

Health and Social Care Scrutiny Board (5)  
Cabinet

14 September 2022  
11 October 2022

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor M Mutton

**Director Approving Submission of the Report:**

Director of Adult Services and Housing

**Ward(s) affected:**

All

**Title:**

Adult Social Care Annual Report 2021/22 (Local Account)

---

**Is this a key decision?**

No -

This is a report of performance for 2021/22 and no recommendations are made that have significant financial or service implications.

---

**Executive Summary:**

The Adult Social Care Annual Report (also referred to as the Local Account) describes the performance of Adult Social Care and the progress made against the priorities for the year. It also provides specific examples of operational activities to support service users and carers.

Although there is not a statutory requirement to produce an annual report, it is considered good practice as it provides an opportunity to be open and transparent about the successes and challenges facing Adult Social Care and to show what is being done to improve outcomes for those that come into contact with our services. The production of an annual report is part of the Local Government Association's (LGA) approach to Sector Led Improvement. This approach was launched following the removal of national targets and assessments for Adult Social Care. This assessment framework is changing and from April 2023 Adult Social Care will be subject to oversight by the Care Quality Commission (CQC).

The production of the 2021/22 report has drawn on the pool of feedback and information that was gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people that have been in contact with Adult Social Care along with their families and carers. It reflects the performance and activities as we emerged from the COVID-19 pandemic and the end of domestic restrictions.

The Local Account also looks forward to 2022/23 and includes summary details regarding key areas for development. These are improvements the service intends to make in order to improve service delivery, improve outcomes for people and support our ability to operate within the

resources available. The priority is to improve care and support services for adults and to create a stable provider market for the City.

**Recommendations:**

1. Health and Social Care Scrutiny Board (5) is asked to:
  - 1) Consider the report and submit any comments to Cabinet for their consideration on the content of the report
2. Cabinet is asked to:
  - 1) Consider comments from the Health and Social Care Scrutiny Board (5)
  - 2) Approve the Adult Social Care Annual Report 2021/22 (Local Account)

**List of Appendices included:**

Appendix One - Adult Social Care Annual Report 2021/22 (Local Account)

**Background papers:**

None

**Other useful documents:**

None

**Has it been or will it be considered by Scrutiny?**

Yes – Health and Social Care Scrutiny Board (5) on 14 September 2022.

**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 Annual Report 2021/22 (Local Account)**

### **1. Context (or background)**

- 1.1. The Local Government Association (LGA) launched its approach to Sector Led Improvement in 2011. This approach was introduced following the removal of national targets and assessments with the aim of driving improvement through self-regulation, improvement and innovation. As part of this approach to Sector Led Improvement the expectation is that an Annual Report is produced by all local authorities with Adult Social Care responsibilities. The production of an Annual Report is not a statutory requirement, nor has any statutory guidance been issued on its content or style. The oversight of Adult Social Care is however changing Local Authority Adult Social Care functions by the Care Quality Commission (CQC) from April 2023. The detail of this oversight is not yet available so the future expectations for Annual Reports may change part of this.
- 1.2. The Annual Report describes the performance and achievements along with considering the challenges for Adult Social Care in Coventry. It is intended to provide assurance to stakeholders that Adult Social Care is delivering its objectives and is achieving positive outcomes for people in Coventry within the resources available.
- 1.3. The content of the Annual Report is informed by feedback on the experiences of people who come into contact with Adult Social Care, this feedback may be given in person, through groups or in response to surveys. A number of more specific case studies and direct quotes have been used to demonstrate the impact that Adult Social Care has on individuals and their families. Those who have commented on previous reports have consistently stated that case studies are an important aspect of the report, as they help to demonstrate outcomes for individuals and the difference it has made to their lives.
- 1.4. In June 2021/22 we produced a 'Coventry Adult Social Care Offer' which is a clear statement explaining our vision and objectives, aligned to the Council's One Coventry Plan ambitions. It has been developed as a way of setting out how we do things in Coventry including a description of what people can expect when they contact us, how they can participate in our work and useful links to information and advice. This year's Annual Report has been framed around our commitments we have made in the Offer about what people can expect from Adult Social Care.
- 1.5. Although an Annual Report is produced for a 12-month period it needs to be recognised that the work of Adult Social Care does not fit neatly within a twelve-month timeframe and delivery of the Adult Social Care objective of promoting independence and providing personalised care and support is very much an ongoing endeavour.
- 1.6. The Annual Report reflects on the work during the financial year (April 2021 to March 2022) which included a continued impact of the COVID-19 pandemic. A year in which Adult Social Care needed to respond to national restrictions, vaccination requirements and continue to refine a blend of the use of technology with face-to-face work.
- 1.7. As we moved into 2022/23 we started to see demand for Adult Social Care increase and the return to pre pandemic levels and above with potential additional pressures associated with the detrimental impact of social isolation on mental health, wellbeing and social skills. We also experienced people presenting to us with higher levels of need and approaching social

care at a later stage than they would normally. We also know that unpaid carers have seen their caring roles intensify and have been placed under increased pressures during the last year which has had an impact on the emotional and physical health of carers across the City.

