

**EXTERNAL INSPECTION / PEER REVIEW OUTCOMES - 2015**

Appendix 1 provides a summary of external inspection and peer review activity that has taken place across the Council in 2015. It highlights what services have been reviewed, by whom, what the outcomes were and where comparative information is available, how these outcomes compare to other councils.

**Care Quality Commission – Adult Social Care**

**Residential and Nursing Care**

1. A total of 37 services were inspected by the Care Quality Commission (CQC) during 2015. Two providers were inspected using the old inspection criteria and the remainder using the new criteria. Outcomes from these inspections are summarised below:

	<b>Good</b>	<b>Requires Improvement</b>	<b>Inadequate</b>
<b>Residential and Nursing Care Services</b>	54%	32%	14%

Source: CQC database (Data Requests Team/Intelligence Directorate) Dec 2015

2. Benchmarking information showing how inspection outcomes in Suffolk compare to other areas is limited. However, the CQC does provide some analysis that is used at regional meetings to highlight overall trends. This information does not provide a full comparison of adult care provision in a given area but it does at least provide an indication of direction of travel. The following table provides a summary of the latest CQC regional benchmarking data.

**Residential care home services ‘Good’ or ‘Outstanding’ (December 2014 to June 2015)**

<b>Suffolk</b>	<b>60%</b>	Cambridgeshire	71%
Norfolk	58%	Hertfordshire	43%
Essex	56%		

Source: CQC database (Data Requests Team/Intelligence Directorate) June 2015

3. Based on these approximate figures, Suffolk is performing better than the regional average, with only Cambridgeshire having more settings currently judged by CQC as being ‘Good’ or ‘Outstanding’.

**Home First (Home Care Services)**

4. The following table summarises the latest CQC inspection outcomes for Home First Services. In total eight services were inspected in 2015. For each service,

CQC assesses whether standards are being met across five standards as referred to in the table.

	<b>Treat people with respect and involve them in their care</b>	<b>Provide care, treatment and support that meet people's needs</b>	<b>Care for people safety and protecting them from harm</b>	<b>Staffing</b>	<b>Quality and suitability of management</b>
<b>Home Care Services</b>	Standards met in all services ✓	Standards met in all services ✓	Standards met in all services ✓	Standards met in all services ✓	Standards met in all services ✓

Source: CQC database (Data Requests Team/Intelligence Directorate) Dec 2015

## **Ofsted – Children and Young People Services**

### **Ofsted inspections – Schools**

- The latest performance information as at December 2015 shows that 79% of Suffolk schools are currently judged 'Good' or 'Outstanding'. This is the latest information available for Suffolk but cannot be compared to other areas until national data has been verified and published by Ofsted. The latest national comparative data from Ofsted is for August 2015 and the table below shows how Suffolk compared to other areas at this time.

<b>Percentage of Suffolk schools judged as Good or Outstanding compared to other areas</b>				
Source: Ofsted	<b>Aug 2015</b>	<b>Aug 2014</b>	<b>Aug 2013</b>	<b>Aug 2012</b>
<b>Suffolk</b>	77%	74%	72%	67%
<b>East of England</b>	81%	77%	74%	67%
<b>National</b>	84%	81%	78%	70%

### **Ofsted inspection – School Improvement**

- Early in 2015 Ofsted inspected the Council's school improvement services. A letter was sent to the Council outlining the findings and recommendations for improvement. This followed the previous year's inspection where Ofsted judged the Council's plans for school improvement as 'Ineffective'.
- Ofsted concluded that approximately 25,000 children in Suffolk do not attend 'Good' or 'Outstanding' schools, particularly in the more deprived areas of Lowestoft and Ipswich. Suffolk is the worst performing area in the region for disadvantaged secondary school pupils.
- Ofsted commended elected members and senior leaders for their commitment to the vision to raise aspiration and improve outcomes for children and young people, but highlighted a need for a clearer narrative and improved communications particularly in relation to raising educational achievement in partnership with school leaders. Ofsted acknowledged that Suffolk has the right

school improvement system in place to achieve the impact and secure the long term changes needed, and recognised the rigorous approach to tackling weakness in school leadership, including governance, using its statutory powers. Inspectors also highlighted the strength of partnership working between the Council and its partners in specific areas including Early Years, Schools' Choice, Workforce Development, Post-16 participation, and relationships with Academies.

