



Making Social Care
Better for People

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27th October 2008

Ref JD/JN

Dear Joy Hollister

PERFORMANCE SUMMARY REPORT of 2007-08 ANNUAL PERFORMANCE ASSESSMENT OF SOCIAL CARE SERVICES FOR ADULTS SERVICES FOR BRIGHTON AND HOVE

Introduction

This performance summary report summarises the findings of the 2008 annual performance assessment (APA) process for your council. Thank you for the information you provided to support this process, and for the time made available by yourself and your colleagues to discuss relevant issues.

Attached is the final copy of the performance assessment notebook (PAN), which provides a record of the process of consideration by CSCI and from which this summary report is derived. You will have had a previous opportunity to comment on the factual accuracy of the PAN following the Annual Review Meeting.

The judgments outlined in this report support the performance rating notified in the performance rating letter. The judgments are

- Delivering **Good** outcomes using the LSIF rating scale

And

- **Promising** Capacity for Improvement (a combined judgement from the Leadership and the Commissioning & Use of Resources evidence domains)

The judgment on Delivering Outcomes will contribute to the Audit Commission's CPA rating for the council.

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 31st January 2009) and to make available to the public, preferably with an easy read format available.

ADULT SOCIAL CARE PERFORMANCE JUDGMENTS FOR 2007/08

Areas for judgment	Grade awarded
Delivering Outcomes	Good
Improved health and emotional well-being	Good
Improved quality of life	Good
Making a positive contribution	Excellent
Increased choice and control	Good
Freedom from discrimination and harassment	Good
Economic well-being	Good
Maintaining personal dignity and respect	Good
Capacity to Improve (Combined judgment)	Promising
Leadership	Promising
Commissioning and use of resources	Excellent
Performance Rating	2 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 DEVELOPMENT BY PEOPLE USING SERVICES

Key strengths	Key areas for development
All people using services	
<ul style="list-style-type: none"> • Residents benefit from increased local personalised services and will benefit from developments such as the Access Point, reablement, and self-directed support. • The Council have significantly improved the level of reviews provided to clients in Brighton and Hove. • A higher number of drug users were sustained in treatment or completed treatment for more than 12 weeks in Brighton and Hove than the England average and that of similar Councils. • There are numerous examples of specific services and support for people with HIV and AIDS. • A high number of people were provided with telecare equipment. • Delivery of equipment is very timely in Brighton and Hove. • There were a high number of extra care housing places provided in 2007-08 with plans for more developments. • The Council continues to improve the percentage of people who receive a statement of their needs. • Lower levels of people were admitted on a permanent basis to residential or nursing care. • More people were able to purchase their care through direct payments, although uptake needs to improve further. • There are very high levels of intensive home care in Brighton and Hove. 	<ul style="list-style-type: none"> • There were a high number of delayed transfers from care attributable to the interface with Health partners, and an increase on last year's return. The rate is more than double the average of similar Councils and much higher than the England average. • Delays attributable to social services are substantially higher than similar Councils and the national average for 2007-08, although they have reduced from 2006-07. • People waiting for major adaptations faced a longer wait than those in similar Councils. • The number of people in receipt of direct payments needs to increase to the level of similar Councils and the national average. • The Council do not have 100% availability of single rooms at this stage. • A high level of staff in post at the Council did not state their ethnicity. • Costs of intensive home care have increased and are significantly higher than comparator Councils. • Unit costs are higher than similar Councils and the national average.

Older people	
<ul style="list-style-type: none"> • The Council increased capacity for their intermediate care with plans for a further extension of the service. • The Council funds a high number of people, more than similar Councils - to receive non-residential intermediate care to prevent hospital admission. • Very high levels of older people were helped to live at home in Brighton and Hove. • There are high levels of intensive home care in Brighton and Hove. • There were successful events to promote awareness of falls and a notable number of interventions. • Assessments for older people were completed in a timely manner and the Council are high performing in terms of acceptable waiting times for assessments. 	<ul style="list-style-type: none"> • The number of places funded by the Council in non-residential intermediate care schemes is significantly below the level of similar Councils and England average.
People with learning disabilities	
<ul style="list-style-type: none"> • A high number of people with learning disabilities had planned short-term breaks in their care plans. • There were successful arrangements to help people with a learning disability gain employment and to be helped to volunteer. 	<ul style="list-style-type: none"> • People were waiting longer for minor and major adaptations than those in similar Councils. • More people with a learning disability need to be helped into employment. • More people with a learning disability need to be helped to live at home.
People with mental health problems	
<ul style="list-style-type: none"> • High numbers of people with mental health problems are helped to live at home in the City. • Mental health user consultants have continued to be supported to promote service development and to engage with people. • The Local Authority, Mental Health Trust and PCT have signed 	

