

**Time and Date**

10.00 am on Thursday, 17th October, 2019

Place

Diamond Room 1 - Council House

Public Business

1. **Apologies**
2. **Declarations of Interest**
3. **Minutes** (Pages 3 - 6)
 - a) To agree the minutes of the meeting held on 27th June, 2019
 - b) Matters arising
4. **Adult Social Care Complaints and Representations Annual Report 2018-2019** (Pages 7 - 36)

Report of the Deputy Chief Executive (People)
5. **Market Development Plan: Learning Disability and Autism** (Pages 37 - 60)

Report of the Deputy Chief Executive (People)
6. **Outstanding Issues** (Pages 61 - 64)

Report of the Deputy Chief Executive (Place)

Private business

None

Martin Yardley, Executive Director, Place, Council House Coventry

Wednesday, 9 October 2019

Note: The person to contact about the agenda and documents for this meeting is Michelle Rose Tel: 024 7697 2645 Email: michelle.rose@coventry.gov.uk

Membership: Councillor M Mutton (Cabinet Member)

By invitation Councillor J Birdi (Shadow Cabinet Member)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting
OR if you would like this information in another format or
language please contact us.

Michelle Rose

Tel: 024 7697 2645 Email: michelle.rose@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Cabinet Member for Adult Services held at 10.00 am on
Thursday, 27 June 2019

Present:

Members: Councillor M Mutton (Cabinet Member)
 Councillor J Blundell (Shadow Cabinet Member)

Employees (by Directorate):

People A Errington, P Fahy
Place M Rose

Public Business

1. Declarations of Interest

There were no Disclosable Pecuniary Interests.

2. Minutes

The minutes of the meeting held on 31st January, 2019 were noted as a true record.

3. Adult Social Care Practice Framework 'Adults and their Carers at the Heart of Practice'

The Cabinet Member considered a report of the Deputy Chief Executive (People) regarding the Adult Social Care Practice Framework 'Adults and their Carers at the Heart of Practice'.

The report noted that Adult Social Care had a simple vision and strategy which underpinned its work, all work, at whatever level should continue to support the strategic intent of 'providing support, in the least intrusive manner possible, based on the assets, resources and abilities that were available to people'.

Essential to the delivery of this was taking a 'strength-based' practice approach. Strengths based approaches were key to effective social work, occupational therapy, social care interventions and achieving the best outcomes for people. In addition, the Care Act 2014 emphasised that local authorities should consider the person's own strengths and capabilities, and what support might be available from their wider support network or within the community to help meet their outcomes. The Promoting Independence approaches within Adult Social Care provided an example of strength-based working in action. Expectations about how staff operate, the tools they would be required to use and the support available in order to deliver positive outcomes for adults and their carers was what the 'Adults and their Carers at the Heart of Practice' framework aimed to achieve.

A practice framework brings together, in an accessible way, an organisations approach to practice, identifying what underpinned the work, how this informed interventions and as an organisation how we supported front line practice. However a practice framework could only be effective if it also identified

approaches to understanding the experience of the person receiving any intervention and support.

The practice framework contained four key elements:

- Provided clarity on the key focus of Adult Social Care in Coventry
- Defined what was expected from practitioners working within Coventry Adult Social Care
- Described the practice tools that were in place to support practitioners to undertake their role
- Described how staff would be supported by the City Council to deliver good quality social work, occupational therapy and social care

The framework was the product of work that had taken place over approximately 18 months to develop the approach to social work practice. The framework brought all this together in one place and formalised it in terms of expectations of staff and expectations of the people we support.

To reach a position where the framework was fully embedded and our 'normal way of doing business' would take a period of employee development and cultural change activity and would therefore form a major element of the training and development requirements for Adult Social Care over the following 2 years.

The Shadow Cabinet Member questioned the officers present on research into the strength-based approach, looking at existing care packages and how staff were managing with the changes.

The Cabinet Member welcomed the promotion of independence which she felt was a great gift to give a child or an adult. The Cabinet Member discussed practice, managing risk and partnership working. The Cabinet Member felt that a progress report would be useful.

The Shadow Cabinet Member and the Cabinet Member were in agreement that the framework was a positive way forward.

RESOLVED that the Cabinet Member for Adult Services

- 1. Approve Adult Social Care Practice Framework 'Adults and their Carers at the Heart of Practice'**
- 2. A progress report be considered this municipal year**

4. Outstanding Issues

The Cabinet Member considered a report of the Deputy Chief Executive (Place) that contained a list of outstanding issue items that would be submitted to future meetings and summarised the current position in respect of each item.

The Cabinet Member discussed the report on Market Position Statement and Workforce Development.

RESOLVED that the Cabinet Member for Policing and Equalities approves the future consideration of matters relating to the outstanding issue items listed in the report.

5. **Any other public business which the Cabinet Member decides to take as a matter of urgency because of the special circumstances involved.**

There were no other items of business.

(Meeting closed at 10.30 am)

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Coventry City Council

Cabinet Member for Adult Services

17 October 2019

Name of Cabinet Member:

Cabinet Member for Adult Services – Cllr M Mutton

Director approving submission of the report:

Deputy Chief Executive (People)

Ward(s) affected:

All

Title:

Adult social care complaints and representations annual report 2018/19

Is this a key decision?

No

Executive summary:

Adult services have a statutory duty arising from the Local Authority Social Services and National Health Services Complaints Regulations 2009, to provide a system for receiving complaints and representations from people who use its services, or those acting on behalf of users. There is also a duty under the regulations to produce and publish an annual report.

This report sets out the details of the complaints and representations across Coventry's adult services in 2018/19. It highlights the service improvements and learning from feedback and includes information on future developments in complaint handling and reporting.

Recommendations:

The Cabinet Member is recommended to:

- (1) Approve publication of the Council's annual report in relation to complaints and representations in adult social care in 2018/19.

List of appendices included:

Appendix I – Adult social care complaints and representations annual report 2018/19
Appendix II – Complaints handling guidance

Background papers:

None

Other useful documents

Adult social care comments, compliments and complaints

https://www.coventry.gov.uk/info/194/have_your_say/562/

Complaints Managers' Group (May 2016) Good Practice guidance for handling complaints concerning adults and children social care services <https://www.adass.org.uk/media/5360/good-practice-guidance-final-09062016.pdf>

Local Government and Social Care Ombudsman Guidance for bodies in our jurisdiction to support good complaint handling <https://www.lgo.org.uk/information-centre/reports/guidance-notes>

Local Government and Social Care Ombudsman Review of Adult Social Care Complaints <https://www.lgo.org.uk/information-centre/news/2019/sep/challenging-picture-of-care-complaints-played-out-in-ombudsman-s-annual-review>

Has it been or will it be considered by Scrutiny?

No

Has it been 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:**Adult social care complaints and representations annual report 2018/19****1 Context (or background)**

1.1 Adult services have a statutory duty arising from the Local Authority Social Services and National Health Services Complaints Regulations 2009, to provide a system for receiving complaints and representations from people who use its services, or those acting on behalf of users. The system provides a means for resolving issues and listening to the views of those who use or are affected by adult services. Where things have gone wrong it enables the Council to put things right, learn from the experience and make the necessary improvements.

2 Options considered and recommended proposal

2.1 There were 48 statutory complaints made within the year, compared to 59 in 2017/18. 23 (48%) of these complaints were fully or partially upheld, compared to 35 (59%) in 2017/18.

2.2 In addition, three informal complaints were received in 2018/19, down from 10 in 2017/18. These are complaints resolved/handled at the point of delivery. In line with our complaints policy and in line with best practice, most concerns are dealt with on an informal basis, for example, by social care providers; and may not be reflected in the figures in this report.

2.3 In 2018/19, the Local Government and Social Care Ombudsman (LGSCO) considered 10 complaints or enquiries to adult social care, of which one was investigated and upheld. This is an increase from 8 complaints or enquiries and one upheld in 2017/18.

2.4 Adult social care services are committed to learning from customer feedback. Where complaints highlight that things have gone wrong, managers must identify any remedial and developmental action required to improve service delivery. Feedback from compliments provides an equally valuable message; clearly affirming when services make a difference and personal qualities have added value to the outcome for users and carers.

2.5 While there are no prescribed timescales for the resolution of complaints, the Council's guideline is to resolve complaints within 20 working days. Performance on this standard is monitored by the Adult Social Care Management Team. It is normal practice to inform complaints should an extension be required. Most often, extensions are sought due to the complexity of particular complaints, including where the complainant supplies additional information/evidence part way through an investigation. In 2018/19, 55% of complaints (26 of 48) were resolved within 20 working days, up from 52.5% a year ago (31 of 59).

2.6 Appendix I sets out the trends in complaints and representations across adult services in 2018/19. It highlights the service improvements and learning from feedback and includes information on future developments in complaint handling and reporting. Key issues for 2018/19 include: improving communication between commissioning and providing bodies, responsibilities of providers in relation to service users making "unwise" decisions; and delays / waiting time for assessment decisions.

2.7 Appendix II sets out the Council's complaints handling guidance.

3 Results of consultation undertaken

3.1 None identified or undertaken.

4 Timetable for implementing this decision

4.1 Areas for development and improvement have been included within the divisional and relevant team plans for 2019/20.

5 Comments from Director of Finance and Corporate Services

5.1 Financial implications

Financial remedies resulting from any complaints are typically paid out of service budgets. In 2018/19, one complaint to the Local Government and Social Care Ombudsman was investigated and upheld. This incurred financial remedy or reimbursement of £500 which was met from service budgets. There are no other financial implications associated with this report.

5.2 Legal implications

This report meets the legal requirement for the Council to prepare an annual report for each year which must: (a) specify the number of complaints received; (b) specify the number of complaints which were decided to be well-founded; (c) specify the number of complaints which the responsible body has been informed have been referred to the Local Commissioner to consider under the Local Government Act 1974; and (d) summarise (i) the subject matter of complaints that the responsible body received; (ii) any matters of general importance arising out of those complaints, or the way in which the complaints were handled and (iii) any matters where action has been or is to be taken to improve services as a consequence of those complaints.

6 Other implications

6.1 How will this contribute to achievement of the Council Plan?

This annual report sets out the progress made by the service towards the One Coventry Plan vision to be locally committed, by improving the quality of life for Coventry people, by contributing to the priority to protect our most vulnerable people.

6.2 How is risk being managed?

There are reputational as well as financial risks when things go wrong. It is, therefore, important that the Council takes action and learns from the outcome of complaints. The Adult Social Care Management Team routinely considers complaints as part of regular performance management.

6.3 What is the impact on the organisation?

The co-ordination and management of complaints involves considerable officer time. Therefore, where things have gone wrong, it is important for the Council to put things right, learn from the experience and make the necessary improvements. The feedback that is received from complaints and other representations is reported to managers on a regular basis to inform service planning and improvements.

6.4 Equalities and equality and consultation analyses (ECA)

ECAs have been built into the delivery of work within adult social care services. As part of continuous improvement, the service will continue to review the integration of equality and diversity into operational practice and performance monitoring.

This year, the complaints officer began collecting data on complainants by protected characteristics such as ethnicity, sex and disability status. This will enable the Council to identify if its complaints policy is operating as intended, eliminate discrimination and advance equality of opportunity in line with the public sector equality duty.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

Although the Council directly provides some adult services, the majority of provision is

commissioned from independent organisations in the private or voluntary sector. Although the Council retains responsibility for the quality of contracted services, there is equally a responsibility of partner agencies to comply with specified quality standards and, in the case of regulated services meet the requirements of national care standards inspected by the Care Quality Commission.

Report author(s):

Name and job title:

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Directorate:

People

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Enquiries should be directed to the above person.

