Coventry City Council's

Adult Social Care Annual Report (Local Account)

Key Achievements and Performance Information April 2025 – March 2026

Working with people and partners to help Coventry residents live independent, safe and fulfilled lives.



Coventry City Council

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1. About this Annual Report (Local Account)

This report explains how Adult Social Care in Coventry has supported adults, unpaid carers and families during 2025/26. It brings together what people have told us about their journey, what our data shows, what we have achieved, and how we continue to learn and develop.

Our Adult Social Care services support more than 4,900 adults in Coventry each year. Some with information and advice, some with short term services following for example hospital admission and some with long term services. We support people aged 18 and over who have care and support needs

because of disability, illness, mental health needs, neurodiversity, age-related needs or other circumstances. We also support unpaid carers who provide necessary care and support to another adult.

Our work is guided by the Care Act 2014 and by our commitment to support people in the least intrusive way possible, building on their strengths, relationships and community connections.

Your voice is important to us, if you have any feedback on Adult Social Care in Coventry, we are always willing to listen as this is one of the key ways for us to understand how we can make things better and we also have opportunities for people to get involved in our coproduction work. Please do get in touch if you would like any further information or to offer us any feedback by emailing getinvolvedasc@coventry.gov.uk

2. Foreword

Reflecting on the last year, I am incredibly proud of the commitment, skill and compassion shown by colleagues across Adult Social Care and by our partners across Coventry. This year included our first Care Quality Commission assessment under the Local Authority Assurance Framework. We were rated Good overall, recognising the strengths of our staff, our partnerships and our shared commitment to improving outcomes for adults and unpaid carers. I would be the first to acknowledge that not everyone who requires support from Adult Social Care has the standard of experience we would aspire to, so although a Good rating is something to be proud of and celebrate there is always more to be done. For this reason, this report not only looks back on 2025/26 but also forwards to our key developmental work in 2026/27.

The stories in this report show what good care and support can make possible: people regaining independence, carers feeling valued, communities becoming more connected, and staff finding new ways to work together.



Pete Fahy,

Head of Care, Health and Housing



I am pleased to introduce this year's Annual Report (Local Account) and to celebrate the positive difference Adult Social Care makes across Coventry every day. The Good rating from the Care Quality Commission reflects the dedication of staff, partners, care providers, voluntary organisations and residents who work together to support people to live well.

Thank you to everyone who has contributed their story, feedback, experience and expertise. Your voices help shape the future of Adult Social Care in Coventry.

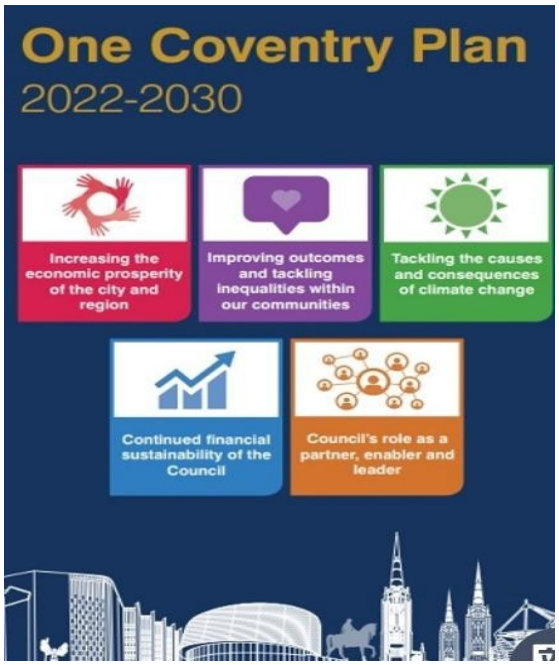
Councillor Linda Bigham,

Cabinet Member for Adult Services

3. Our vision and approach

Our One Coventry plan and One Coventry values underpin everything we do as a service. They guide how we approach our, work, make decisions and how we work with partners and the people of Coventry.

Our Adult Social Care approach is rooted in prevention, independence, choice and partnership. We aim to provide support in the least intrusive way possible, helping people draw on their own strengths, family and community networks, universal services and specialist support where needed. This supports people to remain independent, connected and safe, and reduces duplication and waste by focusing resources where they make the greatest difference.



Our shared Coventry and Warwickshire partnership vision:

"We will do everything in our power to enable people across Coventry and Warwickshire to pursue happy, healthy lives and put people at the heart of everything we do."

Our priorities include supporting unpaid carers, being at the forefront of maximising the use of technology, working with partners across the health, social care and voluntary system to maximise opportunities for people to get the support they need at the right time and continuing to adapt accommodation to meet future needs.

4. Our Performance Summary

We look closely at how well Adult Social Care is supporting people in Coventry. This includes areas such as quality of life, satisfaction with care and support, independence, and feeling safe. These measures help us understand what is working well and where we can make services even better. Most importantly, they help us focus on what matters to people, unpaid carers and families.

In May 2025, the Care Quality Commission checked how well Coventry Adult Social Care supports people. Coventry was rated Good overall, with a score of 70% which places Coventry in the top quartile of all local authorities assessed through this first round of inspections.

This is good news for the city and recognises the hard work of staff, care providers, partners and local communities.

The Care Quality Commission looked at how we work with people, how we provide care and support, how we help keep people safe, and how we lead and improve services. The report highlighted many

positive areas, including our strong preventative culture, our strong partnership working, committed staff, learning from safeguarding practice and support for people in more complex situations.

- CQC recognised that staff are committed, caring and work hard to support people well.
- They saw good partnership working with health services, care providers and community organisations.
- They found that safeguarding learning is shared, helping staff keep people safe and improve practice.
- They recognised that staff are supported by colleagues, managers and senior leaders, especially when working with complex situations.

Seven of the nine areas reviewed were rated Good. Two areas need more focus: making sure people have fair and consistent experiences, and making sure care and support is joined up and continues smoothly. We are using this feedback to keep improving services for residents and unpaid carers.

You can view the assessment report here https://www.cqc.org.uk/care-services/local-authority-assessment-reports/coventry-0526

Following publication of the CQC report, we developed an improvement action plan and made improvements in areas such as our support to unpaid carers, improving accessibility to Adult Social Care, developed further accommodation available in the City for those with Mental Health and complex needs, enhanced our offer to individuals who are homeless, and continue to monitor and review how we manage our waiting lists, including using technology to support self-serve options and recording for our workforce.