<p>a joint declaration to support a charter of rights for mental health service users.</p> <ul style="list-style-type: none"> • Mental health services have employed recurrently three employment specialists to work with people with severe and enduring mental health problems to get into paid work, volunteering and education. 	
<p>People with physical and sensory disabilities</p>	
<ul style="list-style-type: none"> • Very high numbers of younger physically disabled people are helped to live at home in Brighton and Hove. • People with physical and sensory disabilities have been key partners in the development of both direct payments and the emerging Self Directed Support strategy through 2007/08. There was a significant increase in direct payments for people with physical and sensory disabilities. 	
<p>Carers</p>	
<ul style="list-style-type: none"> • The total number of breaks provided for Carers is significantly above the level of similar Councils and England averages. • Brighton and Hove state that carers have access to support, information and advice at a much earlier stage than they have tended to seek it for themselves. • In January 2008, the Council launched its emergency back-up scheme for carers, sending out application packs to over 4500 carers including parent carers. • The Council have a carers and work page on their website. 	<ul style="list-style-type: none"> • The numbers of carers caring for learning disabled people aged 18-64 who have received an assessment or review has increased in 2006-07 but this is behind the number provided by similar Councils and national average. • The number of carers caring for people with a learning disability aged 65 or over who have received an assessment or review during the year is significantly below the level achieved by similar Councils and national average. • Services for carers are good in Brighton and Hove, but the service is slightly behind levels achieved by similar Councils and the national average.

KEY STRENGTHS AND AREAS FOR DEVELOPMENT BY OUTCOME

Improved health and emotional well-being

The contribution that the council makes to this outcome is good

Key strengths

- There has been an increase in capacity for intermediate care with plans for a further extension of the service. Intermediate care centres around rehabilitation, elective orthopaedics and rapid response to prevent admission.
- The Council has increased capacity to focus on a wide range of programmes to support activity and healthy living. This includes falls prevention events; exercise taster sessions and GP link systems to housing and surgeries.
- The local neighbourhood care scheme developed a falls prevention programme, which has achieved national recognition.
- High numbers of people have access to rehabilitative residential and non-residential services to effect rehabilitation, timely hospital discharge and non-admissions to hospital.
- The Council have significantly improved the level of reviews provided to clients and performance is now at a good level across client groups.
- Brighton and Hove provide extensive services for people living with HIV/AIDS.

Key areas for development

- Delayed transfers of care was an area highlighted for improvement last year and although some improvement has been made, delays in discharging people from hospital still remain considerably higher than comparator Councils. It is acknowledged that the Brighton and Hove have high numbers of people going through the system. Improvement in this area is crucial and the Council and the PCT have jointly appointed a Director to take the lead in this improvement area.

Improved quality of life

The contribution that the council makes to this outcome is good.

Key strengths

- The Council target well chosen initiatives in order to widen the areas of services that make a difference to people's lives.
- Brighton and Hove are highly successful in assisting older people to live at home and performance is very good.
- The Council provide high levels of intensive home care and there has been a significant increase in the number of older people who purchase home care through direct payments.
- There has been a significant increase in the number of people provided with one or more items of telecare equipment.
- The number of adults with a learning disability who receive community based services following completed assessments are above the level

of similar Councils and plans are in place for further development.

- A high number of people with learning disabilities accessed short-term breaks.
- The Council have promoted independence for people with learning disabilities.
- The City is able to deliver equipment and adaptations in a timely manner.
- Focus is placed on assisting younger physically disabled people to live at home and performance is very good, surpassing the level of similar Councils. A similar emphasis is placed on assisting adults with mental health problems to live at home.
- There is a successful focus on early prevention, which can be demonstrated to reducing need for high-level support in most relevant instances.
- The Council have developed ten supported living units specifically designed for people with profound learning disability and complex physical and sensory disabilities – and specifically for younger people coming through transition.

Key areas for development

- The level of grant-funded services for older people was significantly less than comparator Councils in 2006-07.
- Performance in relationship to provision of direct payments to many client groups is significantly less than comparators and improvement is required.
- The Council's performance in delivering minor and major adaptations in a timely manner needs improvement.

Making a positive contribution

The contribution that the council makes to this outcome is Excellent.

Key strengths

- Almost all people and their carers who use services are supported in developing confidence in their ability to communicate, enabling them to say what they feel and believe.
- They are also assisted in acquiring skills and contributing to the working of the wider community in culturally valued ways.
- Almost all people and their carers have been actively involved in development work, planning and review of services.
- People with physical and sensory disabilities have been key partners in the development of both direct payments and the emerging self-directed support strategy.
- Funding was identified through the PCT to employ a user engagement post within the voluntary sector.
- The Council, mental health trust and PCT have signed a joint declaration to support a charter of rights for people with mental health needs.
- The Council already has robust services in place to engage with people with HIV and AIDS.

Key areas for development

- None

Increased choice and control

The contribution that the council makes to this outcome is Good.

Key strengths

- The Council have improved the timeliness of undertaking assessments and performance is now in line with comparator Councils.
- Most people who use services feel well informed about services available.
- The Council's emergency duty service is provided in partnership with a local Council and provides 24-hour service for all emergencies.
- Most people who use services and their carers have to tell their story only once due through the Single Assessment Process that has now been implemented.
- Brighton and Hove continues to improve its performance in issuing individuals with a copy of their statement of needs.
- Residential care is used appropriately with numbers reducing year on year.
- The Council make good use of adult placement schemes and support a higher number of people as permanent residents in homes registered with the adult placement scheme than comparator Councils.

