Proposal – Scrutiny of Adult Social Care Performance

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April 2024

Introduction

This document provides an outline proposal for how the Adult Social Care Scrutiny Committee scrutinise the overall performance of the Adult Social Care (ASC) directorate on a quarterly basis.

Objectives:

It is envisaged that an agreed approach to scrutinising key ASC performance metrics will provide the committee with assurance in the following areas:

- Continuous Improvement: Regular scrutiny will helps to identify strengths and weaknesses in service delivery, leading to continuous improvement initiatives. By addressing areas of concern and implementing best practices, ASC can enhance the quality and effectiveness of care services.
- Accountability and Transparency: Additional scrutiny of performance will promote accountability and transparency within ASC, providing assurance to elected members that resources are used efficiently and services are delivered according to expected standards.
- Quality Assurance: objective scrutiny plays a crucial role in maintaining expected standards across ASC. The monitoring of performance indicators sits alongside the monitoring of compliance with regulations, service user feedback, and quality of care services in ensuring that service delivery can be safeguarded and improved over time.
- Strategic Decision-Making: Insights gained from the robust scrutiny of performance can inform strategic decision-making within ASC. By identifying trends, gaps in service provision, and areas for development, informed decisions can be made to shape the future direction of care services and address emerging challenges.

Challenges and Opportunities:

While scrutiny of performance is essential for driving improvement in ASC there are several challenges and opportunities to which are also linked to this which scrutiny should be aware of:

1. Resource Constraints: Limited resources and budgetary pressures can hinder the ability of ASC invest in improvement initiatives. Finding innovative solutions to maximize resources and achieve better outcomes is crucial in overcoming this challenge.

2. Data Management: Effective scrutiny relies on accurate data collection, analysis, and reporting. ASC is currently in the midst of upgrading its core record keeping system to improve how information on performance metrics is captured and produced and to ensure data integrity, having identified limitations and challenges with the system that is currently in operation.

3. Stakeholder Engagement: Engaging with a diverse range of stakeholders, including service users, families, staff, and external partners, is essential for meaningful scrutiny of performance. ASC is currently in the process of creating mechanisms for feedback, consultation, and participation to support the scrutiny of performance provided by the committee

4. Innovation and Collaboration: Embracing innovation and collaboration can present opportunities for ASC to enhance their performance and service provision. Exploring new technologies, partnership models, and best practices from other areas are all areas that are pursued to achieve positive change and drive continuous improvement.

Performance Metrics

ASC currently uses the performance metrics outlined in the CQC Local Assurance Framework as the basis for internally reviewing performance

CQC Local Assurance Framework

The CQC local assurance framework is a system used by the Care Quality Commission (CQC) in England to assess how well local authorities are delivering on their adult social care duties as outlined in the Care Act 2014.

It inspects how local authorities meet the needs of adults who require care and support using a subset of quality statements from the CQC's overall single assessment framework structured around four themes:
- Working with people: promoting independence, identifying unmet needs, and information access.
- Providing support: ensuring appropriate services are delivered.
- Safety within the system: safeguarding measures for service users.
- Leadership: effective leadership and governance of adult social care services.

Each theme is further divided into quality statements that detail the expectations from local authorities.

This framework allows the CQC to assess local authorities' performance and identify areas for improvement, ultimately aiming to ensure high-quality and person-centered adult social care.

Proposal

It is proposed that the Adult Social Care Scrutiny Committee uses these indicators for undertaking their consideration of ASC performance which will subsequently support the

directorates preparedness for its first assessment under the new Assurance Framework.

As the performance measures have been developed and produced by the Care Quality Care commission, and all local authorities have a duty to report them, using this approach will essentially provide scrutiny members with an objective view of 'what good looks like' when considering the performance of WNC's ASC directorate.

The following pages, 5-8, provide snapshots from the performance report that is produced for the ASC Assurance Board, an internal meeting which reviews both the performance and quality of service delivery on a monthly basis.

It is proposed:
- That this report is used as a basis for discussion at the Scrutiny Committee's agenda planning meeting.
- From this discussion scrutiny members can agree which performance measures that they want to look at in more detail during the quarterly meeting of scrutiny committee.
- Prior to the meeting the template outlined at page 10 will be completed to provide further more in depth information to committee members on the reasons for current performance, actions being taken to mitigate this performance and any risks associated with the current level of performance

This will then enable committee members to identify key areas of performance to explore and the mechanism to seek assurance on how performance is being managed.

