

APPENDIX A

Annual Performance Assessment Report 2008/2009



Adult Social Care Services

Council Name: Leicester

This report is a summary of the performance of how the council promotes adult social care outcomes for people in the council area.

The overall grade for performance is combined from the grades given for the individual outcomes.

There is a brief description below – see Grading for Adult Social Care Outcomes 2008/09 in the Performance Assessment Guide web address below, for more detail.

Poorly performing – not delivering the minimum requirements for people

Performing adequately – only delivering the minimum requirements for people

Performing well – consistently delivering above the minimum requirements for people

Performing excellently- overall delivering well above the minimum requirements for people

We also make a written assessment about

Leadership and

Commissioning and use of resources

Information on these additional areas can be found in the outcomes framework

To see the outcomes framework please go to our web site: [Outcomes framework](#)

You will also find an explanation of terms used in the report in the glossary on the web site.

Delivering Outcomes Assessment

Overall Leicester council is performing:

Well

Outcome 1:

[Improved health and emotional well-being](#)

The council is performing:

Adequately

Outcome 2:

[Improved quality of life](#)

The council is performing:

Adequately

Outcome 3:

[Making a positive contribution](#)

The council is performing:

Excellently

Outcome 4:

[Increased choice and control](#)

The council is performing:

Well

Outcome 5: Freedom from discrimination and harassment	The council is performing:	Excellently
Outcome 6: Economic well-being	The council is performing:	Well
Outcome 7: Maintaining personal dignity and respect	The council is performing:	Well

Assessment of Leadership and Commissioning and use of resources

Leadership

The council has a clear vision for the transformation of adult social care, supported by investment in strategic management capacity and underpinned by detailed planning to deliver change. The council has already made significant steps towards the personalisation of care services. The council takes an inclusive approach to involving people from all communities in planning, development and delivery of services. The council is basing decisions and priorities, with partners, on a thorough analysis of population needs. Management and workforce development plans are in place to support the delivery of the transformation agenda. The council has made a good start on the development of an outcomes focused evidence base to measure and understand the impact of its actions. The council has demonstrated openness and insight into both its achievements and challenges, and has used this to identify priorities and plan actions in 2009-10.

Commissioning and use of resources

People, who use services, and carers, are increasingly able to directly commission the support that they need through direct payments and individual budgets. The council is using local intelligence and the Joint Strategic Needs Analysis (JSNA) to shape, quality assure and develop the local care market, to meet the longer term demands of a fully personalised approach to adult social care. This is an ongoing area of work with all partners in the city, which will take some time to achieve. Partnerships with health are in the process of being further developed by joint strategic, commissioning and funding work. The council has a realistic understanding of the resource challenges that it faces. Understanding of the potential of preventative and re-ablement services to release resources for individuals and organisations is developing. Contracts with independent providers are monitored on an outcomes focused basis. Swift action is taken when concerns arise. Value for money and efficiency are established considerations. Existing resources are in the process of being realigned to support the delivery of adult social care transformation goals.

Summary of Performance

Leicester City Council has a well-evidenced commitment to improving and transforming adult social care across the city. The council is well aware of the challenges that it faces, and has plans in place, with partner agencies where appropriate, to address them. These include addressing health inequalities, increasing the range of supported housing options for people with complex needs, reducing the time people are having to wait for major adaptations and ensuring that all appropriate concerns are identified and investigated via Adult Safeguarding

procedures. The council has a range of well-evidenced strengths. These include some excellent work on the development of personalised services; involving people from all communities in the development and delivery of new services, work on employment opportunities for people with a learning disability and the provision of services that meet the needs of very diverse communities.

The council was assessed overall as providing “good” outcomes for people using adult social care in 2007/2008. Progress has been made across all outcome areas in 2008/2009, with two outcomes, “making a positive contribution” and “freedom from discrimination and harassment” improving to “excellent”. No outcome areas were judged as performing less well than their 2007/2008 position. The 2008/2009 overall assessment is that the council is “performing well”.

