

Inspection of adult social care {insert formal title of the council}

Inspection Assessment Framework

Safeguarding

{Insert Outcome}

{Insert Outcome}

Safeguarding¹

People who use services and their carers are free from discrimination or harassment in their living environments and neighbourhoods.²

People who use services and their carers are safeguarded from all forms of abuse. Personal care maintains their human rights, preserving dignity and respect, helps them to be comfortable in their environment, and supports family and social life.³

Outcome Performance Summary

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'adequate'	Excellent Incorporates almost all the characteristics of 'performing well'
Does not display the characteristics of 'Performing Adequately'.	<p>People can expect the adult social care service (or any other member of the safeguarding partnership) to help them to live free from abuse.</p> <p>People who use services and their carers are helped to stay in control by social care workers who maintain their personal safety and take action to reduce risks. Social care workers act at an early stage to prevent harm and manage risks.</p> <p>People who use services and their carers are confident that incidents of abuse, are investigated promptly and action is taken to</p>	<p>People are protected because organisations in the local partnership are committed to a single safeguarding plan and procedures for the area. They follow the agreed procedures and it is clear who is responsible for action.</p> <p>People who are in vulnerable circumstances are carefully tracked so that no-one at risk is left without support.</p> <p>Information and records of incidents and risks of abuse of adults in the area are carefully managed and monitored.</p> <p>People who use services and their carers are satisfied that most</p>	<p>Many local people know what to do if they are concerned about adult abuse or neglect in the community.</p> <p>Many people who use services and their carers have increased personal control of their support arrangements, and this reduces risks to their safety.</p> <p>The quality of protection and personal care in regulated homes in the area is high.</p> <p>Care and health workers work closely together to improve care practices and routines.</p> <p>People who use services and their carers are</p>

¹ The outcome framework for 2009 has retained key safeguarding elements but not as a discrete or separate outcome. The relevant key performance summaries and characteristics for safeguarding are in the main spread across outcomes 5 and 6

² Taken from outcome 5 – Freedom from discrimination and harassment

³ Taken from outcome 7 – Maintaining personal dignity and respect

	<p>prevent further harm.</p> <p>People who use services and their carers are supported by care workers who are recruited safely, in line with legal requirements and policy guidance. They are trained and supervised.</p> <p>People who use services and their carers are confident that personal information is treated with sensitivity, respect and confidentiality is maintained.</p> <p>The quality of safeguarding in regulated services is high. Commissioners take action where quality is low.</p> <p>Advice and help are available if personal support does not meet adequate standards, or if abuse or mistreatment takes place.</p> <p>The outcomes of safeguarding incidents are monitored and evaluated.</p> <p>People who use services and their carers have personal care in all settings that is usually respectful, and maintains dignity.</p> <p>The quality of personal care and the environment in care</p>	<p>investigations lead to clear outcomes within reasonable timescales. They are told about the outcome and changes to policy and procedure that have been made.</p> <p>Social care workers treat carers and families as partners in care activities.</p> <p>People who use services and their carers are asked to give their views about their personal care</p> <p>The quality of personal care and the environment in care homes and home care services is higher than average when compared with similar areas.</p> <p>High standards of prevention of discrimination and harassment are achieved.</p>	<p>confident that the quality of care homes and home care services is high.</p> <p>Monitoring evidence shows that risks and incidents of discrimination and harassment is reducing. Wider council action improves community safety and reduces risks from harassment.</p>
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	<p>homes and home care services are about average in comparison with similar areas.</p> <p>People who use services and their carers are supported by policies and good practice that aim to eliminate discrimination and harassment. Care workers are trained and accountable.</p>		
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Performance Characteristics

<p>People who use services and their carers are free from discrimination or harassment when they use services. Social care contributes to the improvement of community safety.</p>			
<p>Poor</p>	<p>Performing Adequately</p>	<p>Performing Well Incorporates almost all the characteristics of 'adequate'</p>	<p>Excellent Incorporates almost all the characteristics of 'performing well'</p>
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People who use services and their carers benefit from social workers who have been trained to apply equality standards in their work. They are supervised and accountable for meeting the standards.</p> <p>Policies and practices to prevent discrimination or harassment are applied in all services. This includes services commissioned from independent service providers, whether in care homes, in people's</p>	<p>Most targets for reducing discrimination or harassment are achieved and progress is monitored with reliable information.</p> <p>Standards of good practice are well established through training and supervision.</p> <p>Commissioning and workforce training are well developed for all service providers in all sectors.</p> <p>The council takes action to improve safety</p>	<p>People who use services, carers and other local people who may be vulnerable benefit from council action to deal with root causes where harassment occurs. Adult social care contributes advice and support to improvements.</p> <p>Monitoring and communications equipment improve the security of people who use services and carers living in their own homes or in care homes.</p>

	<p>own homes or elsewhere.</p> <p>When incidents do occur, people who use services and their carers report that action is taken quickly, and there are clear procedures with timescales for action.</p>	<p>and protect individuals who maybe vulnerable from harassment in neighbourhoods.</p>	
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People are safeguarded from abuse, neglect and self-harm.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'adequate'	Excellent Incorporates almost all the characteristics of 'performing well'
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People find it easy to contact any of the organisations in the Safeguarding Partnership for help. Alerts are investigated promptly and action is taken to prevent or manage risks.</p> <p>Social care workers in all sectors and services have had awareness training. They know how to recognise signs of abuse and risks; and how to use the safeguarding procedures.</p> <p>Neglect and mistreatment in any service are not tolerated. Action is taken to prevent or stop infringement of human rights.</p>	<p>Risks are reduced through raised public awareness.</p> <p>Monitoring and evaluation shows that improved levels of protection are being achieved.</p> <p>Good levels of protection are achieved in all areas and across sectors.</p> <p>Incidents of suspected abuse are investigated and acted upon in accordance with legal requirements and policy guidance.</p> <p>Many care workers in all sectors and services have had training for safeguarding people, which is above basic</p>	<p>Public awareness of risks is high and reporting levels reflect appropriate thresholds of concern.</p> <p>Care workers are well trained in safeguarding. There is good supervision and support in this work.</p>

	The outcomes of Safeguarding incidents are monitored and reviewed through the partnership board.	awareness level. Organisations in the local partnership demonstrate consistent learning from experience which results in changes in practice and procedures and improved outcomes.	
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People who use services and carers find that personal care respects their dignity, privacy and personal preferences.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'adequate'	Excellent Incorporates almost all the characteristics of 'performing well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers see that their personal support preferences are clearly shown in their support plans.</p> <p>People who use services and their carers report that personal care in all settings is usually respectful, and sensitive to their dignity and preferences.</p> <p>People using services and their carers are confident that their privacy is protected by care workers, and that confidential matters are handled with care and sensitivity.</p> <p>Care workers are recruited safely in line</p>	<p>Support planning actively helps people to express their needs and preferences.</p> <p>Social care workers treat carers and families as partners. They have skills and knowledge to do this, even where needs are complex. Communication needs are met by suitable methods and assistive technology.</p> <p>People who use services and their carers are asked to give their views about the standards of personal care when their service is reviewed.</p> <p>The quality of personal care and of the</p>	<p>The views of people who use services and their carers are monitored systematically. Action is taken to improve.</p> <p>Care and health workers work closely together to improve care practice routines.</p> <p>Training and development opportunities for staff and carers are well developed and contribute to continuous improvement of care practice.</p> <p>The quality of personal care and of the environment in care homes and home care services is high.</p>

