

**15 December 2009**

**Cabinet member:** Councillor John Thomson - Deputy Leader and Cabinet Member for Community Services

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**Annual Performance Assessment of Adult Social Care, 2008/09**

**Purpose of Report**

1. This report summarises the Care Quality Commission's (CQC) assessment of the performance of adult social care in Wiltshire during 2008/09.

**Background**

2. In April 2009, CQC assumed responsibility from the Council for Social Care Inspection to assess the performance of Councils with Adult Social Services Responsibilities (CASSRs) each year. CQC judges performance in a process called the Annual Performance Assessment (APA).
3. APA assesses performance in two ways. It looks at how people who need social care in Wiltshire benefit from the help the Council gives them. This section of the assessment is called "Outcomes for People." It is graded Poor, Adequate, Well or Excellent. CQC also assesses the running of adult social care. This section of the assessment has two parts: Leadership and Commissioning and Use of Resources.
4. Between 2003 and 2008, CQC used different several different methods of assessment but they all yielded an overall rating of adult social care between zero and three stars. From 2008/09, CQC will not produce star-ratings. Instead it produces a narrative that the Audit Commission uses in the Comprehensive Area Assessment.

**Main Considerations for the Council**

5. Summary of Performance

CQC concluded that Wiltshire performed "well" in 2008/09. The Council's performance improved in four of the seven personal outcome domains and remained the same in three.

148 Councils were assessed in this year's APA. Wiltshire was one of five that improved most.

6. Wiltshire's performance between 2006 and 2009

Domain	2006/07	2007/08	2008/09	08 to 09
<b>Outcomes for people</b>	<b>Adequate</b>	<b>Adequate</b>	<b>Good</b>	<b>↑</b>
Improved health and wellbeing	Poor	Adequate	Good	↑
Improved quality of life	Adequate	Adequate	Good	↑
Making a positive contribution	Poor	Good	Excellent	↑
Increased choice and control	Adequate	Adequate	Adequate	↔
Freedom from discrimination and harassment	Adequate	Adequate	Adequate	↔
Economic well-being	Adequate	Adequate	Good	↑
Maintaining personal dignity and respect	Good	Adequate	Adequate	↔

The marked improvement in “Making a positive contribution” recognises the Council’s close relationship with people who use social care services and people who care for them. CQC comments that ‘The council has worked hard to engage and empower local communities and people using services. It has been identified by central government as an empowerment champion in recognition of the range of initiatives it has been pursuing [...] there was strong evidence that people felt listened to and were positively involved in the development of council services’ (Wiltshire Summary Report, p. 6).

7. Leadership and Commissioning and Use of Resources were not scored in 2008/09. Although we cannot compare scores, from the narrative assessment it is reasonable to conclude that the Council improved considerably since 2007/08.

The narrative is positive about the unitary authority; about Council leaders’ and senior managers’ clarity of vision; and reinforces the view in “Making a positive contribution” that the Council works well with people who use services, their carers, and its partners in other local public services and in the community and voluntary sector.

8. Areas for Improvement

The APA Summary Report identifies twenty areas in which the Council can improve. Of these fifteen appear in the three domains in which the Council scored Adequate: ‘Choice and Control’; ‘Freedom from Discrimination and Harassment’; and ‘Personal Dignity and Respect’. Our plans to address them will be summarised in an APA Improvement Plan. These domains are also the focus of CQC’s Inspection of Adult Social Care, which is in progress on the date of this report. The Inspection will yield further recommendations for which the Council will be required to produce a further improvement plan in January 2010. The two improvement plans will be closely coordinated.

### **Environmental Impact of the Proposal**

9. This report is for information. It has no direct implications for the environment.

### **Equalities Impact of the Proposal**

10. The rating for domain 5, 'Freedom from Discrimination and Harassment' was Adequate. CQC say that the 'Council and PCT recognise the existence of health inequalities in hard to reach and black and minority ethnic communities. There has been action to engage with these communities in order to understand their particular needs.' The report identifies two areas for improvement:
  1. The council should ensure that partner agencies improve ethnicity data capture so that there can be a more reliable evaluation of the fair distribution of services across communities.
  2. The council and its partners should evaluate the effectiveness of its initiatives to engage with hard to reach and black and minority ethnic communities.

Remedial actions are described in DCS's APA Improvement Plan.

### **Risk Assessment**

11. CQC's Annual Performance Assessment is a public document and there affects the Council's reputation and public confidence. The Council is performing well and has improved since last year. DCS has defined remedial plans for areas requiring improvement, which are summarised in its APA Improvement Plan 2008/09.

### **Financial Implications**

12. This report has no direct financial implications.

### **Legal Implications**

13. The Director of Adult Social Services is expected to take CQC's performance assessment to an open meeting of a relevant executive committee of the Council by 31 January 2010 and to inform CQC of the date. The Council should make the report available to members of the public at the same time and must copy CQC's grading letter and report to its appointed auditor.

### **Options Considered**

14. Not applicable.

## **Conclusions**

15. Adult Social Care in Wiltshire performed well in 2008/09. CQC's judgement recognises the Council's close and successful relationship with Wiltshire's residents and with its partner-organisations. CQC judges that Council leaders and senior managers have a clear vision. Wiltshire was among the fastest improving councils in England. CQC identifies twenty areas for improvement and there are plans to address them.

## **\*Proposal**

None.

## **\*Reason for Proposal**

None.

## **Name and title of Director**

**Sue Redmond, Director of Community Services**

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08 Dec 2009

## **Background Papers**

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

1. 'Annual Performance Assessment of Adult Social Care for Wiltshire council 2008/9', Letter to Sue Redmond from Ian Biggs, Regional Director, Care Quality Commission, 12 Oct 2009.
2. 'Annual Performance Assessment Report Adult Social Care Services 2008/09: Wiltshire Council', Care Quality Commission, 12 Oct 2009

## **Appendices**

None.