Executive summary

On 25 November 2010 the Care Quality Commission (CQC), the regulator for health and social care, published the annual assessment of performance of commissioners of adult social care in England. Lambeth was assessed as continuing to perform well overall and for each of the assessment outcome areas. Against an increasingly tougher test this is a reflection of the continued improvement in the delivery and outcomes for services users and our work with partners.

Summary of financial implications

None.

Recommendations

(1) Committee is asked to note that Lambeth adult social care is judged as continuing to be performing well in the annual assessment of performance of adult social care.
### Consultation

<table>
<thead>
<tr>
<th>Name of consultee</th>
<th>Department or Organisation</th>
<th>Date sent</th>
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<tr>
<td>Jo Cleary</td>
<td>Executive Director Adults and Community Services</td>
<td>25.11.2010</td>
<td>26.11.2010</td>
<td>2.12, 2.14, 2.19</td>
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<tr>
<td>Maria Millwood</td>
<td>Divisional Director Resources, Adults and Community Services</td>
<td>26.11.2010</td>
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<td>Frank Higgins</td>
<td>Corporate Finance</td>
<td>26.11.2010</td>
<td>29.11.2010</td>
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<td>Alison McKane</td>
<td>Legal and Democratic Services</td>
<td>26.11.2010</td>
<td>01.12.2010</td>
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<td>Jim Dickson</td>
<td>Councillor and Cabinet Member for Health and Wellbeing</td>
<td>26.11.2010</td>
<td>01.12.2010</td>
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### Report history

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<td>12.01.11</td>
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**Report author and contact for queries:**

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### Background documents

The Care Quality Commission publish documentation on their website (www.cqc.org.uk) related to Annual Performance Assessment Report for Adults Social Care.

### Appendices

1. **Context**

1.1 In the 2009/10 annual assessment of performance of adult social care services the Care Quality Commission (CQC) has rated Lambeth as performing well overall and performing well for each of the seven outcome areas assessed. Against an increasingly tougher test this is a reflection of the continued improvement in the delivery of improved outcomes for services users and continued good work with our partners.

2. **Proposals and reasons**

2.1 Committee are asked to note the sustained improved performance rating for adult social care in Lambeth.

2.2 On 25 November 2010 the Care Quality Commission (CQC), the regulator for health and social care, published the annual assessment of performance of commissioners of adult social care in England.

2.3 This report focuses on the key document published relating to the assessment of performance of councils. For 2009/10, this is judged on a scale whose range is:

- Performing poorly
- Performing adequately
- Performing well
- Performing excellently

Lambeth was assessed as continuing to perform well overall and well for each of the seven assessment outcome areas. This is the second year in succession that Lambeth has achieved this good grading and demonstrates the consistency and strength and depth of its services (see Table 1 below).

### Table 1. CQC Assessments of Performance Lambeth adult social care

<table>
<thead>
<tr>
<th>CQC Delivery outcome and domain area</th>
<th>2007/08 Assessment (different grading system)</th>
<th>2008/09 Assessment</th>
<th>2009/10 Assessment</th>
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<tbody>
<tr>
<td>1. Improved health and wellbeing</td>
<td>Adequate</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>2. Improved quality of life</td>
<td>Good</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>3. Making a positive contribution</td>
<td>Good</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>4. Increased choice and control</td>
<td>Adequate</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>5. Freedom from discrimination and harassment</td>
<td>Good</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>6. Economic wellbeing</td>
<td>Adequate</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>7. Maintaining personal dignity and respect</td>
<td>Good</td>
<td>Performing well</td>
<td>Performing well</td>
</tr>
<tr>
<td>8. Commissioning and Use of Resources</td>
<td>Promising</td>
<td>No longer graded</td>
<td>No longer graded</td>
</tr>
<tr>
<td>9. Leadership</td>
<td>Promising</td>
<td>No longer graded</td>
<td>No longer graded</td>
</tr>
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</table>
2.6 The rating by CQC is based on a series of assessments and intelligence reporting (such as the Self Declaration, Self Assessment, Routine Business Meetings, Adult Social Care Activity Return, and Quality Risk Profile) and CQC’s own internal ratification processes and comparative checks with regional and national councils on specific areas.

