



*Meeting:* **Adults and Cultural Services Overview and Scrutiny Committee**

*Date/Time:* **Monday, 1 June 2026 at 2.00 pm**

*Location:* **Sparkenhoe Committee Room, County Hall, Glenfield**

*Contact:* **Mrs. A. Smith (0116 305 2583)**

*Email:* **angie.smith@leics.gov.uk**

### **Membership**

Mrs. K. Knight CC (Chairman)

Mrs. L. Broadley CC	Mr. P. King CC
Mr. N. Chapman CC	Mr. B. Lovegrove CC
Mr. G. Cooke CC	Mr. P. Morris CC
Mr. M. Durrani CC	Dr. D. North CC
Mr. N. Holt CC	Mrs. R. Page CC
Mr. A. Innes CC	Mr. V. Richichi CC

**Please note: this meeting will be filmed for live or subsequent broadcast via the Council's web site at <http://www.leicestershire.gov.uk>**

### **AGENDA**

<u>Item</u>	<u>Report by</u>
1. Appointment of Chairman.  To note that Mrs. Kerry Knight CC has been appointed Chairman of the Adults and Cultural Services Overview and Scrutiny Committee in accordance with Rule 6(a) of the Overview and Scrutiny Procedure Rule (Part 4E of the County Council's Constitution).	
2. Appointment of Vice-Chairman.	
3. Minutes of the meeting held on 2 March 2026.	(Pages 5 - 10)
4. Question Time.	

Democratic Services ◦ Department of Public Health, Communities, Law and Governance

Leicestershire County Council ◦ County Hall

Glenfield ◦ Leicestershire ◦ LE3 8RA ◦ Tel: 0116 232 3232 ◦ Email: [democracy@leics.gov.uk](mailto:democracy@leics.gov.uk)



5. Questions asked by Members under Standing Order 32(1).
6. To advise of any other items which the Chairman has decided to take as urgent elsewhere on the agenda.
7. Declarations of interest in respect of items on the agenda.
8. Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.
9. Presentation of Petitions under Standing Order 33.
10. Care Quality Commission Assessment 2025, Improvement Plan Delivery Update. Director of Adults and Cultural Services (Pages 11 - 26)
11. Performance Report 2025/26 - Position at March 2026. Director of Corporate Resources and Director of Adults and Cultural Services (Pages 27 - 40)
12. Cultural Services. Director of Adults and Cultural Services (Pages 41 - 46)
13. Date of next meeting.  
  
The next meeting of the Adults and Cultural Services OSC is scheduled to take place on 1 September 2026, at 2.00pm.
14. Any other items which the Chairman has decided to take as urgent.

## QUESTIONING BY MEMBERS OF OVERVIEW AND SCRUTINY

The ability to ask good, pertinent questions lies at the heart of successful and effective scrutiny. To support members with this, a range of resources, including guides to questioning, are available via the Centre for Governance and Scrutiny website [www.cfgs.org.uk](http://www.cfgs.org.uk). The following questions have been agreed by Scrutiny members as a good starting point for developing questions:

- Who was consulted and what were they consulted on? What is the process for and quality of the consultation?
- How have the voices of local people and frontline staff been heard?
- What does success look like?
- What is the history of the service and what will be different this time?
- What happens once the money is spent?
- If the service model is changing, has the previous service model been evaluated?
- What evaluation arrangements are in place – will there be an annual review?

Members are reminded that, to ensure questioning during meetings remains appropriately focused that:

- (a) they can use the officer contact details at the bottom of each report to ask questions of clarification or raise any related patch issues which might not be best addressed through the formal meeting;
- (b) they must speak only as a County Councillor and not on behalf of any other local authority when considering matters which also affect district or parish/town councils (see Articles 2.03(b) of the Council's Constitution).

Democratic Services ◦ Department of Public Health, Communities, Law and Governance

Leicestershire County Council ◦ County Hall

Glenfield ◦ Leicestershire ◦ LE3 8RA ◦ Tel: 0116 232 3232 ◦ Email: [democracy@leics.gov.uk](mailto:democracy@leics.gov.uk)



[www.x.com/LeicsDemocracy](http://www.x.com/LeicsDemocracy)



[www.http://www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)

This page is intentionally left blank



Minutes of a meeting of the Adults and Communities Overview and Scrutiny Committee held at County Hall, Glenfield on Monday, 2 March 2026.

PRESENT

Mrs. K. Knight (in the Chair)

Mr. N. Chapman CC  
Mr. N. Holt CC  
Mr. A. Innes CC  
Mr. P. King CC

Mr. B. Lovegrove CC  
Mr. P. Morris CC  
Mrs. R. Page CC

In attendance

Mrs Fiona Barber – Healthwatch Leicester and Healthwatch Leicestershire

51. Minutes of the previous meeting.

The minutes of the meeting held on 19 January 2026 were taken as read, confirmed and signed.

52. Question Time.

The Chief Executive reported that no questions had been received under Standing Order 35.

53. Questions asked by members under Standing Order 32(1).

The Chief Executive reported that no questions had been received under Standing Order 7(3) and 7(5).

54. Urgent Items.

There were no urgent items for consideration.

55. Declarations of interest in respect of items on the agenda.

The Chairman invited members who wished to do so to declare any interest in respect of items on the agenda for the meeting.

No declarations were made.

56. Declarations of the Party Whip in accordance with Overview and Scrutiny Procedure Rule 16.

There were no declarations of the party whip.

57. Presentation of Petitions under Standing Order 33.

The Chief Executive reported that no petitions had been received under Standing Order 33.

58. Draft Leicestershire Carers Strategy 2026-2030.

The Committee considered a joint report of the Director of Adults and Communities and Director of Children and Family Services, the purpose of which was to seek comments on the draft Leicestershire Carers Strategy 2026-2030. The report explained the development of the strategy and the priorities for delivery. A copy of the report marked 'Agenda Item 8' is filed with these minutes.

The Chairman welcomed the Chairman, Mr. Mark Bools, and Spokespersons Mrs. Deborah Taylor and Mrs. Linda Danks of the Children and Families Overview and Scrutiny Committee to the meeting to hear the presentation of the report.

The Chairman further welcomed Fiona Barber, Healthwatch Leicester and Healthwatch Leicestershire, to the meeting.

Arising from discussion, the following points were made:

- i. Members endorsed the three proposed priorities, highlighting the importance of effective carer flow and clearer information about entitlements and available support. They welcomed the extensive pre-consultation, particularly engagement with over 300 previously unheard carers, and noted ongoing concerns about funding and access to financial support, as well as the significant voluntary contribution made by carers nationally.
- ii. Questions were raised about how identified barriers would translate into practical actions, especially around accessing help at home. Members queried how carers would know what support they were entitled to, how they could access it, and whether a register existed for young carers. Officers reported that carers were often identified through GP practices, though referral processes varied. Improving access to information, advice and guidance remained a priority, particularly for rural carers. The current Voluntary Action South Leicestershire (VASL) contract supported around 7,000 carers. The VASL contract aimed to address those gaps, alongside challenges linked to carers not self-identifying.
- iii. Concerns about VASL's geographical coverage were noted. Officers clarified that the Council did not hold a universal carers' register; only those identified or self-referred were recorded, while VASL maintained its own caseload. The new commissioning arrangements would consider reach, and future strategy work would review funding pathways and reshape the carers' offer.
- iv. Members stressed that carers should have a good quality of life themselves and requested that this principle be explicitly reflected in the Strategy. The Director of Adults and Communities confirmed that adult carers had statutory rights under the Care Act 2014, including assessment and support for eligible needs. Those not meeting thresholds could still access support through the independent sector contract.

- v. Clarification was sought on entitlement to respite care and how carers would access it, alongside questions about whether the £3.5m carers support budget was sufficient. The Director of Children and Family Services reported that young carers are particularly vulnerable and were identified through close work with schools and health agencies, ensuring access to assessments and support groups.
- vi. The Healthwatch representative reported that carers frequently felt unheard and highlighted issues including inconsistent home-care staff, challenges with hospital discharge, and the importance of education settings for young carers. Healthwatch commended the engagement with over 300 carers.
- vii. Members raised financial pressures on working age carers, mixed experiences with VASL, and concerns about fragmented support pathways. Variation in GP engagement was noted, and Members hoped the Strategy would strengthen links with primary care. The Director of Adults and Communities explained that the £3.5m budget mainly covered direct payments, with around £200,000 each for the VASL contract and internal support team. Respite was funded through individual care packages, and is not included in the £3.5m figure quoted, though figures were difficult to isolate due to funding structures.
- viii. Finally, Members welcomed the work with young carers but requested clearer Strategy content on transition to adult support, particularly for those entering higher education or employment. The Director of Children and Family Services confirmed this would be strengthened in the revised document.

