



Leicester  
City Council

WARDS AFFECTED: All Wards

Overview and Scrutiny Management Board  
Cabinet

21<sup>st</sup> January 2010  
25<sup>th</sup> January 2010

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Care Quality Commission (CQC) – Annual Performance Assessment  
Leicester City Council – Adult Social Care Services 2008/09

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**Report of the Strategic Director, Adults and Communities**

**1. Purpose of Report**

- 1.1 To provide Members of the Council's rating of the Adult Social Care annual self-assessment for 2008/09 by the Care Quality Commission's (CQC), which is the regulatory body for care services.

**2. Summary**

- 2.1 All Local Authorities are required to undertake an annual self-assessment to determine the level of outcomes for the recipients of adult social care services in their local area. Each Authority is then awarded a rating and Leicester has been graded as performing - **Well and consistently delivering above the minimum requirements**.
- 2.2 The following provides an overview of the scoring system used by CQC to determine how each Authority is performing against the national criteria:
- **Performing excellently** – overall delivering well above the minimum requirements for people
  - **Performing well** – consistently delivering above the minimum requirements for people
  - **Performing adequately** – only delivering the minimum requirements for people
  - **Poorly performing** – not delivering the minimum requirements for people
- 2.3 The scoring mechanism was changed for 2008/09, but previously Leicester had been scored as providing 'good' outcomes for people using adult social care in 2007/08. Progress has been made across all outcome areas in 2008/09, with two key outcomes moving to an excellent rating and no outcome has been judged as performing any worse than the 2007/08 position. This highlights that the Council is on a trajectory to achieve an excellent rating in the future.

2.5 A copy of the CQC summary outlining the Council's performance is detailed at Appendix A, which shows the level of improvement for 2008/09, but also forms the basis of an improvement plan to move Leicester's Adult Social Care provision to an excellent rated service for 2009/10.

### 3. Recommendations

3.1 The Members are recommended to;

- a) Note the overall CQC grade – 'Well and consistently delivering above the minimum requirements' awarded to Leicester in 2008/09, and
- b) Note the actions the areas for improvement as detailed in Appendix A, which will be implemented to move the Council to an Excellent rated Adult Social Care service for 2009/10

### 4. Report

4.1 The annual assessment informs the Council's overall Comprehensive Area Assessment (CAA), which is expressed as part of the narrative relating to Adult Social Care.

4.2 The following table provides the score awarded for each of the seven key outcomes for the 2008/09 annual assessment.

Areas for judgement	Grade Awarded
<b>Overall Delivering Outcomes Assessment</b>	<b>Performing Well</b>
Improved health and emotional well-being	Performing Adequately
Improved quality of life	Performing Adequately
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 2008/09 report (Appendix A) and identifies 37 areas in which the Council performs well and 25 areas in which the Council needs to improve. This provides a platform to improve services and achieve an excellent rating for 2009/10.

4.5 The following information provides an overview of the key areas in which the Council performs well;

- Working with service users and carers to prevent loss of independence or to regain independence and maintain or establish a good quality of life.
- Use of Assistive Technology to support people and help them feel safer at home.
- Local agencies and organisations work together to promote the social, leisure and learning needs of people who use services and carers.
- The views of people who use services, carers, voluntary and community organisations have a demonstrable impact on service planning, development, design and delivery.
- The number of people already exercising choice and control over their care via the use of direct payments or personal budgets
- Evidence of the range of services and activities being supported via direct payments and the positive outcomes for the people concerned.
- Information, advice and services that meet the needs of a diverse community.
- Work with partner agencies and communities to reduce incidents of discrimination and harassment.
- Advice and assistance is targeted to assist people whose financial situation is a factor in poor health and wellbeing
- A range of services and actions are in place to support people who use services to gain employment.
- Members of the Council, staff and partner agencies have demonstrated by their actions throughout 2008/09, a strong commitment to the ongoing development of safeguarding activity across Leicester.
- Investment in training and the number of staff trained increased in 2008/09. 100% of relevant adult social care staff have had training to identify and assess risks to adults whose circumstances make them vulnerable.

