

Leicester
City Council

MEETING OF THE ADULT SOCIAL CARE SCRUTINY COMMISSION

DATE: THURSDAY, 26 JUNE 2025

TIME: 5:30 pm

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street,
Leicester, LE1 1FZ**

Members of the Committee

Councillor March (Chair)

Councillor Cole (Vice-Chair)

Councillors Batool, Joannou, Kaur Saini, Orton, Russell and Sahu

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Katie Jordan, Governance Services and Julie Bryant Governance Services,

Email: governance@leicester.gov.uk

Leicester City Council, Granby Wing, 3 Floor, CityHall, 115 Charles Street, Leicester, LE1 1FZ

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- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact: katie.jordan@leicester.gov.uk or julie.bryant@leicester.gov.uk of Governance Services. Alternatively, email committees@leicester.gov.uk, or call in at City Hall.

For Press Enquiries - please phone the **Communications Unit on 0116 454 4151**.

PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Governance Services staff. Further instructions will then be given.

1. WELCOME AND APOLOGIES FOR ABSENCE

To issue a welcome to those present, and to confirm if there are any apologies for absence.

2. DECLARATIONS OF INTERESTS

Members will be asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

(Pages 1 - 8)

The minutes of the meeting of the Adult Social Care Scrutiny Commission held on Tuesday 6th May have been circulated and Members will be asked to confirm them as a correct record.

4. MEMBERSHIP OF THE COMMISSION 2025/26

The Membership of the Commission will be confirmed and noted.

CHAIR	Councillor Melissa March
VICE CHAIR	Councillor George Cole
	Councillor Misbah Batool
	Councillor Manjit Kaur Saini
	Councillor Sarah Russell
	Councillor Jenny Joannou
	Councillor Hazel Orton
	Councillor Liz Sahu

5. DATES OF MEETINGS FOR THE COMMISSION 2025/26

Members will be asked to note the meeting dates of the commission for 2025-26:

26th June 2025
28th August 2025
13th November 2025
15th January 2026
12th March 2026
23rd April 2026

6. TERMS OF REFERENCE

Appendix B
(Pages 9 - 10)

The Commission will be asked to note the Terms of Reference.

7. CHAIRS ANNOUNCEMENTS

The Chair is invited to make any announcements as they see fit.

8. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

Any questions, representations and statements of case submitted in accordance with the Council's procedures will be reported.

9. PETITIONS

Any petitions received in accordance with Council procedures will be reported.

10. CQC VERBAL UPDATE

The Strategic Director for Social Care and Education provides a verbal update on the CQC position.

11. DEMENTIA SUPPORT ENGAGEMENT

Appendix C
(Pages 11 - 24)

The Director for Adult Social Care and Commissioning presents a report providing an overview of the commissioned service for Dementia Support. The current service is subject to a commissioning review with input from Leicester City Council, Leicestershire County Council and the Integrated Care Board.

12. SOCIAL CARE AND EDUCATION QUARTERLY DASHBOARD

Appendix D
(Pages 25 - 30)

The Strategic Director for Social Care and Education updates on the new Social Care and Education quarterly performance dashboard.

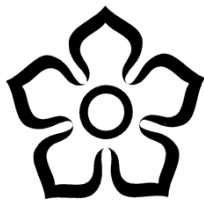
13. EARLY ACTION UPDATE - LEADING BETTER LIVES **Appendix E**
(Pages 31 - 36)

The Director of Adult Social Care and Commissioning presents a briefing on the Leading Better Lives work to date.

14. WORK PROGRAMME **Appendix F**
(Pages 37 - 42)

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

15. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the ADULT SOCIAL CARE SCRUTINY COMMISSION

Held: TUESDAY, 6 MAY 2025 at 5:30 pm

P R E S E N T :

Councillor March (Chair)
Councillor Cole (Vice Chair)

Councillor Kaur Saini
Councillor Orton

Councillor Sahu
Councillor Singh Sangha

In Attendance

Councillor Dawood, Assistant City Mayor, Adult Social Care

* * * * *

117. WELCOME AND APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs Joannou and O'Neil.

118. DECLARATIONS OF INTERESTS

The Chair asked members of the commission to declare any interests for which there were none.

119. MINUTES OF THE PREVIOUS MEETING

The Chair highlighted that the minutes from the meeting held on 13 March 2025 were included in the agenda pack and asked Members to confirm whether they were an accurate record.

AGREED:

- It was agreed that the minutes for the meeting on 13 March 2025 were a correct record.

120. CHAIRS ANNOUNCEMENTS

The Chair thanked Commission Members for their work this year.

121. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

It was noted that none had been received.

122. PETITIONS

It was noted that none had been received.

123. CQC INSPECTION

The Strategic Director of Social Care and Education provided a verbal update on the CQC inspection. The following was noted:

- Due to an embargo, details could not yet be given.
- The team were working to check the factual accuracy of the drafted report.
- There were 10 working days in which to respond.
- The date for publication was awaited and was estimated to come in the summer.

AGREED:

- That the report be noted.
- For the item to remain on the Work Programme.

124. TRANSITIONS FROM CHILDREN'S TO ADULTS

The Strategic Director for Social Care & Education submitted a report on the Transitions from Children's to Adults and set out the achievements of the current Joint Health, Social Care and Education Transitions Strategy which ended in 2024, and the plans for the development of a new strategy going forward.