09/10/2019 11:23:00

Contributor/ approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
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Sally Caren	Head of Social Work Services (Mental Health and Sustainability)	People	31/05/2019	21/08/2019
Andrew Errington	Head of Practice Development & Safeguarding	People	31/05/2019	21/08/2019
Si Chun Lam	Insight Development Manager (Place and Public Sector Transformation)	People	21/08/2019	04/09/2019
Jaspal Mann	Equality and Diversity Officer	People	04/09/2019	17/09/2019
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Names of approvers for submission: (officers and members)				
Finance: Ewan Dewar	Finance Manager	Place	04/09/2019	05/09/2019
Legal: Katrina Reynolds	Lawyer	Place	04/09/2019	23/09/2019
Gail Quinton	Deputy Chief Executive (People)	People	04/09/2019	23/09/2019
Pete Fahy	Director of Adult Services	People	04/09/2019	05/09/2019
Members: Councillor Mal Mutton	Cabinet Member (Adult Services)		04/09/2019	05/09/2019

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

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Adult social care complaints and representations annual report

2018-19



**COMMENTS
COMPLIMENTS
& COMPLAINTS**



Adult social care 2018/19 complaints & representations key facts & figures

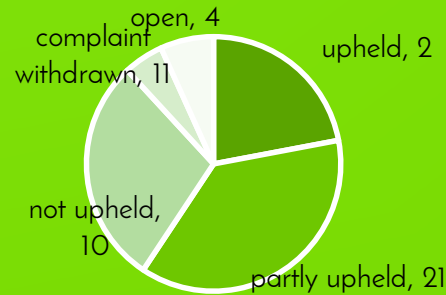


There were **3,287** adults in long-term support as of 31 March 2019



In 2018/19, the Council received **48** complaints about adult social care, compared to 59 in 2017/18.

Of the 48 complaints, just over half were at least partially upheld:



The Council aims to resolve complaints within 20 working days. In 2018/19, **55%** were resolved within 20 working days, up from 53% in 2017/18 and from 48% in 2016/17.

The most common things people complained about were...



In 2018/19, we received **238** compliments; up from 103 last year. These were all about the standard of care provided at care homes for older people.

If a complainant remains unhappy after completing the Council's complaints process, they may take their complaint to the Local Government and Social Care Ombudsman (LGSCO). In 2018/19, the LGSCO received **10** adult social care complaints. They investigated (and upheld) **1** complaint.

Listening to service users' complaints helps services improve by helping managers identify changes that are required. Key learning points from 2018/19 include: communication between commissioning and providing bodies; responsibilities of providers in relation to service users making "unwise" decision; and delays / waiting time for assessment decisions.

Comments, compliments and complaints about adult social care

You have the right to receive a good level of service. Listening to your views helps adult social care services to put things right and improve things for the future, so your comments, compliments, complaints and suggestions are important and always welcome. You can contact the adult social care complaints officer by phone to **0800 269851** or online at www.coventry.gov.uk/form_speakup/ or by email to AdultSocialCareCustomerRelations@coventry.gov.uk.

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Welcome

Welcome to the 2018/19 complaints and representations annual report. As part of the Council's commitment to openness, quality assurance, service development and listening and learning from service users, this report provides summary information from comments, compliments and complaints received under the statutory procedures in relation to adult social care provided by or commissioned by Coventry City Council for the year 1 April 2018 to 31 March 2019.

Background

Local authorities are required by law, via the Care Act 2014 and the Local Authority Social Services and National Health Services Complaints Regulations (England) 2009, to have a system for receiving representations by or on behalf of people in need of adult social care support who have a range of support needs due to a disability or frailty. Services cover assessment and case management, direct service provision or the arrangement of a range of services, including support at home, day opportunities, supported housing, intermediate, residential and nursing care or provision of equipment.

Representations are defined as comments, compliments and complaints.

Local authorities are required by law to appoint a complaints officer to oversee all aspects of the procedure.

Some complaints received do not meet the criteria to be dealt with under the statutory procedure. When this is the case, these are registered under the Council's corporate complaints procedure. The arrangements for handling these complaints are different from the statutory process in terms of timescales and the independence of the people who investigate and review the complaints.

The People Directorate has a nominated officer assigned to the management of representations for adult social care. This is the People Directorate Complaints Officer.

The purpose of the comments, compliments and complaints system is to ensure that:

- the views and experiences of people who use services are heard;
- positive feedback is used to develop services and acknowledge good practice;

- things that have gone wrong are put right;
- the organisation learns from both positive and negative feedback; and
- the organisation sustains its focus on service users / customers / citizens.

Particular reference is made to the range of representations received and responses to them and specific trends and issues that emerged in the reporting period.

Summary

In 2018/19, 48 statutory complaints made within the year, compared to 59 in 2017/18. 48% of these complaints were fully or partially upheld, compared to 60% in 2017/18.

In addition to the figures above, 3 informal complaints were received during 2018/19, compared to 10 in 2017/18. These are complaints resolved/handled at the point of delivery. In line with our complaints policy and in line with best practice, most concerns are dealt with on an informal basis, for example, by social care providers; and may not be reflected in the figures in this report.

Feedback

Promoting feedback

Representations from people who came into contact with adult social care and their families provide a useful source of information about quality of service delivery, professional practice and the outcome of decisions we make that affect their care and support. A key part of the complaints process is how the Council learns from negative experiences and use this to improve what we do. Adult social care always welcome feedback, whether this is positive or negative and there are a number of ways in which people can make their views known.

Where possible, issues/complaints should be handled at the point of delivery. It is when a person feels that they are still not satisfied, then it is recorded as a formal complaint and investigated as such. The length of time to investigate and resolve complaints depends on their complexity. Where there are particular complexities that will require an elongated period of investigation, a timescale is agreed with the complainant.

Providing feedback

People can provide feedback directly to the service or team; to customer services; or to the People Directorate Complaints Officer. Further information about how to make a complaint, access advocacy or support, and the complaints process is available on the Council's website at www.coventry.gov.uk/complaints/.

It is vitally important that the comments, complaints and compliments system is easily accessible. This maximises the opportunities for individuals to make their views known. Complaints can be accepted through the contact centre via a visit to the centre, by letter, by an online form or by telephone. Complaints may also be made directly to the team that is providing them with a service. Sometimes, complaints are also made via elected members (councillors), the chief executive; or directly to senior managers. Complaints can also be referred to the Council from the Local Government and Social Care Ombudsman (LGSCO). Complainants who contact the complaints team directly are encouraged to use the contact centre to ensure that their complaint can be processed efficiently.

In 2018/19, the majority of complainants chose to make a complaint via email or through the contact centre.

Complaints

The number of complaints has decreased from 59 in 2017/18 to 48 in 2018/19. There is no single identifiable reason for this decrease. It is important not to draw too many conclusions from the volume of complaints, as

this is as much an indicator of people feeling more able to complain as it is of an overall declining standard of service.

The number of complaints and their outcomes are detailed below.

Complaints 2018/19 vs 2017/18

Outcome	2018/19		2017/18	
Upheld	2	4%	13	22%
Partly Upheld	21	44%	22	37%
Not upheld	10	21%	17	29%
Complaint withdrawn	11	23%	3	5%
Open	4	8%	4	7%
Total	48			

How people complained

Method	2018/19	2017/18
Email	29	32
In Person	0	0
Letter	7	5
Online form	10	20
Phone	0	1
Not categorised	2	1
Total	48	59

Complaints by service area

Service Area	2018/19	2017/18
Community Services 65+	27	23
All Age Disability	10	16
Mental Health	5	5
Adult Commissioning	5	9
Continuing Health Care	1	0
Customer services	0	1
Not recorded	0	5
Total	48	59

Complaints regarding external providers

Providers of residential and domiciliary care services must have a complaints procedure that complies with the Care Homes Regulations 2001, the Care Standards Act 2000 and the National Minimum Standards stipulated by the Care Quality Commission. There is an expectation that the client pursues a complaint with provider organisations through the providers own complaints procedures. However, if the client is dissatisfied with the response of the provider or, if they wish to pursue the complaint through the statutory adult social care complaints process, they have the right to do so. Where possible, we encourage complainants to utilise the providers' complaints procedures in the first instance as this enables the complaint to be dealt with at source as opposed to through the Council.

Complaints regarding external providers are monitored through contract monitoring purposes and, where required, providers produce action plans to deliver service improvements.

In July 2018, the Local Government and Social Care Ombudsman set out a new statement which sets out best practice in receiving and dealing with comments, complaints and feedback about their services. Councils and care providers are being encouraged to adopt the new statement. This can be found at: <https://www.lgo.org.uk/information-centre/news/2018/jul/adult-social-care-guides-launched-to-help-providers-deal-with-complaints-better>.

Timescales

There are no externally prescribed timescales for the resolution of complaints. The only stipulation within the regulations is that timescales should be reasonable and that the complaints process should be concluded within six months. It is acceptable to extend this deadline with the agreement of the complainant.

As there is no specific required, the approach taken is to agree a timescale with the complainant. It is normal practice to inform complaints should an extension be required. Most often, extensions are sought due to the complexity of particular complaints, including where the complainant supplies additional information/evidence part way through an investigation. In these instances, the complainant is contacted with an explanation for the delay and the likely revised timescale.

As a benchmark for monitoring the timescale for completion of complaints, adult social care has an internal guideline that complaints should be completed within 20 working days. Performance on this standard is monitored by the Adult Social Care Management Team. This year's performance against the target is shown in the table below:

Complaint Stage	Timescales	2018/19	2017/18
Stage 1	Within 20 working days	26 (55.0%)	31 (52.5%)
	Over 20 working days	22 (45.0%)	28 (47.5%)
Total		48	59

Where the 20 working days timescale has been exceeded, this is generally in association with the more complex cases, a number of which include safeguarding issues across more than one agency.

Timeliness of complaints (within 20 working days) have improved with 55% of complaints resolved within 20 working days in 2018/19, compared to 52.5% in 2017/18.

A number of cases are expected to exceed timescales significantly as they are subject to involving other health care professional and therefore timescales are outside of the control of the local authority.

Ombudsman

The Local Government and Social Care Ombudsman (LGSCO) may consider complaints that have exhausted the Council's process. The produced a review of adult social care complaints for 2018/19 at <https://www.lgo.org.uk/information-centre/news/2019/sep/challenging-picture-of-care-complaints-played-out-in-ombudsman-s-annual-review>.

The LGSCO considered 10 complaints or enquiries to adult social care in Coventry, of which one complaint was investigated and upheld. A payment of £500.00 and a letter of apology was offered as the outcome. Note that this does not appear in the Ombudsman's annual review due to different categorisation of complaints.

In 2018/19 adult social care received 8 complaints or enquiries, of which 8 were investigated and 1 upheld. This year has seen an increase by 2 complaints or enquiries.

Compliments

Feedback from compliments provides an equally valuable message, clearly affirming when services make a difference and personal qualities have added value to the outcome for users and carers. 238 compliments were received in 2018/19 compared to 135 in 2017/18. These were all related to the quality and standard of care provided at care homes for older people. Compliments came from service users and their family members, thanking individual members of staff and teams for the ongoing support and care provided by social workers, care teams and departments. Compliments are received by forms, thankyou cards, letters and emails.

We wanted to contact the Social Worker to say thank you so much for all you have done for our mum it has changed her quality of life completely, our mum especially wanted to thank you for all your help & all the aids you have given her, she has just had the final thing fitted the stair lift, to say she is thrilled with this would be an understatement, although she is always in good spirits & never complains about anything, even though she does really struggle at times, the stair lift has visibly lifted her spirits even more, this has also given us as her daughters peace of mind that she is now safe going up & down stairs, She particularly wanted to say how very caring you have been & you have given her independence back and how much she & us appreciate all you have done.

Our heartfelt thanks to all the carers who looked after our beautiful mama.

We will always remember with gratitude your decision, perseverance, compassion, humor, kindness and professionalism.

We will be forever grateful to you all.

The Social Worker has had a great rapport with Dad, and it has been like this from the beginning.

In conversations (and when seeing them together), it is clear that the Social Worker clearly understands Dad. I know that Dad really likes working with him. The Social Worker has also shown empathy towards me, which is really appreciated, especially when things were not going well. In short, he is an extremely caring and professional person, and provides excellent support to Dad

Excellent service and support for my Dad. The Social Worker and the team went the extra mile.

Thank you for looking after Grandad these last six weeks and getting him back on his feet. After his assessment yesterday I know that he is now looking forward to coming home.

Mum stated she liked it in Cophorne Lodge. She said the staff are lovely and pleasant, they always greet her with a smile and encourage her to do things for herself. It is the best place she has been.

