

Cabinet Member for Adult Services:

11 September 2023

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor L Bigham

Director approving submission of the report:

Director of Adult Services and Housing

Ward(s) affected:

All

Title:

Quarter One Performance 2023/24 – Adult Social Care

Is this a key decision?

No - although the proposals affect more than two electoral wards, the impact is not expected to be significant.

Executive summary:

Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end.

Adult Social Care (ASC) also measures a series of locally defined indicators, which are reported to the Adult Social Care Management Team on a quarterly basis.

This report outlines performance against these key indicators for quarter one 2023/24. Directional arrows are displayed to summarise performance compared to previous years against these indicators.

This report updates the Cabinet Member for Adult Services on the quarter one performance, actions in place to improve performance and proposed next steps. It also provides an opportunity for the Cabinet Member to provide comment.

The Cabinet Member for Adult Services will be provided with a quarterly report on performance which feeds into the Adult Social Care Annual Report and annual performance report received by the Cabinet Member and Scrutiny.

The report also gives an update on our Adult Social Care involvement approach including engagement and user experience work undertaken in the previous quarter. This is important alongside numerical performance as it provides a context for what people with care and support needs and their carers consider important and should be used to inform areas for improvement.

Recommendations:

The Cabinet Member for Adult Services is recommended to:

- 1) Note and endorse the action taken in relation to the Adult Social Care quarter one 2023/24 performance including the next steps as outlined in this report.
- 2) Provide any comments in relation to the report.

List of Appendices included:

The following appendices are attached to the report:

Appendix A - Summary ASCOF 23-24 outlines the Quarter One ASCOF measures.

Background papers:

None

Other useful documents

None

Has it or will it be considered by Scrutiny?

No

Has it or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title: Quarter One Performance 2023/24 – Adult Social Care

1. Context (or background)

- 1.1 Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end.
- 1.2 The Adult Social Care Outcomes Framework also measures a series of locally defined indicators, which are reported to the Directorate Management Team on a quarterly basis.
- 1.3 This report outlines performance against these key indicators for quarter one of 2023/24. Directional arrows are displayed to summarise the direction of movement for these measures. Also outlined is information on how Coventry benchmarks against other local authorities based on most recent benchmarking information from 2021/22 with 2022/23 benchmarking not due until October 2023.
- 1.4 There has been a revision of ASCOF measures for the 2023/24 reporting year, and as such, the year-end performance report for 2023/24 will include these revised measures. This does present some challenges in terms of benchmarking data not being available for these measures until around October 2024.
- 1.5 2022/23 marked a substantial improvement in performance across some areas which is important context for 2023/24 where we will aim to consolidate improved performance in a number of areas as well as progress further in others.
- 1.6 ASCOF Performance is reviewed regularly by the senior management team supported by a live dashboard of performance.

2. Performance

ASCOF National Indicators

In respect of specific performance indicators quarter 1 commentary is as follows: (All comparator data is for 2021/22 as 2022/23 comparator not available until later in 2023.)

2.1 Domain 1 below sets out the section on ‘Enhancing the quality of life for people with care and support needs’.

2.1.1 Proportion of adults receiving self-directed support

99.8% of people are receiving self directed support as at the end of Q1. This is in comparison to the West Midland comparator Figure of 90.7%. (2021-22 figure).

2.1.2 Proportion of carers receiving self-directed support

100% of carers are receiving self directed support as at the end of Q1. This is in comparison to the West Midland comparator Figure of 86.7 %.

2.1.3 Proportion of adults receiving direct payments

22% of people are receiving direct payments as at the end of Q1. This is in comparison to the West Midland comparator figure of 27%. There has been no change from Q4 2021-2022. Work

is underway to review our Direct Payment approach and develop promotional materials to support uptake.