RESOLVED:

- a) That the report on the draft Leicestershire Carers Strategy 2026-2030 be noted.
- b) That commencement of a public consultation to further engage with carers and interested parties be noted.
- c) That the comments now made be forwarded to the Cabinet for consideration at its meeting on 24 March 2026.

59. National Performance Benchmarking 2024/25 and Performance Report 2025/26 - Position at Quarter 3.

The Committee considered a report of the Chief Executive and Director of Adults and Communities, which provided information which highlighted the adult social care comparative performance position in 2024/25 through national benchmarking, and to present an update of the Adults and Communities Department's performance during the period April to December 2025. A copy of the report marked 'Agenda Item 9' is filed with these minutes.

Arising from discussion, the following points were made:

- i. A Member queried whether supported living was treated as a permanent home within the performance measures, and emphasised the importance of annual reviews, noting that individuals' circumstances could change significantly within a year. The Member felt that increasing already-good review completion levels would strengthen understanding of need and support better resource allocation.

- ii. A Member noted that the report contained substantial narrative and suggested that more graphical or tabular presentation could improve clarity. Officers acknowledged the presentation point, noting that updated graphical appendices had been included but that some metrics were not comparable with previous years due to national reporting changes. They confirmed this would be reviewed for future reporting.
- iii. A Member highlighted that, although the report stated that 3,100 people had received reablement during April to December 2025, it did not explain the outcomes, for example, how many people remained at home, required supported living, or moved into residential care. Officers explained that reablement outcomes were tracked through other reporting mechanisms linked to the operating model. These included the number of people completing reablement with no ongoing long-term services, those needing reduced support, and those whose needs deteriorated. It was confirmed that the service generally achieved strong outcomes and aimed to expand capacity so more people could benefit and remain independent.
- iv. Finally, Members were reminded that annual review performance was monitored daily and discussed monthly with operational leads.

RESOLVED:

- a) That the National Performance Benchmarking 2024/25 and Performance Report 2025/26, Position at Quarter 3, report be noted.
- b) That use of graphical and tabular data to support narrative be included in future reports.

60. Care Quality Commission Assessment 2025 - Improvement Plan Delivery Update.

The Committee considered a report of the Director of Adults and Communities which provided an update on progress made to deliver the Care Quality Commission (CQC) Improvement Plan, prior to submission of the progress update to the Department for Health and Social Care (DHSC) due 17 March 2026. A copy of the report marked 'Agenda Item 10' is filed with these minutes.

Arising from discussion, the following points were made:

- i. A Member praised the reduction in waiting times and other improvements. They asked how future risk and sustainability had been considered to prevent previous issues from recurring, especially given rising demand. Officers stated that continuous reporting and improvement formed an ongoing process. The Department would continue to monitor progress, including volumes, duration, and maximum waits, in line with the report's monitoring arrangements. They emphasised that cultural and process changes required accurate data recording, and work was underway with data teams to strengthen recording and performance measurement.
- ii. The Director of Adults and Communities stated that regular workforce audits were essential to understand caseloads, throughput and any bottlenecks. At the start of the pandemic, the Department had already made significant structural changes, including £1.7 million in staffing reductions, before demand doubled. The resource being reinstated, therefore, replaced some of what had been removed, alongside additional

capacity. Future workforce planning would continue to align staffing with projected demand through the Medium-Term Financial Strategy.

- iii. A Member noted that performance monitoring needed to align with staffing levels and asked what happened when demand rose faster than recruitment could occur. The Director explained that underspend from unavoidable recruitment delays could be used flexibly to secure temporary staff, providing short-term capacity while permanent recruitment was completed.
- iv. A Member asked about timelines for actions within the Improvement Plan and how long it typically took to recruit additional staff, including whether measures were planned to reduce delays that risked losing applicants to faster-moving organisations. Officers advised that processes between interview and start date were being reviewed to identify where timescales could be shortened. This included clearer communication with applicants about key stages, such as notifications, checks and onboarding. In high-demand areas, blanket adverts and coordinated interview cycles had been introduced to streamline recruitment. Promoting the benefits of working for the Council and maintaining proactive communication also supported retention during the recruitment process. However, statutory notice periods remained unavoidable. Officers acknowledged that agency staff could be secured more quickly but stressed that permanent staff were essential for long-term stability, in line with the Improvement Plan's focus on workforce sustainability.

RESOLVED:

That the update report on the Care Quality Commission Assessment 2025, Improvement Plan Delivery, prior to submission of the progress update to the Department for Health and Social Care due 17 March 2026 be noted.

61. Use of Resources in Adult Social Care.

The Committee considered a report of the Director of Adults and Communities the purpose of which was to share the Local Government Association's (LGA) 2024/25 report on 'Use of Resources in Adult Social Care', and to seek the Committee's view on the Use of Resources within Leicestershire. A copy of the report marked 'Agenda Item 11' is filed with these minutes.

RESOLVED:

That the LGA's report on the 'Use of Resource in Adult Social Care' be noted.

62. Date of next meeting.

It was noted that the next meeting of the Committee would be held on 1 June 2026, at 2.00pm.

This page is intentionally left blank



**ADULTS AND CULTURAL SERVICES OVERVIEW AND SCRUTINY  
COMMITTEE 1 JUNE 2026**

**CARE QUALITY COMMISSION ASSESSMENT 2025  
IMPROVEMENT PLAN DELIVERY UPDATE**

**REPORT OF THE DIRECTOR OF ADULTS AND CULTURAL SERVICES**

**Purpose of report**

- 1 The purpose of this report is to provide the Committee with an update of the progress made to deliver the Care Quality Commission (CQC) Improvement Plan, prior to submission of the progress update to the Department for Health and Social Care (DHSC) due 17 June 2026.

**Policy framework and previous decisions**

- 2 In March 2026, the Committee received a report providing an update on progress made with delivering the CQC Improvement Plan.
- 3 In January 2026, the Committee received a report providing a brief update on progress made with delivering the CQC Improvement Plan.
- 4 In November 2025, the Committee received a report summarising the CQC assessment findings, highlighting key strengths and areas for development. A summary improvement plan was presented which outlined the actions that will deliver improvements identified in the CQC Assessment report. The Committee requested quarterly progress updates to align with the DHSC reporting cycle.
- 5 In January 2025, the Committee received an update on the position relating to preparations and readiness for the CQC Assessment site visit during week of 24 February 2025.
- 6 In November 2024, the Committee received a report summarising the position and process for the CQC assessment following the initial notification of assessment received on 9 September 2024. The report included the updated self-assessment and improvement plan alongside plans to prepare for the CQC Assessment site visit.

**Background**

- 7 The CQC published its assessment report of Leicestershire in September 2025, giving an overall rating of Requires Improvement.

- 8 Authorities achieving a Requires Improvement rating are required to develop an Improvement Plan and provide quarterly reporting to the DHSC demonstrating progress with improvement actions.
- 9 DHSC contract with Partners in Care and Health (PiCH) to work with councils assessed as requires improvement. The PiCH Improvement Advisor is working with Leicestershire to co-ordinate the response, ongoing review and support activities, outlined below:
  - a) Stage 1 - response to the CQC Assessment report, submitted 27 September included a response to the CQC findings, emerging improvement priorities and action planning.
  - b) Stage 2 – report includes the improvement plan and oversight arrangements and the support required to deliver the improvement plan. Submitted 17 December 2025.
  - c) Stage 3 – quarterly updates to DHSC commenced 17 March 2026. The CQC Improvement Plan, attached as an Appendix to this report, will be submitted to the DHSC along with a summary report provided by the PiCH Care and Health Improvement Advisor.
- 10 Programme management and governance is in place to deliver the CQC Improvement Plan; internal oversight of progress is through the monthly Departmental Transformation Delivery Board.
- 11 Short-term temporary resource has focussed on addressing assessment backlogs. Recruitment has commenced to roles in frontline operational teams where long-term resource is required to achieve and sustain improvement in services for people.
- 12 Communication and engagement with staff and people who draw on services is taking place to inform and deliver the improvement plan actions.

### **Care Quality Commission updated assessment approach**

- 13 The CQC published details of their updated approach and guidance for local authority assessment in April 2026.
- 14 The local authority assessment framework remains unchanged with 9 quality statements across the 4 themes of Working with people, Providing support, Ensuring safety and Leadership & governance.
- 15 The quality statements are now underpinned by rating characteristics which describe what care and support, and governance and leadership might look like for each quality statement across each judgement level in the assessment framework.
- 16 Future assessment will place greater emphasis on people’s outcomes and experience of services, including unpaid carers. The CQC define people’s experiences as “a person’s needs, expectations, lived experience and satisfaction with their care, support and treatment including equity of experience, and access to and transfers between services”.

