



UNCLASSIFIED

People Directorate

David Watts
Assistant Director Adult Social Care
(Operations)
Civic Centre 1
Little Park Street
Coventry
CV1 5RS

Telephone: 024 76 833420
David.watts@coventry.gov.uk

Our reference: FOI/REQ00343
Date: 9th September 2015

Dear

Freedom of Information Act (FOIA) 2000

Thank you for your recent request for information. Your request has been considered under the above Act. You have requested the following information.

We are conducting a review of information provided by local authorities relating to adult social care. We are keen to understand what information is made available to local people and what policy and procedures are in place for staff to work with. You will be aware that the Care Act places a number of new duties and powers on Local Authorities regarding the provision of care and support and the availability of personal budgets. Statutory guidance accompanying the Care Act detail how these powers and duties should be carried out.

We are particularly interested in how local authorities are communicating these new responsibilities to their staff and to local people. In particular our review will focus on how local authorities communicate to their staff and to local people:

- *entitlement to and eligibility for care and support*
- *entitlement to (and local authority definitions of) a personal budget*
- *the purpose and nature of the assessment process*
- *the degree of choice and control individuals can expect to exercise over their support*
- *any restrictions that are in place over cost, amount or nature of particular types of support*
- *any information specifically aimed at or relating to former ILF recipients.*

We aim to review, analyse and publish our findings in the autumn and would be happy to provide you with our evaluation of the quality of the information you have submitted to us. We hope you will see this as a helpful opportunity for a review from an independent angle. We will publish general findings but will not 'name and shame' poorer performing areas but would like to point towards areas of good practice.

We are writing to request that you provide us with all general information, and any policy and procedures relating to the above that you make available to:

- *the general public*
- *individuals who approach your adult social care department*
- *staff undertaking assessment and care and support planning functions or providing support on your behalf.*

Response:

Under Section 21 (FOIA) information in relation to your request is reasonably accessible via the links provided below

A key part of the Care Act Implementation Programme in Coventry involved significantly revamping the health and social care webpages to support people to be able to find for themselves all the information they may need about care and support. This includes the Community Activities Directory and Care and Support Directory.

Health and Social Care webpages are available via www.coventry.gov.uk/healthandsocialcare

The Care and Support Directory is available via <http://www.coventry.gov.uk/careandsupportdirectory>

The Community Activities Directory is available via www.coventry.gov.uk/cad

For staff undertaking assessment and care and support planning a new online procedures manual called Coventry Adult Policies, Procedures and Practice Manual (CovAPPP) has been created to support staff. The chapters in this resource describe how Coventry City Council need to work under the Care Act and they enable staff to link directly to local information, policies, forms and guidance as well as to teams that provide specialist support to frontline staff. All of this will help to embed good practice. This is available via <http://www.coventryapp.co.uk/>

In terms of information to former ILF recipients, all 143 people affected were written to about how the Council would be managing the transfer. People were also invited to drop sessions in May 2015.

The Council intends to pay the same amount of funding as the amount currently received from the ILF until each recipient has had an assessment or reassessment of their care and support needs by the Council.

This assessment under the Care Act will gather information about these individuals' needs to inform a decision about whether they are eligible for adult social care. Assessments will be carried out between May 2015 and December 2015.

The Council has explained that in the future, some people might receive the same or more or less than the amount they received from the ILF. Some people will no longer continue to receive any funding. These individuals will also have an assessment of their financial situation which will identify how much they will need to contribute towards their care and support.

The Council will support people through this transition, working with them to identify their eligible needs in a person-centred way. The Council will support people to continue to live as independently as possible, making use of support in people's communities and networks.

Where possible the Council will support people to access different sources of funding for their support, such as health funding or other alternatives such as assistive technology, telecare, equipment and adaptations.

You are free to use this information for your own purposes. If you wish to use the information for other purposes, you will need to contact us. If you are unhappy with the outcome or handling of your request you should write to us within 40 working days of the date of this letter:

Information Governance
Council House, Room 21a
Lower Ground Floor
Earl Street, Coventry.
CV1 5RR
infogov@coventry.gov.uk

If having done that you are still dissatisfied, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

David Watts
Assistant Director Adult Social Care (Operations)