

Health and Social Care Scrutiny Board (5)  
Cabinet  
Council

04 September 2024  
01 October 2024  
15 October 2024

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor L Bigham

**Director Approving Submission of the Report:**

Director of Adult Services and Housing

**Ward(s) affected:**

All

**Title:**

Adult Social Care Performance - Self-Assessment and Annual Report (Local Account) 2023/24

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**Is this a key decision?**

No - These are performance reports for 2023/24 and no recommendations are made that have significant financial or service implications.

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**Executive Summary:**

The Care Quality Commission (CQC) are responsible for assessing Local Authorities' delivery of their adult social care functions and have produced a framework to assess how well Local Authorities are performing against their duties under Part One of the Care Act 2014. As part of these arrangements Local Authorities are required to complete a Self-Assessment for issuing to the Care Quality Commission following receipt of the 'Notification of Inspection' by the Local Authority.

Coventry City Council has not yet received a 'Notification of Inspection' letter but preparation for inspection is an ongoing process of which the production of a self-assessment is part.

Coventry City Council Adult Social Care has for many years produced an Annual Report which covered 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.

Although the production of an Annual Report was not a requirement it has always been well received by stakeholders so is something we are continuing with but have restructured the format to cover each of the four CQC themes for inspection and the quality statements associated with these themes. However, as the CQC self-assessment process also

requires the provision of a range of operational detail, the Annual Report has also been produced to mirror this detail.

In summary, the self-assessment and annual report provide the totality of the City Councils self-assessment in preparation for CQC inspection.

The Self-Assessment will be updated annually and presented alongside the Annual Report and provided to the CQC when the Council is selected for an inspection.

The approach taken to the 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 2023/24 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) 2023/24 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) 2023/24.
- 3) Submit any comments to Council for consideration on the content of the Self-Assessment and Annual Report (Local Account) 2023/24.

Council is requested to:

- 1) Receive and note the Adult Social Care Self-Assessment and Annual Report (Local Account) 2023/24.

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

Appendix 1 - Annual Report (Local Account) 2023/24  
Appendix 2 - Adult Social Care Self-Assessment 2023/24

**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 04 September 2024.

**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 – 15 October 2024

## **Report title: Adult Social Care Performance – Self-Assessment and Annual Report (Local Account) 2023/24**

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

- 1.1 The Care Quality Commission (CQC) are responsible for assessing Local Authorities' delivery of their adult social care functions and have produced a framework to assess how well Local Authorities are performing against their duties under Part One of the Care Act 2014. As part of these arrangements Local Authorities are required to complete a Self-Assessment for issuing to the Care Quality Commission following receipt of the 'Notification of Inspection' by the Local Authority. Coventry City Council has not yet received a 'Notification of Inspection' but the current CQC commitment is to complete all inspections by the end of 2025.
- 1.2 Coventry City Council Adult Social Care has for many years produced an Annual Report which although was not a requirement has always been well received by stakeholders. The Annual Report format has been restructured to cover each of the four CQC themes for inspection and nine quality statements associated with these themes.
- 1.3 Our Annual Report this year mirrors the content of the Self-Assessment highlighting some of the work we are doing through examples and spotlights on the support we provide. It is intended that the annual report be read alongside the Self-Assessment.
- 1.4 The specific content of the Self-Assessment and Annual Report is as follows:

### **1.5 Self-Assessment**

- 1.6 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.
- 1.7 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.
- 1.8 In overall terms we would assess our key strengths and areas for development arising from the self-assessment as being:

### **1.9 Strengths**

- Workforce - Our workforce is committed and stable with workforce surveys providing positive feedback on Coventry as a place to work.
- Market - Our market is 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 - NHS organisations in mutual improvement programmes such as Improving Lives and Mental Health Transformation, and with CV Life in developing activity programmes.
- Promoting independence - Our promoting independence approach focuses on supporting people at home using Occupational Therapy to support (top quartile performance.)
- Carers Information and Advice - Our provision of information and advice for carers is ranked upper middle quartile nationally indicating that people find it relatively easy to find information related to support for unpaid carers

