



Havering

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CQC Assurance of Local Authorities

People Overview and Scrutiny Sub Committee
15th July 2025

The Health and Care Act 2022 puts the Care Quality Commission's (CQC) assurance of local authorities on a statutory footing

The new duty on the CQC to assess local authorities' delivery of their adult social care (ASC) duties under Part 1 of the Care Act 2014 came into effect in late 2023

Marks a return of assessments for council adult social care after a gap of more than a decade

It is intended that all local authorities will be inspected by end 2025

Case for assurance

- ☐ CQC assessments will **increase transparency and understanding** of how adult social care services are being delivered locally.
- ☐ They will make **good practice, positive outcomes and outstanding quality** easier to spot locally and share nationally.
- ☐ It will enable us to better understand where the key issues are and **target support where it is needed.**



CQC will use the new framework to **assess how well local authorities are performing against their duties under Part 1 of the Care Act 2014.**

The framework was developed through co-production with partners, agencies and people with direct experience of using care and support services.

The Local Authority assessment framework uses a **subset** of the quality statements from the overall single assessment framework - different set of statutory duties to registered providers.

The assessment framework for local authorities **comprises 9 quality statements mapped across 4 overall themes.**

For each theme CQC set out the 'I' statements and quality statements that they will assess:

Quality statements are the commitments that local authorities must commit to. Expressed as '**we statements**', they show what is needed to deliver high-quality, person-centred care.

I statements are what people expect. They are based on Think Local Act Personal's 'Making It Real' framework.



I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

These bring structure and consistency to the assessment. They show the types of evidence CQC use to understand the quality of care being delivered against a quality statement.

- **People's experience** i.e. people with care and support needs and unpaid carers
- **Feedback from staff and leaders** i.e. Assessment and care management staff, social workers and any specialist teams
- **Processes** i.e. Timeliness of assessments, care planning and care reviews
- **Feedback from partners** i.e. Community and voluntary sector groups; carer organisations; advocacy groups



Theme 1: Working with People



THEME 1: Working with People

Assessing needs (including unpaid carers), supporting people to live healthier lives, prevention, well-being, information and advice.

Assessing needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their future needs for care and support.

Equity in people's experience and outcomes

We actively seek out and listen to information about people who are most likely to experience inequalities in experience or outcomes. We tailor the care, support and treatment in response to this. We provide appropriate, accurate and up-to-date information in formats that we tailor to individual needs.

THEME 1 - CQC SINGLE ASSESSMENT FRAMEWORK

WORKING WITH PEOPLE

Assessing needs (including unpaid carers), supporting people to live healthier lives, prevention, well-being, information and advice.

'WE' STATEMENTS: ADULT SOCIAL CARE'S COMMITMENTS

'I' STATEMENTS: What we want our residents to feel

Assessing Needs



"We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them."



"I have care and support that is coordinated, and everyone works well together and with me."
"I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals."

Supporting people to live healthier lives

"We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce future needs for care and support."



"I can get information and advice about my health, care and support and how I can be as well as possible - physically, mentally and emotionally."
"I am supported to plan ahead for important changes in my life that I can anticipate."

Equity in people's experience and outcome



"We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this."



"I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals."

Theme 2: Providing Support



THEME 2: Providing support

Market shaping, commissioning, workforce equality, integration and partnership working.

Care provision, integration and continuity

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

Partnerships and communities

We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

THEME 2 – CQC SINGLE ASSESSMENT FRAMEWORK PROVIDING SUPPORT

Market shaping, commissioning, workforce equality, integration and partnership working.

‘WE’ STATEMENTS: ADULT SOCIAL CARE’S COMMITMENTS

‘I’ STATEMENTS: What we want our residents to feel

Care provision, integration and continuity

“We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.”

“I have care and support that is co-ordinated, and everyone works well together and with me.”



Partnerships and communities



“We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.”



Theme 3: Ensuring Safety



THEME 3: Ensuring safety

Safeguarding, safe systems and continuity of care.

