

Health and Social Care Cabinet Member Report

17th December 2009

Annual Performance Assessment of Adult Social Care for Sefton Council 2008/09

Each year, each local authority with responsibility for Social Care Services for Adults is awarded by the Care Quality Commission (CQC) a judgement for their adult social care performance. The judgement is based on how the Council is delivering outcomes. There is an overall grade and a separate grade for each of seven outcomes. The overall grades used are:

Grade	Descriptor
Grade 4: (Performing excellently) People who use services find that services deliver well above minimum requirements	A service that overall delivers well above minimum requirements for people, is highly cost effective and fully contributes to the achievement of wider outcomes for the community.
Grade 3: (Performing well) People who use services find that services consistently deliver above minimum requirements	A service that consistently delivers above minimum requirements for people is cost effective and makes contributions to wider outcomes for the community.
Grade 2: (Performing adequately) People who use services find that services deliver only minimum requirements	A service that delivers only minimum requirements for people, but is not consistently cost effective nor contributes significantly to wider outcomes for the community.
Grade 1: (Performing poorly) People who use services find that services do not deliver minimum (performing adequately) requirements	A service that does not deliver minimum requirements for people, is not cost effective and makes little or no contribution to wider outcomes for the community.

The overall grade awarded to Sefton Council for delivery of outcomes is “Well”. This is based on grades for the delivery of seven outcomes as follows:

Delivering Outcomes	Grade Awarded
Improved health and well-being	Well
Improved quality of life	Well
Making a positive contribution	Well
Increased choice and control	Well
Freedom from discrimination or harassment	Well
Economic well-being	Well
Maintaining personal dignity and respect	Well

Launch of Prevention and Early Intervention Strategy

The Chief Executive Officer for Sefton Council recently launched Sefton’s Prevention and Early Intervention Strategy at Bootle Town Hall.

The Strategy, which brings together information from across the Borough from over 300 organisations, offers information about preventative schemes and projects.

The information can be accessed via the Council website, and will be a useful resource for both public and professionals alike.

During the launch representatives from a range of partner organisations heard about initiatives including Find My Nearest, No Wrong Door, Sefton CVS Directory 2009, Social Marketing and a Services Users perspective on the need for accessible information.

A copy of the Strategy is available on Sefton Council’s website, together with a webcast.

The Prevention and Early Intervention Strategy is a working document which will be regularly monitored, reviewed and updated by the Strategy Group. Copies of the updated strategy will be available on the website.

No Wrong Door

A Health and Social Care Directorate new customer focus policy, No Wrong Door has been officially launched.

A presentation about the policy was made by Mark Waterhouse, Service Manager, at the launch of the Prevention and Early Intervention Strategy.

The policy is a direct outcome from our recent staff conference workshops, in which many staff recognised the need for the Directorate to refresh its customer commitment. No Wrong Door also links to the Directorate's Prevention Strategy and Safeguarding policy and will ensure we deal effectively and promptly at first contact.

An evaluation of the policy will be undertaken in 6 months time. The evaluation will involve mystery shoppers contacting the Directorate.

As part of the continual monitoring of the policy an Ambassadors Group will be set up to look at feedback from staff and members of the public.

No Wrong Door will ensure that we all show commitment to resolving customers' contacts with a sense of courtesy and welcome. If a customer contacts the wrong part of our organisation it should be our challenge (without sending the customer back through our systems) to support and attempt to resolve at any point of contact.

Councillor Barry Griffiths
Health and Social Care Cabinet Member