



Making Social Care  
Better for People

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27<sup>th</sup> October 2008

Ref ER/JN

Dear Lesley Heale

## **PERFORMANCE SUMMARY REPORT of 2007-08 ANNUAL PERFORMANCE ASSESSMENT OF SOCIAL CARE SERVICES FOR ADULTS SERVICES FOR BRACKNELL FOREST 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 **Good** outcomes using the LSIF rating scale

*And*

- **Excellent** Capacity for Improvement (a combined judgement from the Leadership and the Commissioning & Use of Resources evidence domains)

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 31<sup>st</sup> January 2009) and to make available to the public, preferably with an easy read format available.

### **ADULT SOCIAL CARE PERFORMANCE JUDGMENTS FOR 2007/08**

<b>Areas for judgment</b>	<b>Grade awarded</b>
<b>Delivering Outcomes</b>	<b>Good</b>
Improved health and emotional well-being	Excellent
Improved quality of life	Good
Making a positive contribution	Good
Increased choice and control	Excellent
Freedom from discrimination and harassment	Good
Economic well-being	Excellent
Maintaining personal dignity and respect	Good
<b>Capacity to Improve (Combined judgment)</b>	<b>Excellent</b>
Leadership	Excellent
Commissioning and use of resources	Excellent
<b>Performance Rating</b>	<b>3 Stars</b>

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
<b>All people using services</b>	
<ul style="list-style-type: none"> <li>• High numbers of people receive a review in Bracknell Forest.</li> <li>• Bracknell Forest has demonstrated substantially fewer delayed transfers from care than the level of similar Councils and the national average.</li> <li>• The Council has significantly increased the number of items of telecare equipment provided.</li> <li>• Equipment delivery is very timely in Bracknell Forest.</li> <li>• A high level of assessments began within 48 hours of contact and completion figures were timely. A very high number of people had services provided within 4 weeks.</li> <li>• A high number of people received a statement of their needs.</li> <li>• Very good levels of admissions on a permanent basis in the year to residential or nursing care for adults of all ages are evident.</li> <li>• A very high total number of people in Bracknell Forest were in receipt of direct payments.</li> <li>• 100% of people have access to a single room if they choose.</li> <li>• There are very good levels of intensive home care.</li> <li>• The Council makes sure that people who use services and their carers and relevant staff groups are central to the commissioning process and to the evaluation of services that are provided.</li> </ul>	<ul style="list-style-type: none"> <li>• A significantly lower number of places were funded by the Council in non-residential intermediate care schemes than similar Councils and the national average.</li> <li>• There were no additional extra care housing places provided in 2007-08 and no plans to provide them in 2008-09, although consultation on housing options is planned.</li> <li>• The average length of waiting times for minor and major adaptations is higher than similar Councils.</li> <li>• The Council need to achieve the remaining Equality Standards for Local Government.</li> <li>• The numbers of safeguarding referrals and completed cases were lower than similar Councils and the national average.</li> <li>• Further development in the reporting of safeguarding incidents is still required through independent sector staff training.</li> <li>• The Council should continue to increase provision of telecare equipment.</li> <li>• Continued development of self-assessment needs to be achieved.</li> <li>• Work should be undertaken to increase the update of direct payments for people from harder to reach groups now that good contact has been made with them.</li> <li>• Further action is required to</li> </ul>

	<p>reduce the level of social service staff vacancies.</p> <ul style="list-style-type: none"> <li>• There has been a reduction in the high costs of intensive social care but further improvement is still required.</li> </ul>
<b>Older people</b>	
<ul style="list-style-type: none"> <li>• There is now a 24 hours a day response to emergency referrals which has prevented unnecessary admissions into acute hospitals or institutional type settings.</li> <li>• There were very high levels of assessments of adults and older people leading to provision of service in Bracknell Forest.</li> <li>• Bracknell Forest received 2 accolades for NTOW (New Types of Workers programme) caring for people with dementia which recognised person centred flexible care to individuals.</li> </ul>	
<b>People with learning disabilities</b>	
<ul style="list-style-type: none"> <li>• The leisure initiative for people with learning disabilities has resulted in people with a range of special needs receiving appropriate support to participate in sports and leisure activities.</li> <li>• High levels of people with a learning disability are helped to live at home in the Council area.</li> <li>• The Council has provided additional investment in advocacy services for people with a learning disability.</li> <li>• A significant number of people with a learning disability were in receipt of direct payments.</li> <li>• Considerable progress has been made towards self-directed support for people with a learning disability.</li> <li>• Good progress has been made to review the need for specific services for people with profound and multiple learning disabilities and their carers.</li> </ul>	
<b>People with mental health problems</b>	

