

Cabinet Member for Adult Services:

1 April 2026

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor L Bigham

**Director approving submission of the report:**

Director of Care, Health & Housing

**Ward(s) affected:**

All

**Title:**

Quarter Three Performance 2025/26 – Adult Social Care

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**Is this a key decision?**

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

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**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 three 2025/26 and provides an end of quarter three position. Directional arrows are displayed to summarise performance compared to previous quarters against these indicators.

This report updates the Cabinet Member for Adult Services on the quarter three 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 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 three 2025/26 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 A - Summary ASCOF 25-26 outlines the Quarter Three 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 Three Performance 2025/26 – Adult Social Care**

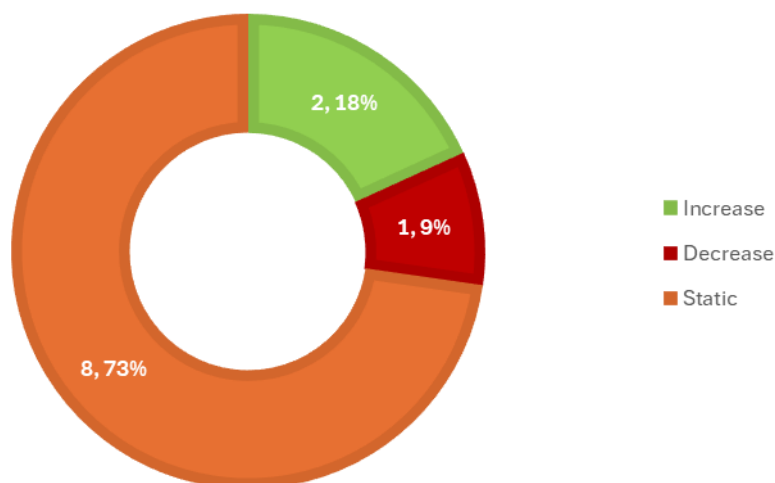
### **1. Context (or background)**

- 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 three of 2025/26. 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 2024/25.
- 1.4 There has been a revision of ASCOF measures for the 2024/25 reporting year, and as such, the year-end performance report for 2024/25 will include these revised measures.
- 1.5 The ASCOF indicators for 3D Part 1b and 3D Part 2b are no longer being recorded. ASCOF indicator 2E Part 2 has now been split into two different indicators, one for adults aged 18-64, and the other for adults aged 65 and over. As such, there is no comparator for these in previous quarters and performance monitoring will continue from this quarter forward.
- 1.6 ASCOF Performance is reviewed regularly by the senior management team supported by a performance dashboard.
- 1.7 As of 31<sup>st</sup> December 2025, there were 3,864 people in receipt of long-term support and 475 people in receipt of short-term services.

### **2. Performance**

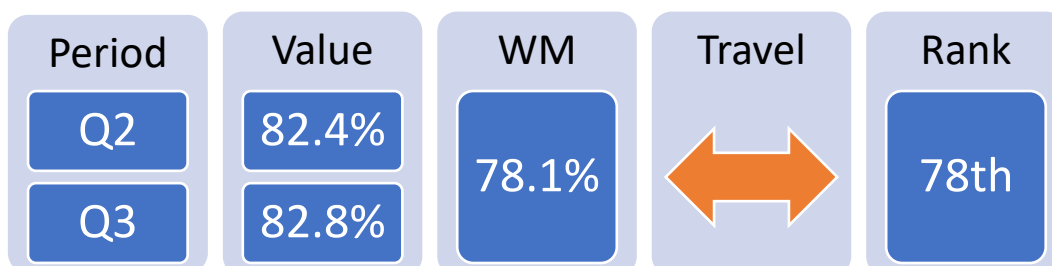
#### **Summary of key changes and improvements – ASCOF Indicators**

