

Cabinet Member for Adult Services:

5th September 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 One Performance 2024/25 – Adult Social Care

Is this a key decision?

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

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 one 2024/25. Directional arrows are displayed to summarise performance compared to previous years against these indicators. Please note for Quarter one due to a system update some figures are only available up until the 3rd June 2024 so do not include the full quarter. These will be identified throughout the body of the report.

This report updates the Cabinet Member for Adult Services on the quarter one 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 the work 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 this 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 one 2024/25 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 24-25 outlines the Quarter one 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 One Performance 2024/25 – 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 one of 2024/25. 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 2023/24 marked a substantial improvement in performance across some areas which is important context for 2024/25 where we consolidated and progressed performance in a number of areas.
- 1.5 ASCOF Performance is reviewed regularly by the senior management team supported by a performance dashboard.
- 1.6 As of 30th June 2024, there were 3693 people in receipt of long-term support and 438 people in receipt of short-term services.

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.

Summary of key changes and improvements

Since the quarter four report, or end of year report, there have been the following notable changes:

There have been improvements in 14 ASCOF indicators since quarter 4 (year-end 2023/24) many of these changes are relatively small in percentage terms but nevertheless support an overall improving position with most significant improvements being in:

- The proportion of people who received short term services during the year who previously were not receiving services where no further request was made for ongoing support increased from 76.7% in Q4 2023/2024 to 89.4% in Q1 2024/25 . This is a one quarter change that may be attributed to One Coventry Integrated Team. Data over a longer period is required.
- The waiting list for Care Act Assessment has reduced from 403 in 2023/24 to 301 in Q1 of 2024/25. (data up to 3rd June 24) We have revised our processes for allocation which have had an impact on waiting lists between quarters.

We have also seen 6 ASCOF indicators decline, most noticeably:

- The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital decreased from 81.2% in Q4 2023/2024 to 75.9% in Q1 2024/25. This is a snapshot of quarter one data and not indicative of a long-term decline.
- Carers receiving Direct Payments for support direct to carer reduced from 62.4% in Q4 2023/2024 to 57% in Q1 2024/2025. This is due to alternative support being offered and accepted.
- Waiting times for Care Act Assessment declined from 87 days in 2023/24 to 130 days Quarter 1 in 2024/ 25. (data up to 3rd June 24) There has been a focus on reducing the number of higher risk priority cases which have manifested itself through a lower number of people on the waiting list see bullet above. Therefore, those currently waiting are lower risk for whom the waiting time has extended but we review this through fortnightly scheduled checks.

ASCOF National Indicators

In respect of specific performance indicators quarter one 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. Please note for Quarter one due to a system update some figures are only available up until the 3rd of June 2024 so do not include the full quarter.

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

100% of people are receiving self-directed support as at the end of Q1. 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 Q1. 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% of people are receiving direct payments as at the end of Q1. This is in comparison to the West Midland comparator figure of 26.7%. There has been a marginal 0.5% reduction from 2023-24 Q4. 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. We have also translated our DP information leaflets into Punjabi, Urdu, Arabic and Gujarati given the known ethnicity of those receiving a DP.

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

During Q1, 57% of carers who received a community-based service, received this in the form of a direct payment / part direct payment. This is a decline from 2023-24 Q4 and our outturn in the last 2 years and this remains lower than the West Midland comparator figure of 77.9%.

This figure doesn't demonstrate wider activity that we do to support carers, such as the provision of laptops through the Cov Connects scheme or the discounted provision through Go CV+ and the wider support mechanisms provided through the Carers Trust Heart of England. In May 2024 we published a Carers Direct Payment Leaflet to promote awareness of the support available.

2.1.5 Proportion of adults with learning disabilities who live in their own home or with their family

54.9% of adults with learning disabilities live in their own home or with their families. As this is a new definition of this indicator, this measure does not have any comparators yet.