Service improvements and learning points

Adult social care is committed to learning from customer feedback. Where complaints highlight that things have gone wrong, managers must identify any remedial and developmental action required to improve service delivery.

Most common areas of feedback

When complaints are recorded, it is not unusual for a complainant to raise more than one concern in the same complaint. For example, a complaint may make a complaint about communication and finance as issues experienced during the same incident and both concerns would be recorded accordingly.

The table below highlights the different types of concerns raised within these complaints and a total figure during 2018/19.

Currently our system does not capture an individual breakdown of the outcome of each concern – so the figures below reflect the alleged complaint, rather than whether a complaint was upheld or not.

Category	2018/19		2017/18	
Standard of service	61	51%	46	48%
Communication	54	45%	32	33%
Financial issues	4	3%	15	16%
Environment/property	1	1%	3	3%

Note: totals do not add up to the number of complaints because more than one concern can be raised in each complaint. Concerns raised does not necessarily reflect concerns/complaints upheld.

Standard of service

51% of complaints received in 2018/19 compared to 48% in 2017/18 were centred around standard of service. This has shown an increase of 3%. This includes service delivery, assessment of eligibility for services and timeliness in receiving services. A challenging element of working in adult social care is notifying people that they are not eligible for support, or explaining to them that their needs can be met in other ways to support being provided by the Council. These are often emotive and challenging situations which can stimulate complaints where people do not agree with the social worker's views or level of service received. Also, where people are eligible for support from the Council there can be a delay in support being put in place due to service availability. This again is an area that can stimulate complaints.

Communication

45% of complaints received in 2018/19 compared to 33% in 2017/18 were centred around communication. This has shown an increase of 12%. When users and their families are referred for support they require information on subjects they may have not encountered before. They also need to be kept informed of progress and decisions in processes that often appear confusing. Representations of this nature are categorised in terms of the provision, quality, method and timelessness of information as well as accuracy. The most common complaints are from users or family members who feel they have not been kept informed, when there has been a delay to information being provided, or feel officers are not getting back to them or they do not have a direct line of communication to the person they have been dealing with.

Financial issues

3% of complaints received in 2018/19 compared to 16% in 2017/18 were around various financial issues. These included: continuation of payments being received when services had ceased, and direct payments missed. Although varied, complaints commonly related to a breakdown in information flowing from one team to another and system errors which impacted on finance processing. Where this occurred, matters were rectified, and payments were amended accordingly.

Environment/property

1 complaint was received and in relation to standards of work carried out regarding home renovations, and also a request for home amendments for a service user. This complaint was partially upheld.

Compliments

The improvement initiative is continuing whereby compliments are captured by the complaints team and sent on a monthly basis to the Adults Principal Social Worker which are then published on a monthly basis on the Adult Social Care internal news bulletin.

Responding to and learning from complaints

The learning elements from complaints are captured in service areas on a regular basis as part of the business management process and further evaluation of complaint data is to be reviewed for ongoing learning and improvements. Issuing social workers with business cards to be given to clients so there is a direct line of communication.

There is a need to implement a formal learning process from the outcome of complaints and a quality assurance framework for adult social care, to include complaints, is under development. A way to review this and have oversight has been introduced in the all age disability and mental health teams.

There needs to be a consideration of an achievable and deliverable timescale for responses to complaints with monitoring of achievement against this, with the continuation of the RAG reporting process and quarterly data capturing. This is improving timeliness in 2019/20.

Adult commissioning

Adult Commissioning received 5 complaints that required investigation by the Adult Commissioning Team, and one investigated by Dementia and Short Term Provisions under Adult Services. Of the complaints investigated, some of the examples and areas of improvement are as follows; one related to issues with a home support provider in relation to time keeping, training and quality control. Remedial action was put in place to ensure improvements were followed up by the Councils Quality Assurance Team. We have not been made aware to date of any subsequent issues with this provider. Another complaint related to a Housing with Care provider. The elements of this complaint that were upheld related to a potential data protection breach, deficits in communication with the family and some issues with care. The provider took on board learning from this complaint and periodic checks have been made regarding compliance. Finally, elements of a complaint about a care home were upheld. This was with regards to a lack of a quiet area within the home, and this has subsequently been addressed. There were also some issues regarding the personal care of a resident which were acknowledged as unacceptable and remedial action was taken by the provider and again followed up through routine monitoring by the Quality Assurance function.

Community social care (65+), hospital social care and equipment and therapy services

Of the relatively small number of complaints in this area which were upheld, the most prevalent issues generating complaints were individual practice issues, most noticeably where staff did not communicate as effectively or as comprehensively with service users and family carers as would be best practice.

This year saw fewer complaints about waiting time for assessments or delivery of services compared with previous years. This may reflect the effort the service has put in to reducing waiting lists by the implementation of improved systems, particularly at the point of first contact with the service, and the extension of the scope of the appointment booking system.

There were fewer complaints made about decisions made about financial matters, for example, the levels of support provided or queries about charges, and this may also be a result of work done to improve the quality of assessments, and of charging and payment systems.

Outcomes arising from complaint investigations included

The most common outcome of complaints was to work with individual staff to improve practice, through supervision or training activity e.g. to improve communication and feedback skills.

As themes have emerged, training or group supervision has taken place on specific subject areas. For example, on best practice in assessing mental capacity.

There have been some delays in securing contractors to carry out Disabled Facilities Grant works for people who require environmental improvements to be made to improve the liveability of their homes. This has led to a review of the procurement process and designing a more streamlined approach which will speed up the process of identifying contractors to complete improvement work, whilst maintaining financial probity regarding the awarding of grants.

All Age Disability, Mental Health and Continuing Healthcare Services

The All Age Disability, Mental Health and Continuing Healthcare Teams have continued to progress improvements in the management of complaints and this year complaints all services have seen a small reduction. Complaints are a regular feature of discussion in the General Managers meetings where themes are considered and timeliness in resolution monitored. Timeliness in resolving the complaints has improved supported by the level of monitoring that takes place but in general the delays in resolution reflect the complexity of the casework undertaken and the legislative frameworks that support service delivery. There are interdependencies with other organisations given the focus on integrated working practices that also impact but 63% of complaints were resolved within 20 days.

Key themes

Regular updates on progress are shared across services and reported as part of the quality monitoring for the ASC Directorate. Mental Health Service complaints are progressed via the formal agreement in place with Coventry and Warwickshire Partnership Trust. Complaints managed via ASC concern the professional practice or legislative responsibilities (including finance) that relate to the City Council functions. Complaints have largely related to professional practice and application of the Mental Act requirements. Key themes and outcomes in relation to the complaints for Adult Disability Services have been in relation to the timeliness for assessment or in relation to responding to requests for review. There is increased oversight and monitoring of awaiting times and remedial actions taken that should impact positively on this 2019/2020 including agency support. This will be monitored alongside referral and activity flows to identify activity needed to ensure good customer service and response times ongoing. The most common outcome of complaints has been improvement in professional practices.

Further information

Further information about complaints and representations and a copy of the Council's complaints policy and [complaints handling guidance](http://www.coventry.gov.uk/complaints/) is available at www.coventry.gov.uk/complaints/.

Ilius Ahmed
People Directorate Complaints Officer
Insight Team
Coventry City Council

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Insight Development Manager (Place and Public Sector Transformation)

September 2019



Insight Team
Coventry City Council

Complaints handling guidance

Guidance for managers and officers dealing with comments, compliments and complaints



**COMMENTS
& COMPLIMENTS
& COMPLAINTS**



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Introduction

About this guide

This document is an internal document that provides guidance for managers and officers dealing with comments, compliments and complaints. It is to be read in conjunction with the complaints policy at www.coventry.gov.uk/complaints/. In line with the Council's values to be open, honest and transparent, this guide is made available to members of the public too.

Making things right

Coventry City Council is committed to putting local people and their needs at the heart of what it does. As employees of the Council, we work to ensure that people have a positive and trouble-free experience with us in all transactions and interactions. However, sometimes things go wrong. When things go wrong, we encourage people to speak up, so that we can make things right.

Effective management and resolution of complaints, as well as learning from complaints, help ensure that Council services meet the needs of local residents and communities, and helps build a foundation of trust in order for the Council to have new conversations with residents, communities and partners to enable people to do more for themselves as active and empowered citizens. A key principle of this is continuous improvement, and this includes reviewing the Council's complaints processes and systems to ensure consistency and improve the way the Council serve the people of Coventry.

The complaints policy

Coventry City Council's complaints policy sets out how individual members of the public can complain to the Council, as well as how the Council handle compliments, comments and complaints. Where possible, complaints should be resolved informally. If this is not possible, they can formally complain to the Council.

The complaints policy can be found at: www.coventry.gov.uk/complaints/. The policy defines complaints as *"any expression of dissatisfaction about the standard of service, actions, or lack of action by the Council or its employees, which the customer feels should have been provided"*.

Depending on the subject and nature of the complaint, a different pathway is followed:

- complaints about **children's social care** including care homes and other providers commissioned by the Council follow the statutory process for representations made by or on behalf of children using social care services provided by / commissioned by the Council arising from the Children Act 1989;
- complaints about **adult social care** including care homes and other providers commissioned by the Council follow the statutory process for representations made by or on behalf of an adult using social care services provided by / commissioned by the Council arising from the Local Authority Social Services and National Health Services Complaints Regulations 2009;
- **all other complaints** relating to Council services are dealt with by the corporate complaints policy.

Note that complaints about non-Council services, for instance, schools, hospitals; complaints by employees; or complaints about elected members (councillors) are outside the scope of the complaints policy.

The Council strives to act in accordance with best practice. This includes:

- the National Complaints Managers' Group (May 2016) [Good Practice guidance for handling complaints concerning adults and children social care services](#);
- guidance from the Local Government and Social Care Ombudsman (LGSCO):
 - [guidance on good complaint handling](#) (for instance, running a complaints system; managing unreasonable complaint behaviours and remedies); and
 - [single complaints statement](#) guidance for councils and care providers on best practice in receiving and dealing with comments, complaints and feedback about their services.

The Local Government and Social Care Ombudsman

The LGSCO is the final stage for complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. It is a free service that investigate complaints in a fair and independent way; and provides a means of redress to individuals for injustice caused by unfair treatment or service failure.

If a complainant has exhausted all of the Council's own complaints process, and remain dissatisfied with the Council's decision and/or its handling of the complaint, they have the right to take the complaint to the LGSCO. When a complaint has exhausted the Council's complaints procedure, they are informed of this right – and provided detail with how to contact the LGSCO.

Roles and responsibilities

Customer services

Complaints by members of the public should typically be made through customer services:

Web: https://www.coventry.gov.uk/form_speakup
 Email: customer.services@coventry.gov.uk
 Telephone: 08085 834 333

Members of the public may also choose to seek help and advice from elected members (councillors) or from agencies (such as Citizens Advice, or the Ombudsman) for help and support in making their complaint. These complaints should also be passed to customer services to ensure it is recorded and tracked on Dash.

Investigating officers

Complaints should be dealt with by the individual service area in line with the complaints policy. The officer leading the complaint response is known as the investigating officer.

Complaints co-ordination

The Insight Team provides a co-ordination function for People Directorate complaints (via the People Directorate Complaints Officer) and all complaints escalated to the LGSCO (via the Ombudsman Liaison Officer). The Business Support Manager in Place Directorate provides a similar function for the Place Directorate.

