

# Adult Social Care Committee

<b>Report title:</b>	<b>Adult Social Care and Support Quality Framework Annual Report</b>
<b>Date of meeting:</b>	<b>4 July 2016</b>
<b>Responsible Chief Officer:</b>	<b>Harold Bodmer, Executive Director of Adult Social Services</b>
<b>Strategic impact</b> The Council invests more than £260m a year in purchasing adult social care services from the market. The Council has legal duties under the Care Act 2014 to promote the effective and efficient operation of a care market securing a choice of high quality services	
<b>Executive summary</b> Ensuring that the social care and support services that adults in Norfolk may require to meet their needs and to help them to live as independent a life as possible is a key priority for the Council. The Care Act has now placed this priority on a statutory footing through new duties requiring it to seek continuous improvements in quality and choice of services in its promotion of the market. The Adult Social Care Committee (the committee) approved and adopted a new quality framework in January 2015 and this report updates the committee on its implementation and includes the first annual quality report for the committee's consideration.	
<b>Recommendations</b> <b>The Committee is recommended to:</b>  <b>a) Consider and comment upon the annual quality report 2015/16 at Appendix 1</b>	

## 1. Proposal

- 1.1 Since the adoption of the quality framework in January 2015 considerable progress has been made in taking forward key actions that are set out in the annual report attached as Appendix 1 to this report. The governance proposals within the framework provide an opportunity for the committee to thoroughly consider the quality of adult social care in Norfolk, the actions taken by the Council to secure quality and proposals for future actions to improve quality in adult social care.

## 2. Evidence

### 2.1 Care Act 2014

- 2.2 The Care Act places duties on local authorities to facilitate and shape their market for adult care and support as a whole, so that it meets the needs of all people in their area who need care and support, whether arranged or funded by the state, by the individual themselves, or in other ways.

- 2.3 The ambition is for local authorities to influence and drive the pace of change for their whole market leading to a sustainable and diverse range of care and support providers, continuously improving quality and choice, and delivering better, innovative and cost-effective outcomes that promote the wellbeing of people who need care and support.

- 2.4 Poor quality services are not effective in supporting people to achieve their wellbeing outcomes. It is essential, therefore, that we ensure we know that all the services we pay for are high quality and effective. This requires regular ongoing proactive monitoring of provider performance across the board and effective interventions to restore high quality services if things are beginning to go wrong. The quality framework supports this.
- 2.5 **Annual Quality Report**
- 2.5.1 The committee approved and adopted the quality framework at its meeting in January 2015. Since that time considerable progress has been made in the implementation of the framework supported by additional financial investment in quality assurance staff and systems.
- 2.5.2 It is critical that the Council gains a thorough understanding of quality in the care market and a key feature of the framework lies in its governance, review and reporting arrangements that are intended to ensure that the quality of care is understood throughout the department and the committee. To this end the framework requires the production of an annual quality report for consideration by the committee.
- 2.5.3 The report is intended to be a public document and thus serves the purpose of helping the Council as a whole, key commissioning partners, stakeholders and the public understand the quality of care in Norfolk. The annual report attached at Appendix 1 is the first such report which provides a baseline from which progress and improvement can be tracked in future years and links to the “vital signs” performance improvement programme.

### **3. Financial Implications**

- 3.1 There are no direct financial implications arising from the implementation of the quality framework.

### **4. Issues, risks and innovation**

- 4.1 The quality framework places the Council in a strong position to effectively discharge its duties in securing high quality adult social care and support services in Norfolk. The current quality picture presents significant challenges to the Council and it will be important to keep the position under review taking such steps as are necessary and proportionate to secure high quality care services.

### **5. Background**

- 5.1 The quality framework itself can be accessed via the link below

[www.norfolk.gov.uk/careproviders](http://www.norfolk.gov.uk/careproviders)

### **Officer Contact**

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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