
PERFORMANCE RATINGS FOR ADULT SOCIAL SERVICES 2006

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

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

Purpose of Report

1. To inform Members of the Star Rating (performance rating) 2006 awarded for Adult Social Services in Darlington. The Council’s star rating has improved from 2 stars, to the highest rating of 3 stars (the performance range is from zero to 3 stars). Adult Services has been rated as “Serving Most” adults well, with capacity for improvement having moved from ‘promising’ to “Excellent”.

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), which is submitted in May.
4. The notification of star ratings was sent first to Councils on 23 October 2006 being embargoed until 30 November 2006, when all Authorities’ ratings were then published nationally. A copy of the notification letter is attached at **Appendix 1**.
5. Adult Social Services has maintained significant improvements in a range of Performance Assessment Indicators. Nine indicators were assessed as top band performance, with two 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 were six key threshold indicators (now only 5 in 2006/07), 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 “ Very Good” banding for three of these indicators, “ Good” in two and “Acceptable” in one.
9. The Adult Social Services Record of Performance Assessment 2006 produced by the Council’s CSCI Business Relationship Manager Inspector highlighted that 2005/06 had been “ another year of change and improvement” with “Developments introduced over the last three years now providing improved outcomes for people, and increased joint working between social care, health and housing staff resulting in new strategies for the main service user groups”.
10. Areas for continued improvement include the planning arrangements and service provision for people with a learning disability. The way, in which support is provided to younger people with a physical disability, moving from Children’s to Adult’s services and the development of a systematic method for seeking feedback from service users across all groups.

Outcome of Consultation

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

Legal Implications

12. The Borough Solicitor for legal implications in accordance with the Council’s approved procedures has considered this report. 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

13. 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

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

Decision Deadline

15. For the purpose of the ‘call-in’ procedure this does not represent an urgent matter.

Recommendation

16. It is recommended that Members note the improvement in the Adult Services Performance Framework Assessment Indicators and note that the Council's performance is now at 3 stars with significant improvement in performance indicators outturns and an improvement in judgement.

Reasons

17. 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.
 - (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 2006.

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