

Cabinet Member for Adult Services:

4<sup>th</sup> March 2024

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor L Bigham

**Director approving submission of the report:**

Director of Adults and Housing

**Ward(s) affected:**

All

**Title:**

Quarter Three Performance 2023/24 – Adult Social Care

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**Is this a key decision?**

No - although adult social care is city wide, covering all wards, this report does not contain any specific proposals.

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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 three 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 three performance, actions in place to improve performance and proposed next steps. It also provides an opportunity for the Cabinet Member to provide comment and steer of the directorate.

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 Health and Care Scrutiny Board.

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 is 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 three 2023/24 performance including the next steps as outlined in this report.
- 2) Provide any comments in relation to the report and specific actions required as a result.

**List of Appendices included:**

The following appendices are attached to the report:

Appendix 1 - Summary ASCOF 23-24 outlines the Quarter Three 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 Three 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 three 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 2022/23.
- 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 performance dashboard.

### **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 and Q3 there has been focus on safeguarding activity, reviewing and working across the Council to identify employment alternatives for those adults with a learning disability and improving engagement with carers.

#### ASCOF National Indicators

In respect of specific performance indicators quarter three commentary is as follows: (All comparator data is for 2022/23. 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% of people are receiving self directed support as at the end of Q3. This is in comparison to the West Midland comparator Figure of 95.4%. (2022-23 figure). This is a 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 Q3. This is in comparison to the West Midland comparator Figure of 85.4 %. This is a sustained performance for the service.

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

22.3% of people are receiving direct payments as at the end of Q3. This is in comparison to the West Midland comparator figure of 26.7%. There has been no change from Q2. Work continues to review our Direct Payment approach and we have developed 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**

66.7% of carers are receiving direct payments for support direct to them - this is an improvement on Q2 and our outturn in the last 2 years but remains lower than the West Midland comparator figure of 77.9%. Work continues to review our Direct Payment approach and we have new promotional materials to support uptake. Recognising this as an area requiring further improvement, the 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**

2.2% at Q3 (16 adults) with a learning disability known to Adult Social Care are in paid employment. This position has slightly improved from Q2 but is lower than the West Midland comparator figure of 3.2%. 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 an Education, Health and Care Plan (EHCP) facing learning barriers including learning disabilities, mental ill health, Autism, physical disabilities.

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

79.8% of adults with learning disabilities live in their own home or with their families. This compares with the West Midlands comparator of 71.4% in 2022/23 and has increased from 70.7% in Q2. Improved data quality linked to a mandatory requirement on major assessment forms since 1<sup>st</sup> April 2023 will have impacted on this improvement.

## **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 24.3 per 100,000 (a reduction on the previous year it remains higher than the West Midlands average of 17.8. 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 641 older adults (65+) admitted to residential and nursing homes per 100,000 population. The West Midlands comparator figure is 607.9. In 2022-23 there were 723 residents overall admitted showing an improvement based on the current trajectory. However there has been an increase in the end of year estimate from 587 to 641 from Q2 to Q3. 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 Q3 84.3% of people aged 65+ were still at home 91 days after discharge a small decrease between quarters which can vary based on seasonal impacts. This compares positively with the West Midlands figure of 81.6%. 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**

76.4% of people in Q3 received a short-term service with little or no ongoing support a small decrease from Q2 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 74.1%. This is due to the Adult Social Care Promoting Independence model and therapeutic front door approach leading to improved independence outcomes. Performance in quarter three 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 3 commentary is as follows:

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

1404 out of 2696 clients accessing long-term services for more than 12 months had a planned/unplanned review during 2023/2024. By the end of the Q3 53.4% of people received a review, which is an improvement on Q2 49.6%.

Number and proportion of people receiving reviews are increasing year on year:  
Please Note: The COVID-19 pandemic continued to affect reviews from 2020-22

- 42.5% in 2020-21
- 44.9% in 2021-22
- 49.2% in 2022-23

Coventry ranked 101<sup>st</sup> nationally, where national average was 57% and 9<sup>th</sup> out of 14 regionally, where West Midlands average was 64% in 2022-23.