What we are proud of over the last year

- We continued to support a comparatively low number of people into long-term care by focusing on prevention, short-term support and independence, in 2025/26, 34% of new requests received a short-term service to promote independence and only 2% of new requests resulted in a long-term service. This demonstrates the positive impact of Coventry's focus on prevention, early support and independence.
- We recommissioned Carers Support Services based on what carers told us locally and are co-producing a new five-year Carers Strategy.
- We strengthened integrated working through Local Integrated Teams, Integrated Neighbourhood Teams and the Care Co-ordination Hub.
- We improved access by expanding translated public information, introducing SignVideo for British Sign Language users and using demographic insight to shape our approach.
- We continued to improve our overall efficiency and effectiveness through equipment recycling, effective use of data and digital tools, and stronger partnership working across services.



What People Said

- 306 carers gave feedback through the Carers Survey.
- 718 people with care and support needs gave feedback through the Adult Social Care Survey.
- Almost eight out of ten people said they had enough control over their daily life.
- Over seven out of ten people said they were satisfied with the social care and support they received.
- Over 72% of people said services helped them feel safe.
- 98% of people responding to the safeguarding experience survey reported feeling fully involved, included and listened to.

Celebrating our strengths

Adult Social Care is delivered by committed people across Coventry: staff, unpaid carers, care providers, voluntary and community organisations, health partners, housing colleagues and residents with lived experience. This year we have celebrated community connection, staff development, co-production, inclusive practice and the everyday work that helps people live well.

"I would like to express my heartfelt thanks to the local authority for the incredible opportunity to pursue a degree apprenticeship in social work. Your investment in my professional development has not only empowered me to grow in my role but has also strengthened my ability to make a meaningful difference in the lives of those I support. I'm truly grateful for your support and belief in my potential."

"I am very grateful to Coventry City Council for giving me the opportunity to complete my Social Work training at Warwick University. Having initially joined the council as a Support Assistant, I am so thankful to have had the opportunity to gain a vast array of experience as a Case Worker in Adult Services and now to be working as a Social Worker supporting people in my home city."

- Coventry celebrated city-wide moments of pride and connection, including the Sky Blues' success and the way communities, care homes and Adult Social Care services joined in the celebrations.
- The Working Carers Network continued to grow, supporting staff who balance work with unpaid caring responsibilities.
- The fourth cohort of Social Work Degree Apprentices graduated, strengthening Coventry's future social work workforce.
- Learning Disability Week 2026 celebrated the theme "Do You See Me?", recognising the voices, strengths and contributions of people with learning disabilities.
- Adult Services Wellbeing Month supported staff wellbeing, reflection and resilience.
- The Adults Principal Social Worker Annual Report continued to celebrate practice, learning and professional leadership.

What we continue to work on

- Development of the use of technology to support workforce capacity and pressures through on-line financial assessment tool and the use of transcription technology to maximise our capacity and improve waiting times across the service
- New ways of working in co-production to ensure we are developing our support based on what will have the greatest impact on people
- Continual development of our information and advice offer, including how we deliver the Accessibility Information Standard.
- Achieving greater consistency in key pathways so that positive reablement outcomes are consistently experienced
- Our approach to supporting unpaid carers where we have made improvements which our strategy development work will support further
- System coordination through our work with partners to develop our Neighbourhood Health model for Coventry building on the integration that we have so far achieved

5. Performance Information and Why Prevention Matters in Coventry

Coventry is a growing, young and diverse city. The 2021 Census recorded 345,300 residents, and the city's population grew by 8.9% over the previous ten years. Coventry has a younger population than the regional and national average, but the number of residents aged 65 and over is expected to rise. We also know that people's health and wellbeing can differ depending on where they live in the city. This is why early help, prevention and community support are so important. They help people stay independent, connected and well for longer.

Our prevention approach helps residents get support early, before circumstances become more difficult. This may include advice, equipment, small changes at home, technology, or links to local community support. Getting the right help at the right time can help people stay safe and independent at home, avoid unnecessary crises, and make sure Adult Social Care support is used where it can make the biggest difference. Operating effective preventative services is critical for us to both reduce dependency and counter the impacts of growing demands for services.

We measure how well Adult Social Care is doing by looking at local and national information, and by listening to people who use our services. This helps us understand what is working well and where we need to focus next. Our latest results show that Coventry continues to respond well to rising demand and more complex needs, while keeping a strong focus on prevention, independence, strengths-based practice and a stable workforce. Appendix 1 shows Coventry's performance against the Adult Social Care Outcomes Framework (ASCOF) for 2025/26. This is a national framework that includes the outcomes that matter to people, such as quality of life, independence, safety and staying connected to family, friends and communities.

At a glance: Coventry Adult Social Care Key Facts 2025/26

10,255 new requests	**4,934** long-term support in year	**3,040** long-term support at year end	**1,593** carers assessed	**2,011** carers supported	**5,129** safeguarding concerns
35,419 equipment and telecare items delivered		**67%** equipment recycled and reissued		**245** compliments received	

Adult Early Help and Prevention: helping people stay independent

The Adult Early Help and Prevention Team is often the first point of contact for people who do not need urgent safeguarding support. The Occupational Therapy-led team focuses on early conversations, practical solutions and strengths-based advice, helping people build on what is already working well in their lives and make the most of support from family, friends and community networks.

5,500 people supported	**100–150** new referrals each week	**35k+** pieces of equipment	**250** small adaptations

Small, timely interventions can make a significant difference. A phone call, the right advice, a grab rail, a piece of equipment or a link to a local community group can help someone feel safer, more confident and more in control. This early help reduces the likelihood of avoidable crises and supports Coventry's wider aim of preventing, reducing or delaying the need for long-term care. Appendix 2 and 3 provides more information about how Adult Social Care works in Coventry and our services.



What people told us

"The best decisions are made with people, not just for them."

People's voices are central to this Annual Report (Local Account). Throughout the year, we heard from adults with care and support needs, unpaid carers, families, staff, providers and community partners. Feedback helped shape our Direct Payments Strategy, Carers Strategy, co-production approach, public information and service developments.