Snapshots from ASC Assurance Board Report

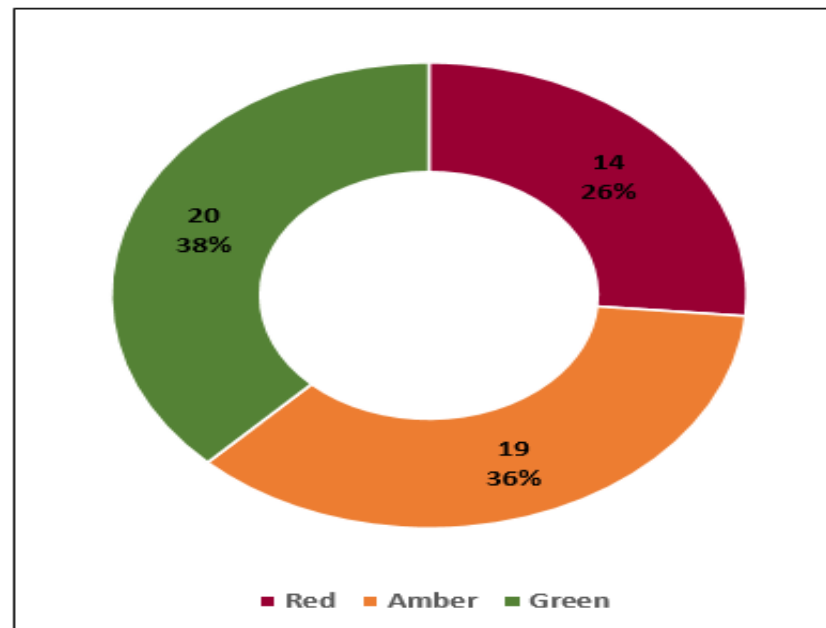# Summary of Performance Indicators by Local Assurance Theme

Themes		Red	Amber	Green	Not Indicator	WIP	Total
Theme 1		2	2	12	0	3	19
Theme 2		7	10	3	7	1	28
Theme 3		2	4	4	6	1	17
Theme 4		3	3	1	33	16	56
Total		14	19	20	46	21	120

Chart: Current Month vs Target RAG

Themes		Red	Amber	Green	Total
Total		14	19	20	53

Themes
- Theme 1
- Theme 2
- Theme 3
- Theme 4
- Total

Red Amber Green

West Northamptonshire Council

Quality Statement	Red	Amber	Green	Total
Total	14	19	20	53

Quality Statement

- General – Activity & need
- General – Deprivation & economic
- General – Determinants of health
- General – Overall spending on ASC
- Quality Statement 1 – Assessing need
- Quality Statement 2 – Supporting people to live ...
- Quality Statement 4 – Care provision, integratio...
- Quality Statement 5 – Partnerships & communiti...
- Quality Statement 6 – Safe systems, pathways &...
- Quality Statement 7 - Safeguarding
- Quality Statement 8 – Governance, managemen...
- Quality Statement 9 – Learning, improvement & ...
- Total

