

**SOCIAL SERVICES INSPECTORATE
ANNUAL REVIEW OF PERFORMANCE 2001-2002 AND
STAR RATINGS FOR SOCIAL SERVICES**

Report of the Director of Social Services

SUMMARY OF REPORT

- 1.1 This report informs Council Cabinet of the outcome of the Social Services Inspectorate's (SSI) Annual Review of Performance 2001-2002 of Derby Social Services and the star rating for Social Services.
- 1.2 The Council's Social Services was rated two stars, with only eight authorities gaining three stars and the annual assessment letter and report are positive about the Council's achievement, whilst identifying areas for improvement.
- 1.3 These will feed into the Social Services Inspectorate / Audit Commission Joint Review of Social Services in the autumn.
- 1.2 **Recommendation**
To consider this report.
- 1.3 **Reasons for Recommendation**
It is the expectation of the SSI that the assessment letter and report are placed before an appropriate public Committee of the Council. The assessment letter and report are attached as an appendix to this report.

MATTER FOR CONSIDERATION

2.1 Background

During 1999/2000 the Department of Health introduced an extensive performance management framework for Social Services.

In addition to the Best Value regime for all Local Authority services, the Department of Health framework includes:

1. An annual monitoring exercise on the Authority's progress towards meeting the National Priorities for Health and Social Services. This includes a data collection exercise and visits to the Authority.
2. An annual report of key performance indicators published each Autumn. There are currently 50 indicators and the number is set to grow.
3. A regular programme of inspection of key services.
4. An annual report on the performance of each local authority.
5. A 5 year joint review by the Audit Commission and the Social Services Inspectorate of the Authority's overall performance.

- 2.2 During 2001/02 this performance monitoring activity was brought together to produce a single rating for each local authority. Derby gained 2 stars. In the star rating exercise adult and children's services are assessed separately and the results amalgamated into a single rating for the authority.

Children's services were judged to be serving most people well, with excellent prospects for improvement. Adult services were judged to be serving some people well, with promising prospects for improvement. Only eight authorities gained 3 stars.

There are extensive powers of intervention by the Secretary of State where authorities gain no stars and are deemed to be failing.

- 2.3 The assessment letter and report is the result of the 2001/2002 Annual Monitoring Exercise by the SSI. It forms part of the information that the Social Services Inspectorate took into account in this years star rating exercise. This in turn will contribute to the Council's Comprehensive Performance Assessment in the autumn.
- 2.4 The report is not one that can be readily summarised as it reviews specific areas of performance, provides commentary on the Department's performance in relation to each of these and comments on strengths, areas for development and action for 2002/2003.
- 2.5 Overall the assessment is a positive one. The SSI found that the Authority has made significant achievements in 2001/2002 and is well placed to meet its targets for 2002/2003.

- 2.6 The annual review of performance highlights specific areas for development and actions for 2002/2003. These are actions that are included in the business plan for 2002/2003. However, they only represent a small proportion of the development and change agenda identified within the Department and on which the Department intends to make progress in 2002/2003. The agenda is an extremely challenging one, particularly since the Joint Review itself presents a significant volume of extra work this year.

FINANCIAL IMPLICATIONS

3. None.

LEGAL IMPLICATIONS

4. None.

PERSONNEL IMPLICATIONS

- 5.1 The agenda is extremely demanding for the small number of key employees who have to develop and implement the change agenda.
- 5.2 The Social Services budget made provision for developing the Departments performance management framework and proposals will be brought forward in relation to this.

ENVIRONMENTAL IMPLICATIONS

6. None.

EQUALITIES IMPLICATIONS

7. Social Services performance affects services to some of the most vulnerable in our community.

RECOMMENDATION

8. To consider this report.

Background papers: None