The Report this year is framed around the CQC Themes, and we have used real examples with the consent of those involved.

6. Theme 1: Working with people

This theme covers how we assess people's needs, support people to live healthier lives, and focus on equity in experiences and outcomes. In Coventry, this means listening carefully, building on strengths, offering early help and making sure our support is accessible to the diverse communities we serve.

Supporting carers

Supporting unpaid carers is a key priority for Coventry. Over the last year, we have strengthened support by listening to local carers, recommissioning Carers Support Services, introducing new help through Bridgit and My Time, improving carer support in hospital, and starting work with carers and partners on a new five-year Carers Strategy.

We have also increased our focus on young carers. More young carers are now being identified through schools, and more are coming forward for assessment and support.



What changed this year?

In October 2025 we recommissioned our Carers Support Services based on what carers have told us locally.	CARERS TRUST Heart of England
Our partners at the CWPT were awarded the first star of the Triangle of Care Accreditation – looking at system wide improvements to carer identification and support mechanisms across inpatient services, this will now be extended to community-based settings.	TRIANGLE OF CARE
Work with our Accelerated Reform Partners to explore innovation and new approaches in Adult Social Care – this meant introducing a new digital platform for carers – Bridgit, upscaling support for carers at University Hospital Coventry and Warwickshire and introducing an innovative break scheme for carers called My Time.	bridgit LEARN. SHARE. CARE. mytime
Working with University Hospital Coventry and Warwickshire to introduce a carer recognition programme, including a carers card that unlocks support for carers whilst a loved one stays at hospital.	 I/We provide care for a patient at this Hospital Carer/s name and contact details: Patient's name: UHCW & Carers Trust contact details: Date and time issued: Ward / Department: Authorised by:
Seeing Young Carer identified through the yearly school census double, a pro-active approach to supporting schools with young carer identification. We have also seen a significant increase in Young Carers reaching out for an assessment.	CARERS TRUST Heart of England YOUNG carers

How do we know we're making an impact?

We've seen a noticeable improvement in carers reporting better outcomes both through our (bi-annual) Carers Survey and our on-going experience survey. Through engagement activity carers told us about how valued they'd felt by projects like My Time and recognised for their caring role. We've also seen an increased awareness of respite and break options for carers, with more uptake of breaks. Between 2024-25 we've seen 50% increase in Young Carers being identified by school settings, demonstrating that awareness raising and supporting schools is making a difference.

Our Next Steps

Supporting carers remains an ongoing priority. Every day, more people take on caring responsibilities, caring roles intensify, more carers reach out for support, and new ideas, innovations and policies emerge to help us strengthen our offer. Recognising this, we began developing a new local Carers Strategy in January 2026. This five-year strategy will set out our shared vision and commitments to supporting carers across Coventry.

We are committed to ensuring the strategy is genuinely co-produced with carers and partners. Throughout 2026, we have held a range of engagement sessions to gather views, experiences and ideas, with further sessions planned during August. We've spoken to a wide range of groups and different people in the community. These conversations are helping to shape and co-design a strategy that reflects what matters most to carers and supports them to live well alongside their caring role.



Claire's My Time story

A short break helped Claire feel valued, refreshed and reconnected with herself beyond her caring role.

Claire was referred to My Time through Carers Trust after a social worker suggested she access support. Feeling overwhelmed and unsure at first, Claire was reassured by the My Time team and accepted her first break from caring in more than four years. Claire became a full-time carer, for her son, after he experienced a catastrophic traumatic brain injury. She provides daily practical and emotional support, while also supporting her elderly mother. Claire felt,

"You get a different person back. They're still them, but they're different."

"You have to fill every gap, from nurse to taxi."

Following her contact with Carers Trust, Claire said,

"I put the phone down and cried my eyes out."

My Time arranged an overnight stay at Coombe Abbey, which Claire shared with her sister. The break helped her feel valued, refreshed and reconnected with herself beyond her caring role. Even now, the memories remain a source of comfort.

"We were drinking wine and giggling like schoolgirls. It felt like we'd gone on holiday."

Supporting people to access equipment to live independently across the city, at any age

The Integrated Community Equipment Service delivered 35,419 items of equipment and telecare to 12,621 Adults and Children in 2025/26. The service operates seven days a week, supports hospital discharge and admission avoidance, and recycles and reissues equipment wherever possible.

In 2025/26, 67% of equipment was recycled and reissued, reducing waste and supporting sustainability.

Supporting people to live healthier lives - what people say about how we have performed

Coventry supports people to prevent, reduce or delay the need for care and support by focusing on independence, confidence and wellbeing. This includes early help, equipment, adaptations, technology enabled care, short-term support and close partnership working with health, community and voluntary sector partners.

Peter's travel training story

Travel training supported Peter to build confidence, manage journeys safely and access his community independently.

Peter is a 16-year-old student at City College who lives with autism. With support from the Travel Training Service and his travel trainer Ian, Peter learned how to plan routes, use public transport, manage belongings safely and respond to unexpected changes. What began as a significant challenge became part of his daily routine.

Peter now travels independently to college, goes to the gym, meets friends in town and visits the café at the Transport Museum with his assistance dog, Coco.

"This has given me independence. Ian showed me the café at the Transport Museum, and I now often go there after college with my assistance dog, Coco."



Equity in experiences and outcomes (including accessing information and advice)

We are using data, feedback and community engagement to better understand who accesses Adult Social Care and where barriers may exist. Public information has been made available in key community languages, safeguarding and Direct Payments information has been translated, SignVideo has improved access for British Sign Language users, and staff learning has focused on cultural competence, Social GGRRAAACESSS, neurodiversity and inclusive practice.

Supporting people who are deafblind – what people say about how we have performed

Coventry has continued to develop specialist support for people who are deafblind, with a stronger focus on using technology, equipment and specialist communication support to promote independence. Support can include Communicator-Guides, accessible information, help to use correspondence and digital tools, equipment to support safety at home, and practical support to build confidence accessing appointments, community activities and everyday tasks.



Brian is supported to make best use of information, equipment and communication support so he can stay independent and connected. Communicator-Guides help him read and understand letters, bank statements and bills, make follow-up phone calls, access the Vision Hub and take part in music and community activities. This practical support helps Brian make informed decisions and continue doing the things that matter to him.