- 17 The CQC explicitly state that they will take a stronger approach to assessing support for unpaid carers, their experiences and outcomes.
- 18 The Secretary of State's 3 objectives and priorities, set in 2025, are embedded into the assessment framework, these are:
  - a) Commissioning of high-quality outcomes.  
Assessment of commissioning that supports joined up and flexible local services to meet the diverse needs of the population that is evident in outcomes and the experiences of people including unpaid carers.
  - b) Preventing people's care needs from escalating.  
The CQC will consider how prevention is embedded in assessment of people's needs, and that reablement, care technology, equipment or adaptations are promoted to support people to live independently for as long as possible without the need for formal support.
  - c) Delivery of joined up support within communities.  
The assessment will consider how Leicestershire County Council works collaboratively with partners in health, voluntary, and community groups, to deliver services and encourage shared learning and co-production of services.
- 19 The CQC are introducing relationship management and monitoring to enhance their understanding of the local authority context and risks.
- 20 Scheduled assurance meetings will be held with the Director of Adults and Cultural Services, Principal social worker and key people. The Director of Adults and Cultural Services has received a letter introducing the CQC Deputy Director and relationship holder for the East Midlands, who will lead the assurance meetings.
- 21 Assurance meetings will follow an agenda set by the CQC and consider the self-assessment, key data, areas of strength and innovation, progress with improvements since the previous CQC assessment report and may also consider emerging themes from feedback.
- 22 The findings of assurance meetings will not result in a published report or change to the assessment rating. Further guidance in relation to the process and structure of assurance meetings is expected during May 2026.
- 23 The CQC will consider the risks associated with local government reorganisation and the impact of reorganisation on delivery of adult social care services during transition when planning and conducting assessments.
- 24 Future CQC assessments will be one of two types: a comprehensive assessment or a focussed assessment. The type of assessment undertaken will be determined by the most recent assessment rating and other intelligence the CQC holds about an authority.
- 25 Comprehensive assessments will review all themes and quality statements in the assessment framework to determine how well the authority is delivering its care act duties. These assessments can change the overall rating of the local authority and will result in a published report.
- 26 The usual maximum timeframes between comprehensive assessments are:
  - a. Outstanding: 4 years from publication of last report

- b. Good: 4 years from publication of last report
  - c. Requires improvement: 3 years from publication of last report
  - d. Inadequate: 3 years from publication of last report (so the impact can be demonstrated)
- 27 Factors which may influence the timing of comprehensive assessment include information received about the authority, the annual process of self-evaluation, assurance meeting and Local Government Reorganisation.
- 28 Focussed assessments will be carried out between comprehensive assessments and will review specific aspects of how care is delivered. A focussed assessment may be conducted in response to a specific risk or to identify areas of improvement. Focussed assessments will not result in a change of overall rating but an assessment report will be published. Findings from a focussed assessment will inform the next comprehensive assessment.
- 29 The assessment process remains largely unchanged, starting with notification and the information request. In addition to Case Tracking, whereby the local authority provides 50 cases that the CQC will select for review, Case sampling is being introduced to review a selection of current cases alongside a member of staff. These case reviews aim to understand people's journey and experience of social care. A site visit will be conducted with evidenced gathered through meetings with a range of staff and people with experience of services. All the evidence gathered during the assessment period will be analysed to produce an assessment report and determine an overall rating for the service.

### **Improvement Plan Delivery Update**

- 30 Timeliness of Assessments and Reviews
- a) Temporary resource has reduced the number of people waiting for their assessment, the number of people waiting longer periods for their assessment to start is reducing with 99% of assessments starting within 8 weeks, compared 93% in May 2025, and no one has waited over 6 months since December 2025. Recruitment of additional social work roles into frontline teams is underway.
  - b) New Tableau dashboards reporting assessment waits are in place ensuring greater oversight of waiting times. Development of tools and supporting guidance to enhance the prioritisation and management of incoming referrals and allocation of cases is progressing.
  - c) An external Occupational Therapy assessment service, which commenced April 2026, has started to undertake assessments for equipment and the impact on the people waiting for assessment is starting to be seen with 551 people waiting at the end of April, compared to 605 at the end of March. Occupational Therapy service staff are involved in shaping changes to the service to ensure a timely and effective response to people referred to the service for an assessment.
  - d) The Carers Assessment Team has transferred to Operational Commissioning service and recruitment to increase team capacity is underway. Introduction of The Operating Model tools and processes will support person centred assessment and support planning and enhance oversight. Plans are in place to address

current waits for assessment and reviews which, combined with the development of the Carers service offer, will ensure the needs of unpaid carers are met to enable them to continue to provide support.

- e) The timeliness of financial assessments continues to improve with the figures at the end of April indicating 19 people were waiting their assessment. Adult Social Care Finance case worker recruitment is complete with appointees commencing in roles.
- f) Review Teams continue their focus on completing the most overdue reviews in their team allocation. To improve recording of reviews have been identified and are being implemented.

### 31 Access, Information, Advice and Guidance

- a) An ongoing approach to recruitment of customer advisors in the Customer Service Centre (CSC) is being implemented to ensure the CSC operates with a full complement of advisors ensuring calls are answered in a timely way. Workshops have been held to identify potential changes to the telephone menu system to help people reach the appropriate team.
- b) An updated ASC website landing page is proposed, based on analytics data to support access to the most frequently used pages. The recommendation from Loughborough University School of Design will be available early June 2026 which will further inform change to the navigation and accessibility of the adult social care website information. I&T Services are embarking on testing a chatbot to enhance searching for information on the council's website,
- c) The provision of printed information is progressing with a cut-out-and-keep section in Leicestershire Matters and a leaflet introducing adult social care printed for distribution through a range of community locations, including libraries, family hubs, GP surgeries, and district councils. Other actions to support access to information and service for people who face barriers is underway with the introduction of the offer of a referral to Adult Learning Services for support to use digital technology and testing the potential for drop-in surgeries in established bases.

### 32 Reablement and Hospital Discharge

- a) Reablement team capacity analysis is complete to inform profiling of capacity increase, recruitment to role is underway, current increase in capacity is 9.27FTE, aiming to increase to 30FTE autumn 2026. Other actions to increase capacity within the team, such as balanced rotas, introduction of a new roster system and salary and benefits are all progressing.
- b) Reinforcement of escalation routes in the event of risks during discharge have been communicated to the service. A new co-produced hospital discharge information leaflet is now available to people and health partners.

### 33 Carers Strategy (2026-2030) and Support Service

- a) The Draft Carers Strategy (2026-2030) consultation is open from 20 April to 14 June 2026. Feedback from the consultation and further engagement with

stakeholders will shape the final strategy expected to be published September 2026.

- b) The business case for the Carers service offer in Leicestershire has commenced bringing together feedback from engagement and carer support data to inform the case to develop services that provide effective support to unpaid carers across Leicestershire.

#### 34 Sufficiency of provider services

- a) Re-commissioning of the Community Life Choices Day services is underway. 66 providers bid for the contract, and evaluations will be completed June 2026.
- b) The business case for Extra Care developments in Hinckley and Coalville is finalised for approval, discussions continue with developers for new Extra Care accommodation. Detailed scoping of a commissioning dashboard is underway which will support identification of any gaps in commissioned services.

#### 35 Equity of access and experience

- a) A proposal to introduce a grant for local community projects is in development, managed jointly with Public Health.
- b) The need to ensure access to services for unpaid carers living in rural communities is included in the draft Carers Strategy 2026-2030 and will be a component of future strategy and commissioning.

#### 36 Safeguarding

- a) Developments of the safeguarding referral form is underway to reduce barriers to the referral process for professionals. A mechanism to ensure referrers are informed of the outcome of safeguarding enquiries has been defined, system change and supporting guidance is in development.
- b) Improvement in reporting safeguarding pathway activity continues, considering improvements that will strengthen the monitoring of agreed target timescales and address issues with data quality.

#### 37 Pathway for Adulthood

- a) This area of work is being delivered as part of the Corporate Preparation for Adulthood (PfA) Review.
- b) Workstreams are progressing their identified actions, and the new cohort allocation tool is progressing. Project updates have been communicated to staff.

#### 38 Workforce

- a) The draft Adult Social Care Workforce plan is being finalised.
- b) A review of case complexity has commenced with the aim of establishing that cases are allocated to appropriately skilled workers, understanding if teams have

the right balance of social workers and community support workers which will inform practice improvement.

