

Cabinet Member for Adult Services:

4<sup>th</sup> December 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:**

Quarter Two Performance 2023/24 – Adult Social Care

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**Is this a key decision?**

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

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**Executive summary:**

Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end.

Adult Social Care (ASC) also measures a series of locally defined indicators, which are reported to the Adult Social Care Management Team on a quarterly basis.

This report outlines performance against these key indicators for quarter two 2023/24. Directional arrows are displayed to summarise performance compared to previous years against these indicators.

This report updates the Cabinet Member for Adult Services on the quarter two performance, actions in place to improve performance and proposed next steps. It also provides an opportunity for the Cabinet Member to provide comment.

The Cabinet Member for Adult Services will be provided with a quarterly report on performance which feeds into the Adult Social Care Annual Report and annual performance report received by the Cabinet Member and Scrutiny.

The report also gives an update on our Adult Social Care involvement approach including engagement and user experience work undertaken in the previous quarter. This is important alongside numerical performance as it provides a context for what people with care and support needs and their carers consider important and should be used to inform areas for improvement.

**Recommendations:**

**The Cabinet Member for Adult Services is recommended to:**

- 1) Note and endorse the action taken in relation to the Adult Social Care quarter two 2023/24 performance including the next steps as outlined in this report.
- 2) Provide any comments in relation to the report.

**List of Appendices included:**

The following appendices are attached to the report:

Appendix A - Summary ASCOF 23-24 outlines the Quarter Two ASCOF measures.

**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: Quarter Two Performance 2023/24 – Adult Social Care**

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

- 1.1 Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF) and this performance is reported nationally at year end.
- 1.2 The Adult Social Care Outcomes Framework also measures a series of locally defined indicators, which are reported to the Directorate Management Team on a quarterly basis.
- 1.3 This report outlines performance against these key indicators for quarter two of 2023/24. Directional arrows are displayed to summarise the direction of movement for these measures. Also outlined is information on how Coventry benchmarks against other local authorities based on most recent benchmarking information from 2021/22 with 2022/23 benchmarking not due until November 2023.
- 1.4 There has been a revision of ASCOF measures for the 2023/24 reporting year, and as such, the year-end performance report for 2023/24 will include these revised measures. This does present some challenges in terms of benchmarking data not being available for these measures until around November 2024.
- 1.5 2022/23 marked a substantial improvement in performance across some areas which is important context for 2023/24 where we will aim to consolidate improved performance in a number of areas as well as progress further in others.
- 1.6 ASCOF Performance is reviewed regularly by the senior management team supported by a live dashboard of performance.

### **2. Performance**

Adult Social Care regularly monitors performance against the indicators at operational and strategic levels. This enables remedial actions to be put in place. For Q1 and Q2 there has been focus on safeguarding activity, reviewing and working across the Council to identify employment alternatives for those adults with a learning disability.

#### ASCOF National Indicators

In respect of specific performance indicators quarter 2 commentary is as follows: (All comparator data is for 2021/22 as 2022/23 comparator not yet available). Note that between quarters it would be unexpected to see a marked change in any indicator but there will be normal fluctuations in performance over time. What is important to identify is where a marked change has occurred, or an upward or downward trend is developing over time.

#### **2.1 Domain 1 below sets out the section on ‘Enhancing the quality of life for people with care and support needs’.**

##### **2.1.1 Proportion of adults receiving self-directed support**

99.7% of people are receiving self directed support as at the end of Q2. This is in comparison to the West Midland comparator Figure of 90.7%. (2021-22 figure). This is marginal change that is reflective of normal variation throughout the year.

### **2.1.2 Proportion of carers receiving self-directed support**

100% of carers are receiving self directed support as at the end of Q2. This is in comparison to the West Midland comparator Figure of 86.7 %. This is a sustained performance for the service.

### **2.1.3 Proportion of adults receiving direct payments**

22% of people are receiving direct payments as at the end of Q2. This is in comparison to the West Midland comparator figure of 27%. There has been no change from Q1 2021-2022. Work is underway to review our Direct Payment approach and develop new promotional materials including videos from those receiving a payment which have been produced to support uptake and understanding.

