

By: Graham Gibbens, Cabinet Member, Adult Social Services
Oliver Mills, Managing Director, Kent Adult Social Services

To: Adult Social Services Policy Overview and Scrutiny Committee –
12 January 2011

Subject: **CARE QUALITY COMMISSION – ANNUAL
PERFORMANCE ASSESSMENT REPORT FOR ADULT
SOCIAL CARE 2009/10**

Classification: Unrestricted

Summary: Enclosed is the Annual Performance Assessment Report for Kent Adult Social Services 2009/10. It outlines the Care Quality Commission's view of Kent Adult Social Services Directorate's performance over the last year.

Introduction

1. (1) On 6 July 2010, Kent Adult Social Service's Annual Review Meeting with the Care Quality Commission (CQC) took place to audit performance for the year 2009/10. This was the fifth year where adult social care was reviewed separately from Children's Social Services. Enclosed with this report is the letter from CQC informing us of our performance rating for the period 2009 - 2010 (Appendix 1). There is a requirement to present the letter to an executive meeting of elected members by 31 January 2011.

(2) Although in the main the services this assessment applies to cover the Kent Adult Social Services Directorate, it does cover some services now managed within the Communities Directorate such as KDAAT (Kent Drug & Alcohol Action Team).

(3) On 3 November 2010, the Minister of State for Care Services, Paul Burstow, announced that the CQC will no longer conduct an Annual Performance Assessment of councils' commissioning of care under the existing framework. The discontinuation of the Annual Performance Assessment will take place with immediate effect and there will be no CQC Annual Performance Assessment for 2010/2011.

Policy Context

2. (1) The Care Quality Commission no longer award star ratings to Local Authorities and has made the annual performance assessment a 'harder test'.

(2) This is the second year running in which star ratings have not been awarded. In addition, there is no rating given for Capacity to Improve. The rating is based solely on the Delivery of Outcomes. As the table illustrates, over the last four years we have continued to improve in the Delivery of Outcomes.

Delivery of Outcomes	2006-7	2007-8	2008-9	2009-10
1.Improved health and emotional well-being	Good	Good	Good	Good
2. Improved quality of life	Good	Good	Excellent	Excellent
3. Making a positive contribution	Good	Excellent	Excellent	Excellent
4. Increased choice and control	Good	Excellent	Good	Good
5. Freedom from discrimination and harassment	Good	Good	Good	Good
6. Economic well-being	Good	Good	Excellent	Excellent
7. Maintaining personal dignity and respect	Good	Good	Good	Good
Capacity to Improve (Combined judgment)	EXCELLENT	EXCELLENT	Not graded	Not graded
Leadership	Excellent	Excellent	Not graded	Not graded
Commissioning and use of resources	Excellent	Excellent	Not graded	Not graded
Performance Rating	3 STARS	3 STARS	PERFORMING WELL	PERFORMING WELL

(3) The letter outlines areas where Kent Adult Social Services have improved and recommends areas for improvement. The recommendations are intended to help the council improve outcomes and the quality of services.

(4) Key points we were commended for were:

- A strong commitment to the continued development and provision of preventative services, personalisation and Self Directed Support.
- **Safeguarding** – The safeguarding of vulnerable adults continues to be a high priority and safeguarding continues to be well publicised by the council.
- **Partnership working** – The council continues to focus on working with partners to implement the prevention agenda. Partnership working is focused on leading the transformation of local services and is considered by the council as vital for the continued development of social care.

- **Service users and carers** – The council continues to strengthen the public's role in helping set priorities and planning services. A high percentage of carers were assessed or reviewed during the year, which is helping to ensure the changing needs of carers are considered. Activity in this area is significantly higher than the average of similar councils.

(5) The six areas for improvement identified were:

- Improve reporting of activity across the twelve local district councils associated with the delivery of major adaptations.
- Ensure all individuals in receipt of a care package provided by the council receive an annual review.
- Ensure that by April 2011, 30% of eligible individuals are in receipt of a Personal Budget.
- Improve data quality to ensure that Adult Protection cases are audited and closed on SWIFT promptly.
- Develop solutions to evidence a clear picture of uptake of safeguarding training in the independent sector.
- Develop an effective and sensitive way of obtaining feedback from people who have been the subject of safeguarding alerts.

(6) An action plan has been developed to address the areas of improvement and progress towards the action plan will be monitored on a regular basis by Kent Adult Social Services and by the Care Quality Commission.

(7) The outcome of the performance analysis of Kent Adult Social Services for 2009-10 was announced on 25 November 2010. Kent Adult Social Services was awarded 'Excellent' in three of the seven outcomes:

- Improved Quality of Life
- Making a Positive Contribution
- Economic Well-being

and was judged as 'Good' in the other four outcomes. A performance rating of '*Performing Well*' was awarded to the Directorate.

(8) This reflects last year's performance where we were judged as 'Excellent' on achieving three outcomes and 'Good' on the four others. This year's grading demonstrates consistent performance in a time of major change during which the Directorate has restructured in order to deliver on the personalisation agenda set out by Government.

(9) This is excellent news for KCC and people and their carers who use Kent Adult Social Care Services, reflecting the energy, commitment and skill of staff right across the Directorate.

Recommendations

3. Members of the Adult Social Services Policy Overview and Scrutiny Committee are asked to NOTE this report and the Annual Performance Assessment letter attached as Appendix 1.

Nick Sherlock
Planning and Public Involvement Manager
01622 696175 (7000 6175)
nick.sherlock@kent.gov.uk

Katherine Stephens
Senior Planning Officer
01622 694556 (7000 4556)
katherine.stephens@kent.gov.uk

Background documents:

None