

Cabinet Member for Adult Services

13 July 2022

Name of Cabinet Member:

Councillor Mal Mutton

Director approving submission of the report:

Director of Adult Services and Housing

Ward(s) affected:

All

Title:

The introduction of an Adult Social Care Offer

Is this a key decision?

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

Executive summary:

This report seeks the endorsement of the introduction of an Adult Social Care Offer and the publishing and sharing of this statement of intent in relation to the provision of services.

The introduction of an Adult Social Care Offer is in line with an overall approach to improving the information, advice and guidance produced by Adult Social Care. This element of our service provision is one of a range of key performance indicators included within the Adult Social Care Outcomes Framework (ASCOF) which measures how well care and support services achieve the outcomes that matter most to people. In addition, the quality of our information, advice, and guidance provision is a duty included within the Care Act 2014 and will be considered by the Care Quality Commission as part of the new Assurance Framework process commencing in 2023.

This is the first time Adult Social Care has shared information in this format, incorporating a revised vision for Adult Social Care. The intention is that the Adult Social Care Offer will provide a straightforward and accessible statement describing what people can expect from Adult Social Care in Coventry, how services will be provided and the processes that those eligible for services will take part in. It also includes useful sources of additional information, contact information and addresses.

The Adult Social Care Offer will be shared widely amongst; staff, health and other partner organisations, voluntary sector organisations, providers of social care and prospective new employees in several ways including the council web site, briefings, email, social media, posters, and

leaflets. The Adult Social Care Offer has been co-produced by the Adult Social Care Extended Management Team and incorporates contributions and feedback from the Adult Social Care Stakeholder Group following engagement.

Recommendations:

The Cabinet Member for Adult Services is requested to

- (1) Approve the introduction of the Adult Social Care Offer
- (2) Approve the publication and sharing of the Adult Social Care Offer with a wide range of stakeholders

List of Appendices included:

The following appendices are attached to the report:

Appendix 1 – The Adult Social Care Offer

Background papers:

None

Other useful documents

None

Has it or will it be considered by scrutiny?

No

Has it or will it be considered by any other council committee, advisory panel or other body?

No

Will this report go to Council?

No

Report title: The introduction of an Adult Social Care Offer

1. Context (or background)

- 1.1 The introduction of an Adult Social Care Offer improves the information, advice and guidance produced by Adult Social Care. Availability of information and advice is one of a range of key performance indicators included within the Adult Social Care Outcomes Framework (ASCOF), which measures how well care and support services achieve the outcomes that matter most to people. The provision of information, advice, and guidance is a duty included within the Care Act 2014, which requires local authorities to ensure that good quality, coherent, and accessible information is available across its area.
- 1.2 Producing an Adult Social Care offer is one way to improve the information and advice offer through making it clear what residents of Coventry can expect from Adult Social Care and what types of support may be available. The improvement of our information, advice and guidance offer is an ongoing area of work for Adult Social Care. To progress this area we have recently undertaken engagement activity with members of the public, the Adult Social Care Stakeholder Group, informal Carers Groups and Adult Social Care staff to establish how our on-line information offer can be improved to increase the accessibility and content of information available. We are currently working with colleagues in other parts of the City Council to make the changes necessary and will continue to engage with our stakeholders to ensure that changes made reflect the feedback and requirements shared during the engagement activity.
- 1.3 As well as the specifics on what people can expect the offer also adopts the Health and Care partnership vision for Coventry and Warwickshire which supersedes the previous Adult Social Care vision. The offer contains three parts as follows:

Part One: Our approach – this section states the vision along with a set of commitments that underpin our work.

Part Two: How we deliver our offer – this section describes what people can expect when they first make contact with Adult Social Care, what types of support are available in Coventry and what people can expect through the stages of assessment, support planning and review.

Part Three: Useful information – this section provides summary information on the Care Act 2014 and a series of contact numbers for key adult social care organisations along with a short description of what each organisations do.

