

The council is expected to take this report to a meeting of the council within two months of the publication of the ratings (i.e. by 31<sup>st</sup> January 2008) and to make available to the public, preferably with an easy read format available.

**ADULT SOCIAL CARE PERFORMANCE JUDGEMENTS FOR 2006/07**

<b>Areas for judgement</b>	<b>Grade awarded</b>
<b>Delivering Outcomes</b>	<b>Excellent</b>
Improved health and emotional well-being	Excellent
Improved quality of life	Excellent
Making a positive contribution	Good
Increased choice and control	Excellent
Freedom from discrimination or harassment	Good
Economic well-being	Good
Maintaining personal dignity and respect	Excellent
<b>Capacity to Improve (Combined judgement)</b>	Excellent
Leadership	
Commissioning and use of resources	
<b>Star Rating</b>	3 stars

The report sets out the high level messages about areas of good performance, areas of improvement over the last year, areas which are priorities for improvement and where appropriate identifies any follow up action CSCI will take.

## KEY STRENGTHS AND AREAS FOR IMPROVEMENT BY PEOPLE USING SERVICES

Key strengths	Key areas for improvement
<b>All people using services</b>	
<ul style="list-style-type: none"> <li>• Provision of information about healthier lifestyles</li> <li>• Services for carers</li> <li>• Telecare linked to remote support services</li> <li>• Plans to expand Extra Care</li> <li>• People feel safer at home</li> <li>• The use of volunteers from the general public</li> <li>• Management of complaints</li> <li>• Service changes in response to feedback from people who use services</li> <li>• Establishment of an Independent Mental Capacity Advocacy (IMCA) service</li> <li>• Take up of Direct Payments</li> <li>• Eligibility for access to care services set at "low"</li> <li>• Implementation of a Disability Equality Scheme</li> <li>• Arrangements for managing disputes about continuing care</li> <li>• Supporting people to maximise their income</li> <li>• Improved capacity to recognise and respond to protection of vulnerable adults issues</li> <li>• People are allocated a single room on entering care homes</li> <li>• Privacy and confidentiality</li> <li>• Recognition of and action to address strategic challenges</li> <li>• Strong partnership arrangements</li> <li>• Management of workforce re-shaping</li> <li>• Staff training and support for training of independent sector staff</li> <li>• Monitoring of assessment and service delivery waiting times for most user groups</li> <li>• Commissioning strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Development of self assessment processes</li> <li>• Younger adults admitted to care homes</li> <li>• Implementation of the 5 equality standards for local government</li> <li>• Practice learning opportunities for social work students</li> <li>• Establishment of an electronic social care record (ESCR)</li> <li>• Better process in commissioning for quality</li> <li>• Consideration of the balance of expenditure for service user groups</li> </ul>

<ul style="list-style-type: none"> <li>• Financial management</li> <li>• Performance management</li> <li>• Race equality considerations embedded in commissioning strategy</li> </ul>	
<b>Older people</b>	
<ul style="list-style-type: none"> <li>• Intermediate Care</li> <li>• Support for people with long term conditions</li> <li>• Support for people with dementia</li> <li>• Wellness and screening scheme</li> <li>• Helping people to live at home</li> <li>• Grant funded preventative/community services</li> <li>• Engagement with service users</li> <li>• Assessment waiting times</li> <li>• Implementation of a single assessment process</li> <li>• Fewer admissions to care homes</li> </ul>	<ul style="list-style-type: none"> <li>• Non residential Intermediate Care</li> <li>• Waiting times for provision of service</li> <li>• Potential hidden need in BME community</li> </ul>
<b>People with learning disabilities</b>	
<ul style="list-style-type: none"> <li>• Helping people to live at home</li> <li>• Provision for people with profound and multiple learning disabilities</li> <li>• Engagement with service users</li> <li>• Improved interface with the BME community</li> <li>• People helped into work</li> <li>• Support for interpersonal relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting times for assessments</li> <li>• Arrangements for person centred transition planning</li> <li>• Low take up of services in the BME community</li> </ul>
<b>People with mental health problems</b>	
<ul style="list-style-type: none"> <li>• Residential treatment programmes for people with drug and/or alcohol problems</li> <li>• Drug misusers retained in treatment</li> <li>• Engagement and advocacy support for people with drug and/or alcohol problems</li> <li>• Supporting people into work</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting times for assessments</li> <li>• Further improvements in take up of direct payments</li> </ul>
<b>People with physical and sensory disabilities</b>	
<ul style="list-style-type: none"> <li>• Helping people to live at home</li> <li>• Delivery of equipment and major adaptations</li> <li>• Engagement and advocacy support for service users</li> <li>• Improvements in the service for deaf blind people</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of minor adaptations</li> <li>• Specialist advocacy for people with physical disabilities</li> </ul>
<b>Carers</b>	

<ul style="list-style-type: none"><li>• Carers services and support for carers</li><li>• Supporting carers' work needs</li></ul>	
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