

NORTH LINCOLNSHIRE COUNCIL

**ADULT SERVICES
CABINET MEMBER**

ANNUAL PERFORMANCE ASSESSMENT OF ADULT SOCIAL SERVICES

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 This report on the Annual Performance Assessment of Adult Social Services in North Lincolnshire is a regular annual report from the Care Quality Commission (CQC) on the performance of all Local Authorities.
- 1.2 The assessment considered the services' performance throughout the past year and also the findings of an inspection.
- 1.3 CQC judged Adult Social Services to be performing well in delivering outcomes for the people of North Lincolnshire and excellent in the outcome of "making a positive contribution".
- 1.4 Some aspects of performance show improved ratings over last year's performance and in no areas has performance dropped.
- 1.5 That Cabinet member notes the achievements of the staff in Adult Social Services in North Lincolnshire.

2. BACKGROUND INFORMATION

- 2.1 The Care Quality Commission (CQC) is the independent regulator of Health and Adult Social Care Services in England. The commission was formed in April this year and brings together into one body the former Health Care Commission, the Commission for Social Care Inspection and the Mental Health Act Commission.
- 2.2 Every year CQC makes a judgement on all Social Services Departments in England and makes these judgements publicly available. The judgements are based on a range of performance indicators, inspections and visits relating to activity during the previous financial year (in this case April 2009 to March 2010). The full report is on the CQC web site and can also be seen on the Council's web site www.northlincs.gov.uk.
- 2.3 The CQC rates how well the council's adult social services are delivered by using four grades – poor, adequate, well and excellent. North Lincolnshire Council's grading of "performing well" shows the Commission has found that the council:

- Consistently deliver above minimum requirements
- is cost effective
- Make contributions to wider outcomes for the community.

Seven areas of adult social services were assessed by the inspectors, these included:

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

2.4 The Care Quality Commission said that ‘the council has continued to improve its service provision for adult social care and has acted on findings of the previous inspection’.

2.5 The council has improved on last year’s inspection findings and risen from performing well to excellent in the category ‘making a positive contribution’. It has also improved from performing adequately to well on the category ‘maintaining personal dignity and respect’.

2.6 Adult Social Services are actively following up all of the key areas for improvement that were identified and recommended within the report, and will implement action plans to address them.

3. OPTIONS FOR CONSIDERATION

3.1 None – report for information only.

4. ANALYSIS OF OPTIONS

4.1 None – report for information only

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 Financial implications – Adult Social Services are experiencing and will continue to experience, increased demand due to growth in the older adult population and higher expectations which creates financial pressure on the council’s resources. Service planning takes into account the financial implications and reports them to Cabinet

5.2 Other implications arising from the action plans will be reported to the relevant cabinet members.

6. **OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

- 6.1 Statutory implications – the inspectors found that the council were meeting their duties in all statutory areas of responsibility.
- 6.2 Other implications arising from the actions plans will be reported to the relevant cabinet members.

7. **OUTCOMES OF CONSULTATION**

- 7.1 Inspectors from CQC meet at quarterly intervals with Senior Management Team and the Cabinet Member to assess the ongoing performance of Adult Social Services.
- 7.2 Trades unions have been given a copy of this report and we await their views.

8. **RECOMMENDATIONS**

- 8.1 That Cabinet member endorses the report from CQC.
- 8.2 That Cabinet notes the achievements of Adult Social Services and thanks the staff for their continued dedication to service users.

SERVICE DIRECTOR ADULT SOCIAL SERVICES

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Background Papers used in the preparation of this report

CQC Performance Summary Report of 2009-2010 Annual Performance Assessment of Social Care Services for Adults Services for North Lincolnshire available at www.cqc.org.uk