

Report to: **Cabinet**

Date: **19 October 2004**

By: **Director of Social Services**

Title of report: **Commission for Social Care Inspection Performance Review Report**

Purpose of report: **To report the Performance Review letter from Commission for Social Care Inspection and the actions that are being taken to address the Areas for Improvement highlighted in the letter.**

RECOMMENDATIONS

The Cabinet is recommended to:

- 1. note the content of the performance review letter from the Commission for Social Care Inspection; and**
 - 2. note the actions being taken to address the Areas for Improvement that the Commission has highlighted**
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1. Financial Appraisal

1.1 Most of the costs of the actions to address areas for improvement are contained within the department's budget. However, the costs of Delayed Transfers of Care from hospital continue to cause concern. This area is under continual review and further reports on both progress on this issue, and the costs associated with that will be brought in due course.

2. Supporting Information

Introduction

2.1 The Commission for Social Care Inspection (CSCI) was set up from 1 April 2004 to replace the previous Social Services Inspectorate and National Care Standards Commission. This body is now the lead agency that reviews the performance of social services authorities, advises of areas that need improvement and contributes to the decisions that are made annually on the "star ratings" that are accorded to all Social Services authorities.

2.2 The judgements made in the Performance Review Report (final version received on 7 October and attached as Appendix 1) are based on:

- the regular performance review meetings that, for East Sussex as a 2 star authority, are held four monthly;
- the Annual Review Meeting that is also attended by the Department of Health, Health partners and the Audit Commission;
- the authority's quarterly Performance Assessment Framework statistics; and
- the authority's twice yearly Delivery and Improvement Statement that details both quantitative and qualitative information

2.3 An Annual Performance Review highlights both areas where CSCI considers the authority has made progress and those where it considers that improvement is needed. The authority is required to report the letter to the Cabinet, make the contents public and specifically share the information with NHS and Education partners and the Council's auditor.

2.4 The CSCI is also responsible for the Social Services Star ratings, which are published in November each year.

3. Areas for Improvement

3.1 The Performance Review report sets out detail of both “Improvements observed since the previous annual review”, and also “Areas for improvement”. The majority of the areas for improvement are already being addressed, and are contained in a Social Services Business Plan.

3.2 The final version of the Performance Review Report was received on 7 October and there was insufficient time to prepare a detailed commentary and action plan prior to the publication of the Cabinet agenda. The action plan will therefore be circulated separately in advance of the Cabinet meeting.

4. Conclusion and Reason for Recommendation

4.1 The Annual Performance Review recognises the progress and improvements made in most areas of social services activity. The major issue of concern is delayed transfers of care where the CSCI has highlighted the need to work with Health whilst acknowledging the difficulties in achieving this. Therefore this is seen as a generally positive review; but with the one major issue that must be resolved. The areas requiring improvement are included in the Social Services Business Plan (as summarised in Appendix 2 – to be circulated separately) and/or already have additional work being carried out at a high level and therefore it is not necessary at this time to draw up additional action plans.

David Archibald
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BACKGROUND DOCUMENTS

None