

# Health and Adult Social Care Scrutiny Committee

## 23 January 2025

### Coordinating Adult Social Care and Housing Services

#### Report of the Statutory Scrutiny Officer

#### **1 Purpose**

- 1.1 To scrutinise the development of an effective strategic approach to enable Adult Social Care and Housing Services to operate together in a coordinated way to ensure that vulnerable individuals and families receive appropriate housing and social care support.

#### **2 Action required**

- 2.1 The Committee is asked:

- 1) to make any comments or recommendations in response to the Executive Member for Adult Social Care and Health's report on the approach to the strategic oversight and co-ordination in place for complex housing cases involving social care needs; and
- 2) to consider whether any further scrutiny of the issue is required (and, if so, to identify the focus and timescales).

#### **3 Background information**

- 3.1 The Care Quality Commission, as an independent regulator, was given new responsibilities to assess how well Local Authorities are performing against their duties under Part 1 of the Care Act 2014. The CQC developed an associated assessment framework through co-production with partners, agencies and people with direct experience of using care and support services, which was piloted at five Local Authorities (including Nottingham City Council) to test its methodology and processes, and to identify any refinements required.
- 3.2 The Council's assessment was carried out from 11 May 2023, reviewing the 2022/23 period. The assessment results were published on 17 November 2023, with the CQC's indicative findings being that the Council's Adult Social Care services required improvement. The Committee reviewed the assessment outcomes as a whole at its meeting on 15 February 2024 and, following these discussions, considered that the Council's response to the challenges identified by the CQC relating specifically to housing and accommodation for individuals with complex needs should be considered further. These challenges included housing shortages impacting care delivery, an over-reliance on residential care and fragmented system pathways.

- 3.3 In response to the CQC's findings in this area, the Council implemented an Action Plan to address the main challenges, with key focuses on expanding supported housing options, developing a new Extra Care framework and creating a multi-disciplinary panel to improve coordination across services. The Action Plan was structured to reflect the CQC Assessment Framework, which comprised nine quality statements across four overall themes:
- working with people;
  - providing support;
  - how the Local Authority ensures safety within the system; and
  - leadership.
- 3.4 The Council is seeking to take steps to address the housing and accommodation needs of adults who require social care through joint work and collaboration to expand supported living options, enhance Extra Care services and improve coordination across Council departments. As a result, the Council is aiming to promote independence and reduce the reliance on residential care. Ongoing improvements, including an All-Age Accommodation Strategy, are intended to ensure that Nottingham's housing options are responsive to the needs of the most vulnerable residents, aligning with the recommendations of the CQC.
- 3.5 At its meetings on 24 October and 21 November 2024, the Committee discussed with both the Executive Member for Adult Social Care and Health and the Executive Member for Housing and Planning the approaches being taken to ensure that the right pathways were in place so that the most vulnerable people reached appropriate and sustainable accommodation where person-centred, wrap-around care could be delivered effectively; how meeting growing levels of complex needs was being planned for; developing provision in the wider market and how commissioned providers of Supported Living accommodation were managed; how the Council invested in and developed properties and the wider market for meeting the current and future social care needs of adults in the city (particularly in the context of the new 'Homes fit for the Future' Housing Strategy and the development of a new Homelessness Prevention Strategy); ensuring early intervention; achieving best value; and how effective leadership was being used to drive improvement and change.
- 3.6 Following these discussions, work has been carried out to establish a Complex Case Housing Board where both Adult's and Children's Social Care can engage with Housing Services on the strategic oversight and coordination of complex housing cases involving multiple Services to ensure that vulnerable individuals and families receive the appropriate housing and care support, and to promote collaboration and integrated working across different Council Services and agencies.
- 3.7 This item is directly relevant to the delivery of the 'Living Well in Our Communities', 'Better Housing' and 'Serving People Well' outcomes of the Strategic Council Plan and, in the context of the Council Improvement Plan, has impacts on all three aims to ensure a Council that delivers for Nottingham with a clear direction and purpose; is financially sustainable; and is well run with effective people, processes and systems.

#### **4 List of attached information**

4.1 [Report to follow]

#### **5 Background papers, other than published works or those disclosing exempt or confidential information**

5.1 None

#### **6 Published documents referred to in compiling this report**

6.1 [CQC Pilot Care Act Assessment](#)

6.2 Report to, and Minutes of, the Health and Adult Social Care Scrutiny Committee meetings held on:

- [15 February 2024](#)
- [24 October 2024](#)
- [21 November 2024](#)

#### **7 Wards affected**

7.1 All

#### **8 Contact information**

8.1 Adrian Mann, Scrutiny and Audit Support Officer  
[adrian.mann@nottinghamcity.gov.uk](mailto:adrian.mann@nottinghamcity.gov.uk)