- c) A new employee engagement group is established which will provide direct communication between front line staff and assistant directors.
- d) An Audit assurance group has been established which is embedding learning and assessing the impact of practice audits, to drive improvements in practice.

### 39 Partnerships in joint funding

This area of work is being delivered in collaboration with the Integrated Care Board (ICB). An ICB review of dual coding of Funded Nursing Care (FNC) placements is complete. This review considered existing placements with Section 117 funding recorded on health systems, where FNC funding is also in place but not recorded. The FNC funding has been added to records and will result in more accurate reporting of FNC funded places. FNC determinations reporting for Quarter 4 expected June 2026 is expected to demonstrate the impact of this work. A revised policy and action plan is being developed with partners.

### 40 Performance and Oversight

- a) This workstream provides over-arching assurance across all improvement workstreams, that reporting developments meet the needs of the Department and the CQC.
- b) A new tableau dashboard is in place, providing improved assessment waits reporting and enhancement of the Reviews dashboards is complete.
- c) Further development of tableau dashboards is underway to provide enhanced reporting for Carers Assessments and reviews, Occupational Therapy assessments, and Safeguarding activity.
- d) The group is considering the impact of the updated CQC data request and identifying further development that may be required to meet this. The group is also overseeing data quality work to verify the accuracy of data provided to the CQC during the assessment.
- e) External support from Healthcare Innovation Consortium (HIC) has commenced, with the objective to develop recommendations to embed the use of data and insight across the service to underpin effective delivery of social care duties.

### **Looking ahead and preparation for the next CQC assessment**

- 41 Progress with the improvement Plan actions is due for submission to the DHSC on 17 June 2026.
- 42 In addition to delivering the Improvement plan, preparation for the next CQC assessment is commencing. Preparations will include an updated self-assessment which will reflect the improvements made and their impact on outcomes for people, alongside ensuring data requested is available and accurate and that evidence documents are up to date.

- 43 Preparations will also consider learning from the key characteristics of local authorities that achieved outstanding and good overall ratings to further enhance the quality and impact of services and people's experiences.

Characteristics of local authorities with outstanding and good assessment ratings

- 44 Partners in Care and Health analysed a number of CQC assessment reports to identify the key characteristics of services that achieved an overall assessment rating of outstanding and the upper end of good.
- 45 The characteristics of local authorities with overall ratings of outstanding and good are:
- a) Flow and access: People experience seamless pathways from first contact through to review of their support and needs. Waiting times are minimal, assessments are completed quickly and performance is monitored daily so delays are identified and resolved early.
  - b) Prevention: Reablement and enablement is the default approach. More people regain their independence to live without the need for formal care and support.
  - c) Occupational therapy as a strategic enabler: Occupational therapy is a key function, underpinning wellbeing and independence through early intervention and prevention. OT leadership is embedded in governance and commissioning, leading reablement pathways and drives positive outcomes.
  - d) Equity, inclusion and coproduction: Peoples lived experience is embedded in the co-production of strategy, commissioning services and practice. Services are designed with and for people facing disadvantage or exclusion.
  - e) Partnerships and place: Services work as one local system, with shared governance, data and delivery across social care, health and the voluntary sector. Neighbourhood teams are joined up, discharge is well-coordinated, and occupational therapy is fully embedded
  - f) Market shaping and sustainability: Care markets are stable, ethical and high quality. Commissioning supports neighbourhood-based care, with fair provider terms, workforce sustainability, early identification of market risk, and continuity of support for people who rely on services.
  - g) Safeguarding and liberty: Safeguarding is timely, person-centred and preventative. Concerns and enquiries are handled promptly, advocacy is offered, Making Safeguarding Personal is embedded, and learning from multi-agency reviews is shared and acted upon.
  - h) Carers and families: Carers are recognised as partners. They receive timely assessments and practical support during hospital discharge. Flexible breaks, wellbeing and employment advice are in place, and their outcomes are tracked and improved.
  - i) Personalisation and direct payments: People have choice and control over their support. Direct payments are easy to access and well supported, uptake and

outcomes are monitored across all groups and localities and through feedback.

- j) Learning, data and digital capability: There is a strong culture of learning and improvement. Data is used to improve practice, real-time dashboards, regular deep dives and predictive analytics support decision-making, while investment in data skills helps leaders and practitioners act on insight.
- k) Strengths and asset-based practice: Practice focuses on what matters to people and what they can do, supported by families, communities and local assets. Positive risk taking is enabled, conversations are solution-focused, and outcomes and stories clearly show strengths-based impact.

### **Key risks**

- 46 Failure to make adequate progress with the improvement actions identified will result in further intervention from DHSC.
- 47 A second consecutive Requires Improvement rating will lead to enhanced support and monitoring including direct engagement by DHSC.

### **Resource Implications**

- 48 Significant resource is required to deliver the improvement actions identified in the CQC Assessment report. Financial resource was confirmed through the Medium Term Financial Strategy process by the Full Council on 18 February 2026.
- 49 Additional short-term resource is in place to ensure sufficient capacity to reduce the waiting time for assessments. Recruitment of longer-term roles to enhance capacity in key teams is underway.
- 50 Technology will be used wherever possible to improve access to information and streamline processes to which will support improvement activities. Business Intelligence Service resource will be required to deliver enhancements to performance reporting and oversight.
- 51 The Director of Corporate Resources and Assistant Director (Law and Governance) have been consulted on the contents of this report.

### **Timetable for Decisions**

- 52 Progress with delivering the CQC Improvement Plan will be presented to this Committee on a quarterly basis.

### **Circulation under the Local Issues Alert Procedure**

- 53 None.

### **Equality Implications**

- 54 There are no equality implications arising from this report. Any proposed changes to the Council's policies, procedures, functions, and services which may arise from delivery of its Improvement Plan will be subject to an Equality Impact Assessment.

## **Human Rights Implications**

- 55 There are no human rights implications arising from this report. Any proposed changes to the Council's policies, procedures, functions, and/or services which may arise from delivery of its Assurance improvement plan will be referred immediately to the Council's Legal Services for advice and support regarding human rights implications.

## **Appendix**

CQC Improvement Plan – Appendix A

## **Background papers**

- Report to the Adults and Communities Overview and Scrutiny Committee: 2 March 2026 Care Quality Commission Assessment 2025 – Improvement Plan Delivery Update  
<https://democracy.leics.gov.uk/documents/s194927/CQC%20Improvement%20Plan%20Report.pdf>
- Report to the Adults and Communities Overview and Scrutiny Committee: 19 January 2026 Care Quality Commission Assessment 2025 – Improvement Plan Delivery Update  
<https://democracy.leics.gov.uk/documents/s193999/CQC%20Improvement%20Plan%20Update%20January%202026.pdf>
- CQC Leicestershire County Council local authority assessment published 17 September 2025 <https://www.cqc.org.uk/care-services/local-authority-assessment-reports/leicestershire-0925>
- Report to the Adults and Communities Overview and Scrutiny Committee: 3 November 2025 Care Quality Commission Assessment of Leicestershire County Council's Delivery of Care Act 2014 Duties  
<https://democracy.leics.gov.uk/documents/s192588/CQC%20ASSESSMENT%20OF%20LOCAL%20AUTHORITIES.pdf> - item 36
- Report to the Adults and Communities Overview and Scrutiny Committee: 20 January 2025 – Assurance of Adult Social Care  
<https://democracy.leics.gov.uk/documents/s187689/Report%20CQC%20Assessment%20of%20Local%20Authorities.pdf> – Item 50
- Report to the Adults and Communities Overview and Scrutiny Committee: 4 November 2024 – Assurance of Adult Social Care  
<https://democracy.leics.gov.uk/documents/s186111/CQC%20ASSESSMENT%20OF%20LAs.pdf> – item 35
- Report to the Adults and Communities Overview and Scrutiny Committee: 6 March 2024 – Assurance of Adult Social Care -  
<https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=7107&Ver=4> – item 65

## **Officers to Contact**

Jon Wilson  
 Director of Adults and Cultural Services  
 Tel: 0116 305 7454  
 Email: [jon.wilson@leics.gov.uk](mailto:jon.wilson@leics.gov.uk)

Tracy Ward

Deputy Director of Adults and Cultural Services and Assistant Director (Access, Integration and Prevention)

Tel: 0116 305 7379

Email: [tracy.ward@leics.gov.uk](mailto:tracy.ward@leics.gov.uk)

Debbie Moore

Improvement Manager

Tel: 0116 305 8091

Email: [Debbie.moore@leics.gov.uk](mailto:Debbie.moore@leics.gov.uk)