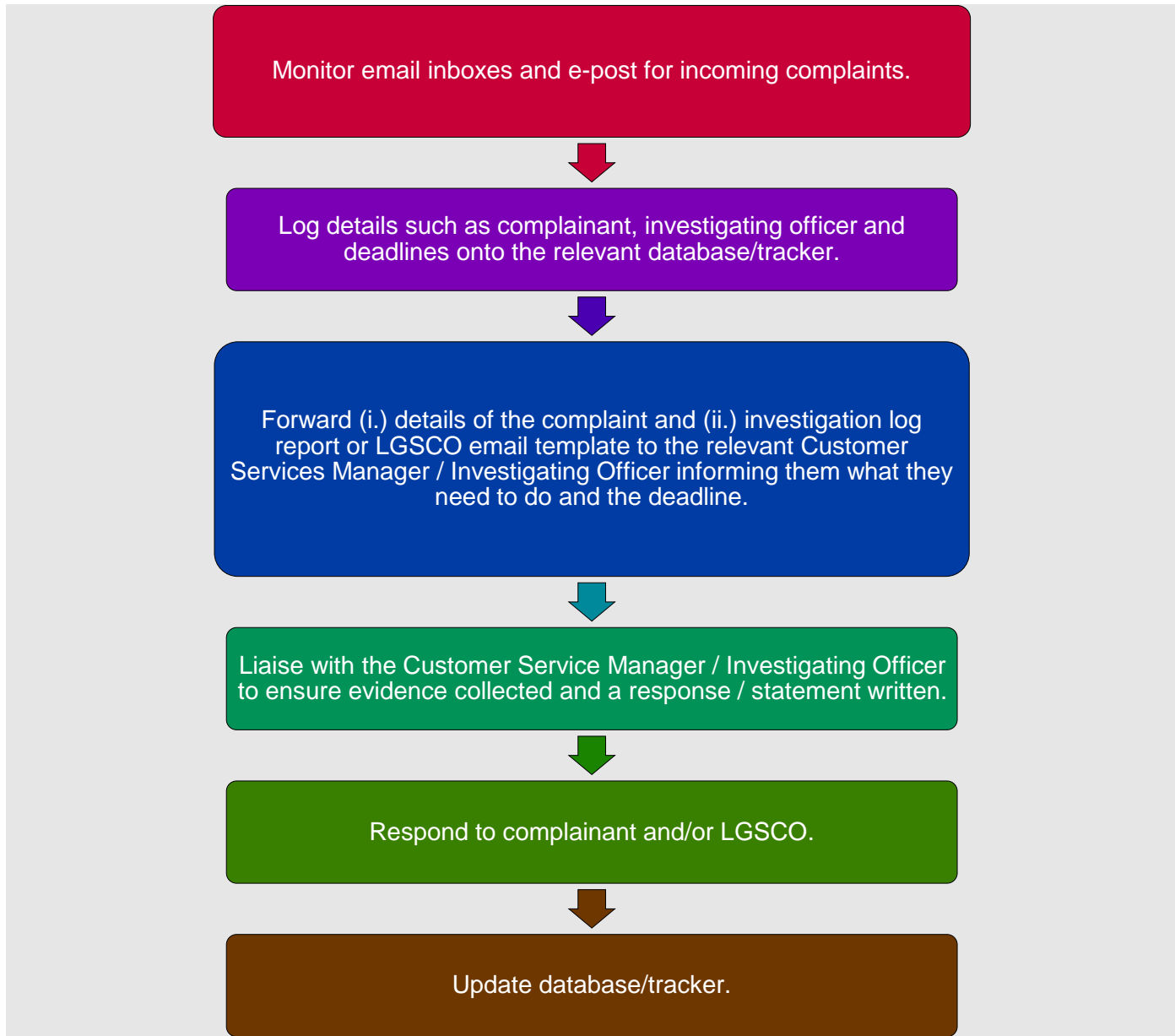
In addition to co-ordinating complaints, the complaints co-ordination function also:

- manages the 3Cs Info Hub, a one-stop shop on the intranet;
- holds regular meetings with managers and advocacy services to provide progress updates and discuss cases;
- appoints independent investigators and facilitate service investigations and reviews, in conjunction with children's services and commissioning;
- provides regular reports and statistics on complaint numbers, timescales and key messages to senior management; and
- produce annual reports.

Complaints co-ordination role

Process flowchart

The following flowchart sets out how the complaints co-ordination process handles complaints and representations from members of the public:



Getting help

The complaints information hub

Further guidance, reports and information available for Council staff on the Complaints, Comments and Compliments Information Hub (**3Cs Info Hub**) at <https://coventrycc.sharepoint.com/sites/3CsInfoHub/>.

Getting help

If an investigating officer needs help in responding to a complaint, please speak to your line manager at first instance. If you need further help, please contact:

People Directorate Complaints Officer

- Adult social care complaints: AdultSocialCareCustomerRelations@coventry.gov.uk
- Children's social care complaints: CLYPCustomerRelations@coventry.gov.uk

Place Directorate

The Place Directorate Business Support Manager provides support and co-ordination for handling complaints involving the Place Directorate.

Local Government and Social Care Ombudsman (LGSCO) Link Officer

- Coventry City Council's Ombudsman Link Officer: Ombudsman@coventry.gov.uk

Complaint processes, stages and escalation

The key stages of the Council's complaints processes are as follows:

Type	Corporate	Adult social care	Children's social care	LGSCO
Stages	Informal resolution Stage 1: service investigation Stage 2: service investigation review	Informal resolution Stage 1: local resolution	Informal resolution Stage 1: local resolution Stage 2: investigation Stage 3: review panel	Enquiry and assessment Investigation Decision and remedy
Timescales (in working days)	Acknowledgement: 3 days Stage 1: 10 days Stage 2: 20 days	Acknowledgement: 3 days Stage 1: 20 days	Acknowledgement: 3 days Stage 1: 10 (to 20 ¹) days Stage 2: 25 (to 65 ¹) days Stage 3: 30 days	Enquiry: 1-3 days Investigation: 20 days Draft decision: 5-10 days Remedy: as set out in the final decision statement
Services	All other services ²	Adult social care	Children's social care	All
Recording	On the corporate customer relationship management system, Dash .	On the corporate system, Dash plus the social care complaints database .	On the corporate system, Dash plus the social care complaints database .	On the Tracker on the Local Government and Social Care Ombudsman management portal.
Reporting	Quarterly summary trends and indicators on the 3Cs Info Hub ³ .	Weekly progress reports provided on the 3Cs Info Hub and regular progress meetings held with relevant managers. Quarterly trend and context provided to relevant management team and indicators on People Leadership Team dashboard. Annual report to the relevant Cabinet Member.		Upheld complaints referred to the Monitoring Officer for follow-up action. Quarterly trends and context on the 3Cs Info Hub . Annual report to relevant committees and relevant Cabinet Member.

Escalation of complaints

If the complainant is not satisfied with the outcome of the investigation, and they consider that one or more of the following apply: relevant information was not taken into account in investigating the complaint; procedures have not been properly applied in handling the complaint; there has been an incorrect interpretation of Council policy, they can ask for the complaint to be reviewed via a service investigation review. The review will either be conducted by a senior manager of the service or, a senior officer or manager outside the line management of the service depending on the circumstances. The complainant will be expected to explain, in writing or verbally, the grounds for seeking a review. With children's social care complaints, in line with the Department for Education statutory guidance for local authority children's services on representations and complaints procedures, a complaint may be escalated to a Stage 2 investigation or Stage 3 review panel if a complainant wishes for it to do so. When this happens, a senior officer will always work with the complainant to see if the complaint can be resolved without escalation first.

¹ This is the maximum extension for complex cases as defined by the statutory guidance.

² All other services, e.g.: adult education; benefits and tax; children's transport; corporate, finance and legal; education and libraries (except schools or education admissions appeals); environmental services (including household waste collections, noise complaints); housing services; planning; parking, etc.

³ Indicators currently provided on the People Leadership Team dashboard. This is accessible via the 3Cs Info Hub and the Performance Hub (coming soon).

Escalation to the Local Government and Social Care Ombudsman

If a complainant is unhappy about the way the Council has dealt with their complaint, they can contact the LGSCO. The LGSCO would normally expect a complaint to be made within twelve months of when the complainant first knew of the problem that they are complaining about, and normally require all complainants to go through all stages of the Council's own procedure before considering the complaint. However, in certain circumstances the LGSCO has the discretion to waive this requirement. Note that a complainant can approach the LGSCO at any stage of the complaints process.

Remedies, compensation and financial redress

The key principle for any financial remedies paid is that a remedy should, as far as possible, put the complainant back in the position they would have been in but for the fault identified. Any financial redress should be agreed with the relevant director, in line with LGSCO guidance set out at <https://www.lgo.org.uk/information-centre/reports/guidance-notes>. Where a complaint has gone to the LGSCO, the local authority has the option of suggesting a remedy to resolve the complaint – or to accept the LGSCO's recommendation.

Learning from complaints: the complaints investigation log report

It is important for services to treat complaints as an opportunity to learn lessons from previous experiences. By learning from complaints, services can become more responsive to the needs of residents. Upon completion of a complaint investigation, investigating officers are asked to complete a complaints investigation log report. This will provide additional learning from the complaints received, for example, improvements to training or to inform changes to procedures. The Council regularly publishes reports on complaints, including lessons learned, to ensure that complaints are properly communicated to elected members.

Equality monitoring

It is important to ensure any equality dimensions identified through complaints are addressed and rectified. Operationally, it is important that equality data such as the protected characteristics such as ethnicity, sex and disability status is collected as part of handling complaints; and issues are raised to the strategic equality, diversity and inclusion project board. This will enable the Council to identify if its complaints policy is operating as intended, eliminate discrimination and advance equality of opportunity in line with the public sector equality duty.

Privacy and information governance

Please remember that complaints, investigations and information about it are private and confidential and must not be disclosed to third parties.

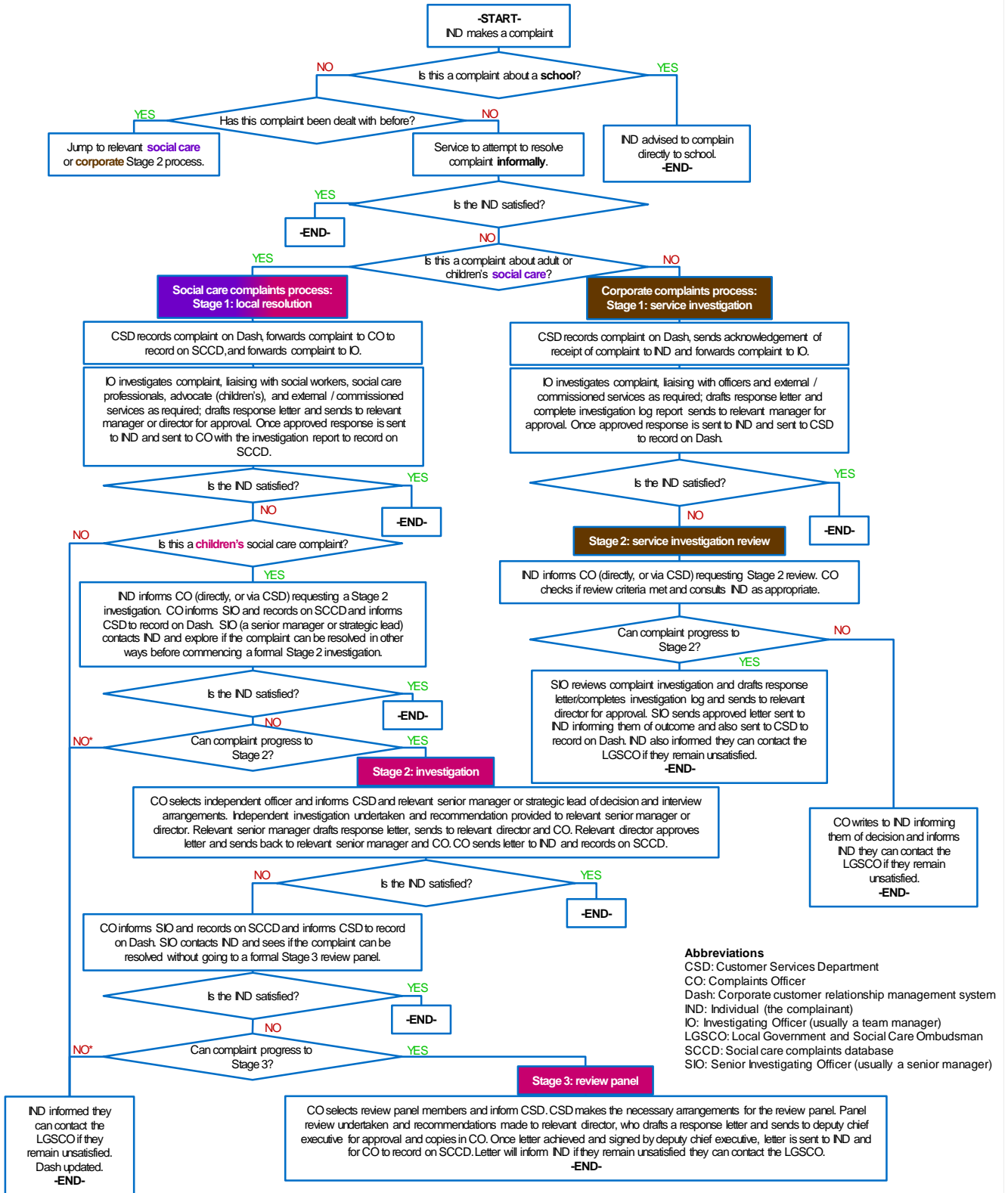
Our summary privacy notice states:

We will use the information you provide to handle your complaint in line with the Council's complaints policy available at www.coventry.gov.uk/complaints/. We may share this information with other organisations which may include independent external investigators, children's advocacy services and the Local Government and Social Care Ombudsman. We will only share your information if this is part of solving your complaint. More information on how we handle personal information and your rights under the data protection legislation can be found in the full Privacy Notice: www.coventry.gov.uk/privacynotice/.