### **2.1.4 Proportion of carers receiving direct payments for support direct to carer**

- 62.4% of carers are receiving direct payments for support direct to them - this is an improvement on Q1 and our outturn in the last 2 years but remains lower than the West Midland comparator figure of 78.6%. Work is underway to review our Direct Payment approach and develop promotional materials to support uptake. Recognising this as an area requiring further improvement, the soon to be completed Carers Action Plan contains a specific priority to promote and increase uptake of carers assessments, of which will explore the use of direct payments to support carers in a tailored way. Our Coventry Carers Survey highlighted that awareness of direct payments amongst carers is low; work is currently underway to create carer-specific direct payment information and leaflets and increase awareness of their use with practitioners to ensure these are fully explored with carers at assessment. Coventry City Council also commission specific carers support via the Carers Trust Heart of England to ensure carers are adequately supported with or without a direct payment.

### **2.1.5 Proportion of adults with learning disabilities in paid employment**

1.9% at Q2 (14 adults) with a learning disability known to Adult Social Care are in paid employment. This is a static position and is lower than the West Midland comparator figure of 3.3%. Work continues to be undertaken by the Commissioning team in partnership with the Adult Education Team. The goal of this is enhancing recruitment prospects for individuals in Coventry with a EHCP (Education, Health and Care Plan) facing learning barriers including learning disabilities, mental ill health, Autism, physical disabilities. In July, a roundtable event was held with Adult Social Care providers to inform on employing a supported intern and the benefits of doing so. Following this session, 4 providers signed on to be employers with some offering multiple internship roles. See section 2.4 on Adult Social Care Involvement Approach. Additionally, a focus group has been established to explore community alternatives for facilitating paid employment of adults with a learning disability or mental ill health.

Equally, the Working in Partnership Learning Disability Partnership Group has identified this as an issue across Coventry and Warwickshire and this now sits on the priority action list agreed with Experts by Experience.

### **2.1.6 Proportion of adults with learning disabilities who live in their own home or with their family**

70.7% of adults with learning disabilities live in their own home or with their families. This compares with the West Midlands comparator of 73.8% in 2021/22 and has reduced from 79% in Q1. The drop in performance appears to be related to data capture rather than performance and is currently being investigated further.

## **2.2 Domain 2 sets out the section for 'delaying and reducing the need for care and support'.**

### **2.2.1 Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population.**

In the last year we saw a reduction in numbers of working age adults admitted to long term residential and nursing care. Whilst the estimate is 23.6 per 100,000 (a reduction on the previous year (25.9) it remains higher than the West Midlands average of 15.2. There has been significant emphasis on the development of alternative provision for adults with enduring mental ill health and/or learning disability and new models of support planned to reduce admission further. Whilst there was an increase in admissions between periods this is subject to seasonal variation

### **2.2.2 Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population.**

The estimated end of year figure is that of 587 older adults (65+) admitted to residential and nursing homes per 100,000 population. The West Midlands comparator figure is 579.5. In 2022-23 there were 728 residents overall admitted showing an improvement based on the current trajectory. However there has been a slight increase in the end of year estimate from 557 to 587 from Q1 to Q2. Whilst there was an increase in admissions between periods this is subject to seasonal variation

### **2.2.3 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation (effectiveness of the service)**

At Q2 83.3% of people aged 65+ were still at home 91 days after discharge a small positive increase between quarters which can vary based on seasonal impacts. This compares with the West Midlands figure of 81.2%. In 2022-23 Coventry's figure was 81.1% showing an improvement.

### **2.2.4 Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level**

79.5% of people in Q2 received a short-term service with little or no ongoing support a small decrease from Q1 but this is subject to variation throughout the year. In 2021-22 this figure was at 75% showing an improvement. The West Midlands comparator figure is 68.7%. This is due to the Adult Social Care Promoting Independence model and therapeutic front door approach leading to improved independence outcomes. Performance in quarter two this year is impacted positively by the Improving Lives work programme across local NHS organisations and Social Care.

