

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

<b>Date:</b>	17 December 2010
<b>Title:</b>	Adult Services Assessment of Commissioning for Hampshire County Council 2009/10
<b>Reference:</b>	2269
<b>Report From:</b>	Director of Adult Services

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### 1. Executive Summary

- 1.1. The purpose of this paper is to report the results of the Care Quality Commission's (CQC) assessment of the performance of Hampshire County Council in commissioning services for adult social care for 2009/10 and to set out the areas for improvement and action underway in 2010/11 to address them. A copy of the Care Quality Commission annual assessment report is attached as appendix 1.
- 1.2. This paper also informs the Executive Member of recent announcements by the Government on the future direction of the regulation and assessment of adult social care services; and current consultation by the Department of Health on proposals for a new quality outcomes framework for adult social care.

### 2. Contextual information

- 2.1. The Care Quality Commission is the independent regulator of health and adult social care services in England and has powers under the Health and Social Care Act 2008 to protect and promote the health, safety and welfare of people who use health and social care services. The powers exercised by CQC are shown below.
  - 2.1.1 Monitoring and regulating health and social care services to ensure they meet essential standards. These include services run and commissioned by the County Council such as residential homes and care delivered in people's own homes. The focus is on people who find themselves in vulnerable circumstances, including those with mental health problems, learning disabilities, physical disabilities or long-term health conditions and older people.

- 2.1.2 Conducting, nationally, special reviews and studies of services in those areas CQC consider require attention.
- 2.1.3 Assessing how well the County Council commissions social care services for the people in its area. Evidence includes that drawn from the processes of regulation and national reviews as set out above
- 2.1.4 Commissioning is defined by CQC as “assessing the needs and wishes of local people in order to make sure that they receive timely and good quality services. Commissioning should meet the needs of the community, promote independence, provide choice, be cost effective and support the whole community by promoting health and wellbeing”.
- 2.1.5 CQC further state their assessment will allow people to have:
  - information about how well commissioners put people first, meet their needs and ensure the right outcomes;
  - assurances about the safety and quality of services;
  - assurances that where there is poor practice it will be highlighted;
  - assurances that commissioners are achieving value for money.

### **3. Finance**

- 3.1. The financial implications of maintaining and improving performance in the Council’s priority areas for adult social care have been considered as part of setting the Adult Services budget for 2010/11. In the face of budget reductions and demographic growth, the continued improvement of performance across all aspects of adult social care will be challenging.

### **4. Performance**

- 4.1. Performance management is an integral and integrated part of managing adult social care in Hampshire and is an area of strength for the County Council identified by the Care Quality Commission.
- 4.2. There are many elements of the Department of Health’s consultation which will impact on the work of local authority information and performance teams, including elements on future outcome measures and data collection.

### **5. Assessment Framework**

- 5.1. The performance framework for the 2009/10 assessment is based on outcome areas in ‘*Our Health, Our Care, Our Say*’ (Department of Health 2006). The CQC annual report also comments on the Council’s leadership and use of resources, though these areas were ungraded for 2009/10.
- 5.2. 2009/10 was a transitional year between regulatory systems and approaches by the Care Quality Commission, for which a new process of ‘qualified self declaration’ was introduced for well performing councils such as Hampshire. Where a council declared that its performance in an outcome area had been

maintained as 'well' or 'excellent', the judgement was carried forward by CQC into 2009-10. CQC reserved the right to require a full self assessment based on any adverse indicators of performance. Self Assessment and supporting evidence was required for those Outcome areas where a Council determined its performance had improved to 'excellent'. All councils were required to submit a full self assessment and supporting evidence for Outcome 7 Dignity and Respect (the safeguarding outcome).