1.8. The year 2021/22 also saw the publication of Government proposals for Adult Social Care reform. These included;

1.9.

- 'Build Back Better' plan for Health and Social Care
- 'People at the Heart of Care: adult social care reform' White Paper
- Health and Care Act 2022 (which received Royal Assent in April 2022)
- White Paper on integration of Health and care
- Consultation on Liberty Protection Safeguards (due to replace Deprivation of Liberty Safeguards DoLS)

1.10 Together proposals introduce major reforms to Adult Social Care with measures including further integration with health care, a cap on social care costs and charging thresholds for charging, an intervention in the social care market intended to ensure local authorities move towards payment of a 'fair price' for care and the Care Quality Commission (CQC) being responsible for assessing Local Authorities' delivery of their adult social care functions. Delivering against this reform agenda will form a significant part of our programme of work for the next couple of years.

1.11 Although the challenges presented by COVID-19 and Adult Social Care reforms, now and into the future, are significant they are not the only challenges we face and some of the other key challenges we are continuing to address include:

- Increasing demand for services resulting from an ageing population. In the decade to 2029, the City should expect to have an additional 8,900 people aged over 65 and an additional 2,000 people aged over 85. This group of people are more likely to live with multiple health conditions that require support.
- Increasing numbers of adults with mental illness accessing long term support (with an additional impact due to COVID-19).
- Increasing costs of care due to external factors including National Living Wage, inflation increases to employer pension contributions, other inflation costs, the increased complexity of the care needs that people are experiencing as well as increased infection control costs.
- Challenges to maintaining sufficiency and quality of the adult social care market especially given the impact of COVID-19 on the sustainability of some provision.

1.12. The production of the 2021/22 Annual Report has drawn on the pool of feedback and information gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people that have been in contact with Adult Social Care, along with their families and carers. Particular feedback to note includes:

- Our work with Ahmed (page 21 of the Annual Report) to ensure his home was accessible to meet his needs demonstrating how we use adaptations and grants to enable disabled people to have access in and around their home.

- Our work with Ian (page 29 of the Annual Report) demonstrating how we work with people experiencing safeguarding concerns and challenging living circumstances to find more suitable accommodation with a clear focus on what's important to the person.

- 1.13 It is also important to recognise that although our focus is on Adult Social Care our success is increasingly intertwined with health services. Although Adult Social Care has a distinct identity, so much of what we do is achieved through working with others. New partnerships 'Integrated Care Systems' (ICS) are bringing together; Acute, Community Health Trusts, GPs, Primary Care services with Local Authorities and other care providers. These aim to bring organisations together to redesign, improve support and outcomes for residents.
- 1.14. The environment in which Social Care operates is changing, what has not changed is the core purpose of Adult Social Care in supporting people to achieve their outcomes and to live as independently as possible. Therefore, when looking forward and considering our future priorities, we are conscious of the impact of the changing environment while remaining committed to our core purpose.
- 1.15. Recognising the changing environment, we are focussing our improvement work for the next year on three areas: reforms, partnerships and internal improvement. The key elements of each of these areas are summarised below
- **Adult Social Care Reform.** This will include acting in accordance with Government requirements to move towards a Fair Cost of Care and to develop and utilise a Market Sustainability Plan by February 2023. The implementation of a cap on social care costs, implementation of new charging thresholds and a revised Charging Policy to be in place by October 2023. Continuing to prepare for the implementation of Liberty Protection Safeguards (replacing the Deprivation of Liberty Safeguards) at a date to be confirmed by the Government.
  - **Adult Social Care Improvement.** This will include a focus on developing and supporting our internal workforce. Supporting our residents by reviewing our service levels and customer standards in order to provide clarity on what people can expect from Adult Social Care when contacting us and receiving support. Undertaking community engagement events to raise awareness of Adult Social Care, including specifically within hard-to-reach communities. Ensuring the Adult Social Care Offer is accessible to all, redesigning the way we share information on our webpages and expanding the ways we engage on and coproduce our services.
  - **Adult Social Care Partnerships.** This will include continuing to build relationships with partner agencies. Working jointly with Coventry and Warwickshire Partnership Trust NHS Trust (CWPT) within the Section 75 Agreement. Working in partnership with health and voluntary sector organisations to implement the 'Improving Lives for Older People' programme to support older people in living independent lives in good health in Coventry. Using new joined up records to deliver, better, safer, and more timely care and support to people through the Integrated Care Record. Continuing to work in partnership with the voluntary sector and community groups to improve the support available locally to adults.