## **2.3 Adult Social Care Local indicators**

In respect of directorate indicators quarter 2 commentary is as follows:

### **2.3.1 Reviews for people in long term support for 12+ months**

In Q2 49.6% of people had received a review who are in long term services. In 2022-23 49.2% had had a review during the year.

1,140 out of 2,540 clients accessing long-term services for more than 12 months had a planned/unplanned review during 2021/2022, this was 10th highest in the WM and 116th nationally, below regional (58%) and national averages (57%) for reviews.

There is an improvement plan in place with an aim of achieving 70% compliance within Adult Social Care. Our performance of 49.6% at quarter 2 gives a good level of assurance that we will achieve 70% reviews by the end of 2023/24

Our review performance has been lower in previous years due to the prioritisation of new requests over and above reviewing activity. Targeting resources in this way has been necessary to ensure that those without care provision are safeguarded, supported and the impact on the NHS is reduced. Equally, and despite the additional contacts in the last 12 months this has enabled the focus on promoting independence and enablement that has ensured our conversion into long term support provision has remained at a static 5%.

Whilst outturn performance is lower than the national average, significantly more people in receipt of services will have been consulted on their support provision either through the annual reviews undertaken by Internally Provided Services or via the DoLS assessment process. This offers greater assurance particularly for those placed out of city.

### **2.3.2 Completion timescales for comprehensive Care Act Assessment (average of days)**

An assessment starts as soon as the local authority begins to gather information about the person. This is essentially at the point the person contacts the local authority; however, many people require a comprehensive assessment to support the determination of whether needs are eligible for care and support from the local authority and understanding how the provision of care and support may assist the adult in achieving their desired outcomes. The initial contacts with the person enables us to consider their immediate needs and associated risks and therefore this discussion starts the assessment process. The timescale from this assessment start to completion of a comprehensive assessment is on average 96 days which is an improvement on the average of 114 days overall during the year 2022-23. There has been a slight increase from Q1 from 92 days to 96 days wait time.

In the period between assessment start and assessment completion the management of risk is a priority, with regular contact taking place to monitor changing circumstances and levels of risk. It is also critically important to appreciate that over this period people are not left without support where it is needed with support often put in place as an interim measure while assessment is ongoing, with the assessment determining whether the support provided is effective and what support would be required, if any, on an ongoing basis.

### **2.3.3 Completion of comprehensive Care Act Assessment (number of people)**

As in paragraph 2.3.2, an assessment starts as soon as the local authority begins to gather information about the person. In Q2 330 people have an uncompleted Care Act Assessment. This is an improvement on the 461 overall during the year 2022-23. The number of people with an uncompleted assessment is reducing.

Our commitment to Promoting independence remains one of our core principles and we make best use of short-term services for new people contacting Adult Social Care to promote independence as well as reduce demand on long term services.

## **2.4 Safeguarding Performance**

Safeguarding concerns can be received by Customer Services, Community Discharge Team (Hospital) or directly by practitioners undertaking casework with each of our teams completing safeguarding work.

Decisions in relation to safeguarding concerns and requirement to undertake enquires are primarily led by Intake and Hospital Teams. A performance report is produced that includes data covering the 'end to end' safeguarding process, enabling the tracking of activity, comparison to previous year's performance and identification of any variance in performance. At the end of Q2 2,700 safeguarding concerns had been received (projection for end of year 6,017 compared to 5,899 in 2022-23. 540 safeguarding enquiries have started (projection for end of year 1296, 1055 in 2022-23. The current conversion rate from concern to enquiry is 20% (West Midlands regional median is 16%). As of end of Q2, 95% of safeguarding enquiries resulted in risk being reduced or removed and 85% of safeguarding enquiries were completed in 3 months.

As safeguarding is undertaken across different teams this whole service information is supplemented by a regular report to Adult Social Care Management Team identifying the numbers of safeguarding concerns received, enquiries concluded, categories of abuse recorded and open safeguarding cases.