The council has identified its priorities for 2009/2010. In many instances these are confirmed by the 2008/2009 annual performance assessment and are included in this report.

Outcome 1: Improved health and emotional well-being

Adequately

The council is performing:

Leicester City Council has a strong understanding of and commitment to addressing the area’s health inequalities. On average people in Leicester have a shorter life expectancy than the average for England and have a higher risk of chronic illnesses such as diabetes and circulatory diseases. The council is working with health and other partners to reduce health risks, target known health challenges and reduce health inequalities across the community. Evidence of the impact of health promotion activities is beginning to emerge, both in terms of the number of people accessing these services and the impact they are having on their lives. Evidence is not yet available on the impact of these actions on overall mortality and morbidity rates. The council has provided good evidence of how increasingly personalised approaches to service delivery are positively impacting on the health and wellbeing of the people currently benefiting from them. The council has a clear understanding of the areas that need to develop further, including the expansion of personalised care, the delivery of higher levels of intermediate care and re-ablement and the further development of end of life care.

What the council does well.

- The council, with partners, has a strong understanding of the health needs and challenges faced by people in Leicester. This is reflected in the Joint Strategic Needs Analysis (JSNA) and the priorities of the Health and Wellbeing Partnership Board.
- Health advice and information is being targeted at activities known to present health risks, these include smoking, obesity, nutrition, alcohol and drug misuse.
- Personalised approaches to the delivery of care and health services are resulting in positive outcomes for the people using them, and their carers.

- End of life care is being developed, and is supporting people to make positive choices about their care at the end of life.
- Health and wellbeing activities recognise and target specific health needs across Leicester's diverse communities.

What the council needs to improve.

- Delivery, with health partners, of the planned increases in intermediate care and re-ablement services.
- Delivery of planned moves for people with a learning disability currently living in NHS campus accommodation.
- Increase the number of people with a learning disability benefiting from a Health Action Plan.
- Further develop, with health partners, systems to monitor and evaluate the impact of health and wellbeing actions on outcomes for people in Leicester. This should include the impact on health inequalities across Leicester.
- Increase the number of older people, and people with a physical disability or sensory impairment, benefiting from a review.
- Further develop, with partners, the Leicester strategy, and associated support services, for end of life care.

Outcome 2: Improved quality of life

Adequately

The council is performing:

The council has demonstrated its commitment to improving the quality of life for all people who use services and carers. Case examples demonstrate that for some people this is having a very positive impact on their quality of life. Activity figures indicate that there is still some way to go before all or most people in Leicester who use services, and carers, fully benefit from this approach. The council has a well established commitment to offering support at an early stage and supporting people to remain independent for as long as possible. This is reflected in the services currently available, activity and investment in 2008/2009 and planned developments for 2009/2010. The council is clear in its vision and intent but still has a gap to close between the excellent personalised services that some people are currently receiving and being able to deliver this approach to all or most people who use services, and their carers.

What the council does well.

- The council is working with people who use services and carers to provide advice and support to prevent loss of independence or to regain independence and maintain or establish a good quality of life. Case examples provide a strong outcomes focused evidence base of the benefits for people who are already experiencing this approach to their health, care, housing and broader quality of life needs.
- A range of services are already in place that focus on supporting people to live at home. The council has provided evidence of how services work together to support people at home. This includes people with a learning disability and people with mental health problems who have complex needs.

- Assistive technology is being used to support people, help them feel safer at home and innovatively to support people with complex needs and the people who care for them.
- Local agencies and organisations are working together to promote the social, leisure and learning needs of people who use services and carers. Leicester's hosting of the Special Olympics in July 2009 is a reflection of this long-standing commitment.

What the council needs to improve.

