

ADULT SOCIAL CARE PERFORMANCE ASSESSMENT 2009/10

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REASON FOR REPORT

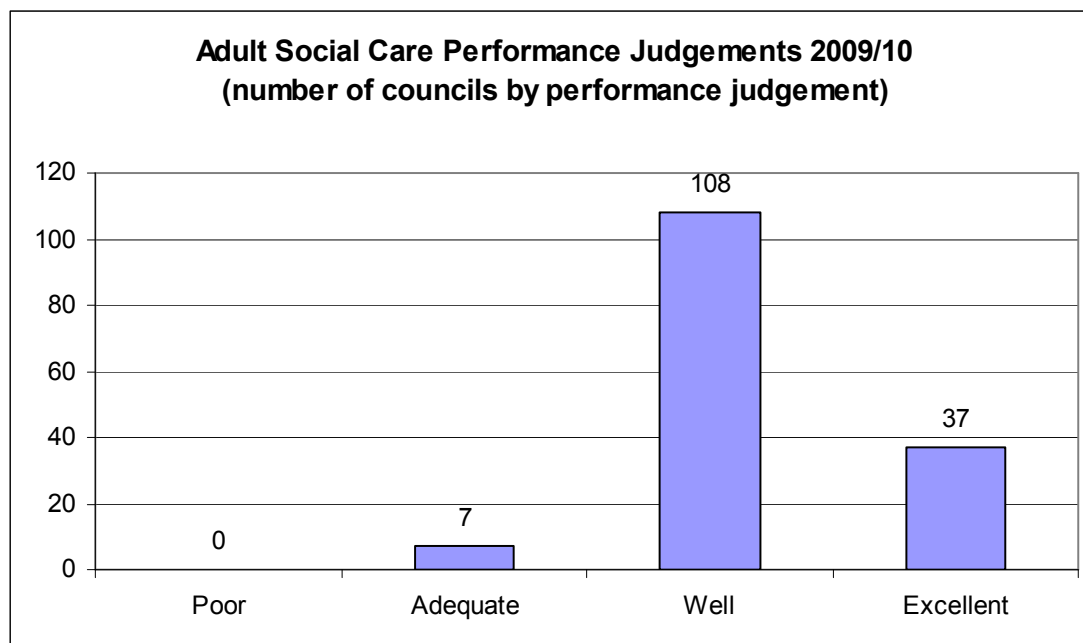
This report provides the Policy Overview Committee with the performance assessment judgement of adult social care services for the year 2009/10. The judgement is made by the Care Quality Commission (CQC).

OPTIONS AVAILABLE TO THE COMMITTEE

1. To comment on the performance assessment of adult social care by the Care Quality Commission and make recommendations to Cabinet as appropriate.
2. To use the report to support Members in their overview role.

INFORMATION

1. For the year 2009/10 the Care Quality Commission (CQC) judged adult social care services overall to be 'performing well' in Hillingdon – consistently delivering above the minimum requirements for people. This judgement equates to 'three out of four' overall, with a score of four as the highest.
2. Adult Social Care judgements for 2009/10 were published on 25th November 2010. Performance outcomes range from 'excellent' as the highest performance grade (equivalent to four out of four) and 'poorly performing' the lowest.
3. At a national level, 108 (71%) Council's were judged to be 'performing well' and 37 (24%) were judged to be 'excellent'. 7 (5%) Council's were judged to be performing adequately (graph 1, next page).
4. The admissible evidence used by CQC in the performance assessment comes from many sources. This includes regular performance monitoring meetings between the Adult Social Care, Health and Housing senior management team and the Commission as well as consideration of inspection findings and associated improvement plans, customer feedback and the quality of care commissioned by the authority. Monitoring returns submitted to the Department of Health and CQC are also a key source of information about the performance, strategies and outcomes from adult social care.



Graph 1 – Adult social care performance judgements for the year ending March 2010 (number of Councils)

5. The following judgements were made for adult social care services in Hillingdon for the year 2009/10, broken down for each of the seven outcomes which make up our overall judgement.

