
Meeting: Social Care Health and Housing Overview & Scrutiny Committee
Date: 20 December 2010
Subject: Annual Performance Report for Adult Social Care 2009/10
Report of: Cllr Mrs Carole Hegley , Portfolio Holder for Social Care & Health
Summary: Performance in adult social care services is subject to an annual assessment by the Care Quality Commission (CQC). The CQC require that the outcome of the performance assessment is reported to the Executive.

Advising Officer: Julie Ogley, Director of Social Care, Health & Housing
Contact Officer: Nick Murley, Assistant Director Business & Performance
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The delivery of services that are high in standard and of good value, contribute to improving the quality of social care and health services for local citizens, by providing better life chances for adults, older people and their carers and enables more vulnerable or chronically sick people to be appropriately cared for in their own or a community home.

The delivery of responsive services meets with the Council's vision to 'improve the quality of life of all in Central Bedfordshire' and its priority of 'supporting and caring for an ageing population'.

Financial:

The Directorate will use existing revenue and capital budgets to continue to deliver the improvement journey.

Legal:

There are no inherent legal considerations resulting from the report.

Risk Management:

There are no risks inherent in this report as the Council are already engaged in a recovery and improvement programme which will address the areas that are considered for development.

Equalities/Human Rights:

All Local Authorities are required to implement a range of equality legislation which requires the Council to:

- Understand issues relating to disability, gender, gender reassignment, race, religion or belief, age, and sexual orientation.
- Engage with service users, local communities, staff, stakeholders and contractors to identify and implement improvements
- Tackle barriers which restrict access to services or lead to poorer outcomes when using services, (e.g. inaccessible buildings, poorly publicised services and lack of employee understanding about the needs of particular groups).
- Address abuse of vulnerable adults which can include discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

Central Bedfordshire Council has provided specialist equality training for Adult Services staff to help raise awareness of these issues.

The recovery and improvement programme will deliver improved services to those who are amongst the most disadvantaged in the community and reliant on care services to prevent them from going into a residential establishment or in order to undertake daily living tasks.

Improvements to services judged to be adequate will ensure that service users and their carers receive the most appropriate support and experience services which are appropriate, timely and of high quality. Services will consider the service users and carers' cultural needs as well as specific individual needs as a result of a learning disability or difficulty, poor mental health, visual impairment, hearing impairment, mobility issues or physical health needs.

RECOMMENDATION(S):

- 1. That the content of the report be noted.**

Introduction

1. The reporting and performance monitoring regime for Adult Social Care for 2009/10 is in line with the reporting requirement introduced for 2008/09. The Care Quality Commission is the regulator for adult social care and health and carries out the assessment drawing on information provided by the self assessment submitted by the local authority. There is no longer a star rating for social care, instead there is judgement against each of the prescribed delivery outcomes and this is aggregated up into an overall judgement about how well the Council is performing overall.
2. It is important to note that on the 3 November 2010 the Minister for Care Services announced there will no longer be an annual assessment under the existing framework and therefore there will be no requirement for the Council to collate and submit data for 2010/11. However, the Minister did say that the Care Quality Commission will still have an important role to play to regulate

care services but it is unclear if service inspections will continue and if so in what format.

3. Members will be aware of the established Recovery and Improvement Programme undertaken during 2009/10 which has continued into 2010/11 to secure the delivery of adult social care services.
4. Members will recall the immediate steps taken to review performance through a strategic review and diagnostic work undertaken by the Care Services Efficiency Delivery Team. This was alongside work to determine the robustness of the budget and externally commissioned work to review mental health services delivery and the development of a Workforce Strategy.
5. The first phase of Recovery and Improvement approach focused on 11 key areas of concern: safeguarding; mental health services; carers; commissioning; managing the social care market and contract monitoring/management; workforce strategy; staffing arrangements; partnerships; performance management; budget, and, financial management.
6. The second phase has included 5 further areas Practice, Standards and Performance, Safeguarding, Integrating Finance and Business Processes, Shaping, Stabilising and Managing the Adult Social Care Market and Transforming peoples Lives. The Recovery Programme Board continues to be chaired by the Chief Executive and reports to the Members Reference Group ensuring delivery of the recovery agenda.