"Since I joined DBE it has brought me out of myself. The holiday breaks are good and I have met some lovely people. It is a special organisation."

Edwina is supported to use accessible information, communication support and practical equipment to maintain independence at home and in the community. Support helps her attend appointments, understand correspondence, continue creative writing, shop safely, read labels, prepare meals and check food dates. This reduces risk, builds confidence and helps Edwina stay connected with family, friends and activities of her choice.





Joshua is supported to use communication approaches, technology and practical support that help him develop independence and social confidence. Support includes developing sign language, understanding money and the value of items, attending college, going shopping, caring for his dog Freddie and accessing the Deaf café and other community opportunities. This helps Joshua build skills, make choices and take part in community life.

7. Theme 2: Providing Support

This theme focuses on how care and support is provided in a way that is flexible, joined up and person-centred. Coventry continues to work closely with providers, health partners, voluntary organisations and local communities to improve quality, continuity and choice.

Partnership working also includes our Section 75 Partnership Agreement with Coventry and Warwickshire Partnership Trust for integrated mental health services. This supports joined-up delivery, shared accountability and continuity for people accessing mental health support.

Partnerships and Communities – what people tell us about how we have performed

The Coventry Dementia Partnership Hub is now well established as a welcoming place in Coventry where people with dementia, their families and carers can access information, support and connection from pre-diagnosis onwards. The Hub includes a social café and now hosts the local library within the café space, supporting people to stay connected, independent and involved in their community.

"I just want to say thank you — the hub is great and my dad has come away feeling more positive about everything. Thank you — it's the first time I've seen him have hope since his diagnosis."

Young onset dementia group

The young onset dementia group meets weekly at the Hub and has created a supportive community for people who may otherwise feel isolated following diagnosis. Members describe the group as somewhere they can laugh, talk openly, support each other and feel understood. They want to challenge stigma, raise awareness that dementia affects younger people too, and help schools and communities better understand dementia.

"Together, we are stronger, and together, we are creating change."

The Hub has also benefitted from support from one of Coventry's Deputy Lieutenants, Dave Moorcroft, helping to raise awareness of dementia support across communities where uptake may be lower. A recent family member described the Hub as giving their dad hope after diagnosis, showing the value of accessible, community-based support.



His Majesty the King is represented in the West Midlands by Derrick Anderson CBE the Lord-Lieutenant. He in turn has Deputy Lieutenants (DL's) in each region of the West Midlands. In Coventry we have ten DL's who reflect the diversity of our city and who hold or held senior roles in education, health, local government, the private sector, culture, the arts and sport.

We are all volunteers and our role is to represent the Lord-Lieutenant at events, on special occasions and on specific projects. An important element of our role is to promote and help recognise volunteers and organisations supporting their communities.

The Coventry DL group would like to offer our support to some of the many project's helping those living with dementia. This support may be fairly 'light touch' but we hope we can add some value to the wonderful work that already exists.

Following a meeting with April Ross one of my DL colleagues, Pauline Black OBE and I met with Debbie Farrell and the team at the Coventry Dementia Partnership Hub, and we have identified areas of support we might give. They include raising awareness of the partnerships work across different communities in Coventry, particularly where service uptake levels are low. We may also be able to support the work of carers and specific groups such as Young Onset Dementia Service".

8. Theme 3: Ensuring Safety

Keeping people safe is central to Adult Social Care. We work with people, families, providers and partners to prevent harm, manage risk positively and support people to live safely and with dignity.

Safe systems, pathways and transitions – what people tell us about how we have performed

The Vulnerable Person and Complex Needs Forum bring together, partners each month to coordinate support for people who are homeless, at risk of homelessness, rough sleeping, exploitation or harm. The forum helps services share information, reduce duplication and agree practical support around people with multiple and complex needs.



Lee's story: supporting a safe move to independent living

Lee, a 40-year-old man with a mild learning disability and physical health needs, was supported by Adult Social Care when concerns were raised about his wellbeing and home situation. His social worker built a relationship with him, listened to what mattered, and worked with Lee and his family to explore safer and more independent living options. After a planned move through respite and then into supported living at Beech House, Lee regained confidence, improved his mobility and became part of a new community.

"I love it here at Beech House. I like to go out with the staff. My dad visits me every couple of weeks, I have made some friends here too."

Lee's dad said the move had made a massive difference to their relationship, and Lee's support provider described him as a valued member of the Beech House community. His story shows how relationship-based practice, family involvement and the right accommodation can support safety, independence and wellbeing.

"Lee is really happy and settled now at Beech House, it's made such a difference to our lives, and he is always telling me how much he likes living there. It's made a massive difference to our relationship too."

"Lee has worked incredibly hard to achieve the independence he wanted, and it has been wonderful to see his confidence, wellbeing, and happiness grow. He is a valued member of the Beech House community, and we are proud to support him to live the life he chooses while maintaining the important relationships and interests that mean so much to him."

Safeguarding – what people tell us about how we have performed

Deprivation of Liberty Safeguards are part of the Mental Capacity Act 2005 and help ensure that people in care homes and hospitals are supported in ways that protect their rights and do not inappropriately restrict their freedom. In 2025/26 Coventry received 2,503 applications and completed 2,064, with **88%** granted within six months.

During 2025/26, Coventry received 5,129 safeguarding concerns and completed 1,032 safeguarding enquiries. Initial safety checks were completed within two working days in **92%** of concerns. Where risk was identified, risk was removed or reduced in **93%** of cases, and **94%** of people with completed enquiries reported that their outcomes were fully or partially achieved.

"It wasn't great circumstances, but I felt really supported by the social worker and she did more than just follow a process. The social worker really accommodated us and listened and actioned what was needed to safeguard my Dad."

Peter's story: positive approaches to self-neglect

Peter was supported through a safeguarding response after concerns were raised about self-neglect, isolation, alcohol use and unsafe living conditions. His social worker-built trust, worked alongside health, housing and voluntary sector partners, and supported Peter to move into housing with care through the Discharge to Assess pathway. With consistent support, Peter stopped drinking alcohol, reduced smoking, improved his health, rebuilt routines and secured a permanent tenancy.



"My social worker has been very helpful. I cannot fault him. In many ways, he has saved me. I feel a lot better living here. I get a lot of help and there's always someone to talk to. I've cut my hair and I feel like a new man."