### ASCOF INDICATORS



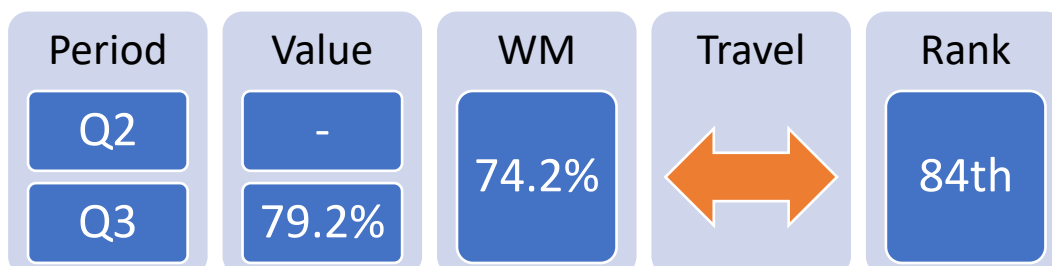
**2.1 Domain1 below sets out the section on ‘Enhancing the quality of life for people with care and support needs’**

**2.1.1 The proportion of people who receive long-term support who live in their home or with family with LD aged 18-64 – 2E Part 1**



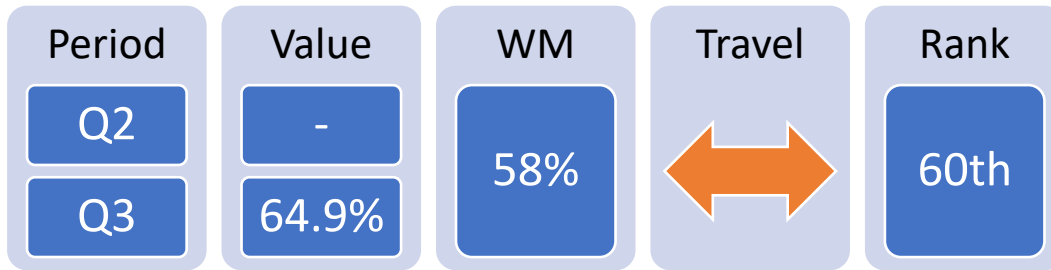
No significant changes seen in this indicator.

**2.1.2a Proportion of adults who live in their own home or with their family aged 18 to 64– 2E Part 2a**



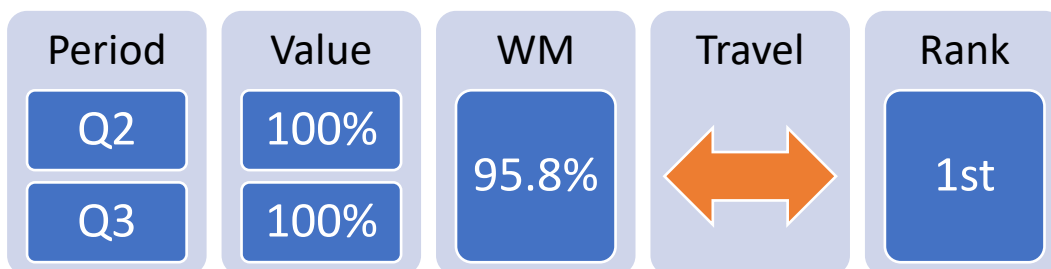
Change in indicator – no previous data capture.

**2.1.2b Proportion of adults who live in their own home or with their family aged 65 and above– 2E Part 2b**



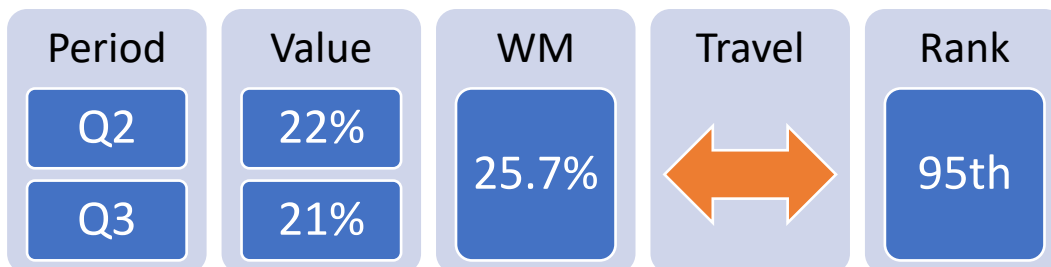
Change in indicator – no previous data capture.

### 2.1.3 Proportion of adults receiving self-directed support – 3D Part 1a



No significant changes seen in this indicator.