The Head of Corporate Parenting and the Head of SEND Integrated Service presented the report. It was noted that:

- The transition strategy was developed to support children and young people (CYP) moving into adulthood and to ensure families were better prepared for this change and improving long-term outcomes.
- The original strategy covered 2019–2022, with the current strategy extended to 2022–2024. Planning for the next phase was underway.

- The strategy supported CYP who may require ongoing input from both social care and health services into adulthood, aiming to make transitional services more navigable for families.
- The focus has been on:
 - Earlier identification of CYP needing continued support.
 - Improving collaboration between Children's Services, Adult Social Care (ASC), and health partners.
 - Outlining what support involves and how it will be achieved.
- Progress highlighted in the report included better joint working and earlier transition planning.
- A checklist approach from age 14 onwards across a range of settings to include:
 - Planning from age 14 to give more time to prepare for adulthood
 - Enabled Independent Travel Training (ITT) so schools and colleges can help CYP learn these skills.
 - Joint panels to manage complex cases and shared tools like the Adult Social Care Checklist.
 - Built information guides and improved the Local Offer and Leaving Care Offer websites to give clear and simple information.
 - Created ways to share views so all voices are heard when planning support.
- A pilot employment programme supported 75 young people through partnerships with Leicester College, hospitals, hotels, and the Council. With 16 young people retained employment after the programme and Families reported they wouldn't have achieved this without the programme, praising localised support.
- Collaboration with housing services led to the development of an information pack and clearer transition pathways for young people.
- A joint workshop for families, ASC, education, health and SEND was well received, followed by informal drop-ins for further support.
- Feedback had suggested a need for more specialist workshops for those with complex needs.
- Oakland School proposed adapting the transition approach to support younger children as part of future planning.
- The Council supports 600 CYP, with 124 having an Education, Health and Care Plan (EHCP). Around 100 are of school age with complex needs.
- Emphasis placed on the Council's role as a corporate parent, ensuring ongoing support whether or not CYP meet ASC eligibility.
- Work continued to improve support for adult care leavers, including over 300 aged 18–21 and 100 aged 21+.
- Work was underway to co-produce the next strategy, identifying what had worked and what future priorities should be. Focus areas include:
 - Internal improvement across services.
 - Continued support for care leavers.
 - Meeting the needs of those not eligible for statutory support.

In response to questions and comments from Members, it was noted that:

The key priorities for the Cohort in the 2019-2022 strategy were all met and

progress was made in all areas.

AGREED:

- The Commission noted the report.
- The new strategy would come to a future commission meeting.

125. EARLY ACTION IN ADULT SOCIAL CARE

The Director of Adult Social Care and Safeguarding presented the report on the work taking place in Adult Social Care. Key points to note were as follows:

- Early Action Work was defined as interventional support work, preventing escalations.
- Support was available on different levels, some of which was targeted. Further work to those already supported, promoted independence and prevented deterioration.
- Primary or universal action provided opportunities for the whole population and included advice, information and guidance. This resolved around 70% of the contacts.
- Equipment and adaptations were available.
- Significant work had gone into the Leading Better Lives programme and there was a continued link with Public Health.
- Demand for support continued to grow, with just over 20,000 contacts received and over 14,000 of these resulting in requests for support.
- Early action was key, and the aim was to resolve as much as possible at first contact.
- Early contact had led to a reduction in numbers of people requiring a longer-term offer.
- Moving forwards, areas for focus included the online offer, work with voluntary and community organisations and drop-in sessions with the Enablement Team.
- Digital inclusion was a challenge due to both skills and costing. Those using the service were enabled to do things for themselves which freed capacity to help those unable to access digitally.
- There was ongoing work to address the waiting times for low level equipment assessments.
- The four key priorities identified would continue to be a focus under the Leading Better Lives programme.
- Early Action work included those with emerging issues who might initially require a lower level of support.
- Holistic approaches were taken with care navigators linked to primary care.
- The crises response service also provided an essential early care service.
- Outcomes were positive for integrated crises response figures, with 1% of users going on to need long-term support.
- Financial targets fared well despite increasing demand.

- Areas of focus for targeted support were to further expand the reablement offer via community hubs, and an occupational therapy hub.
- Supplementary action included strength base practice and major adaptations to people's homes.
- Double-handed carer support equipment reduced the need for the two carers to be in attendance.
- In terms of impact, around 88% of service users stated that the service had made a difference.
- Intervention reduced the numbers of those going into residential settings and nursing.

Members were invited to ask questions and make comment. Key points to note were as follows:

- Specific cases raised by members were more related to the Housing Team and could be addressed there.
- Further information on Care Navigators and the local area coordinators would be circulated.

AGREED:

- That the report be noted.
- Specific cases raised by members could be flagged with the Assistant City Mayor for Adult Social Care.
- Further information would be circulated on Care Navigators and local area coordinators.

126. EXTERNAL WORKFORCE STRATEGY

The Director for Social Care and Education submitted a report to summarise the current position for the workforce that supports Adult Social Care in Leicester. In recognition of the importance of a skilled and sufficient workforce to support the current and growing needs of our local population a commitment to have a local strategy in place has previously been agreed.

Cllr Dawood introduced the item, noting the ongoing consultation for 2024 and highlighting the role of employment hubs in supporting the care workforce. Concerns were raised around retention, particularly among those under 25 and over 60. The need to overcome challenges in attracting people to the sector and responding to increasing demand was emphasised.

The lead Commissioner for Adult Social Care presented the report. It was noted that:

- A consultation on a draft strategy had taken place in May 2024. The results of the consultation had been considered and were reflected where appropriate in the final strategy.
- In July 2024, further to local planning, a workforce strategy for Adult Social Care in England was launched.