<ul style="list-style-type: none"> <li>• The Community Mental Health Teams have been co-located which ensures the most appropriate service delivery.</li> <li>• Bracknell Forest has continued to increase the numbers of people with mental health problems helped to live at home.</li> <li>• There is evidence of people using the services being involved in planning and processes from the onset to develop strategies.</li> <li>• A significant number of people with mental health problems were in receipt of direct payments.</li> </ul>	
<b>People with physical and sensory disabilities</b>	
<ul style="list-style-type: none"> <li>• The Council has increased the numbers of people with a physical disability who are helped to live at home.</li> <li>• Adults with profound learning disabilities and multiple physical and sensory disabilities are offered access to the same opportunities as anybody else supported by the team.</li> <li>• The Council have raised awareness of the needs of people who are deaf/blind.</li> <li>• There are clear pathways for people with physical and sensory disabilities to access a range of skills.</li> </ul>	
<b>Carers</b>	
<ul style="list-style-type: none"> <li>• The Council have funded a Carers Information and Support Network.</li> <li>• There continues to be a very good level of services for carers in Bracknell Forest.</li> <li>• The Council provide an emergency carers respite service for those who have no other way of arranging support in times of emergency.</li> </ul>	

## **KEY STRENGTHS AND AREAS FOR DEVELOPMENT BY OUTCOME**

### **Improved health and emotional well-being**

**The contribution that the council makes to this outcome is Excellent**

#### **Key strengths**

- Bracknell Forest Borough Council produces a full range of clear, accessible and well-publicised information regarding healthy living.
- There is a wide range of examples of activities available to people from all care groups. The Borough has provided evidence that people are benefiting as a result of being provided with good information.
- There is a quick and co-ordinated response to people who require signposting or specific services.
- Adult social care and health partners are working in the same building which streamlines access to services.
- Good performance is demonstrated in relation to people being offered timely reviews.
- Performance on delayed transfers of care is very good and has improved in 2007-08. The Council has put clear procedures in place to monitor performance and has demonstrated substantially fewer delays than the level of other similar Councils.

#### **Key areas for development**

- None.

### **Improved quality of life**

**The contribution that the council makes to this outcome is Good.**

#### **Key strengths**

- The significant progress that the Council has already made in improving the quality of life for people using social care services has been sustained and there are good examples of further improvement.
- More people are being supported to live in their own homes and there are good services available to carers.
- More people are arranging their own services through the 'In Control' project.
- There are more people across all care groups than in 2006-07 enabled to live independently in their own homes and when equipment is required to support independence it is delivered in a timely way by the council to support people.
- The Council has a clear aim to enable people to live their lives in the way they choose.
- Good progress has been made to identify the small number of people who require specialist services.

#### **Key areas for development**

- The Council should further increase provision of telecare.
- Bracknell Forest should work to provide more extra care housing.

## **Making a positive contribution**

**The contribution that the council makes to this outcome is Good.**

### **Key strengths**

- The Council encourages as many people as possible including those in hard to reach communities to contribute their views.
- There is demonstrable evidence provided by the Council that having engaged successfully with people their views are well received and lead to very clear service improvements and commissioning strategies for the planning of future services.
- There is evidence that a wide range of volunteering activities occur.
- Feedback is actively sought from most people who use services and carers and from the wider community.

### **Key areas for development**

- Continued development of self-assessment needs to be achieved for all care groups.

