

Commission for Social Care Inspection  
CSCI Regional Office: North East

DELIVERY AND IMPROVEMENT STATEMENT  
(Performance Assessment of Social Services)  
Spring 2006

Darlington  
Unitary Authority  
UA

Updates: Fixit 1

Whilst this Instrument has been prepared using Microsoft Excel 2000 it will also work on Excel 97, please see instructions.

For information on how to make your return, please read the **Instruction sheet**

Please ensure that the authorisation box below is completed

AUTHORISED BY

Name	Date	
Cliff Brown	31-May-06	Director of Social Services
Linda Robinson	31-May-06	Business Relationship Manager

DATA VERSION NUMBER (CSSR internal use)  
[Optional]


Status of Return:

Final



## DELIVERY AND IMPROVEMENT STATEMENT

### Workbook Instructions and Guidance

**The Delivery Improvement Statement has been prepared using Excel 2000. Whilst this DIS will function if councils are using Excel 97, there could be a loss of functionality. If councils do not have a version of Excel 2000, or above, and cannot work with the DIS available in their locality, they need to get in touch with their regional contact for a version of the DIS designed to work on Excel 97.**

If you are using Excel 2000, Visual Basic for Applications has to be enabled, and the security level should be set so that macros can be run. If you are unsure of how to do this, please contact your IT helpdesk for guidance.

This questionnaire should be completed electronically and returned to your CSCI Regional contact at (Enquiries.NorthEast@csci.gsi.gov.uk) via e-mail. Please enter your local contact name[s] at the top of each of the three sections to be completed.

An update to the DIS Guidance 2005-06 will be provided separately and contains help with definitions and context. Further clarifications around many questions has been provided in this guidance. Please ensure you obtain a copy of this guidance from your

#### Opening Questionnaire

**Before opening the Questionnaire, please ensure that all other Excel documents are closed.**

On opening the Delivery Improvement Statement, click the "Enable Macros" button. If you fail to do so, you will not be able to access the questionnaire. You will be presented with a customised toolbar at the top of the spreadsheet. Some of the buttons will at first be greyed out, but will become enabled when the Questionnaire has been accessed. Please note if you are an Excel 2002 user you may not see the Enable Macros dialog box - in such cases the macros will run automatically.

#### Access To Questionnaire

In order to gain access to the Questionnaire, use the "File" option on the menubar and choose "Show DIS". All of the sheets of the questionnaire will become visible and the previous greyed out buttons will now be enabled.

Some of the options may still be greyed out. To enable them, click in any cell on the sheet.

#### Completing the Sections

Throughout each section coloured boxes indicate differing types of information and cell content.

**The ivory boxes contain questions and general information etc.**

**The green boxes indicate where responses from you are required.**

Some boxes have "drop down" lists for you to choose from - please click in the box and then select your response by clicking on the arrow at the right hand end.

Similar green boxes, but without the "drop downs" will provide you with options to enter different types of data [text or numeric]. In all cases the type of data and maximum length permitted [if text] will be indicated.

If using the cut and paste facility from Word to Excel it is possible to exceed the physical size of data entry areas whilst remaining within the character limit. Care should be taken to avoid this as text could be lost and printing problems will arise.

Other than the green boxes, all other parts of the Workbook are "protected" to prevent accidental alteration.

### **Copy and Paste**

The only way to copy and paste information into the DIS is by the following steps

1. Open the DIS
2. Open another instance of excel, or open the document from which you wish to paste information from.
3. Copy the information from the source file by using the buttons Ctrl+C
4. In the DIS, click onto the cell in which you want to paste data and then click on the formula bar.  
(If you formula bar is not visible, click View on the menu bar at the top pf the screen and click Formula Bar)
5. Press the buttons Ctrl+V to paste the information into the formula bar. The information will now be pasted into the DIS.

### **Customised Toolbar**

There are five options on the top Toolbar. The first option "File" has a number of functions : "Show DIS" opens all the data sheets. "Save" and "Save As..." operate as for a standard Excel workbook. This is also the same for the "Print" function and you can also set and clear print areas. This allows you to only print out sections that you want, without having to print the entire page. To do this please follow these steps:

1. Click on the first cell of the desired print area, in first column (ie. the extreme left hand column with the question reference numbers)
2. Press and hold the shift key
3. Click on the last cell of the desired print area, in the last column
4. Click on the "Set Print Area" option on the menu

The desired print area should now be set, you can check this by using print preview and modify if necessary. \*If "Clear Print Area" option does not work, the area can be reset by simply clicking back into the cell originally highlighted in 1. above - your selected print area will then be cleared.

The "Edit" option allows you to undo the previous action taken, in case an error needs correcting.

The "Bookmark" option allows you to navigate round the DIS sheets by choosing the appropriate sub-option.

Spellchecking is available under the "Tools" option.

### **Converting the DIS into a word document**

The DIS can be converted in a word document by clicking on the "Tools" option, on the toolbar followed by "Convert To Word". The word version will be downloaded into the same directory as the DIS, and will have the same filename, but will display a word document file extension.

The word document can then be edited as desired.