- The previous headlines for strategy had made it easier to engage with national partners.
- Social care was not only a vital form of support for people and their carers, but also a significant contributor to the economy, contributing annually an estimated £60 billion to the National economy
- Whilst Leicester may perform slightly better in attracting and retaining staff, the vacancy and turnover rates were still not where we need them to be.
- Several other challenges were noted, including those associated with the make-up of the workforce. In 23-2024 the majority (77%) of the workforce in Leicester were female, and the average age was 41.3 years old.
- Workers aged under 25 made up just 10% of the workforce and workers aged 55 and above represented 19%. Given this age profile approximately 2,500 posts will be reaching retirement age in the next 10 years. The total number of posts in Leicester was around 15,450 in 2023/24.
- The local workstreams were aligned to the strategy's objectives and included contributions from the Workforce Oversight Group, Skills for Care, Inspire for Care, and the East Midlands Care Alliance. Although the oversight group had been active, it was noted there had not previously been a formal strategy underpinning its work.
- The Leicester Social Care Development Group and the Employment Hub were referenced as key partners supporting the workforce.
- Two delivery plans covering both internal and external workforces were in place, with common themes identified to enable better alignment and shared benefits.
- A programme of international recruitment was underway, supported by additional funding. It was acknowledged that some overseas workers faced challenges when employment did not go as planned. Support services had been developed to assist displaced workers with alternative employment, housing, and benefits.
- A case was highlighted where a displaced international worker had passed away due to COVID-19, and support was offered to the family. It was confirmed that work was ongoing to monitor providers and prevent exploitation, and this was described as a strong and positive initiative.

In response to questions and comments from Members, it was noted that:

- Members asked for further detail about Inspire to Care, including whether there was a cost and what the commissioned support for providers looks like. It was noted that a post was funded within the team at an on-cost of approximately £80,000.
- There was a strong call for clarity on career progression, with members noting that the "pipeline, pathway, and progression" (PPP) elements were not clearly evidenced in the report. It was suggested that future reports should show how career pathways are being developed and implemented.
- Members highlighted that engagement with independent and private

providers is often more complex due to the competitive nature of the market, but that greater collaboration on shared career pathways including apprenticeships and leadership development would be beneficial across the sector.

- Careers education in social care should begin earlier, at school age (14–15 years), so young people are aware of the full range of roles in the sector, not just what they see in family care settings. Universities have a role, but early awareness and entry-level opportunities were seen as key to long-term attraction.
- The Social Care Academy was welcomed as a positive initiative. Members suggested it be added to the Commission's future work programme for ongoing updates as the initiative develops.
- It was emphasised that Personal Assistants (PAs) employed via direct payments are often left out of workforce strategies. Members stressed the importance of recognising PAs as a core part of the care workforce and ensuring career development opportunities and access to resources such as Skills for Care are extended to them. Officers responded by acknowledging the gap and confirming that work had begun on creating a PA database. There was a commitment to improve oversight of the PA market and ensure their inclusion in delivery plans
- Concern was raised about the continued prevalence of zero-hours contracts in the adult social care sector. Members noted this model does not meet the needs of younger workers and called for a shift towards annualised or standardised hours to improve job security while maintaining flexibility. It was noted that forthcoming government legislation to abolish zero-hours contracts may force change.
- Members expressed alarm that 63% of the adult social care workforce (approx. 10,000 out of 15,500) do not currently hold a qualification in social care. This represents a significant decline from previous figures and raised concerns about workforce readiness, quality, and the capacity to meet increasing demand.
- The lack of direct input from frontline care workers was seen as a serious issue. Only 38 staff had responded to a recent consultation, which undermined the ability to understand their experiences, job satisfaction, and reasons for leaving.
- While it was acknowledged that the local authority engages with providers through forums, contract management, and MCARE, members called for improved mechanisms to hear from staff directly such as exit interviews, satisfaction surveys, and feedback via quality assurance processes.

AGREED:

- The Commission noted the report.
- A future update to the Commission on how efforts to consult directly with the workforce and providers are progressing.
- The Social Care Academy be added to the work programme.

127. WORK PROGRAMME

The Chair noted items to be added to the work programme.

128. ANY OTHER URGENT BUSINESS

There being no further business, the meeting closed at 18.40.

SCRUTINY COMMITTEES: TERMS OF REFERENCE

INTRODUCTION

Scrutiny Committees hold the Executive and partners to account by reviewing and scrutinising policy and practices. Scrutiny Committees will have regard to the Political Conventions and the Scrutiny Operating Protocols and Handbook in fulfilling their work.

The Overview Select Committee and each Scrutiny Commission will perform the role as set out in Article 8 of the Constitution in relation to the functions set out in its Terms of Reference.

Scrutiny Committees may:

- i. review and scrutinise the decisions made by and performance of the City Mayor, Executive, Committees and Council officers both in relation to individual decisions and over time.
- ii. develop policy, generate ideas, review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas.
- iii. question the City Mayor, members of the Executive, committees and Directors about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to their initiatives or projects.
- iv. make recommendations to the City Mayor, Executive, committees and the Council arising from the outcome of the scrutiny process.
- v. review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Scrutiny Committee and local people about their activities and performance; and
- vi. question and gather evidence from any person (with their consent). •

Annual report: The Overview Select Committee will report annually to Full Council on its work and make recommendations for future work programmes and amended working methods if appropriate. Scrutiny Commissions / committees will report from time to time as appropriate to Council.

