



Health & Social Care Scrutiny & Performance Panel

Performance Review of Social Services 2004

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Performance Assessment Framework: The Purpose

The PAF is operated by the DoH and exists to:

- ☐ promote improvement in the quality of care to service users;
- ☐ support effective performance management of social services in local councils;
- ☐ provide annual independent judgements of the performance of local councils with social services responsibilities (star ratings);
- ☐ establish what action each council needs to take to improve the quality of their social services;
- ☐ provide information to service users and the general public about the performance of their local council in providing social services;
- ☐ assess progress in implementing the Government's policies for social care.

Performance Assessment Framework: The Process

☐ Completion of Spring Delivery & Improvement Statement

Submitted in May each year to DoH

☐ Annual Review Meeting (ARM)

Held in July/August each year with all Councils

☐ Performance Review Report (PRR)

Produced in September providing detail from ARM

☐ Record of Performance Assessment (RoPA)

Produced in October providing final opportunity to comment on evidence collated to inform star rating process.

☐ Star Rating

Published on 18th November for all Councils.

Improvements Observed in Children's Services during 2003-04

- ❑ The council has further developed its strategic approach to children's services, which has been supported by on going investment in children's services and the development of CAMHS.
- ❑ Progress continues in consolidating the council's processes of performance management, organisational development and partnership working.
- ❑ There is on-going development of the Children and Young People's Strategic Partnership with the creation of a Children's Care Trust as the focus of its work
- ❑ Positive outcomes for children are being achieved in employment, education and training for care leavers, stability of placements of children looked-after, number of adoptions, health of children looked-after and further reductions in the number of teenage pregnancies.
- ❑ The council has approved a revised Corporate Parenting Policy

Improvements Recommended in Children's Services during 2004-05

- ☐ The Council needs to show that the Best Value Service Improvement Plan for looked-after children is achieving positive outcomes.
- ☐ The effectiveness of social services provision needs also to be demonstrated in education outcomes for children looked-after and children in need.
- ☐ The Council must demonstrate that children's needs are being efficiently assessed and reviewed.
- ☐ The Council must ensure that children's services are responsive to the needs of children from black and minority ethnic backgrounds.

Improvements Observed in Adults Services during 2003-04

- ❑ A business planning process linking both strategic and operational priorities for service groups.
- ❑ A permanent senior management team that is service group focused and that is well placed to drive through further modernisation of services.
- ❑ Robust partnership working continues to be developed (delayed transfers, re-ablement and intermediate care initiatives and investment in some preventative services).
- ❑ Progress on implementation of the National Service Framework for Older People.
- ❑ An appropriate balance of service continues to be provided for the people of Walsall
- ❑ The recent CSCI inspection of services for people with learning disabilities judged that some people with learning disabilities were being served well and that the capacity for improvement was excellent

Improvements Observed in Adults Services during 2003-04

- ☐ Evidence of consolidation of progress in modernising both mental health and learning disability services
- ☐ Levels of uptake for Direct Payments have increased considerably showing good performance against similar councils nationally.
- ☐ Improvement in informal carers receiving an assessment.
- ☐ Good progress has been made in the implementation of the single assessment process (SAP).
- ☐ Good performance against similar councils nationally in the provision of care packages following assessment (a threshold indicator of performance).

Improvements Recommended in Adults Services during 2004-05

- ☐ The Council should improve the range of services to help older people and people with physical disabilities remain at home with support.
- ☐ The Council must ensure delivery of the modernisation programme for its own residential care services.
- ☐ The Council must ensure that effective care management processes are delivered and that local targets are set that whilst being realistic also demonstrate commitment to continuous improvement.
- ☐ The Council should demonstrate that it is able to meet the needs of people from black and minority ethnic backgrounds. It should develop targets that demonstrate the promotion of career pathways for staff from non-white backgrounds.