

Health and Social Care Scrutiny Board (5)  
Cabinet  
Council

17 September 2025  
30 September 2025  
14 October 2025

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor L Bigham

**Director Approving Submission of the Report:**

Director of Care, Health and Housing

**Ward(s) affected:**

All

**Title:**

Adult Social Care Performance - Self-Assessment and Annual Report (Local Account)  
2024/25

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**Is this a key decision?**

No - These are performance reports for 2024/25 and no recommendations are made that have significant financial or service implications.

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**Executive Summary:**

Coventry City Council Adult Social Care produces an Annual Report which covers performance and activity for the previous year along with examples and case studies of where we have made a positive impact to people's lives.

Producing this Annual Report is has always been well received by stakeholders as it provides visibility of the key performance, challenges and impact of Adult Social Care in Coventry in the preceding twelve months.

Since the introduction of the Local Authority Assessment Framework by the Care Quality Commission the format of the Annual Report has followed each of the four CQC themes for inspection and the quality statements associated with these themes.

As the CQC self-assessment process also requires the provision of a range of operational detail, an accompanying Self-Assessment has also been produced to provide this detail and Adult Social Care produced and published its first Self-Assessment in 2024 and both the Annual Report and Self-Assessment will be updated annually.

The approach taken to both the Self-Assessment and Annual Report demonstrates an open approach to our successes, challenges and where we can develop further in order to improve outcomes for people with care and support needs and their unpaid carers within Coventry. The Self-Assessment also provides the opportunity to present the context within which CQC will be inspecting Adult Social Care in Coventry.

The production of the 2024/25 report has drawn on the pool of feedback and information that was gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people who have been in contact with Adult Social Care, along with their families and carers.

### **Recommendations:**

The Health and Social Care Scrutiny Board (5) is requested to:

- 1) Consider the Adult Social Care Self-Assessment and Annual Report (Local Account) 2024/25 and submit any comments to Cabinet for their consideration on the content of the assessment and report.

Cabinet is requested to:

- 1) Consider any comments from the Health and Social Care Scrutiny Board (5).
- 2) Approve the Adult Social Care Self-Assessment and Annual Report (Local Account) 2024/25.
- 3) Submit any comments to Council for consideration on the content of the Self-Assessment and Annual Report (Local Account) 2024/25.

Council is requested to:

- 1) Receive and note the Adult Social Care Self-Assessment and Annual Report (Local Account) 2024/25.

### **List of Appendices included:**

Appendix 1 - Adult Social Care Self-Assessment and Annual Report (Local Account) 2024/25

### **Background papers:**

None

### **Other useful documents:**

None

**Has it been or will it be considered by Scrutiny?**

Yes – Health and Social Care Scrutiny Board (5) on 17 September 2025.

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

Yes – 14 October 2025

## Report title: Adult Social Care Performance – Self-Assessment and Annual Report (Local Account) 2024/25

### 1. Context (or background)

- 1.1. Coventry City Council Adult Social Care produces an Annual Report which covers performance and activity for the previous year along with examples and case studies of where we have made a positive impact to people's lives.
- 1.2. Producing this Annual Report is has always been well received by stakeholders as it provides visibility of the key performance, challenges and impact of Adult Social Care in Coventry in the preceding twelve months.
- 1.3. Since the introduction of the Local Authority Assessment Framework by the Care Quality Commission the format of the Annual Report has followed each of the four CQC themes for inspection and the quality statements associated with these themes.
- 1.4. As the CQC self-assessment process also requires the provision of a range of operational detail, an accompanying Self-Assessment has also been produced to provide this detail and Adult Social Care produced and published its first Self-Assessment in 2024 and both the Annual Report and Self-Assessment will be updated annually.
- 1.5. The specific content of the Self-Assessment and Annual Report is as follows:
- 1.6. **Self-Assessment.** The Self-Assessment report uses the four themes from the CQC's assurance framework and the nine quality statements. This structure is also used in the Annual Report. Within this self-assessment each theme has been summarised to identify specific strengths associated with that theme and where there is evidence of good practice and areas for further development.
- 1.7. In overall terms we would assess our key strengths and areas for development arising from the self-assessment as being:
- 1.8. **Strengths.** We are proud of a number of things we do to support people with care and support needs and unpaid carers in Coventry. Some particular areas including:
  - **Our Safeguarding activity** - During 2024/ 25 we received 5776 safeguarding concerns with 88% having their initial review/safety check completed within 2 working days.
  - **Deprivation of Liberty Safeguards (DoLS)** - Second in the West Midlands region for applications received and applications completed (2023/24)
  - **Our work with communities** - We work with a multitude of stakeholder groups and hold regular outreach events. We also provide our Adult Social Care information in a variety of languages to ensure accessibility of information.
  - **Our Social Care Market** - Our market is stable and able to respond to demands for care. We can source care for hospital discharge and for demand from the community quickly in most cases although challenges exist for some groups such as younger adults with particularly complex needs.
  - **Partnership working** - with NHS organisations in mutual improvement programmes such as Improving Lives and Mental Health Transformation. Our work with the Coventry Dementia Partnership Hub and PoD (secondary mental health social brokerage and

