

Report to: EXECUTIVE MEMBER FOR ADULT SERVICES

Date: 20 JANUARY 2010

Report of: DIRECTOR OF ADULT AND COMMUNITY SERVICES

Report No:

Contact Officer: John Rutherford

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Report Title: ANNUAL PERFORMANCE ASSESSMENT – CARE QUALITY COMMISSION

Non Confidential

This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

Recommendations:

The Executive Member is asked to note the contents of this report and approve the publicity and briefing as outlined

Decision:

Signed:

Leader / Executive Member

Monitoring Officer

Date:

SUMMARY OF REPORT:

The report summarises the Care Quality Commission's judgment on Bolton Council for 2008/9.

The assessment shows improved performance this year – only one of the 7 “outcomes” assessed is now not classed as “Excellent” (improved from 2 in 2008). This outcome is “economic wellbeing” and it particularly focuses on employment opportunities for people with disabilities – for which Bolton was assessed as performing “well”.

Information on the areas where the Council does well/needs to improve is included in the appended Briefing Note.

The report concludes with an outline of how this assessment will be shared with stakeholders.

BACKGROUND INFORMATION:

Full guidance on the assessment process can be found at

<http://www.cqc.org.uk/guidanceforprofessionals/socialcare/councils/performanceassessment.cfm>

The Council's self-assessment against the inspection framework can be obtained on request from ellen.miller@bolton.gov.uk

1.0 INTRODUCTION

- 1.1 This report introduces a briefing on Bolton Council's annual assessment by the Care Quality Commission (CQC), attached as Appendix A.

2.0 ABOUT THE ASSESSMENT

- 2.1 The assessment is based on:

- The "performance assessment notebook" (PAN) which collates performance data
- A self-assessment – text describing how we perform against the assessment framework, and how well we deliver outcomes
- Regular meetings throughout the year and an Annual Review Meeting with our Business Manager and Performance Lead from CQC
- Ad hoc and in depth inspections including the September 2008 inspection of Independence, Wellbeing and Choice

- 2.2 The assessment score contributes directly to Bolton's Comprehensive Area Assessment.

- 2.3 This is not just an assessment of adult social care – rather it is an assessment of how the Council and its partners deliver outcomes for potentially vulnerable people in the locality, against 7 "outcomes for adults" i.e.

- Improved health and well-being
- Improved quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from discrimination and harassment
- Economic well-being
- Maintaining personal dignity and respect

- 2.4 It also assesses Leadership and Commissioning/Use of Resources, although no score is now given on these areas.

- 2.5 The Briefing at Appendix A summarises the assessment scores and main findings.

3.0 SHARING THE FINDINGS

- 3.1 Making sure that we use the assessment as an opportunity to publicise what is/should be done is important because:

- The whole Bolton partnership needs to work together to deliver joined up services particularly for those who need the most support / are potentially the most excluded
- In times of financial restraint we need to be particularly aware of how much is being done to support these sections of our community and the opportunities to join up services which have been traditionally categorised as "social services" with other provision in a way that makes best use of resources
- In order to continue to improve and achieve an "excellent" rating for the economic wellbeing outcome, we need to demonstrate delivery across the Partnership

- 3.2 It is proposed that Adult and Community Services will publicise the attached briefing, including writing to partners and making use of the Council's website to ensure continued involvement and improvement in meeting the seven outcomes.

4.0 RECOMMENDATION

The Executive Member is asked to note the contents of this report and approve the publicity and briefing

Bolton Council
CARE QUALITY COMMISSION
Annual Performance Assessment

The Background

For many years, “social services” have been subject to lots of external inspection, beyond that experienced by most other areas of Council operation. Our Adult Social Care activity is now inspected by the “Care Quality Commission”, and the inspection framework has broadened a lot over recent years. Instead of being about “how we run social care services” the inspection has become a great deal broader and is now all about assessing how well Bolton (as opposed to the “social services department”) supports all adults and particularly those who are more vulnerable or excluded.

Bolton has a particularly strong track record of performance at inspection, and services for adults are at the forefront of this. As well as our annual performance assessment (the “APA”) we also have unannounced inspections of services, and a bigger inspection (known as the inspection of “independence, wellbeing and choice”) every few years. This is at short notice and for Bolton last happened in September 2008. As it stands, no other Council in the country has achieved ratings as high as Bolton in this bigger inspection and we are still the only Council in the country to have been rated as “excellent” in safeguarding adults, and one of only a handful to have been rated as “excellent” in prevention and leadership/capacity to improve.

This briefing outlines the Care Quality Commission’s annual assessment for 2008-9, a full copy of which is available on www.cqc.org.uk

The Assessment

Bolton’s assessment by the Care Quality Commission this year is as follows:

Outcome		2008/9	Movement?
Improved health and well-being	The council is performing:	Excellent	As 07/08 With improved performance
Improved quality of life	The council is performing:	Excellent	IMPROVED
Making a positive contribution	The council is performing:	Excellent	As 07/08 with improved performance
Increased choice and control	The council is performing:	Excellent	As 07/08 with improved performance
Freedom from discrimination and harassment	The council is performing:	Excellent	As 07/08 with improved performance
Economic well-being	The council is performing:	Well	As 07/08 with improved performance
	The council is performing:	Excellent	

The following extract is taken directly from the CQC report and outlines what is good, and what CQC think still needs to happen:

“Outcome 1: Improved health and well-being

The council is performing: **Excellently**

What the council does well.

