

CQC Assurance

A New Regulation Approach

- The Care Quality Commission (CQC) is the **independent regulator** of Health and Adult Social Care in England.
- The **Health & Care Act 2022** established a new responsibility for CQC to assure Local Authority adult social care services and integrated care systems.
- In **April 2023** CQC had the legal duty to Assure Local Authorities and Integrated Care Systems.
- **CQC aims to inspect all Local Authority by the end of 2025**, ICS inspections are currently paused.

Our Inspection Journey

20th May 2024

CQC notification of inspection, 3 weeks to submit the 'Information Return' including a self-assessment and range of evidence.

23rd September 2024

Notification of the onsite visit, submission of information for case tracking and pre-onsite presentation with CQC and ASC leadership.

2nd - 4th December 2024

Onsite inspection period.

11th June 2025

Final report received from CQC.

27th June 2025

Essex Report published.

CQC Assurance - Our Final Report

Inspected and rated

Good

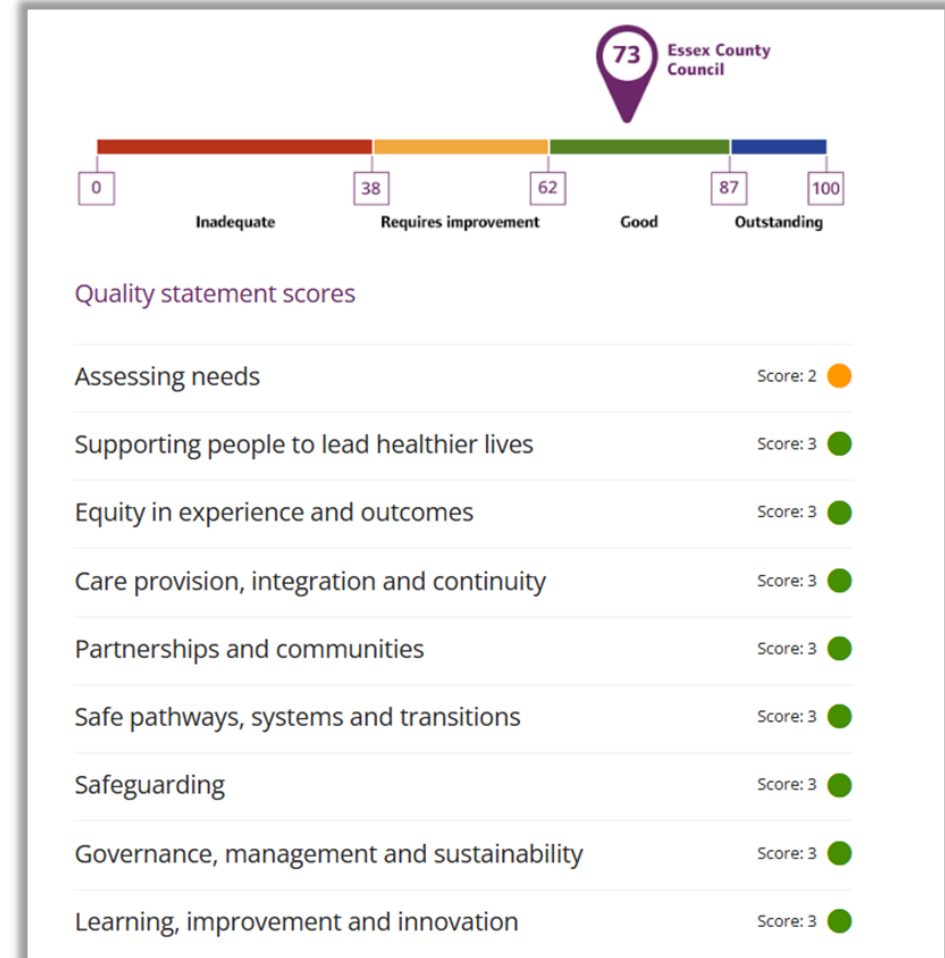


Our final report rating is Good
with an overall score of 73%

“The local authority had good structure and processes in place to enable people to be **supported successfully**, and support people **to remain independent and live healthy lives.**”

