

Coventry City Council
Minutes of the Meeting of Cabinet Member for Adult Services held at 1.00 pm on
Wednesday, 15 July 2026

Present: Councillor L Bigham (Cabinet Member)

Members: Councillor P Cowley (Shadow Cabinet Member)

Employees (by Directorate):

Care, Health and Housing: P Fahy (Director), K Clarke

Law, Governance and Safer Communities: S Bennett, C Coulson-Haggins

Public Business

1. Declarations of Interest

There were no disclosable pecuniary interests.

2. Minutes

The Minutes of the meeting held on 1 April, 2026 were agreed and signed as a true record.

There were no matters arising.

3. Quarter Four and End of Year Performance 2025/26 - Adult Social Care

The Cabinet Member for Adult Services considered a report of the Director of Care, Health and Housing which provided an overview of how Adult Social Care performed during the final quarter of 2025/26 and across the full year. The information provided in the report aids understanding of performance against national measures.

The report indicated that Adult Social Care performance is measured in line with the Department of Health and Social Care (DHSC) national Adult Social Care Outcomes Framework (ASCOF), with performance reported nationally at year end and local measures highlighting areas of improvement and areas where performance has been more challenging. Directional arrows are displayed in the report to summarise performance compared to previous years against these indicators. Narrative is provided for each indicator which:

- Explains any actions being taken
- Updates on how Adult Social Care is listening to people who use services, carers, providers and communities

- Provides the Cabinet Member an opportunity to comment on progress and steer future work

Within Adult Social Care maximising independence has been the core focus of work undertaken. The report demonstrated some of the way in which this focus is delivered including:

- Helping people to remain living at home where possible
- Working with people to maintain their independence
- Supporting people to build on their strengths
- Providing support that avoid unnecessary escalation to more intensive services

The report detailed the following key highlights:

1. Overall, the report shows a mixed but broadly stable picture. Some indicators have improved, some have remained steady, and some reflect growing demand and system pressure. The report explains that Adult Social Care is continuing to prioritise work on a risk basis, so people with the greatest need are seen first.
2. Positive feedback from carers is a real strength. There have been improvements in:
 - Carer quality of life
 - Carer satisfaction with services
 - Carers feeling involved in discussions
 - Carers having more social contact
3. Reviews and assessments remain a major focus and the report highlighted continued work to:
 - Keep annual reviews up to date
 - Make sure reviews do not become significantly overdue
 - Reduce waiting times where possible
 - Ensure people are seen in a timely way, while still prioritising on the basis of risk
4. Safeguarding performance remains high. Performance on safeguarding risk reduction remains consistently high overall. The report also recognised an important principle in that risks cannot always be completely removed because people have the right to make informed choices and live their lives with choice and control, including where this involves risk.
5. Waiting times and demand pressures were still important issues. Some measures show pressure in the system, including:
 - Waiting times in some areas
 - Demand for assessments and reviews
 - DoLS pressures following changes to external assessment support, however the recent Supreme Court ruling will impact here.

However, the report made it clear that Adult Social Care continues to manage this through a structured, risk-based approach.

6. Strong engagement and involvement work took place during the year.
A major strength in the report is the amount of engagement with:

- People who use services
- Unpaid carers
- Providers of social care and support
- Community organisations
- Under-represented groups

Examples include provider forums, carers events, community engagement with diverse groups, support for carers in hospital settings, and wider co-production activity. This is important because it shows Adult Social Care is not relying only on performance data, but also listening to lived experience.

7. Adult Social Care contributes to wider Council priorities. The report links Adult Social Care performance to the One Coventry Plan, including:

- Improving outcomes and reducing inequalities
- Supporting financial sustainability
- Promoting economic prosperity
- Strengthening the Council's role as a partner and leader

The report concluded that the performance report is important in that it gives assurance on how Adult Social Care is functioning, highlights the pressures being managed, and shows how services are continuing to improve while keeping people's wellbeing, independence and safety at the centre.

The Cabinet Member thanked officers for all work undertaken in this regard and commended the contents of the report.

RESOLVED that the Cabinet Member for Adult Services notes and endorses the action taken in relation to the Adult Social Care Quarter four and end-of-year 2025/26 performance including the next steps as outlined in this report.

4. **Outcome of Inspection by the Care Quality Commission of Coventry City Council Adult Social Care**

The Cabinet Member for Adult Services considered a report of the Director of Care, Health and Housing which detailed the outcome of the recent inspection of Coventry Adult Social Care by the Care Quality Commission (CQC). The Inspection Report and the Building on Strengths and Continuous Learning Plan were appended to the report, which had also been considered by the Health and Social Care Scrutiny Board (5) at their meeting on 3 July, 2026 (their Minute 4/26 refers). A Briefing Note detailing consideration of the report by the Health and Social Care Scrutiny Board (5) was also appended to the report.

This inspection was the first inspection of Coventry Adult Social Care since the Health and Care Act 2022 re-introduced formal inspections for Adult Social Care.

Prior to this re-introduction a process of Sector Led Improvement and Peer Challenge was in place led by the Local Government Association since 2011. The purpose of the inspection was to assess how well Local Authorities are performing their duties under Part 1 of the Care Act 2014 and associated responsibilities.

The CQC inspection took place over a number of stages with Coventry City Council first receiving notification of inspection in May 2025 with the on-site phase of the inspection taking place over 6 October 2025 to 9 October 2025. In the course of the inspection the Care Quality Commission sought evidence from people working in Adult Social Care, City Council leadership, people with care and support needs, unpaid carers, partners and stakeholders as well as undertaking case tracking.

The format of the inspection focussed on four themes of:

- Working with people
- Supporting people
- How the local authority ensures safety within the system
- Leadership

Each of the above themes was accompanied by quality statements and the totality of evidence collected by CQC was used to calculate an overall rating against the four categories of Outstanding, Good, Requires Improvement and Inadequate alongside a percentage score.

Coventry Adult Social Care was rated Good overall, with a score of 70%. CQC found that seven of the nine quality statements met a Good standard, with two identified as areas in development. The report indicated that this was a positive outcome and provides a strong foundation for continued improvement. At the time this report was finalised, 115 CQC reports had been published nationally, with 23 local authorities scoring higher than 70%.

The Building on Strengths and Continuous Learning Plan appended to the report will be used within Adult Social Care to manage and oversee priority actions, paying particular attention to areas for continued learning as identified in the inspection report.

The Cabinet Member noted that the Scrutiny Board had congratulated the service for the positive outcome of the inspection, recognising the hard work and dedication of officers. The Cabinet Member and Shadow Member also commended all of the work undertaken in this regard, particularly in relation to the way in which officers had positively embraced the inspection.

RESOLVED that the Cabinet Member for Adult Services:-

- 1. Notes and welcomes the outcome of inspection set out in Appendix 1 of this report and supports the attached continuous improvement plan set out in Appendix 2 of this report that will be used to guide preparations for future inspection and oversight activity.**
- 2. Welcomes the comments from the Health and Social Care Scrutiny Board (5) in respect of the outcome of inspection.**

3. Formally places on record thanks and congratulations to all those involved in the inspection and its outcome.

5. Outstanding Issues

There were no outstanding issues.

6. Any Other Items of Urgent Public Business

There were no other items of urgent public business.

(Meeting closed at 1.30 pm)