
ADULT SOCIAL SERVICES ANNUAL PERFORMANCE ASSESSMENT

**Responsible Cabinet Member - Councillor Veronica Copeland,
Adult Services Portfolio**

Responsible Director - Cliff Brown, Director of Community Services

SUMMARY REPORT

Purpose of the Report

1. To inform Cabinet of the outcome of the Annual Performance Assessment of Social Care for Adults carried out by the Care Quality Commission (CQC).

Summary

2. In line with changes to legislation there is no longer a star rating for adult social care. Instead, the assessment of performance in terms of delivery of outcomes is graded individually and then aggregated up into an overall graded judgment. The overall judgement for Darlington is that we are Performing Well. See **Appendix 1** attached.
3. This overall assessment also contributes to the Comprehensive Area Assessment judgement for Darlington and the Council's Organisational Assessment.

Recommendation

4. It is recommended that Members note the content of this report

Reasons

5. The recommendation is supported in order to inform Members of the current performance of Adult Social Services.

**Cliff Brown
Director of Community Services**

Background Papers

No Background papers were used in the preparation of this report.

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| S17 Crime and Disorder | There are no direct links to crime and disorder. |
| Health and Well Being | Adult Services contributes to improving health and well being. |
| Sustainability | Not applicable. |
| Diversity | Adult Services are of particular relevance to disabled people and to older people. It is also of equal relevance to both genders and all racial groups within the population. |
| Wards Affected | All wards are affected. |
| Groups Affected | Adult Services are of particular relevance to disabled people and to older people. |
| Budget and Policy Framework | This report does not recommend a change to the Council's budget or policy framework. |
| Key Decision | This is not a key decision. |
| Urgent Decision | This is not an urgent decision. |
| One Darlington: Perfectly Placed | This report contributes to both the 'Safer Darlington' and 'Healthy Darlington' themes of the Sustainable Community Strategy. |
| Efficiency | Through the delivery of the action plan to address the issues highlighted in the report from CQC efficiencies will emerge. |

MAIN REPORT

Information and Analysis

6. The Annual Performance Assessment report reflects the outcome of an Annual Review Meeting (ARM) which took place with Adult Social Care Services earlier in the year and also takes into account the results of the recent service inspection of Adults Social Care Services.
7. The seven judgements Darlington received are as follows:-

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| 1. | Health and Well Being | Performing Well |
| 2. | Improved Quality of Life | Performing Well |
| 3. | Making a Positive Contribution | Performing Well |
| 4. | Increased Choice and Control | Performing Well |
| 5. | Freedom from Discrimination and Harassment | Performing Well |
| 6. | Economic Well Being | Performing Well |
| 7. | Personal Dignity and Respect | Adequately |

8. Using the Care Quality Commissions (CQC) formulaic approach, this results in a judgement for Darlington of 'Performing Well', that is, people who use the services find that services consistently deliver above minimum requirements, are cost-effective and make contributions to wider outcomes for the community.
9. Full details of the outcome of the assessment are attached at **Appendix 1**. However it is worth noting that the judgement for personal dignity and respect where we are performing adequately relates to safeguarding. This reflects the outcome of the recent service inspection and the relatively recent creation of the Safeguarding Adults Board in October 2008. The Board comprising key parties including the Police, Council, NHS, CQC, and others agreed to fund a Safeguarding Team hosted by the Council. The Team has only been in place since July 2009 and has a significant work programme in order to develop and embed Safeguarding into all areas of operations. This includes the Action Plan from the Service inspection agreed by the last meeting of Cabinet.

Outcome of Consultation

10. A focus group involving a range of service users was held with the Business Relationship Manager as part of the Annual Review Meeting which contributed to the judgement process.