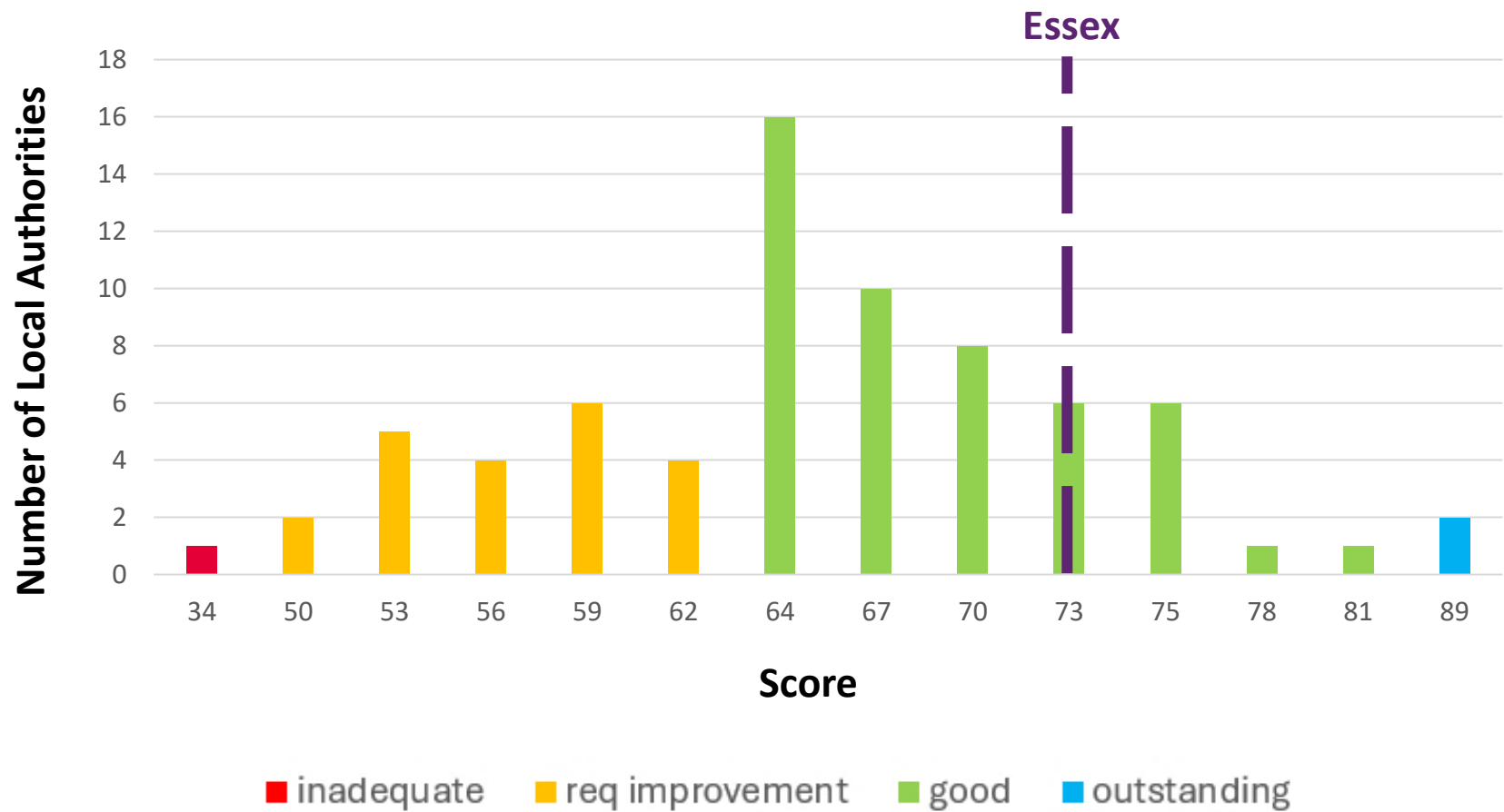
The workforce was **passionate about supporting people to achieve these outcomes** and the local authority had **good knowledge** of their area, the people living there and the demographics”