### 2.1.5 Proportion of adults receiving direct payments – 3D Part 2a

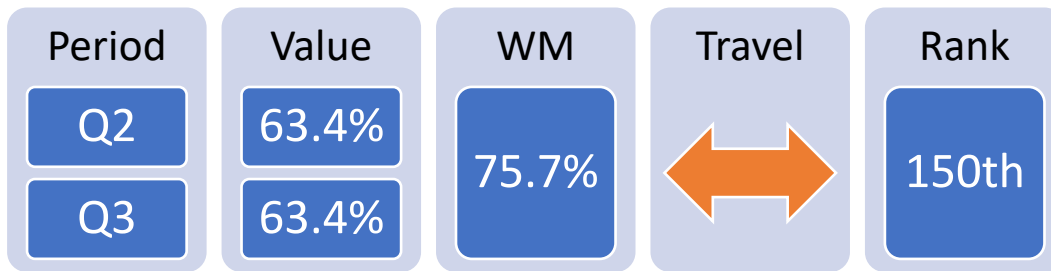


We are confident that individuals in Coventry are consistently offered Direct Payments as a genuine and meaningful support option. Our ongoing commitment is evidenced by the continued review of our Direct Payment approach and the development of new promotional materials, including informative videos featuring those who have benefitted from Direct Payments. To ensure accessibility and inclusivity, we have translated our Direct Payment information leaflets into Punjabi, Urdu, Arabic and Gujarati, reflecting the diverse ethnicities of those receiving support in Coventry.

In 2025, we published the Direct Payment Strategy 2024-2029, which sets out our plans to further enhance and develop our Direct Payment offer. We actively promote the Direct Payment survey to gather valuable feedback and suggestions, helping us to improve our service and ensure Direct Payments remain a real and effective choice for people in Coventry.

### 2.1.7 Percentage of residential adult social care providers rated good or outstanding

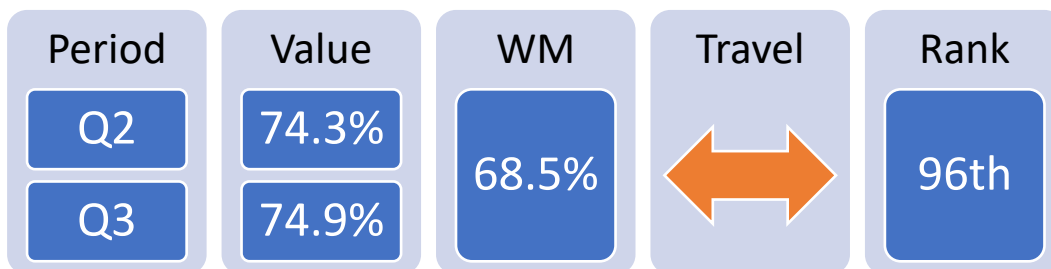
by CQC – 6B



No significant changes seen in this indicator.

## 2.2 Domain 2 sets out the section for ‘delaying and reducing the need for care and support’.

### 2.2.1 Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level – 2A



No significant changes seen in this indicator.

### 2.2.2 Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population – 2B



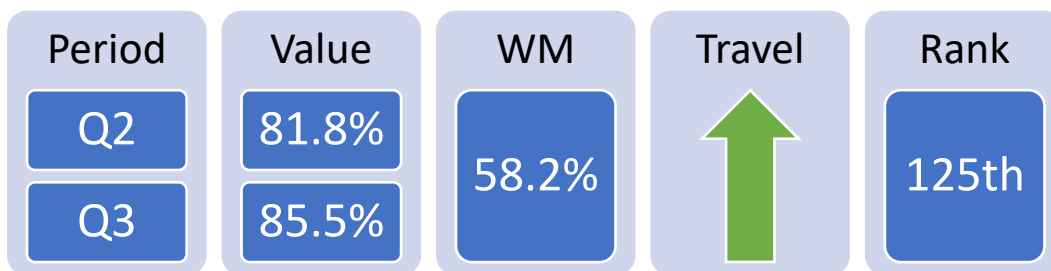
Our model of support is recovery focused with a limited length of stay expected for up to 2 years with the aim for the person then to move into a community setting. During the last two years CCC have commissioned an additional 20 beds of this style of accommodation.

