

By: Graham Gibbens, Cabinet Member for Adult Social Services
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To: Cabinet – 1 February 2010

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

Classification: Unrestricted

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

Introduction

1. On 30 June 2009, Kent Adult Social Service's Annual Review Meeting with the Care Quality Commission (CQC) took place to audit performance for the year 2008/09. This was the fourth 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 2008- 2009 (Appendix 1). There is a requirement to present the letter to an executive meeting of elected members by 31 January 2010.
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. In April 2009, the Commission for Social Care Inspection merged with the Healthcare Commission and the Mental Health Act Commission to form the Care Quality Commission.
4. The Care Quality Commission no longer award star ratings to Local Authorities and has made the annual performance assessment a 'harder test'.
5. Over the last three years there have been changes in the rating system. In the previous two years the three star rating was made up of two domains. These were
 - The Delivery of the seven outcomes first identified in 'Our Health, Our Care, Our Say'
 - Capacity to Improve, which consists of two elements, '*Leadership*' and '*Commissioning and Use of Resources*'
6. To obtain an overall rating of 'Excellent' in the Delivery of Outcomes, four out of the seven outcomes had to be rated as 'Excellent' and none below 'Adequate'.

7. In the previous two years to obtain 'Excellent' in 'Capacity to Improve', both elements of 'Leadership' and 'Commissioning and Use of Resources' had to be 'Excellent'.

8. In order to obtain 3 stars in the previous two years, a council needed to score an overall 'Excellent' in the Delivery of Outcomes or Capacity to Improve and at least 'Good' in the other domain. As can be seen from the table below KASS had achieved 3 stars through the Capacity to Improve domain.

9. For CPA/CAA purposes, only the overall rating for the Delivery of Outcomes has been used for this and previous years.

10. For 2008/09, star ratings have not been awarded. Furthermore, there is now no rating given for Capacity to Improve. The rating is based solely on the Delivery of Outcomes. As the table illustrates, over the last three years we have continued to improve in the Delivery of Outcomes.

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

Policy Context

11. 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.

12. In assessing performance, CQC uses Performance Assessment Framework (PAF) indicators and other statistical data, including the self assessment statement (SAS).

13. Key points we were commended for were:

- Clear focus on promoting the independence of older people and a strong emphasis on enablement and rehabilitation.
- Well-developed joint working arrangements with Health and other partners.
- Increased focus on Self-Directed Support.
- Support for service users and carers to contribute their views and to shape services. This encourages integration into community life and local activities. The council is committed to actively involving people in planning, delivery and monitoring of its services.
- Commissioning and contracting arrangements are strong with regard to adult safeguarding.

14. The main areas for improvement identified – continue working on the transfer of people with learning disabilities out of NHS provision, address the recommendations made by the service inspection, continue to increase the focus on minority groups, act upon the feedback given by carers in the Carers Satisfaction Survey, increase the rate for safeguarding awareness and training for all relevant staff - are being addressed.

15. The outcome of the performance analysis of Kent Adult Social Services for 2008-09 was announced on 3 December 2009. Instead of the annual star ratings of KASS, in which we have been awarded three stars in the last seven years, 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 '*performing well*' in the other four outcomes.

16. This is a further improvement on last year's performance where we were judged as 'excellent' on achieving two outcomes and 'good' on the five others.

17. This performance assessment is taken with the judgements reached in the Independence, Wellbeing and Choice inspection in March 2009, which rated Kent Adult Social Services as follows;

- Safeguarding adults Good
- Delivering preventative services (focussed on older people) Excellent
- Capacity to improve Excellent

18. 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

19. Cabinet is asked to

- a) NOTE this report and the Annual Performance Assessment letter.

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Attached documents:

Appendix 1: Annual Performance Assessment letter.