## **2.5 Adult Social Care Involvement and Engagement Approaches**

2.5.1 Engagement has continued in quarter two to both obtain the views of carers on the proposed Carers Action Plan, and to promote awareness and uptake of general adult social care support. This included attendance at various stakeholder reference groups, pop up sessions at libraries, engagement with voluntary organisations and attendance at specific carers groups to gather feedback to further form the plan. Such engagement and collaborative working has been extremely valuable in ensuring the Carers Action Plan is meeting the diverse and varied needs of carers in the City.

2.5.2 In July, a bespoke in-person forum for learning disability and mental health residential care providers was held to inform of intended engagement from the Commissioning Team to residents within the services. Providers were informed that this engagement is to be conducted with the intention of obtaining an accurate image of residents' experiences of the services they receive such as what is working well and how the Commissioning Team can support providers to improve further.

2.5.3 Additionally, the session featured a presentation on effective engagement methods to overcome communication barriers. Providers then broke out into workshops to discuss and compare impactful and effective engagement techniques with their residents. Providers were also given resources created by CCC Adult Social Care Teams (The Direct Work Toolkit) in addition to the slides from the session to consider different innovative methods of engagement. Providers fed back in the session that they found this helpful and would dedicate some time to review the engagement methods.

2.5.4 Following the provider session, these in-person visits have been undertaken throughout quarter two and continuing into quarter three, to improve understanding of the lived experiences of adults receiving mental health/ learning disability support in residential care settings. The feedback so far from residents has illustrated that the care being delivered has been good and residents are supported to live independently, and they are empowered to have choice and control.

2.5.5 An initiative to improve employment opportunities was jointly undertaken by the Commissioning Team and Adult Education Team. This project was launched in June 2023, with the goal of enhancing recruitment prospects for individuals in Coventry with an Educational Health and Care Plan (EHCP). This includes people with a learning disability, mental ill health, autism, and physical disabilities. The Commissioning Team aims to improve rates of paid employment for adults with a learning disability or mental ill health by increasing opportunities to support individuals into employment. In quarter three it is expected that at least four interns will begin employment with adult social care providers. Additionally, providers will be encouraged to become 'Disability Confident Employers' and support individuals into employment in their services through the supported internship programme.

2.5.6 Carers Trust continue to provide a monthly programme of activities and support groups for carers in the city, including virtual yoga, MILAN carers support group for South Asian carers and flower arranging, wider community events and a mental health support group. They also maintain a presence at food hubs in the city to promote services to unknown carers. Specific support is also available via a monthly support group facilitated by the Alzheimer's Society for carers supporting individuals with dementia or Alzheimer's. Further to the feedback gathered from internal staff during Carers Week 2023 (5th-11<sup>th</sup> June), work is also underway to launch an internal Working (Unpaid) Carers Network for Coventry City Council staff managing employment alongside their caring role. This network will launch formally in December 2023 to provide support, feed into HR policy, and share information, whilst also helping to feed ideas into commissioned support services for carers in the City.

2.5.7 Following the success of previous open days in the town centre, hospital and in Spon End, a further event took place in November 2023 in Cheylesmore, with further events to be planned. This will include a range of organisations who will provide information, guidance and support relating to Adult Social Care and health and wellbeing. The engagement team continue to prioritise proactively bringing information into communities and supporting the voluntary sector to make valuable links with other local organisations. Examples of this include attendance from Commissioning, Financial Assessments and Carers Trust at the Wyken Court Housing with Care Summer Fayre to enable individuals to speak to council officers and organisations in an informal setting to learn more about support options available and build up our community links. Following the engagement teams attendance at the Faith Partnership Meeting in September 2023 to brief community and faith leaders of ASC open days and their purpose, we intend to further work with these leaders to inform how we tailor events for that community, reduce barriers of access or misconceptions, and support uptake of adult social care from currently under-represented communities.

