

- District Councils
- Health Authority Warwickshire PCT
- Police
- Other Bodies/Individuals Janet Purcell, Cabinet Manager

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Adult Social Care and Health Overview and Scrutiny Committee – 8th December 2010

Adult Social Care – Annual Performance Assessment Ratings 2009/10

Report of the Strategic Director, Adult, Health and Community Services

Recommendations

It is recommended that the O&S Committee considers and comments on performance for 2009/10 and the areas for improvement highlighted by the CQC.

1. Background

- 1.1 Each year the Care Quality Commission (CQC), acting as the Social Care regulator, assess social care performance within all local authorities with social care responsibilities and award judgements which indicate the quality of service provided by each Council.
- 1.2 The CQC rate social services for adults in the form of a judgement, which categorises authorities as:
 - Grade 4 – Performing excellently
 - Grade 3 – Performing well
 - Grade 2 – Performing adequately
 - Grade 1 – Performing poorly

These judgements are formed through an assessment of our performance against a set of seven outcomes:

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

In addition to these outcomes we are also assessed against two additional areas (domains), these being:

- Leadership
- Commissioning & Resources

1.3 Each of the individual outcomes are scored by the CQC and rated taking into account the way in which we address the additional domains across all of these areas to inform the total judgement. In our last assessment in 2008/09 Warwickshire County Council was rated as Grade 3 – Performing well.

2. Information and Advice

2.1 The Strategic Director, Adult, Health & Community Services has now been notified of the CQC rating for Adult Social Care Services in Warwickshire for the performance year 2009/10, this judgement is embargoed by the CQC until the 25th November 2010.

2.2 Overall the CQC has rated adult social care in Warwickshire as Grade 3 – Performing Well, this means that in the view of the CQC services in Warwickshire “consistently deliver above minimum requirements for people, are cost-effective and makes contributions to wider outcomes for the community.”

2.3 This judgement is extremely positive and although it falls in line with the rating that we received for 2008/09 the level of continued improvement and progress in relation to adult social care services in the County is highlighted through the specific judgements that have been made by the CQC in relation to the outcomes against which we are assessed. When compared to the results we received in our 2008/09 assessment we have improved in one of the seven areas, achieving our second excellent rating in relation to “Improved Quality of Life” and maintained our excellent status in relation to “Making a Positive Contribution”. The table below shows our 2008/09 judgements compared to the new 2009/10 judgements.

Areas for judgment	2008/09	2009/10
Improved health and emotional well-being	Well	Well
Improved quality of life	Well	Excellent
Making a positive contribution	Excellent	Excellent
Increased choice and control	Well	Well
Freedom from discrimination & harassment	Well	Well
Economic well-being	Well	Well
Maintaining personal dignity and respect	Well	Well
Performance Rating	Performing Well	Performing Well

- 2.4 This judgement has been formed following the submission of evidence by the Council to the CQC throughout the year and as a result of ongoing discussions between the Strategic Director, Adult, Health & Community Service with the CQC Area Manager during routine business meetings and the annual business meeting which take place as part of the regulatory framework for adult social care. The judgements is also significantly informed through the completion of annual performance assessment returns to the CQC in relation to a wide range of performance information and the completion of a narrative self-assessment of performance within the authority.

3. Summary of Key Strengths & Areas for Improvement

- 3.1 The areas of strength and for improvement outlined in the adult social care APA report provided by the CQC are presented below in the following table:

Outcome 1: Improved health and emotional well-being	
Not assessed in 2009/10 – grade confirmed through self declaration as unchanged from 2008/09	
Outcome 2: Improved quality of life	
Key Strength	Area for Improvement
The advice and support provided to carers	Waiting times for adaptations should be reduced in line with other Councils
The development of housing options a part of the care and choice accommodation programme	
Outcome 3: Making a positive contribution	
Not assessed in 2009/10 – grade confirmed through self declaration as unchanged from 2008/09	
Outcome 4: Increased choice & control	
Key Strength	Area for Improvement
The increased number of people who use services in receipt of a direct payment for the first time in 2009/10	Deliver planned roll out of reablement services and self directed support across Warwickshire
Outcome 5: Freedom from discrimination or harassment	
Not assessed in 2009/10 – grade confirmed through self declaration as unchanged from 2008/09	
Outcome 6: Economic well-being	
Not assessed in 2009/10 – grade confirmed through self declaration as unchanged from 2008/09	
Outcome 7: Maintaining personal dignity and respect	
Key Strength	Area for Improvement
Introduction of a “keeping safe” plan for people who use services or in receipt of a direct payment	Further development and extension of work to evaluate outcomes for people subject to a safeguarding review

Domain 1: Leadership	
Key Strength	Area for Improvement
The Council has a clear vision for the transformation of adult social care services and takes a holistic view in addressing all aspects of service provision	The Council recognises the importance of partnership working and has developed these during 2009/10. The Council should further strengthen and broaden these partnerships during 2010/11
Domain 2: Commissioning & Use of Resources	
Key Strength	Area for Improvement
The use and development of tools and business models to support service planning and development	No improvement areas identified
The review of and changes to the way in which services are commissioned to support the Councils plans for the transformation of services	

WENDY FABBRO
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November 2010