

**Health, Social Care and Inclusion
Scrutiny and Performance Panel**

**Agenda
Item No.**

DATE: 10 July 2008

08

**Commission for Social Care Inspection (CSCI) –
Adults Social Care Action Plan**

Ward(s) All

Portfolio: Councillor Mrs B McCracken – Health, Social Care and Inclusion

Summary of report:

To inform members of progress in delivering the action plan, significant developments that impact on the action plan, and that a full progress report will be submitted to the Panel's next meeting.

Background papers:

2007 Annual Review Meeting letter from CSCI

Reason for scrutiny:

To enable scrutiny of process and progress following criticism by CSCI, and to meet scrutiny's role in ensuring Cabinet is held to account for the delivery of the council's strategic goals and individual portfolio targets.

Signed:

Executive Director: David Martin

Date: 1 July 2008

Resource and legal considerations:

Any resource implications arising from improving performance will be found from within approved budgets. There are no legal considerations arising from this report.

Citizen impact:

Improvement in social care services, particularly in respect of access and quality, contribute to better outcomes for those citizens of the borough who are users of our services.

Environmental impact:

There is no specific environmental impact from this report.

Performance management:

The actions being undertaken will improve the performance of the directorate and impact positively on the overall performance of the council.

Equality Implications:


The actions being undertaken relate directly to the equitable availability of, and access to, social care services for adults.

Consultation:

There are no specific consultation requirements relating to this report.

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1. Initiation of Action Plan

1.1 Following criticism of the quality and pace of improvement of adults social care services in CSCI's statutory letter following Walsall's 2007 Annual Review Meeting, an action plan was drafted.

1.2 A comprehensive action plan was agreed with the CSCI Business Relationship Manager (Pat Bailey) in January 2008.

1.3 Discussion between relevant officers and CSCI resulted in the welcome offer of assistance and resources from the Department of Health Care Services Efficiency Delivery (CSED) and Care Services Improvement Partnership (CSIP).

1.4 A formal meeting at the Department of Health between Paul Snell – Chief Inspector (CSCI), the Chief Executive (Paul Sheehan), the Cabinet Portfolio Holder and the Executive Director, Social Care and Inclusion, and a subsequent meeting with CSCI resulted in agreement to prioritise specific areas of work.

1.5 The agreed priorities are:

- Assessment and care management process and procedures
- Implementing the Personalisation Agenda
- Commissioning for quality outcomes
- Services for carers.

2. Current Position

2.1 The priorities and workstreams set out in the action plan are unchanged, but work has been undertaken to refine the outcome measures in the plan, better to measure and demonstrate the impact of the improvements on the experiences of and outcomes for users of our social care services.

2.2 The enhanced action plan was presented to CSCI and CSIP at the regular business meeting on 14 May, where the changes received positive feedback.

2.3 The assistance and resources from CSED are being translated into business cases for the specific activities listed at 1.5 above. CSED will be presenting their outline business cases to officers on 8 July. Their proposals will undoubtedly lead to substantial changes to a large number of the workstreams in the action plan.

2.4 The 2008 Annual Review Meeting with CSCI has now been arranged for 5 August. The agenda for this will no doubt include progress on the delivery of the action plan, and changes arising from the CSED-led activity.

3. Further Report

3.1 It is now proposed to bring a full update on delivery of the action plan to the Panel's next meeting on 28 August 2008. This will include and take account of:

- Changes to action plan workstreams arising from CSED-led activity
- Initial feedback on progress from the 2008 ARM meeting, including CSCI emerging hypothesis in relation to direction of travel and pace of improvement, and any resultant changes to action plan priorities and workstreams
- Detail of progress and achievements against all workstreams