



Leicester
City Council

Minutes of the Meeting of the
ADULT SOCIAL CARE SCRUTINY COMMISSION

Held: THURSDAY, 25 JUNE 2026 at 5:30 pm

P R E S E N T:

Councillor March - Chair

Councillor Batool
Councillor Surti

Councillor Sahu

In Attendance

Assistant City Mayor, Adult Social Care Councillor Dawood

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1. WELCOME AND APOLOGIES FOR ABSENCE

It was noted that apologies for absence were received from Councillor Kaur Saini with Councillor Surti substituting. Apologies were also received from Councillor Joannou, Kate Galoppi and Ruth Lake.

2. DECLARATIONS OF INTERESTS

The Chair asked members to declare any interests in proceedings for which there were none.

3. MINUTES OF THE PREVIOUS MEETING

The Chair highlighted that the minutes from the meeting held on **Thursday 23rd April 2026** 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 **Thursday 23rd April 2026** were a correct record.

4. MEMBERSHIP OF THE COMMISSION 2026/27

The Membership of the Commission was confirmed as follows:

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

5. DATES OF THE COMMISSION 2026/27

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

6. SCRUTINY TERMS OF REFERENCE

The Commission noted the Scrutiny Terms of Reference.

7. CHAIRS ANNOUNCEMENTS

The Chair advised that she did not have any announcements to make.

8. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

It was noted that none had been received.

9. PETITIONS

It was noted that none had been received.

10. CARE QUALITY COMMISSION ASSESSMENT: ACTION PLAN UPDATE

The Strategic Director of Social Care and Education submitted a report to provide the Adult Social Care Scrutiny Commission with an update on progress against the Care Quality Commission (CQC) Assessment action plan.

The Assistant City Mayor for Adult Social Care introduced the item and explained that, although no formal recommendations had been made following the Care Quality Commission (CQC) assessment, the Council had developed its own Improvement Action Plan in November 2025. The Action Plan focused on 5 key priority areas, including reducing waiting times and strengthening safeguarding arrangements. It was acknowledged that improvement would take time, however good progress had already been made and regular updates would continue to be provided to the Commission throughout the year.

The Strategic Director presented the report. Key points to note were as follows:

- No formal recommendations had been issued by the CQC following the assessment. However, the Council had developed its own Improvement Action Plan in November 2025.
- The Action Plan focused on 5 key priority areas:
 - Improving the experience of carers
 - Accessible and improved information, advice and guidance
 - Waiting times and timeliness
 - Data and governance
 - Safeguarding
 - Care Market and Quality
- Positive progress had been made across all priority areas, although further work remained.
- Waiting lists had reduced by approximately one third, largely through increased staffing capacity, improved use of resources and changes to assessment processes.
- Improvements had also been made to the accuracy of data recording, providing greater confidence in performance information.
- Work was continuing with other local authorities and specialist data organisations to strengthen data quality, identify gaps and improve reporting ahead of future CQC assessments.
- The ongoing Local Government Reorganisation would not affect delivery of the Improvement Action Plan, with work continuing alongside any future service changes.

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

- Progress made in reducing waiting lists was welcomed. It was noted that waiting lists had reduced through a combination of increased staffing capacity, improvements to assessment processes and more accurate data recording, which had also strengthened confidence in the performance information.
- The importance of continuing to improve data quality was discussed. Work was underway with specialist organisations and other local

authorities to strengthen data infrastructure, improve reporting processes and identify any remaining gaps ahead of future CQC assessments. It was suggested that learning from authorities demonstrating good practice should continue where appropriate.

- Carers were highlighted as a key area for further improvement. It was noted that relatively few standalone carers' assessments had been completed compared with the number of carers known to services. Development of the Carers Strategy remained a priority, with greater emphasis on co-production, preventative support and recognising the diverse needs of carers across the city, including the impact on working-age carers and those with intergenerational caring responsibilities.
- Further information was requested on waiting times, including how many people waiting for assessments subsequently required care packages and whether delays had resulted in any adverse outcomes. It was confirmed that a more detailed report on waiting times was being developed, including breakdowns by service area and locality.
- The need for future reports to include further information on accessibility was highlighted, including Easy Read information, translated materials, digital exclusion, respite provision, social contact, communication barriers and frontline staff awareness of voluntary and community sector services. It was confirmed that future reports would provide more detailed thematic updates.
- Adult Social Care debt, billing processes and direct payments were also discussed. It was noted that additional resources had been introduced to strengthen financial support for residents, including assistance with benefits and charging arrangements. Work was also underway to review the effectiveness of the current direct payments approach.

AGREED:

1. That the report be noted.
2. For a report to come to the next meeting on waiting times.
3. For future reports to consider progress at other Local Authorities such as Leeds and Manchester.
4. For the report to become a regular fixture for Scrutiny.
5. For further consideration of working age carers, short breaks, social contact for carers, 'Easy Read' / digital exclusion, frontline staff service knowledge and named workers.

11. PRIORITIES AND PERFORMANCE AMBITIONS Q4 2025-26

The Assistant City Mayor for Adult Social Care introduced the item noting key challenges and priorities, including Leading Better Lives and the impact of AI.

The Strategic Director for Social Care and Education gave a presentation. Key points to note were as follows:

- At the close of the previous year, it had been agreed that a framework of

priority areas and metrics would be created. A pilot had taken place in the previous quarter and formal arrangements would commence in the first quarter for 2026/27.

- The Priority 1 Improvement Plan was on course.
- Priorities included: Post inspections plans, Leading Better Lives, Financials, Equality and Diversity, Strategies on Adult Supported Living, Performance Culture, Quality Assurance Processes. Technology and AI and Local Government Reorganisation.
- Analysis would become more robust and provide granular detail; benchmarking would be included.

In response to member discussions and questions, the following was noted:

- A discussion took place as to whether separate reports should be provided for the Adult Social Care Commission and the Children, Young People and Education Commission. It was agreed that one combined report was suitable.
- The Four Pillars of Prevention were carefully selected following community engagement work. The Pillars being:
 - The Community Offer – including community drops ins and Skills for Life.
 - Partnerships – including co-production, civil society, robust structuring and commitment to health and wellbeing.
 - Self-service / digital offer – including training programmes and the portal and web pages, possibly to sit alongside the Joy App.
 - Ways of working – including commitment to place, early action support and information sharing with staff promoting visibility and wellbeing.
- The Leading Better Lives report could be circulated together with spending information.
- Members were encouraged to add suggestions and request further information as required.

AGREED:

- 1) That the report be noted.
- 2) For the Leading Better Lives report to be circulated.
- 3) For more information to be circulated on Leading Better Lives spending.

12. WORK PROGRAMME

The Chair reminded Members that should there be any items they wish to be considered for the work programme then to share these with her and the governance officer.

13. ANY OTHER URGENT BUSINESS

There being no further business, the meeting closed at **18:30**