

Wiltshire Council

Cabinet

14th December 2010

**Subject: The Care Quality Commission's Annual
Commissioner Assessment of Adult Social Care,
2009-2010**

**Cabinet Member: Councillor John Thomson - Adult Care, Communities
and Libraries**

Key Decision: No

Executive summary

This report summarises the Care Quality Commission's (CQC) assessment of the performance of adult social care in Wiltshire during 2009-2010

Proposal

Members are requested to note the report.

Reason for proposal

The Director of Adult Social Services is expected to take the CQC Commissioner Assessment to an open meeting of a relevant executive committee of the Council by 31st January 2011 and to inform CQC of the date.

Sue Redmond,
Corporate Director, Community Services

Wiltshire Council

Cabinet

14th December 2010

Subject: **The Care Quality Commission's Annual
Commissioner Assessment of Adult Social Care,
2009-2010**

Cabinet Member: **Councillor John Thomson - Adult Care, Communities
and Libraries**

Key Decision: **No**

Purpose of Report

1. This report summarises the Care Quality Commission's (CQC) assessment of the performance of adult social care in Wiltshire during 2009-2010.

Background

2. CQC is responsible for assessing the performance of Councils with Adult Social Services Responsibilities each year. CQC judges performance in an annual process called the Commissioner Assessment. (Until 2009 this process was called the Annual Performance Assessment.)
3. The Commissioner Assessment for 2009-2010 considered how people who need social care in Wiltshire benefit from the help the Council gives them. CQC gives each council an overall assessment grade for the "outcomes" that it delivers. The grades range from **performing poorly; performing adequately; performing well; to performing excellently**. This overall judgement is derived from seven separate domain grades that are set out in the table in paragraph 6 below.
4. The Commissioner Assessment also includes a written judgement for *Leadership* and for *Commissioning and Use of resources*. This part of CQC's judgement is not graded.
5. In November 2010, the Department of Health announced that 2009-2010 will be the final year of the Commissioner Assessment of Adult Social Care. At the time of writing, CQC has not announced what will succeed the Commissioner Assessment. We will report to Cabinet again when the new arrangements are published.

Main Considerations for the Council

6. Summary of Performance

In 2009-10, CQC concluded that Wiltshire Council performed **Well** delivering outcomes for people who need social care. A copy of the results letter and the full Assessment of Performance report are attached as appendices to this report. The overall judgement reflects a continued improvement in performance since 2006-2007, as outlined below:

Domain	2006-07	2007-08	2008-09	2009-10	Change between 08-09 and 09-10
Outcomes for people	Adequate	Adequate	Well	Well	↔
<i>Improved health and wellbeing</i>	Poor	Adequate	Well	Well	↔
<i>Improved quality of life</i>	Adequate	Adequate	Well	Well	↔
<i>Making a positive contribution</i>	Poor	Good [Well]	Excellent	Excellent	↔
<i>Increased choice and control</i>	Adequate	Adequate	Adequate	Well	↑
<i>Freedom from discrimination and harassment</i>	Adequate	Adequate	Adequate	Well	↑
<i>Economic wellbeing</i>	Adequate	Adequate	Well	Well	↔
<i>Maintaining personal dignity and respect</i>	Good [Well]	Adequate	Adequate	Adequate	↔

7. There have been improvements in the assessed grades for two of the seven outcome-domains: *Increased choice and control* and *Freedom from discrimination and harassment*. Wiltshire remains **Good** in *Health and Wellbeing*; *Quality of Life* and *Economic Wellbeing* and **Excellent** for *Making a Positive Contribution*. Choice and Control is among the new government's highest priorities for adult social care. Our improved grade reflects the progress we have made with the personalisation of social services. It recognises the success of the "FOCUS" reform of our front-line social care teams and our nationally recognised work on person-centred planning.
8. Wiltshire remains **Adequate** for *Dignity and Respect*, which is related to the CQC Inspection in December 2009. In the detailed performance assessment report, CQC acknowledges significant improvement since

this inspection and notes that these improvements are continuing to be embedded in practice.

9. The Commissioner Assessment report indicates a total of 24 key strengths and 12 areas for improvement. The majority of the plans to address these areas for improvement are already included in the action plan in response to the Inspection of Adult Social Care last year and are being addressed. Others are being addressed through the forthcoming service reviews.
10. *Leadership and Commissioning and Use of Resources* are not graded, but the narrative is very positive, indicating clear improvement from 2008-09.
11. Wiltshire Council's performance compares favourably both regionally and within our Institute of Public Finance "family" of similar councils. We have analysed the ratings for each council by giving numerical scores to each grade (i.e. 4 for **Excellent**; 3 for **Well**; 2 for **Adequate**; 1 for **Poor**). Our analysis shows that Wiltshire's performance scores a total of 24 points. This is above both the average score for the south-west (23.1) and the average score for similar councils (23.6). We also know from the most recent comparative data on the adult social care spend per head of population (for 2008-09) that Wiltshire spends below average per head of population on adult social care. This analysis therefore confirms Wiltshire's position as a low cost, high performing council.

Environmental Impact of the Proposal

12. This report is for information. There are no direct implications for the environment.

Equalities Impact of the Proposal

13. The rating for domain 5, *Freedom from Discrimination and Harassment*, has improved from **performing adequately** to **performing well**. CQC specifically note the investment in the development of Community Area Boards to devolve decision making and empower local people to participate in meetings and events.
14. The report notes two areas for improvement in respect of **Freedom from Discrimination and Harassment**: the recording of ethnicity and the need to monitor inequalities in service provision across the county. These areas for improvement are being addressed and managers now having access to real-time performance reports and use these to monitor the quality of recording in team meetings and 1-1 supervision.

Risk Assessment

15. CQC's Commissioner Assessment is a public document and can impact upon the Council's reputation and public confidence. The Council is performing well and has improved again since last year. The Department of Community Services has remedial plans for areas requiring improvement, set out as within the Inspection Action Plan or within Service Reviews.

Financial Implications

16. This report has no direct financial implications.

Legal Implications

17. The Director of Adult Social Services is expected to take the CQC Commissioner Assessment to an open meeting of a relevant executive committee of the Council by 31st January 2011 and to inform CQC of the date.

Options considered.

17. Not applicable.

Conclusions

18. Adult Social Care in Wiltshire performed well in 2009-10. The CQC judgement recognises the Council's close and successful relationship with Wiltshire's residents and with its partner organisations. CQC judges that 'the leadership of adult social care in Wiltshire is strong and focused. "Lives, not Services" is the clear message to managers and adult care staff, putting people at the centre of everything.'

Proposal

None

Reason for Proposal

None

Sue Redmond, Director of Community Services

Report Author: Sue Geary, Head of Social Care Policy.
Sue.geary@wiltshire.gov.uk, 01225 713922

Date of Report: 24th November 2010.

Background papers

The following unpublished documents have been relied on in the preparation of this report:

1. CQC Assessment of Performance Report 2009/10. Record of Analysis.
2. Analysis of council performance (South West councils and Institute of Public Finance Comparator councils), based on information available on the Care Quality Commission website.

Appendices

Appendix 1 - A copy of the results letter

Appendix 2 - The full Assessment of Performance report