

CITY OF PLYMOUTH

Subject: Annual Performance Assessment of Adult Social Care 2009/10. Report from Care Quality Commission

Committee: Cabinet

Date: 18 January 2011

Cabinet Member: Councillor Monahan

CMT Member: Director for Community Services

Author: Covering report prepared by:
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Ref:

Key Decision: No

Part: I

Executive Summary:

The 2009/10 overall rating for Adult Social Care in Plymouth is Grade 3, Performing Well, and we have been awarded Performing Well for each of the seven outcomes. This means we are consistently delivering above the minimum requirements for people, we are cost effective and we make contributions to wider outcomes for the community.

In December 2009, the Care Quality Commission (CQC) published Adult Social Services ratings for all English councils with Social Services responsibilities. The possible ratings are:

Grade 1	-	Performing Poorly
Grade 2	-	Performing Adequately
Grade 3	-	Performing Well
Grade 4	-	Performing Excellently

There are seven outcomes which are graded:

Outcome 1	-	Improved health and emotional well-being
Outcome 2	-	Improved quality of life
Outcome 3	-	Making a positive contribution
Outcome 4	-	Increased choice and control
Outcome 5	-	Freedom from discrimination and harassment
Outcome 6	-	Economic well-being
Outcome 7	-	Maintaining personal dignity and respect

There is also a written assessment about leadership, commissioning and use of resources.

The attached CQC report outlines our key strengths as follows:

1. The council is ambitious and has a clear sense of purpose. This has been recognised through a number of awards, including the Best Achieving Council of the Year in the Municipal Journal Awards. Social Care won the 2010 Dignity in Care Award for the way it works with providers to ensure peoples' rights and dignity are protected and for the joint approach to safeguarding people living in care services.
2. The Adult Social Care Leadership Team is both ambitious and innovative. Managers consistently demonstrate clear direction.
3. There has been good progress on developing the strategy and structures to drive major changes in the provision of social care. This is reflected in real change at the operational level.
4. More people living in Plymouth have had opportunities to choose how to spend their allocated individual budget and organise social care to meet their needs.
5. Well-developed performance management systems are encouraging high levels of performance and local responsibility for achieving targets.
6. People living in residential care services in Plymouth can be assured that the council monitors the quality of care and works with providers to stimulate improvements.
7. Plymouth has an ambitious efficiency programme for 2010/11. The council has a good track record of meeting its commitments and balancing the budget.
8. More people in Plymouth have been kept safe during 2009/10 and the council has successfully raised the awareness and profile of adult safeguarding in the city.

The key areas requiring further development:

1. The good progress in engagement with health partners needs to be translated into evidence that people experience improved care pathways into and out of hospital.
2. People living in Plymouth should have an equal chance of having a healthy life wherever they live. The focus on developing priority neighbourhoods and reducing health inequalities will need to be closely monitored to ensure benefits can be evidenced.
3. Joint commissioning is developing and structures are now in place to support delivery. The council needs to make sure that all partners are fully committed to translating these plans into actual delivery of modernised services.
4. The council needs to continue to monitor that levels of spending on different groups of people who use services are appropriate.
5. Plymouth needs to ensure that people from harder to reach communities have a good understanding of, and access to, safeguarding systems in Plymouth.
6. People who use services currently need to be engaged on an ongoing basis in reviewing and improving the safeguarding service and also those from harder to reach communities.

7. Continue to develop systems to support service users who use personalised services so they can develop awareness of risks and plan ways to reduce them.

The CQC report has been discussed by senior managers within Adult Social Care and the areas for further development are being reflected in our action plans.

Corporate Plan 2010-2013 as amended by the four new priorities for the City And Council:

The priorities outlined in the CQC report 2009/10 were reflected in the Corporate Plan in CIP3.

The Corporate Plan 2010/13 has four new priorities for the City and Council. The four priorities are Delivering Growth, Raising Aspiration, Reducing In-Equalities and Value for Communities.

Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land

While the Improvement Agenda is not just about funding, the current budget situation for the city is challenging and there is the added pressure of the demographics of an increasingly aging population. We will continue to concentrate on better commissioning and ensuring we purchase more value for money services.

Other Implications: e.g. Section 17 Community Safety, Health and Safety, Risk Management, Equalities Impact Assessment, etc.

Not applicable

Recommendations & Reasons for recommended action:

Cabinet is requested to note the covering report from Plymouth City Council officers and the main report from CQC.

Alternative options considered and reasons for recommended action:

Not applicable

Background papers:

CQC report and letter.

Sign off:

Fin	SA/CoSF/ AC1011/ 010/ 25.11.10	Leg	LT/ 10327	HR		Corp Prop		IT		Strat Proc	
Originating SMT Member: Carole Burgoyne											