This page is intentionally left blank

## Care Quality Commission Improvement Plan Updated: 11 May 2026

Improvement Area	Actions	Outcome(s)	Delivery Date	Progress
<b>Timeliness of Assessments and Reviews</b>	<b>Care and Support Assessment</b> 1. Short-term and long-term increase in team capacity to reduce waits for assessment 2. Review process and capacity required to maintain assessment wait targets 3. Implement as required recommendations of the review.	1. Care Act Assessments to be allocated within 28 days 2. Median wait times to not exceed 14 days 3. Maximum wait times to not exceed 56 days	Jun-26	New reporting is in place to monitor Assessment waits. Based on the new reporting, as of 03/05/26: Count of individuals awaiting allocation for assessment: 86 Median wait duration: average over past 12 months - 4 days. Current snapshot on 4 May - 3 Days A sustained decrease in the number of people waiting significantly longer than 28 days for their assessment, in April 2026 one person waited over 28 days compared to 10 in May 2025. Waiting lists continue to reduce through recruitment of additional staff alongside process and practice changes to support sustained improvement in waits, with associated development of operational dashboards.
	<b>Carer Assessment</b> 1. Short-term and long-term increase in team capacity to reduce waits for assessment 2. Review process and capacity required to maintain assessment wait targets 3. Implement as required recommendations of the review.	1. Carers assessments to be allocated within 28 days 2. Median wait time to not exceed 14 days 3. Maximum wait time to not exceed 56 days	Aug-26	Recruitment to increase Carers Team capacity is near completion, new recruits expected to commence June 2026. Process and tools introduced to ensure Carer assessment is consistent with other assessments to assure quality and positive outcomes. The team's focus will be addressing current waits for assessment and reviews alongside other carers service development.
	<b>Financial Assessment</b> 1. Increase in capacity to reduce waits for assessment 2. Review process and capacity required to maintain assessment wait targets 3. Implement as required recommendations of the review.	1. Median wait times to not exceed 28 working days 2. Maximum wait times to not exceed 56 working days 3. Number of people awaiting financial assessment to not exceed 220	May-26	Progress continues to reduce the number of people waiting for financial assessments. Additional staff have joined the team. As of 03/05/26: Total number of people awaiting assessment is 19 reduced from 353 in April 25. Median wait time for Residential assessment was 14 days, down from 75 days and Non-Residential assessment is 6 days down from 19 days in June 2025. Maximum wait time for Non-Residential assessment is 6 days and for Residential assessment 35 days (down from 203 days and 175 days in June 2025 respectively).
	<b>Occupational Therapy (OT):</b> 1. Review OT teams functions and capacity to meet demand for OT assessments 2. Review OT assessment process 3. Implement recommendations from the reviews to reduce waiting times 4. Work with partners to reduce the timeframe for installation of major adaptations	1. Median wait times for allocation to not exceed 28 days 2. Maximum wait times for allocation to not exceed 56 days 3. Delivery of equipment to be within 5 working days 4. Installation of minor adaptations to be within 60 days 5. Installation of major adaptations to be completed within 120 days	Nov-26	Benchmarking with authorities of similar size established that Leicestershire's performance for OT assessment is comparable with similar services. An external service commenced toward the end of April 2026 to complete OT assessments Re-design of the OT referral and assessment process continues, with full implementation commencing from June 2026. Development of reporting dashboards to support the flow of work is underway. As of 03/05/26 the waiting lists for assessment was 551, down from 740 at the start of January 2026

Improvement Area	Actions	Outcome(s)	Delivery Date	Progress
	<p><b>Annual Review:</b></p> <ol style="list-style-type: none"> <li>Review and address current overdue annual reviews</li> <li>Review process and capacity required to meet targets</li> <li>Implement as required recommendations of the review.</li> </ol>	<ol style="list-style-type: none"> <li>Increase reviews completed within 12 months to 85%</li> <li>Reduce Median overdue waiting time to 30 days of due date</li> <li>Reduce Maximum overdue duration to 90 days of due date</li> </ol>	Aug-26	<p>Review teams continue to prioritise completion of the longest overdue reviews</p> <p>Current performance indicates 79% of people have a review completed within 12 months (latest national average 57%).</p> <p>Median Waiting Time (past 12 months) 33 days, close to target and a significant improvement since July 2025</p> <p>Max Waiting Time (past 12 months) 1,204 days, a reduction from 2,729 in July 2025.</p> <p>The proportion of overdue reviews completed within 3 Months of the due date is currently 69%, compared to 49% in May 2025.</p>
	<p><b>Waiting Well:</b></p> <ol style="list-style-type: none"> <li>Complete the Waiting Well Audit, and recommend actions to ensure the policy is followed consistently across all teams</li> <li>Implement ongoing monitoring of the Waiting Well policy</li> </ol>	<ol style="list-style-type: none"> <li>Waiting Well policy performance monitoring in place</li> </ol>	Jul-26	<p>Findings from the Waiting Well Audit and engagement with staff is informing change to guidance, tools and practice that ensures effective management of incoming referrals to teams.</p>
<b>Access, Information Advice and Guidance (IAG)</b>	<p><b>Provision of Information, Advice and Guidance:</b></p> <ol style="list-style-type: none"> <li>Review online information and referral forms/self-assessments, ensure they are easy to understand and accessible (including Carers Information)</li> <li>Review access to information for people with no or limited access to digital formats, develop and implement solutions to improve/support accessibility</li> <li>Review people's experience when contacting the Council, develop and implement solutions to improve experiences</li> <li>Consider how the effectiveness of the signposting and IAG offer can be measured and reported</li> </ol>	<ol style="list-style-type: none"> <li>Improve call handling times</li> <li>Improved customer satisfaction</li> <li>More people state they can access the information and advice they need</li> <li>Mechanism to be developed to seek feedback about provision of information and signposting</li> </ol>	Oct-26	<p>Recruitment of Customer Service advisors is underway to increase call handling capacity. Feedback is being obtained to consider what change is needed to improve the telephone menu system to support people reach the right team.</p> <p>Loughborough University Design school Information &amp; advice recommendations expected early June 2026. Outputs of this collaboration, analytics data and other feedback will inform website changes.</p> <p>Proposals for Adult social Care landing page developed for consideration &amp; implementation.</p> <p>Website Chatbot testing taking place May &amp; June 2026.</p> <p>Referral routes to support people to access information on-line are in development, and testing has commenced as to introduction of community information &amp; access points.</p> <p>Paper-based information is printed for distribution through community and primary care settings.</p>
<b>Reablement and Hospital Discharge</b>	<p><b>Hospital Discharge:</b></p> <ol style="list-style-type: none"> <li>Define 7-day working and practices that facilitate safe and timely hospital discharges</li> <li>Review and update the information provided about support when discharged from hospital</li> </ol>	<ol style="list-style-type: none"> <li>People are discharged on the most appropriate pathway</li> <li>Information provided to people during discharge is clear</li> <li>Brokerage/commissioning of support does not delay discharge, increase number of discharges at weekends.</li> </ol>	Apr-26	<p>A new Hospital discharge information leaflet is produced and included in the Information Pack.</p> <p>Hospital Discharge escalation routes is updated and shared with staff.</p>
	<p><b>Reablement Service:</b></p> <ol style="list-style-type: none"> <li>Expand reablement capacity to provide more people with opportunity to maximise independence</li> </ol>	<ol style="list-style-type: none"> <li>Access to reablement is available for everyone who would benefit on discharge from hospital or first presentation to Adult Social Care services</li> </ol>	Sep-26	<p>Reablement capacity analysis complete, benchmarking of recruitment and retention measures nearing completion with recommendations expected June 2026.</p> <p>Recruitment is on-going with capacity increased by 9.27FTE.</p> <p>Other measures, including balanced rotas, a new rostering system and retention measure sare underway to increase capacity.</p>

