

**TO: EXECUTIVE
14 DECEMBER 2010**

**CARE QUALITY COMMISSION ADULT SOCIAL CARE PERFORMANCE JUDGEMENT
2010
(Director of Adult Social Care and Health)**

1. PURPOSE OF DECISION

- 1.1 To receive Annual Performance Judgement in respect of Adult Social Care from Care Quality Commission (CQC).

2. RECOMMENDATION(S)

That the Executive:

- 2.1 **Notes the CQC judgement for Bracknell Forest of Performing Well.**
- 2.2 **Endorse the Action Plan for improvement in Annexe C for forwarding to CQC.**

3. REASONS FOR RECOMMENDATIONS

- 3.1 All Councils with Adult Social Care responsibilities are required to report their statement of annual performance to their Executive or equivalent by 31 January 2011 and to make it available to the public.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None

5. SUPPORTING INFORMATION

- 5.1 The methodology has not changed significantly this year.
- 5.2 The overall grade for performance is combined from the grades given for the seven individual outcomes. The potential grades and a brief description are as follows:-
- Performing Poorly – 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.
 - Performing Adequately – A service that delivers only minimum requirements for people, but is not consistently cost effective nor contributes significantly to wider outcomes for the community.
 - Performing Well – A service that consistently delivers above minimum requirements for people is cost effective and makes contributions to wider outcomes for the community

- Performing Excellently – 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.

5.3 In addition to this, CQC make an assessment about Leadership and Commissioning and Use of Resources. This is not graded but is included in the Assessment of Performance Report.

5.4 The detailed judgements are:-

Delivering Outcomes	Grade Awarded
Improved health and emotional well-being	Performing Well
Improved quality of life	Performing Well
Making a positive contribution	Performing Excellently
Increased choice and control	Performing Excellently
Freedom from discrimination or harassment	Performing Well
Economic well-being	Performing Excellently
Maintaining personal dignity and respect	Performing Well
Overall Grade Awarded for Delivery of Outcomes	Grade 3: (Performing Well)

5.5 This judgement represents the best ever performance from Adult Social Care, which is reflected in the report. .

5.6 The summary report is attached as Annexe A to this report. It sets out the high level messages about areas of good performance, areas of improvement over last year, areas which are priorities for improvement.

5.7 Additionally, there is an easy read version of the summary report and this is attached at Annexe B. When this is placed on the Council's website, there will be an audio component available.

5.8 The key areas for improvement for 2010/11 are listed below. The action plan to be agreed is at Annexe C. The department is committed to ensure all actions are successfully implemented within available resources.

Key areas for development as detailed by CQC:-

Improved health and emotional well-being

- No key areas for improvement

Improved quality of life

- No key areas for improvement

Making a positive contribution

- The council needs to monitor and evaluate the various programmes and initiatives introduced to understand their impact and be able to demonstrate outcomes for people who use the services.

Increased choice and control

- No key areas for improvement

Freedom from discrimination and harassment

- No key areas for improvement

Economic well-being

- No key areas for improvement

Maintaining personal dignity and respect

- The council should review the relatively low numbers of safeguarding referrals from partner organisations to understand the reason for this and if further publicity is needed or other action needs to be taken.
- The council should review the use and helpfulness of the 'stay safe' scheme.

Leadership

- The council should continue to focus on the development of the preventative services available to residents within the borough. This will give residents more options and activities to assist with retaining independence, whilst also assisting the council in working towards achieving their PPF milestone target for April 2011 for 'Prevention and Cost Effective Services'.

Commissioning and Use of Resources

- Ensure ongoing monitoring of the implementation of the new domiciliary care framework in order to assess its effectiveness in facilitating a more focused and transparent approach to procurement and monitoring of services which are based on quality rather than cost.

5.9 CQC are currently consulting on the performance framework for 2010/2011 which has not yet been finalised. However, what is clear is that there will be a change in methodology and areas for assessment this year.

5.10 The indications are that the judgements next year will focus against three outcome headings:-

- Improved Health and Well Being
- Increased Choice and Control
- Maintaining Personal Dignity and Respect

Within these outcomes, CQC will assess a Council's performance on specific aspects of the following themes:-

- Value for Money
- Safeguarding
- Putting People First

5.11 As a consequence of this, the action plan has been expanded beyond the areas for development detailed by CQC to include some of the relevant actions from the current Adult Social Care and health Service Plan. These are in *italics* to provide a degree of differentiation from the CQC areas for development.

6. ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

6.1 The Borough Solicitor has been consulted on this report.

Borough Treasurer

6.2 The Borough Treasurer is satisfied that no significant financial implications arise from this report.

Impact Assessment

- 6.3 The report and judgement from CQC highlights the impact that Adult Social Care has had on the population of the Borough and improvements identify the positive impact to engage and support all people within the Borough.

Strategic Risk Management Issues

- 6.4 Maintaining and improving performance will be key to managing risks for the Council.

7. CONSULTATION

Principal Groups Consulted

- 7.1 None consulted

Method of Consultation

- 7.2 None consulted

Representations Received

- 7.3 Not applicable

Background Papers

None

Contact for further information

Glyn Jones
Director of Adult Social Care and Health
01344 351458
glyn.jones@bracknell-forest.gov.uk

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