Annual Review of Performance of Adult Social Care

All Wards

Cabinet Portfolio: Cabinet Member for Health and Care Services: Councillor Lorna Campbell

Report authorised by: Executive Director Adults’ and Community Services: Jo Cleary

Executive summary

The Commission for Social Care Inspection (CSCI) judgement for Lambeth Adult and Community Services was published in November 2008 and the Council was awarded “Two Stars” (out of a possible three stars). Adult Social Care achieved an overall grade of Good for delivering outcomes with promising capacity for improvement.

This report provides information on the recommendations following the Annual Review Meeting with CSCI (attached as Appendix 1). In addition to this an action plan has been developed in response to the recommendations and is attached as Appendix 2. Overall the Performance Review Report demonstrates that a number of positive improvements have been made across the department. We are required to report these recommendations to the Council’s decision-making body.

Summary of financial implications

There are no funding implications.

Recommendations

(1) That the Annual Review of Performance and subsequent “Two Star Rating” for Adult and Community Services by the Commission of Social Care Inspection be noted.

(2) That the action plan and monitoring arrangements be approved.
Consultation

<table>
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<tr>
<th>Name of consultee</th>
<th>Department or Organisation</th>
<th>Date sent</th>
<th>Date response received</th>
<th>Comments appear in report para:</th>
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<tr>
<td>Jo Cleary</td>
<td>Executive Director of ACS</td>
<td>19.02.09</td>
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<tr>
<td>Owen Barclay</td>
<td>Legal and Democratic Services</td>
<td>20.02.09</td>
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<td>Helen Sach</td>
<td>Head of Finance ACS</td>
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<td>Councillor Campbell</td>
<td>Cabinet Member for Health &amp; Care</td>
<td>20.02.09</td>
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<td>Sophia Looney</td>
<td>Divisional Director PEP</td>
<td>20.02.09</td>
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Report history

Decision type: Key decision [first entered into the Forward Plan February 2009]

Key decision: reason

EITHER a) expenditure or savings of £500,000 or more

OR/AND: b) proposal affects significantly two or more wards

Authorised by Cabinet member: See above

Date report drafted: 19.02.09

Date report sent: 26.02.09

Report deadline: 02.03.09

Report no.: 343/08-09

Report author and contact for queries: Maria Millwood Divisional Director Resources

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Background documents


Appendices


Appendix 2: Action Plan prepared in response to recommendations.
Annual Review of Performance of Adult Social Care Services

1. Context

1.1 In assessing performance, the Commission for Social Care Inspection (CSCI) not only reaches judgements about performance against a set of standards and criteria, but also draws on evidence from a number of standard sources. These include:

- The published dataset in relation to the Performance Assessment Framework (PAF), other relevant performance information extracted from statutory returns, plus data supporting planned targets for 2008/09.
- Monitoring information from the Self Assessment Survey (SAS) completed in May 2008.

The judgements which support the performance rating are:

- Delivering outcomes (formerly Serving People Well)
- Capacity for Improvement (a combined judgement from the Leadership and the commissioning & use of resources evidence domains).

1.2 The outcome from this performance review forms the basis of the ongoing monitoring of current performance through regular meetings with CSCI’s Business Relationship Manager and the submissions and analysis of performance information.

1.3 The Annual Performance Assessment for 2008/09 will be changing. The main changes are summarised below:

- There will be no star rating. Instead the assessment of performance in terms of delivery of outcomes will be graded individually and then aggregated up into an overall graded judgment.
- The outcome framework uses the Local Services Inspectorate Forum grades to assess and judge performance in achieving outcomes for people who use services.
- CSCI will grade at outcome level.
- As well as using the outcomes summary as a guide in grading, Business Relationship Managers and Regional Directors will use their professional judgement and unbiased knowledge of the council. The Performance Assessment Notebook (PAN) will fully explain the Business Relationship Manager’s assessment and analysis in coming to decisions and must be supported by relevant admissible evidence.
• The gradings build up from each other. You cannot achieve performing excellently without first achieving performing well and so on. The outcome summaries are not stand-alone and are part of the incremental build of the evidence and analysis.

• There will be a key threshold applied to safeguarding.

1.4 The assessment of adult social care will be embedded in the Comprehensive Area Assessment (CAA). This will be done via the performance assessment notebook (PAN). This will be supported, where necessary, by discussions with partner inspectorates and may be supplemented with additional relevant evidence at other points in the year. This could be, for example, to take account of a relevant service inspection or urgent emerging issue.