Safe systems, pathways and transitions

We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

Safeguarding

We work with people to understand what being safe means to them and work with them as well as our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, and we make sure we share concerns quickly and appropriately.

THEME 3 – CQC SINGLE ASSESSMENT FRAMEWORK HOW THE LOCAL AUTHORITY ENSURES SAFETY WITHIN THE SYSTEM

Safeguarding, safe systems and continuity of care.

'WE' STATEMENTS: ADULT SOCIAL CARE'S COMMITMENTS

Safe systems, pathways and transitions

"We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services."



'I' STATEMENTS: What we want our residents to feel

"I feel safe and supported to understand and manage any risks."

"When we move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place."



Safeguarding

"We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately."



"I have care and support that enables me to live as I feel safe and am supported to understand and manage any risks, strengths and goals."

Theme 4: Leadership



THEME 4: Leadership

Capable and compassionate leaders, learning, improvement, innovation and governance.

Governance

We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Learning, improvement and innovation

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

THEME 4 - CQC SINGLE ASSESSMENT FRAMEWORK

LEADERSHIP

Capable and compassionate leaders, learning, improvement, innovation and governance.

'WE' STATEMENTS: ADULT SOCIAL CARE'S COMMITMENTS

Governance, management and sustainability

"We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and **deliver good quality, sustainable care, treatment and support.**"

We act on the best information about risk, performance and outcomes, and **we share this securely with others when appropriate.**"