2.1.4 Proportion of carers receiving direct payments for support direct to carer

52.3% of carers are receiving direct payments for support direct to them. This compares to the West Midland comparator figure of 78.6%. Work is underway to review our Direct Payment approach and develop promotional materials to support uptake. A Carers Action plan is in development as a response to a Carers Survey undertaken in May 2023. In addition to this the service has an extensive offer of support via the Carers Trust.

2.1.5 Proportion of adults with learning disabilities in paid employment

1.9% at Q1 (14 adults) with a learning disability known to Adult Social Care are in paid employment. This compares to the West Midland comparator figure of 3.3%. Work is being undertaken by the commissioning team and with the Adult Education Team with the goal of enhancing recruitment prospects for individuals in Coventry facing learning barriers such as learning disabilities, mental health issues, autism, physical disabilities, and more. See section 2.4 on Adult Social Care Involvement Approach. Equally the Working in Partnership Learning Disability Partnership Group has identified this as an issue across Coventry and Warwickshire and this now sits on the priority action list agreed with Experts by Experience.

2.1.6 Proportion of adults with learning disabilities who live in their own home or with their family

79% of adults with learning disabilities live in their own home or with their families. This compares favourably with the West Midlands comparator of 73.8% in 2021/22.

2.2 Domain 2 sets out the section for 'delaying and reducing the need for care and support'.

Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population.

In the last year we saw a reduction in numbers of working age adults admitted to long term residential and nursing care. Whilst the estimate is 17.1 per 100,000 (a reduction on the previous year (25.9) it remains higher than the West Midlands average of 15.2. There has been significant emphasis on the development of alternative provision for adults with ensuring mental ill health and/or learning disability and new models of support planned to reduce admission further.

2.2.1 Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population.

The estimated end of year figure is that of 557 older adults (65+) admitted to residential and nursing homes per 100,000 population. The West Midlands comparator figure is 579.5. In 2022-23 there were 728 residents overall admitted showing an improvement based on the current trajectory.

2.2.2 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation (effectiveness of the service)

At Q1 82.4% of people aged 65+ were still at home 91 days after discharge. This compares with the West Midlands figure of 81.2%. In 2022-23 Coventry's figure was 81.1% showing an improvement.

2.2.3 Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level

82.6% of people in Q1 received a short-term service with little or no ongoing support. In 2021-22 this figure was at 75% showing an improvement. The West Midlands comparator figure is 68.7. This is due to the Adult Social Care Promoting Independence model and therapeutic front door approach leading to improved independence outcomes. Performance in quarter one this year is impacted by the Improving Lives work programme.

2.3 Adult Social Care Local indicators

In respect of directorate indicators quarter 1 commentary is as follows:

2.3.1 Reviews for people in long term support for 12+ months

In Q1 48.4% of people had received a review who are in long term services. In 2021-22 49.2% had had a review during the year.

1,140 out of 2,540 clients accessing long-term services for more than 12 months had a planned/unplanned review during 2021/2022, this was 10th highest in the WM and 116th nationally, below regional (58%) and national averages (57%) for reviews.

There is an improvement plan in place with an aim of achieving 75% compliance within Adult Social Care.

For some years ASC has prioritised new requests over and above reviewing activity. Targeting resources in this way has been necessary to ensure that those without care provision are safeguarded, supported and the impact on the NHS is reduced. Equally, and despite the additional contacts in the last 12 months this has enabled the focus on promoting independence and enablement that has ensured our conversion into long term support provision has remained at a static 5%.

Whilst outturn performance is lower, significantly more people in receipt of services will have been consulted on their support provision either through the annual reviews undertaken by Internally Provided Services or via the DoLS assessment process. This offers greater assurance particularly for those placed out of city.