Peter's story shows the importance of relationship-based safeguarding, positive risk-taking and coordinated support that promotes dignity, choice and lasting change.

"Working with Peter reinforced the importance of a person-centred, strengths-based approach. Taking the time to understand what mattered to him built trust and supported meaningful, lasting change. Seeing Peter regain his health, confidence and independence has been incredibly rewarding. His journey shows how coordinated support and relationship-based practice can help people manage risk while promoting dignity, choice and positive outcomes."

Safeguarding Partnership learning

Self-neglect remains a key area of practice and learning for Coventry. The Complex Case and Risk Enablement Panel, safeguarding training, Coventry Safeguarding Adults Board learning events and multi-agency audits all support practitioners and partners to respond well to complex situations.

In 2025/26, learning events focused on migration and support, domestic abuse support, fire safety and modern slavery awareness. Multi-agency audits included safeguarding and ethnicity, self-neglect and hoarding, and responding to sexual abuse.

Coventry's Protocol for addressing Adult Modern Slavery was introduced in 2025 and developed with key partner agencies. Adult Social Care contributed to an Adult Social Care-specific pathway, supported by bespoke training to strengthen identification, early intervention, information sharing and coordinated safeguarding responses.

9. Theme 4: Leadership

This theme is about how we ensure we appropriately manage our support and services. Leadership in Coventry Adult Social Care is about creating the conditions for good practice to flourish. We use performance information, quality assurance, feedback, learning and co-production to understand what is working well and where we can strengthen our approach.

Learning, Improvement and Innovation – what people tell us about how we have performed

Coventry continues to use digital tools and technology enabled care to help people remain safe, independent and connected. The regional Technology Enabled Care pilot has helped test approaches such as video care calls, reminders, smart technology and GPS-enabled wearables.

We are also developing digital tools that support staff capacity and reduce unnecessary administration. This includes the rollout of Scribe, a bespoke dictation tool currently being used by three teams, helping practitioners spend more time on direct work with people and improving the timeliness of assessments and support.



Sam's technology enabled care story

Sam used technology enabled care to improve safety, confidence and independence. A GPS-enabled smartwatch offered reassurance to Sam and his loved ones, while virtual care support helped him manage medication, nutrition and wellbeing. Sam has since shared his positive experience nationally, helping others understand the value of technology enabled care.

Co-production and engagement – what people tell us about how we have performed

Listening to people with lived experience is central to how we learn and improve. Coventry has developed an Engagement, Involvement and Co-production approach so that people with care and support needs, carers and residents can help shape services, recruitment, strategies and future priorities.

During 2025/26 we continued to hold and attend community engagement events across Coventry. This included activity at the Dementia Hub, a Preparing for Adulthood event at Cheylesmore Community Centre, the Penderels Direct Payments event, Carers Week, the Carers Spring Expo at Coventry Cathedral, engagement with Hope in Unity and the Tamarind Centre to raise awareness within Black communities, and a session with the Coventry Hong Kongers Group. These conversations help people understand Adult Social Care, strengthen trust with communities, and help us design support around lived experience.

We also continued to build everyday engagement through Adult Social Care open days, marketplace events with more than 30 stalls and over 100 professionals attending, provider forums, Housing with Care resident engagement at Bevan Court and Leofric Lodge, the Adult Social Care Stakeholder Group, experience surveys, newsletters and the "We asked, you said, we did" approach. Together, these routes help people share what matters to them in different ways, reduce barriers to involvement and make co-production part of regular service development rather than a one-off exercise.

The engagement programme also supports prevention. By taking information, advice and conversations into trusted community spaces, we can help people understand what support is available earlier, connect carers and families to help before pressure builds, and identify practical improvements that reduce duplication across services.

Feedback from people receiving Direct Payments has informed the development of Coventry's Direct Payments Strategy, helping us understand what works well, what could be simpler, and how people can be better supported to use Direct Payments with confidence and choice.

Katie's story: lived experience shaping recruitment

Katie, who lives with her Shared Lives carer Lucy, helped recruit a new Shared Lives Officer. Recruitment materials were made accessible in Braille and Katie created her own interview question based on what matters to her: feeling comfortable, understanding information and being supported to make decisions. Her involvement brought lived experience directly into the recruitment process.



"Can you give an example of a time you have supported someone with additional needs to understand information or make a decision? I am blind, how would you check that I feel comfortable and understand what is happening?"

"It was a really positive experience taking part in the interview, especially having someone like Katie with lived experience on the panel. Her questions and insights really stood out and added genuine value. It made the whole process feel more meaningful, balanced, and personally reassuring to be part of such an inclusive approach."

"The stakeholder group is a friendly group of people that live in Coventry with different experiences of health and social care. We meet at alternate months to discuss updates and have an opportunity to influence the improvement of services. By attending the group I can bring my experience and knowledge to improve services for the people of Coventry."

"The best decisions are made with people, not just for them."

10. Further information about some of our key achievements

Our Coventry Adult Social Care 5 year plan

Adult Social Care continues to change so we can respond to what people, and unpaid carers need now and in the future. Our Annual Report and Self-Assessment show how we are doing. We have also produced a **Five-Year Plan for 2025 to 2030**, which explains our main priorities and how we will keep improving support in Coventry. https://www.coventry.gov.uk/downloads/file/47447/adult-social-care-five-year-plan-2025-to-2030-

Our Adult Social Care Offer

We have also published the Coventry Adult Social Care Offer. This explains what residents can expect from us, how we work with people and carers, and how our plans support the Council's One Coventry Plan 2022 to 2030:

https://www.coventry.gov.uk/ascoffer



The Coventry
Adult Social Care Offer

Introduction

The Coventry Offer explains in brief what you can expect from Coventry City Council's Adult Social Care and Support Services.

Although it refers to the Council provision of adult care and support for those over age of 18 - many people with care and support needs are helped by other organisations..

This includes other services, from NHS services to housing providers, voluntary and third sector organisations as well as informal networks that may be involved in supporting somebody.

It outlines the wider health and care services' vision and principles – in other words what we are aiming to achieve, and then translates these into our approach to supporting people who come to Adult Social Care seeking support. This includes for their carers too.