	<p>with legal requirements and policy guidance, they are trained and supervised.</p> <p>The quality of personal care and the environment in care homes and home care services are about average for similar areas.</p> <p>Contracts with service providers specify that that care workers in all sectors and services adopt good practice in maintaining dignity, privacy and treating people with respect.</p>	<p>environment in care homes and home care services is higher than average for similar areas.</p> <p>Contract monitoring with service providers includes assessment of the quality of personal care they provide.</p> <p>Carers are provided with training opportunities to promote their skills and knowledge.</p>	
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People who use services and their carers are respected by social workers in their individual preferences in maintaining their own living space to acceptable standards.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'adequate'	Excellent Incorporates almost all the characteristics of 'performing well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers report that preferences in maintaining their living environment are respected, and meet levels of safety and cleanliness, which are acceptable to them.</p> <p>In most care homes, a single room is always offered.</p> <p>The quality of the environment in regulated services is</p>	The quality of the environment in regulated services is higher than average compared with similar areas.	People who use services and carers are able to manage their support so that they keep control of their living environment.

	average when compared with similar areas.		
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IMPROVED HEALTH AND WELLBEING

People in the council area have good physical and mental health. Healthier and safer lifestyles help lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support.

Outcome Performance Summary

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People in the area receive helpful information and advice about physical and mental health and well-being in a format that meets their needs.</p> <p>The number of people who have preventable illnesses, accidents and long-term conditions is reducing and comparable to other similar areas.</p> <p>The number of people who use services and carers who have to go into hospital, care homes, or who need long-term support, is around average when compared with similar authorities.</p> <p>People who use services and carers have a say in planning and organising their support and treatment plans</p> <p>People who use services and carers see health</p>	<p>People in the area take notice of information, advice and campaigns about particular health and well-being needs in the area.</p> <p>Information and advice is targeted to help specific areas or groups of people. Evidence of improvement from this is gathered systematically.</p> <p>The number of people who use services and carers who go into hospitals and care homes, or who need long-term care in the area, is lower than average.</p> <p>People who use services and carers, including those who have complex needs, have choice and control in planning their support at home, or when leaving hospital.</p> <p>People who use services and carers are helped to stay independent</p>	<p>Where there are inequalities of health and well-being amongst people in the council area, these are being reduced.</p> <p>The number of people who use services and carers who need to go into hospitals or care homes is low and stable.</p> <p>All people who use services and carers are helped to remain independent. They are helped to plan personal support for independent living. They can choose to manage these through individual budgets if they wish with ongoing support available.</p> <p>The number of people who use services who need long-term care is reducing, as skilled rehabilitation is readily available. People who do need long-term support, including people with more complex conditions</p>

	<p>and care workers working smoothly together to help them live independently.</p> <p>People leaving hospital or who have a long-term condition are able to return home promptly. They and their carers are not disadvantaged by a lack of suitable support or rehabilitation at home or in the area.</p> <p>People who use services and carers feel support helps them to achieve an acceptable quality of life.</p> <p>People who use regulated services and carers find that the quality of healthcare is adequate.</p> <p>People who use services can expect individually planned meals that support their recovery from ill health.</p> <p>At the end of life, people who use services and their carers are supported, able to make choices, treated with dignity and their wishes are respected.</p> <p>At the end of life, people who use services and their carers receive support and palliative care in care homes or hospices in the majority of cases.</p>	<p>through support for recovery and rehabilitation. This has resulted in a higher than average number of people staying independent.</p> <p>People who use services and carers have consistent and well-coordinated support from health and social care workers.</p> <p>People who use services and carers can expect good quality and nutritious food limiting risks of malnutrition and promoting health through personalised care planning.</p> <p>Carer's report that their health and wellbeing needs and wishes are carefully taken into account.</p> <p>At the end of life, people who use services and their carers receive support and palliative care at home, in care homes or in hospices.</p>	<p>and their carers,, find that local services can meet most needs and preferences.</p> <p>Carers are treated with respect, and their health and well-being needs are addressed in support plans.</p> <p>Health care quality standards are met in most care homes.</p> <p>People who use services can expect nutritious meals that meet health and cultural requirements.</p> <p>People who use services at the end of their life and their carers receive skilled palliative care, which is available to all at home, in care homes, at hospices or elsewhere in the area.</p>
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Performance Characteristics

1.1 People are well informed and advised about physical and mental health and well-being. They take notice of campaigns that promote healthier and safer lifestyles. This is helping to lower the rates of preventable illness, accidents and some long-term conditions.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People in the council area can get useful information and advice on physical and mental health and wellbeing from social care offices, GP surgeries and hospitals. Information is in formats they find helpful.</p> <p>Health campaigns are beginning to show evidence of positive results.</p> <p>The number of people who use services and carers who have preventable illnesses, accidents and long-term conditions is reducing, and comparable to other similar areas. This applies also to the number of people who have to go into hospitals or care homes, or need long-term support.</p>	<p>Full and detailed information and advice on physical and mental health and wellbeing are widely available.</p> <p>Campaigns are based on careful analysis of needs in the area. They are well established, and can be shown to be making a difference. They use varied media, languages and assistive technology to meet people's needs.</p> <p>The number of people who use services and carers who have preventable illnesses, accidents and long-term conditions is reducing, and is lower than those in similar areas. This also applies to the number of people who have to go into hospitals or care homes, or need long-term support.</p>	<p>People can get information and advice on a wider range of related issues, such as housing and money management. This is often available in one place, and by telephone or on-line, as well as face-to-face.</p> <p>Campaigns are shown to be successful in reducing health and well-being inequalities across all communities.</p> <p>The number of people who use services and carers who have to go into hospital (including for emergencies), or into care homes, is low, stable and can be maintained.</p>

1.2 People who use services and carers go into hospital only when they need treatment. They are supported to recover through rehabilitation, intermediate care or support at home. This helps them to keep or regain their independence as far as possible.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>The number of people who use services and carers who have to go into hospital for preventable reasons is comparable with other similar areas.</p> <p>The number of people whose hospital discharge is delayed due to social care not being available is low and improving, but may fluctuate.</p> <p>Where there are delays due to lack of suitable reablement or other social care support, the reasons are identified and improvements are being made.</p> <p>The number of people who go into care homes for long term care is around average and reducing.</p>	<p>The number of people who have to go into hospital for preventable reasons is lower than those in similar areas.</p> <p>The number of people whose hospital discharge is delayed due to social care not being available, is lower than in similar areas, and improving.</p> <p>The availability and skills of rehabilitation services are reducing the need for further medical and social care intervention and for permanent care home placements.</p>	<p>The numbers of people who use services and carers who have to go into hospital for preventable reasons are consistently low when compared with similar areas.</p> <p>The number of people who use services and carers whose hospital discharge is delayed due to social care not being available is consistently low and stable.</p> <p>Services to prevent avoidable admissions and support for independent living are well developed and meeting most needs.</p> <p>Rehabilitation services are well developed across the area. Levels of permanent care home placement are low.</p>