9. By way of comparison, Ofsted inspected Norfolk County Council's arrangements for supporting school improvement in 2014 and judged them to be 'Effective'. No other similar comparisons are currently available.

Ofsted – single inspection of services for children in need of help and protection

10. An inspection of these services was undertaken in November and December 2015 with the outcome from Ofsted expected in early 2016.

The following table shows how Suffolk compares to other similar areas:

<b>Statistical neighbours</b>	<b>New Single Inspection</b>
Suffolk	<i>Awaiting judgement</i>
Lincolnshire	Good
Devon	Requires Improvement
Somerset	Inadequate
Hereford	Requires Improvement

Ofsted inspections – Children's Homes

11. During 2015, Ofsted inspected all of the Council's children's homes and the outcomes of these inspections are summarised below:

<b>Children's Home</b> Source: Ofsted	<b>Latest inspection</b>
Woodman's Place, Martlesham	Requires Improvement (August 2015)
Grange Road, Beccles	Good (September 2015)
Pakefield Road, Lowestoft	Requires Improvement (November 2015)
Redwood Lodge, Stowmarket	Requires Improvement (June 2015)
Alexandra House, Bury St Edmunds	Good (October 2015)

12. The last round of inspections for these services showed that two of the five children's homes in Suffolk are rated as 'Good' and three as 'Requiring Improvement'.

### Ofsted– inspection of Children’s Centres

13. The latest percentage of children’s centres judged as ‘Good’ or ‘Outstanding’ is summarised in the table below.

<b>Percentage of Children’s Centres judged as Good or Outstanding</b>				
Source: Ofsted	<b>Aug 2015</b>	<b>Aug 2014</b>	<b>Aug 2013</b>	<b>Aug 2012</b>
<b>Suffolk</b>	48%	51%	59%	77%
<b>East of England</b>	61%	61%	62%	61%
<b>National</b>	66%	67%	69%	69%

14. In total, 48% of children’s centres in Suffolk are currently judged as ‘Good’ or ‘Outstanding’. The proportion has reduced over the last few years and Suffolk is now performing below both the regional and national average levels and those of its statistical neighbours.

### Ofsted – inspection of early years and childcare services

<b>Percentage of Early Years and Childcare settings judged as Good or Outstanding</b>				
Source: Ofsted	<b>Aug 2015</b>	<b>Aug 2014</b>	<b>Aug 2013</b>	<b>Aug 2012</b>
<b>Suffolk</b>	81%	84%	84%	82%
<b>East of England</b>	85%	84%	81%	77%
<b>National</b>	85%	80%	77%	74%

15. In total 81% of early years and childcare settings in Suffolk (a total of 735 providers) are currently judged as ‘Good’ or ‘Outstanding’. Suffolk is now performing below the regional and national averages.

### Peer Review of Suffolk Highways

16. A Highways Maintenance Efficiency Programme (HMEP) Strategic Review was carried out in February 2015. The review highlighted strengths and weaknesses to Suffolk’s highways service. Some of the key strengths identified were:

- The Council accepts the need for transformation. This includes a perceived clear steer from senior managers that the Kier contract must work.
- Cross-party co-operation in policy development panels.
- Information provided to local councillors has improved.
- The Council and Kier know that there are problems to resolve and are looking for solutions.
- Successful in retaining staff.

Some key areas for consideration were also highlighted, including:

- Inconsistent engagement with stakeholders.
- Organisational culture within highways means change is challenging.
- Performance management to focus on outcomes not on targets.
- Learn from the experience of others to innovate and improve.

### **Transformation Programmes – Gateway Reviews**

17. A summary of the latest outcomes from the Gateway Reviews of the Council's transformation programmes is provided below:

<b>Transformation Programme</b>	<b>Review undertaken</b>
Health & Social Care Integration	No review to date
Supporting Lives, Connecting Communities	September 2014 (next review planned January 2016)
Making Every Intervention Count	December 2014 (next review planned January 2016)
Raising the Bar	February 2014
Travel	January 2015 (next review planned May 2016)
Highways	October 2014 (next review planned January 2016)
Waste	First review July 2014 Second review April 2015
Public Protection Organisational Development	September 2015
Support Services	No review to date
Local Response	Planned January 2016