There is an improvement plan in place with an aim of achieving 60% compliance within Adult Social Care. Our performance of 53.4% at quarter 3 gives a good level of assurance that we will achieve 60% reviews by the end of 2023/24, with a focus on the longest waiting for a review.

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 improved from 5% to 4.4% as at February 2024

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 contact with the person enables us to consider their immediate needs and associated risks and therefore this discussion starts the assessment process. The timescale from the point the person contacts the local authority to completion of a comprehensive assessment is on average 84 days which is an improvement on the average of 110 days overall during the year 2022-23. There has been a slight decrease from Q2 from 96 days to 80 days wait time in Q3 2023-24.

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 Q3 388 people have an uncompleted Care Act Assessment. This is an improvement on the 461 at the end of the year 2022-23 but an increase from the Q2 figure of 330. The number of people with an uncompleted assessment is reducing overall.

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 Q3 5,151 safeguarding concerns had been received (projection for end of year 6,868 compared to 6,278 in 2022-23. 995 safeguarding enquiries have started (projection for end of year 1327, 1055 in 2022-23. The current conversion rate from concern to enquiry is 19% (West Midlands regional median is 16%). As of end of Q3, 94% of safeguarding enquiries resulted in risk being reduced or removed and 80% 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. Safeguarding public information as well as in English is now available in the 6 main languages used in Coventry Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya.

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

### **Carers**

2.5.1 The Carers Action Plan 2024-26 was formally approved by Cabinet Member for Adult Services on 4<sup>th</sup> December 2023. The action plan was informed by direct carer feedback and will focus on three priorities:

- a. Empowering carers with flexible respite options, ensuring they can take breaks.
- b. Delivering the right support, at the right time, and in the right place.
- c. Maximising the reach of carers assessments to benefit more carers.

A further update on progress of the action plan will be provided for the Q4 2023/24 report.

2.5.2 Support for carers has been ongoing throughout quarter 3. On 10<sup>th</sup> October, Adult Social Care colleagues attended an event hosted by Carers Trust to inform carers of support available. The team hosted a stall with printed resources for attendees, informing and answering questions on topics such as financial entitlement, cost of care, and activities. These pop-up events are popular with adults in Coventry and offer meaningful information sharing on a personalised basis and a key way of reaching different demographics in the City.

2.5.3 On 1<sup>st</sup> November, the Adults Commissioning Team attended a carers group organised by the Alzheimer's Society for carers of adults with dementia. The Adult Commissioning Team hosted a presentation to inform carers of support available via community organisations and adult social care. The session was attended by over twenty carers and was well received, further sessions based on feedback from carers are to be arranged during the year and a 'What do I do if' leaflet based on questions raised in this session is in production.

2.5.4 On 2<sup>nd</sup> November, the Adult Commissioning Team attended a community workshop organised by Carers Trust. The workshop aimed to facilitate links between community organisations supporting carers. The workshop explored barriers to supporting carers, how we can overcome them, and how organisations present could support each other to improve outcomes. The event hosted over 20 community organisations and stakeholders and was an opportunity to share good practice and develop partnership working. The Adult Commissioning Team will be utilising contacts made through this session in Quarter 4 and onwards to further support carers.

- 2.5.5 To further raise the profile of carers, the Adult Commissioning Team celebrated Carers Rights Day on Thursday 23<sup>rd</sup> November. The team arranged for the city to be lit up in blue in support of unpaid carers and Carers Trust facilitated a range of activities such as craft, information pop ups and social groups. All events were well attended by carers. The Carers Trust also continue to arrange groups with carers to socialise and take part in different activities to improve wellbeing, such as flower arranging and virtual yoga.
- 2.5.6 Quarter 3 saw additional work undertaken to support carers by the Commissioning Team in the production of the Working (unpaid) Carers Network for internal Council staff. The first network meeting took place in December with over 30 attendees. The meeting covered various topics with a focus on carers' rights in the workplace and understanding what members would like to benefit from the network moving forward.
- 2.5.7 The Network has grown to over 90 members over this quarter. To continue to support carers through the network, the Working (unpaid) Carers Network will host its first in-person event in Quarter 4 and facilitate a MSTeams chat to share information, resources, and allow members to network.