### 2.2.3 Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population - 2C



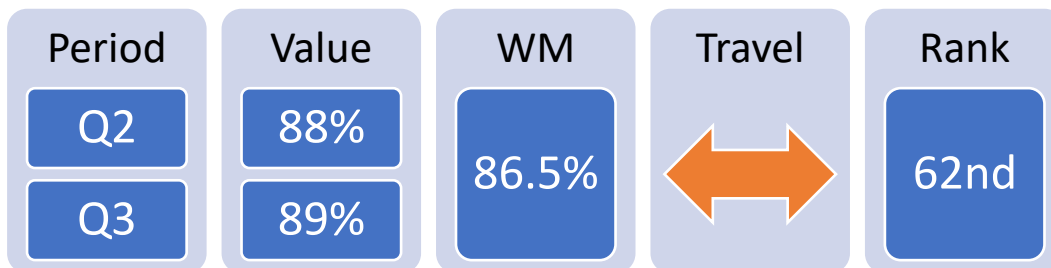
Our ranking in this area remains a challenge, we are actively taking steps to improve outcomes. In 2024/25, a total of 410 residents were admitted, which reflects progress along our current trajectory. While admissions have increased between periods, this is largely influenced by seasonal trends. Our commitment to the Home First approach and the promotion of independence is helping us support people to remain at home for longer. Additionally, we are making full use of technology to enhance people's outcomes and wellbeing.

**2.2.4 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital – 2D Part 1**



We have seen an increase in the proportion of people still at home over the previous quarter. As part of our work with health colleagues in relation to integrated neighbourhood Teams, we will be doing some targeted work to understand the reasons for this. The introduction of a care co-ordination hub that supports people receive the right care they need at the right time and place should positively impact people's outcomes to avoid hospital admission in the first place.

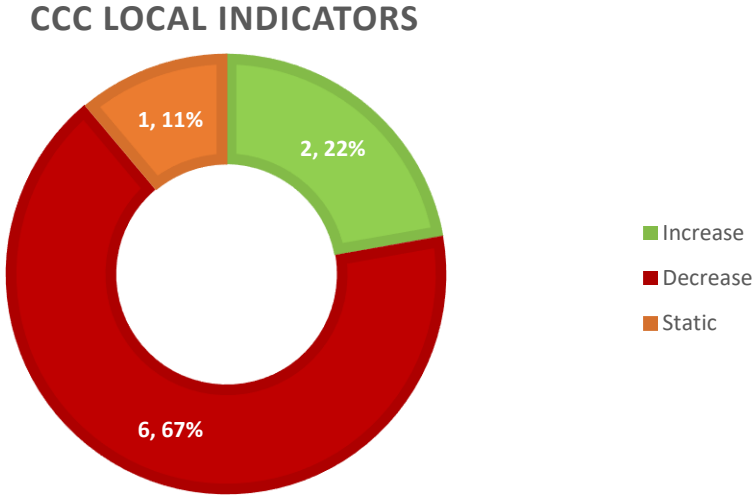
**2.3 Proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that the risk was either reduced or removed – 4B**



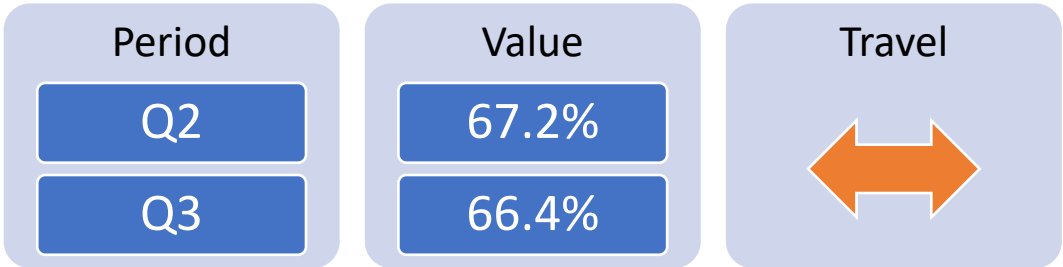
No significant changes seen in this indicator. Where risk remains consideration given to the use of safeguarding plans.

## 2.4 Adult Social Care Local indicators

Our local performance indicators are aligned with the Care Quality Commission Data Pack Information Requests. We are committed to maintaining transparency and accountability through these measures, which provide valuable insights into our ongoing efforts to improve services. As the Care Quality Commission continues to refine and update its assessment criteria, we will proactively review and adapt our local assurance processes to ensure that we remain responsive and can demonstrate positive outcomes for our community.

