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To: Adult Social Services and Public Health Policy Overview and Scrutiny Committee – 7 April 2011

Subject: **CARE QUALITY COMMISSION – ANNUAL PERFORMANCE ASSESSMENT IMPROVEMENT PLAN**

Classification: Unrestricted

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Summary: In January 2011 the Care Quality Commission Annual Performance Assessment was presented to the Committee. The Annual Performance Assessment identified some Areas for Improvement. This report presents the Action Plan which is being implemented by the Directorate to address these areas.

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## **Introduction**

1. (1) On 12 January 2011, the Adult Social Services Policy Overview and Scrutiny Committee received a report presenting the Care Quality Commission (CQC) Annual Performance Assessment (APA) of Kent Adult Social Services for the year 2009/10. This was published at the end of November 2010 and was presented to Cabinet on 10 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) Overall the Annual Performance Assessment rated Kent as 'performing well'. Six key areas for improvement were identified. This report presents the detailed improvement plan which is being implemented to address these areas.

## **Policy Context**

2. (1) 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.

(2) The detailed improvement plan addressing these areas is attached as Appendix One of this report.

3. (1) 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 took place with immediate effect and there will be no CQC Annual Performance Assessment for 2010/2011.

(2) As a result of this decision there is currently no national performance framework to evaluate Social Services across the country. Furthermore, CQC are not currently actively monitoring our progress in addressing the areas of improvement. Despite this, the Directorate is focused on the delivery of the action plan as it identifies some extremely important areas and the plan is being monitored closely by the Senior Management Team. Both the Leader and the Group Managing Director have taken a keen interest in the progress of the improvement plan and are being updated regularly.

(3) Given the importance it is proposed that the Committee play a role in monitoring the improvement plan and suggest we report progress on a 6 monthly basis.

## **Recommendations**

4. (1) Members are asked to:
- (a) NOTE the report and Improvement Action Plan, and
  - (b) AGREE the proposed monitoring cycle

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### *Background documents:*

Adult Services and Public Health Policy Overview and Scrutiny Committee  
 12 January 2011, Item C3 "Care Quality Commission – Annual Performance Assessment Report for Adult Social Care 2009/10"