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# **Council Meeting**

25 March 2025

**Booklet 1**

Answers to Written Questions

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**QUESTION SUBMITTED BY: Councillor B Mosterman**

**TO BE ANSWERED BY: Councillor L Bigham, Cabinet Member for Adult Services**

**TEXT OF QUESTION:**

"In light of the serious neglect uncovered at Ash House, what concrete steps is the Council taking to ensure that all vulnerable residents in commissioned care settings across the city are safe and receiving the quality of care they need? Specifically, how will the Council strengthen oversight of care providers, improve staff training and accountability, ensure families and residents feel heard when concerns are raised, and address the long-term future of facilities like Ash House that have been rated as 'Requires Improvement'?"

**ANSWER:**

"It is a point of fact that you can never 'ensure' that neglect doesn't happen. Nobody can provide this assurance. It is a sad fact that not everyone who works in Social Care holds the values of dignity, respect and empathy that we hold as a City Council. Although the vast and overwhelming majority of people who work in care have the best interests of the people they support at heart and undertake their duties with both compassion and intelligence it is a sad fact that there will always be a small minority who do not. This is not an issue of training, it is an issue of whether care and support staff have the right value base to be entrusted with caring for some of our most vulnerable residents. In respect of accountability six members of staff were dismissed so were held to account for their actions.

In terms of scale there are approximately 10000 people working in Adult Social Care in Coventry where there are approximately 200 CQC registered services from which the City Council contracts with 135. As at 19 March these contracted organisations support 4718 people on an ongoing basis and 334 on a short term basis. Every week over 14000 hours of home support is provided into peoples own homes. With a scale of service such as this it must be appreciated that no one can ever ensure that issues of abuse or neglect to do occur.

Where issues of potential abuse or neglect are identified our focus is on responding to them appropriately and robustly and we do take all issues raised with us seriously regardless of who raises them. We have robust processes and procedures in place to respond to safeguarding issues. In terms of volume of activity, so far this year (2024/25) we have received 5313 safeguarding concerns into our teams. 88% of which were responded to with an initial safely check within two days and as a result of our work the risk of abuse or neglect was reduced or removed in 95% of cases.

Within our commissioning teams we have 8 contract officers and 2.5 nurses with contract monitoring responsibilities and over the period from October 2022 to January 2025 a total of 31 quality assurance and spot check visits were carried out at Ash House.

In respect of the Requires Improvement rating we work with all providers in the City to achieve a 'Good' rating but many organisations who are Requires

Improvement are well respected and highly regarded by the people that use them. It also needs to be considered that an inspection is a point in time and often improvements will be made between inspections.”

2. **QUESTION SUBMITTED BY: Councillor J Blundell**

**TO BE ANSWERED BY: Councillor Hetheron, Cabinet Member for City Services**

**TEXT OF QUESTION:**

Can the Cabinet Member for City Services please explain why the Stage 1 Road Safety Audit (RSA) produced by Waterman Aspen carried out on the proposed cycle facilities along Clifford Bridge Road, Coventry, was not available for consideration by her at the cabinet meeting for City Services on 9<sup>th</sup> December 2024 or subsequently for members at the Scrutiny meeting on 21<sup>st</sup> January 2025 following the call in of her decision to proceed with Section 7 of the Binley Cycle Way?”

**ANSWER:**

“As Cllr Blundell is aware, this question has already been answered in my email to all elected Members on 11<sup>th</sup> March 2025.”