The reason that we have summarised what we offer in this way, is to ensure that people with care and support needs, and their families, understand the support that is available.

We want to give reassurance to those residents who use the Council's Adult Social Care Support Services and to give people realistic expectations about how these may be accessed.

It is explained in three parts, each of which can be read independently or as a whole depending on what you want to find out.
The parts are as follows:

- Part one **Our approach**

  This part outlines our overall approach to Adult Social Care and support, our vision as part of the Coventry and Warwickshire health and care system and how we aim to work with people with care and support needs, and with their carers.

- Part two **How we will deliver our offer**

  This part provides more practical information about the types of support available and what you can expect if you contact us for support.

- Part three **Useful information**

  Social Care can be complicated. This part aims to provide some basic and useful information regarding social care, including our legal duties, how to make contact and other organisations that may be able to support you.

Coventry City Council

ONE COVENTRY



Adult Social Care Offer – Coventry City Council

Our Health and Care Partnership Vision
We will do all we can to enable people across Coventry and Warwickshire to pursue happy, healthy lives and put people at the heart of everything we do.

How will we do this?
Our work in Adult Social Care, at every level, intends to provide support to the residents of Coventry, in the least intrusive manner possible, based on the assets, resources and abilities that are available to them.

Our commitments to people who need to access our services

Taking a strength-based approach
We are committed to enabling people to live as independently as possible, drawing on people's own strengths and doing the things that are important to them, making use of what's available in local communities.

Helping people to stay at home
We will look at how we can adapt people's homes and provide equipment or if unable to do so explore alternative accommodation to enable people to live an independent life more easily.

Living and ageing well
We will help people think about the support they need and plan for how they can live the best life possible both now and into older age. We will enable people to find solutions that work best for them.

Making the best use of resources
We will aim to provide the right amount of support to meet people's needs and outcomes. In providing appropriate support, we consider costs and will look at innovative ways to deliver care and support.

Joined up care and support
We will work closely within the Council and with different organisations, including the NHS, to support people to achieve what is important to them. We will work with organisations providing support to ensure safe and quality services.

Keeping people safe
We will help people stay well and safe from harm and abuse, working alongside other organisations when we need to, and supporting people to make their own choices.

Carers are at the heart of all we do
We recognise, value and support the vital role of unpaid carers and will support them in their caring role, as well as supporting them if their caring responsibilities change or end.

Committed workforce
We have a valued and respected Adult Social Care workforce and will support and develop our own and those of our partners, equipping them with the skills, knowledge and values to provide effective care and support.

For full details of Coventry's Adult Social Care Offer or to request information in another language or format please email **getinvolvedasc@coventry.gov.uk**

Putting equity into practice

We want Adult Social Care to be easy to contact and accessible for everyone. We have created 'Contact Us' posters and staff calling cards to help residents know how to get in touch.

https://www.coventry.gov.uk/downloads/download/7250/adult-social-care-offer-2022

We use a live demographic dashboard to understand who is accessing Adult Social Care and how this compares with Coventry's population. This helps us identify gaps, understand barriers and improve how we support different communities. We have also updated our public information so it can be made available in six commonly used languages in Coventry: Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya. Safeguarding posters are available in these languages, with additional safeguarding information in Arabic. Direct Payments leaflets have also been translated into Punjabi, Urdu, Arabic and Gujarati.

https://www.coventry.gov.uk/ASCpublicinformation



Sunteți dvs., sau o persoană pe care o cunoașteți, abuzat/ă sau neglijat/ă?

Dacă dvs., sau persoana despre care sunteți îngrijorat/ă, aveți vârsta de 18 de ani sau mai mult, și aveți o dizabilitate de învățare sau una fizică, o problemă de sănătate mentală sau sunteți o persoană în vârstă, puteți obține sprijin și sfaturi.

Contactați

Îngrijirea Socială Adulți la numărul **024 7683 3003** sau e-mail **ascdirect@coventry.gov.uk**

În caz de urgență sunați la 999 sau raportați la poliție situațiile urgente, sunați la **101.**

Pentru mai multe informații despre protejarea adulților, vizitați
www.coventry.gov.uk/safeguardingadults

Coventry City Council

ONE COVENTRY

Îngrijorați că o persoană pe care o cunoașteți este vătămată sau neglijată?
Raportați aici

In 2025, we introduced SignVideo so residents who use British Sign Language can contact Adult Social Care Direct by video call. This helps people access information, advice and support in a way that works for them. https://app.air.inc/a/cfc75c65e

We continue to build an inclusive service where staff feel confident supporting people from different backgrounds and communities. Staff training has covered topics such as religion, belief and spirituality, older LGBTQ+ people, Gypsy, Roma and Traveller communities, and neurodiversity.

We have also introduced Social GGRRAAACESSS training for senior managers, frontline managers and staff. This helps staff think about people's identity, experiences and strengths, including gender, geography, race, religion, age, ability, appearance, class, culture, ethnicity, education, employment, sexuality, sexual orientation and spirituality. This supports better conversations, removes barriers and helps us provide care and support that respects each person.

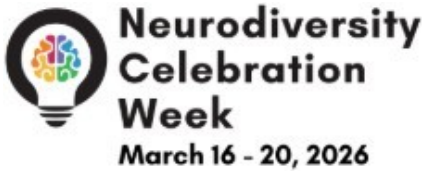
In 2024/25 joined the Social Care Workforce Race Equality Standard (SC-WRES), run by the Department for Health and Social Care with Skills for Care and in 2025/26 produced our 2nd action plan. The WRES programme aims to progress workforce race equality in adult and children's social care and empower local authorities to address any gaps or concerns of inequality in their workforce.

https://www.coventry.gov.uk/adult-social-care-strategies-policies-plans/social-care-workforce-race-equality-standard-sc-wres-action-plan-1

Teams have put this learning into practice through visits to local places of worship, awareness sessions about Eid and Pride Month, and activities celebrating LGBTQ+ communities and culture, including events with staff teams and at Eric Williams House.







Working with Children's Services, we have developed a Neurodiversity Pledge and Action Plan. This supports better understanding and acceptance of neurodiversity across the workforce.

https://www.coventry.gov.uk/adult-social-care-strategies-policies-plans/neurodiversity-pledge-action-plan

During Neurodiversity Celebration Week, we held seminars, question and answer sessions and practical events to raise awareness and show our commitment to the pledge.

