

Health and Social Care Scrutiny Board (5)
Cabinet
Council

13 September 2023
03 October 2023
17 October 2023

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor L Bigham

Director Approving Submission of the Report:

Director of Adult Services and Housing

Ward(s) affected:

All

Title:

Adult Social Care Annual Report 2022/23 (Local Account)

Is this a key decision?

No -

This is a report of performance for 2022/23 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 the 2022/23 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.

The Local Account also looks forward to 2023/24 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 ensure a stable provider market for the City.

Recommendations:

Health and Social Care Scrutiny Board (5) is requested to:

- 1) Consider the report and submit any comments to Cabinet for their consideration on the content of the report.

Cabinet is requested to:

- 1) Consider comments from the Health and Social Care Scrutiny Board (5).
- 2) Submit any comments to Council for consideration on the content of the report.
- 3) Approve the Adult Social Care Annual Report 2022/23 (Local Account).

Council is asked to:

- 1) Receive and note the report.

List of Appendices included:

Appendix One - Adult Social Care Annual Report 2022/23 (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 13 September 2023.

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?

Yes – 17 October 2023

Report title: Adult Social Care Annual Report 2022/23 (Local Account)

1. Context (or background)

- 1.1. 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.
- 1.2. The production of an Annual Report is not a statutory requirement, but its production has long been considered a matter of good practice due to the transparency it provides regarding the delivery of Adult Social Care.
- 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 2022/23 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 again been framed around the commitments we have made in the Offer setting out 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 2022 to March 2023) which included a declared end to the COVID-19 pandemic but with continued demand for Adult Social Care support within an ever-tightening financial outlook.
- 1.7. This continued increase in demand for Adult Social Care alongside the support with activities of daily living that make up most of our referrals, saw most people presenting with a combination of issues associated with mental health, wellbeing and social skills. People also now appear to be approaching social care at a later stage in their care journey than would normally have been the case, with higher levels of need. Unpaid carers have also seen their caring roles intensify and have been placed under continued increased pressures during 2022/23. This has had an impact on the emotional and physical health of carers across the city which again is placing demand on Adult Social Care.
- 1.8. 2021/22 saw the publication of Government proposals for Adult Social Care reform. Subsequent Government announcements in 2022/23 have signalled changes to some of these proposals for reform, with a postponement of a cap on social care costs until 2025 and the delay of the Liberty Protection Safeguards, the replacement for Deprivation of Liberty Safeguards (DoLS) beyond the life of the current Parliament.

- 1.9. Although the challenges presented by Adult Social Care reforms, now and into the future, are significant they are not the only challenges that 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 the COVID-19 legacy).
 - Increasing costs of care due to external factors including National Living Wage, increases to employer pension contributions, other inflation costs, the increased complexity of the care needs that people are experiencing.
 - Challenges to maintaining sufficiency and quality of the adult social care market.
- 1.12. The production of the 2022/23 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 Annette (page 24 of the Annual Report) and how we support people in their own homes and reduce the risk of hospital readmission.
 - Our work with Kishor (page 26 of the Annual Report) demonstrating how we work with people at a time of change and crisis, supporting them to overcome social factors and regain independence and employment.
- 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. Integrated Care Systems (ICS) are continuing to bring together; Acute, Community Health Trusts, GPs and 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 on both our internal and partnership programmes. The key elements of each of these areas are summarised below;
- **Adult Social Care Improvement.** This will include a focus on developing and supporting our internal workforce. Supporting our residents by revisiting our approaches to undertaking reviews (for planned care and support) and continually improving how we promote choice, control and independence in the way we deliver our services. Continuing to undertake community engagement events to raise awareness

of Adult Social Care including specifically within hard-to-reach communities. Although the implementation of the 'care cap' has been delayed to October 2025 we will continue the work required to ensure we are prepared for this change.

- **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' programme to support 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 develop the social care market including both the range of regulated services and alternative support options within the voluntary sector and community groups.

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 2022/23 is approved by the Cabinet.

3. Results of Consultation undertaken

- 3.1 Although the Annual Report for 2022/23 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 Chief Legal Officer

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 £118.8m of Adult Social Care Spend in 2022/23 compared to spend of £110.4m in 2021/22, with the increase largely driven by an increase in demand and complexity alongside increases to costs driven by high levels of inflation. This increase was resourced from additional Council investment in Adult Social Care along with grant resources received from Government.

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.

6. Other Implications

6.1. How will this contribute to the One Coventry Plan?

(<https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan>)

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 Impact Assessment (EIA)

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 is being made.

Report author:**Name and job title:**

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Enquiries should be directed to the above person

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Tracey Denny	Head of Service Localities and Social Care Operations	Adult Services and Housing	07.08.2023	23.08.2023
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Jon Reading	Head of Commissioning and Quality	Adult Services and Housing	07.08.2023	22.08.2023
Ewan Dewar	Head of Finance	Finance	07.08.2023	21.08.2023
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Pete Fahy	Director of Adult Services and Housing	-	03.08.2023	03.08.2023
Barry Hastie	Chief Operating Officer (Section 151 Officer)	-	23.08.2023	01.09.2023
Claire Coulson-Haggins	Deputy Team Leader, Legal Services	Law and Governance	07.08.2023	21.08.2023
Councillor L Bigham	Cabinet Member for Adult Services	-	31.08.2023	31.08.2023

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