1.3 People who use services in care homes or in their own homes have meals provided that are balanced, promote health, and meet their cultural and dietary needs. People who need support are helped to eat in a dignified way.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Meals are prepared or provided to meet nutritional requirements for promoting health.</p> <p>Meals meet special dietary requirements for health or cultural reasons on request.</p> <p>Any risks of malnutrition and dehydration are minimised through planning and monitoring.</p> <p>People who need support with their meals are helped in a respectful and dignified way.</p>	<p>Meals and food quality are high, and offer variety and choice.</p> <p>Personalised planning and monitoring prevents the risks of dehydration and malnutrition.</p>	<p>Meals and food quality are carefully planned and monitored for individuals. Meals support recovery from illness and help to improve some long-term conditions.</p> <p>Menu choices meet a wide variety of preferences, cultural and religious requirements.</p>

1.4 At the end of life, people who use services and their carers have their wishes respected and are treated with dignity.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'	At the end of life, people who use services and carers are supported sensitively, and treated	People who use services at the end of their life and carers receive palliative care at home or in hospital, or in	People who are at the end of their life and carers find that palliative care is well developed and available across the area.

	<p>with dignity and respect.</p> <p>People who use services and carers are supported by primary and social care workers who work together to support the individual, family and other carers, respecting individual wishes.</p> <p>People who use services and carers are supported by palliative care, which is available locally, but may have limited capacity to care for people at home or in a hospice.</p>	<p>hospices.</p> <p>Palliative care at home is widely available in many areas.</p>	<p>Palliative care and support at home is available at home for all people who use services who are at the end of their life and their carers. This is well coordinated with other health and social care workers.</p>
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IMPROVED QUALITY OF LIFE

People who use services and their carers enjoy the best possible quality of life. Support is given at an early stage, and helps people to stay independent. Families are supported so that children do not have to take on inappropriate caring roles. Carers are able to balance caring with a life of their own. People feel safe when they are supported at home, in care homes, and in the neighbourhood. They are able to have a social life and to use leisure, learning and other local services.

Outcome Performance Summary

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People and carers can get advice and support when needed to prevent loss of independence, and maintain their quality of life.</p> <p>Children are supported so that they do not have to take on inappropriate caring roles in families.</p> <p>Adult carers are supported so that they can balance caring with a life of their own.</p> <p>People who are lonely, isolated or at risk can contact social care workers and/ or third sector organisations, who help maintain their quality of life.</p> <p>People who use services and carers feel safer at home, in care homes or other supported accommodation, because risks to personal safety are</p>	<p>People who need support and their carers are helped quickly. Skilled advice and personal support meet the needs of all, including people who have complex or intensive support needs.</p> <p>Carers have well-developed support and a greater than average range of options to choose from.</p> <p>The quality of life for people who use services and their carers is supported by organisations in all sectors working in partnership and this reduces the need for long-term care.</p> <p>Housing options and environmental improvements improve the safety and independence of people who use services and their carers</p>	<p>People who have complex or intensive support needs and their carers benefit from highly personalised support. They have choice and control over the way this is organised</p> <p>Skilled teams support people who use services and their carers in their family and social life. They are flexible and can adapt support as needs and preferences change.</p> <p>People who use services and their carers find that neighbourhood improvements help to make their environment safer, improve access to services, and improve their quality of life.</p> <p>The number of care homes in the area meeting quality of life standards is high</p>

	<p>minimised.</p> <p>People who use services and their carers are helped by local transport and mobility schemes to have a social life and to use local services.</p>	<p>The number of care homes in the area meeting quality of life standards is above average.</p> <p>The quality rating in a number of care homes in the area is above average.</p> <p>People who use services and carers find that local services are organised, helpful and well adapted in helping people to use them.</p>	
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Performance Characteristics

<p>2.1 People who use services and carers get advice and support at an early stage. Support services take account of the needs of individuals, carers and families. This helps to prevent loss of independence and isolation, and maintains their quality of life.</p>			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People who use services and their carers are helped to maintain their independence and quality of life with prompt, skilled advice and support. Some still have to choose care home placements due to lack of suitable local support for independent living.</p> <p>Children and young people are supported so that their education and development do not suffer as a result of caring responsibilities.</p>	<p>People who have complex needs and their carers can get skilled advice and local support at an early stage.</p> <p>Communication needs are met by the use of appropriate support and accessible technology.</p> <p>People who use services and their carers are helped to maintain independence through a wide range of support for independent living. The number of people who are supported in independent</p>	<p>People who use services and their carers are able to influence or manage support in the way they find improves their quality of life.</p> <p>Levels of support for independent living and quality of life are high, varied and stable. This includes people from diverse communities, and in all parts of the council area.</p>

	<p>Equipment is supplied, and adaptations to the home are carried out promptly to support independence and reduce risks to safety.</p>	<p>living is above average.</p> <p>Carers are treated as expert partners and their quality of life is supported equally to those they care for.</p> <p>A high number of people who use services are cared for and treated in their own homes by skilled health and social care workers. This has reduced the need for care in hospital or care homes.</p> <p>People who use services and carers are kept safe and independent for longer by extensive adaptations to their homes. Delays for adaptations are lower than average.</p>	
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<p>2.2 People who use services and their carers are able to have a social life and to use mainstream local services. Local service providers, including transport, health care, leisure, shops and colleges, adapt services to make them easier to use.</p>			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People who use services and their carers are supported to use local services and to have a social life.</p> <p>People who use services and their carers find that transport and access to services is improving to meet their needs, but choices maybe limited.</p>	<p>People who use services and their carers are confident that they can use many local services for social activity, leisure and learning.</p> <p>Most people who use services and their carers have the choice and opportunity to use local services because of good transport and access.</p>	<p>Local services make social, leisure and learning opportunities widely accessible to all. Most are well adapted to meet the diverse needs of people who use services and their carers in the area.</p> <p>Many people who use services and their carers find transport and mobility support services are flexible and convenient. This helps</p>

	<p>Support plans recognise needs for a social life, leisure and learning. Social care workers have skills and time to support people who use services and their carers who want to use local services for social activity, leisure and learning.</p> <p>Mainstream local services encourage people who use services and carers to use them, adapting their services and access to achieve this if necessary. They do not discriminate against people who use social care services or their carers.</p> <p>People living in care homes have social, leisure and learning opportunities that are appropriate to their interests, ages and backgrounds.</p>	<p>People living in care homes find that social, leisure and learning opportunities offer choice and variety, including access to local services.</p>	<p>to give access to most local services to support a good quality of life.</p> <p>Social care workers are highly skilled in supporting people who use services and their carers to use local services and there is a reduced need for specialised or separate services.</p>
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2.3 People who have complex, intensive, or specialised support needs and their carers are supported. They have a choice in how and where they are supported.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who have complex support needs and their carers find that these can usually be met locally.</p> <p>People who use services and their carers have some choices in</p>	Local services for independent living for people with complex or specialised needs are well developed. This includes a growing range of supported and extra care housing. A lower than average number of people	People who use services and their carers find they have good access to support for independent living. This benefits people from diverse communities, and in all parts of the council area.