2.3.2 Waiting times for Care Act Assessment (average of days)

An assessment starts as soon as the local authority begins to gather information about the person. This is essentially at the point the person contacts the local authority; however, many people require a comprehensive assessment to support the determination of whether needs are eligible for care and support from the local authority and understanding how the provision of care and support may assist the adult in achieving their desired outcomes. People wait on average 92 days where it has been identified that they require a Care Act Assessment which is an improvement on the average of 114 days overall during the year 2021-22. Significant work has been undertaken to understand the waiting lists for assessment and review. Whilst waiting lists are no longer 'unusual' for local authorities across the country it is the risk management of the waiting list that remains a priority. Once it has been identified that an assessment is required, a

priority rating is applied based on the person's situation and level of risk. Those people waiting for an Assessment will be contacted to monitor people's circumstances and level of risk. The Market Sustainability Improvement Plan (MSIP) demonstrates support is put in place quickly when needed, within 16 days, which is the best in region.

2.3.3 Waiting list for Care Act Assessment (number of people)

As in paragraph 2.3.2, an assessment starts as soon as the local authority begins to gather information about the person. In Q1 284 people are waiting for a Care Act Assessment. This is an improvement on the 461 overall during the year 2021-22. The number of people waiting an assessment is reducing, however managing the demand and priorities remain a consistent challenge. Our commitment to Promoting independence remains one of our core principles and we make best use of short-term services for new people contacting Adult Social Care to promote independence as well as reduce demand on long term services.

2.4 Adult Social Care Involvement and Engagement Approaches

2.4.1 Emphasis has been placed on facilitating training and support sessions, conducting engagement activities to encourage participation in the Unpaid Carers Survey, and maintaining a presence from the Commissioning Team at various carer events and activities across the city.

2.4.2 The overall outcomes of engagement with carers during this quarter included increased collaboration and involvement of stakeholders in shaping future commissioning work, a greater presence of the Council in the community to engage with and support residents, and heightened interest and participation in employment projects by Adult Social Care providers. This included the promotion of job opportunities for young carers in adult social care.

2.4.3 An initiative to improve employment opportunities was jointly undertaken by the Adult Commissioning Team and Adult Education Team, launched in June 2023, with the goal of enhancing recruitment prospects for individuals in Coventry facing learning barriers such as learning disabilities, mental health issues, autism, physical disabilities, and more. Supported internships within the Adult Social Care sector were established as part of this endeavour.

2.4.4 The upcoming steps will build upon the work initiated by the team in the first quarter. Efforts to expand supported internships for individuals with learning barriers will continue and be further enhanced. This includes increasing provider engagement and measuring the meaningful impact through follow-up stakeholder engagement. Additional measures will be taken to promote employment opportunities for individuals with learning disabilities and mental health issues, with a focus on enhancing person-centred preventive support.

2.4.5 Carers Week 2023 (5th-11th June) was used to promote the variety of support services available to unpaid carers in the city. A programme of events took place across the week facilitated by both the local authority and our commissioned carers support provider, Carers Trust Heart of England, aimed at informing and advising whilst showing appreciation for the work unpaid carers do. Activities included a carers information drop in session for Coventry City Council staff, allowing practitioners (and wider colleagues) to find out more on commissioned carers support, and for Council employees who are working unpaid carers themselves to understand their own support options, daily wellbeing activities for carers across the week by Carers Trust (for example, yoga, meditation, finance workshops and flower arranging), and the Carers Trust Heart of England Awards at St. Marys Guildhall celebrating the work of carers in the community.

2.4.6 Following the success of the previous open day in the town centre in October 2022, a second Adult Social Care open day was held at Bethel Church in Spon End, with a focus on services which support carers and the individuals they care for. More than 15 voluntary and third sector

organisations participated in the event which was attended by over 50 individuals providing support, information and advice. Feedback from the event from both providers and attendees was overwhelmingly positive, highlighting the value of proactively bringing information into communities and supporting the voluntary sector to make valuable links with other local organisations. Looking forward it is envisaged that more of these types of events will be held each year in different locations and communities responding to diversity data regarding the profile of people accessing Adult Social Care. Additional information was circulated throughout the week via our special Carers Week Bulletin (supplementing the monthly Carers Bulletin with over 3000 subscribers).