2.7 CQC recognised the considerable good progress that Lambeth has made in a range of areas that contributed to the assessment that Lambeth as performing well across all outcome areas. This means that adult social care in Lambeth consistently delivers above the minimum requirements for people. CQC highlighted that:

‘The Council has a clear set of priorities and effective political and managerial leadership… The Adults and Community Services (ACS) department within the council plays a critical part in delivering this vision and working with partners to shape the agenda and support delivery. All Strategies have implementation plans monitored by the appropriate partnership board. With respect to commissioning there is broad engagement with service users, carers and partners including providers and the wider public which informs all policy and strategy development and implementation, driving key investment decisions and service re-design. The Council continues to develop with respect to Adult Safeguarding. Since January 2009 there has been strategic and senior representation from all key agencies including the voluntary and independent sectors at the Lambeth Safeguarding Adults Partnership Board (LSAPB), alongside elected member champions.’

(Assessment of Performance 2009/10. See Appendix 1 for full report).

2.8 Under the new transitional CQC Annual Performance Assessment of councils those organisations, like Lambeth, graded as ‘Performing Well’ in 2008/09 did not need to submit a full annual Self Assessment for 2009/10, and instead were asked to complete a Self Declaration of performance against the outcome areas by 12 March 2010.

2.9 All councils were still required to submit a self assessment for outcome 7 (Dignity and respect) and the two domains (Leadership and Commissioning and use of resources), and also for any outcomes where it is felt outcomes had differed from the previous year.

2.10 The table below (table 2) shows key strengths for Lambeth identified by CQC.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Key strengths</th>
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| 7 Maintaining personal dignity and respect | • With the continued development of multi-agency working the number of Lambeth’s safeguarding referrals has continued to rise and is above comparators.  
• The council has an effective and well-managed Deprivation of Liberty Safeguards Service with an established and developing quality assurance framework. |
8 Leadership

- Lambeth is pro-active in promoting joint initiatives to meet the economic downturn evidenced by the continued effectiveness and further development of ‘Every Pound Matters’ Campaign and the development of other initiatives.
- The Council has made good progress on taking forward ‘End of Life Care’ through the accreditation of a major residential provider with the Gold Standard Framework.

9 Commissioning and use of resources

- Lambeth has managed its budget effectively and has balanced its budget for the third successive year.

2.11 Due to the abolition of the Comprehensive Area Assessment (CAA), the two domains (Leadership, and Commissioning and Use of Resources) will not now be used by the Audit Commission to inform the CAA.

2.12 A set of Special Reviews by CQC are underway and while these are intended to result in judgements they do not feed into the Annual Performance Assessment process.

2.13 The assessment process for the current period 2010/11 will, again, be different with guidance expected in Quarter 4 2010/11. It is usual for CQC to not publish the assessment model until towards the end of the assessment year. The changing nature of regulation and outcome measures will have an impact on the assessment of adult social care commissioners and providers and the relationship with partners and regulators.

2.14 ACS will also need to respond accordingly to recent publications and consultations by Department of Health (DH) including ‘A Vision for Adult Social Care: Capable Communities and Active Citizens’, ‘Transparency in outcomes: a framework for adult social care’, and the consultations on liberating the NHS.

2.15 ACS have continued to develop its internal assurance mechanisms, which also fits with the new Coalition Government’s move to a more self-regulatory model. As part of the Self Assessment for 2009/10, for instance, assurance and challenge sessions were held, and ACS also completed a full self assessment for our internal assurance and governance.

2.16 ACS have developed a new programme management approach to provide assurance that the critical priorities and the business as usual activities are delivered. A new governance arrangement and cycle of meetings supports this approach. This includes the development of an integrated activity, performance, resources and risks report known as RADAR. ACS’s approach and model has now been adopted by HRE in the development of their programme management, governance and performance systems.