You can help ensure that we protect people's information by ensuring that you follow the Council's information governance and data protection policies. In particular, please:

- **ensure that any correspondence containing personal or confidential data is sent in a password protected zip archive with the password provided in a separately email;** and
- **double-check** people's names, contact details, email addresses, mailing addresses and telephone numbers!

People Directorate and social care complaints process flowchart



Abbreviations
 CSD: Customer Services Department
 CO: Complaints Officer
 Dash: Corporate customer relationship management system
 IND: Individual (the complainant)
 IO: Investigating Officer (usually a team manager)
 LGSCO: Local Government and Social Care Ombudsman
 SCCD: Social care complaints database
 SIO: Senior Investigating Officer (usually a senior manager)

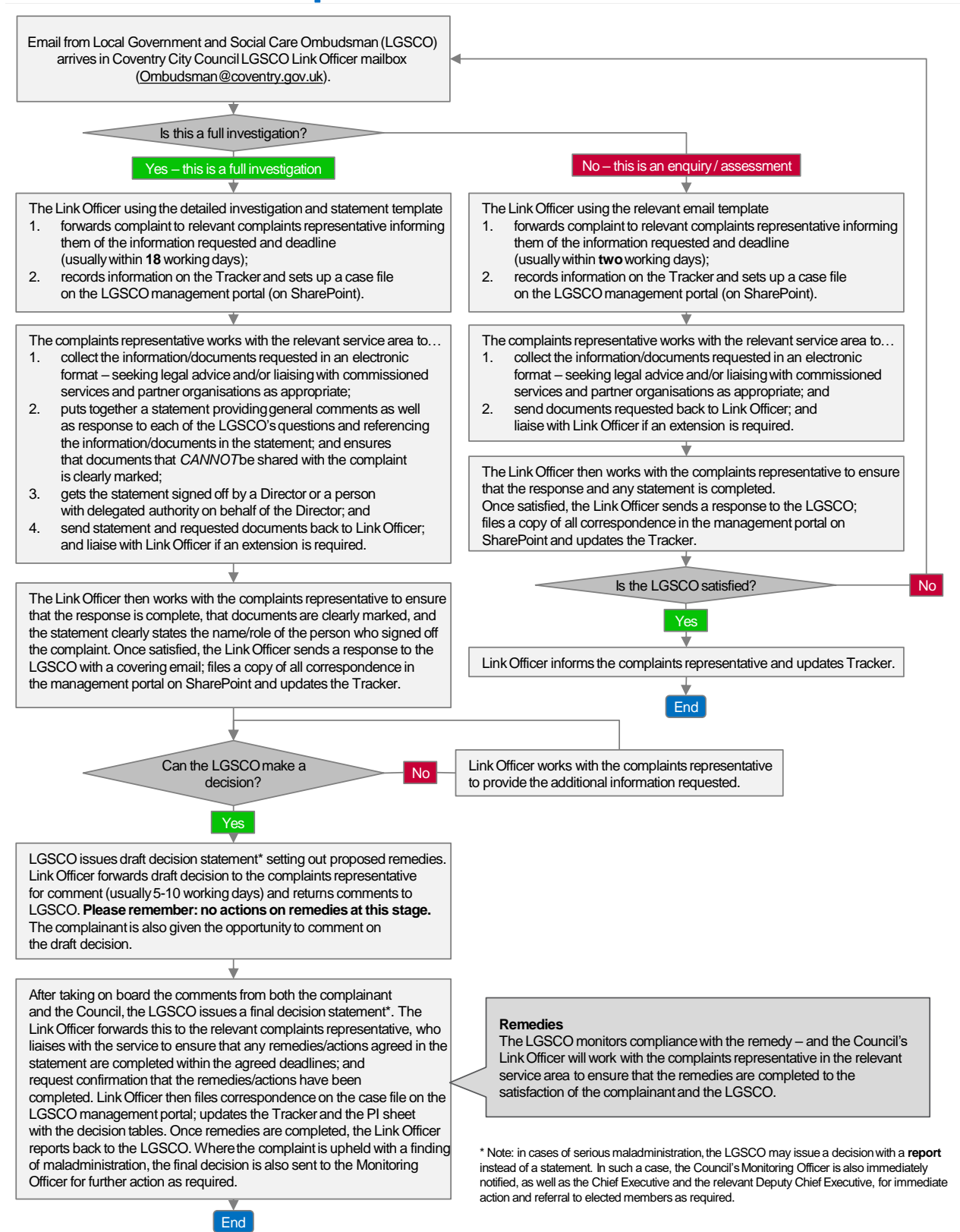
* on rare occasions a complaint may not progress to the next stage, (e.g. out of timescale)

Local Government and Social Care

Ombudsman process complaints guidance

Stage	Notes
Enquiry / assessment	The request will have a short deadline of between 1 to 3 working days . At this stage, the LGSCO will ask the Council for a copy of its formal complaint responses; and confirmation that the complaint has fully completed the Council's complaints process. The request will not include any new actions and should be returned to the Link Officer by the date specified.
Premature	If a complaint has not completed the Council's own complaints process, the LGSCO will return the complaint as a "premature" complaint for consideration under the Council's complaints process. The Link Officer will send the relevant department the information using the premature email template. It is important to remind complainant of their right to complain again to the LGSCO when they exhaust the Council's complaints process. Following completion of the complaints process (whether it is resolved or not), a copy of the final response should be sent to the Link Officer.
Investigation	The Link Officer will send a covering email using the Ombudsman detailed investigation template which includes the statement document requesting a written response to the LGSCO's questions. This needs to be returned by a set deadline, usually within 18 working days , so that the deadline (within 20 working days) can be met. The response must be provided as a statement , providing general comments as well as responses to each of the questions. It must also include the name and role of the author, and be signed off by the Director or a nominated person. Any supporting evidence must be provided as electronic attachments and referenced in the statement. Any information that cannot be shared with the complainant should be clearly marked and packaged separately. It may be necessary to seek legal advice and/or liaise with commissioned services and partner organisations as appropriate. The Link Officer needs confirmation that this has been done (in the form of an email trail). If the LGSCO investigator has asked us to consider whether we are prepared to remedy any injustice that may have been caused – we should comment on this as this is an opportunity for us to resolve the issue.
Draft decision	Following the investigation, the LGSCO will typically issue a draft decision statement . This will state whether the complaint was upheld or not, and detail the investigator's findings and explains the decision made. At this stage, the Council is asked whether it agrees with the decision and remedy. This is an opportunity to comment on the decision, and suggest any changes or corrections. At this stage, remedial actions must not be taken yet – remedies should only be completed after the final decision. We are usually requested to respond within 5-10 working days . <i>Note: the investigator may choose to issue a decision as a report (under Section 30(1) of the Local Government Act 1974) in which case the Council's Monitoring Officer is notified.</i>
Final decision	The final decision letter and statement should be circulated, as appropriate, to everyone who was involved in the investigation and everyone who needs to know of the investigation outcomes. Action on remedies should now be completed. In cases where the LGSCO makes a finding of maladministration , the final decision letter and statement is also forwarded by the Link Officer to the Monitoring Officer. The Monitoring Officer will decide if any further action is required.
Remedy	The LGSCO aims to remedy personal injustice when its investigations reveal there has been fault. Remedies are not intended to be punitive and are not just about money: the remedies also look into the root causes and recommend improvements to systems when they haven't worked properly, so that others do not suffer the same problems in future. The LGSCO monitors compliance with the remedy – and the Link Officer will work with the complaints representative in the relevant service area to ensure that the remedies are completed to the satisfaction of the complainant and the LGSCO. Confirmation and evidence that all actions required, as per the final decision letter and statement. This can be as soon as within 5-10 working days ; or longer for more complex issues.

Local Government and Social Care Ombudsman process flowchart



Version control

Document Location

Published location: <https://smarturl.it/cov-complaints-guide>

SharePoint: [https://coventrycc.sharepoint.com/teams/ChiefExec/PublicHealth/Insight/Documents/Complaints handling guidance 2019.docx](https://coventrycc.sharepoint.com/teams/ChiefExec/PublicHealth/Insight/Documents/Complaints%20handling%20guidance%202019.docx)

Reviewing arrangements

This guidance is reviewed annually with the annual complaints report.

Revision History

Revision date	Summary of Changes
13/09/2018	3.1 Integrated guidance, combining previously separate complaints handling guidance for the Local Government and Social Care Ombudsman and People Directorate and social care into one document.
04/09/2019	4.0 Updated with new section on roles and responsibilities, updated with the new complaints investigation log and statement template.
20/09/2019	4.1 Added section on equality monitoring.



Insight Team
Coventry City Council



17 October 2019

Cabinet Member for Adult Services

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor M. Mutton

Director Approving Submission of the report:

Deputy Chief Executive (People)

Ward(s) affected:

All

Title: Market Development Plan: Learning Disability and Autism

Is this a key decision?

No. Although this matter affects all wards in the City, the impact is not expected to be significant

Executive Summary:

Communicating effectively with the market is a key part of market development so that providers are aware of both the challenges facing Adult Social Care and some of the key areas where needs analysis signals the requirement for services to be improved.

Coventry City Council have produced a Market Development Plan (MDP) to inform the development of services for adults with learning disabilities and/or autism.

The plan builds upon the Market Position Statement issued in October 2018 and outlines to social care providers the expected requirements for this client group including the need for care and support to be developed. The Market Development Plan also outlines developments that are already planned and when they are expected to come to fruition.

Recommendations:

Cabinet Member is requested to:

- Approve the Market Development Plan for adults with Learning Disabilities and or autism

List of Appendices included:

Market Development Plan Learning Disabilities and Autism

Background papers:

None

Other useful documents

None

Has it been or will it be considered by Scrutiny?

No

Has it been 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: Market Development Plan: learning Disability and Autism

1. Context (or background)

- 1.1 Councils have a duty to shape social care provider markets to ensure that a range of good quality provision is in place to meet the social care needs of individuals including adults with learning disability and /or autism. This is achieved through good commissioning practice which ensures that providers are aware of the likely type and volume of support that is likely to be required both now and in the foreseeable future.
- 1.2 Market Position Statements (MPS) are a tool for providing this communication. In recognising their importance the production of a Market Position Statement (MPS) for Adult Social Care is a requirement as part of the Care Act (2014).
- 1.3 Cabinet Member for Adult Services approved the Market Position Statement in October 2018.
- 1.4 The Market Position Statement includes:
 - A statement to the market that focuses on the priorities for both health and social care including joint commissioning, services to support reablement/enablement and community prevention
 - Contextual information that enables providers to understand main areas of change and the commissioning focus for the future in the light of this
 - A greater emphasis on informing the market of care need, demand and supply based on a data and intelligence
 - Data and evidence that creates a clear link with the Joint Strategic Needs Assessment in relation to a knowledge of the prevalence of health conditions that contribute to wider social care and community preventative treatments
 - A set of clear commissioning intentions that articulates both imminent change in configuring/purchasing provision and future for shaping adult social care and support service
- 1.5 Following the publication of Coventry's MPS the intention has been to produce a series of Market Development Plans (MDP) to provide the Market with additional information about population needs, current developments and gaps in provision. The current plan is in relation to Learning disabilities and/or autism.
- 1.6 The Learning Disability/Autism MDP (appendix 2) is intended to achieve several objectives including:
 - Reiteration and building upon information about need and demand from the MPS
 - Reminds providers of the approach to adult social care and support in Coventry and its main objectives
 - Explains development schemes already in the pipeline
 - Describes the likely residual demand that will require provision in the future

2. Options considered and recommended proposal

- 2.1 **Recommended Option:** A legal requirement of the Care Act (2014) is to shape and develop the social care market. Section 4.33 of the statutory guidance states that local authorities must work to develop markets for care and support whilst recognising that individual providers may exit the market from time to time. The requirement also requires

ensuring that the overall provision of services remains healthy in terms of sufficiency of provision of care and support needed to meet expected needs.