Improvement Area	Actions	Outcome(s)	Delivery Date	Progress
<b>Carer Support</b>	<b>Carers Service</b> 1. Develop new Carer Strategy 2. Design and develop new Carers Support Service offer 3. Review information to ensure it is clear and accessible 4. Ensure carers are engaged in co-production of service development and strategy	1. Information is clear and accessible in a range of formats and places 2. Carers reported satisfaction with services and access to information is improved. 3. Revised Carers Strategy 2026-2030 and delivery plan in place	Nov-26	Draft Carers Strategy 2026-2030 open for formal public consultation. the outcomes of which will further shape the strategy & service design. Business case development for the Carers services offer commenced, Pilot of trusted assessor with current partner commencing.
<b>Sufficiency and quality of provider services</b>	<b>Commissioning Services:</b> 1. Continue to develop support options as set out in the market position statement (Extra Care and Supported Living) 2. Re-procurement of Community Life choices (CLC) 2026-2030 to ensure sufficient capacity in day services to meet identified needs 3. Develop Commissioning dashboard to show demand and capacity across all support types 4. Ensure commissioned services are available to communities particularly rural areas	1. Recommissioned Day services (CLC) 2. Increase in Extra Care and Supported Living places 3. Commissioning dashboard in place to show any gaps in services	Aug-26	CLC Day services bid evaluation taking place June 2026. Step through programme for Young Adults with Disabilities outlined to ICB with agreement on model / approach.  New Extra Care developments being actively discussed with developers, business case agreed. Commissioning dashboards detailed scoping underway and initial development proposed.
<b>Equalities, Diversity and Inclusion</b>	<b>Equity of access and experience:</b> 1. Review access to social care support for people experiencing homelessness, develop options to address any barriers and work with partners to implement solutions as required 2. Work with community organisations to enhance engagement with and support to rural communities 3. Address digital exclusion (included in IAG Actions)	1. Homeless people with eligible social care needs are able to access social care support 2. Access to social care is equitable across the County	Aug-26	Escalation and access process established between Adult Social Care and District Council Homeless services. Commissioning activity (home care, CLC Day services, supported accommodation and Carers) promotes equity of access for all and particularly rural and isolated provision. Corporate Prevention Review continues to work towards strengthening pathways between adult social care services and Public Health teams supporting access to social care for people at risk of homelessness with presenting needs.
<b>Safeguarding</b>	<b>Application of Safeguarding Pathway and Process:</b> 1. Enhance the functionality and accessibility of the Safeguarding Referral Portal 2. Establish a standard operating procedure to inform referrers and key partners of the outcomes of Section 42 enquiries	1. Providers and referring agencies can easily refer safeguarding concerns and concerns for welfare appropriately. 2. Referring agencies receive feedback on safeguarding concerns raised.	Mar-26	Developments of the safeguarding referral form is underway to reduce barriers to the referral process for professionals. A mechanism to ensure referrers are informed of the outcome of safeguarding enquiries has been defined, system change and supporting guidance is in development.
	<b>Safeguarding data and oversight:</b> 1. Strengthen data collection and performance monitoring of the effectiveness and timeliness of safeguarding processes. 2. Establish regular audit cycles to evaluate the application of safeguarding processes, and quality of practice.	1. Management information informs operational and strategic decision making in line with safeguarding policy and procedures. Regular audits in place to evidence outcomes	Mar-26	Improvement in reporting safeguarding pathway activity continues, considering improvements that will strengthen the monitoring of agreed target timescales and address issues with data quality.
<b>Pathway for Adulthood</b>	<b>Preparing for Adulthood:</b> 1. Enhance partnership with Children's services (Specialist Educational Needs and Disabilities [SEND]) to support early engagement of young people requiring adult social care 2. Improve information provided to young people and families 3. Review staffing establishment to ensure capacity to deliver improved outcomes for young people	1. Young people likely to be eligible for adult social care identified for assessment appropriately 2. Commence assessment of all young people transitioning from children's services to adult services on or before their 17th Birthday. 3. Young Adult Disability Team has the required capacity and skills	Aug-26	Corporate Pathway for Adulthood Project Board driving change to the pathway. Workstreams are progressing identified actions, the new cohort allocation tool is progressing. Project updates have been communicated to staff.

Improvement Area	Actions	Outcome(s)	Delivery Date	Progress
Workforce	<b>Caseload Review:</b> Review case loads and allocations across Operational Commissioning	1. Case loads across locality teams are manageable and in line with the operating model	Jul-26	Case Complexity review commenced aiming to establish that cases are allocated appropriately, outcomes will inform allocation and practice improvement.
	<b>Practice Assurance:</b> Develop mechanisms to demonstrate the impact of practice assurance action plans on teams and practice	1. Evidence of the impact of PDC audit is available through staff feedback	Jul-26	New Audit Assurance Group implemented, providing oversight of all practice audits & progress with implementing practice improvement Assurance feedback process being embedded New employee engagement group is being established which will provide direct communication between front line staff and assistant directors
	<b>Workforce Plan:</b> 1. Complete updated Workforce Plan 2025-2026 2. Monitor delivery of the plan to address recruitment and retention challenges	1. Improvement in recruitment and retention in key roles 2. Increase uptake of professional training opportunities	Jun-26	Workforce plan being finalised with feedback from consultation.
	<b>Adult Mental Health Professional (AMHP) Establishment:</b> 1. Review AMHP establishment and operating model	1. Revised operating model in place 2. AMHP Team capacity sufficient to meet demand	Jun-26	AMHP Operating model agreed, recruitment progressing with on-boarding underway.
Performance and oversight	<b>Data and insights:</b> 1. Review current performance reporting to ensure it is relevant, accurate and informs operational and strategic commissioning 2. Ensure robust performance monitoring and oversight 3. Ensure robustness of quality assurance/audit process, reporting and feedback 4. Communicate how data is used in frontline teams to improve outcomes	1. Revised Performance reporting dashboards developed to support management oversight and inform decision making	Oct-26	Development of waiting list tableau dashboards is progressing, focus remains on the CQC data requirements with operational work flow also a priority. Assessments and Reviews dashboards implemented Further dashboard development progressing for Carers Assessment & Reviews, OT Assessment and Safeguarding
Partnerships	<b>Communication with partners:</b> 1. Improve understanding of joint funding processes 2. Increase number of people determined as eligible for Funded Nursing Care (FNC)	1. Undertake staff training in joint funding process and practice 2. Increase in FNC determinations to 60 people per 50k population	Jun-26	LCC working with ICB to progress actions, alignment of the LLR and Northamptonshire ICBs impacting progress. Awaiting sign-off of revised Joint funding Policy and process by ICB & partners. ICB to develop plan to increase FNC Determinations 2026.



**ADULTS AND CULTURAL SERVICES**  
**OVERVIEW AND SCRUTINY COMMITTEE**  
**1 JUNE 2026**

**PERFORMANCE REPORT 2025/26 – POSITION AT MARCH 2026**

**JOINT REPORT OF THE DIRECTOR OF CORPORATE RESOURCES AND**  
**DIRECTOR OF ADULTS AND CULTURAL SERVICES**

**Purpose of the Report**

1. The purpose of this report is to present the Committee with an update of the Adults and Cultural Services Department's performance for the year 2025/26.

**Policy Framework and Previous Decisions**

2. The Adults and Cultural Services Department's performance is reported to the Committee in accordance with the Council's corporate performance management arrangements.

**Background**

3. From the start of May 2026, the Adults and Communities department welcomed new service areas such as the Century Theatre, Snibston Colliery Park and the Bosworth Battlefield Country Park, and was renamed the Adults and Cultural Services Department. However, as this report relates to 2025/26 performance, it focuses on the previous structure and services.
4. The metrics detailed in Appendix A of the report are based on the key performance measures during 2025/26. These are reviewed through the annual business planning process to reflect the key priorities of the Department and the Council.
5. The structure of Appendix A aligns with the Adults and Communities Strategy 2025–2029, *Delivering Wellbeing and Opportunity in Leicestershire*. This strategic approach is built on principles that place the person at the centre, ensuring the support provided delivers the right outcomes. Appendix B outlines the 'layered' model designed to maximise independence: Prevent, Reduce, Delay, and Meet needs.
6. The majority of metrics set out in Appendix A are reflected in the national Adult Social Care Outcomes Framework (ASCOF) which is a tool that the Department of Health and Social Care and NHS England use to measure how well care and support services do the things that matter to most people. The framework focuses on six main areas: people's quality of life, independence, empowerment, safety, social connections and continuity and quality of care. These metrics are therefore benchmarked against the national position. However, several metrics do not fit within

the ASCOF, in particular those relating to Culture Leicestershire and the Adult Learning Service. These do not have a national average to compare performance with and as such, local targets have been agreed and Appendix A outlines performance against these during the year.

7. Appendix A is also structured in line with the Council's Strategic Plan 2022-26. This sets out the Council's overall policy framework approach and is based on five aspirational strategic outcomes: Clean and Green, Great Communities, Improved Opportunities, Strong Economy, Transport, and Infrastructure, and Safe and Well.
8. Performance figures for 2025/26 are classed as provisional at this stage as the source data for the metrics is currently being compiled, with the signed-off version to be published by the Department of Health and Social Care (DHSC) in the autumn. However, the final performance figures are not expected to vary greatly from those included in this report and will be presented later in the year alongside national benchmarking.