The Scrutiny Committees which have currently been established by the Council in accordance with Article 8 of the Constitution are:

- Overview Select Committee (OSC)
- Adult Social Care Scrutiny Commission
- Children, Young People and Education Scrutiny Commission (which also sits as the statutory Education Committee)

- Culture and Neighbourhoods Scrutiny Commission
- Economic Development, Transport and Climate Emergency Scrutiny Commission
- Housing Scrutiny Commission
- Public Health and Health Integration Scrutiny Commission

The key work areas covered by each Scrutiny Commission are to be found here <https://www.leicester.gov.uk/your-council/decisions-meetings-and-minutes/overviewand-scrutiny>

SCRUTINY COMMITTEE: OVERVIEW SELECT COMMITTEE

The Overview Select Committee **will**:

- Scrutinise the work of the City Mayor and Deputy City Mayors and areas of the Council's work overseen by them.
- Consider cross cutting issues such as monitoring of petitions
- Consider cross-cutting issues which span across Executive portfolios.
- Manage the work of Scrutiny Commissions where the proposed work is considered to have impact on more than one portfolio.
- Consider work which would normally be considered by a Scrutiny Commission but cannot be considered in time due to scheduling issues.
- Report annually to Council.
- Be responsible for overseeing the work of scrutiny and the commissions and to refer certain matters to particular commissions as appropriate.

SCRUTINY COMMISSIONS

Scrutiny Commissions **will**:

- Normally undertake overview of Executive work, reviewing items for Executive decision where it chooses.
- Engage in policy development within its remit.
- Normally be attended by the relevant Executive Member(s), who will be a standing invitee.
- Have their own work programme and may make recommendations to the Executive on work areas where appropriate.
- Consider requests by the Executive to carry forward items of work and report to the Executive as appropriate.
- Report on their work to Council from time to time as required.
- Be classed as specific Scrutiny Committees in terms of legislation but will refer cross cutting work to the OSC.



Dementia Support Engagement

For Consideration by:
Adult Social Care Scrutiny Commission

Date: 26th June 2025

Lead director: Kate Galoppi

Useful information

- Ward(s) affected: All
- Report author: Natasha Bednall / Sophie Bower-Scott / Nicola Seneschall-Jones
- Author contact details: natasha.bednall@leicester.gov.uk / 37 4769
sophie.bower-scott@leicester.gov.uk / 37 4392
nicola.seneschall-jones@leicester.gov.uk / 37 4131
- Report version number: 1

1. Summary

- 1.1. An important part of our commitment to supporting and helping people with dementia and those affected by it, is our commissioned service for Dementia Support. The current service is subject to a commissioning review with input from Leicester City Council, Leicestershire County Council and the Integrated Care Board. A key part of this is engagement with people affected by Dementia and their carers.
- 1.2. A survey (Appendix A) is planned to be distributed via Citizen Space to ascertain a broad view of people's experiences of living with dementia and how this offer can be redesigned to better support the specific needs of Leicester's population.

2. Recommended actions/decision

- 2.1. To note the intention of undertaking informal engagement around Dementia Support Services in Leicester.

3. Scrutiny / stakeholder engagement

- 3.1 ASC Scrutiny commission members are invited to comment on the engagement exercise and future dementia support services.

4. Background and options with supporting evidence

- 4.1. Supporting and helping those living with dementia and their carers remains a priority for Leicester, Leicestershire and Rutland's (LLR) health and social care organisations (Leicester, Leicestershire and Rutland joint Living Well with Dementia Strategy 2024-28).
- 4.2. The Dementia Strategy sets out our commitment to minimising the impact of dementia whilst continually improving dementia care and support within the communities of Leicester, Leicestershire and Rutland, not only for the person with dementia but also for the individuals who care for someone with dementia whether it is family members or professional carers. We continue to actively encourage a person centred and strength-based approach. We also aim to improve access to

diagnosis and support services for all patients and people drawing upon support especially those from seldom heard groups who currently do not access services.

- 4.3. The Dementia Support Service commenced on 1st April 2021 for three years with an option to extend by up to two. The current provider is [Age UK](#). The full term of extensions have been applied under the contract taking the current end date to 31st March 2026. The aim of the commissioning review is to ensure that the service can achieve outcomes outlined in the [Living Well with Dementia Strategy](#) and to allow for co-production with people who have lived experience of Dementia.
- 4.4. The service is jointly commissioned with Leicestershire County Council, and with the ICB. The current service supports both people with a diagnosis of dementia as well as people who are awaiting diagnosis / experiencing the early stages of memory issues. The current service predominantly supports carers (as much as 74% of people supported by the service in a quarter are carers as opposed to people with memory issues or a diagnosis of dementia or memory). The service supports people through a range of support options, including information & advice, personalised 1:1 support, informal carer learning, group support and partnership work.
- 4.5. Benchmarking engagement with other local authorities has found that Leicester and Leicestershire are an outlier in having a single overarching Dementia Support Service in place sharing the same specification for an urban and rural area. In light of this, the review is looking to ascertain the nuances of what the population in Leicester City vs. Leicestershire County needs from a Dementia Support Service so that this can be built into a new model. Leicestershire County Council have been made aware of the City's timeline for completing engagement with people affected by Dementia but have not indicated that they will be doing similar engagement.
- 4.6. It is important that engagement around a future model collects information on the particular needs of the Leicester City population, taking into account health inequalities and the diversity of the city. It is therefore planned that a public survey hosted on citizen space (Appendix A) is distributed widely to collect the views of people who use the current Dementia Support Service as well as those who don't. This way, it is hoped that we will get a good sense of what is working well with the current model and what the gaps are. For the avoidance of doubt this survey is an information gathering exercise and does not constitute a formal consultation on the part of Leicester City Council. At this point, no changes to the existing service are being proposed.