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 an increase in numbers of working age adults admitted to long term residential and nursing care. The final figure for Q1 is 8.9 (20 admissions) In the previous quarter the final figure was 27 per 100,000 working age adults admitted. We continue to monitor this area and ensure all alternative options explored before any admission to residential care.

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.

160 (81 admissions) people in Q1 with an estimated end of year figure is 556 older adults (65+) per 100,000 population admitted to residential and nursing homes. The West Midlands comparator figure is 607.9. In 2023-24 - there were 680 residents overall admitted showing an improvement based on the current trajectory. Whilst there was a decrease 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 Q1 75.9% 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 2023 -24 Coventry's figure was 81.2%.

2.2.4 Proportion of those that received a short-term service during the year, who were previously not receiving services where no further request was made for ongoing support.

89.4% of people in Q1 received a short-term service with little or no ongoing support, which is an increase from Q4 2023-24, but this is subject to variation throughout the year. In 2023-24 this figure was at 76.7% 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.

2.3 Adult Social Care Local indicators

In respect of directorate indicators quarter 1 commentary is as follows:

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

1515 out of 2724 clients accessing long-term services for more than 12 months had a planned/unplanned review during 2023/2024. By the end of the Q1 53.1% of people received a review, which is a slight decline from Q4's 55.6%.

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 it has been identified that an assessment is required to completion of a comprehensive assessment is on average 130 days in Q1 which is a decline on the average of 87 days during Q4 of 2023-24. Due to changes to our system this data is only up to 3rd June 2024. We continue to monitor cases awaiting assessment and prioritise cases based on risk and presenting need.

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, support is 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 Q1 301 people have an uncompleted Care Act Assessment. (data up to 3rd of June 2024) This is an improvement on the 403 at the end of the year 2023-24. The number of people with an uncompleted assessment is reducing overall and many cases are allocated and actively being worked on.

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 Q1 1720 safeguarding concerns had been received. 226 safeguarding enquiries have started. The conversion rate from concern to enquiry is 14% (West Midlands regional median is 18%). As of end of Q1, 96% of safeguarding enquiries resulted in risk being reduced or removed and 69% 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

2.5.1 Carers

Thrive at Work - In April 2024 an online learning session was held for the council's unpaid carers network. The session was well attended by over 30 carers, and informed on topics such as an update on new carers' leave rights in the workplace, general support for carers, and benefits advice. Carers Trust, Internal Human Resources, and the Benefits Team attended as guest speakers. The session was engaging and provided a space for carers to have their questions answered.

Practice Development Week - In June 2024, the commissioning team delivered a session on Exploring Carers Needs and Whole Family Approaches as part of the practice development week programme. The session was attended by several local authorities and discussed how to support the whole family in support planning.

Carers Week – Every year we work in partnership with the Carers Trust Heart of England to co-facilitate a range of different activities, events and awareness raising activity to raise the profile of people with caring responsibilities and support identification of carers. This year was the most ambitious yet with a full programme of activity. A large event was held at the Coventry Building Society Arena which saw numerous partners hosting information stalls, activities and therapies. The event had a particular focus on supporting Young Carers and provided an opportunity to speak to people about the role of Adult Social Care.

The Carers Trust held numerous events during the week, including a city centre walk through, mindfulness colouring, flower arranging and a sponsored walk. Adult Social Care supported a further event at the Broadstreet Rugby Club attending with the financial assessments team to support discussions around planning for the future.

On Thursday 13th June 2024, the third Carers Awards were held at Warwick School which was a chance to celebrate the work that many organisations have been doing to support carers, including GPs, employers and health organisations. Of particular note is the efforts of Jaguar Land Rover, over the last year who, with the help of Carers Employment Support role, have taken great strides to improve their understanding and support for Carers within the workplace.

2.5.2 Digital

In May 2024, the window for the Digital Transformation Fund (DTF) grant re-opened to financially support providers to progress from paper-based records to digital social care records (DSCRs). This was in continuation of the Commissioning Team's aim to support providers to use digital systems to enhance sharing of data, accuracy of recording, and security of social care recording. A total of 2 providers successfully applied for the grant during this window to access financial support to digitise their care records. Work will continue to progress the number

of providers that transition to digitised care records and therefore, the Digital Transformation Fund grant will continue to be offered to financially support providers to do this where possible.