cultural hub) further demonstrates our ability to work in partnership to support people to live healthier lives.

- **Promoting independence** - Our approach focuses on supporting people at home using Occupational Therapy to support (top quartile performance) and through our use of technology.
- **Support to Unpaid Carers** - We have a strong carers support offer and which we have further added to in 2024/25.
- **Workforce** - Our workforce is committed and stable with workforce surveys providing positive feedback on Coventry as a place to work.

1.9. **Areas of Focus.** We are committed to continuous improvement and have a clear and focused five-year plan for 2025-2030 showing our areas for improvement and innovation. These are not areas where we consider we are not providing sufficient care and support but areas where we want to continue to build.

- **Personalising the experience of care and support** - There is an effective and well-established partnership approach to the oversight and management of quality within the care and support market. Although there is some turnover in the market, as would be expected in any market there is the ability and capacity to quickly respond to the majority of care and support requirements. We do however want to build on the work we do to ensure that people who use care and support services in Coventry continue to receive a positive experience of care and support as well as the ability to make choices as to how that care and support is provided.
- **Always Improving** - We have established clear policy and practice frameworks across key areas of activity including Disabled Facilities Grants, Direct Payments and Social Work practice. Our focus is on embedding these policy frameworks in practice, so they are universally applied and have a demonstrable impact on people's lives.
- **New Models of Support** - There are some really effective innovative models of care and support that we have developed in Coventry including the Coventry Dementia Partnership Hub, The PoD and the Social Interventions Collective in Mental Health, all of which are based on partnership approaches and co-production. Despite these really positive examples of innovation, the care and support options for people in Coventry are primarily based on traditional regulated care services. Opportunities to develop further innovative services to extend the range of care and support services will be the focus of our five-year plan.
- **Support to Unpaid Carers** - We have a clear offer to unpaid carers and work effectively with carers support organisations to respond to the requirements of unpaid carers to support them in their caring role. We have added more to our carers offer over 2024/25 and now need to ensure we continue to build from this position of strength.
- **Prevention** - There are a range of preventative support options available across the city, some of which are directly commissioned and provided through Adult Social Care and others from wider City Council services. We also focus attention on prevention for those who may be 'on the edge of care' and use our Occupational Therapy and Promoting Independence services to enable as many people as possible to not require ongoing care and support.

- **Use of Technology** - Our current social care client record system 'Care Director' requires replacing by November 2026. We have also used assistive technology and telecare in support of people with care and support needs for a number of years and are currently involved in a new programme of work with WM5G to further understand and expand the use of technology in providing effective support.
- **Integrated Care with Health Partners** - We work successfully in an integrated way with health partners. Our long-standing joint mental health services are one example and more recently our Improving Lives programme has brought together both health and social care services to provide an integrated and community-based model of discharge which is increasing the numbers of people able to be supported at home following discharge from hospital. As our Improving Lives launched fully integrated services in July 2024 this is still relatively new and will need to be nurtured and developed further in order to ensure full effectiveness. The next stage of our integration journey will be the Community Integrator programme which will provide further opportunities to bring together support for people in the community.

