



Making Social Care
Better for People

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Ms Sarah Mitchell
Director of Community Service
Isle of Wight Council
County Hall, High Street
Newport
Isle of Wight
PO30 1UD

27 October 2008

Ref: AXH/DW

Dear Ms Mitchell

PERFORMANCE SUMMARY REPORT of 2007-08 ANNUAL PERFORMANCE ASSESSMENT OF SOCIAL CARE SERVICES FOR ADULTS SERVICES FOR ISLE OF WIGHT COUNCIL

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 outcomes: **Good**

And

- Capacity for Improvement: **Excellent**

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	<i>GOOD</i>
Improved health and emotional well-being	Good
Improved quality of life	Good
Making a positive contribution	Excellent
Increased choice and control	Excellent
Freedom from discrimination and harassment	Good
Economic well-being	Good
Maintaining personal dignity and respect	Good
Capacity to Improve (Combined judgment)	<i>EXCELLENT</i>
Leadership	Excellent
Commissioning and use of resources	Excellent
Performance Rating	<i>3 Star</i>

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"> • Access to information and services to support healthy lifestyles • Active participation encouraged by the council in service development and service review • The development of the Information Prescription service which enables individuals to access information which will meet their specific care needs • Improved access to direct payments across all service user groups including a number of users who have not previously accessed the service 	<ul style="list-style-type: none"> • Better understanding of the extent to which the healthy lifestyles and information services impact on people's lives
Older people	
<ul style="list-style-type: none"> • Timely access to assessments means that older people have a response from the council within 48 hours of initial contact • Discharge from hospital is managed so that older people do not remain in hospital once medical needs are resolved. • Increased numbers of older people having access to telecare services to assist them in maintaining independence. • Access to free personal care to the over 80's now embedded in practice 	<ul style="list-style-type: none"> • Full implementation single assessment process so that older people only have to tell their story once when accessing services • Support to help more older people to live in their own homes • Complete assessments within 4 weeks
People with learning disabilities	
<ul style="list-style-type: none"> • Good access to planned short-term breaks to support carers and users in community based settings • Adults supported to live at home • Improved access to speech therapy and psychology services • Review of the needs of all adults to identify how person-centred planning can assist in less restrictive living environments 	<ul style="list-style-type: none"> • provide community based living environments to reduce the numbers of adults living Campus accommodation • increase opportunities for paid employment and volunteering

People with mental health problems	
<ul style="list-style-type: none"> • Assisting adults to access and maintain paid employment and volunteering opportunities • Review of day services leading to greater use of community based resources 	<ul style="list-style-type: none"> • Maintain the number of adults supported to live at home
People with physical and sensory disabilities	
<ul style="list-style-type: none"> • Direct access to dedicated advocacy services • Amalgamation of support services into a single body to provide integrated support 	<ul style="list-style-type: none"> • Ensure that waiting times for major adaptations continues to reduce
Carers	
<ul style="list-style-type: none"> • Access to services for carers to support the caring role • Improved opportunities to access and maintain employment while continuing to carers' responsibilities 	<ul style="list-style-type: none"> • Identify carers (65 years and over) of learning disabled adults and ensure access to carer assessments and reviews

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

- Continued excellent management of hospital discharge which results in no-one remaining in hospital once their medical needs have been resolved
- Access to information and services to support healthy lives and lifestyle changes
- Easy and subsidised use of leisure facilities for those in greatest need
- Development of Information Prescription Service to support individuals to better manage their own care

Key areas for development

- Fully understand the impact of healthy lifestyles initiatives on people who use services
- Full implementation of the single assessment process

Improved quality of life

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

Key strengths

- Continued good performance in supporting adults with learning disabilities and physical and sensory impairments to live at home
- Increased access to planned short-term breaks for adults with learning disabilities
- Significant improvement in services to carers together with increased number of breaks available

Key areas for development

- Support to adults with mental health needs continues to be good but action is required to prevent deterioration in performance
- Embed recent improvements in supporting older people to live at home
- Explore opportunities to develop extra care housing

Making a positive contribution

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

Key strengths

- Review of day provision leading to tailored services based on individual needs with increased use of community resources
- Self-assessment available to all service user groups with support available if required
- Active participation encouraged by the council when developing new

or reviewing existing services

Key areas for development

- Further develop the number of volunteers and the range of activities with which they are involved

Increased choice and control

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

Key strengths

- The timely delivery of care packages to older people following review
- The council continues to ensure that all users receive a statement of their needs and how these will be met.
- Increased availability of direct payments to enable users to take greater control of their own lives
- Use of individual budgets as a means to support individuals in managing aspects of their own care
- Availability of free personal care to those over 80 years of age which results in more older people being able to remain living at home

Key areas for development

- The council provides timely access to assessment but performance in completing assessment within four weeks has slipped. Action should be taken to reverse this trend.
- Identify carers (65 years and over) of learning disabled adults and ensure access to carer assessments and reviews

Freedom from discrimination and harassment

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

Key strengths

- Universal service of advice and signposting to anyone who approaches the council for assistance
- Assessment process provided regardless of whether the individual will fund their own care
- Commitment to equality and diversity resulting in individuals having access to services regardless of background or disability

Economic well being

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

Key strengths

- Support to carers to remain in or return to work while maintaining their carers' responsibilities
- Enabling some people to maximise their own resources through the provision of free home care to those over 80.
- Partnership working with the Department of Work and Pensions

results in increasing numbers having access benefit advice and increase take up of benefits

Key areas for development

- The council should continue with and embed its approaches in supporting adults with learning disabilities into paid work

Maintaining personal dignity and respect

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

Key strengths

- Effective multi-agency safeguarding board with positive engagement from all agencies
- Emerging 'zero tolerance' of adult abuse and increased training in the independent sector resulting in higher safeguarding referrals
- Access to safeguarding procedures and associated protection available to those who fund their own care

Key areas for development

- Increase safeguarding training for staff employed by the council
- Identify reasons for the delay in completing referrals

Capacity to improve

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

Key strengths

Leadership

- The Director of Adult Social Services has been effective in influencing the wider council agenda to ensure that service developments take account of social care needs
- Management of the required cultural shift to support the implementation of the transformation agenda has been largely achieved within the workforce
- Engagement with independent and voluntary sector to secure understanding of the strategic direction of the council
- Positive relationships with Health leading to a number of joint initiatives to deliver shared objectives

Commissioning and use of resources

- Good understanding of the market and action required to encourage providers to develop services in line with the strategic direction of the council
- Increasing shift from block to spot purchasing to fully support self-directed care and helping people being in control
- Active participation by health partners in developing services
- Joint appointment of Director of Public Health has resulted in timely work in joint strategic needs analysis building on previous work undertaken by the council and partners
- Recommendations from the Supporting People Inspection implemented by the council without delay and systems in place to ensure the improvements are embedded in practice

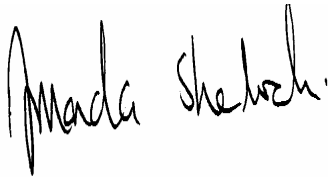
- Effective budget management and control results in the delivery of strategic plans whilst delivering a balanced budget and required efficiency savings

Key areas for development

Leadership

- Improve management of days lost due to absence and sickness
- Ensure human resources information and data accurately reflects the workforce position within the Directorate

Yours sincerely

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

Amanda Sherlock
South East Regional Director
Commission for Social Care Inspection