arising in this report

#### **10. Equalities Implications**

10.1 CSCI are very positive on Social Care performance on Access to Services and equalities issues. They acknowledge that services have improved for users, carers and staff and continue to be fair and reflective of the diverse communities. There is recognition of commitment to promoting racial equality and specific projects, which run in line with the Community Care Strategy, giving attention to Black Minority Ethnic groups, women and the differing needs. The CSCI report also acknowledges continual development of recognised strengths and innovative ways of improving accessibility.

## 11. Consultation

11.1 Not applicable

## 12. Background

- 12.1 CSCI hold annual review monitoring meetings with all Councils with Social Services responsibilities. Following the meeting, CSCI writes to the Director of Adult Social Services outlining progress against performance targets in the year, drawing out key strengths and achievements, and areas for development in the previous year. It is a requirement that the CSCI Assessment and any action or improvement plan in response is placed before the Council's relevant Executive Committee in open session. The assessment is based on a set of national standards and criteria that inform CSCI to make a judgement that results in the star rating published in November.
- 12.2 The annual review monitoring meeting for Haringey took place on the 2<sup>nd</sup> August 2007. The purpose of the meeting was to review progress on performance across a range of targets for Adult Social Services in Haringey.
- 12.3 CSCI sent the Council their summary report for 2006/07 annual performance assessment of social care services for Adult Services on 21 October 2007 (see Appendix 1).
- 12.4 This was based on a Performance Assessment Notebook (PAN), formerly called a Record of Performance Assessment (ROPA). The purpose of the PAN is to provide the council with an assessment from CSCI which outlines strengths and achievements, and areas for development.
- 12.5 A Performance Improvement Plan has been drawn up to ensure that identified areas for development in the Performance Assessment Notebook, are addressed (see Appendix 2).
- 12.6 The judgement reached by CSCI draws on evidence from a variety of sources, including:
- The published PAF performance indicators and other statistical data up to 2006/07, plus data supporting planned targets for 2007/08;
  - Evidence agreed in the course of monitoring meetings that have been formally recorded; and
  - Monitoring information from the Self Assessment Survey completed in May 2007;
- As a result of this judgement the CSCI award star ratings, from zero stars to a maximum of three stars.
- 12.7 In 2005/06 Haringey was awarded a one-star rating, with the judgement being serving **some** people well, with **uncertain** prospects for improvement.

12.8 In 2006/07, CSCI introduced a new outcomes framework related to the seven outcomes as defined in the DH White Paper “*Our Health, Our Care, Our Say*”, with two additional domains (leadership and commissioning & use of resources).

12.9 In 2006/07 CSCI Haringey has rated as a ‘One Star’ authority; the overall judgements are:

- (a) Delivering Outcomes judgement has been determined as **adequate** (3 good outcomes and 4 adequate)
- (b) **Promising** capacity to improve.

### 13. Report

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

<b>Areas for Judgement</b>	<b>Grade Awarded</b>
• Improving health and emotional well-being,	Adequate
• Improving quality of life,	Adequate
• Making a positive contribution,	Good
• Increased choice and control,	Adequate
• Freedom from discrimination or harassment,	Good
• Economic well-being,	Adequate
• Maintaining personal dignity and respect.	Good

In line with the outcomes framework, cross-cutting themes are addressed under Capacity to Improve (Combined Judgement):

- Leadership, Promising
- Commissioning and use of resources.

13.2 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% 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.

13.3 The Directorate is on course to further improve performance with a focus on:

- a) Improving our performance on annual reviews,
- b) Improving performance of Statement of Needs to all clients who receive services,
- c) Acceptable waiting times for assessments,
- d) Reduce rates of delayed transfer from hospital care,
- e) Continuing to promote independent living for frail and vulnerable people through the Community Alarm Service working in partnership with Telecare,
- f) Implementation of the Electronic Social Care Record.

13.4 Detailed actions to address identified areas for development are highlighted in the Performance Improvement Plan (Appendix 2). The following are just a few activities that have already contributed to the positive progress to date:

- a) Implemented a systematic review process for ongoing cases and using provider feedback;
- b) Management ensuring that assessments and reviews are not authorised without a statement of need, with exception reporting to Service Heads;
- c) Regular monitoring held by managers to agree action on all assessments and care planning;
- d) Social Workers are now present at hospitals' multi-disciplinary meetings, to direct service user and significantly improve the number of delayed discharges;
- e) Implemented a starter plan for assistive technology (Telecare) and a joint housing development strategy for extra care across the borough, with plans to implement rehabilitative strategies in order to prevent hospital admissions, that will have a positive impact on supporting clients to live in the community;

- f) Case file audits to ensure all supplementary documents are scanned and posted on to electronic file.

## **14 Conclusion**

- 14.1 2006/07 results show that Haringey has continued to improve the services that it provides.
- 14.2 Of the 85 total areas on which we are measured, 58 (68%) are strong, with only 6 being areas for development.
- 14.3 Haringey ranks 96 among 1<sup>st</sup> tier authorities – an improvement from 143<sup>rd</sup> in 2005/06. In 2006/07, 48% of our indicators were in maximum banding, compared to the England average of 47%.
- 14.4 Significant improvements have been made in 17 out of 23 indicators, as well as placing us in top banding for:
- Intensive home care as a percentage of intensive home and residential care;
  - Intensive home care;
  - Mental Health service users helped to live at home;
  - Older People aged 65+ admitted to residential/nursing care during the year;
  - Equipment and adaptations delivered within 7 working days;
  - Waiting time for care packages.
- 14.5 This represents the considerable improvements that have taken place in Adult Social Care over the last year. The rate of improvement in key areas is substantial with some performance levels going up by more than 21%. Of equal importance is CSCI's assessment of the capacity to improve. Throughout the document the stabilisation of the financial position and the robustness of the budget are referred to as a real contribution to capacity to improve. In addition to the specific service comments, CSCI also identify Council-wide improvements and achievements, including achieving Level 3 of the Equality Standard and an increased focus on performance management and people development.

## **15 Use of Appendices / Tables / Photographs**

Appendix 1 - CSCI Summary Report for Haringey's 2006/07 Annual Performance  
Appendix 2 - ACCS Performance Improvement Plan for Areas for Development as identified in the Performance Assessment Notebook