

<b>Mayor and Cabinet</b>			
<b>Report Title</b>	The 2009 Annual Social Services Performance Letter from the Care Quality Commission (CQC) and PAN		
<b>Key Decision</b>	Yes	Item No.	10
<b>Ward</b>	All Wards		
<b>Contributors</b>	Executive Director for Community Services		
<b>Class</b>	Part 1	Date: 19 January 2011	

## 1. Summary

This report advises the Mayor and Cabinet of the outcome of the 2009/10 Annual Performance Assessment of Adult Social Care (ASC) Services in Lewisham which was released by Care Quality Commission (CQC) on 25 November 2010. The CQC judged ASC Services to be delivering outcomes well for the people of Lewisham. CQC rated the service as grade 3 out of a range from 1 to 4, where 1 is poor and 4 is excellent.

## 2. Purpose

As requested by the Care Quality Commission (CQC), this report presents the Annual Performance Assessment of ASC Services to the Mayor and Cabinet.

## 3. Policy Context

ASC Services contribute to the delivery of key priorities identified in 'Shaping our future – Lewisham's Sustainable Community Strategy, specifically its ambition to promote communities that are 'Healthy, active and enjoyable – where people can actively participate in maintaining and improving their health and wellbeing. In addition ASC services support the Council's Corporate Strategy priorities of caring for adults and older people and active, healthy citizens.

## 4. Recommendations

The Mayor is recommended to:

- 4.1 note the outcome of the annual performance assessment for 2009/10 and the rating that the Council has received; and
- 4.2 agree that where improvements have not already been addressed and achieved, officers should include specific actions to achieve them in relevant service improvement plans for 2011/12.

## 5. The Annual Performance Letter, Grading and Performance Assessment Notebook

5.1 The gradings summarise CQC's judgement of the performance of adult social care services. The judgements are based on evidence drawn from a range of quantitative and qualitative data collected throughout the year. The judgements are delivered in an annual performance letter accompanied by a Performance Assessment Notebook (PAN). Gradings for all councils were published this year on 25 November 2010.

5.2 The grades used and Lewisham's position (shaded) is as follows:

Grade	Descriptor
<b>Grade 4: (Performing excellently)</b> People who use services find that services deliver well above minimum requirements	A service that overall delivers well above minimum requirements for people, is highly cost-effective and fully contributes to the achievement of wider outcomes for the community.
<b>Grade 3: (Performing well)</b> People who use services find that services consistently deliver above minimum requirements	A service that consistently delivers above minimum requirements for people, is cost-effective and makes contributions to wider outcomes for the community.
<b>Grade 2: (Performing adequately)</b> People who use services find that services deliver only minimum requirements	A service that delivers only minimum requirements for people, but is not consistently cost-effective nor contributes significantly to wider outcomes for the community.
<b>Grade 1: (Performing poorly)</b> People who use services find that services do not deliver minimum (performing adequately) requirements	A service that does not deliver minimum requirements for people, is not cost-effective and makes little or no contribution to wider outcomes for the community.

5.3 In summary, the inspectors highlighted the following as key strengths:

- the single point of access to social care advice which consistently deals efficiently with a high volume of calls;
- high levels of satisfaction among people using services;
- improved services to Carers with a high percentage of carers undergoing an assessment;
- the integrated client database which allows the sharing of client information between partners;
- Lewisham achieving the highest level on the Local Government Equalities Framework for a number of years;

- All action plans developed from Equality Impact Assessments are monitored;
- the Council is a major employer in Lewisham and supports staff who are carers to work flexibly;
- the Council has invested time and resources to support residents in mitigating the effects of the recession;
- all recommendations from the CQC safeguarding inspection were implemented;
- the Council having commissioned an independent review of safeguarding and accepting all the recommendations from that;
- then completion rate of safeguarding investigations is above that of comparator boroughs;
- the Council has reported good progress in meeting the putting people first milestones and are on track to meet future targets including the national target on people using personal budgets;
- strong, stable and engaged political leadership;
- low staff turnover and absence rates;
- extensive engagement and consultation with service stakeholders and the community; and
- joint commissioning between the council and PCT for health and adult social care.

**5.5** As well as highlighting a number of strengths, the PAN identified a number of areas for further development. These included:

- working towards reducing waiting times for adaptations;
- demonstrating that nursing homes for young adults are compliant in care planning and review;
- demonstrating that the many new initiatives put in place are improving outcomes for service users and carers;
- ensuring assessments are carried out in a timely manner;
- sustaining progress on self directed care;
- increasing efforts to support carers back into employment;
- demonstrating improved outcomes for people with learning disabilities seeking work;
- continuing to raise public awareness about the risks of abuse and neglect to vulnerable people and what people can do if they have concerns;
- monitoring attendance at safeguarding training across partner organisations;
- addressing staff skills in regulated services through workforce development; and
- continuing to work in partnership with the PCT to develop Joint Strategic Needs Assessments in more accessible formats.

**5.6** As highlighted above, the performance assessment relates to the period 2009/10. The modernisation and improvement of adult social care and health services continues to be a key strand of work within Community Services Directorate and regular feedback throughout 2010 has been given to CQC on the progress that has been made in the areas highlighted

above. Since the assessment period in question, the transformation programme has continued to make good progress, with stakeholders fully engaged and contributing to service development.

- 5.7** Where further improvements are still necessary, actions have been identified and will be incorporated into the Directorate's service planning processes. These plans will be subject to continued scrutiny by management, relevant partnership boards and CQC.

## **6. Financial Implications**

- 6.1** The report recommends that where improvements have not already been addressed and achieved, as set out in paragraph 5.5, specific actions to achieve them should be included in 2010/11 service improvement plans.
- 6.2** All activity to address suggested areas of improvement will be funded from within ASC budgets.

## **7. Legal Implications**

The annual performance assessment process is determined by the Secretary of State for Health and carried out through the Care Quality Commission.

## **8. Crime and Disorder Implications**

There are no direct crime and disorder implications.

## **9. Equalities Implications**

- 9.1** The annual performance assessment process pays close regard to the equality issues; these are embedded in the standards against which services and functions are evaluated and judged.
- 9.2** All improvement plans will address equality dimensions of adult social care services and seek to ensure that measures to reduce inequalities are incorporated.

## **Background Documents**

CQC's full report detailing the Adult Social Care performance judgements for 2009/10 can be found at

[http://www.cqc.org.uk/db/documents/CAPA10\\_lewishamassessmentofperformancereport10.pdf](http://www.cqc.org.uk/db/documents/CAPA10_lewishamassessmentofperformancereport10.pdf)

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