- Further develop measures to ensure that the full range of activity to support people at home and remain independent is captured, and that the outcomes from this investment and activity are clearly evidenced and evaluated.
- Reduce waiting times for major adaptations and the number of people who have to wait.
- Further develop the range of housing options available to older people and people with complex needs.
- Increase the number of carers who are able to benefit from a carer's break or a specific carers support service.
- Increase the number of people who use services, and carers, who benefit from an outcomes focused or person centred approach to planning and delivering their care and quality of life needs.

Outcome 3: Making a positive contribution

Excellently

The council is performing:

People who use services and carers are supported to take part in community life. Their contribution to the planning, development and delivery of services has been well evidenced across all of the self-assessment outcome areas. Action has been taken to involve people across the communities in Leicester, including established and more recently arrived black and minority ethnic communities and groups of people who can be harder to reach, such as gay, lesbian, and transgender groups, drug users and people with HIV. The contributions of the primary users of services, older people, people with learning disabilities and carers have clearly been influential. The wider individual benefits of involvement, particularly improved confidence, self-esteem and skill development are a positive part of the engagement process and are explicitly supported and acknowledged. Voluntary organisations, including those that support people who use services and carers, play an important part in both the direct provision of services and in ensuring that Leicester voices are heard.

What the council does well.

- Consultation and involvement are integral to all adult social care activities and developments, and include contributions from black and minority ethnic communities and groups of people who can be hard to reach.
- People who use services and carers are supported to take part in community life. Support for people with a learning disability to do this is particularly well evidenced.

- The community and voluntary sector is encouraged, supported and makes a visible contribution.
- The views of people who use services, carers, voluntary and community organisations have a demonstrable impact on service planning, development, design and delivery.

What the council needs to improve.

- Monitoring and evaluation of the involvement and impact, in terms of service development and outcomes, of people who use services and carers on the adult social care transformation programme.

Outcome 4: Increased choice and control

The council is performing: Well

The council has already made considerable progress in supporting people and carers to exercise choice and control over their services, via direct payments and personal budgets. Information, advocacy, support and a range of services are already in place to enable people to exercise choice and control. The council recognise that these will need to develop and expand considerably if the planned goal of transforming adult social care, and delivering all services on a personalised basis, is to be achieved. The adult social care transformation programme has been put in place to achieve this.

What the council does well.

- The number of people already exercising choice and control over their care via the use of direct payments or personal budgets.
- The increased use of direct payments by people with mental health problems.
- The take up of direct payments by people from black and minority ethnic communities.
- Evidence of the range of services and activities being supported via direct payments and the positive outcomes for the people concerned.
- Person centred planning and the take up of direct payments / personal budgets by young people in transition from children's to adult services.
- Investment in advocacy for people with a learning disability.
- The introduction of outcomes focused support plans.

What the council needs to improve.

- Improve the timeliness of assessments and the subsequent provision of services.
- Increase the number of carers receiving an assessment or review.
- Deliver planned increases in the number of people self-directing their support needs.
- Ensure that the range of local support options and services is sufficient to offer genuine choice and control for people using services and carers.

Outcome 5: Freedom from discrimination and harassment

Excellently

The council is performing:

Leicester is a very diverse city. The council has worked hard, with partners and communities, to ensure that all aspects of adult social care are inclusive. This is an ongoing and challenging commitment. The council has been able to demonstrate across its self-assessment that it recognises, involves and provides services that are relevant and accessible to people from different communities and with different abilities. This is supported by the corporate achievement of level 4 of the Equality Standard for Local Government. Criteria for access to services is well publicised and in a variety of languages and formats. People who do not meet Fair Access to Care Services criteria (FACS) are signposted to other services and sources of information and support. Information and support is available to people who fund their own care. Partnership arrangements are in place to reduce discrimination and harassment. The increased use of assistive technology is helping people to feel safer in their own homes

What the council does well.

- Achievement of level 4 of the Equality Standard for Local Government (ESLG).
- Information, advice and services that meet the needs of a diverse community.
- Work with partner agencies and communities to reduce incidents of discrimination and harassment.
- Signposting people to services that are below FACS criteria, supported by follow up evaluation of how helpful, or not, these services were.
- Information and support for people who fund their own care.
- Use of assistive technology to help people feel safer at home.