Legend: ■ Red ■ Amber ■ Green

West Northamptonshire Council
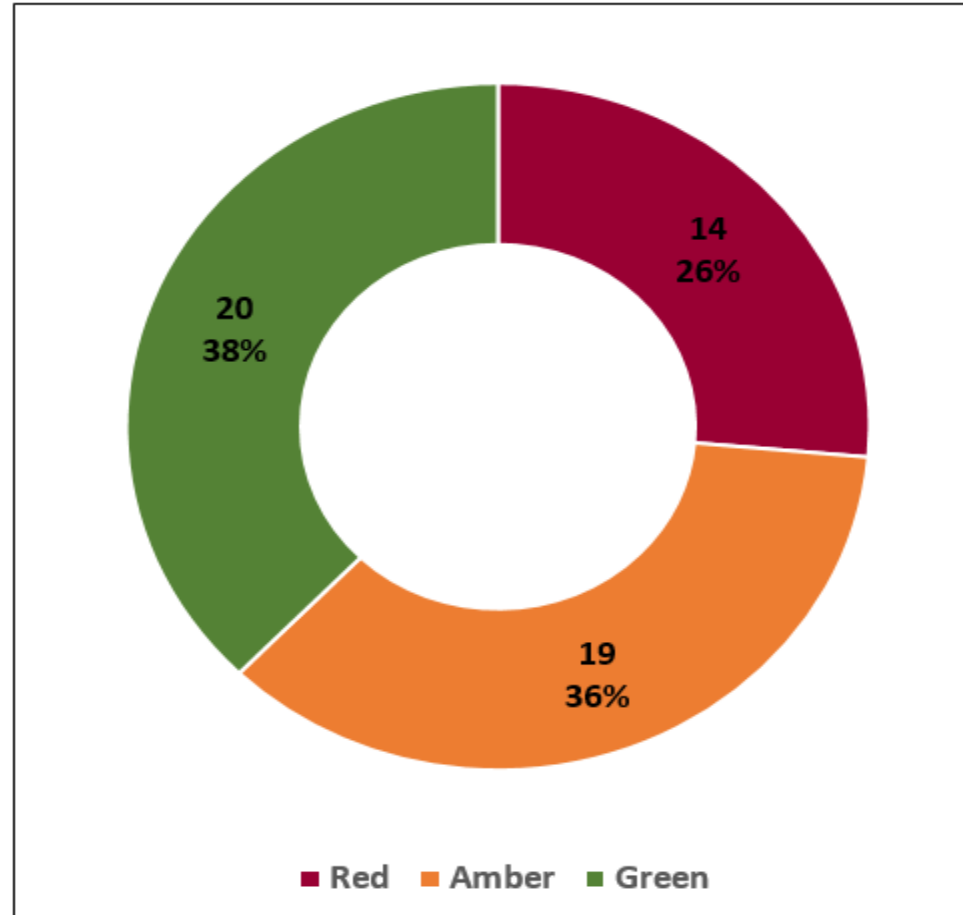
CQC-90 — Number of grievance incidents and impact (Live)

Current month

Jan-24

Current Month v's target	Amber
Current month v's previous month	Green
Target	0.0
Aspirational Target	0.0

England/Regional		0	
Data Format	#	Direction of Travel	<

	Rolling 12 months											
	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Indicator Actual	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	3.0	3.0	2.0
Indicator Target	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Narrative

0

Number of grievance incidents and impact (Live)
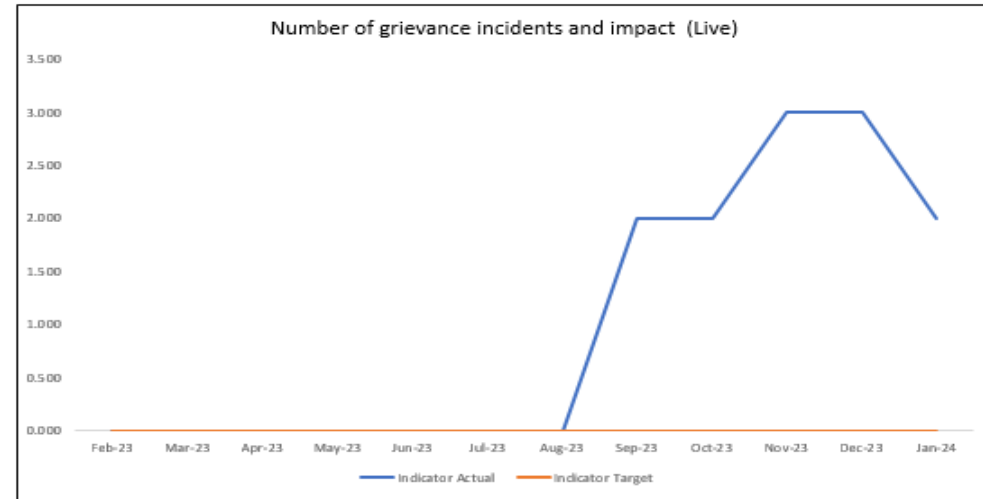
Proposed reporting template for indicators identified for further discussion

Details

Performance Measure	
Assistant Director	
Service Area Responsible	
Date of report	

Performance at date of report	Target	

Reasons for current level of performance

Actions being taken to mitigate current performance level

Risks and Issues related to current performance level			Current Status	Amber
Previous RAG	New RAG	Risk/ Issues	Mitigation	
N/A				