

City of London Corporation Committee Report

Committee(s): Community and Children's Services Committee – for information Safeguarding Sub-Committee – for information	Dated: 30/04/2025 16/06/2025
Subject: Adult Social Care Self-Evaluation Framework 2024	Public report
This proposal: <ul style="list-style-type: none"> • delivers Corporate Plan 2024-29 outcomes providing excellent services and diverse, engaged communities. 	
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Judith Finlay, Executive Director of Community and Children's Services	For Information
Report author: Scott Myers, Strategy & Projects Officer, Department of Community and Children's Services	

Summary

This report presents to members the City of London Corporation (City Corporation) Department of Community and Children's Services (DCCS) Adult Social Care Self-Evaluation Framework (SEF) 2024.

The SEF sets out DCCS' assessment of the quality and impact of Adult Social Care services and areas for development over the next year. Areas for development include enhancing co-production and resident engagement, strengthening collaboration with health partners, increasing the uptake of Disabled Facilities Grants and strengthening our partnership work with the voluntary and community sector.

Overall, the City Corporation is proud of the support that it provides for people to maintain their independence at home for as long as they are able and wish to and enable them to achieve positive outcomes.

The SEF for 2024 was submitted to the Care Quality Commissioning (CQC) in February 2025 as part of the evidence base for the forthcoming Adult Social Care CQC inspection.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The Adult Social Care SEF is completed annually. This is the first SEF that has been completed for Adult Social Care, and follows self-evaluations created for our Children and Families and Special Educational Needs and Disabilities services.
2. The SEF sets out achievements across Adult Social Care and links into all elements of our service, as well as our work with commissioned providers and community organisations. It also sets out our identified areas for development over the coming year.

Current Position

3. Our vision for adults with care and support needs and their carers is to create and sustain a compassionate and inclusive system that empowers individuals to lead fulfilling lives with independence, control, choice and dignity.
4. The City of London's high life expectancy and a high number of people who sleep rough are our key drivers for an increase in need for social care services. We recognise and respond to these challenges with practice and innovative responses which are at the forefront of our approach.
5. We utilise a strength and relationship-based approach, which is delivered by our stable, experienced, generic workforce, supported by strong partnership working across the health and care system.
6. During 2023-24, a total of 295 individuals engaged with Adult Social Care services. This includes those who received assessments, ongoing support, or other forms of assistance. There were also 109 adults receiving a long-term service as of 31st December 2024, and we supported 34 carers as of the same date.
7. There is strong satisfaction with our services. 64% of Adult Social Care services users are extremely or very satisfied with the service they receive.

8. We have a strong hospital discharge model built on a co-ordinated, multi-agency approach. Local authority delays are minimal through our agile and responsive practice.
9. There are no waiting lists for assessments, and people are seen promptly. 70% of Supported Self-Assessment were completed within 28 days (year to date), and 81% of the ongoing reviews were completed within 12 months of the previous assessment.
10. We have an effective Quality Assurance Framework that demonstrates our continuous improvement, with local well-established integrated care models with a range of partners which enhances our ability to provide holistic and effective care.
11. Stable political leadership and robust and effective financial management provide stability to our Adult Social Care service, and transparency and trust are fostered through visibility and accessibility of Senior Management.
12. We continue to strive for excellence, which means we are always looking to develop and enhance our services. These include, but are not limited to, further strengthening our partnership work, data collection, communication and co-production and engagement with residents.

Corporate and Strategic Implications

Strategic implications – the Adult Social Care SEF aligns with the Corporate Plan 2024–2029 outcomes of providing excellent services and ensuring that there are diverse, engaged communities. DCCS strategic objectives include: people of all ages and all backgrounds are prepared to flourish; people of all ages and all backgrounds can live independently, play a role in their communities and exercise choice over their services; people of all ages enjoy good mental and physical wellbeing; people of all ages and all backgrounds feel part of, engaged with and able to shape their community.

Financial implications – none.

Resource implications – none

Legal implications – none.

Risk implications – none.

Equalities implications – Equalities implications are considered within the SEF and where any new services are developed or services change, an Equalities Impact Assessment would be carried out.

Climate implications – none.

Security implications – none.

Conclusion

13. Overall, our practice and services for residents are high quality, based on a personalised approach. We are ambitious in continuing to improve the service we

provide to adults with care and support needs and their carers, which leads to positive outcomes. This SEF enables us to reflect, monitor and assess progress against our areas for development, and we will carry out a six-month review against our identified areas of improvement to ensure focus remains on achieving the best for adults with care and support needs and their carers.

Appendices

- Appendix 1 – Adult Social Care Self Evaluation Framework 2024 – redacted public version

Scott Myers

Strategy & Projects Officer
Department of Community & Children's Services

E: scott.myers@cityoflondon.gov.uk