4.7. The results of this survey will, along with other insight, form the basis of a full strategic review of the service so that a new model can be designed. A broad timeline (based on undertaking a procurement exercise) can be found below:

Deliverables	Target Completion Date
Strategic Review of service <ul style="list-style-type: none"> • Comms plan • Demand analysis • Gap analysis • Performance data analysis • Engagement (people who use the service, provider, practitioners referring to the service) • Benchmarking Evaluation	1 st March 2025 – 31 st July 2025 (5 months)
Service Design / Preparation of ITT documentation <ul style="list-style-type: none"> • Agree funding envelope • Specification • Performance monitoring tool / targets • Strategic Business Case (Risk Assessment, Equality Impact Assessment, Data Protection Impact Assessment) • Invitation To Tender: Method statement questions and agreement of pricing • Preparation of contract by legal services Collate TUPE information	1 st August – 31 st December 2025 (5 months)
Procurement <ul style="list-style-type: none"> • ITT issue period (min 30 days) <ul style="list-style-type: none"> • Responding to clarification questions • Bidders' information session • Evaluation of bids • Tender Panel Moderation • Clarification Interviews (if required) • Final Tender Panel Award recommendation • Standstill period Award of contract (if no challenges)	1 st January – 31 June 2026 (6 months)
Mobilisation (separate mobilisation plan to be established) <ul style="list-style-type: none"> • Setting up IT systems • TUPE Transfer consultations (if applicable) • Comms • Decommissioning existing contracts Ensuring provider meets conditions precedent	1 st July - 1 st October 2026 (3 months)

4.8. Following the commissioning review, a proposed model will be prepared.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

There are no financial implications arising from the public engagement.

Signed: Mohammed Irfan, Head of Finance

Dated: 03 June 2025

5.2 Legal implications

There are no apparent adverse legal implications of this report.

If conducted as a formal consultation, the rules around this will need to be followed to ensure that this result inform any commissioning decisions take into account the responses in an appropriate way. Separate advice on this aspect has been provided and legal should be contacted if any additional support is required. If this is a fact finding/information gathering exercise only, it should be made clear in the documentation that this does not constitute a formal consultation.

Signed: Emma Young, Qualified Lawyer

Dated: 2 June 2025

5.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The report is for noting the intention of undertaking informal engagement around Dementia Support Services in Leicester. Any engagement should be inclusive and accessible. People living with dementia will be from across many protected characteristics, with disability and age being the more obvious ones. Dementia support services encompass a wide range of assistance and resources designed to help individuals living with dementia, their families, and carers manage the challenges of the condition and maintain the best possible quality of life. These services aim to promote independence, well-being, and social connection. Moving forward it is important equalities considerations should influence the tender process and be built into the contract specification in order to ensure that the future provider/s take a robust approach to meeting their equalities obligations as a provider of a public service. In order to demonstrate that the consideration of equalities impacts is taken into account, as an integral part of the process of reviewing or amending existing services, an equality impact assessment will be carried out.

Signed: Equalities Officer, Surinder Singh Ext 37 4148

Dated: 30 May 2025

5.4 Climate Emergency implications

There are no significant climate emergency implications arising from this report.

Signed: Phil Ball

Dated: 04/06/2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

Appendix A - Survey

Have your say on Dementia Support in Leicester

Overview

To make sure that we're providing the best support possible to people with dementia and their carers in Leicester, we're reviewing our commissioned [Dementia Support Service](#), currently provided by Age UK.

The service is designed to support people with dementia (including those awaiting formal diagnosis) and their carers to navigate life with dementia, as well as actively promoting the principle of early dementia diagnosis.

The Dementia Support Service provides a range of support options including: information and advice, personalised 1:1 support, informal carer learning, group support and partnership work.

Why your views matter

Leicester City Council is committed to ensuring that people with dementia live an independent, healthy and fulfilled lives for as long as possible, and that people have equal access to information, advice and support.

We would welcome feedback from both people who have used the current Dementia Support Service as well as those who have not, so that we can learn from people's experiences, understanding the strengths and limitations of our current offer. The feedback from this consultation will be used to help shape any redesign of the service so that it best meets the needs of people within the city.

Q1 Are you ...

- a person living with dementia/memory issues? [\[Go to Branch A\]](#)
- a carer/family member of someone with dementia/memory [\[Go to Branch A\]](#)
- A health, social care or voluntary sector professional who works with people with dementia / memory issues [\[Go to Branch B\]](#)
- other – please give details [\[Go to Branch A\]](#)

[Branch A – questions for people with dementia / memory issues and carers]

Q2 Have you accessed the Dementia Support Services provided by Age UK in the past 4 years (since April 2021)?

- Yes [\[go to Q3\]](#)
- No [\[go to Q5\]](#)

Q3 Please answer the following questions below, choosing one response on each line, selecting N/A if the statement is not applicable to you.

