City of London Corporation Committee Report

Committees: Community and Children's Services Committee – For information Health and Wellbeing Board – For information Health and Social Care Scrutiny Committee – For information Safeguarding and SEND Sub-Committee – For information	**Dated:** 8 September 2026 23 September 2026 15 October 2026 9 November 2026
Subject: CQC Adult Social Care Assessment Outcome Report	**Public report:** For Information
This proposal: • delivers Corporate Plan 2024-29 outcomes • provides statutory duties	• Providing Excellent Services • Diverse Engaged Communities
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Judith Finlay, Executive Director of Community and Children's Services
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Summary

The Care Quality Commission is now responsible for assessing local authority adult social care services. Initial assessments, undertaken as a baselining exercise, were carried out during 2025.

The City of London Corporation's Adult Social Care services were assessed between February and July 2025. The final report was published in July 2026.

The assessment rated the services as Good with many areas of strength. Some areas for development were identified – many of these were already being worked on as they were identified in the self-assessment produced.

This report provides an update for Members on the assessment process, the outcome and next steps in terms of development areas.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Care Quality Commission (CQC) published their assessment of City of London Corporation (City Corporation) Adult Social Care Services in July 2026. They rated the services as **Good.**

2. The CQC launched its new assessment framework in 2023, which applies to providers, local authorities and integrated care systems. The assessment undertaken was part of a national baselining exercising across all 153 local authorities in England with adult social care responsibilities.

3. The assessments focus on four key areas of focus as follows:

    - **How the local authority works with people** covering assessing needs, supporting healthier lives and equity in experience and outcomes
    - **Providing support** covering care provision, integration and continuity, partnerships and communities
    - **Ensuring safety within the system** focused on safeguarding and safe pathways, systems and transitions
    - **Leadership** – governance, management and sustainability; and learning, improvement and innovation

4. Each local authority adult social care service receives one of four ratings – inadequate, requires improvement, good and outstanding. Nationally, CQC has published 143 local authority adult social care assessment reports. Of these, around 90 local authorities (63%) were rated Good or Outstanding. The bulk of these were Good ratings.

5. The assessment is an independent evaluation of how well the local authority complies with relevant statutory duties relating to adult social care and how well members of local area partnerships work together to improve the experiences and outcomes of adults who live in the local area.

6. The City Corporation assessment process ran for 6 months between February and July 2025. The final assessment report was published in July 2026.

Current Position

7. Overall, the CQC assessment found that for the City Corporation, residents generally had positive experiences with adult social care services, that people felt listened to, involved in decisions about their care and supported when needed. It also noted that staff acted quickly to arrange care that reflected individuals' cultural preferences and that people were helped to maintain their independence.

8. A summary of some of the strengths and areas for development is highlighted below.

Strengths highlighted

9. Strengths included:

- People valued **strengths-based assessments** that respected their individual needs and cultural preferences
- **Hospital discharge and transitions** were experienced as safe, co-ordinated and timely
- Both those receiving care and unpaid carers described services as **responsive and person centred**
- **Reablement and care navigation services** supporting hospital discharge were positive
- A **positive learning culture** was in place with evidence of impact of audits and learning from case reviews
- **Access to information** was effective
- Strong City and Hackney **collaboration** and effective Better Care Fund **integration** was in place

Areas for development

10. Many areas identified for development in the assessment report reflected those which we already noted in our own self-assessment. A summary of areas for further development includes:

- **Engagement and co-production** especially with seldom heard groups
- **Unpaid carers** – support provided after assessments and guidance when the cared for person moved into residential care / out of the City of London
- **Equity and data quality –** some gaps in recording of protected characteristics which needs strengthening
- **Voluntary Sector involvement** – needs to be more consistent
- **City specific Joint Strategic Needs Assessment (JSNA)** to be completed

Development

11. As noted above, the assessment was initiated in February 2025 and the process lasted for 6 months with field work taking place in July 2025 and the final report published a year later in July 2026.

12. Throughout the assessment period and the period prior to receiving the report, ongoing work had already been progressing on some of these areas which were already identified as areas for development in our self-evaluation framework.

13. Examples of this development work include:

- Establishment of a new Living Well Ageing Well Partnership bringing together senior leaders from across the local authority, health services, the safeguarding board and the voluntary sector. It is chaired by the Director of Community and Children's services and focuses on implementation of key system wide arrangements such as the neighbourhood programme and co-production. This group is currently developing a prevention strategy focused on the City of London
- Delivering a range of actions in the Carers Strategy including carers taking part in the commissioning of a new carers support service, and going forward in the contract monitoring, the introduction of a carers card which includes emergency planning and working with the Primary Care Network (PCN) to secure a carers co-ordinator in primary care to strengthen the support offered in primary care to carers
- Improving efficiencies in Social Work Practice through the implementation of new recording systems in areas such as occupational therapy and hospital discharge
- Developed a housing assistance policy to ensure housing adaptations are used effectively to support independence
- Taken part in a range of community engagement opportunities including Occupational Therapy Information Sharing sessions in summer 2025 across the City of London and the Healthwatch health and care fair
- Strengthened our performance culture and our management and performance information to help drive practice standards
- Relaunched the independently chaired Adult Assurance Board which offers independent oversight and scrutiny of Adult Social Care Practice
- Worked in partnership with a range of voluntary sector organisations to secure grant funding to provide services such as befriending, focused activities and community lunches in the City of London to help tackle social isolation
- Providing continuation grant funding for the development of a programme supporting the Voluntary and Community Sector to develop and build capacity and resilience in the City of London
- A new high-risk panel, chaired by the Director of People, has been established in addition to existing safeguarding and risk panels. It provides accountability, challenge and scrutiny of all cases on the high-risk register.

14. Moving forward, development areas highlighted in the CQC assessment will be incorporated into our Service Development Plan (SDP) which will be subject to monitoring and oversight via Departmental Management governance arrangements and reporting to Community and Children's Services Committee, Safeguarding and SEND sub committee and the Health and Wellbeing Board.

15. The CQC have now launched a new inspection methodology which includes annual engagement meetings with the senior leadership team to build ongoing dialogue between the inspectorate and the local authority to consider progress against our self-assessment.

Key Data

16. The assessment used a wide range of data including performance information and survey results.

Corporate & Strategic Implications

Strategic implications. The delivery of adult social care services supports the corporate plan outcomes of providing excellent services and diverse and engaged communities. The assessment focussed on delivery of our legal responsibilities under the Care Act 2014. The report has been shared with our partners and progress against the development areas will be reported to the relevant strategic partnerships.

Financial implications - None

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications. The assessment report identifies the need to further strengthen the reporting of equalities information in case recording. At a strategic level, the City of London specific Joint Strategic Needs Assessment will provide more granular detail to support greater understanding of needs amongst different protected characteristic groups.

Climate implications - None

Security implications - None

Conclusion

17. This report updated Members on the background and outcome of a CQC assessment of City Corporation Adult Social Care services.

18. The assessment rated the services as Good with many strengths. It identified a number of areas for development. Many of these were already reflected in our own self-assessment and were already areas of work being undertaken. Any additional areas of development will be reflected in the Service Development Plan going forward.

19. Progress against these areas of development will be monitored in a range of governance structures.

Appendices

- Appendix 1 – City of London CQC Adult Social Care Assessment Report

Background Papers

None

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