2. Lambeth’s performance

2.1 The CSCI judgement for Lambeth Adult Social Care Services published at the end of November 2008 was “Two Stars” with ACS achieving an overall grade of good for Delivering Outcomes with Promising Capacity for Improvement.

2.2 The annual Performance Review meeting was held in August 2008, chaired by CSCI and attended by the Chief Executive, the Chief Executive of the Primary Care Trust, the Chief Executive of SLAM, other partners and senior officers of the council. The outcomes from this meeting were communicated to the council via the production of the Performance Assessment Notebook (PAN) for Adult Social Care 2007/08 and a summary report which is attached as Appendix 1.

The Annual Review Meeting covered the following areas:

• Improvement demonstrated since the previous annual review meeting

• Areas of improvement

• Capacity for Improvement

2.3 Any aspect of the performance assessment system may produce evidence of good, as well as weaker performance. CSCI will discuss this with the council as it arises usually through their regular monitoring meetings and clarify what action the Council plans to take to address it. Where it is considered that a more detailed assessment is required, a targeted inspection will normally be arranged. There have been no targeted or other inspections over the last year.

2.4 Performance assessment ensures that any concerns are identified before the situation becomes too serious so that action can be taken to bring all services up to an acceptable standard. CSCI will work closely with councils and with other agencies to ensure that improvements take place.
2.5 **Summary of key strengths:**

- Council able to evidence some impact from healthy lifestyles initiatives.
- Engagement with people using services and carers demonstrated.
- Personalisation plans are well advanced and a corporate priority.
- Joint council / PCT access centre now open.
- The Gaia Centre for domestic violence won NHS & Social Care Award for London.
- Benefit uptake campaign has had positive results.
- Safeguarding governance and capacity is being strengthened.
- Delayed transfers from hospital are low for Older People.
- Increase in the number of service users with learning disabilities helped into work.
- Local drug treatment services assessed as good.

2.6 **Summary of key areas for improvement:**

- Continue to progress personalisation plans.
- Fully implement the Single Assessment Process.
- Continue to develop joint working approaches that add value to services for users and carers.
- Progress plans to develop extra care housing.
- Improve employment opportunities for service users with Physical Disabilities and carers.
- Carers Strategy Action plan needs to be implemented.
- Progress plans to develop extra care housing.

An action plan outlining the actions to be taken relating to the key areas of improvement is attached in Appendix 2.
3. Comments from Executive Director of Finance and Resources
3.1 There are no funding implications following the report’s recommendation.

4. Comments from Director of Legal and Democratic Services
4.1 Pursuant to section 79 of the Health and Social Care (Community Health Standards) Act 2003, in each financial year, the Commission for Social Care Inspection (CSCI) must conduct a review of the English local authority social services which are provided by, or pursuant to arrangements made by, each local authority in England. After conducting such a review, CSCI must award a performance rating to that authority.

5. Results of consultation
5.1 The production of the action plan has been completed in consultation with a range of officers across the council.

6. Organisational implications
6.1 Risk management: The department carries out a detailed risk assessment and analysis for each division to ensure risks are correctly identified and managed. These are recorded and monitored through the council’s risk register, through monthly performance boards and by the Department’s Leadership Team (DLT).

6.2 Equalities impact assessment: Equalities Impact Assessments (EIAs) are currently underway in all service areas. During last year, the department’s work contributed to the Council’s achievement of Level 3 of the Local Government Equalities Standard, and progress to Level 4. Strengthening of governance arrangements in the department has put equalities at the centre of service delivery and development. There was good progress on embedding equalities impact assessments across all parts of the department. This is being taken forward as part of the service planning process, and is linked to a training and development programme for staff.

6.3 Community safety implications: None

6.4 Environmental implications: None

6.5 Staffing and accommodation implications: None
6.6 Any other implications:

The ACS service planning process is designed to address the key issues raised in the CSCI review of performance and these will be incorporated in the 2009/10 service plan. The recommendations from the PAN and the subsequent action plan (appendix 2) have been developed to ensure that front line services are delivered to improve the outcomes and the quality of services to users and carers.

7. Timetable for implementation

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<tr>
<td>Letter from CSCI indicating final rating for adult social care performance</td>
<td>24&lt;sup&gt;th&lt;/sup&gt; October 2008</td>
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<tr>
<td>Performance report published on CSCI website</td>
<td>November 2008</td>
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<tr>
<td>Progress to be monitored in conjunction with CSCI Business Relationship Manager</td>
<td>On a quarterly basis</td>
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<td>Self Assessment Survey submitted</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; May 2009</td>
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<td>Annual Review Meeting 2008/09</td>
<td>July 2009</td>
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