### **Performance Update: April 2025 to March 2026**

#### Adult Social Care

9. Adult social care is a system of support designed to maintain and promote the independence and well-being of disabled and older people, and informal carers, alongside keeping people safe, participating in their communities and managing their day-to day activities.
10. During the year April 2025 to March 2026, the Council received 39,050 **new contacts**<sup>1</sup> relating to adult social care, which is slightly fewer than the preceding 12 months (a 1.9% reduction from 39,820). Of these, 28% (10,835) were received from a hospital, not that dissimilar to the previous year (10,980).
11. Measuring whether someone **lives in their own home** is one way to assess independence. ASCOF 2E measures the proportion of adults aged 18-64 with a learning disability, known to the Council, who live in their own home or with family. During 2025/26, the proportion in Leicestershire was 87.6% (1,248 out of 1,425), similar to the previous year, 87.3% (1,255 out of 1,437), and higher than the 2024/25 national position of 81.4%.
12. One of the key focus areas of the 2025 Care Quality Commission (CQC) inspection was the **timeliness of assessments**. Temporary resources have been allocated to address the current waiting list for Care Act assessments, and work has been completed to improve how waiting numbers are identified, aggregated, and reported. Appendix A reflects the new reporting approach, and at the end of March 2026, there were 83 people awaiting a Care Act assessment in Leicestershire, a considerable improvement from 160 in March 2025. Additionally, nobody was waiting for more than six months; again, this an improvement on twelve months ago when 19 people were waiting for more than six months.

---

<sup>1</sup> A new contact is one where the person the contact relates to is not in receipt of a Council commissioned service at the point the Council is contacted.

13. **Reablement** is a short and intensive service to help people who have experienced deterioration in their health and/or have increased support needs to relearn the skills required to keep them safe and independent at home. Leicestershire's Homecare Assessment and Reablement Team (HART) focus on a person's aims and goals whilst working in partnership with other teams such as NHS Community Therapy and Occupational Therapists to produce a reablement plan to help the person maximise their independence. During 2025/26 just over 4,000 people benefited from reablement for the first time.
14. The ASCOF contains two metrics to measure a local authority's performance in this area. Firstly, in the twelve months to December 2025, 68.2% (or 1,858 out of 2,723) had no need for ongoing support following a period of reablement, down on 73.7% (2,067 out of 2,805) during 2024/25. The second metric shows that 59.8% (or 1,201 out of 2,007) of people discharged from hospital to a reablement service were living in a community setting twelve weeks later. This is for the twelve months to September 2025 and is similar to the proportion of 58.7% (1,201 out of 2,046) during 2024/25.
15. **Avoiding permanent placements in residential or nursing care homes** is a good indication of delaying dependency and the inclusion of a measure in the ASCOF supports local health and social care services to work together to reduce avoidable admissions. Research suggests that where possible, people prefer to stay in their own home rather than move into permanent care. For people aged 18-64 there were 59 admissions to a permanent care placement during the twelve months to December 2025, nine more than during 2024/25. Despite this increasing trend, the rate per 100,000 population highlights that Leicestershire's latest rate of 13.4 remains lower than the national rate of 17.0 for 2024/25.
16. For admissions of people aged 65 or over, the current trend is also upwards, with 864 admissions in the twelve months to December, 35 (4.2%) more than during 2024/25. Comparison with the national picture is again similar to that for people aged 18-64 noted in the previous paragraph. Whilst the latest figures are showing an upward trend in admissions in Leicestershire, the latest rate per 100,000 population (549.1) is lower than the national rate of 592.5.
17. The County Council remains committed that everyone in receipt of long-term, community-based care should be provided with a personal budget, preferably as a **direct payment**. On 31 March 2026, 31.9% (1,677 out of 5,265) of people in receipt of a long-term community service were doing so via a direct payment. This isn't too dissimilar to 32.5% twelve months earlier.
18. Local authorities are required to conduct two **statutory surveys**, an annual survey of people in receipt of social care services and a similar survey of carers on a biennial basis. Both were undertaken during 2025/26.
19. The carers survey was completed last autumn, and Appendix A contains two headline figures monitored via ASCOF. Firstly, the proportion of carers who find it easy to find information has remained relatively stable at 56%, slightly short of the national proportion of 59%. Secondly, 28% of carers stated that they have as much social contact as they like, a small improvement on the previous survey, although again, slightly short of the national position (30%).

20. The survey of people in receipt of adult social care services took place between January and March 2026. Final figures have only recently been collated with analysis due to be conducted in the coming months.
21. A **safeguarding** alert is a contact with the Authority where concerns are raised that an adult is experiencing or is at risk of abuse or neglect. During 2025/26 there were 4,325 alerts, 49% more than the 2,910 received during the previous year.
22. Following receipt of an alert there may be need for officers to make a more in-depth enquiry under Section 42 of the Care Act 2014. During 2025/26 there were 1,470 such enquiries completed, a 46% increase from 1,005 completed during the year before. ASCOF includes a metric that monitors the outcome of an enquiry. During 2025/26, 95.1% (951 out of 1,000) of enquiries involved an identified risk being reduced or removed, similar to 95.3% (650 out of 680) during the previous year.
23. Under the Care Act 2014's statutory guidance, councils should undertake a **review of care plans** no later than every 12 months, though this is not a legal duty. Undertaking reviews on a regular basis helps to identify if outcomes set out in the original support plan are being achieved. As of 31<sup>st</sup> March 2026, 79% (4,229 out of 5,347) of people who had been in receipt of services for at least a year had been reviewed in the past 12 months, notably higher than the latest known national average of 59% and a small improvement on 78% based on 12 months previous.

#### Culture Leicestershire

24. Culture Leicestershire covers libraries, museums and heritage, collections and learning and cultural participation services. The service vision is 'to create space to spark imagination, celebrate communities and enhance wellbeing.'
25. There were 152,206 **visits to heritage sites** during 2025/26, 8.6% higher than 140,217 the previous year. In addition, the number of visits surpassed the locally agreed target for the year of 150,000 visits.
26. There were 769,241 physical visits to **Council managed libraries** during 2025/26, similar to 765,018 the previous year (just 0.6% or 4,223 difference). There was a more notable increase in the number of loans – up by 2.0% (51,906) from 2,532,499 in 2024/25 to 2,584,405 in 2025/26. This included an increase of 11.7% (147,184) in E-loans, although 5.9% (44,431) fewer junior loans.
27. There were 25,067 hours of **volunteering** at libraries, museums and heritage services during 2025/26, 4,567 more than the locally set target of 20,500 for the year, and above the 21,052 hours that took place during 2024/25.
28. The Department's **Creative Learning Service** supports schools across the County with a wide range of resources, pupil sessions and professional help to stimulate reading and creative learning across the curriculum. Since August 2025 and the beginning of the 2025/26 academic year there have been 14,060 attendances at Creative Learning Service workshops, above the milestone of 13,716 for the period, although slightly short of the attendance numbers of this time last year (14,526).

Adult Learning Service

29. Guided by the Ofsted Education Inspection Framework, the Adult Learning Service offers courses designed to improve adults' educational attainment, and develop the skills and knowledge required for work and career progression, and support self-care and resilience.
30. The **Leicestershire Adult Learning Service's** (LALS) performance relates to the proportion of learning aims due to be completed in a given period that were successfully achieved. The current academic year started in September 2025, and the current performance of 86.8% at the end of March 2026 is slightly higher than the position at the same point in the previous year (85.8%), and above the 84% target.

Conclusions

31. The latest reporting year presents a mixed picture for adult social care performance. In one respect, there has been a reduction in the proportion of people requiring no ongoing support following reablement, along with an increase in the number of permanent residential care placements. By contrast, examples where performance remains strong includes supporting younger adults with a learning disability to live independently or with their family, and the proportion of people receiving a completed annual review, which continues to rise and remains well above the national average.
32. There were increased visitors to heritage sites during 2025/26 and increased library issues including a further escalation in the use of E-loans.
33. Reporting of performance in 2026/27 is currently being established. Monitoring and analysis will continue on a regular basis covering performance measures such as those included in ASCOF and locally agreed targets.

Background papers

- Adults and Communities Strategy 2025 – 2029: Delivering Wellbeing and Opportunity in Leicestershire
- Adult Social Care Outcomes Framework
- Leicestershire County Council Strategic Plan 2022-26
- Better Care Fund

Circulation under the Local Issues Alert Procedure

34. None.

Equality Implications

35. The Adults and Communities Department supports vulnerable people from all diverse communities in Leicestershire. However, there are no specific equal opportunities implications to note as part of this performance report.

**Human Rights Implications**

36. Data relating to equalities implications of service changes are assessed as part of Equality and Human Rights Impacts Assessments.

