

Council Name: Warrington

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 Warrington council is performing: **Well**

Outcome 1:

[Improved health and well-being](#)

The council is performing: **Excellently**

Outcome 2:

[Improved quality of life](#)

The council is performing: **Well**

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: **Well**

Outcome 6:
[Economic well-being](#)

The council is performing: **Well**

Outcome 7:
[Maintaining personal dignity and respect](#)

The council is performing: **Excellently**

Click on titles above to view a text summary of the outcome.

Assessment of Leadership and Commissioning and use of resources

Leadership

The council, working with its partners, is committed to driving forward the transformation of adult social care with an ambitious programme of reform. Corporate and political support is demonstrated by improved partnership working that underpins progress. Performance management arrangements support the effective and efficient use of resources. There is evidence that the council continues to increase its level of community engagement and inclusion to enable people who use services to actively inform developments, participate in the life of local communities and remain independent. The Joint Strategic Needs Assessment (JSNA) is informing local priority setting to improve the overall well-being of communities. Identified gaps in service will inform the longer term development agenda for the Local Strategic Partnership (LSP). The council has developed and aligned its workforce strategy with its training and development plan to help manage the cultural and structural changes required to embed a personalised approach to delivering services. The percentage of social care working days lost to sickness absence during the year has reduced. The council is re-structuring its directorates to facilitate closer alignment with health partners and promote the wider neighbourhood agenda. The council continues to work with independent sector providers to ensure that people who use regulated services receive better outcomes. Action is taken against services that do not meet the necessary standards.

What the council does well:

- A clear vision that is informed by the views of people who use services and by the wider community
- The strategic direction is underpinned by close links with the Local Strategic Partnership (LSP) and appropriate priority setting within the Local Area Agreement and Sustainable Community Strategy
- The decision making priorities of the local partnership boards are integral to the work of the LSP
- The Workforce Development Strategy has been published
- Performance management arrangements are robust and are used to improve services

What the council needs to improve:

- To continue to progress the Transforming Adult Social Care (TASC) programme
- To develop plans for increased integration of health and social care services
- To complete the restructuring into the new Community and Neighbourhood Directorate while progressing the required culture change within the workforce to support personalisation

Commissioning and use of resources

The council continues to develop an approach to joint commissioning that is informed by the JSNA. There is evidence to demonstrate that the council is inclusive in its engagement with local people with regard to commissioning practices. There is a reported commitment to focus on hard to reach groups as a priority for 2009-10. The appointment by health and social care partners of a Head of Joint Commissioning Development during 2008-09 has led to a formal agreement to form a Health and Social Care Board during 2009-10 together with the associated Concordat and work plan. The council continues to work across partner agencies and with people who use services to meet increasing demands within finite resources. The agenda for the council remains challenging with a reported required efficiency saving of £4.2 million during the year.

What the council does well:

- Progress on using the JSNA to inform joint work on developing the commissioning of services that meet people's identified needs.
- Progress on joint working with health
- Engagement with people who use services to inform developments.

What the council needs to improve:

- To progress the implementation of phase 2 of the JSNA
- To continue to monitor and risk manage identified pressures on the budget
- To continue to progress the closer integration of health and social care through the Health and Social Care Board

Summary of Performance

The council continues to work in partnership to promote the **health and well-being** of local communities in Warrington. People who use services have access to relevant and timely information. Work during the year has delivered positive outcomes for people who use services. The council, in partnership with NHS Warrington, has developed 'Healthier Together', a strategy to promote joint working by health and social care to reduce health inequalities within the borough. Partners recognise the need to continue to address health inequalities within the most deprived communities and across hard to reach and minority groups; a Neighbourhood Model is to be implemented during 2009-10 to address these issues. As part of the health and well-being agenda the council has worked with partners to promote healthy eating within the borough.

There has been an increase in the provision of intermediate care and reablement during the year although performance remains lower than in comparator councils. However, a high proportion of the people who access intermediate care or reablement services achieve independence within three months of being discharged from hospital. In response to a review of intermediate care and reablement services the council and its partners intend to recommission all existing services into one integrated service.

The council with partners has continued to make progress to provide support and rehabilitation for people with a drug related need. A review of services will be completed by the summer of 2009 and the evaluation will inform future commissioning arrangements. To progress and develop services for people with long term neurological conditions the council intends to incorporate the work of the Long Term Care Board into the Joint Commissioning Strategy for Physically and Sensory Disabled Adults.

