

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Adult Services and Health Scrutiny Panel
2	Date:	11 th November 2010
3	Title:	Annual Report of the Joint Learning Disability Service
4	Programme Area:	Neighbourhoods and Adult Services (NAS)

5 Summary

The Annual Report of the Joint Learning Disability Service (LDS) outlines the continued strong performance of the service which links its services and priorities to those identified within the Neighbourhoods and Adults Service's Plan (based on Strategic Objectives and the Outcome Framework). This strong performance has been reflected in its contribution to :

- Care Quality Commission (CQC) annual performance rating of Rotherham Adult Social Care performing "excellently" since 2009
- LDS Partnership Board Self Assessment which was submitted in March 2010 and achieved over 30 mentions in the Regional Good Practice and Innovations Guide and the following overall comment *"A very full and robust submission which highlights a number of good practice areas which we have included in the Good Practice and Innovation Guide which will be shared across the region"*.
- Annual Health Self Assessment further improved, achieving 3 greens and an amber on the 4 health targets resulting in Rotherham achieving the second highest performance across the Yorkshire and Humber region

A range of satisfaction surveys and customer feedback experiences have been conducted in the year and actions identified to evaluate performance and deliver increased customer satisfaction.

Customer Service Excellence performance framework operated by NAS for all service areas, has reported LDS performance to be top rated at platinum 2009/10. This has continued in latest reporting period (July – Sept 2010) with satisfaction results across the board in Learning Disability achieving 100%.

Customer comment extract from the latest report (Sept 2010) *“The staff were excellent, I left Badsley Moor Lane with a variety of information and support”*.

Despite the overall strong performance by the joint LDS in 2009-10, targets have been set which are challenging for 2010-11 aimed at achieving either benchmarked step change improvements where necessary, in relation to our comparator group of local authorities or continuous improvement as a minimum which ever is the greater.

6 **Recommendations**

That Cabinet Member for Adult Independence Health and Wellbeing notes the content of the attached Joint Learning Disability Service Annual Report and the service objectives for 2010 / 11.

7 Proposals and Details

The annual report contains individual commentary sections on the following range of the service's activity. This serves to highlight the years significant events; achievements; and future intentions for each aspect as well including a final broad performance agenda for 2010/11, that specifically references the Learning Disability Service's plans in key areas.

- Personalisation
- Performance
- Safeguarding
- Health
- Employment
- Supported Living
- Transitions
- Person Centred Planning (PCP)
- Contracting and Monitoring
- Service Level Agreements Summary
- The Partnership Board
- Achievements
- Obesity and Weight Management
- Black and Ethnic Minority Communities

Broad Performance Agenda for 2010 / 11 - key areas:

- Contract Monitoring
- Service Quality
- People with Complex Needs
- BME Engagement Project
- Customer feedback & satisfaction

The annual report will be publicised via the Rotherham MBC website and formally reported through to both the Partnership Board and NHS Rotherham Board.

8 Finance

There are no additional costs associated with publication of the annual report, compilation costs are from within existing budgets.

9 Risks and Uncertainties

Future continued strong performance is likely to be more challenging in view of the upcoming budget pressures and reconfiguration of services following publication of the comprehensive spending review for all Councils.

10 Policy and Performance Agenda Implications

Neighbourhoods and Adult Services Service Plan.

Learning Disability Services performance contributes to all 7 outcome areas of the CQC outcomes framework:

- Improved Health and Wellbeing
- Improved Quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from Discrimination and Harassment
- Economic well-being
- Maintaining personal dignity and respect

11 Background Papers and Consultation

CQC Commissioner assessment guide 2009-10

Learning Disability Health Self Assessment in Yorkshire and Humber 2009-10

Valuing People Now: Partnership Board annual self assessment report – Rotherham 2009-10

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