
Health Overview and Scrutiny Committee

20th January 2010

Report of the Director of Housing and Adult Social Services

Annual Performance Assessment of Adult Social Services 2008/9

Summary

1. To inform members of the outcome of the annual performance rating by the Care Quality Commission (CQC) of adult social services in York.

Performance Rating

2. A Performance Assessment Notebook is compiled by CQC during the course of the year (in this case 2008/9). This consists of the performance information against key indicators but also the evidence of our progress against national and local priorities.
3. This evidence is then compared against national levels of performance characteristics for each of the seven outcomes for adults (to rate the performance in delivering outcomes for people):
 - Improved health and emotional well-being
 - Improved quality of life
 - Making a positive contribution
 - Increased choice and control
 - Freedom from Discrimination and Harassment
 - Economic well-being
 - Maintaining dignity and respect
4. In addition CQC look at two other important criteria which in previous years were used to form a judgement on the capacity to improve:
 - Leadership
 - Commissioning and Use of Resources

These no longer form part of the published rating of adult social care but are fed into the overall organisational rating of the council under the Comprehensive Area Assessment.

5. As the assessment of capacity has now been separated from the rating of performance on delivering outcomes CQC no longer provide a star rating for adult social care. Instead they publish a rating on performance that has 4 levels – Excellent, performing Well, Adequate and Poor.

6. CQC wrote to the Director to confirm their assessment in the Autumn of 2009 but the judgment was embargoed until 2nd December 2009. This confirmed that the improvement in the council's performance had been recognised and that the overall rating had moved up to Performing Well.
7. The detailed rating for the seven outcomes are:

ADULT SOCIAL CARE PERFORMANCE JUDGEMENTS FOR 2008/09

Overall Grade Awarded for Delivery of Outcomes	WELL
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Delivering Outcomes	Grade Awarded
Improved health and well-being	Adequately
Improved quality of life	Adequately
Making a positive contribution	Well
Increased choice and control	Adequately
Freedom from discrimination or harassment	Well
Economic well-being	Well
Maintaining personal dignity and respect	Well

8. The Annual Performance Assessment (APA) report attached at Annex 1 sets out progress about areas of good performance, areas of improvement over the last year, areas which are priorities for improvement and, where appropriate, identifies any follow up action CQC will take.
9. This is clearly a gratifying outcome and reflects the positive progress on the improvement plan for adult social care as reported to the Executive Member in the Summer of 2009. It is particularly important to note that the rating on Outcome 7 - Maintaining personal dignity and respect - is primarily about Safeguarding Adults and recognises the fact that all the improvements asked for in the inspection of 2008 have now been put in place.
10. Now that the council has been rated again as Performing Well overall we need to move forward during 2009/10 on those areas which are still rated as Adequate and to move those rated as performing Well into the Excellent category if possible. A positive Business meeting has been held with CQC to agree which issues are still outstanding and need to form part of an ongoing improvement plan as well as the best way of presenting the information on progress made. These discussions will continue for the rest of the financial year and in the run up to the Annual Review Meeting in the Summer of 2010.
11. The Area Manager for CQC was invited to attend this meeting but is unable to do so.

Consultation

12. The report is primarily for information.

Options

13. The report is primarily for information.

Analysis

14. The evidence provided by CQC to support this finding is set out in the Performance Assessment Notebook. This is a detailed document that runs to 54 pages. The full document is available for members on request.

Corporate Priorities

15. This primarily relates to the priority to Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.

Implications

16. **Financial** - no implications arising directly from this report although members will note the reference made by CQC to the financial constraints within which the services are delivered and the potential risk that poses to sustained improvement.
17. **Other**
 - **Human Resources** – a workforce strategy was put in place for adult social care in 2008/9 and this has been further developed in partnership with the University of York during 2009/10 with particular emphasis on delivering transformational change and a more personalised service to customers.
 - **Equalities** – the progress on equalities work on adult social care is recognised in the APA report.
 - **Legal** – no implications arising directly from this report
 - **Crime and Disorder** - no implications arising directly from this report
 - **Information technology** - no implications arising directly from this report
 - **Property** – no implications arising directly from this report
 - **Other** – not applicable

Risk Management

18. A risk score of fewer than 16 has been assessed in terms of securing further improvements from the present position.

Recommendation

19. That members comment on the annual performance assessment of adult social care by the CQC.

Reason: To ensure that the council moves forward with an ongoing plan to improve future ratings.

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Chief Officer Responsible for the report:

Bill Hodson
Director, Housing & Adult Social Services

Report Approved

Date 7th January 2010

Bill Hodson
Director

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Specialist Implications Officer(s)

None

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

None

Annexes:

Annex 1 - Annual Performance Assessment Report 2008/2009, Care Quality
Commission