	<p>being supported at home but these may be limited. Housing and care options may also be limited. Some specialist care home placements are still at an inconvenient distance from home, due to lack of local capacity to maintain independent living or to support carers.</p> <p>People who use services and their carers receive support from health and social care workers who have the skills and knowledge required to support independence. They work closely with carers to provide support at all times, including in emergencies outside day-time hours</p> <p>Commissioning ensures that the range of skills and facilities in local care homes is sufficient to meet demand for specialised support needs.</p>	<p>are placed in distant specialist care homes. Some choices are offered.</p> <p>People who use services and their carers receive support from teams who work well together and from the specialist skills and knowledge of health and social care workers.</p> <p>People who use services and their carers are not disadvantaged by gaps in the capacity of local care homes to meet complex or specialised care needs.</p>	<p>People who use services and their carers are rarely forced to choose a care home placement due to lack of local services, or support for carers because of good partnership working and a high level of specialist skills and knowledge available to them.</p> <p>People who use services and their carers are able to organise their support and treatment with some flexibility and in ways that suit them best.</p> <p>There are no gaps in the range of skills and facilities in local care homes to meet demand for full time or specialised care.</p>
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MAKING A POSITIVE CONTRIBUTION

People who use services and carers are supported to take part in community life. They contribute their views on services and this helps to shape improvements. Voluntary organisations are thriving and accessible. Organisations for people who use services and carers are well supported.

Outcome Performance Summary

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers are supported and encouraged to take part in community life and activities.</p> <p>People who use services and their carers are supported to express their views on services and this contributes to improvements.</p> <p>Voluntary groups are active and encourage people who use services and their carers to join them.</p>	<p>There are widespread opportunities and support to take part in community life.</p> <p>Feedback from people who use services and their carers is systematic and clearly linked with improvements.</p>	<p>Organisations led by people who use services and carers are encouraged, active and strongly supported.</p> <p>The contributions of people who use services and their carers are integral to the way social care services are run and improved.</p>

Performance Characteristics

3.1 People who use services and their carers are supported to take part in community life.

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the	People who use services and carers are	People who use services and carers are actively	People who use services and carers, including those

characteristics of 'Performing Adequately'.	supported in a range of roles within their community.	encouraged and supported in a wide range of roles within all communities.	from minority and hard to reach groups, are appropriately represented on public bodies.
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3.2 Voluntary organisations contribute views and develop services that support people in all communities. They can show that people who use services and carers are involved in the work.

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers are supported in joining voluntary organisations and contributing to them. Voluntary groups provide and help shape services.</p> <p>Voluntary groups are supported by the council which works with them to ensure their stability and development.</p>	<p>The range of voluntary groups is varied and inclusive.</p> <p>Organisations led by people who use services and their carers are well supported and their views make a difference.</p>	<p>Volunteers are an established part of the network of support for people in most communities and areas.</p> <p>Organisations led by people who use services and their carers are active in most communities and are able to influence improvement.</p>

3.3 People who use services and carers contribute their experience and views about social care. Their experience and views help to shape service improvements.

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers take part periodically in consultations with social care commissioners and service providers. This contributes to improvements. The</p>	<p>People who use services and their carers are a part of consultation that is regular and kept up to date. People from diverse communities are fully involved.</p>	<p>People who use services and their carers take part systematically in consultation and feedback. This is integral to the planning and monitoring of social care services.</p>

	range of people taking part may not include all parts of the community.	Carers have specific opportunity to contribute and influence services.	People who use services and their carers give feedback, which is used to continuously improves services.
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INCREASED CHOICE AND CONTROL

People who use services and their carers are supported in exercising control of personal support. People can choose from a wide range of local support.

Outcome Performance Summary			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately.'	<p>All local people can get published information and advice about support, including those who assess their own needs and pay for their own care.</p> <p>Trained advocates are available to support people who are unable to take their own decisions.</p> <p>Many people who use services and their carers are helped to plan and arrange their own support.</p> <p>Service providers are adapting services to personalise support and widen choices.</p> <p>People who use services and their carers can contact services easily.</p> <p>Everyone contacting the council receives information about how to complain and access records.</p> <p>Complaints are well managed and lead to</p>	<p>All local people are helped to consider support options and choices through full and detailed advice and information.</p> <p>Assessment and support plans are clear about outcomes for people who use services and their carers.</p> <p>They bring together the full range of support needed for independent living and include carers' support.</p> <p>Personal budgets are being introduced for all and already help some people to exercise more choice and control.</p> <p>Support options from social care, health and housing are widening, and are well co-ordinated. This promotes independent living.</p>	<p>Advice and information are full, detailed and personalised to people who use services and their carers.</p> <p>This includes information and advice on support options, costs and funding.</p> <p>Sources of information and advice are varied, including by telephone and through websites.</p> <p>Personal budgets are available to all.</p> <p>Many service providers are able to offer personalised support.</p>

	satisfactory outcomes.		
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Performance Characteristics

4.1 All local people who need services and carers are helped to take control of their support. Advice and information helps them think through support options, risks, costs and funding.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>All local people can get published information and face- to-face advice about support, including those who assess their own needs and pay for their own care.</p> <p>Information and advice on support needs and services is published, readily available in public offices and accessible in suitable different formats. It signposts further sources of information.</p> <p>Trained advocates are available to give advice and support people who are unable to take their own decisions.</p>	<p>Advice and information are comprehensive and help people who use services and their carers to consider support options and choices. Most information is also available online.</p> <p>Information includes access to published reports on the quality of local services, such as home care agencies or care homes.</p>	<p>People who use services and their carers are supported by a full range of information and advice. Advice is personalised and available separately to carers.</p> <p>Information and advice are provided quickly, and at convenient times.</p>

4.2 People who use services and their carers are helped to assess their needs and plan personalised support.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	Assessments and support plans focus on the whole person's needs, those of their carers and the family.	All people who use services and their carers have a copy of their support plan with a review date and contact.	Individual and personal budgets help most people who use services and their carers to plan their support in a personal way, and to

	<p>They are sensitive to different cultural backgrounds and support communication needs through the use of assistive technology.</p> <p>Support plans are clear about outcomes and risks, and written in plain language. They show how support from different organisations will contribute to the whole package. Eligibility for financial support, costs and charges are made clear.</p> <p>Assessments and support plans are provided promptly. Time taken to begin service delivery after an assessment is of average duration.</p> <p>Trained advocates are available where people using services are unable to take a decision for themselves.</p> <p>Personal Budgets are becoming available to all and are about average when compared with similar areas. Direct Payments are available to many.</p>	<p>Support plans are personalised to meet individual needs, and this includes support plans in care homes</p> <p>Trained advocates are available to help people who have communication difficulties. They ensure that no individual is disadvantaged in expressing their views and preferences. Communication is effectively supported through assistive technology.</p> <p>The number of personal budgets is above average when compared with similar areas.</p> <p>People who use services and their carers are not unnecessarily delayed in completing assessments and support plans. These rarely hold up discharge from hospital.</p> <p>The time taken to complete assessments and to begin to deliver support is better than average.</p>	<p>stay in control.</p> <p>The number of personal budgets is high when compared with similar areas.</p> <p>Support enables a high proportion of people who use services and their carers to maintain independent living, including people who have complex or intensive support and communication needs.</p> <p>Care home placements reflect informed choices. The home's support closely matches individual care needs and helps people to retain control over daily living.</p>
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4.3 People who use services and their carers benefit from a broad range of support services. These are able to meet most people's needs for independent living. Support services meet the needs of people from diverse communities and backgrounds.

