



**Director of Community Services**

County Hall  
Bythesea Road  
Trowbridge  
Wiltshire  
BA14 8LE

Date: Monday 12<sup>th</sup> October 2009 - 08.00am.

Dear Sue,

**Annual Performance Assessment of Adult Social Care for Wiltshire council 2008/9**

**Introduction**

The annual performance assessment report outlines the findings of the 2009 annual performance assessment (APA) 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.

With this letter is the final copy of the Annual Performance Assessment (APA) report. Also attached are:

- The Performance Assessment Notebook (PAN), which you have already had an opportunity to comment on for factual accuracy following the Annual Review Meeting and
- The Quality Assurance & Moderation summary, which provides a record of the process of consideration by CQC from which the APA report is derived.

The grades outlined in the APA report are an overall grade for delivering outcomes and a separate grade for each of seven outcomes. The commentary on the two domains of leadership, use of resources and commissioning will be directly transferred to the Comprehensive Area Assessment from the APA report.

The grades we use are:

Grade	Descriptor
<b>Grade 4: (Performing excellently)</b> <b>People who use services find that services deliver well above minimum requirements</b>	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.
<b>Grade 3: (Performing well)</b> <b>People who use services find that services consistently deliver above minimum requirements</b>	A service that consistently delivers above minimum requirements for people is cost-effective and makes contributions to wider outcomes for the community.
<b>Grade 2: (Performing adequately)</b> <b>People who use services find that services deliver only minimum requirements</b>	A service that delivers only minimum requirements for people, but is not consistently cost-effective nor contributes significantly to wider outcomes for the community.
<b>Grade 1: (Performing poorly)</b> <b>People who use services find that services do not deliver minimum (performing adequately) requirements</b>	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.

The DASS Director of Adult Social Services is expected to take the report to an open meeting of the relevant executive committee of the council by 31<sup>st</sup> January 2010 and to inform us of the date this will take place. The council should make the report available to members of the public at the same time and they must copy this grading letter and report to the council's appointed auditor.

## ADULT SOCIAL CARE PERFORMANCE JUDGMENTS FOR 2008/09

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

The attached APA report sets out progress about areas of good performance, areas of improvement over the last year, areas which are priorities for improvement and where appropriate, and identifies any follow up action CQC will take.

Full details of the written representation process are available on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

The timescales are as follows:

- Councils have until 12 noon on Wed 14th Oct to inform us of their intention to make a written representation.
- Councils send in their full written representation by 12 noon on Monday 19th Oct 2009.

Any intention must be sent to: Louise Guss, Representations Officer, c/o the Representations Administrator Jenny Wright, either by email to [jenny.wright@cqc.org.uk](mailto:jenny.wright@cqc.org.uk) or by fax to 01484 770 420.

Yours sincerely,



**Ian Biggs**  
Regional Director  
Care Quality Commission