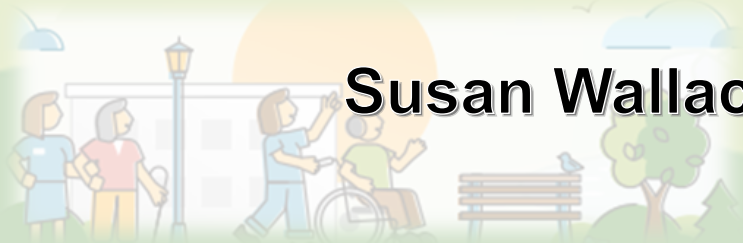# Health & Social Care Policy and Performance Board
23rd September 2025

Adult Social Care CQC Assessment Report 2025

Susan Wallace Bonner. Director of Adult Social Services

Halton Borough Council Adult Social Care: CQC's Local Authority Assessment Outcome
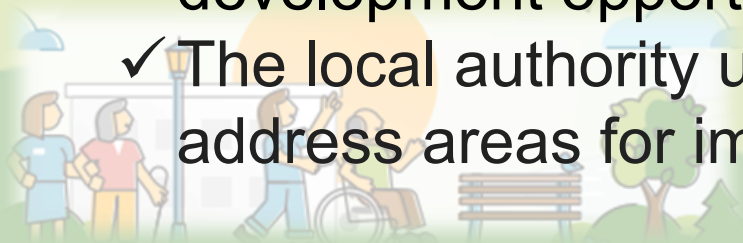
The report published on 4 July 2025 rated the Council as 'Good'

James Bullion, CQC's chief inspector of adult social care and integrated care, said: *"At our assessment of Halton Borough Council's adult social care services, we found strong leaders who had a good understanding of their local population, and staff who were enthusiastic and passionate about providing good care and support to people living in Halton."*

What We Are Doing Well – The Headlines

- ✓ There is good support for adult social care at all levels.
- ✓ There is evidence to show clear and effective governance, management and accountability at all levels. Leaders are approachable and supportive.
- ✓ There is good communication and arrangements in place with partners.
- ✓ There is a strong, inclusive and positive culture of continuous learning and improvement .
- ✓ Staff are enthusiastic about their work and passionate about providing good care and support for people in Halton.
- ✓ Strong focus on prevention.
- ✓ There is a 'grow your own' approach with clear career pathways and development opportunities in place.
- ✓ The local authority used feedback from people's experiences to identify and address areas for improvement.

Areas For Improvement

- Seamless transition between teams – people not having to repeat their story.
- Staff capacity – sufficient time to spend with people at assessment.
- Contingency planning - specifically with carers
- Promoting prevention as everyone's business – building understanding across partners.
- Access to information – accessible and easy to find information.
- Working with providers – negotiation of fees.
- Increase participation in EDI activities - such as the Staff Network Groups
- Planning for the future - capacity, demand and financial sustainability and the role of the CVS
- Feedback – Keeping partners informed, for example, around outcomes of referrals.
- Scrutiny of ASC – facilitating sufficient scrutiny of ASC
- Co production – embedding co-production
- Uptake of surveys – increase uptake of feedback surevys

Thank you for listening

Any Questions?