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People who use services and their carers benefit from a growing range of support options. Support is sensitive to cultural differences.</p> <p>The proportion of people who are supported in independent living is average when compared with similar areas. Rates of admission to care homes are about average when compared with similar areas.</p> <p>Support at home includes health care and support for the activities of daily living. This helps people who use services to improve or regain their health and independence, confidence and skills.</p> <p>Carers are supported to balance care with a life of their own.</p> <p>Alternatives to care homes are increasing. In addition to adaptations and equipment in people's</p>	<p>A higher than average number of people who use services and their carers are supported to live independently when compared with similar areas. Rates of admission to care homes are lower than average for similar areas.</p> <p>Support for carers is well developed.</p> <p>Service providers are culturally varied and can meet the needs of people from diverse communities.</p> <p>Assistive technology is well developed and can form part of a wider support package.</p> <p>Assistance with employment is more focused on support within open employment, enabling people who use services and their carers who are disadvantaged, to have a fuller range of employment options.</p>	<p>A high number of people who use services and their carers are supported in independent living. Rates of admission to care homes are low.</p> <p>People who use services and their carers benefit from personalised support, such as personal assistants.</p> <p>Support for independent living is available to all people who use services and their carers, and is coordinated with health partners to maximise choices.</p>

	<p>own homes, housing options such as supported accommodation and extra-care support are increasing.</p> <p>Support during the day at local centres has flexible arrangements and offers more personal choices.</p> <p>Help with employment for people who use services of working age can offer choices between support in open employment and more traditional sheltered employment.</p>		
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4.4 People who use services and their carers can contact service providers when they need to. Complaints are well managed.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers have a clear point of contact in their support plans.</p> <p>All people who use services and their carers can easily contact someone who can help with their support during office hours.</p> <p>Reviews are carried out regularly and usually when they are planned.</p> <p>People who use services and their</p>	<p>Contact can be made in emergencies outside office hours.</p> <p>Reviews are available on request when they are needed.</p> <p>People who use services and their carers are treated with respect and sensitivity when their needs change, or if something goes wrong with their support arrangements.</p> <p>People who use services and their carers are confident that making a</p>	<p>A single point of contact for services is mostly available.</p> <p>Help is readily available in emergencies outside office hours.</p>

	<p>carers know how to make a complaint. These are handled promptly and lead to satisfactory outcomes within expected timescales.</p> <p>Advocacy support is available to people to make complaints</p> <p>Complaints are dealt with quickly.</p>	<p>complaint will not prejudice the support they receive.</p> <p>Complaints are reviewed and contribute to the organisation's learning.</p>	
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FREEDOM FROM DISCRIMINATION AND HARASSMENT

People who use services and their carers have fair access to services. Their entitlements to health and care services are upheld. They are free from discrimination or harassment in their living environments and neighbourhoods.

Outcome Performance Summary			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers have clear information about their entitlement to social care and continuing health care. Health and social care organisations apply the rules fairly.</p> <p>People in the area are signposted to a limited range of services where care falls outside of the FACS criteria.</p> <p>Advice about support is freely available to all. Trained advocates support people who are unable to make their own decisions. People with complex communication needs are supported by trained advocates and have the use of assistive technology.</p> <p>People who use services and their carers are supported by policies and good practice that aim to</p>	<p>Personal advice about entitlements and support options is available. People are encouraged to use services to which they are entitled. Take up of services is monitored.</p> <p>Where care falls outside of the FACS criteria, people in the area are signposted to a range of services, which meet their cultural, and other needs.</p> <p>High standards of prevention of discrimination and harassment are achieved.</p> <p>The organisation has clear equality objectives and progress is monitored. Standards of good practice in promoting equality and preventing discrimination are well established through training and supervision.</p>	<p>Customer care service is well developed and helps people to work out the best options for their support.</p> <p>Monitoring information shows that the rules about entitlement are being applied fairly to all across all services in the council area.</p> <p>There is easy access to services that fall outside of the FACS criteria; people are signposted to services that match their needs and choices.</p> <p>Monitoring evidence shows that risks and incidents of discrimination and harassment is reducing. Wider council action improves community safety and reduces risks from harassment.</p>

	eliminate discrimination and harassment. Care workers are trained and accountable.		
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Performance Characteristics

5.1 People who use services and their carers have fair access to services. They can get advice about entitlements and options for support. Their entitlements (eligibility) for social care and continuing health care are upheld. The take-up of services is monitored and organisations supporting people who use services and carers have opportunities to discuss the results.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People and carers understand the criteria for entitlement to health and social care. Information is published in suitable formats and is freely available on request. Advice about support options is freely available.</p> <p>The criteria for entitlement are up to date, meet legal requirements and are applied fairly.</p> <p>People and their carers in the area are signposted to a limited range of services where care falls outside of the FACS (Fair access to Care) criteria. There is little evidence of how satisfied those who do access the services are with the care on offer as</p>	<p>People and carers can get personal advice about support options, and what the criteria on entitlement means for them.</p> <p>Organisations monitor access to their services. This shows that fair access is being achieved and has reduced the number of disputes about eligibility.</p> <p>Where care falls outside of the FACS criteria, people in the area are signposted to a range of services, which meet their needs. People who use these services are generally satisfied with the care on offer and the council can evidence good outcomes from these services.</p>	<p>Monitoring is carried out with partners, and is published. Organisations for people who use services and their carers have opportunities to discuss the outcomes. Disputes about eligibility are rare.</p> <p>There is easy access to services that fall outside of the FACS criteria; people and carers are signposted to services that match their needs and choices. People who use these services and their carers are satisfied with the care on offer and the council can evidence good outcomes from these services.</p>

	<p>monitoring is limited.</p> <p>Advocates are available to support the best interests of people who have difficulty in taking their own decisions.</p>		
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5.2 People who use services and their carers are free from discrimination or harassment when they use services. Social care contributes to the improvement of community safety.

