
To: Health and Social Care Scrutiny Board (5)

Date: 22 October 2025

Subject: Improving Lives

1 Purpose of the Note

- 1.1 The purpose of this briefing note and accompanying presentation is to provide the Health and Social Care Scrutiny Board (5) with an update in respect of the Local Integrated Teams element of the Improving Lives programme approximately 12 months post implementation.
- 1.2 The focus is on the Local Integrated Teams element as the element of the programme directly relating to Adult Social Care.

2 Recommendations

- 2.1 The Health and Social Care Scrutiny Board (5) are recommended to:
 - 1) Note the content of the report and presentation and support the next steps as identified in the presentation.

3 Information and Background

- 3.1 The Improving Lives programme, launched as a city-wide service in July 2024, integrates urgent response, therapy, adult social care, and community services through the One Coventry Integrated Teams. This person-centred approach prioritises supporting people at home, reducing unnecessary hospital admissions, and promoting independence. Key pathways include care at home, reablement beds, and discharge to assess, all enhanced by therapy-first and digital options. The programme has led to a marked reduction in discharge to assess beds and improved outcomes, with staff reporting more efficient, joined-up support. External recognition, including shortlisting for national awards, highlights the programme's innovative partnership working.
- 3.2 Our delivery partners for the programme, Newton Europe completed a post implementation Health Check in May 2025 which assessed the programme's effectiveness across hospital admission avoidance, hospital processes, and supported discharges. The health check identified areas of strong leadership to embed the Improving Lives model and retain the principles signed up to in the programme.

3.3 The health check also reminded the team that continuous focus and energy is required to meet and exceed performance targets and that changing behaviours and embedding change takes time.

3.4 Following the health check in May 2025 we have:

- Collectively reviewed the baseline and targets particularly in relation to long term support. This is monitored via monthly performance meeting within Adult Social Care as well as One Coventry Integrated Team (OCIT) Board and in OCIT weekly improvement cycles.
- Streamlined the transfer of cases exiting the Local Integrated Team into Adult Social Care Teams
- Continued to monitor capacity and demand especially in preparation for seasonal variation
- Provided further training and development for staff

3.5 Additional information on Improving Lives can be found in Appendix 1

4 Health Inequalities Impact

4.1 The programme appears to be having a positive impact. The access arrangements and joined up working is proving effective in supporting people in a timely and effective manner.

Appendix 1: Improving Lives - slides

Name of Author: Pete Fahy
Job Title: Director of Care, Health and Housing
Organisation: Coventry City Council
Contact details: Peter.fahy@coventry.gov.uk