2.5.8 In continuation of the recruitment and retention offer delivered by the Commissioning Team to the market in February, the Commissioning team undertook two recruitment events in Quarter two. In August, the Commissioning Team organised an event with JobCentre+ where 6 Adult Social Care providers with vacancies were provided allocated time slots to informally interview each of the Job Centre's pre-screened candidates. A total of 10 attendees reported that they found the event to be 'useful' or 'very useful'. Many attendees also reported that they had learned new information about job opportunities in the care sector. A further 21 individuals attended the event, and all had 1-2-1 sessions with employers. At least three people were offered jobs from the event including a team leader position.

2.5.9 The second event took place in September and was organised by the Job Shop. The Commissioning Team attended and hosted a stall to inform people in Coventry actively looking for jobs on the opportunities available to work in a variety of care roles. The team spoke to 70 individuals and took details for 54 to pass on to employers with vacancies. Many interested individuals had previous experience in care roles. Others were interested in care as a new career



and the Commissioning Team informed them on the career development opportunities within Adult Social Care.

2.5.10 These events re-enforced the commitment made by the Commissioning Team to the ASC provider market to support with workforce recruitment and retention. An additional recruitment event will take place with JobCentre+ in Quarter three with support from the Commissioning Team and will move towards making these events self-sufficient.

2.5.11 Ensuring professionals are fully informed on services and support available, a Voluntary Community and Social Enterprise (VCSE) Event was held in Friargate in July 2023 with 150 health and social care professionals in attendance. The event facilitated opportunities for workers and VCSE organisations to network, understand support available via these organisations and discuss opportunities for partnership working moving forwards. Feedback from attendees was overwhelming positive, with 94% of attendees advising they would attend such an event again in the future, and many advising they will be making use of the connections made through the event to better support individuals. This work has been supplemented by the launch of our Practitioner Hub; a one-stop shop for practitioners to access information on all areas of support in one collective place.

2.5.12 Barriers that might exist to involvement have been considered and as a result we have recently introduced a process for the reimbursement of expenses and fees for participation in activities that support the service area.

2.5.13 Feedback is continuously sought from people accessing support via the Experience Survey which is a real-time survey enabling Adult Social Care to have an ongoing picture of how services are viewed, rather than relying solely on the annual survey which gives a snapshot in time. However, there is a need to increase the number of respondents to the Experience Survey. At the end of Q2 a total of 87 surveys had been completed. To obtain an alternative comparable picture to the annual statutory postal survey the target is to receive 300 completed surveys for 2023/24. People are also asked if they want to receive more information about Adult Social Care and 'get involved', helping to grow the group of people who engage with the service.

2.5.14 Survey responses when compared with postal surveys and ASCOF returns identify more positive responses to a person's quality of life, feeling safe and satisfaction with services.

2.5.15 Stakeholder groups and partnership boards including the Adult Social Care Stakeholder Group, the Coventry and Warwickshire Learning Disability Partnership Board and the Autism Partnership Board continue to be supported.

2.5.16 A Voluntary, Community Social Enterprise Forum has been established with the aim of forming closer working relationships to increase use of community support options for new and existing people to social care.

2.5.17 Moving forward, activities to continue to strengthen the communication and feedback loop are being undertaken:

- Continue to grow the number of people who want to be involved and hear their views. Where ASC have acted on feedback, this will be shared on the ASC webpages via a new 'We asked, you said, we did' page.
- The work of Adult Social Care continues to be supported by the ASC Stakeholder Group, who meet regularly to discuss any updates and influence the improvements of the service. The group is made up of Coventry residents who are experienced in how services work.

- We are currently communicating with the 800+ people who subscribe to our news bulletin to ask if they would like to be more involved and if so how and in what areas of the service they are interested in.
- Continued engagement activity in communities across the city such as ASC Open Day's, pop-up stalls, drop-in sessions and presence at partner events.

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

3.1 There are no specific options associated with this report.

### **4. Results of consultation undertaken**

4.1. Consultation is not specifically required on the content of this report, however the detail included in the Adult Social Care involvement approach above, demonstrates how we are seeking to engage on an ongoing basis with people who require support from Adult Social Care and their carers.

