

**Coventry City Council**  
**Minutes of the Meeting of Cabinet Member for Adult Services held at 2.00 pm on**  
**Monday, 4 March 2024**

Present:

Members:                                   Councillor L Bigham (Cabinet Member)  
  Councillor S Nazir (Deputy Cabinet Member)  
  Councillor B Mosterman (Shadow Cabinet Member)

Employees (by Service  
Area):

Adult Services                           P Fahy (Director), G Borro, N Byrne, S Caren

Law and Governance                 T Robinson

### **Public Business**

13.     **Declarations of Interest**

There were no disclosable pecuniary interests.

14.     **Minutes**

The Minutes of the meeting held on 4 December 2023 were agreed and signed as a true record.

15.     **Quarter Three Performance 2023/24 - Adult Social Care**

The Cabinet Member considered a report of the Director of Adult Services and Housing that provided an update to Adult Social Care (ASC) performance for quarter three 2023/24 alongside actions in place to improve performance and proposed next steps.

The report indicated that 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.

The report updated the Cabinet Member on the quarter three performance, actions in place to improve performance and proposed next steps. It also provided an opportunity for the Cabinet Member to provide comment.

The report also gave an update on the 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.

An appendix to the report outlined the ASCOF figures for each of the four domains and indicators set out in the report, demonstrating the quarter three improvement of key areas in comparison to 2021/22 and 2022/23 figures. Directional arrows were displayed to summarise performance compared to previous years against these indicators. It also provided a useful comparison between Coventry City Council's figures and those at a regional and national level.

The Director of Adult Services and Housing outlined in detail the information in the report, providing clarification as to any significant changes in the indicator figures as well as the steps implemented to ensure continued improvement. This included the progress made in comparison to quarter two figures in the proportion of adults with learning disabilities who live in their own home or with their family increasing from 70.7% to 79.8% and the continuing improvement in completion timescales.

A data issue concerning the proportion of adults with learning disabilities who live in their own home or with their family (as detailed in Minute 8/23 of the previous Cabinet Member for Adult Services meeting held on the 4 December 2023) was clarified and it was noted that this had now been rectified.

The Cabinet Member was updated on the engagement work being undertaken, especially with regard to the Service's engagement with ASC providers, recruitment events, internship providers, the Carer's Rights Day held in February, collaboration events with external partners and Jobcentre Plus, and the recruitment and retention gains made as a result. ASC providers were also given refresher training on safeguarding and more events were organised within the community, such as at the Cheylesmore community centre, to encourage communication and the awareness of support with carers and those in need.

The Cabinet, Deputy and Shadow Cabinet Member asked questions, sought assurances and received responses on a number of matters including:

- The next recruitment event with the Jobcentre Plus and how has it successfully streamlined the recruitment process.
- Information in relation to the Adult Social Care Stakeholder Group including its makeup, support provided to them and ensuring the group gets as wide a participation as possible.

**RESOLVED that the Cabinet Member for Adult Services endorses the action taken in relation to the Adult Social Care quarter three 2023/24 performance, including the next steps, as outlined in the report.**

#### 16. **Adult Social Care Complaints and Representations Annual Report 2022/23**

The Cabinet Member considered a report of the Director of Adult Services and Housing that considered the Adult Social Care (ASC) Complaints and Representations Annual Report 2022/23.

The report indicated that Adult Services have a statutory duty arising from the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, to provide a system for receiving complaints and

representations from people who use its services, or those acting on behalf of service users. The system provides a means for listening to the views of those who use or are affected by adult services and for resolving issues arising. Where things have gone wrong it enables the Council to put things right, learn from the experience and make the necessary improvements.

There is also a duty under the regulations to produce and publish an annual report which set out the details of the complaints and representations across Coventry's Adult Services in 2022/23. It highlighted the service improvements and learning from feedback and included information on future developments in complaint handling and reporting.

The Head of Adult Care and Support recognised that while the number of complaints has slightly increased, this is largely due to the increased number of support ASC is now providing compared to last year. There have also been marginal changes in the number of complaints upheld and partially upheld with a large number withdrawn once contact has been made. Additionally, the time to investigate complaints remained static although the vast majority are dealt with within twenty working days. Also, those seeking the Ombudsman process slightly reduced compared to last year with three cases being upheld, one being withdrawn, and one resulting in a pay out to the complainant.

In summary, it was emphasised that ASC receives far more compliments than complaints, as highlighted in the report, but any complaints that are received are taken very seriously. In conjunction to this, the Cabinet Member thanked officers for including the percentage differences between compliments and complaints in the report as being crucial indicators for the good work currently being done in ASC.

The Cabinet, Deputy and Shadow Cabinet Member asked questions, sought assurances and received responses on a number of matters including:

- What advice is likely to be given to social workers in terms of carers assessments and the options available for carers to take independent assessments.
- Incidents occurring on secured properties.
- An increasing trend of people feeling unsafe. It was noted that feelings of unsafety span many areas outside of ASC remit, but it was important to ensure that service users are consistently safeguarded to make them feel safe.
- How far advanced the internal centralised database is to capture all learning points.
- What have the concerns been regarding communication, any trends with workers having communication issues, and the training provided to mitigate communication complaints – it was noted that often when dealing with service users under very difficult circumstances, minor lapses in communication can magnify stresses. However, where employees conduct themselves unacceptably, those complaints are taken very seriously and dealt with on a case-by-case basis where standards have clearly been set and communicated.

The Cabinet Member thanked officers for the comprehensive report and the continued efforts being made by staff throughout ASC.

**RESOLVED that the Cabinet Member for Adult Services approves publication of the Council's Annual Report in relation to complaints and representations in Adult Social Care for 2022/23.**

**17. Outstanding Issues**

There were no outstanding issues.

**18. Any Other Items of Urgent Public Business**

There were no other items of urgent public business.

(Meeting closed at 2.40 pm)