### **Provider engagement and events**

- 2.5.8 Following the in-person provider forum in Quarter 2 for residential Learning Disability and Mental Health service providers, further engagement was undertaken with residents during Quarter 3. The Adult Commissioning Team visited care homes to engage with residents to further understand their lived experience, specifically in respect of quality, choice and control, satisfaction, and safety. Results of this engagement were largely positive, illustrating that residents are generally satisfied with their social care provider and residential experience. To progress this work, further engagement will be undertaken during Quarter 4 to obtain feedback from family and carers of adults in Learning Disability and Mental Health residential services. All feedback gathered will then be analysed and used to inform both the upcoming commissioning activity for learning disability and mental health residential framework and improve delivery of existing provision.
- 2.5.9 Quarter 3 also saw a continuation of the Adult Commissioning Team's aim to improve rates of paid employment for adults with a learning disability or mental ill health. There were further developments with the Adult Education team's Supported Internship programme which the Commissioning Team had previously assisted to expand its remit to include Adult Social Care employers. Supported Interns receive a 9-month supported placement and are often permanently hired before the 9 months end. In November, an intern was placed within Coventry Resource Centre for the Blind (CRCB) to work in a social media placement; with two further Adult Social Care providers currently ready and available to facilitate a supported intern.
- 2.5.10 Additionally, a workshop was held with a focus group of several teams and external organisations to improve levels of paid employment of adults with a learning disability, autism or mental ill health and explore potential areas for joint working. It was decided in this workshop that there is potential for multi-organisational partnered working moving forwards. Therefore, a further workshop is planned for Quarter 4 to explore this in more detail with additional organisations. Work in this area continues through the promotion of the GovUK Disability Confident Scheme in the Adult Social Care Provider Bulletin and provider forums to encourage meaningful employment practice amongst Adult Social Care providers.
- 2.5.11 In continuation of the recruitment and retention offer delivered by the Commissioning Team to the market in Quarter 1, the Commissioning team undertook two recruitment events in Quarter 3. On October 10<sup>th</sup>, a recruitment event was held at Job Centre+ to enhance recruitment and retention within Adult Social Care. Job Centre+ identified pre-screened candidates looking for

Adult Social Care roles with the Commissioning Team providing 8 employers with live vacancies. The event was in a 'speed-dating' format to enable informal conversations between potential candidates and employers, with over 20 jobseekers in attendance resulting in at least 3 successful candidates. Learning from this, future events in this format will take place on a smaller scale to enable quality conversations and networking opportunities for candidates.

2.5.12 On 6<sup>th</sup> December, a second recruitment event was held with the Job Centre+ for Quarter 3. This event was held at their West Orchards site to attract a wider demographic of recruits. The Job Centre+ again provided pre-screened candidates with timed appointments. The Adult Commissioning team invited 3 Adult Social Care providers with multiple live vacancies. The event led to various follow-up interviews, trial shifts and the employment of at least 3 people as a result of the event. One Adult Social Care provider in attendance fed back "I thought it was brilliant!! It certainly took away all the prep work and hassle of no shows for me. I invited three candidates to complete unpaid shadow shifts and they were all happy to join. So, all in all, 3 out of 18 interviewed is a great result for me." The Adult Commissioning Team will continue to facilitate recruitment events and build links between the provider market and Job Centre+ through Quarter 4, working towards this area requiring minimal commissioning input moving forward.

2.5.13 On 18<sup>th</sup> October, the quarterly Older People's residential and nursing provider forum took place with approximately 15 providers in attendance. The agenda included speakers from CV Life promoting wellbeing activities for residential home residents 50+, resulting in 3 providers linking in with CV Life to arrange activities for residents. The Adult Social Care Commissioning Team will continue to work with CV Life throughout 2024 to facilitate activities to increase wellbeing through active movement, which will be promoted in future provider forums. Providers can access details of these forums through their Contract Officers or the events calendar on the Adult Social Care Commissioning Microsite.