2.5.3 Recruitment, retention, and training and development

In April 2024, work was undertaken to support providers with training and development. Providers had requested more information on safeguarding in a December 2023 survey. To respond to this need, providers were invited to an information session on Safeguarding Adults Reviews (SARs) and risk enablement. The session provided learning from the SARs, feedback around self-neglect, and risk enablement. The Commissioning Team have also produced a leaflet detailing information on Safeguarding Adults Reviews (SARs) and their subsequent learning, and providers have been reminded of contact details should they need to raise safeguarding issues or if they have queries.

In June 2024, additional recruitment support was provided to the Adult Social Care market through a provider forum which was aimed at employers of international recruits on a care worker sponsorship. These forums have a good attendance averaging over 20 providers, and offer peer-learning, advice, an opportunity to share feedback and insight to the Commissioning Team, and to help the Commissioning Team to develop an up-to-date log of sponsorship vacancies. Providers considering a sponsorship license are also invited to these sessions for information and support. These forums will continue throughout 2024 in partnership with Warwickshire's County Council.

2.5.4 Engagement and events

In Quarter 1, engagement and consultation took place in April at the Learning Disability Provider Forum. These forums are held quarterly and facilitate an opportunity for providers to give feedback to the Commissioning Team and be provided with updates. In this forum, providers were given presentations on business continuity, community alternatives, and preventing early deaths of people with a learning disability.

The Adult Social Care Stakeholder Group continued to meet in April and June, an open group for people receiving services and support and people with caring responsibilities to oversee the activity of Adult Social Care, provide feedback and influence change. The sessions covered topics such as the Care Quality Commission Assurance Framework approach, Mental Health Transformation and Improving Lives.

A Housing with Care provider forum took place in May to update and inform providers from Housing with Care provision. The forum had a wealth of information to share such as recruitment and retention support, a guest speaker from Change Grow Live on addiction recovery services, a presentation on sexual health services, practitioner guide updates, upcoming trends in Housing with Care, quality monitoring, activities, hospital discharge, and feedback. Following the session, the Commissioning Team committed to share important resources from the session in the Adult Social Care Provider Bulletin.

In May, the Commissioning Team worked to link practitioners and the provider market with support available in the community through the Voluntary, Community and Social Enterprise (VCSE) sector. This was achieved by the continuation of the 'Community Alternatives Market-Stall Event', which is held twice a year. This event was the first to include care providers as attendees was attended by approximately 100 key stakeholders. The event provided an opportunity for networking and learning new information to collaboratively connect adults to their local communities and improve the quality of life for residents with varying support needs.

Adult Social Care held an event in May at the Dementia Partnership Hub to promote Adult Social Care support available to adults with care and support needs in Coventry. The Hub was well attended by 35 individuals, unpaid carers, and professionals. There was discussion on wellbeing support, staying safe, use of digital support, carer wellbeing, and financial support.

2.5.5 – Accelerated Reform Fund – Supporting Innovation in ASC

Quarter 1 activity focused on the procurement activity for a variety of different projects that will explore using innovation or different approaches within Adult Social Care.

- Shared Lives – promotion and recruitment of Shared Lives Carers
- Carers Experiences and breaks – a scheme that provides opportunities for carers to take a break by engaging with local businesses
- Digital Online Tool for Carers – A tool which helps carers identify support and allows the completion of a self-assessment
- Supporting Carers in Hospital Settings – Exploring how we can upscale our current model of support to enable more carers to be identified through UHCW.

The first quarter has been focused on mobilising these projects with the aim of going live in Quarter 2 / 3.

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?

7.1.2 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

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.

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 several 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. The report outlines several examples of activities that support equalities.

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

None

7.5 Implications for partner organisations?

None

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