

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Adult, Social Care and Health
2.	Date:	8th September, 2008
3.	Title:	Self Assessment Survey (SAS) 2008
4.	Directorate:	Neighbourhoods and Adult Services All Wards Affected

5. **Summary**

5.1 The quality of Adult Social Care services is measured and scored annually by the Commission for Social Care Inspectorate (CSCI). CSCI use a range of evidence to arrive at the annual star rating judgement including performance indicators, inspections of registered services such as residential homes, formal business meetings and an annual Self Assessment Survey (SAS). This report identifies the areas of strength and areas for development arising from the 2007/08 submission.

6. **Recommendations**

- 6.1 **That Cabinet Member notes the Self Assessment Survey (SAS) submitted to the Commission for Social Care Inspectorate on 30 May 2008.**
- 6.2 **That Cabinet Member notes the user friendly version of the SAS.**

7. Proposals and Details

- 7.1 The Self Assessment Survey (SAS) is a key source of evidence for the annual assessment of Adult Social Care. The survey is a mix of both data items, evidence that activity and resources translates into better outcomes for service users and a number of items that monitor the implementation of Department of Health policy.
- 7.2 SAS was completed in April and May of this year. SAS is divided into sections which contain evidence against the Social Care Outcomes Framework. A presentation accompanies this report which shows achievements and areas for development across the 9 outcomes:
- Improved health and emotional well being,
 - Improved quality of life,
 - Making a positive contribution,
 - Exercise choice and control,
 - Freedom from discrimination and harassment,
 - Economic well being,
 - Maintaining dignity and respect,
 - Leadership, and
 - Commissioning and Use of Resources.
- 7.3 Appendix A contains the detailed SAS submission which was presented to the Commission for Social Care Inspectorate (CSCI). Appendix B is the “user friendly” version developed with service users.
- 7.4 CSCI have assessed our SAS submission and asked further questions at our Annual Review Meeting (ARM) which took place on the 16 July 2008. At the time of writing this report, we had not received CSCIs Performance Assessment Notebook (PAN) which will provide us with the evidence that they possess on the quality of adult social care in Rotherham.

8. Finance

- 8.1 There are no direct financial implications arising from this report. SAS does include judgements on the capacity of the service to manage finances, deliver efficiency savings, commissioning and the use of resources.

9. Risks and Uncertainties

- 9.1 The risk is that the service maintains its current rating of ‘two stars with promising prospects for improvement’. There were a number of management actions put in place during the year to improve performance and quality. This included an Excellence Plan to drive improvement in the areas identified by CSCI in the November 2007

assessment. These actions were underpinned by the use of performance clinics, visioning and leadership days.

10. Policy and Performance Agenda Implications

10.1 The service has been able to demonstrate noticeable improvement for all service user groups across the range of the outcomes framework. Our submission builds on last year's excellent rating for 'making a positive contribution'. We can also evidence significant improvement in the following areas:

- 'Improving health and emotional well being' by targeting information about healthier lifestyles to areas where there are health inequalities,
- 'Increased choice and control' through reablement, improving complaints and care management processes and increasing self directed support,
- 'Maintaining personal dignity and respect' by considerably raising the profile of safeguarding, strengthening processes and responding more actively through embedding a culture of heightened vigilance,
- 'Freedom from discrimination' by learning from mystery shopping and improving access to information about universal services, and
- 'Leadership, commissioning and use of resources' through strengthening performance and financial management, service plans, developing the capacity of the in house and independent sector workforce, delivering value for money actions and implementing commissioning strategies that are based on the findings of the first Joint Strategic Needs Analysis (JSNA) so that financial resources and strategies reflect national and local priorities.

10.2 We are gaining national recognition for innovation in a number of areas, which adds to our 'Valuing People' beacon status we achieved for learning disability services last year. This includes:

- Our methods of engagement are considered 'best practice' by the Cabinet Office, IdeA, Local Government Association) which is recognised by our Customer Service Excellence 'Standard Bearers' status,
- The Regional Improve Efficiency Partnership (RIEP) has asked us to share our success on implementing Individual Budgets with mental health users across the region and a DVD produced by the Care Services Efficiency Delivery Programme (CSED) is being shared across the country, and
- Our approach to developing the JSNA has been held up as a model of good practice by Care Services Improvement Partnership (CSIP).

10.3 The outcome of this year's assessment of adult social care will be known in November 2008 and will contribute to the last year of Comprehensive Performance Assessment (CPA).

11. **Background Papers and Consultation**

11.1 Service users, carers, staff and partner organisations were involved in providing evidence to include in this year's SAS. The Cabinet Member and Chief Executives of Rotherham MBC and Rotherham PCT were required to 'sign off' the executive summary. A presentation summarising achievements and areas for development accompanies this report.

Appendix 1 – SAS 2007/08

Appendix 2 – User friendly SAS 2007/08

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