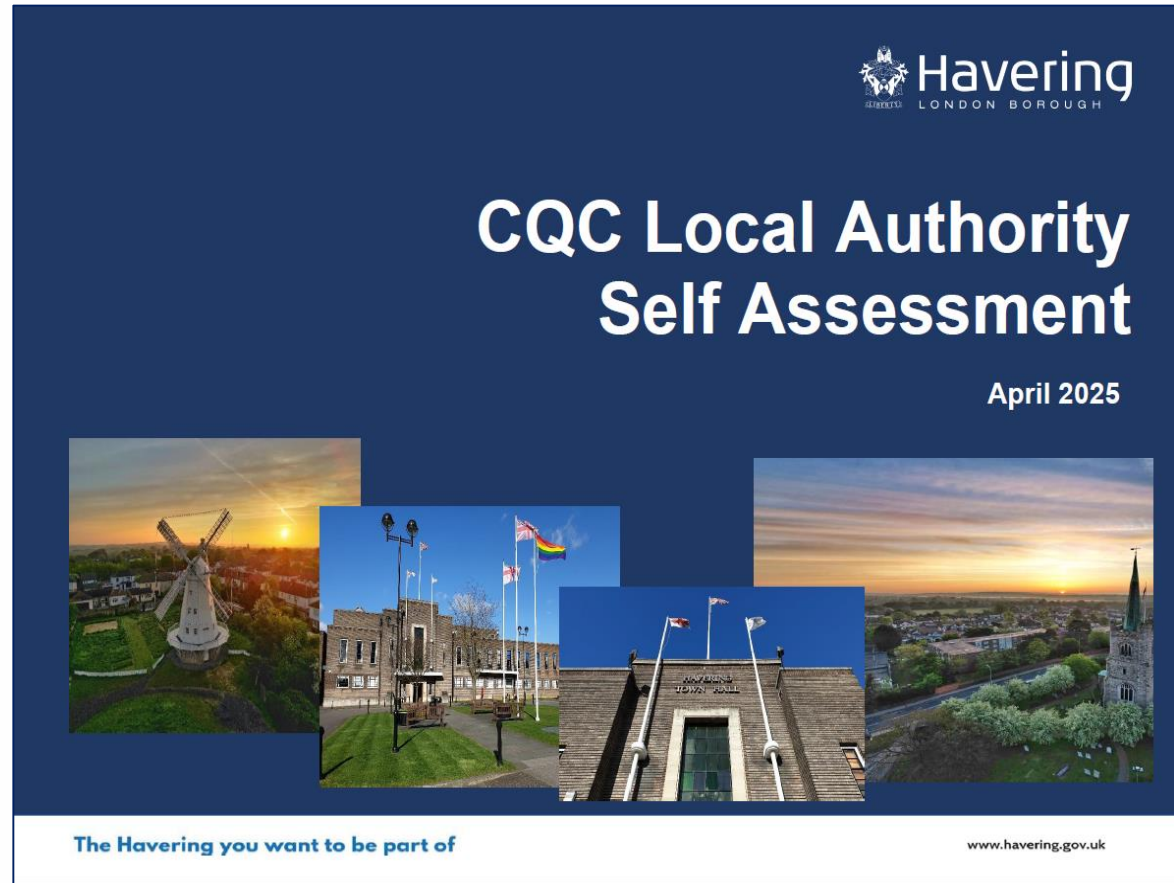
Learning, improvement and innovation

"We focus on **continuous learning, innovation and improvement** across our organisation and the local system. We encourage **creative ways of delivering equality of experience, outcome and quality of life for people.** We actively contribute to **safe, effective practice and research.**"







Our **self-assessment grew out of discussions with staff and partners** – we have used the process as a tool to incorporate the voices and practice wisdom of colleagues

Our **opportunity to highlight our strengths and acknowledge our areas for improvement** and highlight our plans to address these



ASC Self Assessment Recap

Celebrating our strengths and recognising our areas for development

Theme	Our Strengths	Focus on Developing
Theme 1: Working with People 	<ul style="list-style-type: none"> • Our workforce supporting people through increasing demand and complexity • Consideration of clients' diverse needs are taken into account • Clear approach to practice • Better Living is embedded through the whole service • Well embedded Quality Assurance Framework and practice audit process • Positive Local Area Coordination Service • Dedicated and highly effective Reablement service 	<ul style="list-style-type: none"> • Reduce our waiting lists • Co-produce our information and advice plan • Increase assessments for unpaid carers • Improve MCA application & evidence professional thinking • Offering advocacy support • Engagement with our community to understand those at risk of having unmet needs
Theme 2: Providing Support 	<ul style="list-style-type: none"> • Positive response to challenges within our Hospital Trust • Wide variety of preventative services available • Positive use of BCF funding with partners supporting healthier lives • Good relationships with the provider market • Constructive approach to provider uplifts that fosters positive market dialogue • Co-produced All Age Autism Strategy, Carers Strategy and Dementia Strategy • Ambitious Supported Housing Strategy • Positive partnership and joint directorate with the ICB 	<ul style="list-style-type: none"> • Procure a comprehensive framework for ASC provision • Manage the care home market differently due to increased lack of availability of places and costs • Review the Learning Disabilities market (respite, supported living) • Improving our offer of support and respite for Carers • Finalise our refreshed Joint Strategic Needs Assessment chapters • Sign off our Joint Commissioning Strategy • Refresh our Market Position Statement
Theme 3: Ensuring Safety 	<ul style="list-style-type: none"> • Experienced Safeguarding Adults Managers • Multi-Agency Safeguarding Hub and positive partnership • Successful partnership working re the number of Connects (previously MERLINS) • Well understood safeguarding process • Good use of Making Safeguarding Personal • We support individuals to understand their risks and work towards safe outcomes • Well established positive Havering Safeguarding Adults Board • Self-Neglect and Hoarding Multi-Agency Guidance • Robust ongoing challenge around discharge processes with the hospital 	<ul style="list-style-type: none"> • Strengthen our response to Transitions • Develop referral and pathway guidance with Mental Health • Establish an audit process for s42 enquires undertaken by Mental Health • Ensure the process for reviewing safeguarding protection plans is clearly understood • Increase the numbers of BIAs and scrutinisers to reduce the DoLS waiting list
Theme 4: Leadership 	<ul style="list-style-type: none"> • Efficient and low-cost Council • Adult Social Care is a key priority across the Council • Leadership through every level of the Service • Diverse adult social care workforce • Supportive Havering Social Care Academy • Positive apprenticeships & strong ASYE programme • Workforce Development Board in place • Great training offer and commitment to supporting professional practice development • Exciting use of AI solutions to support the recording of social care 	<ul style="list-style-type: none"> • Work closely with staff to co-design on our Balanced Scorecard for 2025/26 • Work with Government to bridge the funding gap and support social care delivery • Increasing engagement and co-production with local communities • Ensure staff know how to access the career development framework

