

NORTH LINCOLNSHIRE COUNCIL

ADULT SERVICES CABINET MEMBER
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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 CQC judged Adult Social Services to be performing well in delivering outcomes for the people of North Lincolnshire.
- 1.3 This is equivalent to the same high level of performance as achieved in the previous year.
- 1.4 That the 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 2008 to March 2009). 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 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

When looking at the health and wellbeing of vulnerable adults in North Lincolnshire the inspectors found the council works well with health providers and have numerous initiatives in place that promote the health and wellbeing of people in the area. The inspectors said:

“The council has embraced the national focus to social care for adults through its programme ‘Putting People First – the North Lincolnshire Way’. It has a clear vision for the development of social care and this is based on effective arrangements with partner agencies and good management within the council.”

- 2.4 The grading follows the recent inspection result, which concluded that Adult Social Services have “promising prospects.” Almost three quarters of vulnerable adults in North Lincolnshire said they feel free from harassment and discrimination all or most of the time. The CQC reported this level of satisfaction is better than that of other councils.
- 2.5 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 Inspectors also met a number of staff and partners in August 2009 to discuss specific areas of Adult Social Services performance.
- 7.3 Trades unions have been given a copy of this report and we await their views.

8. **RECOMMENDATIONS**

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

SERVICE DIRECTOR ADULT SOCIAL CARE

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Background Papers used in the preparation of this report:

CQC Performance Summary Report of 2008-09 Annual Performance Assessment of Social Care Services for Adults Services for North Lincolnshire available at www.cqc.org.uk