1.10. **Annual Report.** The Annual Report describes the performance and achievements along with considering the challenges for Adult Social Care in Coventry. It is intended to provide assurance to stakeholders that Adult Social Care is delivering its objectives and is achieving positive outcomes for people in Coventry within the resources available.

1.11. The content of the Annual Report is informed by feedback on the experiences of people who come into contact with Adult Social Care, this feedback may be given in person, through groups or in response to surveys. A number of specific case studies and direct quotes have been used to demonstrate the impact that Adult Social Care has on individuals and their families.

1.12. Although an Annual Report is produced for a 12-month period it needs to be recognised that the work of Adult Social Care does not fit neatly within a twelve-month timeframe and delivery of the Adult Social Care objective of promoting independence and providing personalised care and support is very much an ongoing endeavour.

1.13. The continued increase in demand for Adult Social Care alongside the support with activities of daily living that make up most of our referrals, saw most people presenting with a combination of issues associated with mental health, wellbeing and social skills. People also now appear to be approaching social care at a later stage in their care journey than would normally have been the case, with higher levels of need. Unpaid carers have also seen their caring roles intensify and have been placed under continued increased pressure. This has had an impact on the emotional and physical health of carers across the city which again is placing demand on Adult Social Care.

1.14. Some of the other key challenges we are continuing to manage include:

- Increasing demand for services resulting from an ageing population. 13% of the population is over 65 projected to increase by 27.7% by the year 2043
- Increasing numbers of adults with mental illness accessing long term support

- Increasing costs of care due to external factors including National Living Wage, increases to employer pension contributions, other inflation costs, the increased complexity of the care needs that people are experiencing.

1.15. The production of the 2024/25 Annual Report has drawn on the pool of feedback and information gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people that have been in contact with Adult Social Care, along with their families and carers. Particular feedback to note includes:

- Our work with Alva (page 18 of the Annual Report) and how we support people following discharge from hospital, through integrated team approaches as part of the Improving Lives programme of work
- Our work with Mohammed and Mathew (pages 20 and 21 of the Annual Report) demonstrating how we support equity of opportunity, supporting people from seldom heard groups including those experiencing mental health issues.

1.16. It is also important to recognise that although our focus is on Adult Social Care our success is in a number of areas intertwined with health services. Although Adult Social Care has a distinct identity, so much of what we do is achieved through working with others. Integrated Care Systems (ICS) are continuing to bring together; Acute, Community Health Trusts, GPs and Primary Care services with Local Authorities (including housing) and other care providers. These aim to bring organisations together to redesign, improve support and outcomes for residents.

1.17. Our Annual Report also reflects on our successes and delivering on Improvements in 2024/25. These include:

- Supporting hospital discharge and increasing independence through our Improving Lives Programme. Our Improving Lives approach, delivered with NHS partners was an ambitious programme to implement community led discharge through integrated teams of health and social care professionals who would focus on getting people back home with the maximum degree of independence. The programme trialled early in 2024 and by July 2024 we achieved City wide roll out of our Local Integrated Teams
- Enhancing support to unpaid carers. We continued the delivery of our carers action plan. In 2024/25 we further developed our support to unpaid carers in Coventry as highlighted in the Annual Report. The progress of the plan has been aided by positive partnership working with University Hospital Coventry and Warwickshire (UHCW), our Accelerated Reform Fund projects including Bridgit Care. Bridgit Care is an online, easy to navigate self-help tool for carers, that can be accessed day and night. The tool has helpful modules that help people navigate different areas of support specific to their caring role and populates a self-help plan.
- Annual Reviews of care and support plans. During 2024/25 we reached a performance of 66.4% for completion of annual reviews (88% of people had a review/assessment within the last 18 months). This is a marked increase on the

previous three years, improving our review performance and assurance that we are meeting the care and support needs of people in Coventry in a timely and appropriate manner.