2.2 There are not considered to be any viable alternative options to meet the requirements

3. Results of consultation undertaken

3.1 The content of the Market Development Plan was shared with providers at an Innovation event in July 2019. Feedback from the provider sector was positive as they welcome a document that builds on the MPS and gives more detail on demand to inform their investment decisions and provides confirmation that Coventry remains a place to deliver good quality sustainable developments.

4. Timetable for implementing this decision

4.1 Should Cabinet Member endorse the use of the Market Development Plan it will be used with immediate effect

5. Comments from Executive Director, Resources

5.1 Financial implications

There are no direct financial implications arising from this report or approach. Any care provision purchased in response to this plan will be met from existing budgets.

5.2 Legal implications

The Care Act (2014) statutory guidance states that 'high quality, personalised Care and Support can only be achieved where there is a vibrant, responsive market of services available'. The Local Authority role is seen as critical and under section 5 of the Care Act, *"the local authority must promote the efficient and effective operation of a market in services for meeting care and support needs with a view to ensuring that any person in its area wishing to access services in the market"*.

6. Other implications

6.1 How will this contribute to the Council Plan (www.coventry.gov.uk/councilplan/)?

This proposal would contribute to the Council's key objectives through a contribution to protecting our most vulnerable people.

6.2 How is risk being managed?

There are no identified risks with the approach outlined.

6.3 What is the impact on the organisation?

The MDP is an approach to signalling to the care market what services need to be developed to meet the social care needs of Coventry citizens and assists in meeting the Council's responsibilities in relation to market development

6.4 Equalities / EIA

Not applicable

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

Coventry and Rugby Clinical Commissioning Group benefits from the joint approach to market development.

Report author(s):

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Directorate: People

Tel and email contact: 024 76972739 jon.reading@coventry.gov.uk

Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
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Sally Caren	Head of Social Work (Mental Health and Sustainability)	People	11/9/19	27/9/19
Paul McConnell	Joint Commissioning Manager	People	11/9/19	23/9/19
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Names of approvers for submission: (officers and members)				
Finance: Ewan Dewar	Finance Manager (People)	Place	11/9/19	16/9/19
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Director: Gail Quinton	Deputy Chief Executive (People)	People	27/9/19	27/9/19
Members: Councillor Mal Mutton	Cabinet Member Adult Services		30/9/19	30/9/19

This report is published on the council's website:

www.coventry.gov.uk/councilmeetings

Appendices

Market Development Plan Learning Disability and Autism

Coventry Market Development Plan – Learning Disability/Autism Services

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1. Summary

The number of adults with a learning disability is increasing and their needs are becoming more complex. People rightly have expectations of a more independent life in the community and there is a need for a range of good quality affordable local community-based services.

At present there are limitations in choices particularly for people with specific accommodation needs and this has led to people being placed outside of Coventry and in some cases in specialist services many miles from their originating address.

This Market Development Plan proposes that, over the next few years there will be a major improvement in accommodation-based care and support for people who live away from their families.

It is envisaged that there will be:

- **Improved supply:** There will be a better offer of local accommodation supply that meets people current and future needs. This will include the development of new schemes or modification of existing provision.
- **Improved Quality:** Accommodation will be of high quality, will offer choice, dignity and privacy and will help people to be independent safe and well, exploiting the use of assistive technology where this evidentially reduces dependency
- **Improved access:** People will be able to access options that best meet needs at the time they need them through management of capacity, voids and vacancies and a consistent pathway into accommodation.

This plan has been jointly developed by both the City Council and Coventry and Rugby Clinical Commissioning group in recognition of the single agency and joint responsibilities involved.

2. Introduction

This market development plan should be read in conjunction with Coventry's Market Position Statement which was published in October 2018 and which contains a wealth of background information on need, demand, the shape of the current adult social care market and indications of service requirements.

https://www.coventry.gov.uk/info/192/adult_social_care_strategies_policies_and_plans/2120/market_position_statement_for_adult_social_care/1

The Council, its partners, people with learning disabilities and their families want to ensure that adults with learning disabilities are living in local communities, using local accommodation accessing local amenities and living fulfilling lives.

This plan seeks to ensure that these aspirations become a reality for the people of Coventry. It contains an analysis of:

- Current accommodation supply
- Current and anticipated future demand
- Analysis of gaps and what needs to be developed.

Through the above analysis and available intelligence, we know that:

- There are increasing numbers of people with a learning disability and many have complex needs. A significant proportion of people will need / continue to require accommodation.
- Although care homes can meet individual needs, supported living can enable individuals to live independently in the least intrusive manner possible, based on their assets, resources and abilities that are available to them.
- Supply and demand of supported living schemes is difficult to predict based upon a number of factors: (i) people attend residential college, (ii) people choose to live at home with parents, (iii) identifying people who are ready to step-down from residential care into a supported living core and cluster development and (iv) people may change their mind at the last minute. There is a fine balance between developing a pipeline of future housing developments / predicting future demand and having a local mixed housing economy which is both attractive to outside investment and financially sustainable in terms of housing benefit.
- The range of our local accommodation offer could be expanded to maximise opportunities for people with learning disabilities. Assistive technology is not currently being exploited to best advantage in supporting people to live independently.

- The quality of some of the accommodation is at a standard that should be improved upon.
- There are number of Coventry people who have historically been placed outside of Coventry and this practice continues with some placements at a great distance largely due to lack of appropriate services locally.
- There could be opportunities for people placed in residential care, who could be supported within a supported living environment such as a core and cluster development with their own tenancy or license agreement, to live more independently.

This forms the basic case for infra-structure change in improving supply volumes, quality and access to supported living schemes within City.

3. Vision

The overall vision for adult social care is one that empowers people and their families, drawing on their strengths and assets and those of the communities in which they live to provide person centred care and support. Where statutory support is required it is provided in an enabling way through a Promoting Independence Pathway and people are supported to stay out of hospital where feasible and assisted in regaining lost skills after a hospital episode through effective enablement. The principle is to assist adults to live their best lives by utilising promoting independence and strength-based approaches to help them achieve this.

Adult Social Care Vision

To enable people in most need to live independent and fulfilled lives with stronger networks and personalised support.

Strategy: Provide support, in the least intrusive manner possible, based on the assets, resources and abilities that are available to people.



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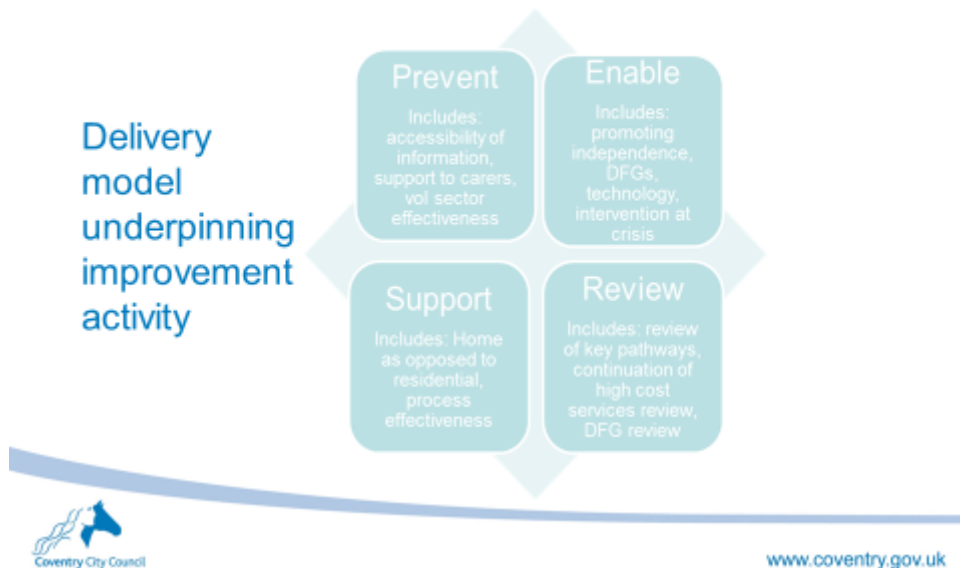
The vision for disability services is to improve the quality of life for adults with learning and physical disabilities, autism and mental ill-health through:

- A seamless service and support throughout their whole life course
- A better integrated and multi-disciplinary support across sectors
- Promoting independence and empowerment and increasing the opportunities for people to stay local or to return to local connections.

Our approach will be focused on improving people's lives; focused on breaking down barriers for people between agencies and services along with making sure people's happiness, aspirations and achievements are never limited due to a disability. Through a person-centred approach we will ensure people have experiences they value: developing relationships, making choices, contributing, having valued roles and sharing ordinary places.

The Council have developed a target operating model which aims to make prevention the default model providing enablement support to prevent deterioration or support post hospital discharge. Support to be provided only for as long as required and to the intensity necessary and reviewed at an appropriate degree and frequency.

Adult Social Care Operating Model



Our specific vision for people with learning disabilities/autism is that they will have the same range of choices of accommodation as the rest of us and will live locally in communities with access to facilities, transport and other amenities.

Improved Supply: There will be a better offer of settled, suitable, local accommodation that meets peoples current and future needs. We will have realised our vision of a choice of modern housing options that meet the divers e needs of adults with a learning disability of all ages. New supported living schemes will have been developed and options around extra care housing explored.

Improved Quality: Accommodation based care and support will be of good quality and will help people to become independent safe and well. Safety needs of communities will also be taken into account. Less popular and poorer accommodation will have been decommissioned.

Improved Access: People will be able to access the option that meets their needs at the time they need it. The way that supply and demand are matched will have improved through better management of capacity, voids and vacancies and consistent pathways into accommodation. Support plans will reflect peoples' needs and choices for accommodation. People residing outside of Coventry will be offered the choice of returning to the City where feasible.

Improved Community Engagement: Good accommodation and support options will enable local people to access community activity, opportunities to meet people and make friends and, where possible, contribute to community life.

4. Context

The number of people with learning disabilities is increasing and their needs are becoming more complex. As at 2017 population estimates suggest that there were around 5600 people with a learning disability aged 18-64 living in Coventry a figure expected to rise to approximately 6080 by 2025 (SOURCE PANSI).

- Of these around 1280 have a moderate to severe learning disability, around 100 have behaviours that challenge and around 540 are predicted to be living with their parents.
- In addition, there are around 1000 adults with a learning disability aged 65 or over of whom circa 140 are deemed to have a moderate to severe learning disability.
- Approximately 2300 people aged 18-64 are predicted to have an Autistic Spectrum Condition (ASC)
- Each year between 15 and 30 young people transition from children through to adult services.
- In Coventry 5% of the population (17,270) are unemployed. Of these 10% are likely to have a disability
- The number of planned transitions from Children's Social Care continues to increase with 59 young adults transitioning in 2017/18, of which 23 were eligible for social care compared to 55 in 2016/17, of which 9 were eligible for social care.

Demand

Residential Care – In terms of transitions our data shows that in the 18-25 age range we have relatively low numbers transitioning, however they do tend to present with complex behaviours.

Generally, the numbers of people with learning disabilities living with older carers presenting to Adult social care at points of crisis is relatively low but does represent a small cohort who could be prioritised for the promoting independence pathway.

The numbers of people going into residential care between 2015/16, 2017/18 has been fairly static at around 20 places per annum, whereas in 2018/19 we have seen a reduction down to 11 new places.