Areas for judgement	Grade awarded
Delivering Outcomes – Overall Judgement	Well
1. Improved health and emotional well-being	Well
2. Improved quality of life	Well
3. Making a positive contribution	Well
4. Increased choice and control	Adequately
5. Freedom from discrimination or harassment	Well
6. Economic well-being	Well
7. Maintaining personal dignity and respect	Well

6. Outcome seven, which encompasses safeguarding adults was judged by the Care Quality Commission to have improved in Hillingdon over the last twelve months. The increase in grade reflects the significant partnership improvement delivered to strengthen arrangements to safeguard adults from harm, including a stronger and representative safeguarding adults partnership board and a dedicated safeguarding adults team.

7. The 2009/10 assessment report for Hillingdon is attached to this report. (appendix 1). The report sets out the high level messages about what the council does well and where improvements need to be made.

Strengths

8. The assessment by the Care Quality Commission concluded that Hillingdon has many strengths, including:
- Strong political and corporate support for adult social care in Hillingdon. There is a clear vision, developed via the Local Strategic Partnership and with engagement from local communities. Plans are informed by the Joint Strategic Needs Assessment.
 - Partnership working is progressed via the Well-Being Board and a new Well-Being strategy has been developed with partners to drive improvements.
 - Progress has been made in developing the systems and processes to enable transformation, with good engagement from partners, staff and service users.
 - The council's single point of access is embedded and leading to high satisfaction and improved outcomes. There are plans in place to continue to modernise and extend services to allow more people to live independently.
 - Hillingdon systematically involve clients, carers and stakeholders in commissioning via a range of means and there is evidence of their impact on commissioning decisions, for example, the development of the Hillingdon Centre for Independent Living and the development of a Disabled People's Plan to identify priorities
 - The council have carried out extensive work to create efficiencies and ensure value for money. For example, by modernising services, via joint procurement with other West London councils, via a single point of contact and by improving income collection.
 - The council have completed all of the actions from their 2008 Service Inspection action plan relating to strengthening safeguarding. Membership of the Safeguarding Board has been improved and it has met its 2009/10 targets, which included increasing awareness and engagement.

Areas for Development

9. The assessment by the Care Quality Commission formed a conclusion about areas for improvement, which included the following. These areas for improvement are being actively progressed by the Adult Social Care, Health and Housing Management Team.
- The council should continue to work to improve the timeliness of assessments and care packages, to increase the numbers of people receiving self directed support and continue to increase support for carers.

- Continue to work with providers to develop the market to support transformation and continue to reduce reliance on residential care and offer a greater balance of care.
- Review actions to support the provision of external, independent brokerage support for people using self directed payments following the implementation of their in-house service.
- Continue with work to establish a user led organisation to support the transformation of adult social care and housing services

Changes to the Performance Assessment Framework

10. On 16th November 2010, the Department of Health published a consultation paper 'Transparency in Outcomes: a Framework for Adult Social Care' linking to the new national vision for adult social care. The paper proposes a new framework for adult social care moving away from a top-down performance management approach to one which is focused on locally improved outcomes and performance delivered through a new partnership across local and national government and the social care sector.
11. The proposed framework is built on three key themes:
 - Outcomes – which services achieve for people
 - Quality – of services which underpins those outcomes
 - Transparency – of the system which allows for public accountability as the safeguard
12. In practical terms the new performance framework for adult social care is expected to reduce the local authority reporting requirements to the Department of Health and strengthen the information we publish locally about social care performance to underpin transparency and local accountability.
13. The consultation is scheduled to last for 12 weeks, closing on 9 February 2011.

BACKING DOCUMENTS

2009-10 Annual Performance Assessment Report for Adult Social Care Services in Hillingdon

SUGGESTED COMMITTEE ACTIVITY

1. The Committee to question Officers about the performance of adult social care services
2. Make recommendations to the Cabinet as appropriate.
3. Use the information in the report to guide their scrutiny of the department requesting further information where Members have concerns.