

**Executive****On 20 December 2005**Report Title: **2005 Social Services Star Rating results**Report of: **Director of Social Services**Wards(s) affected: **All**Report for: **Non-Key Decision****1. Purpose**

- 1.1 To inform the Executive of this year's Star Rating results.
- 1.2 To highlight some of the key achievements of the Social Services Directorate.

**2. Introduction by Executive Member**

2.1 On 1 December 2005 CSCI announced Haringey social services had achieved two stars. This improvement is a success story for Haringey and demonstrates that within social care we are delivering a good service to local residents and reflects our determination to put local people first by providing them with excellent services when they need them. Our annual review letter highlights areas of good practice and also areas where we need to focus our attention to ensure we continue to improve. The annual review letter is proving to be a useful tool in setting our priorities for the forthcoming year, and monitoring performance on a monthly basis.

2.2 Among the service improvements and achievement are:

- The introduction of night-time home care as part of our commitment to delivering a community care strategy for older people
- Improved delivery times for equipment for those who need it when leaving hospital. Now, 90 per cent of required equipment is delivered within 7 days of the client leaving hospital
- An additional £320K pumped into adaptations services - helping more vulnerable remain at home - independently
- Over 150 older people are helped to return home from hospital each month and some 1,400 people are given help at home
- The two-star award also covers children's social services, now managed as part of Haringey's new Children's Service. The Children's Service has seen improvements within the last 12 months which include a reduction in the number of placements for LAC. This stability of placements has undoubtedly led to the improved educational attainment for LAC

### **3. Recommendations**

3.1 That the Executive notes the key achievements noted in this report.

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### **4. Executive Summary**

4.1 This year's Star Rating results show that we have now achieved a two-star rating from the Commission for Social Care Inspection. This once again highlights the continued improvements in the services provided by the Social Services Directorate.

### **5. Reasons for any change in policy or for new policy development (if applicable)**

5.1 Not applicable

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

6.1 Not applicable

## **7. Background**

7.1 The Commission for Social Care Inspection (CSCI) carries out an annual review of the services provided by Social Services. At present these results include part of The Children's Service which moved across from Social Services in April 2005.

7.2 In 2002 the Social Services Directorate was given a zero-star rating. The results found that services for adults were serving some people well with uncertain prospects for improvement. It was found that children were not being served well and that there were again uncertain prospects for improvement.

7.3 In 2003 and 2004 Haringey achieved a one-star rating. It was found that some children were now being served well, but again with uncertain prospects for improvement. Services for adults improved from serving some people well to serving most people well, now with promising prospects for improvement.

7.4 In terms of the Comprehensive Performance Assessment (CPA), Adult Social Services are regarded as a Level 1 Service along with Children's Services and Use of Resources. This means that the Social Services score is more heavily weighted than Level 2 services (Environment, Culture, Benefits and Housing). According to the CPA rules, a council cannot achieve three stars unless all its Level 1 services achieve a score of 3. Therefore the contribution of Adult Social Services in the overall CPA Score for the Council is key.

## **8. 2005 rating**

8.1 This year's results show that Haringey has continued improving the services that it provides and has now achieved a two-star rating.

8.2 This is an excellent result for Social Services and once again shows a year-on-year improvement. Only half of London councils and 49% of councils nationally which had a one-star rating in 2004 have moved up to a two-star rating in 2005.

8.3 Haringey is now above the average outer London star rating of 1.84 stars and the average national star rating of 1.92 stars.

8.4 This level of improvement with regards to our star rating result over just three years is exceptional at both a London and national level. Across all councils which were in the same position as Haringey in 2002, the average 2005 star rating is only 1.58 stars. It has also taken place in context of the Laming Review, generally difficult circumstances in terms of service, and significant budget issues.

8.5 The judgments behind this year's star rating result are that Haringey is still serving most adults well with promising capacity for improvement. We are still serving some children well, but now with promising capacity for improvement.

8.6 In two of the five criteria for which average scores nationally are lowest and thus councils nationally need to do most to improve, Haringey attracted specific praise for its achievements. These are:

- Support for carers
- Services reflecting the community, promoting equality and complying with all relevant legislation and demonstrating that diversity and social inclusion are valued.

8.7 For detailed findings please refer to the report titled '**Commission for Social Care Inspection Review of Performance**' elsewhere on this agenda.

## **9. Consultation**

9.1 Not applicable

## **10. Summary and Conclusions**

10.1 CSCI have also recognised that Haringey benefits from a strong management team and strong political leadership.

10.2 In addition to improvements in services, Haringey has also implemented a large Web-enabled electronic social care system, Framework-i, and financial management arrangements are now an area of strength.

10.3 While believing that two stars is an excellent result, the Social Services Directorate is far from complacent and is now striving to achieve a three-star standard as quickly as possible.

## **11. Recommendations**

11.1 That the Executive notes the key achievements noted in this report.

## **12. Comments of the Director of Finance**

12.1 The Director of Finance has been consulted in the preparation of this report and commends Social Services for its achievements and contribution to the council's CPA rating.

## **13. Comments of the Head of Legal Services**

13.1 There are no legal implications to this report.

## **14. Equalities Implications**

14.1 CSCI acknowledges that Haringey Social Services have improved access for users, carers and staff, which continues fair and reflective of the diverse communities. There is recognition of commitment to promoting racial equality and specific projects, which run in line with community care strategy, giving attention to Black Minority Ethnic groups, women and the differing needs between the east and west of the borough. The report identifies continual development to recognised strengths and innovative ways of improving accessibility.

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

Appendix A: Performance rating of London councils in 2004 and 2005

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### Councils moving up in 2005

To 1 star	To 2 stars	To 3 stars
Ealing	Bromley	Camden
	<b>Haringey</b>	Redbridge
	Havering	
	Hillingdon	
	Lewisham	
	Newham	

### Councils moving down in 2005

To 1 star	To 2 stars	
Barnet	Kensington & Chelsea	
	Westminster	

### Councils remaining the same in 2005

At 1 star	At 2 stars	At 3 stars
Barking & Dagenham	Brent	Bexley
Greenwich	Croydon	City of London
Harrow	Hackney	Kingston upon Thames
Lambeth	Hammersmith & Fulham	Southwark
Sutton	Hounslow	Tower Hamlets
Waltham Forest	Islington	Wandsworth
	Merton	
	Richmond upon Thames	

Enfield's new rating (previously 2 stars) is still pending.