#### 1.10 Areas for Development

- Improving the diversity of options to choose from in relation to how identified outcomes are delivered - We can source care and support for people quickly in the majority of cases. However, there can be an over-reliance on regulated provision due to an absence of apparent alternatives within the City to provide alternatives in meeting needs.
- Uncompleted work (with continued involvement) - We have open safeguarding cases, incomplete assessments and support plans (with continued involvement), DOLS authorisations, financial assessments, DFG applications and our review performance is 55.6% for 2023/24 (but over an 18-month period we see 81% of people we support through long term care either through assessment or review). We are transparent through Cabinet Member reporting and Scrutiny and have processes in place to manage risk.
- Supporting carers - Locally through our carers networks carers indicate satisfaction with how they are supported, the information they receive and that carers feel involved in decision making. However, surveys indicate that carers do not feel as well supported as we want them to be. To start to address this a revised Carer's Action Plan was produced in December 2023, and Approved by the Cabinet Member for Adult Services, setting out the steps we will take over the next two years to improve our support to carers.
- Supporting a diverse community - Equalities runs across all areas. With an increasingly diverse demographic our challenge is how we reach out to and communicate so people feel equipped and able to approach social care when they need to and are met with a culturally appropriate response. We have increasingly reached out to communities in 2022 and 2023 through community engagement sessions and have good examples of where our approach supports people from diverse communities but there is more work to be done.

1.11 Where areas for development have been identified they link to the Adult Social Care improvement plan for 2024/25. The Improvement Plan enables overall progress to be monitored by the Adult Social Care Management Team. Improvement leads provide quarterly updates on progress and key achievements which is reported alongside Self-Assessment updates.

## 1.12 Annual Report

- 1.13 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.
- 1.14 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.
- 1.15 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.
- 1.16 This 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.
- 1.17 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.
- 1.18 The production of the 2023/24 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 Val (page 17 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 Phil (page 20 of the Annual Report) demonstrating how we support people who are deafblind and in Phil's words 'feel more normal, not different to society and feel like a human being'.

1.19 It is also important to recognise that although our focus is on Adult Social Care our success is increasingly 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 and other care providers. These aim to bring organisations together to redesign, improve support and outcomes for residents.

1.20 Our Annual Report also reflects on our successes and delivering on Improvements in 2023/24. These include:

- Workforce development. Although our workforce survey indicates that people feel well supported and valued by Coventry City Council. Listening to our workforce and developing our workforce skills in order to appropriately support the population we serve is a key priority. Improvements include a focus on recruitment by including supportive video's particularly for mental health where recruitment was most challenging. The videos featured an expert by experience talking about her experience of our services alongside a social worker
- Our use of technology in the delivery of care and support. We are supporting the adoption of Integrated Care Records, digital social care records and are exploring and implementing innovative ways to support falls prevention within care home settings. Improvements include securing funding through the Digital Transformation Fund via NHS England (NHSE) and employed a Digital Transformation Officer to support the Adult Social Care provider market implement Digital Social Care records by 2025

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

2.1 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 2023/24 is approved by the Cabinet.

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

3.1 The Self-Assessment, although not subject to specific consultation, has been summarised by areas that the service considers to be strengths or where there is evidence of good practice and areas for further development. These have been chosen by using evidence from analysis of the Council's Care Act compliance, feedback from stakeholders and people who use our services, including from complaints. In developing the Self-Assessment there has been considerable engagement of internal staff across Adult Social Care, including staff workshops.

These explored staff perceptions of the Council's strengths and areas for development in relation to the CQC themes and gathered staff views on how the Directorate could improve in its delivery of Care Act duties. Findings from this engagement helped to shape the Self-Assessment.

- 3.2 Although the Annual Report for 2023/24 was not subject to specific consultation, the content has been drawn from feedback gathered from people who come into contact with Adult Social Care together with comments from other partner organisations and stakeholders in the City. The case studies contained therein are real stories provided with the consent of those involved.

#### **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**

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

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**

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

The publication of the Annual report is in accordance with the 2011 Department of Health recommendation that all local authorities' Adult Social Care directorates publish an Annual Report.

#### **6. Other Implications**

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

**[\(\(https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan\)\)?](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 progress contributes to the Council's objectives of citizens living longer, healthier,



independent lives and contributes to the priorities in the Council Plan to protect the City's most vulnerable people.

**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 provides an overview of Adult Social Care's performance and provides assurance to partners that progress is being made.

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