



Report of the Deputy Director – Adult Social Services

Corporate Governance and Audit Committee

Date: 10th February 2010

Subject: Annual Performance Assessment of Adult Social Services 2008/09

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

The recently adopted Council protocol for the co-ordination of external audit and inspection reports sets out that the corporate Audit and Governance Committee may wish to consider the governance and/or audit aspects of any Inspection report. This may be to review the adequacy of policies and practices to ensure compliance with statutory and other guidance and/or to review the adequacy of the Council's corporate governance arrangements, including matters such as internal control and risk management. The purpose of this report is to alert Members to those elements of the annual assessment of Adult Social Services conducted by the Care Quality Commission which are related to governance and audit. This assessment having been reported to the Executive Board of the Council on the 8th December 2009 and to the Adult Social Services Scrutiny Board on the 16th December 2009.

The Assessment report (attached as Appendix 1) makes no specific reference to governance nor audit save for comments contained in relation to Outcome 7 – 'Maintaining Personal Dignity & Respect'. These comments are in relation to the review of safeguarding Adult's governance arrangements, the description of which was previously reported to this Board in March 2009. The report also makes reference to the internal and independent audits of casefile recording which has demonstrated the effective implementation of new procedures adopted by the Safeguarding Adult's Partnership Board.

The overall outcome of the assessment is that Adult Social Services improved their rating from the 2007/08 position of 'performing adequately' to a current assessment of 'performing well'

1.0 Purpose Of This Report

- 1.1 The purpose of this report is to advise Members of the Corporate Audit and Governance Committee with regard to Governance related comments made in the 2008/09 Annual Performance Assessment of Adult Social Services.

2.0 Background Information

- 2.1 2008/09 marked a period of transition for social care performance. *Our Health, Our Care, Our Say* committed the Government to ensuring that from 2008/09 health and social care would be underpinned by joint outcome measures. The Local Government White Paper, *Strong and Prosperous Communities*, set out the plans for that new local framework. More specifically to health and social care, the Government's approach to the 2007 Comprehensive Spending Review described the operation of a new system of inter-related cross-Government priorities and outcome-focused indicators, with an emphasis on empowering local decision-making to focus on local priorities. The crucial purpose of the new approach was to engender joint delivery of improved local services between health and adult social care.
- 2.2 The new performance framework continues to be founded upon the outcomes-based framework used in 2007/08 for adult social care assessment. There have been changes in the nationally defined performance characteristics for the outcomes, The standards required have been raised and evidence on the leadership, commissioning and use of resources is now ungraded in contrast with the last year assessed.
- 2.3 None of the standards specifically relate to Governance nor audit requirements.

3.0 Main Issues

- 3.1 The judgement recognises significant improvements in the quality of Adult Social Care in Leeds in comparison to 2007/08 when the service was judged as 'Performing Adequately'. A service that is given this rating delivers only minimum requirements for people, and is not consistently cost-effective nor contributes significantly to wider outcomes for the community.
- 3.2 The Assessment report (attached as Appendix 1) makes no specific reference to governance nor audit save for comments contained in relation to Outcome 7 – 'Maintaining Personal Dignity & Respect'. These comments are in relation to the review of safeguarding Adult's governance arrangements, the description of which was previously reported to this Board in March 2009.
- 3.3 The report mentions the improved arrangements in relation to both the membership and the work of the Leeds Adult Safeguarding Partnership Board as a contributing factor to the improved judgement against this outcome. The report also makes reference to the internal and independent audits of casefiles and recording and the implementation of new multi-agency safeguarding procedures initiated, developed and implemented under the oversight of the Leeds Adult Safeguarding Partnership Board.
- 3.4 The report recommends that efforts should continue to be focussed on further embedding best practice in safeguarding practice with adults in the City.

4.0 Implications For Council Policy And Governance

4.1 The judgment of Adult Social Care performance forms an essential element of the Comprehensive Area Assessment (CAA). The Care Quality Commission is one of six regulatory bodies which contribute to the CAA. The same evidence and analysis is used for both the Adult Social Care assessment and CAA Information. The assessment of Adult Social Care is embedded in the Comprehensive Area Assessment both in the

1. area assessment; and
2. organisational assessment

4.2 In particular it contributes to key features of the area assessment including identifying:

- ◇ areas of innovation or excellent practice which provide or sustain good outcomes for local citizens; or
- ◇ failure to provide good outcomes or lack of significant progress in meeting outcomes for local citizens, particularly where action has not been taken or has not been sufficient to meet targets

4.3 The Comprehensive Area Assessment Framework document identifies that the Care Quality Commission assessment of Adult Social Care also carries “significant weight in the collective decision about the managing performance theme score” for the organisational assessment

5.0 Legal And Resource Implications

5.1 The personalisation of care services is clearly a critical determinant in judging the performance of adult social care services. Because of the nature of current service configuration in Leeds, a significant challenge is set in ensuring that our models of care and support are reconfigured to such an extent that they meet not only the performance expectations of the Care Quality Commission but, more significantly, that they meet the expectations of those people provided with the means to purchase them

6.0 Conclusions

6.1 The overall judgment for delivering outcomes 2008/09 reached by the Care Quality Commission is that adult social care services in the city are ‘Performing Well’ and this is a significant improvement over the judgement of ‘Performing Adequately’ for 2007/08. Leeds has established a performance improvement trajectory during the year which will require concerted and sustained effort to maintain. Comments by the Care Quality Commission recorded during the moderation exercise confirm that they are anticipating further improvements in performance during 2009/10 generated by continued service and budgetary transformation.

7.0 Recommendations

7.1 The Corporate Audit & Governance Committee is asked to note the contents of this report and the attached final performance review report from the Care Quality Commission for adult social care services in 2008/09, to note the judgment given by the Commission and areas being progressed.

Background Documents Used

CQC Performance Assessment report 2008/09 (attached at Appendix 1)