

Adult Social Care Performance Ratings 2008/09

Summary

This report summarises the performance ratings of councils in England for adult social care in 2008/09. These are the first to be given by the Care Quality Commission (CQC), though much of the evidence used will relate to their predecessor, the Commission for Social Care Inspection (CSCI).

Recommendations

Members are recommended:

- (a) to note the continued overall improvement in the performance of councils; and
- (b) invite the CQC to a future meeting to discuss their draft five year strategy and plans for 2010/11.

Action

Officers take forward appropriate actions as requested by members.

Contact Officer: Andrew Cozens
Phone No: 020 7296 6152
Email: andrew.cozens@idea.gov.uk

20 January 2010

Background

The Care Quality Commission published the performance ratings for 2008/09 of all councils in England with responsibility for adult social care on 2nd December 2009. Despite a more challenging assessment, social care for adults arranged by councils continued to improve overall, with 27 councils (18%) moving up a grade and 11 moving down (7%).

The CQC also published its assessment of the quality of care homes and domiciliary care between May 2008 and April 2009. The proportion of services rated as good or excellent increased from just over two-thirds to just over three-quarters. Council-owned services perform best and private sector services least well. In April 2009 services run by councils had the highest proportion of good and excellent services (87%), just higher than those run by the voluntary sector (86%). The private sector had a smaller number (74%) though this was an improvement on the position in May 2008 (66%).

Key findings

140 (95%) of the 148 councils assessed were performing well or excellently (up from 87% in the previous year). The new unitary councils that replaced Bedfordshire and Cheshire were not rated.

For the sixth year running no councils were rated poor. 8 councils (5%) were rated as performing adequately. Their performance attracted some adverse publicity but as both ADASS and LGA stressed in their comments an adequate rating is **not** a poor one and all these councils are met standards required and exceeded them in several instances.

16 of the 19 councils designated in the Priority for Improvement category for 2009 moved out of the category and a further one (Bedfordshire) has now split into two unitary councils. The remaining two councils and the two new councils will continue to be given priority status.

There are now 32 excellent councils (22%), up from 27 in 2008 (18%). Six councils lost their excellent status, one dropping two categories to adequate following an adverse service inspection.

Looking at performance by different types of councils, all showed improvement apart from inner London boroughs and metropolitan districts. Shire counties and outer London boroughs did particularly well.

Progress against adult social care priorities- key messages

The CQC findings were in two reports published together: '*Performance judgments for adult social services, an overview of the performance of councils in England*,' and '*The quality and capacity of adult social care services*'.

Alongside this overall improvement in performance, councils have been focusing less on people with the highest needs because of increasing financial pressures.

Many councils did very well in helping people who use services to make a positive contribution to their communities, including being involved in the way services are developed. However, nearly a quarter of councils need to improve significantly in personalising care, to give people who use services more choice and control over their care. And about a third of councils should be doing a lot more to give people greater dignity and respect - including improving arrangements for safeguarding people.

Joined-up working with health agencies was a strong feature of the best performing councils. In around two-thirds of councils, aspects of partnership were either positive factors or areas for improvement, which underlines the wide range of partners associated with delivering better outcomes.

Financial Implications

There are no direct financial implications for the LGA. The IDeA continues to prioritise support for councils in the lower categories of performance.

Implications for Wales

The CQC's remit is for England only.

Contact Officer: Andrew Cozens
Phone No: 020 7296 6152
Email: andrew.cozens@idea.gov.uk