2.5.14 On October 24<sup>th</sup>, to continue supporting providers based on needs identified through various engagement, an information session was held for providers with the theme of Safeguarding. This session was led by the Safeguarding Team and hosted 100+ attendees via Teams. The session included a run-through of the safeguarding process with a high engagement and interest throughout. The Coventry Safeguarding Board will be creating a stakeholder forum with two providers set to participate to offer a provider perspective. In addition, dedicated escalation inboxes for safeguarding concerns and payment-related queries have been created to ensure we are meeting providers needs in a timely manner.

2.5.15 The Adult Commissioning Team will continue to provide information sessions for providers, including additional safeguarding sessions as requested by the market, and will update the Adult Social Care Commissioning Microsite with additional safeguarding resources. Further resources such as a safeguarding information leaflet will be produced and shared with providers.

2.5.16 In continuation of the Adult Social Care outreach work to engage with diverse communities across Coventry, an additional Adult Social Care Open Day took place on 15<sup>th</sup> November 2023 at the Cheylesmore Community Centre. The location, selected at the request of a local councillor, highlighted Cheylesmore as an area whose communities would benefit from additional information and resources. Approximately 15 Adult Social Care stalls were hosted by various internal and external teams and a total of 60 plus people in attendance. These events will continue throughout 2024 working to target diverse areas and demographics of the city. The team continue to prioritise proactively bringing information into communities and supporting the voluntary sector to make valuable links with other local organisations.

- 2.5.17 Continuing from Quarter 2, on 1<sup>st</sup> November, the second Voluntary, Community and Social Enterprise (VCSE) event was held in Friargate to ensure professionals are fully informed on services and support available. The Winter VCSE event targeted Adult Social Care practitioners and other council colleagues to inform of the support offered by various community organisations to adults in Coventry with care and support needs. Over 20 community organisations had stalls ranging from support for unpaid carers to hoarding therapies. The event was well attended by over 100 colleagues from a range of teams. These events will continue to be held twice a year, allowing organisations to network and make key links with other professionals.
- 2.5.18 In-between events, practitioners can access the ASC Practitioner Hub developed by the Commissioning Team on the internal Intranet. The Hub serves as a centralised resource to save time and share information and resources. The Practitioner Hub continued to be updated throughout Quarter 3 and updates will be ongoing throughout 2024. To date, the Hub has received 659 views.
- 2.5.19 The Adult Social Care Commissioning Team have worked throughout the year in partnership with the internal Digital Transformation Officer to enhance uptake of digitisation within the Adult Social Care sector. Digitisation of social care records was a particular priority to safely record and update care plans with an approved digital provider. This was facilitated by the West Midlands Combined Authority Digital Transformation Fund (DTF) grant funding.
- 2.5.20 On 5<sup>th</sup> December, the team held a Digital Information Event to inform providers of what support is available to them to enhance their services through the use of digital innovation. Over 25 providers attended the session and were informed on digital support available such as grant funding and information sessions. A total of 28 providers have accessed grant funding since the promotion of the grant began.
- 2.5.21 Consistent email communications have been sent to providers throughout Quarter 2 and 3 to promote uptake of the DTF Grant, how to achieve Data Security Protection Toolkit (DSPT) compliance, benefits of using digital social care records (DSCR), and promoting the use of NHS Email. Providers seem to be supportive to this, evidenced by 'Digital Transformation' being in the top 2 most visited pages of the ASC Commissioning website in November. To continue this work, the ASC Commissioning Team will continue to communicate digital support to providers such as the January 2024 DTF Grant window and the grant window for Falls Prevention and Detection Technology funding.
- 2.5.22 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 Q3 a total of 109 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.
- 2.5.22 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.
- 2.5.23 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.

2.5.24 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.
- 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.
- Attendance at faith group events and venues are planned to take place during the next quarter

### **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 Director of Finance and Resources (Section 151 Officer) and Director of Law and Governance**

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?**

7.1.1 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

7.1.2 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.

7.1.3 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.

7.1.4 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 number of Improvement Plans to help support positive progress in a number of service areas 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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<b>Names of approvers for submission: (officers and members)</b>				
Pete Fahy	Director of Adult Services and Housing	Adult Services and Housing	11.02.24	16.02.24
Councillor L Bigham	Cabinet Member for Adult Services	Member Services	12.02.24	15.02.24

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