At the end of life people who use services in Warrington have their wishes respected as do their carers. There is a multi-disciplinary approach in care homes and in people's own homes so people can make an informed choice as to how they access and use the end of life services.

The Gold Standard Framework has been implemented in three homes during the year and the use of the Liverpool Care Pathway has increased. Two end of life professionals have been recruited to increase capacity.

An increasing focus on early intervention and preventative services is contributing to the improvement of people's **quality of life** by increasing the choice and availability of services to meet people's needs. The council continues to develop systems that will enable it to monitor and review outcomes for people who are accessing low level services from within the voluntary sector. The council reports that during 2009-10 it will be able to demonstrate that the support people receive provides added value to the prevention agenda.

The council continues to sustain the independence of people who use services and is reducing the potential for social isolation through the use of extra care housing and assistive technology. The council has demonstrated that it supports people to live independently; however performance on the number of older people supported to live independently is lower than in comparator councils. Waiting times for major adaptations from the time of assessment to the work beginning have reduced during the year although they remain higher than in comparator councils.

The council has demonstrated a commitment to working with carers to provide personalised services to support them as individuals and within their caring role. Its performance on providing assessments and services for carers during the year has exceeded the target within the Local Area Agreement. Survey information indicated 84% of carers were very satisfied or satisfied with their assessment. The council recognises that sustained work is required and is to implement the carers self assessment from April 2009 as well as considering ways of accessing hidden carers within the borough. This remains an ongoing area for monitoring and review during 2009-10

People continue to be supported to access social and leisure opportunities within the borough. The council anticipates the implementation of the 'Strategy for an Ageing Population' will further improve quality of life for older people; this is an area for ongoing monitoring.

The council is working with partners to develop specialist provision for people with profound and complex needs including young people with learning disabilities. It demonstrates a clear understanding of current gaps in services for people with complex needs and has plans in place to address these gaps during 2009-10. Working with McIntyre, a third sector provider, the council successfully bid for Department of Health funding to develop a service for young people (16-25) with autistic spectrum disorder. This has provided the opportunity to support individuals at the highest level of risk. All people with complex needs placed outside the borough have a personalised support plan and work is continuing to bring people back to live within the borough if appropriate.

People who use services and their carers are encouraged and supported to **make a positive contribution** to the development, planning and review of services. Feedback is used to inform future service delivery. People in the borough express high levels of satisfaction about the services they receive. The council works to enable carers and people who use services to undertake a wide range of roles within their community. Further work is required to promote opportunities for people from minority and hard to reach groups. The Warrington Local Involvement Network (LINK) was established in October 2008 and is hosted by the Black Health Agency. The council continues to play an active role in supporting the development of the LINK as part of its governance structure.

The council continues to engage with and resource a large, diverse and active Voluntary and Community Sector. The council and NHS Warrington have funded a Third Sector Team with a

remit to build capacity in the sector. The team is co-managed by the Council for Voluntary Service (CVS) on behalf of the voluntary sector organisations in order to collate their strategic input into this work. The council also recognises the vital role volunteers play within the community and has awarded a three year contract to the Volunteer Centre. Systems have been put in place to monitor the success of volunteer placements.

The council offers increased **choice and control** by delivering assessments and care packages in a timely way. Evidence demonstrates that during the year more people exercised choice and were engaged in decisions that affected their day to day lives. The council continues to fund advocacy services that meet the needs of people who require assistance to express their needs and wishes. It has maintained its performance on the review of care packages; however this is lower than in comparator councils. The council continues to develop self-assessments to ensure people are able to exercise choice and make decisions about the support they require.

The council has engaged with all stakeholders including carers and people who use services to develop self directed support. During the year the council has concentrated on trialling approaches to resource allocation, support planning and brokerage with a small group across all services. Fifty individuals are now 'engaged' with moving towards an individualised budget. Overall performance on the number of people accessing direct payments is lower than in comparator councils. The council anticipates its intention to move to Phase two of implementation of personal budgets during 2009-10 will improve performance. This involves rolling out training in approaches to brokerage and support planning to all in house staff, the launch of the Resource Allocation System (RAS) and ensuring that personal budgets are offered automatically to people receiving services.