Statement	Response					
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	N/A
Information received from the Dementia Support Service has helped me to feel well informed about dementia and its impact						
Information received from the Dementia Support Service has helped me/the person I care for to maintain their independence						
Information received from the Dementia Support Service has enabled me/the person I care for to plan for the future						
Information received from the Dementia Support Service has helped me to know about other services available to me						
Information received from the Dementia Support Service has helped me to develop or maintain a wider support network						
The personalised one to one support I received from the Dementia Support Service was tailored to my needs/the needs of the person I care for						
Any training/learning that I accessed as a carer was relevant and helpful						
Any social groups/peer support groups that I accessed were relevant and helpful						
I found it easy to access the service when I needed to						
I found the information/materials shared with me easy to read and understand						
I found the support that I received from the Dementia Support Services culturally appropriate						
The support provided by the Dementia Support Service meets the needs of people with						

Dementia and their carers (I cannot see any gaps in the current provision where my needs have not been met)						
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Q4 Do you have any further comments about your experience of getting support from the Age UK Dementia Support Service?

[\[Go to Q6\]](#)

Q5 If you have not accessed the Dementia Support Service previously, please provide a reason:

- I was not aware of the Age UK Dementia Support Service
- The support offered by the Age UK Dementia Support Service isn't right for me.
- I have accessed support from other services regarding Dementia
- I have not needed to access support for Dementia
- Other reason – please specify

[\[Go to Q6\]](#)

Q6 Have you received support or advice from other organisations around Dementia?

- Yes
- No

Q7 Please tell us about any other organisations (including voluntary and community organisations) which you have gotten support from. Let us know what was good about it, and what could have been improved.

Q8 To shape future services, please answer the following questions below, choosing one response on each line, selecting N/A if you feel the statement is not applicable

Statement	Response				
	Very high priority	High priority	Medium priority	Low priority	N/A
A Dementia Support Service should provide signposting to other support services for legal and financial advice					
A Dementia Support Service should provide signposting to other support services for assistive technology					

A Dementia Support Service should support for those with memory issues prior to diagnosis, promoting and supporting with the diagnosis pathway					
A Dementia Support Service should provide knowledge and teaching about Dementia and its impacts					
A Dementia Support Service should provide practical advice for people with dementia and their carers about how to feel better prepared about the changes ahead					
A Dementia Support Service should provide personalised support and action planning for the future					
A Dementia Support Service should provide learning/training for carers					
A Dementia Support Service should provide wellbeing support and advice for people with dementia and their carers					
A Dementia Support Service should provide Social Activities / Groups for people with Dementia					
A Dementia Support Service should provide Social Activities / Groups for carers of people with Dementia					
A Dementia Support Service should support the development of peer support groups and networks					

Q9 Do you believe that social activities or groups provided by a Dementia Support Service could be supplemented by a small charge to those attending?

- Yes
- No
- Other – please give details

Q10 Do you think that a dementia support service should be delivered predominantly:

- Online
- Face-to-Face
- Mixture of both

Q11 What could a future Dementia Support Service do to support the diverse population of Leicester?

Q12 Beyond those areas listed above, what are the key aspects of support people with dementia and their carers require to enable them to live independent, healthy and fulfilled lives for as long as possible?

Q13 Please tell us anything further about your experiences around Dementia that you think would be useful in shaping future services to best meet the needs of the people of Leicester.

Please add equality monitoring questions to the end

[Branch B: Questions for professionals]

Q2 Which organisation are you responding from?

Q3 How likely are you to refer people to the Dementia Support Service delivered by Age UK?

- Extremely unlikely
- Unlikely
- Likely
- Extremely likely

Q4 How easy it for you to refer people to the service?

- Extremely difficult
- Difficult
- Easy
- Extremely easy

Q5 To shape future services, please answer the following questions below, choosing one response on each line, selecting N/A if you feel the statement is not applicable

Statement	Response				
	Very high priority	High priority	Medium priority	Low priority	N/A
A Dementia Support Service should provide signposting to other support services for legal and financial advice					
A Dementia Support Service should provide signposting to other support services for assistive technology					
A Dementia Support Service should support for those with memory issues prior to diagnosis, promoting and supporting with the diagnosis pathway					
A Dementia Support Service should provide knowledge and teaching about Dementia and its impacts					
A Dementia Support Service should provide practical advice for people with dementia and their carers about how to feel better prepared about the changes ahead					
A Dementia Support Service should provide personalised support and action planning for the future					
A Dementia Support Service should provide learning/training for carers					
A Dementia Support Service should provide wellbeing support and advice for people with dementia and their carers					
A Dementia Support Service should provide Social Activities / Groups for people with Dementia					
A Dementia Support Service should provide Social Activities / Groups for carers of people with Dementia					
A Dementia Support Service should support the development of peer support groups and networks					

Q6 Do you think this service offers something that other available services don't, and if so what?

Q7 In your opinion, does the service achieve positive outcomes for people you refer into it?

Q8 Is there anything about the service that you feel could be better?

Social Care and Education Performance Dashboard

Adult Social Care Scrutiny Commission

Date of meeting: 26 June 2025

Lead Director: Laurence Jones

Useful information

- Ward(s) affected: All
- Report author: Laurence Jones
- Author contact details: Laurence.jones@leicester.gov.uk
- Report version number: 1.2

1. Summary

- 1.1 From April 2025 the Social Care and Education department will be producing a new quarterly performance dashboard which will include key data on performance, volumes and finance across children's service, education and adult social care.
- 1.2 The Dashboard will be produced approximately two months past the end of each quarter and will be presented to the Lead Member and the to the City Mayor' Education, Health and Care Board (EHCB).
- 1.3 It is proposed to provide a version of the dashboard to members of the Children, Young People and Education Scrutiny Commission and the Adult Social Care Commission following presentation at the EHCB. That will allow Scrutiny Commission Members a chance to both scrutinise performance and to use the information to generate future plan items to deep dive into areas of interest.