2. Options considered and recommended proposal

2.1. Option One – Recommended Option Adopt the Adult Social Care Offer

The introduction of the Adult Social Care Offer intends to provide a straightforward and accessible statement describing what people can expect from Adult Social Care in Coventry, how services will be provided and the processes that those eligible for services will take part in. It also incorporates useful sources of additional information, contact information, links, and addresses. Whilst producing the Adult Social Care Offer the opportunity to adopt the Health and Care partnership vision, rather than continue with a standalone Adult Social Care vision has also been incorporated.

2.2 Option Two – Not Recommended

Continue to Improve our Information, Advice and Guidance Offer without an Adult Social Care Offer

The service could continue without a specific Adult Social Care advice, guidance, and information offer. However, this option is not recommended. The feedback we have, including from the Adult Social Care Stakeholder Group is that the current information, advice and guidance offer would be improved by the introduction of an Adult Social Care Offer which provides clear, concise and accessible information in a single place, this is not currently available on our web pages.

3. **Results of consultation undertaken**

- 3.1 Whilst there has been no formal consultation exercise in relation to the introduction of an Adult Social Care Offer it has been co-produced by the Adult Social Care Extended Management Team and incorporates contributions and feedback from the Adult Social Care Stakeholder Group following engagement. Both groups were overwhelmingly positive about the introduction of an Adult Social Care Offer. Several comments and suggestions made during engagement were incorporated into the final version to ensure a comprehensive and accessible statement was produced.

4. **Timetable for implementing this decision**

- 4.1. The adoption, publication and sharing of the Adult Social Care Offer will commence as soon as possible following the date of approval.
- 4.2. The Adult Social Care Offer will be shared widely amongst; staff, health and other partner organisations, voluntary sector organisations, providers of social care and prospective new employees in several ways including the council web site, briefings, emails, social media, posters and leaflets.
- 4.3. Once implemented we will continue to encourage feedback from our customers and stakeholders and monitor our performance in the provision of information and how well we are delivering our Adult Social Care Offer using both local intelligence and performance data, e.g. results of annual surveys, customer feedback and the results of the annual ASCOF performance measures. We will continue to demonstrate the effectiveness of this through our Adult Social Care Annual Report.

5. **Comments from Chief Operating Officer (Section 151 Officer) and Director of Law and Governance**

5.1. Financial Implications

There are no direct financial implications relating to the adoption of an Adult Social Care Offer, with services being delivered from within existing budgets.

5.2. Legal Implications

Whilst there are no specific legal implications arising out of the introduction of an Adult Social Care offer, the authority is required to establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and carers (Care Act s4). The Statutory Guidance is clear that to fulfil this role a local authority must ensure that its information service covers more than just the basic information about care and support. Authorities are required to be proactive in ensuring that the information and advice

available is coherent, sufficient and accessible to the whole of the population in its area. The introduction of the Adult Social Care offer is part of one element that will assist the Authority in meeting its responsibilities under the Care Act 2014.

6. Other implications

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

The policy supports Coventry City Council's Vision for 2016-2024 in the following ways:

- Improving the quality of people's lives in Coventry and focussing on improving health and wellbeing and supporting people to live independent lives through the provision of good quality information, advice and guidance.
- Enabling people to exercise choice and control in their daily lives by offering clear and accessible information.
- Putting local people and their needs at the heart of the customer journey.

6.2. How is risk being managed?

There are no specific risks associated with the introduction of an Adult Social Care Offer.

6.3. What is the impact on the organisation?

None

6.4. Equalities / EIA?

The introduction of an Adult Social Care Offer will not negatively impact on individuals as it treats individuals fairly, regardless of age, sex, gender, disability, and sexual orientation.

The provision of the Adult Social Care Offer increases the accessibility of advice, information, and guidance to residents of Coventry. It will be available in various formats including easy read versions

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

None

6.6 Implications for partner organisations?

None

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Members: Councillor Mal Mutton	Cabinet Member Adult Services	-	29/06/2022	30/06/2022

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