The Havering you want to be part of



Supporting our residents to stay safe and well

- We support residents of all ages to live socially connected, independent and healthy lives
- We engage with individuals, families, and our partners to help residents reach their full potential
- We respond fairly to changes in our growing population with a focus on both meeting and reducing need



A great place to live, work and enjoy

- We are a clean, green, sustainable borough, where it is safe and easy to get around
- We deliver safe and affordable housing and community assets
- We attract and deliver investment and regeneration opportunities, whilst protecting the character of the borough



Enabling a resident-focused and resilient Council

- We manage our resources well
- We will be an employer of choice, with a workforce that reflects our communities
- We will provide excellent customer service and engage effectively with our communities

Our ASC Vision



People are empowered to live independently in their communities for as long as possible with the right kind of support.

We will work alongside residents and carers to support them to live safely, maintaining wellbeing, choice and control over their care and the way they want to live.



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Our ASC Principles



These are our fundamental guidelines and values that shape how we operate, provide support and make decisions with the people we support.

1. Strength-based, person-centred practice
2. Timely support (linked to reducing our waiting lists)
3. Safeguarding adults from abuse and neglect
4. Focus on unpaid carers
5. A supported and skilled workforce
6. Listening to our residents - our journey towards co-production
7. Voice of the people we work with captured, including seldom heard voices
8. Culturally considered conversations and practice
9. Focus on prevent, reduce, delay
10. Appropriate support that ensures value for money



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Our Balanced Scorecard Priorities



Working towards meeting the increasing demand for adult social care services



Supporting people to return home from hospital with safe and timely discharges



Promoting high standards of social care practice and supporting social care teams to deliver effective services



Supporting our workforce



Increase identification of and support to unpaid carers



Increase engagement and enhance understanding of the community we support (our journey to co-production)



Strengthen our transitions pathways to ensure people receive timely and effective support



Ensure relevant and useful information and advice is available for our residents relating to adult social care