2. Recommended actions/decision

- 2.1 That the Adult Social Care Scrutiny Commission be provided with the quarterly dashboard as means of overseeing performance and identifying areas for further scrutiny.

3. Scrutiny / stakeholder engagement

4. Background and options with supporting evidence

- 4.1 From April 2025 the Social Care and Education department will be producing a new quarterly performance dashboard which will include key data on performance, volumes and finance across children's service, education and adult social care. The performance dashboard is a Microsoft Excel document which is interactive and allows site of top-level data and an ability to drill down in more detail in certain areas. The Dashboard will be produced approximately two months past the end of each quarter and will be presented to the Lead Member and the to the City Mayor' Education, Health and Care Board (EHCB).
- 4.2 The first tab is a summary page with three sections containing finance workforce and performance metrics across children's services, adult services and education including comparator figures for previous years and benchmarking against national, statistical neighbour authorities when available. The headlines for each section are shown below.

	FINANCIAL METRICS
Children	Average cost of children's placement
	Spend on children's social care agency social workers
	High Needs Block (£'000)
	Continuing Care, Funded Nursing Care and s117 income from ICB (childrens)
Adult	ASC working age package cost per head of population
	Average ASC working age package cost per client
	ASC 65+ package cost per head of population
	Average ASC 65+ package cost per client
	Continuing Care, Funded Nursing Care and s117 income from ICB (adults)
	WORKFORCE METRICS
Children	Children's Social Worker vacancy rate
	Overall children's vacancy rate
	Agency Usage
Adult	Overall adult's vacancy rate
	PERFORMANCE METRICS
Children Looked After	Number at period end
	Full Care Orders at period end
	Interim Care Orders at period end
	S20 arrangements at period end
	Other order types at period end
	Exits from care
	Exits to adoption
	Exits to Special Guardianship Orders
	Placed in Council residential (number)
	Placed in Council residential (%)
	Placed with Council foster carers (number)
	Placed with own Council carers (%)
	Placement vacancies - Fostering
	Placement vacancies - Residential
	Unregulated placements
Safeguarding	Serious Incident Notifications
SEND – Education, Health and Care Plans (EHCPs)	Requests to assess
	Assessments started
	EHCP in 20 weeks (%)
	EHCP in 20 weeks (% calendar YTD)

	EHCP annual review (12 months)
	EHCP annual review (amendments 12 week)
Adult Care Providers CQC Rating	All Settings: Outstanding
	All Settings: Good
	All Settings: Requires Improvement
	All Settings: Inadequate
	All Settings: CQC not inspected service yet
	All Settings: Insufficient evidence to rate
	All Settings: Inspected but not rated
Hospital discharges	% of Discharges from UHL - Pathway 1
	% of Discharges from UHL - Pathway 2
	% of Discharges from UHL - Pathway 3

4.3 The second tab will give the latest financial forecast information by divisions within the department set against budget and a breakdown of average adult care costs across a range of types. This will come with narrative to explain variances and trends.

4.4 The third and fourth tabs will contain present more detailed information from the performance metrics in the first tab in chart and graph form including further benchmarking, including for the East Midlands where this is available, narrative on context, trend and performance against target when one has been set. One tab covers children's services information, the other adults social care.

4.5 The fifth tab contains information on the ten current most expensive looked after placements for children. As this identifies placements for children which could place them at risk this section will need partial redaction but will offer insight into the financial challenges of finding homes for looked after children with the most complex needs. It also shows those independent providers most used by the local authority.

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4.6 A sixth tab is under development to try and represent where the highest cost adult packages are and those providers most used.

4.7 The Scrutiny Commissions will also be able to make suggestions for additions or improvements to the dashboard which can be considered by the data, performance and finance teams to improve understanding and oversight.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

There are no direct financial implications arising from this report.

Signed: Mohammed Irfan, Head of Finance

Dated: 04.06.25

5.2 Legal implications

There are no direct legal implications arising from this report.

Signed: Kevin Carter
Dated:04.06.25

5.3 Equalities implications

<p>The report is about the Social Care and Education department producing a new quarterly performance dashboard which will include key data on performance, volumes and finance across children's service, education and adult social care.</p> <p>Moving forward, the department's new performance dashboard can be a useful asset for advancing and showcasing equality. However, its effectiveness in this regard hinges on embedding equality considerations into its design, how data is collected, how that data is analysed and how it is reported.</p>
Signed: Equality Officer, Surinder Singh, Ext 37 4148
Dated: 4 June 2025

5.4 Climate Emergency implications

There are no significant climate emergency implications arising from this report
Signed: Phil Ball
Dated: 04/06/2025

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

9. Is this a "key decision"? If so, why?



Early Action Update

Leading Better Lives

For consideration by:
Adult Social Care Scrutiny Commission

Date: 26 June 2025

Lead director: Kate Galoppi

Useful information

■ Ward(s) All

■ Report author: Michelle Larke

■ Author contact details: michelle.larke@leicester.gov.uk

1. Purpose of report

- 1.1. This cover report accompanies a slide deck which will be presented at the ASC scrutiny commission meeting 26 June 2025.
- 1.2. The purpose is to ensure our Adult Social Care Scrutiny Commission are fully briefed and sighted on the Leading Better Lives work to date.
- 1.3. This report is for information only.