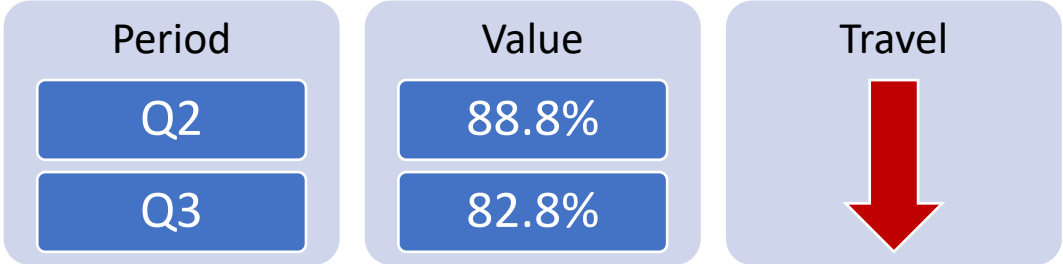


### 2.4.1 Reviews for people in long term support for 12+ months – CCC1



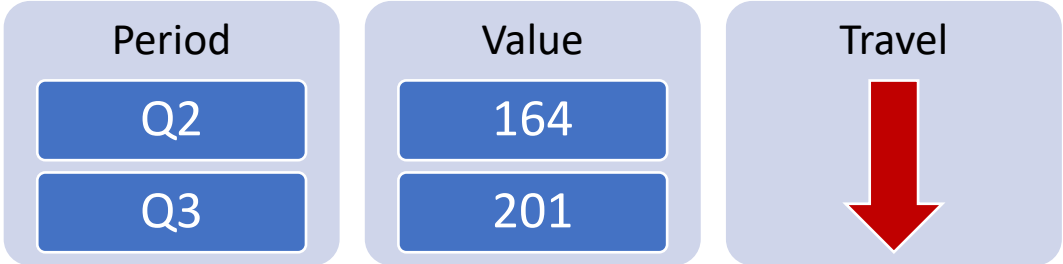
No significant changes have been made in this indicator from the previous quarter.

**2.4.2 People in LTS who were assessed/reviewed within last 18 months – CCC2**



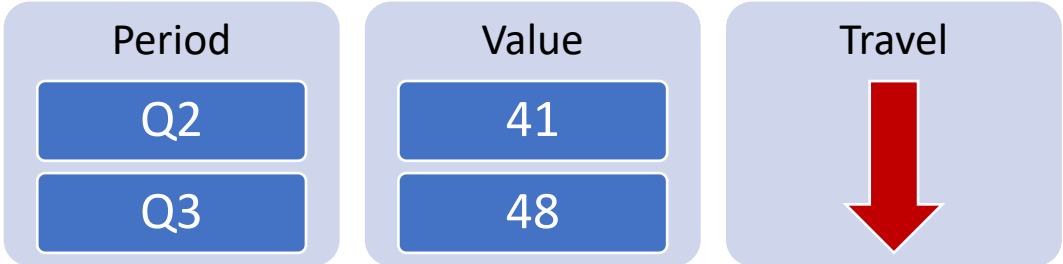
While there has been a modest reduction in the proportion of reviews completed within the last 18 months, this trend is consistent with our achievements highlighted in section 2.4.5, where we have successfully prioritised support for new individuals entering adult social care.

**2.4.2 Median waiting time for an Adult Social Care Annual Review of Care and Support (days) – CCC3**



Median waiting times for a review have decreased since the last quarter. As noted in section 2.4.2, there has been a modest reduction in the proportion of reviews completed within the last 18 months, which aligns with our efforts described in section 2.4.5 to prioritise support for new individuals entering adult social care.

**2.4.4 Waiting times for Care Act Assessment (average days) – CCC4**



Waiting times for Care Act Assessments have increased from 41 to 48 days. Indicator 2.4.5 below highlights a reduction in wait times for new people approaching adult social care for assessment, this suggests that there is a complexity in the cases being supported in the system.