Reviews of supported living to ensure appropriate outcomes and ensure VFM



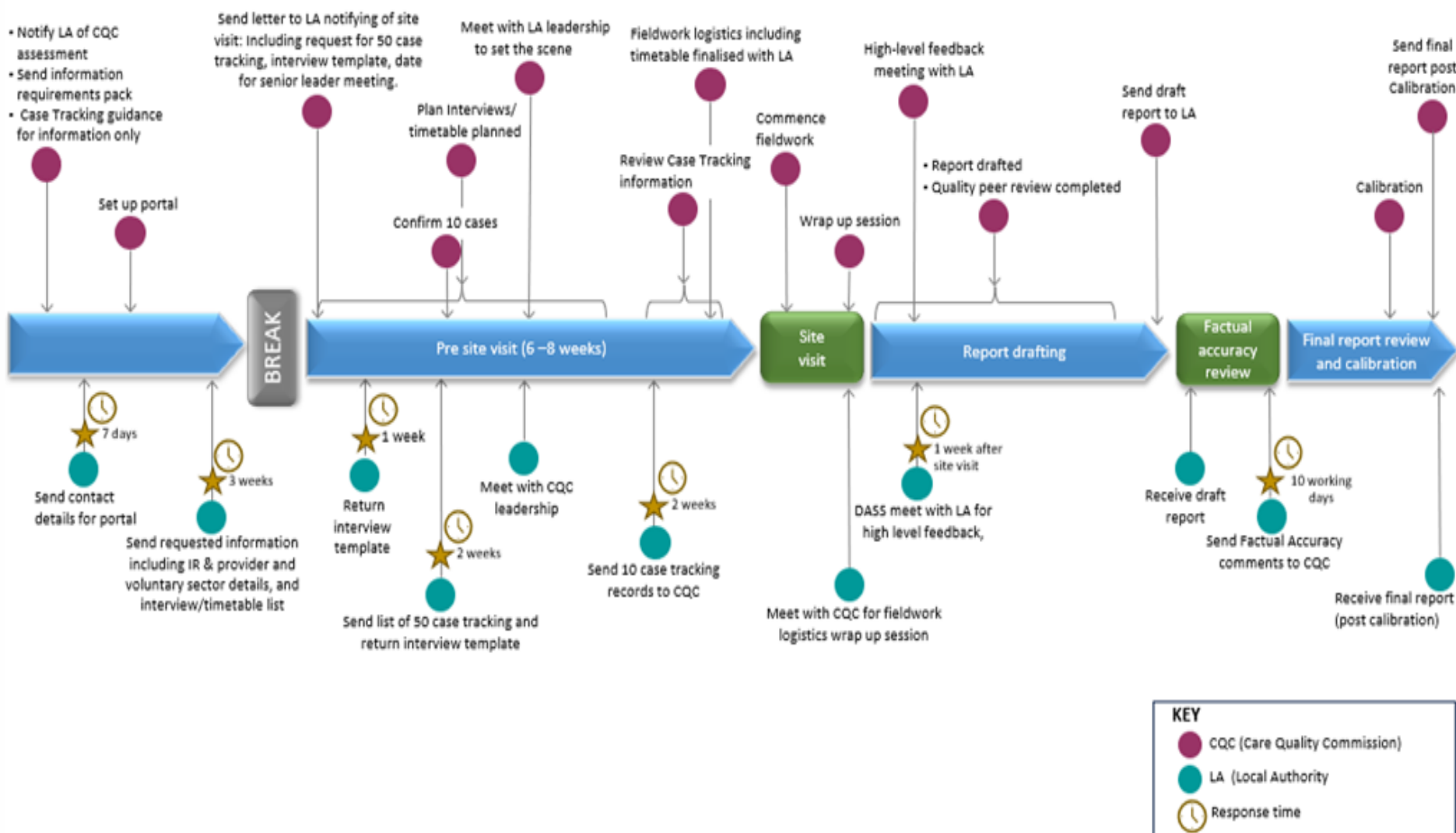
Currently a two-stage notification process:

- **Notification 1:** We received this on **7th April 2025**. Submitted our evidence against the new single assessment framework and information return along with our Self-Assessment on **2nd May 2025** – 120 items submitted
- **Notification 2:** Received on 30th June 2025 - site visit will be w/c **18th August 2025**

CQC Assurance Process



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- Preparing the '50 cases' for case tracking and gain consent from our residents and their family and carers to speak to the CQC
- We have staff preparation sessions including LGA supported sessions to help get the best from our staff
- Working through updating key actions and plans
- Preparing and sharing our Balanced Scorecard and Corporate and Service Objectives
- Working with partners to prepare them for what is to come: Providers Forum; Havering Carers Hub, COMPACT Chair



Weeks before the on-site... **Leadership Presentation** (3hrs) to set our story, the highlights of our self-assessment, and focus on our structure, governance and integration

When they do arrive, they will be **on site for 2.5 days**

Around **8 inspectors attend**

Will be an **intensive, ever changing, timetable** as they will want to meet as many people as possible

There are now **daily DASS feedback sessions** and a **wrap up session**



We will likely wait some months for the draft report - based on other Boroughs/Councils

When received, we will have **10 days to check for factual accuracy** – little to no opportunity to change the content or scorings the CQC include

Report will be embargoed until formal publication – will be a number of weeks due to the CQC post calibration process

We will **work on a comms plan for residents, partners and staff**

Will **build on our service improvement and development plans**



Any Questions