As at September 2019 there were 159 adults aged 18+ with a learning disability residing in a care home of which 59 (37%) were placed outside of the City. 484 people received support through a range of supported living options. This represents 72% of the total 672 adults supported through accommodation-based solutions, however, re-assessments and reviews of individuals' needs suggest that this proportion could be increased as more people could step down to supported living.

Supported Living – In terms of transitions typically we are seeing between 15-30 new placements each year, this tends to be split between school leavers at 18 and college leavers aged between 20-24. Supported living is equally providing a good option where people living with elderly carers reach a point of crisis, enabling them to live

independently in the community with support. The data evidences a steady cohort aged between 30-44 and 50-60.

Day opportunities – the demand for new placements has been steadily increasing since 2016/17, and by a further 16% in 2017/18 and 19% in 2018/19. Typically, these placements are supporting people who are presenting with either autism / challenging behaviour. This is an important area for future development as it affords meaningful day opportunities for individuals and enables carers to get a break and continue to care in a way that is sustainable and retains the family unit and secondly, it supports sustainable long-term residential care / supported living places which would otherwise lead to staff burn out and compatibility issues with other people living there.

Respite – The data suggests a rather dramatic uptake of respite services in 2018/19 by almost 24% on the previous financial year. These increases are primarily associated with relatively young adults aged 25-40 and those people who live with elderly carers aged between 45-59. Again, the availability of respite support to carers is pivotal in terms of enabling people to continue live in their family unit in manner that is sustainable and viable for both.

Within our internally provided services we currently offer a shared lives scheme which currently supports 54 adults with a range of learning disabilities. A review is currently underway to examine the potential for further expansion of the scheme which offers care and support in a family setting which has proven to be both cost effective and a highly successful option for some people who present with complex needs.

In terms of fully health funded clients in 2018-2019 there were 142 people receiving 364 packages of care at home, of these 105 presented with physical disabilities, 31 people with learning disabilities, 4 with mental health issues and two were fast track patients.

Costs

The average cost of ongoing residential care for Learning Disabilities in Coventry in 2017/18 was £1,616 per week. This compared to an average cost of £1,752 for Coventry in 2016/17.

Our data reports that 73 out of City placements cost in excess of £1500 per week with the average being approximately £20,000 of which 23 exceeded £2000 per week with an average cost of approximately £2,300

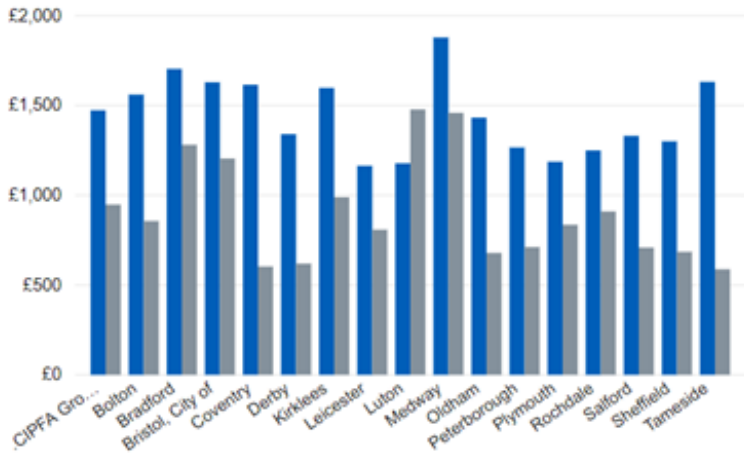
The average cost across our comparator group is £1,473 which still demonstrates that there is more work to do in reducing our cost base, although overall this represents a much improving picture.

Select a primary support reason

Learning Disability Support

Unit costs for long term support of selected primary support reason(s) by CASSR(s) a...

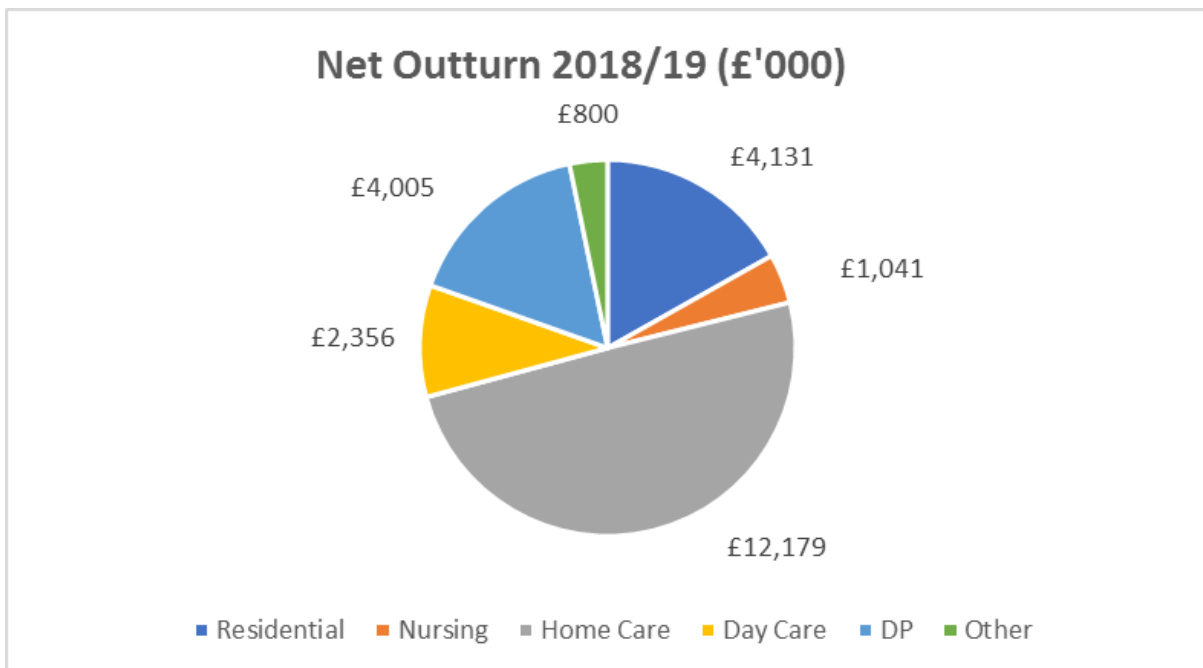
Age Band ● 18 to 64 ● 65 and Over

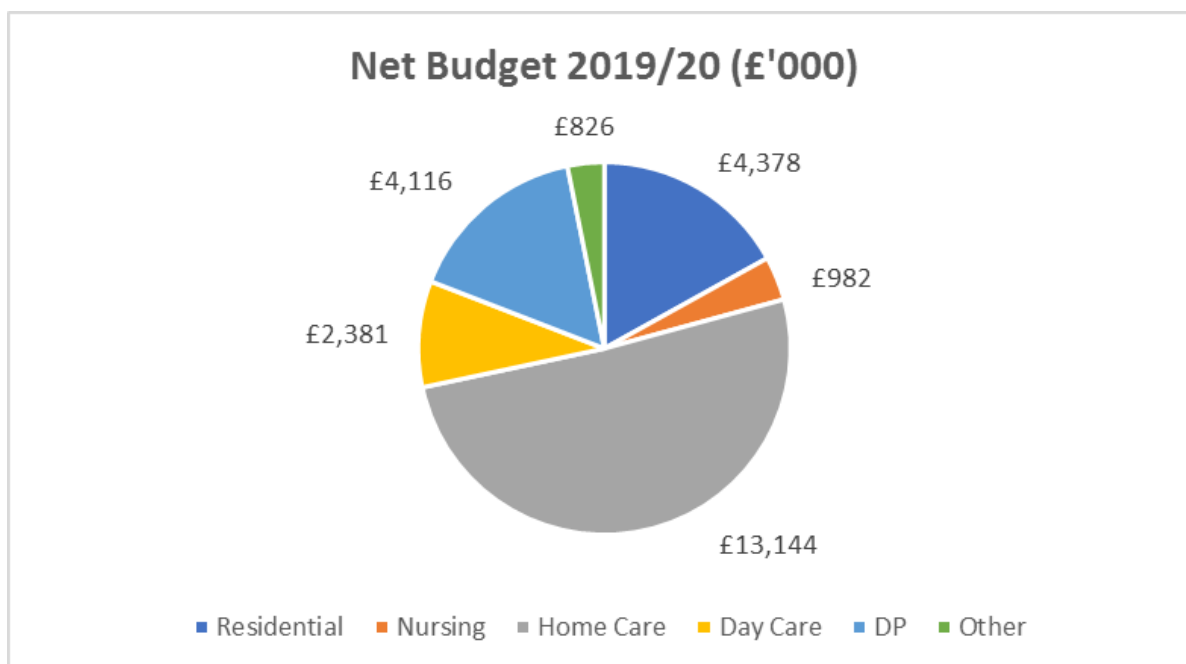


Primary Support Reason CASSR Name	Learning Disability Support	
	18 to 64	65 and Over
CIPFA Group	£1,473	£948
Bolton	£1,561	£857
Bradford	£1,704	£1,281
Bristol, City of	£1,630	£1,205
Coventry	£1,616	£603
Derby	£1,341	£620
Kirklees	£1,598	£989
Leicester	£1,164	£809
Luton	£1,178	£1,478
Medway	£1,879	£1,459
Oldham	£1,433	£679
Peterborough	£1,266	£712
Plymouth	£1,187	£836
Rochdale	£1,250	£910
Salford	£1,331	£708
Sheffield	£1,300	£685
Tameside	£1,632	£588

Spend

The following charts shows learning disability net spend for 2018/19 outturn and net budget for 2018/19 by main service type. This data includes the Council's Internal Provider Survives spend and budget for this client group. The charts demonstrate that the highest proportion of spend and budget is related to people supported in their own homes. Nevertheless, a significant amount of money continues to support people in care home settings





5. Aims:

The following aims underpin our work in respect of shaping services for adults with learning disabilities.

- A market place that is fit for purpose, mutually affordable ensuring long term sustainability and robustness
- Personalised care and support that respects people's right to exercise choice and control that is right for them
- Assessments and support plans based on specified, measurable outcomes
- Review of placements and care packages using standardised assessment tools (Care Fund Calculator / Just Checking)
- Use of assistive technology to help people to live more independent lives and manage risk in the local community whilst ensuring improved financial outcomes.
- Enabling smooth transition for those children requiring assistance post 18 years by having provision in place that supports the 16-25-year cohort

6. Procurement / Spend Profile:

Procurement Frameworks:

- Generic Home support: £14.30 – £15.30, ASCFR average £14.08 per hour
- Transforming Care Framework: £17.52 - £19.01 per hour
- Dynamic Purchasing System: negotiation through the use of the Care Fund Calculator for supported living
- Residential Care contracts: new placements through negotiation using the Care Fund Calculator

7. Our Plans for Market Development

We have established a provider Innovation Group to work more closely with the market to co-produce solutions to manage demand and costs within diminished resources.

We do not envisage the general need for additional care home accommodation as such, however there is a requirement for a limited number of modern and efficient residential care home placements for specific purposes including accommodation for young people transitioning from children services and adults returning to the City from out of area placements including those returning to the community from long stays in hospital.

It is anticipated that several additional supported living schemes are required – some of this being replacement capacity for care homes and some for people transitioning to adulthood.

We expect all providers to be using appropriate technology including scanning the market for improved assistive technology as developments emerge and have established a provider led Assistive Technology subgroup to take this work forward.

Schemes in progress

The following table identifies planned capacity across both Coventry over the next three years. It should be noted that the majority of this is replacement capacity rather than additionality, including re-provision of residential provision within and outside of the City with supported living options. All provision commissioned by the Council is on a spot purchase basis.

Scheme	Location	Provision type	Number of places	Rationale	Status	Delivery date	Comments
Provider A	Henley Green	Supported Living	16	New	Planning stage	2021	Site secured, full planning application to be submitted by the end of Sept 2019
Provider B	TBC	Supported Living	17	Replacement of residential care	Planning stage	2020	TBC
Provider C	Foleshill	Supported Living Core and cluster	12	Replacement capacity – efficiencies through economies of scale	Planning stage	2020	Site purchased

Recommissioning of Supported Living and Day Opportunity Services

The Council is planning to re-commission supported living and day opportunities for people with learning disabilities through a Dynamic Purchasing System. (DPS). This

will replace the current DPS for supported Living and the framework for Day opportunities.

