



WARDS AFFECTED
(City-Wide)

Leicester
City Council

FORWARD TIMETABLE OF CONSULTATION AND MEETINGS

Overview and Scrutiny Management Board	13th January 2011
Cabinet	17th January 2011
Council	27th January 2011

CARE QUALITY COMMISSION ANNUAL PERFORMANCE ASSESSMENT REPORT FOR ADULT SOCIAL CARE SERVICES 2009/10

Report of the Strategic Director, Adults and Communities

1. Purpose of Report

- 1.1 To advise Members of the Council of the Care Quality Commission's (CQC) Assessment of Adult Social Care Services rating for 2010, this report summarises the result and findings of the **Annual Assessment of Performance** process for Leicester City Council.

2. Summary

- 2.1 The 2010 Social Care Annual Performance Assessment (APA) identifies that Leicester's overall Grade awarded for Delivery of Outcomes is **Performing Well**. This highlights that Leicester is achieving well against other Local Authorities and reflects a sustainability of good performance compared to 2009. Progress has been made specifically on one outcome "Improved quality of life **improving from 'adequately' to 'Well'**". No outcome areas have been judged as performing less well than their 2008/09 position. The assessment is based on the 2009/10 Self Assessment Survey submitted in May 2010, supplementary evidence requested by the CQC, Regulatory activity and culminating in the Business meeting with CQC which took place in July 2010.
- 2.2 All Local Authorities are assessed on how they promote 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. They are:
- **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

CQC also make a written assessment about **Leadership** and **Commissioning and use of resources**. The commentary on these two domains has previously been directly transferred to the Comprehensive Area Assessment (CAA) from the APA report but for 2010 the CAA has been abandoned.

2.3 2010 will be the last year that Adult Social Care APA will be in place. CQC have confirmed that with immediate effect (November 2010) they will no longer conduct an annual performance assessment of Councils commissioning of care under the existing framework. A new approach will see a shift towards more sector-led assessment, with Councils holding greater responsibility for driving improvement.

3. Recommendations

3.1 The Members are recommended to:-

- Note the overall CQC Grade awarded to Leicester in 2009/10.

4. Proposals and Details

4.1 In line with changes to assessment of Adult social care by CQC introduced in 2008/09 there is no star rating for adult social care. Instead the assessment of performance in terms of delivery of outcomes have been graded individually and then aggregated up into an overall Grade for the delivery of outcomes as described in 2.1 above.

CQC assess the 'Leadership' and 'Commissioning and use of resources' domains but the assessment will be ungraded.

4.2 Adult Social Care Performance Judgements for 2009/10

Areas for judgement	Grade Awarded
Overall Delivering Outcomes Assessment	Performing Well
Improved health and emotional well-being	Performing Adequately
Improved quality of life	Performing Well
Making a positive contribution	Performing Excellently
Increased choice and control	Performing Well
Freedom from discrimination and harassment	Performing Excellently
Economic well-being	Performing Well
Maintaining personal dignity and respect	Performing Well

- 4.3 The CQC Annual Performance Assessment Report 2009/10 report (Appendix A) 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 the CQC will take.
- 4.4 The Report identifies key strengths and areas for improvement. This provides a platform on which to improve services and raise the standard of services next year.

Key strengths are:

Leadership -

- Clarity of vision
- Partnership working
- Workforce development (directly employed staff)
- Performance Management

Commissioning and use of resources

- Work to improve value for money
- Partnerships

Improving health and emotional well-being

- Partnership working to reduce health inequalities
- More people benefiting from a review of their needs and services
- People with learning disabilities benefiting from annual health checks
- Positive health and well-being outcomes for individuals

Improved quality of life

- Prevention and independence
- Flexible and self directed support and service options for carers
- Good outcomes for individuals

Maintaining personal dignity and respect

- Commitment to safeguarding
- Quality assurance and learning from safeguarding activity
- Responsiveness to safeguarding concerns in regulated, contracted and in-house services.

Key areas of improvement are:

Leadership

- Impact of workforce development in the independent sector
- Organisation review and staffing structure

Commissioning and use of resources

- Impact of planned joint commissioning developments on cost and quality

- Monitor the cost, quality and safety balance of the Resource Allocation System (RAS) as take up increases
- Cost of residential placements for people with mental health needs

Improving health and emotional well-being

- Increase the number of people benefiting from Intermediate care
- Integrated pathway for end of life care
- Impact of actions to reduce health inequalities
- Health and quality of life of people living in care and nursing homes

Improved quality of life

- Improve waiting times for major adaptations
- Housing options for people with complex needs

Maintaining personal dignity and respect

- Safeguarding referral rates for people with a disability and mental health problems
- Development of a 'critical friend' reference group to scrutinise the work of the Safeguarding Adults Board
- Independent sector safeguarding training
- Awareness of adult safeguarding within black and minority ethnic communities

4.5 The overall summary of 2009/10 performance confirms that the Council:

- Has a clear vision for adult social care.
- Is working on a partnership basis to deliver services that are personalised and is making good progress in most areas to deliver against national and local targets and expectations.
- Uses information and intelligence well to inform its plans and decision making.
- Is able to take action to ensure that it is able to meet the specific needs of its community. The decision to set up a Leicester City Safeguarding Adults Board is an example of this.
- Is working to align its financial resources to support its transformation programme and specific priorities such as safeguarding adults.
- Has recognised the financial challenges that it faces and has developed a financial plan to maximise its ability to deliver the planned transformation of adult social care in the City
- Has improved across a number of areas and this is reflected in an overall judgement of **servicing people well** in 2009/10.

5. Performance Agenda Implications

5.1 Performance clinics are held on a monthly basis and hold managers to account, to identify the reasons for performance and to agree remedial actions.

5.3 Through the One Leicester seven priority boards, in particular the Creating thriving, safe communities and Improving Wellbeing and Health Priority Boards, engagement with the Leadership Board Improvement Plan will be crucial to ensure the Council can respond to the ‘areas of improvement’ detailed in Appendix A.

6. Financial, Legal and Other Implications

6.1 Financial Implications

There are no direct financial implications in this report.
Rod Pearson, Head of Finance

6.2 Legal Implications

There are no legal implications in this report.

Kamal Adatia, Barrister, Head of Community Services Law

6.3 Climate Change Implications

This report does not contain any significant climate change implications and therefore should not have a detrimental effect on the Council’s climate change targets.

Helen Lansdown, Senior Environmental Consultant - Sustainable Procurement

7. Other Implications

OTHER IMPLICATIONS	YES/ NO	Paragraph/References Within Supporting information
Equal Opportunities	Yes	Throughout the Report
Policy	No	
Sustainable and Environmental	No	
Crime and Disorder	No	
Human Rights Act	No	
Elderly/People on Low Income	Yes	Throughout the Report
Corporate Parenting	No	
Health Inequalities Impact	Yes	Throughout the Report

8. Background Papers – Local Government Act 1972

- **Appendix A - CQC Annual Performance Assessment Report 2009/10**

9. Report Author/Officer to contact:

Margaret Hooley, Planning and Partnership Manager 252 8321

Key Decision	No
Reason	N/A
Appeared in Forward Plan	N/A
Executive or Council Decision	Executive (Cabinet)