

Care Quality Commission
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4th October 2010

EMBARGOED UNTIL 25 NOVEMBER 2010

Assessment of Commissioning for Wiltshire Council 2009/10: Results

Dear Sue,

The enclosed Assessment of Performance (AP) report outlines the findings of the 2009/10 commissioner assessment process for your council. Thank you for the information you provided to support this process, and for the time made available by yourself and your colleagues to discuss relevant issues.

The grades outlined in the AP report are an overall grade for delivering outcomes and a separate grade for each of seven outcomes. There is a commentary on the two domains of *Leadership*, and *Use of resources and commissioning*.



Also attached are

- The Quality Assurance & Moderation summary for your council, which provides a record of the process of consideration by CQC.
- The form recording your council's factual accuracy comments and CQC's response.

We expect you, as The Director of Adult Social Services, to present the AP report to an open meeting of the relevant executive committee of the council by 31 January 2011 and to inform us of the date this will take place. Your council should make the AP report available to members of the public at the same time, and must copy this grading letter and report to the council's appointed auditor.

The grades we use are:

| ADULT SOCIAL SERVICES ASSESSMENT OF PERFORMANCE 2009/10 :Wiltshire Council | Descriptor |
|--|--|
| Grade 4: (Performing excellently) People who use services find that services deliver well above minimum requirements | A service that overall delivers well above minimum requirements for people, is highly cost-effective and fully contributes to the achievement of wider outcomes for the community. |
| Grade 3: (Performing well) People who use services find that services consistently deliver above minimum requirements | A service that consistently delivers above minimum requirements for people is cost-effective and makes contributions to wider outcomes for the community. |
| Grade 2: (Performing adequately) People who use services find that services deliver only minimum requirements | A service that delivers only minimum requirements for people, but is not consistently cost-effective nor contributes significantly to wider outcomes for the community. |
| Grade 1: (Performing poorly) People who use services find that services do not deliver minimum (performing adequately) requirements | A service that does not deliver minimum requirements for people, is not cost-effective and makes little or no contribution to wider outcomes for the community. |

ADULT SOCIAL CARE PERFORMANCE JUDGMENTS FOR 2009/10

| | |
|---|-------------|
| Overall Grade Awarded for Delivery of Outcomes | Well |
|---|-------------|

| Delivering Outcomes | Grade Awarded |
|---|----------------------|
| Improved health and emotional well-being | Well |
| Improved quality of life | Well |
| Making a positive contribution | Excellent |
| Increased choice and control | Well |
| Freedom from discrimination or harassment | Well |
| Economic well-being | Well |
| Maintaining personal dignity and respect | Adequate |

The AP report sets out progress on areas of good performance, areas of improvement over the last year and areas which are priorities for improvement. Where appropriate it also identified any follow up action CQC will take.

CQC will publish your council grading and AP report at <http://www.cqc.org.uk/findcareservices.cfm> on Thursday 25 November 2010.

Yours sincerely

Ian Biggs
Regional Director
Care Quality Commission
C.c. Chief Executive, Mr Andrew Kerr