2.4.7 Recognising the challenges faced by unpaid carers due to the cost of living crisis, Carers Trust Heart of England undertook training delivered by the Coventry Law Centre on the Cost of Living Toolkit. The training focused on how to support individuals with a range of issues including support with paying utility bills, accessing the household support fund, affording essentials and applying for universal credit. The training gave Carers Trust workers better insight into what support is available and how is best to provide meaningful help and support to those carers who may be struggling.

2.4.8 Behind the scenes we have been working hard to try and develop our own approach to co-production and ensuring that we are involving people in the development of services, something as simple as ensuring we get feedback along people's journeys, to being part of recruitment decisions to helping shape and create new services. To support this approach, we have developed the 'Engagement, Involvement and Co-Production Our Approach', document which outlines our key commitments to making this happen.

2.4.9 The involvement of people with care and support needs and carers is important and through the engagement work we have sought insight into what some of the challenges may be.

2.4.10 Barriers that might exist to involvement have been considered and as a result we have recently introduced a process for the reimbursement of expenses and fees for participation in activities that support the service area.

2.4.11 Feedback is continuously sought from people accessing support via the Experience Survey which is a real-time survey enabling Adult Social Care to have an ongoing picture of how services are viewed, rather than relying solely on the annual survey which gives a snapshot in time. However, there is a need to increase the number of respondents to the Experience Survey. 56 people completed the survey during Q1. To obtain an alternative comparable picture to the annual statutory postal survey the target is to receive 300 completed surveys for 2023/24. People are also asked if they want to receive more information about Adult Social Care and 'get involved', helping to grow the group of people who engage with the service.

2.4.12 Survey responses when compared with postal surveys and ASCOF returns identify more positive responses to a person's quality of life, feeling safe and satisfaction with services.

2.4.14 Stakeholder groups and partnership boards including the Adult Social Care Stakeholder Group, the Coventry and Warwickshire Learning Disability Partnership Board and the Autism Partnership Board continue to be supported.

2.4.15 The Commissioning Team have engaged with the market to better understand existing work force pressures (including recruitment & retention numbers) this also informed the data return to the Department of Health and supported some more targeted work with providers on recruitment and retention.

2.4.16 A Voluntary, Community Social Enterprise Forum has been established with the aim of forming closer working relationships to increase use of community support options for new and existing people to social care.

2.4.17 Moving forward, opportunities to strengthen the communication and feedback loop are being explored in a number of ways:

- Continue to grow the number people who want to be involved and hear their views. Where ASC have acted on feedback, this will be shared on the ASC webpages via a new 'We asked, you said, we did' page.
- The work of Adult Social Care continues to be supported by the ASC Stakeholder Group, who meet regularly to discuss any updates and influence the improvements of the service. The group is made up of Coventry residents who are experienced in how services work.
- In August people who subscribe to our news bulletin will be contacted and asked if they would like to be more involved and if so how and in what areas of the service they are interested in.
- Continued engagement activity in communities across the city.

3. Options considered and recommended proposal

3.1 There are no specific options associated with this report.

4. Results of consultation undertaken

4.1. Consultation is not specifically required on the content of this report, however the detail included in the Adult Social Care involvement approach above, demonstrates how we are seeking to engage on an ongoing basis with people who require support from Adult Social Care and their carers.

5. Timetable for implementing this decision

5.1. The process of performance management and performance improvement is continual, so no specific timescales are associated with this report. Further quarterly reports will be brought to demonstrate performance as the year progresses.

6. Comments from Chief Operating Officer (Section 151 Officer) and Chief Legal Officer

6.1. Financial Implications

There are no direct financial implications arising from this report.

6.2. Legal Implications

There are no direct legal implications arising from the contents of this report at this stage.

