

WIRRAL COUNCIL

SOCIAL CARE, HEALTH AND INCLUSION OVERVIEW AND SCRUTINY COMMITTEE: 19th JUNE 2007

REPORT OF THE DIRECTOR OF ADULT SOCIAL SERVICES

ANNUAL REPORT 2006-07

Executive Summary

This report presents the Annual Report of the Department of Adult Social Services detailing performance against the Corporate Objectives of the Council in 2006-07.

1 Introduction

- 1.1 The Corporate Performance Management Group has developed the template for the Annual Report based on the corporate objectives and priorities of the Council.
- 1.2 The report focuses on the performance of the Department of Adult Social Services although some of the indicators relate to the performance of Health services in Wirral.
- 1.3 The Annual Report will be provided to the Commission for Social Care Inspection at the Annual Review Meeting on 5th September 2007.

2 Corporate Objectives

- 2.1 The Department focuses its aims under the following three Corporate Objectives.
 - Improving the Health of Wirral People
 - Supporting and Protecting Vulnerable People
 - Continuously Improving Services

3 Performance Exceptions

- 3.1 The report demonstrates there have been significant improvements in the Department's performance in most areas, but there are a number where it is recognised that further improvements are required. These are highlighted as:
 - The number of older people helped to live at home
 - The number of people admitted to residential or nursing care
 - Performance across a range of specialist Mental Health Services
 - Assessment and Care Management Reviews

- 3.2 All are subject to action plans within the 2006-07 Business Plan presented to Members earlier this year, and a brief commentary is provided in the appendix to this report.

4 External Challenge and Inspection

- 4.1 Over the last 12 months inspections have included the routine regulatory visits for the Department's in-house care services and a formal inspection of Older Peoples services from CSCI in February 2007. The Audit Commission also undertook reviews of Health Partnerships and financial management arrangements.
- 4.2 These reports indicate there is progress in improving services for people in Wirral, but there is a need to further develop effective partnership working including development of more joint roles with Health.
- 4.3 Reports for in-house Care Services continue to emphasise the positive care received by the people who use them, but there remains some concern about the fabric of building stock. The availability of resources and ongoing pressures on the budget are making it difficult for the Department to find a resolution to this and reports will be presented to Cabinet with options in due course.
- 4.4 The Audit Commission noted improvements in financial management in their report to Cabinet on 24th May 2007.

5 User Involvement and Community Engagement

- 5.1 The Department has a continued and increasing focus on involvement of people who use services, their carers and the wider community.
- 5.2 The new framework for developing policies and procedures has, as its core, the involvement of people on Policy Boards and working groups. This has been consistently reported as a positive and rewarding experience by all those involved.
- 5.3 Wirral was a pioneer in involving people who use service in the formal Annual Review of performance conducted by CSCI.
- 5.4 Further examples are contained within the body of the Annual Report.

6 Performance Indicators

- 6.1 The report details the outturn for the Department's Performance Indicators for 2006/07. Whilst the overall direction of travel remains positive particular attention will be given to those areas that need to be improved.
- 6.2 The Business Plan for 2007-08 contains a number of new Performance Indicators that enable the Department and this Committee to monitor performance in key areas much more closely. The implementation of a new Performance Assessment Framework based on the outcomes in the white paper "*Our Health, Our Care, Our Say*", places greater focus on outcome indicators for people who use services and the wider community.

7 Financial and Staffing Implications

- 7.1 There are none arising directly from this report, but the areas requiring improvements will inevitably feature in the Medium Term Financial Plan and the implications will be reported to Committee as they arise.

8 Equal Opportunities Implications

- 8.1 People in receipt of adult social services are often the most disadvantaged within society. The Annual Report shows how work is being undertaken to improve access to mainstream services for vulnerable people.

9 Human Rights Implications

- 9.1 The work of the department in continually improving services especially in relation to independent living is promoting the human rights of individuals.

10 Local Agenda 21 Implications

- 10.1 Improvements in involving Service Users in planning and monitoring of services assists in making sure that services are developed to assist in promoting social inclusion.

11 Community Safety Implications

- 11.1 Quality services assist in reducing the risk of people who use services from harm and protect members of the public from exposure to potential problems.

12 Planning Implications

- 12.1 None arising directly from this report.

13 Local Member Support Implications

- 13.1 People who use adult social services live in all wards within the Borough.

14 Background Papers

- 14.1 Department of Adult Social Services Annual Report 2006/07.

15 Recommendations

- 15.1 Members note the Department of Adult Social Services Annual Report and provide comment for consideration by Cabinet.

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