

REPORT TO: Executive Board

DATE: 28th January 2010

REPORTING OFFICER: Strategic Director – Health & Community

SUBJECT: Care Quality Commission Performance Rating 2008/09

WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To advise the Executive Board of the further improvements in the performance rating of the Health and Community Directorate.

2.0 RECOMMENDATION: That:

i) **The continuing improved performance of the Directorate be noted.**

3.0 SUPPORTING INFORMATION

3.1 The Health & Community Directorate have their performance rated annually by the Care Quality Commission (CQC). The performance rating is linked to how well the Directorate provides social care services to all adults. The rating the Directorate receives feeds into the Comprehensive Area Assessment rating for Halton Borough Council. There is a requirement for Councils to publish its assessment rating and to present the findings to their Council's Executive Board.

3.2 In September 2006 the Care Standards Commission announced that as well as looking at quantitative data they would also be judging performance based on the outcomes that are delivered for people. Seven new outcomes and two new domains were announced against which performance would be judged. These were:

No	Outcome
1	Improved Health & Well being
2	Improved Quality of Life
3	Making a positive contribution
4	Increased Choice & Control
5	Freedom from Discrimination & Harassment
6	Economic Well being
7	Maintaining Personal Dignity & Respect
No	Domain
8	Leadership
9	Commissioning & use of Resources

3.3 Performance for 2008/09 has been rated, with an overall grade rating for delivery of outcomes as excellent which is classified by the CQC as 'overall delivering well above the minimum requirements for people'. In addition performance against each of the domains has been rated as detailed below:-

Delivering Outcomes	Grade Awarded 2008/09	Grade Awarded 2007/08	CQC comment
Improved health and well-being	Excellently	Excellent	Overall the Council and its partners continue to perform strongly in providing services that enable people to improve and manage their own health and well being.
Improved quality of life	Excellently	Excellent	The Council provides appropriate, accessible and comprehensive advice to people that encompasses a wide range of issues including housing and financial support
Making a positive contribution	Excellently	Excellent	The Council has continued to seek, encourage and invest in opportunities for people to participate in community life and contribute to the design, delivery and evaluation of service provision.'
Increased choice and control	Excellently	Good	The Council has worked hard to maintain and improve its good performance in care management. People requiring a service benefit, in the main, from effective, timely assessment and service delivery. In addition strong focus on person centred approaches to care planning and the holistic meeting of needs is evident.
Freedom from discrimination or harassment	Well	Good	The Council continues to make good use of the fair access to care criteria and application is supported by published information and effective customer care. Good progress is being made in the achievement of the Local Government Equalities Framework.
Economic well-being	Excellently	Excellent	The Council is instrumental in the development of the local economy and there are good examples of regeneration through partnerships. The Council continues to provide effective benefits advice that enables people to maximise their income and benefit entitlements
Maintaining personal dignity and respect	Excellently	Good	The Council continue to give a high priority to safeguarding adults in vulnerable circumstances.

It can be seen that performance against the outcomes items which are shaded improved during 2008/09.

3.4 In order to achieve an excellent rating against the freedom from discrimination and harassment outcome the Council will need to receive a rating of excellent against the requirements of the Equality Framework for Local Government which was launched in April 2009 and which replaced the previous Local Government Equalities Framework.

3.5 In addition the CQC looked at how well the Directorate performs on leadership and as a result identified that in order for the Council to improve it needs to continue with transformation to achieve the personalisation of social care services. In terms of commissioning and use of resources the CQC did not identify any areas the Council needed to improve upon.

4.0 **POLICY IMPLICATIONS**

4.1 The actions contained within the CQC Annual Performance Report will all be addressed.

5.0 **FINANCIAL IMPLICATIONS**

5.1 There are no direct financial implications with the publication of the CQC Annual Report.

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**

To ensure that adults' carers continue to be supported in their caring roles.

6.2 **Employment, Learning & Skills in Halton**

To ensure that employment and educational opportunities continue to be maximised for the people that we provide services to.

6.3 **A Healthy Halton**

To ensure that the Council continues to engage in and provide activities that promotes the health & well being of people in Halton.

6.4 **A Safer Halton**

To continue to safeguard the people that we provide services to.

6.5 **Halton's Urban Renewal**

To ensure that performance evidence collected continues to evidence how local communities are supported and people are enabled to continue to live in their own homes.

7.0 RISK ANALYSIS

7.1 The risk of the changing performance framework must be managed so that performance continues to improve. The Directorate will ensure that it monitors performance regularly in accordance with the performance-monitoring framework it has adopted.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 These are identified in the Freedom from Discrimination or Harassment Outcome area and are addressed within the Council.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
Self Assessment Survey, CSCI 2008/09	Runcorn Town Hall	Amanda Lewis, Performance Manager