7. Other implications

7.1. **How will this contribute to the One Coventry Plan?**

7.1.2 The performance information and associated improvements outlined within this paper will contribute towards the following One Coventry Plan priorities:

- Improving outcomes and tackling inequalities within our communities
- Increasing the economic prosperity of the city and region
- Council's role as a partner, enabler and leader
- Continued financial sustainability of the council

7.1.3 Throughout the quarter, the objective of the One Coventry Plan, which aims to prioritise carers, was put into action. This involved facilitating training and support sessions, conducting engagement activities to encourage participation in the Unpaid Carers Survey, and maintaining a presence from the Commissioning Team at various carer events and activities across the city.

7.1.4 Adult Social Care has also continued to expand its reach into communities to support improving outcomes and tackling inequalities through a series of events and initiatives. This has also encompassed collaboration with a range of partner organisations reinforcing the Council's role as a partner, enabler and leader.

7.1.5 Many of the strengths-based approaches used within Adult Social Care practice will help support the continued financial sustainability of the Council and also helping to increase the economic prosperity of the city and region by enabling people to remain independent, access employment and activities within the community whilst reducing the reliance upon services. With approximately 9,700 adult social care jobs within Coventry the workforce is also making a significant contribution towards helping to increase the economic prosperity of the city and region.

7.2. How is risk being managed?

7.2.1 Adult Social Care are working on a small number of Improvement Plans to help support the management of risk specifically relating to waiting times for assessment and delays in the undertaking of Annual Reviews for those in receipt of services.

7.2.2 The use of a risk management tool "Responding to Needs Assessment Requests", introduced in 2022, also supports in mitigation of risk, enabling practitioners to make well informed decisions when managing demand.

7.2.3 The Adult Social Care Management Team continuously monitor risk within services through the use of an Adult Social Care Risk Register and the Corporate Risk Register, with the support of the council Insurance Manager.

7.3. What is the impact on the organisation?

None

7.4. Equalities / EIA?

The Council must comply with the Public Sector Equality Duty (PSED) (Equality Act 2010) by paying due regard, when carrying out their functions, to the need to eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act, to advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not. In doing so, the council must consider the

possible impact on those who are likely to be affected by the recommendation and their protected characteristics. Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Equalities information and data is continuously monitored within Adult Social Care

7.4 Implications for (or impact on) climate change and the environment?

None

7.5 Implications for partner organisations?

None

Report author(s):

**Louise Ferro, Head of Service Business Systems and Improvement
Lisa Lawson, Programme Manager**

Service: Adult Services and Housing

Tel and Email Contact:

Louise Ferro: 02476978509 Louise.Ferro@coventry.gov.uk

Lisa Lawson: 02476971411 Lisa.Lawson@coventry.gov.uk

Enquiries should be directed to the above person

Contributor/approver name	Title	Service Area	Date doc sent out	Date response received or approved
Sally Caren	Head of Adult Social Care and Support	Adult Services and Housing	17.08.23	17.08.23
Aideen Staunton	Head of Service Partnerships and Social Care Operations	Adult Services and Housing	18.08.23	23.08.2023
Tracey Denny	Head of Service Localities and Social Care Operations	Adult Services and Housing	18.08.23	23.08.2023
Andrew Errington	Adults Principal Social Worker	Adult Services and Housing	18.08.23	18.08.23
Jon Reading	Head of Commissioning and Quality	Adult Services and Housing	18.08.23	18.08.23
Ewan Dewar	Head of Finance	Finance	18.08.23	21.08.23
Thomas Robinson	Governance Services Officer	Law and Governance	18.08.23	25.08.23
Claire Coulson Haggins	Deputy Team Leader, Legal Services	Law and Governance	18.08.23	21.08.23
Names of approvers for submission: (officers and members)				
Pete Fahy	Director of Adult Services and Housing	Adult Services and Housing	18.08.23	31.08.23
Councillor L Bigham	Cabinet Member for Adult Services		28.08.23	31.08.23

This report is published on the council's website: www.coventry.gov.uk/meetings