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
<p>Does not display the characteristics of 'Performing Adequately'.</p>	<p>People who use services and their carers benefit from social care workers who have been trained to apply equality standards in their work. They are supervised and accountable for meeting the standards.</p> <p>Policies and practices to prevent discrimination or harassment are applied in all services. This includes services commissioned from independent service providers, whether in care homes, in people's own homes or elsewhere.</p> <p>When incidents do occur, people who use services and their carers report that action is taken quickly, and there are clear procedures with timescales for action.</p>	<p>Most targets for reducing discrimination or harassment are achieved and progress is monitored with reliable information.</p> <p>Standards of good practice are well established through training and supervision.</p> <p>Commissioning and workforce training are well developed for all service providers in all sectors.</p> <p>The council takes action to improve safety and protect individuals and their families who may be vulnerable from harassment in neighbourhoods.</p>	<p>People who use services, carers and other local people who may be vulnerable benefit from council action to deal with root causes where harassment occurs. Adult social care contributes advice and support to improvements.</p> <p>Monitoring and communications equipment improve the security of people who use services and carers living in their own homes or in care homes.</p>

ECONOMIC WELL-BEING

People who use services and their carers have income to meet living and support costs. They are supported in finding or maintaining employment.

Outcome Performance Summary			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Advice and information on costs and funding for support are available to people who need services and their carers. They are able to manage their income to meet support costs and to avoid financial insecurity, regardless of whether they intend to fund their own support.</p> <p>Help is available to people who use services and carers who opt for Direct Payments to manage support.</p> <p>People who use services who are unable to manage their own financial affairs and decisions are supported by trained advocates including the Independent Mental Capacity Advocacy service (IMCA), and this meets legal requirements.</p> <p>For people of working age, training, preparation and support in open or sheltered employment helps them achieve financial</p>	<p>Advice and information on income and debt are widely available.</p> <p>Schemes are being developed to support the widespread introduction of individual or personal budgets.</p> <p>Training and support in finding and retaining employment are well developed, and can support people with more complex needs in employment, and their carers.</p> <p>Where they choose it, carers have opportunities to combine work with their caring responsibilities. Many local employers recognise their needs and have flexible working conditions.</p>	<p>Advice and information on income management is accessible to all. This service is skilled and knowledgeable about social care as well as about more general money management concerns.</p> <p>Support, advice and brokerage for managing Direct Payments, individual or personal budgets are established and available.</p> <p>Training and employment are open to all people of working age who choose it, regardless of disability.</p> <p>The level and flexibility of carers' services enable many to maintain or seek employment where they choose to do so.</p>

	<p>security and independence.</p> <p>Carers are supported to have choice and opportunity where they wish to maintain employment.</p> <p>In care homes, the financial interests of the people who use the service are safeguarded, and there is a good standard of accounting and financial procedures.</p>		
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Performance Characteristics

6.1 People who use services and their carers are helped through readily available information and advice to manage income to meet support costs and to be financially secure.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Advice and information about support costs and charges, welfare benefits, other income sources and debt are available and free. This may be provided in a number of different ways or by different organisations.</p> <p>People who cannot manage their own financial affairs are supported promptly and decisions are taken in their best interest.</p> <p>In care homes, the financial interests of</p>	<p>Advice and support are available in one place, and are skilled in helping people to meet care costs from all sources, as well as providing more general help with money management.</p> <p>Support and advice on managing individual or personal budgets for social care are available.</p> <p>Social care charges are easy to understand. Methods of payment are simple and convenient.</p>	<p>Integrated information and advice are widely available. They help people to maximise income to meet support costs and to achieve financial security and independence.</p> <p>Brokerage support is becoming available. This helps people who use services and their carers to find and manage their support independently, and to get fair value for money.</p> <p>Support from the IMCA service is well developed,</p>

	people who use the service are safeguarded. Contracts are monitored and action is taken where financial procedures are poor or are not met.		and 'best interests' decisions are monitored and evaluated.
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6.2 People of working age who use services and their carers are assisted in preparing for, and finding employment.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Services help with training and preparation for employment and people who use services and carers benefit from coordination with health workers.</p> <p>Support for employment can offer some choice through open or sheltered employment schemes.</p> <p>The council acts as a good employer in providing employment opportunities for people who have disabilities or long-term conditions and encourages other local employers to do so.</p>	<p>Training, pre-employment preparation, and on-the-job support are able to prepare and support people with more complex needs in employment.</p> <p>Partnership with local employers supports and encourages a high proportion of supported placements in open employment.</p>	<p>Training and employment opportunities are open to all people of working age who choose it, regardless of disability.</p> <p>The council sets an example to other employers in supporting the employment of people with a disability, innovating and demonstrating best practice.</p>

6.3 Carers are able to continue in employment or return to work where they choose to do so.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Carers' needs for income and employment are recognised in planning support. They are offered skilled advice to help reduce financial hardship caused by their caring role.</p> <p>Carers are offered choices about breaks, and these help some carers to balance their caring role with employment.</p> <p>The council's own employment conditions are supportive to employees who are also carers.</p>	<p>Skilled advice helps many carers to maximise income available to them to reduce financial hardship caused by their caring role.</p> <p>Support schemes are flexible and help carers to work around individual employment and family needs and preferences</p>	<p>Levels of support for carers are high and are delivered through carers' own assessments and plans. Schemes are more self-directed and flexible, allowing carers to manage employment and social life alongside their care commitments.</p> <p>The council's own approach to carers' employment is supportive, flexible and innovative. It sets an example to other local employers.</p>

MAINTAINING PERSONAL DIGNITY AND RESPECT

People who use services and their carers are safeguarded from all forms of abuse. Personal care maintains their human rights, preserving dignity and respect, helps them to be comfortable in their environment, and supports family and social life.

Outcome Performance Summary			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People can expect the adult social care service (or any other member of the safeguarding partnership) to help them to live free from abuse.</p> <p>People who use services and their carers are helped to stay in control by social care workers who maintain their personal safety and take action to reduce risks. Social care workers act at an early stage to prevent harm and manage risks.</p> <p>People who use services and their carers are confident that incidents of abuse are investigated promptly and action is taken to prevent further harm.</p> <p>People who use services and their carers are supported by care workers who are recruited safely, in line with legal requirements</p>	<p>People are protected because organisations in the local partnership are committed to a single safeguarding plan and procedures for the area. They follow the agreed procedures and it is clear who is responsible for action.</p> <p>People who are in vulnerable circumstances are carefully tracked so that no-one at risk is left without support.</p> <p>Information and records of incidents and risks of abuse of adults in the area are carefully managed and monitored.</p> <p>People who use services and their carers are satisfied that most investigations lead to clear outcomes within reasonable timescales. They are told about the</p>	<p>Many people in the local community know what to do if they are concerned about adult abuse or neglect in the community.</p> <p>Many people who use services and their carers have increased personal control of their support arrangements, and this reduces risks to their safety.</p> <p>The quality of protection and personal care in regulated homes in the area is high.</p> <p>Social care and health workers work closely together to improve care practices and routines.</p> <p>People who use services and their carers are confident that the quality of care homes and home care services is high.</p>