## **2. Options considered and recommended proposal**

- 2.1 An Annual Report provides the opportunity to evidence and communicate Adult Social Care's performance in an accessible and transparent way as part of an overall approach to Sector Led Improvement. It is therefore recommended that the Annual Report for 2021/22 is approved by the Cabinet.

## **3. Results of Consultation undertaken**

- 3.1 Although the Annual Report for 2021/22 was not subject to specific consultation, the content has been drawn from feedback gathered from people who come into contact with Adult Social Care together with comments from other partner organisations and stakeholders in the City. The case studies contained therein are real stories provided with the consent of those involved.

## **4. Timetable for implementing this decision**

- 4.1. Once approved, the Annual Report will be published on the Council's internet pages and shared with partners and stakeholders.

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

### **5.1. Financial implications**

Whilst there are no direct financial implications arising from the production of the report, the performance of Adult Social Care continues to be impacted by changes to Council resources and national legislation changes.

The report highlights £110.4m of Adult Social Care Spend in 2021/22 compared to spend of £103.2m in 2020/21, with the increase largely driven by additional resources provided to the care market in response to the Pandemic. This increase has been resourced from additional Council investment in Adult Social Care identified in the Budget report as well as extra grant resources received from Government during the pandemic.

### **5.2. Legal implications**

There are no direct legal implications arising from the publication of the Annual Report.

The publication of the report is in accordance with the 2011 Department of Health recommendation that all local authorities' Adult Social Care directorates publish an Annual Report. This shows how the Local Authority performed against quality standards, and what plans have been agreed with local people for the future. The proposals for change as set out in the Health and Care Act 2022, referenced above, reinstating the inspection by CQC of a local authority's performance of its social care functions, are yet to be implemented and further details, including formal Guidance, are awaited.

## **6. Other Implications**

### **6.1. How will this contribute to the Council's Plan ([www.coventry.gov.uk/councilplan/](http://www.coventry.gov.uk/councilplan/))?**

This Annual Report demonstrates the progress of Adult Social Care in maintaining and improving outcomes for the population of Coventry. This progress contributes to the Council's

objectives of citizens living longer, healthier, independent lives and contributes to the priorities in the Council Plan to protect the City's most vulnerable people.

**6.2. How is risk being managed?**

A range of risks exist in the delivery of Adult Social Care services, most notably related to resources and our ability to meet demand. These are managed through the directorate and corporate risk registers.

**6.3. What is the impact on the organisation?**

There is no direct impact on the organisation.

**6.4. Equality and Consultation Analysis (ECA)**

An Equalities Impact Assessment is not appropriate for this report. There has been a continued drive to embed equality and diversity within operational practice, commissioning plans and performance monitoring.

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

None

**6.6. Implications for partner organisations?**

There are no specific impacts for partner organisations arising from this report at this point but as the work of Adult Social Care is connected to health organisations and the voluntary and community sector as we seek to improve impacts may be experienced. The Annual Report provides an overview of Adult Social Care's performance and provides assurance to partners that progress in being made.

**Report author(s):**

**Name and job title:**

Andrew Errington  
Adults Principal Social Worker

**Service:**

Adult Services

**Tel and email contact:**

Tel: 024 7683 1542

Email: [andrew.errington@coventry.gov.uk](mailto:andrew.errington@coventry.gov.uk)

Enquiries should be directed to the above person

<b>Contributor/approver name</b>	<b>Title</b>	<b>Service</b>	<b>Date doc sent out</b>	<b>Date response received or approved</b>
<b>Contributors:</b>				
Andrew Errington	Adults Principal Social Worker	Adult Services	15.08.22	15.08.22
Lisa Lawson	Adult Services Programme Delivery Manager	Adult Services	15.08.22	23.08.22
Lara Knight	Governance Services Officer	Law and Governance	15.08.22	01.09.22
Sally Caren	Head of Adult Social Care and Support	Adult Services	15.08.22	15.08.22
Tracey Denny	Head of Service Localities and Social Care Operations	Adult Services	15.08.22	24.08.22
Aideen Staunton	Acting Head of Service Partnerships and Social Care Operations	Adult Services	15.08.22	23.08.22
Louise Ferro	Head of Business Systems	Adult Services	15.08.22	25.08.22
Jon Reading	Head of Commissioning and Quality	Adult Services	15.08.22	24.08.22
Ewan Dewar	Finance Manager	Financial Management	15.08.22	22.08.22
<b>Names of approvers for submission:</b> (Officers and Members)				
Pete Fahy	Director of Adult Services and Housing		15.08.22	30.08.22
Barry Hastie	Chief Operating Officer		30.08.22	31.08.22
Janice White	Team Leader, Legal Services	Law and Governance	15.08.22	23.08.22
Councillor M Mutton	Cabinet Member for Adult Services		23.08.22	23.08.22

This report is published on the Council's website: [www.coventry.gov.uk/councilmeetings](http://www.coventry.gov.uk/councilmeetings)