2 Report Summary

- 1.1. This cover report and the accompanying presentation provide the background to Leicester's Leading Better Lives programme, progress to date with the work which includes the four projects agreed in the summer last year which were:
 - To deliver an Information and Advice festival
 - Facilitate multi-disciplinary meetings/drop ins in community settings.
 - Liaising with our community leaders ensuring that we are working collaboratively.
 - Establishing a pilot area for a Local Area Co-ordinator and Street Champions model to address social isolation.
- 1.2. Over the last 8-9 months, work has been progressing around each project to ensure we deliver on our commitments. The accompanying presentation will provide a comprehensive update against each project and a timeline for delivery where one is available.

3. Recommendations

- 1.1. ASC Scrutiny Commission are invited to:
 - Note and make any comments.

4. Supporting information

- 1.1. This cover report and accompanying presentation builds on earlier reports presented to our Adult Social Care Scrutiny commission around leading better lives and our early action approach and programme of work for Leicester.
- 1.2. Leading Better Lives was born out of the work adult social care has been doing to manage demand for services and support, and with it our spend on social care services. This recognises that early action has an important place in our infrastructure, and whilst we have some good early action services, it is not a coherent offer that is currently well coordinated for our citizens to access.
- 1.3. Underpinning this is the belief that in Leicester we want every person with care and support needs (including our unpaid carers) to be able to live the life they want to live, doing what is important to them, in good homes and in caring communities. However, we know that to live a good life, people need more than adult social care.
- 1.4. Following extensive engagement with our communities last year, which culminated in two events last summer, work has been underway to deliver on the commitments of our leading better lives programme of work. The accompanying presentation will provide a comprehensive update as we move into the delivery phase for the four key projects that people at those events agreed would start to respond to some of the key issues people told us about.
- 1.5. A key part of the project is the communications and engagement campaign, which will ensure we are actively promoting some of the opportunities that we committed to deliver. It will also ensure we continue to keep people who spoke to us, and our voluntary and community organisations up to date with progress with each of the four projects.
- 1.6. A further event is planned 28 October which will provide an opportunity to showcase the work we have done around the four projects, but also provide an interactive opportunity to coproduce a firmer commitment to early action in Leicester, ensuring we have a coherent offer in place for people who might need care and support now or in the future.
- 1.7. This report is for information only.

5. Financial, Legal, and other implications

Financial implications

There are no direct financial implications arising from this report.

Mohammed Irfan
Head of Finance, Leicester City Council
12 June 2025

Legal implications

The report is for noting and therefore there are no specific legal implications arising. Generally, any ongoing activities which includes commissioning services, or otherwise

payment to third parties, early engagement and advice should be sought from Procurement and Legal Services to ensure that any such arrangements comply with the Procurement Act as well as the Authority's own Contract Procedure Rules. Likewise, any formal joint working arrangements which may be required with any third-party organisations to whom the Authority wishes to collaborate - Legal Services will be able to advise and support on any such requirements.

Mannah Begum, Principal Lawyer, Commercial & Contracts Legal Services
Date: 12 June 2025

Climate Change Emergency implications

There are only limited climate emergency implications associated with this report and these are mainly associated with the carbon emissions which can arise from travel to events. The project organisers should try to minimise those emissions by making events convenient to get to by sustainable travel options and/or by basing activities in neighbourhoods.

Phil Ball, Sustainability Officer, Ext:372246, 13 June 2025

Equalities implications

The Council must comply with the Public Sector Equality Duty (PSED) (Equality Act 2010) by paying due regard, when carrying out their functions, to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not.

In doing so, the council must consider the possible impact on those who are likely to be affected by the recommendation and their protected characteristics. Protected groups under the Equality Act 2010 are age, disability, gender re-assignment, pregnancy/maternity, marriage and civil partnership, race, religion or belief, sex, and sexual orientation.

The report provides the background to Leicester's Leading Better Lives programme and progress to date with the work being done and is for information only. The programme aims to ultimately help carers and people with care and support needs lead better lives, living as independently as possible, live safely and have a voice in coordinating their care. People will be from across a range of protected characteristics. The project work also ties in well with other work underway within Adult Social Care, such as the strength-based ways of working, which help to improve outcomes for users of our services. Through focus groups and surveys, the project has been able to gather insights into what is working well, what isn't, and what is important to people in terms of well-being, information access, and supportive communities. The initiative aims to improve the lives of all residents, particularly those who are most vulnerable or face systemic disadvantages.

Equalities Officer, Surinder Singh, Ext 37 4148
13 June 2025

Adult Social Care Scrutiny Commission

Work Programme 2025-2026

Meeting Date	Item	Recommendations / Actions	Progress
26 June 2025	<i>Items TBC:</i> <ol style="list-style-type: none"> 1. CQC update? (timeline) 2. Engagement on Dementia 3. Social Care and education quarterly dashboard 4. Leading better lives 		
28 August 2025	<i>Items TBC:</i> <ol style="list-style-type: none"> 1. CQC report 2. 		
13 November 2025			
15 January 2026			
12 March 2026			

Meeting Date	Item	Recommendations / Actions	Progress
23 April 2026			

Director’s suggestions	Chair’s Suggestions

Forward Plan Items (suggested) 2024-25

Topic	Detail	Proposed Date
Self- neglect	The Commission requested that an item on Self-Neglect be added to the work programme.	

[illegible]

[illegible]

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