	<p>and policy guidance. They are trained and supervised.</p> <p>People who use services and carers are confident that personal information is treated with sensitivity, respect and confidentiality is maintained.</p> <p>The quality of safeguarding in regulated services is high. Commissioners take action where quality is low.</p> <p>Advice and help are available if personal support does not meet adequate standards, or if abuse or mistreatment takes place.</p> <p>The outcomes of safeguarding incidents are monitored and evaluated.</p> <p>People who use services and carers have personal care in all settings that is usually respectful, and maintains dignity.</p> <p>The quality of personal care and the environment in care homes and home care services are about average when compared with similar areas.</p>	<p>outcome and changes to policy and procedure that have been made.</p> <p>Social care workers treat carers and families as partners in care activities.</p> <p>People who use services and their carers are asked to give their views about their personal care</p> <p>The quality of personal care and the environment in care homes and home care services are higher than average when compared with similar areas.</p>	
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Performance Characteristics

7.1 People who use services and their carers are safeguarded from abuse, neglect and self-harm.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People find it easy to contact any of the organisations in the safeguarding partnership for help. Alerts are investigated promptly and action is taken to prevent or manage risks.</p> <p>Social care workers in all sectors and services have had awareness training. They know how to recognise signs of abuse and risks; and how to use the safeguarding procedures.</p> <p>Neglect and mistreatment in any service are not tolerated. Action is taken to prevent or stop infringement of human rights.</p> <p>The outcomes of Safeguarding incidents are monitored and reviewed through the partnership board.</p>	<p>Risks are reduced through raised public awareness. Monitoring and evaluation shows that improved levels of protection are being achieved.</p> <p>Good levels of protection are achieved in all areas and across sectors.</p> <p>Incidents of suspected abuse are investigated and acted upon in accordance with legal requirements and policy guidance.</p> <p>Many care workers in all sectors and services have had training for safeguarding people, which is above basic awareness level. Organisations in the local partnership demonstrate consistent learning from experience which results in changes in practice and procedures and improved outcomes</p>	<p>Public awareness of risks is high and reporting levels reflect appropriate thresholds of concern. Care workers are well trained in safeguarding. There is good supervision and support in this work.</p>

7.2 People who use services and their carers find that personal care respects their dignity, privacy and personal preferences.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers see that their personal support preferences are clearly shown in their support plans.</p> <p>People who use services and their carers report that personal care in all settings is usually respectful, and sensitive to their dignity and preferences.</p> <p>People who use services and their carers are confident that their privacy is protected by social care workers, and that confidential matters are handled with care and sensitivity.</p> <p>Care workers are recruited safely in line with legal requirements and policy guidance, they are trained and supervised.</p> <p>The quality of personal care and the environment in care homes and home care services are about</p>	<p>Support planning actively helps people to express their needs and preferences.</p> <p>Social care workers treat carers and families as partners. They have skills and knowledge to do this, even where needs are complex. Communication needs are met by suitable methods and assistive technology.</p> <p>People who use services and their carers are asked to give their views about the standards of personal care when their service is reviewed.</p> <p>The quality of personal care and of the environment in care homes and home care services is higher than average when compared with similar areas.</p> <p>Contract monitoring with service providers includes assessment of the quality of personal care they provide.</p> <p>Carers are provided with training opportunities to promote their skills and</p>	<p>The views of people who use services and their carers are monitored systematically. Action is taken to improve.</p> <p>Care and health workers work closely together to improve care practice routines.</p> <p>Training and development opportunities for staff and carers are well developed and contribute to continuous improvement of care practice.</p> <p>The quality of personal care and of the environment in care homes and home care services is high.</p>

	<p>average when compared with similar areas.</p> <p>Contracts with service providers specify that care workers in all sectors and services adopt good practice in maintaining dignity, privacy and treating people with respect.</p>	knowledge.	
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7.3 Social care workers respect the individual preferences of people who use services and their carers in maintaining their own living space to acceptable standards.

Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers report that preferences in maintaining their living environment are respected, and meet levels of safety and cleanliness, which are acceptable to them.</p> <p>In most care homes, a single room is always offered.</p> <p>The quality of the environment in regulated services is average when compared with similar areas.</p>	The quality of the environment in regulated services is higher than average compared with similar areas.	People who use services and carers are able to manage their support so that they keep control of their living environment.

7.4 Family members and carers are supported and treated as experts and care partners.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Families and carers have support that is based on partnership.</p> <p>Social care workers support choice and control by the person using services and where these conflict with family views, work to resolve the issue.</p> <p>Carers can ask for assistance and are supported at times of crisis.</p>	People who use services and their carers find that care and health workers are skilled in helping families who support people with more complex or intensive needs.	<p>Skilled teamwork helps families to resolve difficult family issues resulting from illness or disability, and to maintain independence.</p> <p>Support for carers is well developed.</p>

LEADERSHIP
People from all communities are engaged in planning with councillors and senior managers. Councillors and senior managers have a clear vision for social care. They lead people in transforming services to achieve better outcomes for people. They agree priorities with their partners, secure resources, and develop the capabilities of people in the workforce.

Outcome Performance Summary			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Councillors and senior managers engage with communities, develop a clear vision for transforming adult social care, and communicate this effectively. Benefits and risks are identified.</p> <p>Social care transformation forms part of the agreed improvement strategy for the area, and meets local and national priorities.</p> <p>Senior managers can give evidence of improving outcomes for local people, and how resources are being invested to achieve these.</p> <p>The capabilities and supply of people in the workforce are being developed to achieve better service quality and outcomes.</p> <p>Performance in the previous year shows that councillors and</p>	<p>Transformation plans and commitments are well developed, and link closely with those of their partners in local area agreements. Priorities are set and risks are managed.</p> <p>Plans show how priorities can be achieved over several years, including changes in the use of resources.</p> <p>The skills of care workers are being improved to meet the transformation requirements.</p> <p>Performance in the previous year suggests that councillors and senior managers have the ability and resources to achieve continuous improvement and manage change.</p>	<p>Transformation plans cover the whole service, and are set within challenging but achievable timescales.</p> <p>Many changes and improvement are carried out jointly with partners in other organisations.</p> <p>Financial planning shows how resources will be invested and disinvested to achieve transformation goals.</p> <p>Service providers and people across the workforce are developing the knowledge and skills they need to deliver more personalised services, and to work in partnership with others.</p> <p>Performance in previous years suggests that councillors and senior managers have the ability and resources to manage transformational change.</p>

	senior manager have been able to achieve objectives with the resources available.		
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Performance Characteristics

8.1 People from all communities engage with councillors and senior managers. Councillors and senior managers show that they have a clear vision for social care services.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>A vision for social care has been developed and published. This reflects national and local priorities and improves outcomes. It draws on consultation with local people, people who use services and their carers, partners in other organisations, and the workforce.</p> <p>Capacity to achieve improvement towards long-term aims has been demonstrated in the last year, and delivered within budget.</p>	<p>The vision for social care is ambitious, and reflects a high degree of engagement with all communities and stakeholders.</p> <p>The pace of improvement of outcomes is challenging but realistic.</p> <p>Partnership is delivering better outcomes and value.</p> <p>Leaders and managers have demonstrated their ability to manage significant change in the last year.</p>	<p>The vision aims for widespread transformation. Strategies are supported by expert knowledge to deliver the outcomes that people want. They are widely communicated and understood.</p> <p>Capacity to deliver complex or ambitious changes has been demonstrated over at least the previous year, and there is evidence of the effect of this on improved outcomes.</p>