4.6 The following information provides an overview of the key areas in which the Council needs to improve;

- Greater progress needs to be made on the re-provision of the Health Homes for people with learning disabilities
- Increase the number of people with a learning disability benefiting from a Health Action Plan
- Further development of the quality assurance of safeguarding activity.
- Further inclusion of people who use services and carers in the Adult Safeguarding Board.
- Ensure that all safeguarding concerns in directly provided services are recognised as such and responded to immediately, in accordance with Adult Safeguarding Board procedures and expectations.
- Further develop the range of housing options available to people with learning disabilities and mental health needs.
- Increase the number of carers who are able to benefit from a carer's break or a specific carers support service.

- Monitoring and evaluation of the involvement and impact, in terms of service development and outcomes, of people who use services and carers on the Adult Social Care transformation programme.
- Improve the timeliness of assessments and the subsequent provision of services
- Ensure that the range of local support options and services is sufficient to offer genuine choice and control for people using services and carers.
- Monitoring and evaluation of the impact of personalised approaches, in terms of reducing experiences of discrimination and harassment, by people using services and carers.
- Further develop support to enable carers to retain or return to employment. Increase the number of carers benefiting from this support.
- Work with partner agencies and other employers in Leicester to challenge attitudes to employing people with a Learning Disability.

4.7 The assessment on Leadership expresses confidence that the Council has a clear vision for the transformation of Adult Social Care, supported by investment in strategic management capacity and underpinned by detailed planning to deliver change.

4.8 The assessment of Commissioning and use of Resources confirms that people, who use services, and carers, are increasingly able to directly commission the support that they need through direct payments and individual budgets. The Council is using local intelligence and the Joint Strategic Needs Assessment (JSNA) to shape, quality assure and develop the local care market, to meet the longer-term demands of a fully personalised approach to Adult Social Care.

## **5. Performance Agenda Implications**

5.1 CQC have advised that Leicester's Adults Social Care service must improve its performance for 8 specific National Indicators and 1 local indicator, otherwise failure could prevent the Council from achieving an excellent rating for 2009/10. These indicators are:

- NI 132 – Timeliness of social care assessments
- NI 133 – Timeliness of social care packages following assessment
- NI 135 - Carers receiving needs assessment or review
- NI 136 - People supported to live independently
- NI 145 - Adults with Learning disabilities in settled accommodation
- NI 146 – Adults with Learning disabilities in employment
- NI 149 - Adults in contact with secondary Mental health services in settled accommodation
- NI 150 - Adults in contact with secondary mental health services in employment
- D40 – Clients receiving a review

- 5.2 In order to improve these indicators Performance Clinics are used to identify the reasons for under performance and to agree remedial actions. The use of Performance Clinics has been recognised as good practice by the Audit Commission and 20 clinics have been held since July 2009.
- 5.3 Quarter 2 statistics show that performance is improving, but some indicators will take longer to change because they are linked to the Adult Social Care transformation programme. Although, the programme is designed to enhance processes, which will ultimately improve outcomes, the changes will take time to embed and it is too early to determine whether they will have a detrimental affect on the 2009/10 annual CQC Adult Social Care performance assessment.

## 6. Policy Implications

<b>OTHER IMPLICATIONS</b>	<b>YES/NO</b>	<b>Paragraph References Within Supporting information</b>
<b>Equal Opportunities Policy</b>	<b>Yes</b>	<b>Throughout the report</b>
<b>Sustainable and Environmental</b>	<b>No</b>	
<b>Crime and Disorder</b>	<b>No</b>	
<b>Human Rights Act</b>	<b>No</b>	
<b>Elderly/People on Low Income</b>	<b>Yes</b>	<b>Throughout the report</b>

## 7. Legal and Financial Implications

- 7.1 There are no legal implications arising directly from this report. The Authority has been rated well and consistently delivering above minimum requirements. The CQC however is under a duty to report poor performing authorities to the Secretary of State, who has a range of intervention powers. The CQC also contributes to the CAA assessment.

A significant contribution to the assessed matters is delivered through contracting, funding and partnering arrangements; these are put in place via procurement or negotiation procedures. In addressing the areas for improvement the opportunity should be taken to refresh the conditions of contract, specifications and performance mechanisms, whether this be on re-provision or (if practicable) an “in-contract” change.

*Joanna Bunting, Head of Commercial and Property Law. 252 6450 / 29 6450*

- 7.2 There are no direct financial implications arising from this report.

*Rod Pearson, Head of Finance 252 8800/ 29 8800*

## 8. Background Papers – Local Government Act 1972

8.1 CQC Annual Performance Assessment Report 2008/09

**9. Report Author/Officer to contact:**

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