## **Increased choice and control**

**The contribution that the council makes to this outcome is Excellent.**

### **Key strengths**

- People in Bracknell Forest can expect to receive referrals, assessments and reviews of services in a timely manner and with respect for the person.
- The Council has provided a good range of information to the public which is regularly reviewed.
- A robust complaints procedure remains in place and complaints are handled promptly and lead to appropriate actions being taken.
- Staff training to deal with requests for emergency hospital admission or enhanced community support has led to an improved 24-hour service through the community response and reablement team.
- A Single Assessment Process has been implemented with partner organisations to record and share basic data and assessment information.
- A broad range of services is available which offers choice and is in line with national and local policy direction.
- A very high number of people in Bracknell Forest were in receipt of direct payments.

### **Key areas for development**

- Work should be undertaken to increase the uptake of direct payments for people from harder to reach groups now that good contact has been made with them.

## **Freedom from discrimination and harassment**

**The contribution that the council makes to this outcome is Good.**

### **Key strengths**

- The eligibility criteria are clear for all services, are published and available in a range of formats and are easy to understand.
- The Council's services are accessed via the 'Front Desk' and a team of customer liaison officers are available to give appropriate advice.
- The Council has improved its collection of information about the ethnicity of people who use services in such a way that it can respond more appropriately to their needs.

### **Key areas for development**

- Many Councils have now achieved level 3 of the equality standards for local government but Bracknell Forest has achieved level 2. Further progress has yet to be made on the remaining 3 standards, which the Council should now work to achieve.

## **Economic well being**

**The contribution that the council makes to this outcome is Excellent.**

### **Key strengths**

- There is a wide choice of pathways to enable people to move into employment.
- The support offered to carers is comprehensive and includes respite and evening or overnight services thus enabling more people to work.
- The Council provides an information and advice co-ordinator to help people access welfare benefits.

### **Key areas for development**

- None.

## **Maintaining personal dignity and respect**

**The contribution that the council makes to this outcome is Good.**

### **Key strengths**

- There has been a strong commitment to making sure that most social care staff are aware of how to identify vulnerable adults.
- Everyone who requires a single room in a residential care home funded by the Council is offered one.
- Inter-personal relationships are actively encouraged and people are able to express their sexual preferences and are free to form relationships in a non-judgemental way.
- A range of public information including leaflets on their rights under the Data Protection Act been provided by Bracknell Forest to show that people can be confident that their privacy and confidentiality can be assured.

## **Key areas for development**

- The Council should work to ensure that more safeguarding referrals are received.
- Further improvement in the reporting of safeguarding incidents is still required through independent sector staff training.

## **Capacity to improve**

### **The council's capacity to improve services further is Excellent**

## **Key strengths**

### **Leadership**

- The decision taken by the Council to change the structure of its directorate has resulted in demonstrable improvement in performance management and delivery of services. The vision for improvement has been shared across the Council and with partners, and there are good examples of work with improvement agencies.
- Overarching support and stability has been provided by both the Chief Executive of the Council and key elected members.
- People using services have been well consulted and their views incorporated into strategic planning.
- There are strong co-ordinated working arrangements across the Council and good evidence that people are receiving improved services as a result.
- There is well embedded performance management, quality assurance and strong elected member scrutiny arrangements to deliver increased performance across services.

### **Commissioning and use of resources**

- Expenditure on social care is fairly allocated across care groups and reflects national and local priorities.
- Sound financial management is in place with good reporting systems and consistent monitoring.
- The Council makes sure that people who use services and their carers and relevant staff groups are central to the commissioning process and to the evaluation of services that are provided.
- People within the Borough can expect to be offered good services when these are purchased through the Council and there is a care governance protocol and guidance in place to ensure that contracts are arranged with good quality providers.

## **Key areas for development**

### **Leadership**

- Further action is required to reduce the level of social service staff vacancies.

### **Commissioning and use of resources**

- There has been a reduction in the high costs of intensive social care but further improvement is still required.

Yours sincerely

**AMANDA SHERLOCK**

Regional Director, South East Region  
Commission for Social Care Inspection

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