8.2 People who use services and their carers are a part of the development of strategic planning through feedback about the services they use. Social care develops strategic planning with partners, focuses on priorities and is informed by analysis of population needs. Resource use is also planned strategically and delivers priorities over time.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
D Does not	A joint strategic needs	Planning reflects feedback	Strategic planning for

display the characteristics of 'Performing Adequately'.	assessment has been carried out and its findings are reflected in strategic plans for the medium term. Indicative changes in levels and areas for investment / disinvestment have been outlined to match local priorities. Health and social care changes have been considered and planned in partnership.	from people who use services and their carers, and partner organisations. Information about strategic plans for the whole population are realistic and ambitious. They include a clear link to finance and budgeting. Implications for market development are identified and planned in partnership, and include budgeting implications.	improved outcomes is comprehensively informed by population needs assessment and customer feedback. The priorities and resource implications have been jointly considered and agreed in partnership with health organisations.
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8.3 The social care workforce has capacity, skills and commitment to deliver improved outcomes, and works successfully with key partners.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	Recruitment, retention and skill levels of social care workers in all sectors are adequate to maintain acceptable standards of care and outcomes for people who use services and their carers. All sectors collaborate to achieve this. Leaders and managers have the capacity and competencies needed to manage service improvement. Knowledge and information systems are adequate to deliver implementation plans: this includes working with health partners.	Recruitment, retention and skill levels of care workers in all sectors and services are higher than average and achieve good standards of care and outcomes for people who use services and their carers. Workforce planning is carried out across sectors and organisations. Knowledge and information management and systems are well developed, including collaboration with health partners.	Retention rates are high and the skills levels of care workers in all sectors and services are consistently higher than average. Multi- agency and cross- sector workforce planning is delivering changes to meet future needs and expectations for improved outcomes for all sectors of the local population. Knowledge and information management makes effective use of up-to-date knowledge and information technology.

8.4 Performance management sets clear targets for delivering priorities. Progress is monitored systematically and accurately. Innovation and initiative are encouraged and risks are managed.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Performing Excellently Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Strategic plans are implemented. Year-on-year progress is charted and evaluated. Risks are identified and monitored.</p> <p>Performance reports are produced regularly and provide reliable data that are relevant to the changes taking place.</p> <p>Responsibilities for leadership and risks are clear; milestones are identified, and resources are committed to achieve planned outcomes.</p>	<p>Performance management is supported by reliable information and data about the outcomes of change.</p> <p>Innovation is encouraged and the organisation is not averse to risks calculated to bring benefits to people who use services.</p>	<p>Performance management information is well developed and used by managers at all levels.</p> <p>Reports can track changes in service delivery and outcomes quickly, and this helps in managing risks.</p> <p>Staff at most levels understand the performance data system and relate it to their own roles and contributions in delivering improved services and outcomes.</p>

Domain 9: COMMISSIONING AND USE OF RESOURCES

People who use services and their carers are able to commission the support they need. Commissioners engage with people who use services, carers, partners and service providers, and shape the market to improve outcomes and good value.

Outcome Performance Level			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>Commissioners engage with people who use services and their carers, local people, partners and service providers, and respond to their views.</p> <p>Analysis of current and future population needs informs commissioning. Commissioning improves outcomes for local people.</p> <p>Resources are invested to achieve local priorities, stimulate innovation, quality and value. In some cases, investment is made jointly with partners.</p> <p>Procurement ensures that contracts are viable and achieve fair value.</p> <p>Commissioners have implementation plans for the introduction of individual budgets for all. Direct payments are available to most people.</p>	<p>Local knowledge is well managed and systematic, bringing together learning and knowledge from different sources to inform commissioning. Needs analysis is up to date and comprehensive.</p> <p>Partnership agreements are widely used and improve outcomes.</p> <p>Individual budgets enable some people who use services to commission the services they need and want from trusted providers.</p> <p>Procurement is well informed. Commissioners have a sound and up-to-date knowledge of the quality and capabilities of service providers.</p>	<p>Commissioners are leading the transformation of services, and shaping the local economy to deliver personalised services that will meet future needs.</p> <p>Knowledge management is well developed, and supported by good database management, performance information and data-sharing with partner organisations.</p> <p>Commissioners work closely with service providers to innovate, improve quality and achieve excellent value.</p> <p>Commissioning by people who use services and their carers is enabled through widespread use of individual budgets and supported by brokers.</p>

Performance Characteristics

9.1 The views of people who use services, carers, local people, partners and service providers are listened to by commissioners. These views influence commissioning for better outcomes for people.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	<p>People who use services and their carers are consulted about services, and feedback informs commissioning. Practitioners and service providers contribute to this process.</p> <p>Information and planning consultation takes place with partner organisations. Joint commissioning is carried out for some services.</p>	<p>People who use services and their carers are systematically engaged and feedback is evaluated.</p> <p>Practitioners and service providers contribute to the planning of service changes.</p> <p>Joint commissioning builds open knowledge and understanding of local needs and commissioning intentions. This improves outcomes and value for money.</p>	<p>Partnerships lead to joint action to tackle agreed local priorities and improve outcomes</p> <p>Knowledge, data and commissioning intentions are shared openly using effective communications technology.</p>

9.2 Commissioners understand local needs for social care. They lead change, investing resources fairly to achieve local priorities and working with partners to shape the local economy. Services achieve good value.			
Poor	Performing Adequately	Performing Well Incorporates almost all the characteristics of 'Performing Adequately'	Excellent Incorporates almost all the characteristics of 'Performing Well'
Does not display the characteristics of 'Performing Adequately'.	Population needs analysis informs most commissioning plans, showing where change is needed now and in the longer term. This is carried out with partners.	Knowledge of population needs and the views of people who use services and their carers is comprehensive, and up to date.	Commissioners are implementing an ambitious transformation to personalise all services, improve outcomes, and reduce inequalities over time.

	<p>Knowledge about inequalities, current resources invested and the local care economy is developing. This is being used to inform commissioning.</p> <p>Commissioning is planned with partners and achieves continuous improvement to personalise services, improve outcomes and achieve value.</p> <p>Contracts are viable and achieve fair value. Compliance is managed effectively and service providers achieve continuous improvement. Action is taken promptly to improve poor service quality.</p>	<p>Performance information for most services shows accurately what they achieve and how well resources are used. Action priorities are clear and agreed with partners. They show how well resources are used to personalise support for most, reduce inequalities and achieve value.</p> <p>Procurement is informed by up-to-date knowledge of the quality and capabilities of service providers. Risks to safety or quality of care are anticipated.</p> <p>Costs and value for money are monitored and evaluated.</p>	<p>Commissioners have the skills, resources and commitment needed to carry through transformation plans successfully.</p> <p>Procurement anticipates changing service requirements. Processes to procure new service changes are carefully based on up- to-date knowledge of the potential and capabilities of service providers.</p>
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