“Staff told us they felt the local authority was a **good and supportive place to work** and that they had **access to a wide range of training and support** to enable them to carry out their job roles effectively”



CQC Assurance - National Performance

Ratings for Local Authorities



72 Local Authorities Adult Social Care services have had published reports as of the 8th October 2025

Essex's score of 73 highlighted in purple shows a strong performance position



Our CQC Assessment Report

Key strengths



Person-Centred Assessments with clear and concise pathways

Peoples wishes were taken in to account including good access to advocacy.



Early Help and Preventative Support

Looking at needs within the community to support outcomes for people.



Effective Hospital Discharge and Reablement

Positive outcomes and approaches to hospital discharge, enabling people to return home or to a community setting.



Effective safeguarding Systems and Processes

Protecting people from abuse and neglect, with strong collaboration with ESAB

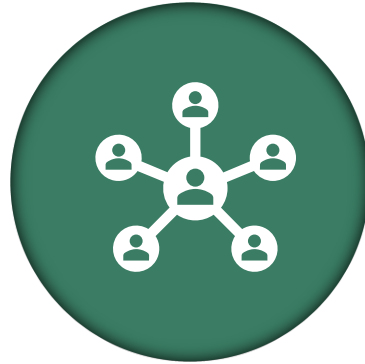


Our CQC Assessment Report

Key strengths



Embedded policies and strategies to support equality, diversity, and inclusion.



Strong relationships with partners, providers, and stakeholders

Collaboration to provide a range of community support services, with a multi-disciplinary team approach.



Strong Leadership, Governance and Accountability

Stable political and ASC leadership, with clear reporting systems, strong governance & comms.



Inclusive culture of continuous learning and improvement

Regular supervision, training, and support for staff.



Our CQC Assessment Report

Key areas of improvement



Timeliness of Assessments and Reviews

We need to reduce delays in assessments, care planning, reviews, and DoLS.



Direct Payments

We need to improve awareness and access to direct payments, ensuring timely implementation.



Carers

We need to support carers to receive regular carer assessments.

Ensuring our support offer to carers has improved access and choice of services.

Further embedding contingency plans for carers.



Our CQC Assessment Report

Key areas of improvement



Financial Assessments

We need to improve timeliness of assessments.

Increase workforce knowledge of financial assessments and processes.

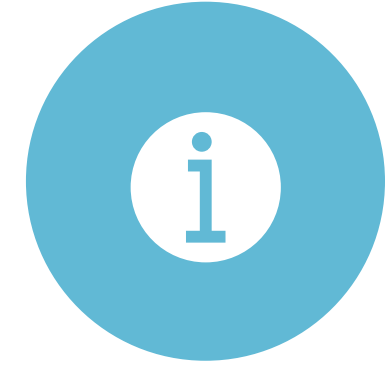
Provide better information and advice for adults.



Safeguarding

Some partners found it was hard to contact teams for outcomes on referrals.

Some providers found guidance unclear on when/how to raise a concern



Accessibility

Feedback that organisation and access of BSL interpretation services can be challenging.

Strengthen our outreach to seldom heard groups in the community



Next Steps for CQC Assurance



CQC reviewing the assurance framework and requirements for ongoing assessment

- Likely to include annual self-evaluation and engagement meeting with Local Authorities
- Activity could include comprehensive, focused, monitoring and thematic assessments
- Potential frequency based on previous rating, risk indicators or thematic assessments

Sept to Oct 2025
Minister briefings

Feb to Mar 2026 Wider
engagement to socialise
new framework

By Dec 2025 Initial
assessments for all 152
local authorities will be
concluded and
baselined

April 2026 Revised
framework in place, no
expectation councils
will be inspected April
2026