**2.4.5 Waiting list for Care Act Assessment (number of people) – CCC5**



Despite an increase in the median waiting time for Care Act Assessments, there has been a notable reduction in the number of new individuals awaiting adult social care. This reflects a strong commitment to prioritising support for those who are new to the service and ensures that individuals not currently receiving assistance are being addressed promptly.

**2.4.6 Waiting list for Occupational Therapy Assessment (Number of people) – CCC6**



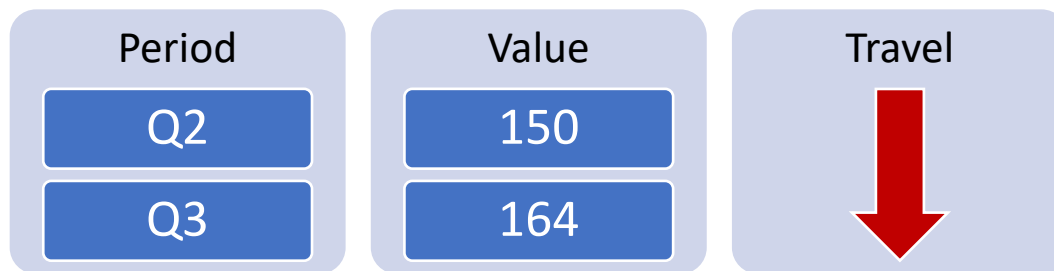
The overall reduction in waiting list numbers is a significant achievement, reflecting effective prioritisation and ongoing improvements in service delivery. While median wait times for OT assessments have increased, this demonstrates that more individuals are being supported and that resources are being directed to those who need them most. The Adult Early Prevention Team (AEPT), responsible for screening referrals, is currently addressing some delays, and a proactive plan is in place to further reduce numbers within the team. These positive developments highlight a commitment to continual progress and enhanced support for those accessing services.

**2.4.7 Waiting for Occupational Therapy Assessment (median days) – CCC7**



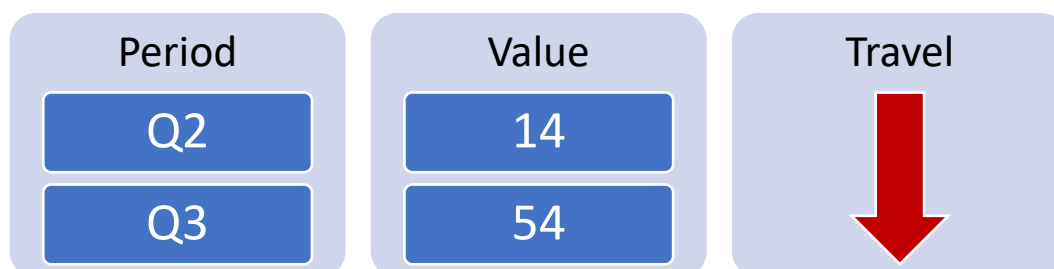
Although median wait times for OT assessments have risen slightly, the number of people waiting has decreased, demonstrating effective prioritisation and ongoing improvements in service delivery. This positive trend reflects our commitment to supporting those who need assistance most and highlights the proactive steps being taken to streamline access to services.

#### 2.4.9 Number of DoLS applications waiting to be allocated to BIA - CCC9



We've seen an increase in the number of applications waiting to be allocated since Q2. This is a consequence of no longer using an external agency for assessments, but we continue to risk assess applications and maintain a position of limiting any wait. 92% of applications are completed in under 3 months.

#### 2.4.10 Median waiting time for DoLS applications to be allocated to BIA – CCC10



Coinciding with the larger increase in the waiting list, the median wait for allocation has also increased by 40 days from 14.

### 2.5. Adult Social Care Involvement and Engagement Approaches

2.5.1 Coventry City Council has completed its programme of Digitisation of social care records, achieving a total of 83% coverage of Coventry and Warwickshire providers who have transitioned to using Digital Care records from paper-based records.

#### 2.5.2 Engagement and events

The Strategic Commissioning Team delivered 3 provider forums during Quarter 3, Older People's, Mental Health, Home Support providers. The forums covered a range of topics, including energy saving, Go CV, smoking cessation, continuity planning and cultural inclusion. A further one-off session was held for pathway 1 providers (home support providers who provide short term support or support on discharge), this session covered a range of topics relating to discharge care planning. The sessions continue to be well attended and important forums for collaboration and peer learning.