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

5.1. The process of performance management and performance improvement is continual, so no specific timescales are associated with this report. Further quarterly reports will be brought to demonstrate performance as the year progresses.

### **6. Comments from Chief Operating Officer (Section 151 Officer) and Chief Legal Officer**

6.1. Financial Implications

There are no direct financial implications arising from this report.

6.2. Legal Implications

Whilst there are no specific legal implications arising from the contents of this report at this stage, it is of note that the Local Authority's general responsibility in delivering services to local people is to promote individual well-being and ensure a vibrant, diverse and sustainable market in services for meeting care and support needs for people in its area. The Adult Social Care Outcomes Framework measures how well local care and support services achieve the outcomes that matter to most people and assist in setting national and local priorities for care and support.

### **7. Other implications**

7.1. **How will this contribute to the One Coventry Plan?**

7.1.2 The performance information and associated improvements outlined within this paper will contribute towards the following One Coventry Plan priorities:

- Improving outcomes and tackling inequalities within our communities
- Increasing the economic prosperity of the city and region

- Council's role as a partner, enabler and leader
- Continued financial sustainability of the council

7.1.3 Throughout the quarter, the objective of the One Coventry Plan, which aims to prioritise carers, was put into action. This involved facilitating training and support sessions, conducting engagement activities to encourage participation in the Unpaid Carers Survey, and maintaining a presence from the Commissioning Team at various carer events and activities across the city.

7.1.4 Adult Social Care has also continued to expand its reach into communities to support improving outcomes and tackling inequalities through a series of events and initiatives. This has also encompassed collaboration with a range of partner organisations reinforcing the Council's role as a partner, enabler and leader.

7.1.5 Many of the strengths-based approaches used within Adult Social Care practice will help support the continued financial sustainability of the Council and also helping to increase the economic prosperity of the city and region by enabling people to remain independent, access employment and activities within the community whilst reducing the reliance upon services. With approximately 9,600 adult social care jobs within Coventry the workforce is also making a significant contribution towards helping to increase the economic prosperity of the city and region.

## **7.2. How is risk being managed?**

7.2.1 Adult Social Care are working on a small number of Improvement Plans to help support the management of risk specifically relating to waiting times for assessment and delays in the undertaking of Annual Reviews for those in receipt of services.

7.2.2 The use of a risk management tool "Responding to Needs Assessment Requests", introduced in 2022, also supports in mitigation of risk, enabling practitioners to make well informed decisions when managing demand.

7.2.3 The Adult Social Care Management Team continuously monitor risk within services through the use of an Adult Social Care Risk Register and the Corporate Risk Register, with the support of the council Insurance Manager.

## **7.3. What is the impact on the organisation?**

None

## **7.4. Equalities / EIA**

Equalities information and data is continuously monitored within Adult Social Care.

## **7.4 Implications for (or impact on) climate change and the environment?**

None

## **7.5 Implications for partner organisations?**

None

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**Enquiries should be directed to the above person**

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Aideen Staunton	Head of Service Partnerships and Social Care Operations	Adult Services and Housing	08/11/2023	13/11/2023
Tracey Denny	Head of Service Localities and Social Care Operations	Adult Services and Housing	08/11/2023	14/11/2023
Andrew Errington	Adults Principal Social Worker	Adult Services and Housing	08/11/2023	09/11/2023
Jon Reading	Head of Commissioning and Quality	Adult Services and Housing	08/11/2023	14/11/2023
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Thomas Robinson	Governance Services Officer	Law and Governance	08/11/2023	08/11/2023
Janice White	Team Leader, Legal Services	Law and Governance	08/11/2023	15/11/2023
<b>Names of approvers for submission: (officers and members)</b>				
Pete Fahy	Director of Adult Services and Housing	Adult Services and Housing	08/11/2023	17/11/2023
Councillor L Bigham	Cabinet Member for Adult Services		14/11/2023	16/11/2023

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