It is envisaged that the DPS will be effective by March 2020.

As the new framework is introduced all current providers who register and who are approved onto the new open framework will transfer their existing business at current fee rates. This is because continuity of provision is extremely important for customers who have held tenancies for some time and who can be severely impacted by the anxiety of change. Supported living for both learning disabilities and mental health will use the Care Funding Calculator (CFC) as a basis for negotiation.

If any existing providers fail to register with the new framework, and service users wish to keep using them, then they will be offered the opportunity to have either a Direct Payment or Managed Account to enable this to continue.

Recommissioning of Residential Care

We are currently reviewing our approach to older people residential care in City, all residential learning disabilities placements are undertaken on a spot purchase basis, our intention going forward will be to issue a new open framework in 2021/22 for Learning Disability / Mental Health / Physical Sensory Impairment that meet the requirements of building the right support this will enable a review of existing terms & conditions, service specification and fee structure. Our clear intention will be to reduce our over reliance on high cost out of City placements and engage with family where we feel people are capable of living independently and the view is that people are not living in the least restrictive setting.

Promoting Independence Pathway

The new promoting independence service will support individuals to achieve independence in:

- Travel
- Cooking, housework and laundry
- Keeping active and staying within local communities
- Accessing work/educational opportunities
- Staying safe
- Budgeting

This would be achieved by bringing together the following services by way of a specialist Multi-Disciplinary Team to review the request, establish immediate need, and set preliminary goals and key coordination roles. This would lead to an individualised bespoke package of Promoting Independence that is directly relevant to the individual's initial wishes and outcomes.

1. Jenner8 community-based day opportunities
2. Travel Team
3. Occupational Therapy
4. Access to work

5. Furnished flat currently used for respite care

The service is delivered over a period of 1-12 weeks and informs any on-going assessment or care provision and is open to young adults in transition.

Potential Additional Requirements

During 2019 and 2020 the Council will be undertaking a programme to review accommodation-based care placements (residential and supported living), both in-city and out-of-city, for adults with learning disabilities to ensure fit for purpose and financially sustainable. To enable the first stage of this programme Adult Social Care has established an innovation group with learning disability providers in the light of high comparative unit costs for long-term services. The group will work to co-produce innovative solutions, including new models of delivery, cost structures, investment strategies and revenue streams, which aim to improve individual outcomes and independence, and achieve greater affordability and sustainability for the Council and the local market.

Current intelligence suggests that there is a requirement for accommodation for approximately 25 adults with a learning disability each year. This includes several young adults transitioning through from Children's services and a proportion (estimated at 40%) of people currently living outside of the city. The latter is somewhat dependent on the Council's capacity to work effectively with families who, in some instances find it difficult to accept changes even if they are in the best interests of the service user.

'Just Checking' monitoring programme

We are working with Just Checking to provide a detailed evidence base to support our review of sleep-in's across learning disability services. The service provides detailed reports which provide greater insight into behaviours and changing care needs for people with learning disabilities. A programme of reviews has already been initiated which has resulted in a number of positive outcomes for individuals, including greater independence, less intrusive support and more cost-effective support delivery.

Appendix 1

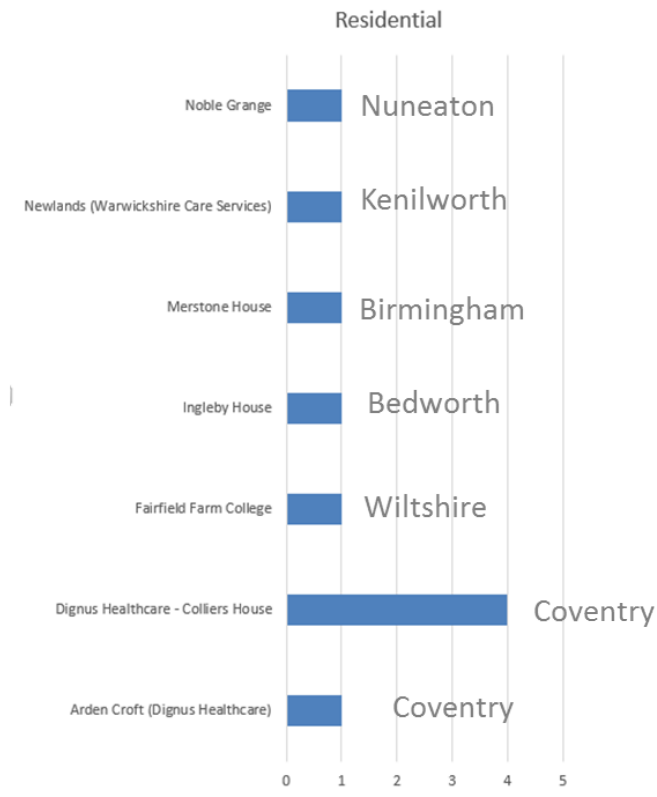
Residential Care:

Number of people in each financial year and the service

Financial Year	Nursing	Residential	Total
2013/14			0
2014/15			0
2015/16		3	3
2016/17		3	3
2017/18		2	2
2018/19		2	2
Grand Total	0	10	10

Numbers are very small for the 18-25 age clients with the specified primary support reasons. There is no noticeable trend, numbers of clients on Care Director are between 2-3 a year for the past 3 years. Only one client was placed in Coventry city. (as at 09/01/2019)

Number of people at each provider



By Financial Year

Financial year Residential Services Started	Number of Clients
2015/16	19
2016/17	19
2017/18	21
2018/19	11
Grand Total	70

By Supplier

44 Suppliers – list available on request

By Age Group

Age Group	2015/16	2016/17	2017/18	2018/19	Grand Total
15-19	2	4	2	1	9
20-24	2	1			3
25-29	1	2	2		5
30-34	1		3	1	5
35-39	2		2	1	5
40-44	3	2			5
45-49	2	1		1	4
50-54	1	4	3	1	9
55-59	2		3	1	6
60-64	1	2	4	1	8
65-69	1	3	2	2	8
70-74	1				1
80-84				2	2
Grand Total	19	19	21	11	70

Supported Living:

By Financial Year

Financial year Supported Living Started	Number of Clients
2015/16	55
2016/17	17
2017/18	17
2018/19	30
Grand Total	119

By Age Group

Age Group	2015/16	2016/17	2017/18	2018/19	Grand Total
15-19	1	1		2	4
20-24	2	2		6	10
25-29	3	3	1		7
30-34	3	2	4	3	12
35-39		1	1	2	4
40-44	2			3	5
45-49	6		4		10
50-54	12	3	2	3	20
55-59	8	1	4	2	15
60-64	8	4		6	18
65-69	6			1	7
70-74	3		1	1	5
75-79	1			1	2
Grand Total	55	17	17	30	119

By Supplier

Supplier	2015/16	2016/17	2017/18	2018/19	Grand Total
Accredo Support & Development			5		5
Dignus Healthcare - Colliers House	1	2	1		4
Excel Support Services			1		1
Fine Futures Limited				5	5
Fitzroy - Tom Mann		9	1		10
Getta Life Ltd			5	2	7
Harry Salt		1			1
Individual Care Services - Marble Alley				4	4
Life Path Trust Ltd - Walsgrave Road	53	1	1	12	67
Lifeways Community Care Ltd - Limbrick Place				5	5
Promoting Independent Living Service	1			2	3
Selborne Care - Bluebell Flats			1		1
St Elizabeth College		1			1
Voyage 1 Limited - Supported Living			1		1
Voyage Care - Stoke Green		2	2		4
Grand Total	55	17	17	30	119

Day Opportunities:

By Financial Year

Financial Year Day Opportunities Started	Number of Clients
2015/16	45
2016/17	21
2017/18	25
2018/19	35
Grand Total	126

By Age Group

Age Group	2015/16	2016/17	2017/18	2018/19	Grand Total
15-19	1		4	6	11
20-24	7	2	5	9	23
25-29	3		5	3	11
30-34	3	2	1	1	7
35-39	2	1	1	4	8
40-44		1		2	3
45-49	5	3	1	2	11
50-54	6	6			12
55-59	2	4	6	4	16
60-64	6	2		3	11
65-69	8				8
70-74	2		2	1	5
Grand Total	45	21	25	35	126

By Supplier

Supplier	2015/16	2016/17	2017/18	2018/19	Grand Total
Brandon Farm	2		4	4	10
Community Zone	2	2			4
Dignus Healthcare	4	1	1	5	11
Firstpoint Home Care				2	2
Gilbert Richards Centre	2		2	3	7
Gosford Community Hub (Princethorpe)	4	1	2	2	9
Jenner8	4	2		1	7
Life Path Trust Ltd - Kings Hill Nurseries	1	4	5	2	12
Life Path Trust Ltd - Walsgrave Road	20	8	5	11	44
Lifeways Community Care Ltd		2		1	3
People In Action - High Street	1				1
Personnel & Care Bank Ltd (Intouch)	4				4
Ramsden Centre - Brandon Trust			1		1
Voyage Care - Humber Road			2		2
Wilfred Spencer Centre	1	1	3	4	9
Grand Total	45	21	25	35	126

Respite Care:

By Financial Year

Financial Year Respite Services started	Number of Clients
2015/16	13
2016/17	5
2017/18	10
2018/19	42
Grand Total	70

By Age Group

Age Group	2015/16	2016/17	2017/18	2018/19	Grand Total
15-19		1		1	2
20-24	2		2	3	7
25-29			1	6	7
30-34			1	6	7
35-39	1		1	6	8
40-44		2		3	5
45-49	2			8	10
50-54	2		1	2	5
55-59	3	1		4	8
60-64	2		4		6
65-69	1	1		1	3
70-74				2	2
Grand Total	13	5	10	42	70

By Supplier

Supplier	2015/16	2016/17	2017/18	2018/19	Grand Total
Applegarth Residential Home			1		1
Arden Park	1				1
Life Path Trust Ltd - Ellys Road	5	3	3	18	29
Maurice Edelman	7	2	4	24	37
Melbourne House			1		1
Trinity Lodge			1		1
Grand Total	13	5	10	42	70

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Public report Cabinet Member Report

Cabinet Member for Adult Services

17th October, 2019

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor M Mutton

Director Approving Submission of the report:

Deputy Chief Executive (Place)

Ward(s) affected:

None

Title:

Outstanding Issues

Is this a key decision?

No

Executive Summary:

In May 2004 the City Council adopted an Outstanding Minutes System linked to the Forward Plan, to ensure that follow up reports can be monitored and reported to Elected Members. The appendix attached to the report sets out a table detailing the issues on which further reports have been requested by the Cabinet Member for Adult Services, so that she is aware of them and can monitor progress.

Recommendations:

The Cabinet Member for Adult Services is requested to consider the list of outstanding issues and to ask the Member of the Strategic Management Board or appropriate officer to explain the current position on those which should have been discharged at this meeting or an earlier meeting.

List of Appendices included:

Table of Outstanding Issues

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 author(s):

Name and job title:

Michelle Rose
Governance Services Officer

Directorate:

Place

Tel and email contact:

Tel: 024 7683 3111

E-mail: michelle.rose@coventry.gov.uk

Enquiries should be directed to the above persons.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Names of approvers: (Officers and Members)				

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

	Subject	Date for Further Consideration	Responsible Officer	Proposed Amendment to Date for Consideration	Reason for Request to Delay Submission of Report
1 *	Market Position Statement – Adult Care Services 2018 Receive a report on the associated Market Development Plan at the January 2019 meeting (Minute 40/ 18 of the Cabinet Member for Adult Services refers 11 th October, 2018)	January 2019	Deputy Chief Executive (People) Pete Fahy Jon Reading	17 th October, 2019	
2	Adult Social Care Practice Framework 'Adults and their Carers at the Heart of Practice' Further report providing an update on the new framework approach (Minute 3/19 of the Cabinet Member for Adult Services refers – 27 th June, 2019)	To be confirmed - further report to be submitted when update information is available – this municipal year	Deputy Chief Executive (People) Pete Fahy Andrew Errington		

* Identifies items where a report is on the agenda for your meeting

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