During this quarter, field work took place for the Survey of Adult Carers, a survey of people. The survey gained 300 responses which will ultimately provide important insights into carers experience of Adult Social Care. The results from this survey will be available in Quarter 4, with benchmarking data available at the end of the year.

Coventry's vibrant and diverse voluntary, community and social enterprise sector took over Floor 1 of Friargate in December for another successful practitioner awareness event. Over 30 stalls including organisations such as Coventry and Warwickshire MIND, Grapevine, Rethink, Relationships UK, St. Basils, Admiral Nurses and Coventry Vision Hub showcased their services to 70 adult social care and other staff. The events that have become a permanent fixture in the calendar, take place twice a year with the next one planned for the middle of June and provide a great opportunity for social care staff to meet new organisations but for Voluntary, Community and Social Enterprises to network and form new partnerships.



Adult Social Care continues to produce regular bulletins for key audiences, including providers (246 recipients), carers (4,654), ASC subscribers (2,242), and internal staff, sharing essential information, advice, public health updates, and community events.

### **2.5.3. – Accelerated Reform Fund – Supporting Innovation in ASC**

- **My Time Project** – Quarter 3 2025, saw the on-going growth of the My Time Project. Coombe Abbey continued to provide an on-going opportunity for carers to stay at the hotel on a monthly basis. 134 carers have now benefitted from breaks across the city. Carers have told us how meaningful these breaks have been to them, for many the first break they've allowed themselves to have in a long time, carers have told us its allowed them to step back and consider further support.
- **Bridgit Online Support Tool** – The Bridgit app has continued to grow in usership giving us a greater insight into its utilisation. By the end of Quarter 3 2025, 5411 circa people have accessed the site, with 7188 self-help plans created for carers, with most popular search topics, carers allowance, providing care for someone and carers assessments.
- **Supporting Carers in Hospital Settings** – Support continues to be delivered within University Hospital Coventry and Warwickshire, with the hospital liaison workers firmly

established in the hospital setting, building ties with wards, during this quarter the team held presentations with the “Care of the Elderley” service, presenting to health care professionals about the importance of supporting carers. On Carers Rights Day the service supported a Carers Rights Day event focused on raising awareness and educating staff about carer’ rights. The team also took part in the hospital’s inclusion summit, raising the profile of working carers within the organisation.

### **3.0 Options considered and recommended proposal**

There are no specific options associated with this report.

### **4.0 Results of consultation undertaken**

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.

### **5.0 Timetable for implementing this decision**

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.

### **6.0 Comments from Director of Finance and Resources (Section 151 Officer) and Director of Law, Governance, and Safer Communities**

#### **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.

### **7.0 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.

## **8.0 How is risk being managed?**

8.1 Adult Social Care are working on several Improvement Plans to help support positive progress in several service areas specifically relating to waiting times for assessment and delays in the undertaking of Annual Reviews for those in receipt of services.

8.2 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.

8.3 The Adult Social Care Management Team continuously monitor risk within services using an Adult Social Care Risk Register and the Corporate Risk Register, with the support of the council Insurance Manager.

## **8.4 What is the impact on the organisation?**

None

## **8.5 Equalities / EIA**

Equalities information and data is continuously monitored within Adult Social Care. The report outlines several examples of activities that support equalities.

## **8.6 Implications for (or impact on) climate change and the environment?**

None

## **8.7 Implications for partner organisations?**

None

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**Service: Adult Social Care**

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Aideen Staunton	Head of Service Partnerships and Social Care Operations	Adult Services and Housing	20.02.2026	01.03.2026
Tracey Denny	Head of Service Localities and Social Care Operations	Adult Services and Housing	20.02.2026	23.03.2026
Andrew Errington	Adults Principal Social Worker	Adult Services and Housing	20.02.2026	23.03.2026
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Chris Whiteley	Finance Manager	Finance	20.02.2026	23.03.2026
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Tom Robinson	Governance Services Officer	Governance Services	23.03.2026	23.03.2026
<b>Names of approvers for submission: (officers and members)</b>				
Pete Fahy	Director of Adult Services and Housing	Adult Services and Housing	23.03.2026	24.03.2026
Councillor L Bigham	Cabinet Member for Adult Services		23.03.2026	24.03.2026

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