Key areas for development

- Brighton and Hove has improved its performance in undertaking carers assessments and reviews for people who have a learning disability, although performance is still behind that of similar Councils, and there is room for improvement.
- The use of direct payments was identified as an area for development last year and there has been a significant improvement in the numbers in receipt of them, but performance is still considerably lower than that of similar Councils.

Freedom from discrimination and harassment

The contribution that the council makes to this outcome is Good.

Key strengths

- Almost all people are clearly assigned to a team or manager for assessment and meeting of their needs. When assessed needs are to be met, each person's individual needs are met rather than by an assumption of the general needs of clients with specific needs or disabilities. Individuals do not fall between services due to the ineffective working of this process.
- The Council confirmed that they stringently apply the Disability Discrimination Act standards to all new services and modernised facilities.

Key areas for development

- The Council has reached level 2 of the equality standards for local government and report that the remaining three will be implemented in 2008-09. This is significantly behind the progress made by many other Councils.

Economic well being

The contribution that the council makes to this outcome is Good.

Key strengths

- Brighton and Hove strive to support individuals to access income and resources sufficient to provide a good diet, accommodation and participation in family and community life.
- There is an increasing choice to meet diverse economic and employment needs. Those who are disadvantaged and not always heard are increasingly well served.
- The Council have a number of successful projects that enable individuals to access and sustain employment and voluntary work across most client groups.

Key areas for development

- The number of people with learning disabilities helped into employment has increased this year, although overall numbers are below that of similar Councils and there is room for improvement.

Maintaining personal dignity and respect

The contribution that the council makes to this outcome is Good

Key strengths

- Most people are effectively safeguarded against abuse, neglect and embarrassment or poor treatment whilst using services.
- The Council have an extremely effective safeguarding policy and procedures, which are used to good effect.
- Brighton and Hove are effective in undertaking investigations and closure of safeguarding cases.
- The Council confirm that they have robust arrangements in place to safeguard privacy and confidentiality in most cases. Access requests to the client database are monitored and the data protection officer has continued to provide training and awareness sessions on request.

Key areas for development

- The percentage of staff in the independent sector who had safeguarding training was lower than similar Councils or the national average.
- Whilst performance is good in the provision of single room accommodation, it is below the comparator average and was identified as an area for improvement, and remains so.

Capacity to improve

The council's capacity to improve services further is Promising.

Key strengths

Leadership

- The Council report that existing partnership arrangements have remained robust and effective throughout 2007-08.
- The personalisation agenda has resulted in new partnerships being developed in 2007-08 within the City.
- Because of systematic long-term forward planning, there are people, skills and capability in place at most levels to deliver service priorities and to drive up improvement and quality in core services.
- Brighton and Hove has a framework for implementing and monitoring the relevant professional and occupational standards across adult social care.
- The workforce strategy will be a key vehicle for a more strategic approach to this issue. The Council report a stable workforce with turnover and vacancies at a much lower level than comparator Councils.

Commissioning and use of resources

- The Council, working with the PCT's, and Director of Public Health has produced a detailed analysis of need for the whole population with comprehensive gap analysis and strategic commissioning plans that links investment to activity over time.
- The Council ensure that people who self-fund their care have equal access to information, care brokerage and care management services.
- Brighton and Hove have taken a political decision following consultation with the independent providers and use of quality data to pay enhanced rates to independent providers of intensive home care and residential care having identified the range of options available. The Council pay significantly higher than comparator Councils for intensive home care services and they are confident that they are delivering excellent services.
- The Council ensures that almost all people who use services, carers groups and relevant staff groups are integral to the commissioning process through consultation, design and evaluation of service provision.
- The Council has a clear understanding of the local social care market and have taken innovative measures jointly with providers to meet the needs of both publicly and self-funded individuals.
- Good use is made of joint commissioning and partnership working to improve the economy, efficiency and effectiveness of local services.
- Brighton and Hove do not contract with poor or adequate service providers.

Key areas for development

Leadership

- Despite being an area for improvement last year, the Council have yet to implement fully the Electronic Social Care Record and reports this development to be in alignment with the three-year programme of

personalisation within social care.

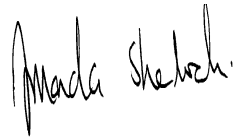
- Sickness absence is greater than last year, having almost doubled. Brighton and Hove have plans in place to address this.
- The Council is failing to gather ethnicity data related to its workforce and should be urgently addressing this shortfall.

Commissioning and use of resources

- None

Yours sincerely

AMANDA SHERLOCK

A handwritten signature in black ink that reads "Amanda Sherlock". The signature is written in a cursive style with a large initial 'A'.

Regional Director, South East Region
Commission for Social Care Inspection