

Health and Adult Social Care Scrutiny Committee

15 February 2024

Care Quality Commission Pilot Care Act Assessment

Report of the Statutory Scrutiny Officer

1 Purpose

- 1.1 To consider the results of the Care Quality Commission's (CQC's) pilot assessment of how the Council is meeting its duties under Part 1 of the Care Act 2014.

2 Action required

- 2.1 The Committee is asked:

- 1) to review the content and indicative ratings of the CQC's assessment report, consider the Council's response and proposed actions, and return any comments and feedback; and
- 2) to consider whether any further scrutiny of the issue is required (and, if so, to identify the focus and timescales).

3 Background information

- 3.1 This issue falls within the remit of the Portfolio Holder for Adult Social Care and Health.
- 3.2 The CQC, as the independent regulator, now has responsibilities to assess how well Local Authorities are performing against their duties under Part 1 of the Care Act 2014. The CQC has developed a new assessment framework through co-production with partners, agencies and people with direct experience of using care and support services. This framework was piloted at five Local Authorities (Birmingham City Council, Lincolnshire County Council, North Lincolnshire Council, Nottingham City Council and Suffolk County Council) to test its methodology and processes, and to identify any refinements required.
- 3.3 The pilot assessment framework used a subset of the quality statements from the overall single assessment framework, as Local Authorities are being assessed against a different set of statutory duties to registered providers. The framework comprises nine quality statements mapped across the four overall themes of:
- a) Working with people
 - b) Providing support
 - c) How the Local Authority ensures safety within the system
 - d) Leadership

- 3.4 The Council's assessment was carried out from 11 May 2023, reviewing the 2022/23 period. Approximately 5,900 people in Nottingham were accessing long-term adult social care support during this time, with around 1,320 people accessing short-term support. The assessment results were published on 17 November 2023. The indicative rating set out in the CQC's report is that the Council's services require improvement, as the evidence gathered shows some shortfalls in performance.
- 3.5 The report identifies both the Council's strengths and its areas for development, acknowledging that the Council is going through a period of transition with a transformation process in place for adult social care services. The CQC found that senior staff showed a good awareness of areas that required improvement, and that there was evidence both of progress made to date and plans to achieve further development. However, the CQC considered that there is still work to be done, with this being demonstrated in the mixed feedback from staff and the number of areas identified where transformation work was starting.
- 3.6 The CQC's overall indicative ratings for the five Local Authorities that participated in the pilot assessment were:
- Birmingham City Council – Good
 - Lincolnshire County Council – Good
 - North Lincolnshire Council – Good
 - Nottingham City Council – Requires improvement
 - Suffolk County Council – Good
- 3.7 A copy of the CQC's assessment report, and a report and briefing on the Council's response and proposed actions to the indicative ratings, are attached.

4 List of attached information

- 4.1 Report: CQC Pilot Care Act Assessment
Appendix 1: CQC Local Authority Assessment Pilot Report Publication – Briefing
Appendix 2: Nottingham City Council CQC Assessment

5 Background papers, other than published works or those disclosing exempt or confidential information

- 5.1 None

6 Published documents referred to in compiling this report

- 6.1 [Local Authority CQC Pilot Assessments](#) (8 December 2023)

7 Wards affected

- 7.1 All

8 Contact information

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