

## Briefing Paper: Coventry National Neighbourhood Implementation Programme

- We undertook a **Population Health Management diagnostic looking at a small proportion of the Coventry population who have the highest level of need** and who need support from secondary care and adult social care. We also correlated this with those who require frequent support from primary care.
- We identified this **cohorts needs characteristics** and outlined **7 themes from our diagnostic** which we are using to hold ourselves accountable for our design of the new model of care.
- We have established **39 Neighbourhood geographies for Coventry** through partnership co-design in the programme, using insights from the Joint Strategic Needs Assessment.
- Grouping of these neighbourhoods to create **6 Integrated Neighbourhood Teams** (4-8 neighbourhoods in each), **3 Localities** (3 x coupled INTs) and **1 Care Coordination Hub**.
- **Our Wave One INT in South-West Coventry** – Went LIVE 3<sup>rd</sup> December 2025 in its first iteration  
( *Integrated Multi-Disciplinary Team from ASC, UHCW, Primary Care and CWPT* )
- **INT Care and Support Forum** - Went LIVE 3<sup>rd</sup> Dec 2025  
( *Multi-agency response to identified cohort of our frequent service users* )
- **Coventry Coordination Hub** – iterative design - focusing initially on UEC pathways  
(*Bringing together all partners access points and working together to coordinate care for Coventry population between partners, aiming for a no wrong front door approach, using data and insights to allocate, schedule and maximise use of resources and community response to escalations in needs*) Went live in first iteration on 17<sup>th</sup> December 2025

### Expected for 2026 / 2027

- **Wave One site** will continue to **iterate and design standard work for INT delivery** and the **care and support forum**.
- **Scale to a second INT** (and therefore **one Locality**) in April/May to evaluate delivery and workforce at all layers of the model.
- **UEC integration to deliver increased resilience** and **review existing delivery models** to strengthen this model.
- Development of **Coventry Coordination Hub** and seeking views and opportunities for **partnership commitment** and **shared delivery via the hub**.
- **Neighbourhood Model** approved at **Care Collaborative and Health and Well Being Board** and is agreed as our **Coventry Model for Neighbourhood Health Delivery** – this works beyond the adult INT remit and **moves to wider ambitions from the 10-year plan**.

- **Estates mapping with LEF support** agreed a plan for using successful **capital bids to support the development of neighbourhood campus** and consider **strategic outline case for place approach to utilisation of fit for purpose estates** to support integration and neighbourhood model.
- **Digital mapping and system wide consideration of digital enablement** completed, the resource and investment required to optimise existing systems will be needed to achieve our ambitions, consideration of frontline productivity bids seeking the **investment needed** to deliver neighbourhood health.
- **Workforce planning** for future delivery models which will require management of change support relating to **change of base, role, responsibilities, line managers and team infrastructure** as well as **learning and development needs** and professional and clinical support.
- **Evaluation event in April and September** with focused scaling plans throughout this phase, **supporting wide scale staff and services engagement** and a **strategic delivery plan to scale from 2 – 6 INTs**.
- **Scaling of all 6 INTs** expected by **March 2027**
- **Foundational principles of neighbourhood delivery for** our most complex cohorts will be established in the INT service delivery model, **many more offers of support and care could be wrapped around neighbourhoods** extending wider than health and social care and into local authority, public health and community led domains. **This is only the beginning for Coventry's neighbourhood delivery future.**

### Summary Statement

Coventry Neighbourhood Health is agreed as vehicle that can deliver on the key ambitions of our place and national expectations through partnership and integrated care. Coventry has established, foundational partnerships including a maturing Care Collaborative and contractual lead provider approach to integrated neighbourhood delivery.

Creating foundational neighbourhood footprints for Coventry and building our Six Integrated Neighbourhood Teams around these puts us in a unique position to truly connect with and meet people where they are physically, emotionally, socially, and geographically.

This hyper local focus and offer will increase continuity of care and offers the best opportunity to build trust and work with the people we serve, in the best place for them, focusing on what matter to them and enabling them to live as healthy a life as possible. Primary and Secondary Care can only respond to the needs of our aging, multi morbid population if they work together with and see themselves as part of a wider team. If we connect to each other and with our communities to deliver to people where they live, we will get the best outcomes and build sustainable and increasingly relational care.