### **Closing Questionnaire**

On closing the questionnaire, your toolbars will be returned to how they were before the questionnaire was opened. In the event of the toolbars failing to re-appear after closing the questionnaire, close and re-open Excel and the toolbars will re-appear.

**The Director responsible for adult social care is requested to confirm that: -**

**- The DIS is a fair representation of the council's commitments and intentions for social services in 2005-06.-**

**- Where the DIS refers to improvements that must be delivered in co-operation with other organisations, or departments of the council, it is consistent with current or expected agreement with the key partners concerned.**

Space is provided below for the Director to give a brief summary of the improvement outlook for the year ahead, including the main elements of strategy, risks and contingencies, and an indication of how resources will be directed towards priority improvements.

Darlington Borough Council's 2006 Delivery Improvement Statement (DIS) reflects on a positive year for Adult Social Services, and clearly outlines our commitment through 2006/07 to provide high performing user/carer focused services, which offer value for money. The DIS outlines the current position of Adult Social Services, clearly stating our priorities for 2006/2007 to address areas for improvement if we are to offer the Leading Edge services our users, carers and partners demand.

Character length  
942

The principal objective in 2005 was for a 'seamless transition' for Adult Social Services becoming part of a wider Department of Community Services, with the well-being of users and carers and service performance of paramount importance. This change has been managed through 'transition', whilst still achieving improved performance in key areas such as waiting times for assessments, uptake of Direct Payments and introduction of single assessment.

No. Words:  
0

The move to Community Services has been received positively by staff, partners, service users and carers. It has also provided the opportunity to review structures within a larger department, seek opportunities for integration and allow closer, more efficient working across the council, thereby enhancing outcomes for service users and carers.

Character length  
769

Achievements within 2005/06 such as the implementation of the skill mix review have continued to improve performance, e.g. reduced time to wait for assessment, an area highlighted previously as key for us to improve. Commissioning a new advocacy service and user involvement service and introducing a Carer's Voucher Scheme has further strengthened our performance and laid a firm foundation to develop services further.

No. Words: -  
656

In 2006/07 here will be renewed emphasis on further improvements in performance and outcomes for service users and carers, such as easier access to joined up services and streamlined services. To achieve this the Council will progress a Project to develop a model of service integration with Darlington PCT. This is a key priority for both organizations and a resourced project plan is in place with commitment and support from the relevant chief officers. There will also be active involvement of service users and carers in the planning and development of services as part of this process.

Character length  
744

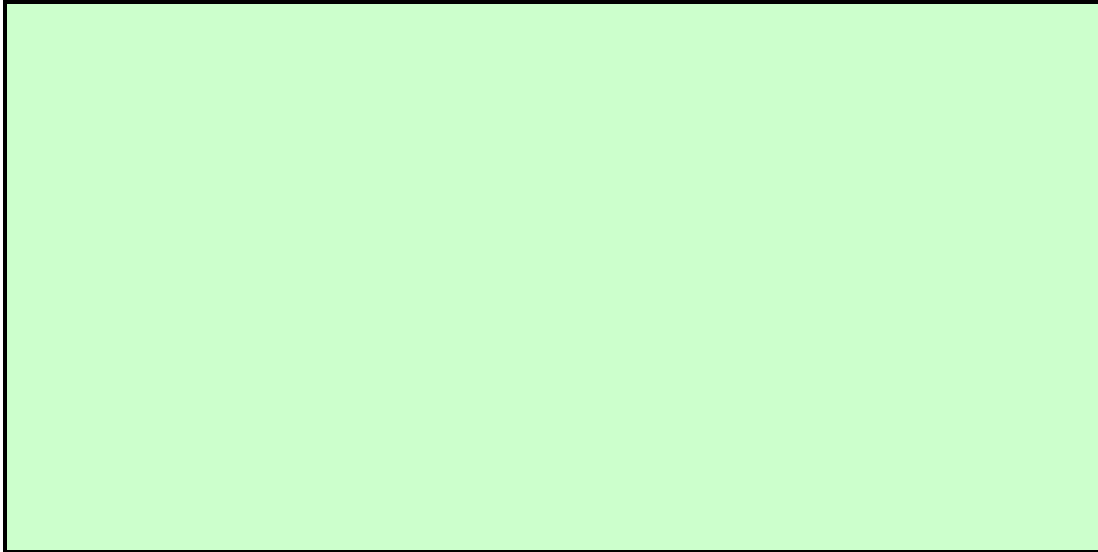
Resources are directed towards priority areas, and continue to provide value for money high performing services that users and carers want and need.

No. Words: -  
623



The space provided below is for you to comment on any additional performance related matters that have not been covered elsewhere in this Delivery and improvement statement.

Character  
length 0



**UA 117      Darlington**

**Thank you for completing the Return**

**Please ensure that the return is signed off in the spaces provided on the front page**

**Please SAVE the file using your Local Authority code as the filename**

**that is:**

**UA117.xls**

Send the file by e-mail to your CSCI contact at:

**North East**

**Enquiries.NorthEast@csci.gsi.gov.uk**

No. Words:  
0