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

### **2.1 Option One – Recommended Option**

A Self-Assessment and Annual Report provides the opportunity to evidence and communicate Adult Social Care's performance in an accessible and transparent way as part of an overall approach to Sector Led Improvement. It is therefore recommended that the Self-Assessment and Annual Report for 2024/25 are approved by Cabinet.

### **2.2 Option Two – Not Recommended**

The option exists to not approve the annual report and self-assessment. This is not recommended.

## **3. Results of Consultation undertaken**

- 3.1 The Annual Report and Self-Assessment, although not subject to specific consultation, has been produced using a range of feedback from stakeholders, including our workforce and partners as well as people who use our services, including from complaints.

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

- 4.1. Once approved, the Self-Assessment and Annual Report will be published on the Council's internet pages and shared with partners and stakeholders.

## **5. Comments from the Director of Finance and Resources and the Director of Law and Governance**

### **5.1. Financial implications**

- 5.1.1 Whilst there are no direct financial implications arising from the report, the performance of Adult Social Care continues to be impacted by changes to Council resources and national legislation changes.

- 5.1.2 Both documents highlight ongoing increases in spend within Adult Social Care, with the increase largely driven by an increase in demand and complexity alongside increases to costs driven by high levels of inflation. This increase was resourced from additional Council investment in Adult Social Care along with grant resources received from Government.

### **5.2. Legal implications**

- 5.2.1 There are no direct legal implications arising from the publication of the Annual Report or the Self-Assessment.

- 5.2.2 There is no mandatory requirement for local authorities to produce a self-assessment or annual report. However, if we choose not to complete a self-assessment, CQC have informed Local Authorities they will need to spend more time in the on-site part of their assessment. This is because they will need to gather and analyse required evidence from additional sources.

## **6. Other Implications**

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

**<https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan>**

This Self-Assessment and Annual Report demonstrate the progress of Adult Social Care in maintaining and improving outcomes for the population of Coventry. This work also contributes to the objectives of the One Coventry Plan, specifically in respect of Improving Outcomes and Tackling Inequalities. The Self-Assessment and Annual Report also identify the role of Adult Social Care in as a partner, leader and enabler in respect of our work with local partners and regionally.

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

A range of risks exist in the delivery of Adult Social Care services, most notably related to resources and our ability to meet demand. These are managed through the directorate and corporate risk registers.

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

There is no direct impact on the organisation.

### **6.4. Equality Impact Assessment (EIA)**

An Equalities Impact Assessment is not appropriate for this report. There has been a continued drive to embed equality and diversity within operational practice, commissioning plans and performance monitoring.

### **6.5. Implications for (or impact on) climate change and the environment**

None

### **6.6. Implications for partner organisations?**

There are no specific impacts for partner organisations arising from this report at this point but as the work of Adult Social Care is connected to health organisations and the voluntary and community sector as we seek to improve impacts may be experienced. The Self-Assessment and Annual Report provide an overview of Adult Social Care's performance and assurance to partners that progress in being made.

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| Michelle Salmon                  | Governance Services Officer                             | Law and Governance       | 04/08/25                 | 04/08/25                                  |
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| Tracey Denny                     | Head of Service Localities and Social Care Operations   | Care, Health and Housing | 04/08/25                 | 11/08/25                                  |
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| Christopher Whiteley             | Finance Manager                                         | Finance and Resources    | 04/08/25                 | 11/08/25                                  |

|                                                                     |                                                                          |                       |          |          |
|---------------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------|----------|----------|
| <b>Names of approvers for submission:</b><br>(Officers and Members) |                                                                          |                       |          |          |
| Pete Fahy                                                           | Director of Care, Health and Housing                                     | -                     | 04/08/25 | 22/08/25 |
| Ewan Dewar on behalf of Barry Hastie                                | On behalf of the Director of Finance and Resources (Section 151 Officer) | Finance and Resources | 04/08/25 | 11/08/25 |
| Claire Coulson-Haggins                                              | Team Leader, Legal Services                                              | Law and Governance    | 04/08/25 | 04/08/25 |
| Councillor L Bigham                                                 | Cabinet Member for Adult Services                                        | -                     | 04/08/25 | 04/09/25 |

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