2.17 ACS continues to improve the safety and quality of care for our service users and have developed and put in place systems and mechanisms for user feedback to check the quality of contracted and commissioned services. ACS conduct a range of surveys into people’s quality of life, such as a recent surveys on Carers (with DH), Every Pound Counts (with Ipsos Mori) and adults with physical or
sensory impairments (by OPM) have provided key findings and feedback on the successful delivery of key services to inform commissioning.

2.18 ACS have developed safeguarding performance reports with partners as part of the audit performance and quality assurance sub group and board. These provide detailed monthly activity and analysis to identify, explore and inform key issues and work with partners. For instance, the types of alleged abuse and outcomes for victims and perpetrators.

2.19 There is a more integrated approach to commissioning and assurance through our closer joint working with the NHS in Lambeth, and in future with GP commissioners. This will help to embed health and wellbeing, choice and control, and safeguarding dignity in health and social care in the commissioning and monitoring of care.

2.20 We routinely review complaints and members enquiries to help respond to needs and inform service developments, such as with accessible transport.

2.21 There are no additional proposals arising from this report. Committee are asked to note the sustained performance rating for adult social care in Lambeth.

3. Comments from Executive Director of Finance and Resources

3.1 As this report does not require a key decision to be made there are no finance and resource implications.

4. Comments from Director of Governance and Democracy

4.1 Under the Health and Social Care Act 2008, providers of adult care services must be registered with the Care Quality Commission.

5. Results of consultation

5.1 None.

6. Organisational implications

6.1 Risk management:
None.

6.2 Equalities impact assessment:
Equalities is an integral component of the adult social care annual assessment of performance process, and outcome 5 ‘Freedom from discrimination and harassment’ focuses on equalities and diversities issues within adult social care.

6.3 Community safety implications:
None.
6.4 **Environmental implications:**
None.

6.5 **Staffing and accommodation implications:**
None.

6.6 **Any other implications:**
None.

7. **Timetable for implementation**

Table 3. Areas for further improvement identified by CQC with a timetable for delivery.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Areas for improvement identified by CQC</th>
<th>Action plan / timetable</th>
</tr>
</thead>
</table>
| 7 Maintaining personal dignity and respect | • The percentage of referrals of adult abuse for self-funders is low – the council needs to ensure these people being effectively safeguarded.  
• The council needs to ensure consistency of response to safeguarding referrals across all service user groups.  
• Continue to fully develop safeguarding around personalisation. | • Improvement in data quality to ensure accurately capturing all self funders information.  
• Team of Practical Assistance and Support (TOPAZ) provide advice to self funders and refer onto Safeguarding Team as appropriate  
• Learning and Development training on safeguarding to Lambeth staff and partner agencies  
• Evaluation and quality assurance of safeguarding cases regularly undertaken.  
• Analysis and presentation through safeguarding partnership arrangements  
• Risk assessments, panel, QA framework completed as personalisation is rolled out across service user groups. |
| 8 Leadership | • The Council should continue to progress the personalisation agenda, particularly in developing the building blocks of preventative community services and universal information and advice services. | • Complete and implement Housing Strategy for vulnerable adults.  
• Complete and implement a commissioning plan for MH services.  
• Working group on closer integration with Lambeth NHS and expect a partnership agreement to be finalised in Jan 2011.  
• Development of proposals for new joint commissioning structure. A consultation with staff will follow the agreed structure in Quarter 4.  
• Agree and implement strategy for dementia care. |
| 9 Commissioning and use of resources | • Ensuring contract monitoring develops to cover all services and not be specifically targeted on residential services.  
• Moving the balance of services from residential to preventative in a timely way to underpin personalisation. | • Implement outcomes focussed contracts monitoring approach which ensures, amongst other things, that dignity in care is integral to contract monitoring. Support the Service Improvement Team to initiate speedy and targeted quality monitoring inspections of providers.  
• Set up a steering group for our assistive technology strategy.  
• Review contracts with voluntary sector organisations to align with strategy for Lambeth Gateway preventative services for older people. |

Appendix 1.