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**PERFORMANCE RATINGS FOR ADULT SOCIAL SERVICES 2005**

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**Responsible Cabinet Member(s) - Councillor Bryan Thistlethwaite, Adult Services Portfolio**

**Responsible Director(s) – Cliff Brown, Director of Community Services**

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**Purpose of Report**

1. To inform Members of the Star Rating (performance rating) 2005 awarded for Adult Social Services in Darlington. The Council's star rating has been maintained as a 2 star rating (the performance range is from zero to 3 stars). Adult Services has improved from "Serving Some" Adults Well to "Serving Most" Adults Well, with capacity for improvement being maintained as "Promising".

**Information and Analysis**

2. Each year in November/December, the Commission for Social Care Inspection (CSCI) awards a star rating to all Social Services within Councils in England.
3. The star rating is awarded following an annual review meeting (ARM) with Social Services Departments earlier in the year. The ARM sets out the context and summarises the separate priorities for adult services for the following year. In assessing overall performance, CSCI use evidence against a set of 6 standards, the Department's PAF performance indicators, any Inspection reports, and monitoring information from the Department's Delivery and Improvement Statement (DIS).
4. The notification of star ratings was sent first to Councils on 28 November 2005 being embargoed until 1 December 2005, when all Authorities' ratings were then published nationally. A copy of the notification letter is attached at **Appendix 1**.
5. Adult Social Services demonstrated significant improvements in a range of Performance Assessment Indicators. Eleven indicators were assessed as top band performance, with eight indicators moving up one or more bandings.
6. All indicators were assessed as being in the top three bandings demonstrating "very good", "good" or "acceptable" performance.
7. No performance was classed in the lowest two bandings "ask questions about performance" or "investigate urgently".

8. There are six key threshold indicators, which have a higher weighted contribution to the star rating process. These include services for older people and service accessibility including the time that the local community wait for assessment. Adult Services performed in a “Good” banding for these indicators.
9. Particularly good progress was made in relation to Delayed Transfer from Hospital indicator PAF D41 (which measures the number of days people were delayed in a hospital bed after they were medically fit for transfer) which moved from a poor rating in 2003/2004 up through 4 bands to the top band “very good” category.
10. Similarly the assessment waiting times indicators PAF D55 (which measures the time that people wait to receive social care assessment) moved from poor performance to a four band “Good” rating.
11. The Adult Social Services Record of Performance Assessment 2005 produced by the Council’s CSCI Business Relationship Manager Inspector highlighted that “the impact of improvement strategies is now becoming evident through improved outcomes in a number of areas.”
12. The report noted progress with financial management with the budget now being linked to priorities, good unit costs, improvements in services for older people, occupational therapy services, uptake from minority communities and that participation arrangements had been strengthened.
13. Areas for continued progress include the modernisation of day services for people with a learning disability (a joint commissioning strategy is in place), work to ensure that mental health services are culturally appropriate (joint work with the PCT is in progress) and a continuation of the work with people with disabilities to complete a “whole systems approach” (a joint commissioning strategy for people who have Physical and Sensory Impairment and Rehabilitation needs is at final draft stage).

### **Outcome of Consultation**

14. No consultation was required in the production of this report.

### **Legal Implications**

15. This report has been considered by the Borough Solicitor for legal implications in accordance with the Council's approved procedures. There are no issues which the Borough Solicitor considers need to be brought to the specific attention of Members, other than those highlighted in the report.

## **Section 17 of the Crime and Disorder Act 1998**

16. The contents of this report have been considered in the context of the requirements placed on the Council by Section 17 of the Crime and Disorder Act 1998, namely, the duty on the Council to exercise its functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area. It is not considered that the contents of this report have any such effect.

## **Council Policy Framework**

17. The issues contained within this report do not represent change to Council policy or the Council's policy framework

## **Decision Deadline**

18. For the purpose of the 'call-in' procedure this does not represent an urgent matter.

## **Recommendation**

19. It is recommended that Members note the improvement in the Adult Services Performance Framework Assessment Indicators and note that the Council's performance is maintained at 2 stars with significant improvement in performance indicators outturns and an improvement in judgement.

## **Reasons**

20. The recommendation is supported by the following reasons: -
- (a) The star rating for Social Services is a key factor in the Council's overall Comprehensive Performance Assessment (CPA) rating. (Below a 2 star rating limits the Council's overall CPA rating to "good"); and
  - (b) The star rating is required to be reported publicly.

**Cliff Brown**  
**Director of Community Services**

## **Background Papers**

Performance Review Report For Adult Social Care, Darlington Borough Council 2005.

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