The integrated out of hour's service was identified as a strength during 2007-08. Feedback from stakeholders identified gaps in the out of hours service for people with mental health problems, which are being addressed. The number of complaints made about Adult Social Care decreased during the year. In addition, performance has improved on the timely response to complaints. Complaints are used to inform improvements to the delivery of services.

The council is committed to the achievement of **freedom from discrimination and harassment**. The council's eligibility criteria continue to be set at moderate and are widely available in a range of formats. All people who fund their own care have the opportunity to access initial assessments and a Self Funders Protocol is in place for people who request advice but who do not wish to undertake a full assessment. The council has confirmed its intention to develop systems to monitor the outcomes for people who are accessing low level services from the voluntary sector.

The council and its partners have a strategy for improving community safety. Action has been taken to reduce crime and the fear of crime as part of the initiative to improve community cohesion. A borough survey identified that 99% of respondents felt safer in their homes as a result of the in-house Community Carecall Service.

The council has continued to make improvements to the recording of ethnicity for people who use services and it uses this information to inform strategic development via the Joint Strategic Needs Assessment. The Black Health Agency has produced a qualitative report on the uptake of Adult Social Care Services by Black Minority Ethnic (BME) communities. The report identifies existing barriers with regard to information and access to services. To progress this agenda the council has presented the findings to the Corporate Equality and Diversity Steering Group. Equality Impact Assessments have assisted the council to identify barriers to services. Warrington has achieved Level 3 of the Local Government Equality Standard and reports it is committed to progressing the Equality and Diversity Agenda during 2009-10.

Progress continues to be made to improve people's **economic wellbeing** by a range of initiatives to support people into employment. The council has achieved its LAA target for supporting people with a learning disability into employment. It has also continued to progress work opportunities within the council for people with learning disabilities. There has been an increase in the number of people with a learning disability who have gained paid employment during the year. People with a learning disability have also been supported into voluntary work and into work placements. The council continues to support initiatives which provide employment opportunities for people with a physical disability and for people with mental health needs. Warrington has the highest percentage of employment for people who have mental health needs. The council continues to progress work to support carers who are currently in employment together with those who wish to return to work as part of the integrated approach to implementing the Carers' Strategy.

Carers and people who use services receive appropriate and timely information and advice to manage their income. An Income and Assessment Team is jointly operated by the council and the Department for Work and Pensions to improve benefit take up. The council reports that 1760 referrals were processed during the year with in excess of £1 million in additional benefits being claimed by people who use services.

The council continues to operate a partnership approach with regard to safeguarding to ensure people are treated with **dignity and respect**. The council reports that all stakeholders are represented at a senior level on the Warrington Adults Safeguarding Board. Membership includes user and carer representatives. Governance and scrutiny arrangements ensure that safeguarding is part of the wider communities agenda. In response to national guidance safeguarding policies and procedure will be reviewed during 2009-10. Work has been undertaken to improve information systems, quality assurance and the monitoring of referral outcomes within safeguarding. Safeguarding referrals have increased during the year and more cases are being completed in a timely way. Relevant social care staff have received training to identify and assess risks to vulnerable people. However, there has been a reduction in the percentage of staff working in the independent sector who have received safeguarding training during the year. Safeguarding awareness training is to be delivered to health staff as part of the NHS induction programme. The council should seek to reassure itself that staff training is leading to improved outcomes for people and that any identified learning needs are addressed in a timely way. The council is developing ways of receiving feedback from individuals who have been involved in the safeguarding system to evaluate current practice and learn lessons for the future.

Warrington was the only council during 2007-08 to achieve Beacon Status for Dignity in Care. The council has continued to develop this work during the year. A corporate staff award has been established for dignity and respect with the intention to incorporate the work into the broader citizenship approach. As part of the drive to respect individual preferences the council reports that all single adults and older people who wish to permanently reside in care settings are offered single rooms.

