

APPENDIX 2



Walsall Council

Social Care & Inclusion

Keith Skerman
Executive Director

Your Ref:
Our Ref: KS/HN
Date: 21 March 2016
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Mr Peter Fahy
Director of Adult Services
Coventry City Council
Civic Centre One
Little Park Street
Coventry CV1 5RR

Dear Peter

Coventry Adult Social Care Peer Challenge – 23rd to 25th February 2016

I write to give you formal feedback following the Personalisation peer challenge visit between Tuesday 23rd and Thursday 25th February 2016. This builds on the provisional feedback we shared with you at the end of the challenge visit on Thursday 25th February 2016 (a copy of our presentation is attached as an appendix).

I was pleased to lead the peer challenge and I was joined by Kevin Rudge, Expert by Experience; Councillor Ian Robinson, Overview and Scrutiny Member Walsall Council; Matt Bowsher, Chief Officer Dudley Council; Sara Pitt, Senior Finance Lead Staffordshire County Council; and Helen Coombes West Midlands Peer Challenge Lead.

The process also included a case audit which was led by Mark Godfrey, Improvement & Efficiency West Midlands, and undertaken by members of the Principal Social Worker Network West Midlands.

I would like to thank you for putting Coventry forward to host this peer challenge, for your willingness to adapt the programme during the visit and also for the efforts you made to ensure that the core documentation you provided was comprehensive ahead of the visit.

There were many positive areas of good practice and policy that we will take away from our visit, which I will share with regional colleagues across West Midlands ADASS.

I would also like to thank all the people who use services, carers, staff and partners, Leader of the Council, Deputy Cabinet Member, Scrutiny Members, the Chief Executive and his team, who participated in the challenge visit.

We were made welcome and our thanks to Helene Gray and the administrative team in your office for their organisation before and during our visit. We were very impressed with the way in which people embraced the peer challenge, particularly the level of acknowledgement of the achievements you had made in the past as well as the need to re-focus and re-plan for the future, with a greater connection between personalisation, value for money and delivering better outcomes for people in Coventry.

Yours sincerely

A handwritten signature in black ink that reads "Keith Skerman". The signature is written in a cursive style with a large initial 'K'.

Keith Skerman
Executive Director

Enc

cc: Helen Coombes - West Midlands Peer Challenge Co-ordinator
Meg Swain – West Midlands Peer Challenge Support