

Cabinet – 18 March 2009

Adults Social Care CSCI Judgement Improvement Plan 2008/09

Portfolio:	Councillor B. McCracken – Social Care, Health and Housing
Service:	Adults Social Care
Wards:	All
Key decision:	No
Forward plan:	No

1. Summary of report

- 1.1 As reported to Cabinet on 17 December 2008, the CSCI summary judgement (2008) for Walsall's adults social care services was 'adequate' outcomes for service users and 'promising' capacity for improvement, resulting in a star rating of one star. Although the star rating was unchanged from that in 2007, the capacity for improvement was upgraded from 'uncertain' and the grading of the domain 'maintaining personal dignity and respect' was upgraded from 'adequate' to 'good'. Our CSCI Business Relationship Manager expressed satisfaction with the progress that the service had made and its direction of travel towards further improvement.
- 1.2 Following the 2007 performance assessment, the service was required to produce and deliver an improvement plan. The plan was approved by Cabinet on 6 February 2008, and its delivery was monitored by the Health, Social Care and Inclusion Scrutiny and Performance Panel during the year.
- 1.3 Because of the effective delivery of the plan and the service's measured performance improvement during 2008, no such plan is required for 2009. However, to evidence continuing improvements to the service, and to capture the totality of the modernisation initiatives that are currently being developed and delivered within adults' social care, an action plan has been produced and is attached as **appendix 1**. Progress and delivery will be discussed with our CSCI Business Relationship Manager (Care Quality Commission from April 2009) in routine business meetings. It may be that the Scrutiny Panel will wish to use the plan in order to monitor the progress of adults' social care during 2009.

2. Recommendations

That Cabinet note the production of an action plan that sets out further improvements to adults social care services in 2009.

3. Background information

- 3.1 The Commission for Social Care Inspection (CSCI) maintains a system for the annual performance assessment of adults social care services. The assessment process involves a series of direct inspections of selected services, the submission of an Adult Social Care Self Assessment Survey (SAS) and regular meetings with the CSCI Business Relationship Manager.
- 3.2 The CSCI performance judgement addresses how social care services are achieving good outcomes for service users in the following areas:
- Improving health and emotional well being
 - Improved quality of life
 - Making a positive contribution
 - Increased choice and control
 - Freedom from discrimination or harassment
 - Economic well being
 - Maintaining personal dignity and respect and how likely the services are to improve in the two additional domains of:
 - Leadership
 - Commissioning and use of resources.
- 3.3 The performance assessment framework contains various performance indicators (PIs) and allows for an assessment of year on year progress. The assessment also includes a range of qualitative judgements made against 180 national Key Lines of Assessment (KLAs) which measure the quality of Adult Social Care outcomes and prospects for improvement. CSCI Business Relationship Managers undertake an Annual Review meeting (ARM) with the council in the summer before issuing their independent assessment.
- 3.4 The 2009 assessment process will see significant changes as all inspectorates work together to deliver the Comprehensive Area Assessment (CAA). The statutory guidance due for distribution in December 2008 has yet to be issued. However we can anticipate:
- A greater emphasis on the evaluation of outcomes for service users
 - A replacement for the Star rating system
 - New arrangements that link the Adult social Care judgement to the new Comprehensive Area Assessment
 - A revised statutory Adult Social Care Self Assessment Survey template including text on all major outcome areas.

Work has already started on gathering evidence of improvement and outcomes with Operational staff so that Walsall Adults social Care can respond thoroughly when the new performance framework is published.

4. Resource considerations

- 4.1 **Financial:** The improvements described in the action plan will be included in service plans for adults social care and where necessary consideration given to resource implications as appropriate. Any amendments required to services will need to be managed within the cash limited revenue and capital budgets for social care and inclusion.

Specifically, additional funding has been made available in the 2009/10 budget for adult services for client demand growth which will support the funding of items referenced 4, 6,7,8,9 and 10 in the action plan.

A bi-weekly budget management group is now well established in order to continue to monitor the risks associated with the budget for adult services and ensure target action plans are in place should pressures materialise. This is specifically relevant to item 41 of the action plan.

- 4.2 **Legal:** None directly arising from the contents of this report.
- 4.3 **Staffing:** Staffing implications in the action plan will be addressed with Human Resources & Development support following normal procedures.

5. Citizen Impact

The focus of the report is on improvements to outcomes for service users who are amongst the most in need of the citizens of Walsall.

6. Community safety

Community safety features in the social care actions associated with support to vulnerable older people and work with vulnerable and disabled adults. SocialCare services contribute to interventions that safeguard some of the most vulnerable individuals in the Borough.

7. Environmental impact

None directly arising from the contents of this report.

8. Performance and risk management issues

Progress and delivery of the action plan will be put forward to CSCI/CQC as evidence to be used in the 2009 performance assessment exercise, which will determine the judgement on Walsall's adults social care services to be published in autumn 2009. The Council's performance management arrangements are the means by which deliver will be monitored and will be subject to assessment as part of the organisational assessment in the CAA.

9. Equality implications

The services provided by Adult Social Care are targeted at the most vulnerable and disadvantaged sections of the adult population, their families and carers. Adult social care makes a major contribution to addressing disability, discrimination in accessing services, promotion of independence and choice, and combating inequality.

10. Consultation

The action plan contains a range of modernisation, service development and performance improvement measures, many of which will have been subject to specific or general consultation with service users and carers, and will continue to be so. The judgement of services is in the public domain and subject to benchmark comparison.

Background papers

CSCI Adults Social Care Performance Ratings letter – 27 November 2008
Star Rating report to Cabinet – 17 December 2008

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Signed:
David Martin
Executive Director
2 March 2009



Signed:
Councillor John O'Hare, Leader of the Council
on behalf of Councillor Mrs Barbara
McCracken
Portfolio Holder
9 March 2009