Outcome 1: Improved health and well-being

The council is performing: **Excellently**

What the council does well:

- Progress in meeting health and well-being priorities
- Improved performance in promoting and supporting healthy living programmes for people in the borough
- Sustained performance in the number of delayed transfers of care
- Positive outcomes for people who use Intermediate Care and Reablement Services
- Improved performance relating to the support of people with a drug / alcohol related condition
- People are enabled to make an informed choice about how they access and use Palliative Care Services

What the council needs to improve:

- To continue to progress the health and well-being agenda within the most deprived localities and across hard to reach and minority groups
- To demonstrate a reduction in health inequalities within the borough
- To continue to progress and develop services for people with long term neurological conditions
- To continue to progress plans for the integration of the Intermediate Care and Reablement Services

Outcome 2: Improved quality of life

The council is performing: **Well**

What the council does well:

- Progress on supporting people to live independently
- Improvements to services for carers including young carers
- Effective use of assistive technology to improve people's quality of life and independence
- The development of a Neighbourhood Model to identify local needs, target services and reduce inequalities
- People who use services and their carers are supported to have a social life and to access mainstream local services
- Local service providers adapt services to make them easier to use

What the council needs to improve:

- To complete, with Children's Services and NHS Warrington, the intended review of the Service Level Agreement with the Carers' Centre
- To further reduce the waiting time for major adaptations
- To increase levels of support to help older people to live independently
- To continue to develop systems linked to the 'It's my choice' database to monitor outcomes for people signposted to low level services.
- To complete and implement the Strategy for an Ageing Population
- To continue to progress the work to locally accommodate and support people who have complex, intensive or specialised support needs

Outcome 3: Making a positive contribution

The council is performing: **Excellently**

What the council does well:

- The involvement of people who use services and carers in the development and review of services
- People who use services and carers are supported to take part in community life
- Engagement with the voluntary sector to support and facilitate strong partnerships

What the council needs to improve:

- To continue to support the development of the LINKs
- To continue to engage with hard to reach and minority groups

Outcome 4: Increased choice and control

The council is performing: **Well**

What the council does well:

- Timely delivery of assessments and care packages
- Resolution of complaints
- Provision of advocacy services
- The development of the Outcome Based Model (WOM) and the use of outcome based specifications within Domiciliary Care and Care Home contracts.
- The provision of the first point of contact setting in the town centre

What the council needs to improve:

- To improve performance on reviews
- To roll out personal budgets and continue to progress the personalisation agenda
- To continue to promote self assessments

Outcome 5: Freedom from discrimination and harassment

The council is performing: **Well**

What the council does well

- Published eligibility criteria in a variety of formats
- All people who fund their own care have the opportunity to access initial assessments
- The approach to equality and diversity
- The use of Equality Impact Assessments to identify and reduce barriers to access for carers and people who use services
- A strategic approach to community safety to reduce crime, the fear of crime and to improve community cohesion

What the council needs to improve:

- To make further progress in identifying and addressing the needs of people from hard to reach and minority groups
- To continue to make progress against the action plan targets from the Disability Equality Scheme
- To continue to progress the Equality and Diversity Agenda

Outcome 6: Economic well - being

The council is performing: **Well**

What the council does well:

- Effective joint protocols with health in relation to continuing health care
- Progress on work to increase employment opportunities for people with a learning disability, physical disability and / or a mental health need
- Joint work to continue to increase the opportunity for people to manage debt and maximise income
- The level and flexibility of carers' services that enables many to maintain or seek employment where they choose to do so

What the council needs to improve:

- To further build on the positive work undertaken to increase the choice and range of employment opportunities that are available within the borough for all people who use services with an improved focus on existing employers
- To progress support, advice and brokerage for the management of direct payments and personal budgets

Outcome 7: Maintaining personal dignity and respect

The council is performing: **Excellently**

What the council does well:

- Well developed and effective arrangements are in place to effectively safeguard people against abuse, neglect or poor treatment.
- Progress to ensure that relevant social care staff are trained in the assessment and management of the risks associated with safeguarding adults.
- Elected Members are trained in safeguarding and supported to promote awareness of safeguarding within their constituencies
- Continuing progress with work on Dignity in Care.
- All people considering permanent residential and nursing home care are offered a single room.
- Effective implementation of the Deprivation of Liberty Safeguards

What the council needs to improve:

- To undertake a Needs Audit of levels of Safeguarding Training to ascertain a correct baseline within the independent sector and to further promote training across health and the independent sector

- To complete the planned review of safeguarding processes and procedures in light of emerging national policy.
- To further develop publicity material to raise the public profile of safeguarding within the borough