Care Provision Integration and Continuity

Coventry's care market has remained stable. More providers are rated Good by the Care Quality Commission, and fewer require improvement. Some newer providers are still waiting for their first Care Quality Commission rating. There is continued work to improve quality and support providers. Regular forums for care homes, home support, learning disabilities, mental health and housing with care create space for shared learning, co-production, and practical support. Recruitment and retention work has included partnership activity with Coventry College, support for international care workers, welcome events, employability support and wellbeing activity.

Recruitment and Retention

Recruiting and keeping care staff remains challenging across the country. In Coventry, we are working with partners to attract people into care and support staff to stay in the sector. This includes promoting care careers with Coventry College and holding events that bring care workers, employers and support organisations together.

We also recognise the important contribution of international care workers. Support has included weekly drop-ins for displaced workers, Welcome to Coventry events, employability and CV support, and health and wellbeing activities for workers and their families. This helps staff feel valued, connected and supported.

Coventry continues to perform well on staff retention. Skills for Care estimates Coventry's staff turnover rate at **18.4%**, lower than the West Midlands average of **23.4%** and the England average of **23.7%**.

More than half of new starters in Coventry came from within adult social care. This means skills and experience are being retained in the sector, even when staff move between employers.

This reflects the strength and resilience of Coventry's care workforce and the shared work of providers and partners to support recruitment, retention and career development.

Provider Forums

Regular provider forums bring the Council and care providers together across areas such as mental health, home support, learning disabilities, care homes and housing with care. These forums help us share information, strengthen relationships and improve the quality of care. This year, residents and people with lived experience have helped shape discussions, including work on co-production and positive ways to support people who may be distressed, such as meaningful activities and changes to the environment.

Market Place Events

Continuing the success of our Market Place events, Adult Social Care hosted a further market stall event in December 2025 with over 30 stalls providing information and advice. Over 100 different professionals attended including social workers, social prescribers and health colleagues.



Housing with Care – Bringing a community together

Over the last year, we have worked with Housing with Care schemes to better understand residents' day-to-day experiences. We wanted to hear what is working well, what could be improved, and what helps people feel part of their community. Residents came together at engagement events held at Bevan Court and Leofric Lodge to share their views and ideas. We are also working with activity coordinators to understand what residents would like to do, so schemes can continue to offer activities and opportunities that matter to the people who live there. This work will continue throughout the year.





11. Feedback, compliments and learning

Complaints, compliments and experience feedback help us understand what matters to people and how we can continue to improve. In 2025/26 Adult Social Care received 115 statutory complaints (quality of service being the most common theme raised) but over twice as many compliments (245). We use learning from complaints to continually improve our services and take positive action to address any issues raised.

"I want to thank you from the bottom of my heart for the wonderful way you treated our family. You truly are an incredible person. The job you do is so very special and you and your team are amazing. You helped me so much; the phone calls checking on everything made me feel supported and listened to."

"Eric Williams and the team that look after every resident are exceptional. I trust the team in looking after my mum. They keep me regularly informed of any health reviews from the doctor and ensure I am kept up to date with what activities mum has been taking part in."

"She was professional, compassionate and very conscientious. I felt she was listening to all the information from myself and my dad and asked lots of helpful questions to determine the most appropriate care solution for him and the family."

12. Governance, performance and sustainability

Performance management is everybody's business. Regular reporting, dashboards and quality review arrangements help staff and managers understand activity, outcomes, demand and experience. This supports transparent decision-making and helps us use resources effectively.

We also use quality and experience information to improve access. Through our Quality and Experience Group we monitored Adult Social Care Direct call waiting times and worked with Customer Services to improve responsiveness. An impact of using data and feedback is that on average call answering time reduced from 19 minutes 50 seconds in July 2024 to 1 minute 32 seconds in February 2026.

Adult Social Care is a significant part of the Council's wider revenue activity. In 2025/26, Coventry City Council's gross revenue expenditure was £998M. The gross Adult Social Care spend in 2025/26 (including spend funded from citizens and other contributions) was £169.7M, with £132.3M spent directly on providing care and support for people.

Our prevention and independence approach helps ensure this funding is used effectively, supporting people at home wherever possible, reducing avoidable escalation into higher-cost services and focusing resources where they make the greatest difference.

Please see the table below for more detail of the £132.2m spend on people.

Homecare and supported living	£49.2M
Residential care	£35.8M
Nursing care	£15.3M
Direct Payments	£14.2M
Housing with care	£10.7M
Day opportunities	£4.2M
Equipment and adaptations	£2.2M
Individual Service Funds	£0.7M

Appendix 1: Adult Social Care Outcomes Framework (ASCOF) Indicators 2025-2026

Appendix A Adult Social Care Outcomes Framework (ASCOF) 2025/2026							
INDICATOR	**Brief Description**		**2025-26 Q1**	**2025-26 Q2**	**2025-26 Q3**	**2025-6 Q4**	**2025-26**
Objective 1: Quality of life							
1A	Quality of life of people who use services		**NA**	**NA**	**NA**	**NA**	**19.1**
1B	Quality of life of people who use services (Adjusted)		**NA**	**NA**	**NA**	**NA**	**0.445**
1C	Quality of life of carers		**NA**	**NA**	**NA**	**NA**	**7.3**
1D	Overall satisfaction of people who use services with their care and support		**NA**	**NA**	**NA**	**NA**	**65.1%**

1E	Overall satisfaction of carers with social services (for them and for the person they care for)		**NA**	**NA**	**NA**	**NA**	**44.4%**
Objective 2: Independence							
2A	The proportion of people who received short-term services during the year - who previously were not receiving services - where no further request was made for ongoing support.		**72.5%**	**74.3%**	**74.9%**	**74.9%**	**74.9%**
2B	The number of adults aged 18 to 64 whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)		**14**	**25**	**25.2**	**21.4**	**21.4**
Number of admissions			**8**	**29**	**47**	**50**	**50**
2C	The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)		**496**	**658**	**658**	**659**	**659**
Number of admissions			**63**	**169**	**244**	**338**	**338**
2D							
2D Part 1	The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital		**82.4%**	**81.8%**	**85.5%**	**82.8%**	**82.8%**
2E Part 1	The proportion of people who receive long-term support who live in their home or with family with LD aged 18-64		**82.6%**	**82.4%**	**82.8%**	**82.3%**	**82.3%**
2E Part 2	The proportion of people who receive long-term support who live in their home or with family (LD only up to 23-24)		**70.9%**	**70.4%**	**71.0%**	**71.3%**	**71.3%**
Objective 3: Empowerment - information and advice							

