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## **Adult Social Care Select Committee - 5<sup>th</sup> March 2025**

### **Report of the Interim Director of Adult Social Care**

### **Care Quality Commission (CQC) Inspection Readiness and Performance**

#### **Purpose of report**

1. To provide an overview of Adult Social Care readiness for CQC assessment and current view on performance.

#### **Recommendations**

2. It is recommended that Members;
  - Challenge the progress of the Council in readying itself for CQC inspection.
  - Review the performance data tabled in the report and scrutinise it, identifying areas where further detail and development is required.
  - Understand what will be required by the council as a result of the CQC inspection from notification of assessment to the onsite visit.

#### **Background**

3. The Health Care Act 2022 gave the Care Quality Commission (CQC) new regulatory powers to undertake independent assessment of local authorities' delivery of regulated care functions set out in Part 1 of the Care Act (2014). This will provide independent assurance to the public of the quality of social care in Dudley.
4. Dudley received notification of the Local Authority Assessment from CQC on Monday 10<sup>th</sup> February 2025. The first part of the assessment is the information return. The second part will be an on site visit. Notification of our site visit could be up to 6 months from receipt of our letter, which will mean approximately July 2025.

5. The 38 Information Return (IR) were submitted 3 weeks after the date of notification. In addition, names and contact details of organisations that we work closely are provided to CQC. Before the site visit CQC will analyse this information, and publicly available data and interview key contacts who work with Dudley including community and voluntary groups. *Appendix 2* details the requirement of the information return.
6. We have coproduced a Self-Assessment which has also been submitted to CQC prior to their on site visit. The self-assessment tells the story of Social Care in Dudley, highlights our achievements and recognises our areas for development. Our self-assessment was co-produced with people who use our services, their families and carers, providers, partners and staff to ensure it is both accurate and is providing true view of Adult Social Care in Dudley.
7. When we are notified of the on site visit, between 6 and 8 weeks of the inspection notification, we will be asked to provide a list a 50 case files for scrutiny by CQC. The requirement for the cases is that they have been carried out within the last 12 months and must cover the following people:
  - older people
  - young people who have transitioned to adult service
  - people who have recently come out of hospital and are receiving care
  - people with a learning disability and autistic people
  - people with mental Health needs or substance misuse
  - people with physical disabilities or long-term care conditions
  - unpaid carers
8. CQC will then select 10 cases (6 cases and 4 on a reserve list if consent from the person does not agree). We have identified 50 best practice case examples from across the Directorate and audited them ourselves using our Quality Assessment Audit Framework to ensure they are suitable
9. From March 2025 until the Inspectors onsite visit, the Senior Leadership Team in Adult Social Care will continue to progress our development plan to ensure the staff, partners and key stakeholders are engaged and prepared for the Inspection
10. We are developing a Leadership presentation which will outline how Dudley Adult Social Care is structured, what and how services are provided and

how we work with our key stakeholders. This will be presented to CQC prior to their visit via a 3.5 hour on line meeting, involving other colleagues from the Council and Integrated Care Board.

11. Partners in Care and Health, in partnership with West Midlands Association of Directors of Social Services (WM-ADASS) and Local Government Association (LGA) will be providing support to help prepare frontline staff and managers.
12. The Continuous Development Group (CDG), chaired by the Interim Director of Adult Social Care will continue to meet monthly to oversee the improvement programme up to inspection and beyond. This improvement work is underpinned by the Adult Social Care Risk Register to ensure we are dealing with our priority actions for development, in relation to Care Act requirements.
13. The on site visit will be for 2-3 days and will have an inspection team of 10 people. This will include the CQC Assessment Director, Lead Assessment Management, Assessment Manager, Lead Inspector, 3 Inspectors, a Director of Adult Social Care from another authority, a specialist advisor and Executive Reviewer. Throughout the 3 days there will be approximately 40 sessions which will include interviews and focus groups for staff, stakeholders and Members, which may include;
  - Leader
  - Chief Executive
  - Cabinet Member for Adult Social Care
  - Shadow Cabinet Member for Adult Social Care
  - Select Committee Chair and Vice Chair
  - Director of Adult Social Care
  - Director of Public Health
  - Principal Social Worker
  - Safeguarding Board Independent Chair
  - Frontline Social Work and Prevention Teams
  - Commissioning Teams
  - Equality, Diversity and Inclusion Leads
  - Integrated Care Board / NHS Trusts
  - Occupational Therapy
  - Carers
  - Provider Forum

- Staff Drop in Sessions

14. CQC uses a Single Assessment Framework, with 4 themes consisting of 'quality' and 'I' statements to provide an overall rating for Adult Social Care, using a four-point rating scale; Inadequate, Requires Improvement, Good or Outstanding.
15. Following the onsite assessment a draft report will be produced by CQC. This will include scores for all the quality statements and an overall rating. CQC will undertake internal quality assurance and send Dudley a copy to check its factually accuracy. CQC will also undertake an internal bench-marking exercise to review and calibrate the scores and ratings, to ensure consistency across other Local Authorities. This process can take up to 10 weeks.
16. Score and ratings for Local Authorities are published on the CQC website once enough evidence has been gathered to make a judgement. They will then publish ratings; overall rating and score for each quality statement. The score will indicate where a local authority sits within a rating, showing whether it is nearer the upper or lower threshold.

#### Performance data

17. The data below shows the improvements in performance that Adult Social Care has achieved over the past 22 months.
18. We have made significant reductions in the number of people waiting for an assessment of any kind:

April 2023	April 2024	January 2025
1703	1079	947

This is a reduction of 756 people or 44.4% decrease over a 22-month period since April 2023.