## **6. The 2009/10 Assessment of Hampshire County Council's commissioning of adult social care**

- 6.1. The full CQC report is attached as appendix 1. The Director of Adult Services is required to present the report to an open meeting of the Executive Member by 31 January 2011, informing CQC of the date this will take place. The Council is also expected to make the report available to members of the public and must submit a copy to the council's appointed auditor. These actions are being carried out by the County Council.
- 6.2. The assessment for Hampshire is encouraging with improvement in two further outcome areas in 2009/10. This brings the total to three 'excellent' outcome areas. Under this framework four outcome areas would need to be 'excellent' to achieve an excellent rating overall.
- 6.3. The two outcome areas where performance has improved are 'improved quality of life' and 'freedom from discrimination and harassment'.
- 6.4. The areas for improvement set out by CQC are:
  - To meet the national target for delivering self directed support, which will be achieved once the roll-out across Hampshire is complete by March 2011, in line with the Council's plans for personalisation;
  - To continue to build on its support for young carers;
  - To ensure access to mainstream leisure services is available across the whole county;
  - To increase the number of staff in the independent sector who receive training to recognise signs of abuse.

## **7. Future direction**

- 7.1. On 3 November 2010, Paul Burstow, Minister of State for Care Services, announced that there will no longer be an annual performance assessment of councils' commissioning of care under the existing framework. He further stated the Government would review its approach to the regulation and assessment of local public services which will see a shift towards more sector-led assessment, with councils holding greater responsibility for driving improvement. CQC would continue to have a key role, which will be defined over the coming months. This announcement was followed by the publication by the Department of Health (DH) on 16 November of the Government's plans for adult social care services - *A Vision for Adult Social Care: Capable Communities and Active Citizens*.

- 7.2. This is supported by a series of consultation documents, one of which is *Transparency in outcomes: a framework for adult social care - a new strategic approach to quality and outcomes in adult social care*. The consultation asks for views (by 9 February) on a proposed new strategic framework for adult social care which places outcomes at the heart of social care, improves quality in services, and empowers citizens to hold their councils to account for the services they provide. This will be co-produced with partners, based on responses to this consultation.
- 7.3. The national review of the regulation and assessment of councils is welcomed by the Department, as is the continued involvement of a specialist regulator for adult social care. CQC's regulation of the care services sector has provided it with a sound knowledge of the service and a wealth of evidence that can be used to drive up care standards.
- 7.4. The Care Quality Commission in its 2010 Annual Performance Assessment of Hampshire stated a performance management culture "is now well embedded in practice and this results in the council being to closely monitor its performance and, if necessary, take remedial action. Staff are encouraged and expected to understand their contribution to the overall delivery of the council's vision and targets for delivering excellent services". This track record places the Council in a strong position to continue to drive up the quality of care in Hampshire.

## **8. Conclusion**

- 8.1. The Council continues to perform 'well' overall as a commissioner of adult social care services and has improved to 'excellent' in a further two of the seven outcome areas.
- 8.2. While the rigour involved in responding to a national framework contributed to the development of a strong performance management culture across local government, the time is now right for councils to develop their own improvement frameworks; and to reinforce their accountability to local residents. The Adult and Childrens Services performance leads are working with the Head of Policy and Programmes to review *Driving Success*, the County Council's performance management framework in this context.

## **9. Recommendation(s)**

- 9.1. That the improved performance rating in the annual performance assessment results for adult social care is noted.
- 9.2. That Government announcements and consultation process regarding the future direction of assessment and regulation of adult social care services are noted.

**CORPORATE OR LEGAL INFORMATION:****Links to the Corporate Strategy**

<b>Hampshire safer and more secure for all:</b>	Yes
Corporate Improvement plan link number (if appropriate):	
<b>Maximising well-being:</b>	Yes
Corporate Improvement plan link number (if appropriate):	
<b>Enhancing our quality of place:</b>	Yes
Corporate Improvement plan link number (if appropriate):	

**Other Significant Links**

<b>Links to previous Member decisions:</b>		
<u>Title</u>	<u>Reference</u>	<u>Date</u>
<b>Direct links to specific legislation or Government Directives</b>		
<u>Title</u>	<u>Date</u>	

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

## **IMPACT ASSESSMENTS:**

### **1. Equalities Impact Assessment:**

1.1. No implications arising from this report.

### **2. Impact on Crime and Disorder:**

2.1. No implications arising from this report.

### **3. Climate Change:**

a) How does what is being proposed impact on our carbon footprint / energy consumption?

No implications arising from this report.

b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No implications arising from this report.