3A	The proportion of people who use services who report having control over their daily life.		**NA**	**NA**	**NA**	**NA**	**75.1%**
3B	The proportion of carers who report that they have been involved in discussions about the person they care for		**NA**	**NA**	**NA**	**NA**	**71.0%**
3C							
For 3C part 1 (users):	The proportion of people who use services who have found it easy to find information about services and/or support		**NA**	**NA**	**NA**	**NA**	**66.5%**
For 3C part 2 (carers):	The proportion of carers who use services who have found it easy to find information about services and/or support		**NA**	**NA**	**NA**	**NA**	**60.8%**
3D							
3D Part 1a:	adults aged 18 or over receiving self-directed support		**100%**	**100%**	**100%**	**100%**	**100%**
3D Part 1b:	carers receiving self-directed support		**100.0%**	**100.0%**	**100%**	**100%**	**100%**
3D Part 2a:	adults 18 or over in receipt of care and receiving direct payments.		**22.0%**	**22.0%**	**21%**	**22%**	**22%**
3D Part 2b:	carers receiving direct payments for support direct to carer.		**100.0%**	**100.0%**	**100%**	**100%**	**100%**
Objective 4: Safety							
4A	The proportion of people who use services who feel safe		**NA**	**NA**	**NA**	**NA**	**72.1%**
4B	The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed		**90%**	**92%**	**91%**	**90%**	**90%**

Objective 5: Social connections							
5A							
5A (users)	Proportion of people using services reporting they had as much social contact as they would like		**NA**	**NA**	**NA**	**NA**	**49.9%**
5B (carers)	Proportion of carers who reported that they had as much social contact as they would like		**NA**	**NA**	**NA**	**NA**	**31%**
Objective 6: Continuity and quality of care							
6B	The percentage of residential adult social care providers rated good or outstanding by CQC		**64%**	**63%**	**63%**	**63%**	**63%**
6B outstanding	The percentage of residential adult social care providers rated outstanding by CQC		**1%**	**1%**	**2%**	**3%**	**3%**
6B good	The percentage of residential adult social care providers rated good by CQC		**63%**	**62%**	**64%**	**65%**	**65%**
6B other	The percentage of residential adult social care providers rated other by CQC		**33%**	**34%**	**31%**	**30%**	**30%**
6B not yet rated	The percentage of residential adult social care providers not yet rated by CQC		**3%**	**3%**	**2%**	**2%**	**2%**

Appendix 2: How Adult Social Care Works in Coventry

How does **Adult Social Care work in Coventry?**

By Phone	By Professional / Carer Referral	By Online self assessment
024 7683 3003	Online Referral	Online Self-Assessment

Adult Social Care Direct

Customer services will take any initial information regarding a referral, such as contact details, key information, and the reason for the referral. They may be able to provide signposting advice and information advice at this stage.

Initial Contact and Duty Teams

The initial contact team gather more information about new referrals and the duty team support any incoming queries through Adult Social Care, for people that are in receipt of support.

Short Term Support

Local Integrated Teams

Integrated teams with three geographical bases across the city working with older people and people with physical disabilities to develop their independence and daily living skills and develop a greater understanding of long term/ongoing care and support needs.

Promoting Independence – Learning Disabilities

A multi-disciplinary team that works with adults with learning disabilities and autism to promote independence. The team provide support such as travel training, occupational therapy and support to use assistive technology.

Community Discharge Team

Based at University Hospital Coventry and Warwickshire, supporting people to be discharged. The team works across the 7 day week and with extended hours.

Occupational Therapy and Equipment Services

Providing a range of advice and support about equipment, adaptations and solutions to make every day tasks easier for you, this includes telecare equipment such as personal trigger alarms, movement detectors or medication dispensers as required.

Long Term Support

Mental Health

Working with health colleagues at Coventry and Warwickshire Partnership NHS Trust as part of a S75 Agreement to support adults with mental ill health. The supports the Crisis Care pathways and community based services.

Older People's Assessment and Case Management Team

Work with adults over 65, they will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.

All Age Disabilities Team

Support adults turning 18 (or over). They will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.

Appendix 3: Coventry City, Our Services



Useful contacts

Adult Social Care Direct	First point of contact for Adult Social Care referrals and advice.	024 7683 3003
Emergency Out of Hours	For urgent enquiries outside normal office hours.	024 7683 2222
Main Council Customer Services	Main switchboard for Coventry City Council.	080 8583 4333
Mental Health Access Hub	First point of contact for Coventry and Warwickshire Partnership Trust mental health services.	080 8196 6798
Carers Trust Heart of England	Support for unpaid carers of all ages.	024 7663 2972

Dementia Hub	For any enquiries regarding the services provided by the Coventry Partnership Dementia Hub please contact CDPH@coventry.gov.uk	024 7697 8080

Special thanks

Thank you to everyone who shared their story, feedback and experience for this Annual Report (Local Account), including Claire, Peter, Brian, Edwina, Joshua, Lee, Sam, Katie and the Adult Social Care Stakeholder Group. Thank you also to unpaid carers, care providers, voluntary and community organisations, health and housing partners, and all Adult Social Care staff across Coventry.

Contact us

You can contact us about this report at:

getinvolved@coventry.gov.uk

You can contact Adult Social Care Direct at:

Email: **ascdirect@coventry.gov.uk**

Call: **024 7683 3003**

Next Generation Text

(also known as Text Relay and TypeTalk)

Call **18001 024 7683 300**

More information about Adult Social Care can be found at:

coventry.gov.uk/adultsocialcare

If you require this information in another language or format, please email

ascdirect@coventry.gov.uk

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres ascdirect@coventry.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ascdirect@coventry.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی ascdirect@coventry.gov.uk پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: ascdirect@coventry.gov.uk

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: ascdirect@coventry.gov.uk

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