Background

7. Councils with Social Care responsibilities are subject to continual assessment by the Care Quality Commission. For Central Bedfordshire, during 2009/10, this included six weekly meetings with CQC which reflected the level of concern over adult social care performance. The Council's approach to recovery was also supported by CQC and Government Office colleagues.
8. Performance ratings are the product of a wider performance assessment process bringing the Care Quality Commission and local authorities into regular contact throughout the year. The evidence for arriving at the performance assessment comes from in-year monitoring (mainly through the comprehensive Self Assessment Statement and Routine Business Meetings), any inspection or joint review reports, a set of national performance indicators and the Performance Assessment Notebook. Evidence considered is both quantitative and qualitative.
9. The self assessment focuses on seven outcome areas (see below), and each of these areas can be judged to be poor', 'adequate', 'good' and 'excellent'.
 - Improved health and well-being
 - Improved quality of life
 - Making a positive contribution

- Increased choice and control
 - Freedom from discrimination and harassment
 - Economic well-being
 - Maintaining personal dignity and respect
10. The assessment includes the areas of 'leadership' and 'commissioning and use of resources', but these are ungraded and the assessment result will be expressed as a narrative.
11. The judgement is usually arrived at by using:
- the Self-Assessment Survey completed by the council in May;
 - the National Indicator Set, and data from national returns;
 - regulatory activity;
 - service inspection evidence, judgements and monitored progress against action plans;
 - routine business meetings and annual review meeting as part of a continuous dialogue around council performance;
 - progress against agreed improvement/action plans;
 - delivery of relevant Local Area Agreement (LAA) targets and any other local targets underpinned by the Joint Strategic Needs Assessment (JSNA) implementation plan;
 - The Performance Assessment Notebook (PAN), containing evidence and some assumptions, which are shared with the Council after the Annual Review Meeting;
 - any other issues suggesting cause for concern which have been discussed with the council such as safeguarding, complaints and enforcement action.

Care Quality Commission Annual Performance Assessment Report for 2009/10

12. The Annual Performance Assessment Report, (Appendix A), summarises overall performance for the seven outcome areas and in addition the Care Quality Commission's evaluation of leadership and commissioning and use of resources.

13. The summary of performance (Appendix B), indicates that during 2009/10 Central Bedfordshire has made good progress in all key priority areas and in doing so has sought to fully involve and engage with stakeholders. The Joint Strategic Needs Analysis has been revised and this has been used to ensure that improvement initiatives are appropriately focused. There is also evidence to demonstrate that people are being helped to change their behaviour and that health outcomes are improving.
14. There is recognition that transformation is a key priority and that the Council has developed the strategic and operational infrastructure to support this approach.
15. The report comments that Safeguarding arrangements have been strengthened and the council has worked in partnership with the new mental health service provider to agree objectives within these services.
16. It captures the fact that there has been improvement in the quality of residential care and that the council is working with providers and through strengthened contractual arrangements to further drive improvement in this area. Outcome based commissioning strategies and contractual processes have been developed and are being rolled out across all service groups.
17. In addition the report acknowledges that the Council has shown good insight to its service development and improvement needs. It has adopted a carefully considered 'Recovery Programme' approach and has successfully achieved its improvement targets ahead of schedule and has now moved into phase two recovery.
18. It recognises that the Council has made good progress along the improvement journey, in a focused manner to achieve key improvement properties which will develop the required foundations on which ongoing development can be achieved.

Conclusion and Next Steps

19. The Assessment of Performance Report does recognise the good progress that has been made in improving the services around Adult Social Care.
20. The Recovery Programme approach will continue to deliver the immediate actions required over the next few months to place the service on firm foundations upon which to improve. It is still a challenging agenda and requires the continuing commitment of the Council and its partners to be able to deliver the outcomes for Central Bedfordshire residents that we aspire to.
21. The Chief Executive will continue to chair the Recovery Programme Board which will report to the Members Reference Group and the recovery plan will continue to be closely monitored.
22. The specific service plans within the Social Care Health & Housing Directorate will also include the areas for development.
23. In addition the IDEA is going to undertake a Peer Review of Safeguarding Adults. This review process will help the Council assess and confirm our

achievements and assist us identifying those areas in which we still need improve.

Appendices:

Appendix A – Adult Social Care Performance Judgement for 2009/10

Appendix B – Annual Performance Assessment Report 2009/2010, Care Quality Commission

Background Papers: None

Location of papers: Priory House, Chicksands