What the council needs to improve.

- Monitoring and evaluation of the impact of personalised approaches, in terms of reducing experiences of discrimination and harassment, by people using services and carers.

Outcome 6: Economic well - being

The council is performing: Well

Information and advice is readily available to assist people who use services and carers to manage and maintain their incomes. This includes information and advice being available in a range of languages and targeted action to reach people whose financial situation is detrimental to their health and wellbeing. People who use services are being supported to regain or obtain employment through a range of services and actions. This is challenging given the deprivation profile of some wards in Leicester. The council is leading by example in its employment of people with a learning disability, and needs to challenge, with partners, the attitudes of other employers in the city. A carer's strategy is in place but its impact in terms of enabling carers to maintain or gain employment needs to be monitored and its impact established.

What the council does well.

- Services to assist people who use services and carers to maximise and manage their incomes are well established.

- Advice and assistance is targeted to assist people whose financial situation is a factor in poor health and wellbeing.
- Support is available to help people manage the financial aspects of direct payments.
- The council is developing its analysis of both the individual and organisation financial benefits of services such as reablement.
- A range of services and actions are in place to support people who use services to gain employment.
- The council has received a National Best Practice Award for its recruitment of people with a learning disability.

What the council needs to improve.

- Further develop support to enable carers to retain or return to employment. Increase the number of carers benefiting from this support.
- Work with partner agencies and other employers in Leicester to challenge attitudes to employing people with a learning disability.

Outcome 7: Maintaining personal dignity and respect

The council is performing: Well

Arrangements are in place to ensure that people who use services and their carers are safeguarded from abuse. Time, energy and resources have been invested in the joint Leicester, Leicestershire and Rutland Adult Safeguarding Board in 2008-09. The council has a well prioritised insight into the areas of safeguarding it needs and wants to develop further in 2009-10. When issues do occur they are taken very seriously and responded to promptly. The council has learnt from safeguarding concerns within its own services and has taken prompt action to address them. The council's approach to personal care is based on rights, dignity and respect. This is at the heart of its planning for the transformation of adult social care in the city.

What the council does well.

- Members of the council, staff and partner agencies have demonstrated by their actions throughout 2008-09, a strong commitment to the ongoing development of safeguarding activity across Leicester.
- Investment in training and the number of staff trained increased in 2008-09. 100% of relevant adult social care staff have had training to identify and assess risks to adults whose circumstances make them vulnerable.
- The council is aware of the safeguarding challenges that personalisation of services can bring. Arrangements are in place to ensure that Criminal Records Bureau (CRB) checks are obtained when individuals wish to employ personal assistants.
- The council is committed to promoting "Dignity in Care". This is reflected in the inclusion of dignity standards in its re-specified home care contracts, survey feedback from people using services and a successful bid for funding to take forward a Dignity in Care project with Leicestershire.
- Contracts and monitoring arrangements include safeguarding issues.

What the council needs to improve.

- Further development of the quality assurance of safeguarding activity.

- Further inclusion of people who use services and carers in the Adult Safeguarding Board.
- Further inclusion of safeguarding as an integral part of the development of personalised approaches and services.
- Ensure that all safeguarding concerns in directly provided services are recognised as such and responded to immediately, in accordance with Adult Safeguarding Board procedures and expectations.
- The number of safeguarding referrals has increased but continues to be well below the rates being experienced by similar councils and the average for councils in England. This is the same across the Leicester, Leicestershire and Rutland Safeguarding Partnership. The joint Adult Safeguarding Board needs to establish that it fully understands and is satisfied that these referrals accurately reflect the level of safeguarding concerns across the partnership.
- Complete work on and implement guidance on sexual and interpersonal relationships. Monitor and evaluate the impact of the guidance on outcomes for people using services.