- Improvements to the percentage of people who had a review are evident across all client groups.
- Good performance has been achieved in the number of people completing alcohol treatment programmes.
- More people have benefited from intermediate care provision to prevent hospital admission and to facilitate timely hospital discharge and rehabilitation during the year.

What the council needs to improve.

- The council recognises that getting health and wellbeing fully integrated with its work on neighbourhood renewal through improved intelligence and joint planning structures is a priority during 2009-10.
- The council should continue to develop and improve services for people with long-term conditions.

Outcome 2: Improved quality of life

The council is performing: **Excellently**

What the council does well.

- Further developments in extra care housing and telecare provision have enabled the council to continue to support people to maintain their independence.
- Improved outcomes for people with autistic spectrum disorder are evident through delivery of the person centred planning service.

What the council needs to improve.

- The council recognises it needs to implement the Carers Strategy during 2009-10 to deliver improved outcomes for this section of the Bolton support network.
- The council recognises it needs to reduce waiting times for adaptations.

Outcome 3: Making a positive contribution

The council is performing: **Excellently**

What the council does well.

- Engagement with the voluntary sector and faith communities is effective.
- The promotion and uptake of volunteers in Bolton to support community inclusion is good.
- The promotion of social and leisure activities for older people including free access to leisure services and the availability of education and learning opportunities is good.

What the council needs to improve.

- The council recognises it needs to support the further development of LINKs (Local Involvement Networks) during 2009-10.
- The council recognises the need to continue to develop the Resource Allocation System.

Outcome 4: Increased choice and control

The council is performing: **Excellently**

What the council does well.

- Timeliness of assessments and the provision of services.
- Person-centred planning.
- Promotion of direct payments and other forms of self-directed support.
- Complaints handling and learning from complaints.

What the council needs to improve.

- The council should continue to promote carers' right to an assessment and ensure there is support available to assist people in their caring role.
- The council and its partners should expand the range of home and community-based day and respite support available to all adults

Outcome 5: Freedom from discrimination and harassment

The council is performing: **Excellently**

What the council does well.

- The council has been awarded Beacon Status for its work in promoting community safety.
- Translation and interpretation services are provided for over 20 different community languages.

What the council needs to improve.

- The council recognises the need to continue to promote awareness and accessibility of services to people who are lesbian / gay / bisexual / transgender (LGBT).
- The council has identified a number of practical changes it intends to implement quickly to improve awareness of LGBT issues and recognises that further work is needed to assess current/future provision to meet the needs for older LGBT people.

Outcome 6: Economic well - being

The council is performing: **Well**

What the council does well.

- The council has a strong focus on achieving decent homes standards, affordable warmth, and the maximisation of people's benefits and pension entitlements.

What the council needs to improve.

- The council recognises it needs to continue to influence and maintain the economic wellbeing outcomes for the most socially excluded groups and individuals.
- The council should continue to improve employment opportunities for all vulnerable people including people with a learning disability.

Outcome 7: Maintaining personal dignity and respect

The council is performing: **Excellently**

What the council does well.

- Multi agency safeguarding work in Bolton is very strong.
- A number of preventative initiatives enable early warning and monitoring of risk to vulnerable people.
- Strong and effective relationships are evident between older people and their carers, professional groups and agencies to support the delivery of shared outcomes.

What the council needs to improve.

- The council recognises that it needs to continue with its programme of support and training for voluntary groups during 2009-10.
- To improve the effectiveness of safeguarding investigations the council recognises it needs to develop the skills of some practitioners in gathering and recording evidence."

The annual assessment also looked behind the scenes at "Leadership" and "Commissioning and Use of Resources" – i.e. how effectively we plan, purchase and manage the spend on independent sector providers, who run many of the front line services on the Council's behalf in Bolton. The headlines are shown below:

"Leadership**What the council does well.**

- Political and managerial leadership is strong, reflective and inclusive.
- Workforce development strategies enable continuous review and ensure that skills and knowledge align to the changing policy agenda.
- The council continues to perform well in terms of managing and developing its workforce.

- *Good progress is being made across the majority of targets within Bolton's LAA.*
- *The council has comprehensive performance management arrangements in place.*

What the council needs to improve.

- *The council plans a review of all commissioned services to ensure that they are contributing fully to equalities and safeguarding agendas.*
- *The council should continue with the evaluation of commissioned services to ensure that value for money and quality continues to be delivered, around integrated commissioning for well-being.*
- *The council acknowledges it needs to finalise all Service Level Agreements with specific voluntary sector projects.*
- *The council plans to redesign day care services for all adults in consultation with local providers.*

Commissioning and use of resources

What the council does well.

- *Strong financial and performance management systems are in place and embedded within the culture of the organisation.*
- *There is evidence of strong partnership working and a clear focus on commissioning high quality efficient and effective services.*
- *The council can evidence how the views of people who use services have influenced its commissioning activities.*

What the council needs to improve.

The council should continue to implement the action plan following the recent review of commissioning."

What happens next?

This annual assessment is part of the way in which our performance is managed, and we meet at least 3 times a year with CQC, where we have to show progress against the improvement actions they have set.

These are built into the way the Council plans its activities, and manages its performance. This year we are sharing the results of the annual assessment across the Council and its partners, because we want to make sure everyone in Bolton is aware of this process, what it says about what we, together are doing well, and are also aware of this timely reminder of things we need to keep working on for the benefit of local people.

Any questions? Contact Ellen Miller, Assistant Director (Strategy and Commissioning)
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