19. Progress can also be seen on the numbers of people overdue a review:

April 2023	April 2024	January 2025
1678	1287	1340

This is a reduction of 338 people or 20.1% decrease over a 22-month period since April 2023.

20. Across England we are measured and compared with other councils via an Adult Social Care Outcomes Framework (ASCOF), which measures how well care and support services achieve the outcomes which matter the most to people. ASCOF indicators are used to identify strengths and weaknesses across the system and within individual councils' provision of services.
- Of the 22 ASCOF indicators for 2023/24, we can see improvement in our reported figures on 12 indicators compared to the previous reporting year.
  - Our performance when ranked to other local authorities has increased on 10 indicators. Additionally, 6 measures have increased in rank relative to other local authorities by 20 places or more.
  - ASCOF shows we have improved in specific areas.
21. We are in the 4th quartile (top 25% of LA's) for 4 measures:
- Carer-reported quality of life (1C)
  - Overall satisfaction of carers with social services (1E)
  - Proportion of carers who find it easy to find information about services (3C2)
  - Proportion of carers who reported that they had as much social contact as they would like (5A2)
22. We are in the 1st quartile (bottom 25% of LA's) for 2 measures:
- Proportion of adults with learning disabilities who live in their own home or with their family (2E)
  - Proportion of carers who receive self-directed support (3D1B)
23. ASC directorate-wide reporting scorecard, providing information to enable decision making based on objective data and containing 64 KPI's across the following operational areas:
- Access and Prevention - 11 KPI's
  - Adult Safeguarding – 12 KPI's
  - Assessment and Independence – 8 KPI's
  - Dudley Disability Service – 5 KPI's

- Mental Health (inc Approved MH Practice) – 10 KPI's
- Occupational Therapy – 2 KPI's
- Others (Finance, Commissioning) – 7 KPI's
- Service-wide Measures – 9 KPI's

24. This is underpinned by service area dashboards and KPIs, produced in the industry standard PowerBI, which allows selection and filtering of specific data sets to enhance operational decision making

Average caseload across all Adult Social Care teams:

March 2024 (earliest recorded)	April 2024	January 2025
10.8	10.1	8.9

Number of people waiting an assessment of any kind for longer than 6 months:

April 2023	April 2024	January 2025
624	295	210

Number of people waiting for a needs assessment

April 2023	April 2024	January 2025
105	87	71

Number of people waiting for a carers assessment

April 2023	April 2024	January 2025
142	65	33

Number of people waiting for a DoLS assessment

April 2023	April 2024	January 2025
541	554	529

Number of new contacts (12 month rolling average):

April 2023	April 2024	January 2025
1543	1725	2276

Safeguarding concerns logged (12 month rolling average):

April 2023	April 2024	January 2025
579	635	628

Number of new people receiving a Telecare package (12 month rolling average):

April 2023	April 2024	January 2025
87	72	71

Number of new people (65+) into residential and nursing care (12 month rolling average):

April 2023	April 2024	January 2025
32.5	36.5	35.3

Number of new people (65+) receiving a long-term care package (home care) in the community (12 month rolling average):

April 2023	April 2024	January 2025
71.9	107.6	88.3

## **Finance**

25. There are no financial impacts relating to this paper.

## **Law**

26. The Local authority will be apprised of and will adhere to the requirements of the following legislation:
- 1) The Human Rights Act 1998
  - 2) The Mental Health Act 2007
  - 3) The Mental Capacity Act 2005
  - 4) The Care Act 2014
  - 5) The Mental Capacity Amendment Act 2019

This is not an exhaustive list.

27. The Health Care Act 2022 gave the Care Quality Commission (CQC) new regulatory powers to undertake independent assessment of local authorities' delivery of regulated care functions set out in Part 1 of the Care Act (2014). This will provide independent assurance to the public of the quality of social care in Dudley.
28. The ASC Operational Risk Register is actively managed and all changes in high-risk areas are reviewed at Continuous Development Group each month and all risks are updated with Heads of Service each and every month. It contains all ASC risks, including the ASC corporate risks managed at a corporate level.

## **Risk Management**

29. The publication of the report by the Care Quality Commission has the potential to create reputational damage to the Council; however, it is felt that the remedial actions taken by the Council combined with pro-active communication with local media will mitigate this risk.

## **Equality Impact**

30. Equality and equity of experience form an important part of the CQC inspection. We have assigned our ASC equality lead to work with our Performance Manager to ensure we have a clear equality dashboard and are taking steps to ensure we treat all people with dignity and respect. We have developed several policies and processes to ensure equity of experience for example a Waiting Well Policy which will ensure

equity of experience for those waiting for assessment regardless of which service they are waiting to be assessed by.

31. The recommendations within this report support the Council's organisational development priorities, processes, and people to deliver a quality service by underpinning our ability to respond to and recover from incidents impacting Dudley Borough.

### **Human Resources/Organisational Development**

32. It will be vital that staff are available to participate in the inspection as and when required. We will be preparing them for this with the support of Partners in Care and Health, in partnership with West Midlands Association of Directors of Social Services (WM-ADASS) and Local Government Association (LGA). Authorities who have been through the inspection have stated that if well prepared inspection is an extremely positive experience for staff as it gives them the opportunity to show the inspectors what they do well and the impact of this.

### **Commercial/Procurement**

33. There are no commercial or procurement impacts as a result of this paper.

### **Council Plan**

34. The CQC inspection will demonstrate how Adult Social Care supports the delivery of the Dudley Council Plan.

*E. Matthews.*

**Emma Matthews**  
**Interim Director of Adult Social Care**

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## Appendices

*Appendix 1: CQC Information return documents provided*

### List of Background Documents

[CQC Single Assessment Framework](#)  
[Health and Care Act 2022](#)  
[Care Act \(2014\)](#)