

## CABINET ITEM COVERING SHEET PROFORMA

### AGENDA ITEM

REPORT TO CABINET

17<sup>TH</sup> DECEMBER 2009

REPORT OF CORPORATE  
MANAGEMENT TEAM

## CABINET DECISION

**Adult Services & Health– Lead Cabinet Member – Councillor McCoy**

### ADULT SOCIAL CARE ANNUAL PERFORMANCE ASSESSMENT 2008-09

1. Summary

The attached letter and report from the Care Quality Commission (CQC) summarise the findings of the 2009 annual performance assessment for Stockton-on-Tees Council. The performance grades for the Council are:

Overall grade for delivery of outcomes:	performing well.
Improved health and well-being:	performing well.
Improved quality of life:	performing well.
Making a positive contribution:	performing excellently.
Increased choice and control:	performing adequately.
Freedom from discrimination and harassment:	performing well.
Economic well-being:	performing well.
Maintaining personal dignity and respect:	performing well.

2. Recommendations

Cabinet are recommended to receive the report and note the outcome of the 2009 annual performance assessment.

3. Reasons for the Recommendations/Decision(s)

The Director of Adult Social Services is expected to bring this report to an open meeting of the relevant executive committee of the council by 31<sup>st</sup> January 2010 and to inform CQC of the date this will take place.

4. Members' Interests

Members (including co-opted Members with voting rights) should consider whether they have a personal interest in the item as defined in the Council's code of conduct (**paragraph 8**) and, if so, declare the existence and nature of that interest in accordance with paragraph 9 of the code.

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to

prejudice the Member's judgement of the public interest (**paragraphs 10 and 11 of the code of conduct**).

A Member with a prejudicial interest in any matter must withdraw from the room where the meeting considering the business is being held -

- in a case where the Member is attending a meeting (including a meeting of a select committee) but only for the purpose of making representations, answering questions or giving evidence, provided the public are also allowed to attend the meeting for the same purpose whether under statutory right or otherwise, immediately after making representations, answering questions or giving evidence as the case may be;
- in any other case, whenever it becomes apparent that the business is being considered at the meeting;

and must not exercise executive functions in relation to the matter and not seek improperly to influence the decision about the matter (**paragraph 12 of the Code**).

**Further to the above, it should be noted that any Member attending a meeting of Cabinet, Select Committee etc; whether or not they are a Member of the Cabinet or Select Committee concerned, must declare any personal interest which they have in the business being considered at the meeting (unless the interest arises solely from the Member's membership of, or position of control or management on any other body to which the Member was appointed or nominated by the Council, or on any other body exercising functions of a public nature, when the interest only needs to be declared if and when the Member speaks on the matter), and if their interest is prejudicial, they must also leave the meeting room, subject to and in accordance with the provisions referred to above.**

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**CABINET DECISION**

**ADULT SOCIAL CARE ANNUAL PERFORMANCE ASSESSMENT 2008-09**

**SUMMARY**

The attached letter and report from the Care Quality Commission (CQC) summarise the findings of the 2009 annual performance assessment for Stockton-on-Tees Council. The performance grades for the Council are:

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**RECOMMENDATION**

Cabinet are recommended to receive the report and note the outcome of the 2009 annual performance assessment (APA).

**DETAIL**

1. The APA of social care services for adults is carried out by the CQC. It is based on a range of evidence, including a self-assessment by the authority, performance indicators, other related service inspections, and routine business meetings between CQC and the Council.
2. The attached letter and report confirm the outcome of the annual assessment of performance for the 2008-09 period. They were published on 3<sup>rd</sup> December 2009 and must be reported to an open meeting of the relevant executive committee of the council by 31<sup>st</sup> January 2010.
3. The gradings are based on the following definitions:  
  
Performing poorly – not delivering the minimum requirements for people.  
Performing adequately – only delivering the minimum requirements for people.  
Performing well – consistently delivering above the minimum requirements for people.  
Performing excellently- overall delivering well above the minimum requirements for people.
4. The overall 'performing well' grading is in line with the overall 'good' rating of 2008. The report includes an assessment of 'Leadership and Commissioning and use of resources' which is not graded: this section contributes to the overall assessment of the Council under the CAA (Comprehensive Area Assessment) framework.

5. The overall grade for performance is combined from the grades given for the seven individual outcomes, which are based on the outcome areas within the national 'Our Care, Our Health, Our Say' framework. In 2008 the assessment graded us 'good' in all the seven outcomes (i.e. similar to the 'performing well' grade in the 2009 framework). There have been two changes in outcome grades since 2008:
  - a) 'Making A Positive Contribution' has improved to 'excellent' – this reflects the particular strengths of services in supporting individuals to be involved in their communities, and the commitment shown to consulting with service users and carers and involving them in service planning and delivery.
  - b) 'Increased Choice and Control' has declined to 'adequate' – there are two main reasons for this. Firstly, new arrangements for self-directed support and individual budgets were not yet in place; these arrangements are now rolling out across the Borough and will enable us to demonstrate clear evidence of progress in this area. Secondly, performance in the timeliness of assessments, whilst continuing to improve, has remained below levels of benchmark groups: this remains a high priority for further development and is the subject of close and regular scrutiny through monthly performance clinics with managers.
6. The APA report identifies many other strengths, alongside some key areas for improvement. The report is helpful in supporting the Council's own assessment of its performance and in contributing to the review of strategic plans and service improvement plans, to ensure the necessary actions are in place to build on strengths and respond to areas for improvement.
7. During 2009-10, the CQC continues to monitor the Council's progress through meetings between their Business Relationship Manager and senior managers from Adult Social Care Services and the PCT. The forthcoming meeting, on 17<sup>th</sup> December, will take stock of progress so far in responding to the areas for improvement and in addressing other priorities set out in our own service plans.
8. The Council's progress in delivery and improvement of Adult social care services is monitored also as part of the corporate performance framework, with quarterly reports to Cabinet highlighting key achievements and areas for development.

## **FINANCIAL IMPLICATIONS**

9. There are no financial implications arising directly from this report. Resource issues to address areas for improvement will be managed through the annual cycle of service planning and review of the medium term financial plan.

## **LEGAL IMPLICATIONS**

10. There are no legal implications arising directly from this report.

## **RISK ASSESSMENT**

11. The reporting of the APA outcome is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

## **COMMUNITY STRATEGY IMPLICATIONS**

12. The performance rating for Adult Social Care Services impacts across the core theme of 'Health and Wellbeing' and the supporting theme of 'Older Adults' within the Community Strategy. Addressing the key areas for improvement identified in the APA report will support progress in achievement of the key ambitions for these themes.

## **CONSULTATION INCLUDING WARD/COUNCILLORS**

13. Consultation was not relevant in relation to this report.

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Background Papers

- CQC letter of 12<sup>th</sup> October 2009 'Annual Performance Assessment of Adult Social Care for Stockton Council 2008/9'.
- CQC report (issued alongside the above letter) 'Annual Performance Assessment Report 2008/2009 Adult Social Care Services'

Ward(s) and Ward Councillors:

The 2009 APA report is in the public domain and is available to all Councillors for information.

Property

The report does not have implications in relation to the Council's property.