**Other Relevant Impact Assessments**

37. There are no other items of data in this report relating to other relevant impact assessments.

**Health Impact Assessment**

38. Better Care Fund measures and associated actions are overseen and considered by the Integration Executive and Health and Wellbeing Board.

**Appendices**

- Appendix A - Adults and Communities Department Performance Dashboard for 2025/26
- Appendix B – Adult Social Care Strategic Approach

**Officers to Contact**

Jon Wilson, Director of Adults and Cultural Services  
Adults and Cultural Services Department  
Tel: 0116 305 7454  
Email: [jon.wilson@leics.gov.uk](mailto:jon.wilson@leics.gov.uk)




Matt Williams, Business Partner – Business Intelligence Service  
Corporate Resources Department  
Tel: 0116 305 7427  
Email: [matt.williams@leics.gov.uk](mailto:matt.williams@leics.gov.uk)

# Adults and Cultural Services Performance 2025/26




## Appendix Table Structure

<b>Description</b>	Metric title. This could be from the national Adult Social Care Outcomes Framework, or a locally derived measure.
<b>Aim</b>	States whether the aim is to have a higher or lower performance
<b>Rating</b>	Provides a comparison with either a national average or a local milestone. Colour coded as explained below.
<b>DoT</b>	Direction of travel as explained below
<b>2025/26</b>	Performance in the current year
<b>2024/25</b>	Performance in the previous year
<b>Trend</b>	A chart providing a view of how performance has changed annually



### Performance Rating

	Performing <b>better</b> than the latest national average or local target
	Performing <b>similar</b> to the latest national average or local target
	Performing <b>below</b> the latest national average or local target

### Direction of Travel

	Performance has <b>improved</b> on last year
	Performance is <b>similar</b> to last year
	Performance is <b>not as good</b> as last year

### Trend Chart Key

	England performance by year
	Leicestershire County Council performance by year

# PREVENT NEED

<b>Leicestershire County Council's Strategic Plan 2022-26</b>	<b>Safe and Well</b> Carers and People with care needs are supported to live active, independent, and fulfilling lives
---	---

Description	Aim	Rating	DoT	2025/26 Performance	2024/25 Performance	Past Trend
<b>ASCOF 3C1</b> % of SUs who find it easy to find information	High	67.8% 24/25 Nat. Ave.	◀▶	Survey is annual. Results due end of May	61.1%	
<b>ASCOF 3C2</b> % of carers who find it easy to find information	High	59.1% 23/24 Nat. Ave.	◀▶	56.0% (2025/26)	56.1% (2023/24)	

Description	Aim	Rating	DoT	2025/26 Performance	2024/25 Performance	Past Trend
<b>Local Hours of Volunteering</b> (Heritage & libraries)	High	20.5k Local target 2025/26	▲	25.1k	21.1k	

<b>Leicestershire County Council's Strategic Plan 2022-26</b>	<b>Great Communities</b> Cultural and historical heritage are enjoyed and conserved
---	--

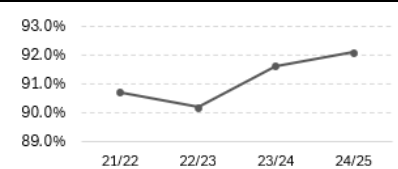
Description	Aim	Rating	DoT	2025/26 Performance	2024/25 Performance	Past Trend
<b>Local Heritage visits</b>	High	150.0k Local Target 2025/26	▲	152.2k	140.2k	
<b>Local Library visits</b>	High	780.0k Local Target 2025/26	◀▶	769.2k	765.0k	

Description	Aim	Rating	DoT	2025/26 Performance	2024/25 Performance	Past Trend
<b>Local</b> Total library loans	High	2,500.0k Local Target 2025/26	▲	2,584.4k	2,532.5k	
<b>Local</b> Junior loans	High	750.0k Local Target 2025/26	▼	712.2k	756.6k	
<b>Local</b> E-loans	High	1,260.0k Local Target 2025/26	▲	1,405.6k	1,258.4k	
<b>Local</b> Total community library issues <sup>1</sup>	N/A	For Information Only	N/A	219.1k	273.8k	No trend data available due to a change to reporting.
<b>Local</b> Community library children's issues.	N/A	For Information Only	N/A	121.7k	156.3k	No trend data available due to a change to reporting.
<b>Local</b> Attendances at Creative Learning Service workshops	High	13.7k Local Milestone Mar-26 (Academic year)	◀▶	14.1k (Academic year 25/26 to March)	14.5k (Academic year 24/25 to March)	

**Leicestershire County Council's Strategic Plan 2022-26**

**Strong Economy, Transport, and Infrastructure**

There is close alignment between skill supply and demand

Description	Aim	Rating	DoT	2025/26 Performance	2024/25 Performance	Past Trend
<b>Local</b> Leicestershire Adult Learning Service (LALS) Success Rate	High	84.0% Local Target 2025/26 (Academic year)	▲	86.8% (Academic year 25/26 to March)	85.8% (Academic year 24/25 to March)	

<sup>1</sup> The new Library Management System does not allocate 'online' renewals to the original issuing site, just to 'web'. Therefore, community ran library figures for 2025/26 appear lower in the count as they do not include online renewals.

# REDUCE NEED

**Leicestershire County Council's Strategic Plan 2022-26**

## Improved Opportunities

Young people and adults are able to aim high and reach their full potential

Description	Aim	Rating	DoT	2025/26	2024/25	Past Trend
<b>ASCOF 2E</b> % of adults with a learning disability living at home or with family	High	81.4% 24/25 Nat. Ave.	◀▶	87.6% (1,248 out of 1,425)	87.3% (1,255 out of 1,437)	No trend data available due to the change in data source to Client Level Data from 2024/25.

**Leicestershire County Council's Strategic Plan 2022-26**

## Safe and Well

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Description	Aim	Rating	DoT	2025/26	2024/25	Past Trend
<b>ASCOF 5A1</b> % of SUs who had as much social contact as they would like	High	45.4% 24/25 Nat. Ave	▼	Survey is annual. Results due end of May	39.6%	
<b>ASCOF 5A2</b> % of carers who had as much social contact as they would like	High	30.0% 23/24 Nat. Ave.	◀▶	28.1%	25.4%	
<b>Local</b> Number of people awaiting a care assessment	Low	<160 Position as at Mar 2025	▲	83 End of Mar-26	160 End of Mar-25	No trend data available due to the change in data source
<b>Local</b> Number of people awaiting a care assessment for more than six months	Low	<19 Position as at Mar 2025	▲	0 (0.0% of total waiting at end of Mar-26)	19 (11.9% of total waiting at end of Mar-25)	No trend data available due to the change in data source

# DELAY NEED

<b>Leicestershire County Council's Strategic Plan 2022-26</b>	<b>Safe and Well</b> Carers and People with care needs are supported to live active, independent, and fulfilling lives
---	---

Description	Aim	Rating	DoT	2025/26	2024/25	Past Trend
<b>ASCOF 2A</b> % of people who had no need for ongoing services following reablement	High	77.1% 24/25 Nat. Ave	▼	68.2% <sup>2</sup> (1,858 out of 2,723)	73.7% (2,067 out of 2,805)	No trend data available due to the change in data source to Client Level Data from 2024/25.
<b>ASCOF 2D</b> Living in the community 12 weeks after hospital discharge and reablement	High	60.7% 24/25 Nat. Ave	◀▶	59.8% <sup>3</sup> (1,201 out of 2,007)	58.7% (1,201 out of 2,046)	No trend data available due to the change in data source to Client Level Data from 2024/25.
<b>ASCOF 2B</b> Permanent admissions to care (aged 18-64) per 100,000 pop.	Low	17.0 per 100k pop. 24/25 Nat. Ave	▼	13.4 <sup>2</sup> per 100k Pop. Actual 59 Admissions	11.3 per 100k Pop Actual 50 Admissions	No trend data available due to the change in data source to Client Level Data from 2024/25.
<b>ASCOF 2C (BCF<sup>4</sup>)</b> Permanent admissions to care (aged 65+) per 100,000 pop.	Low	592.5 per 100k pop. 24/25 Nat. Ave	▼	549.1 <sup>2</sup> per 100k Pop. Actual 864 Admissions	526.9 per 100k Pop Actual 829 Admissions	No trend data available due to the change in data source to Client Level Data from 2024/25.

<sup>2</sup> Performance relates to the twelve-month period ending in Dec-25 i.e. the end of Q3.

<sup>3</sup> Performance relates to the twelve months period ending Sep-25 i.e. the end of Q2

<sup>4</sup> The Better Care Fund (BCF) programme supports local systems to successfully deliver the integration of health and social care in a way that supports person-centred care, sustainability and better outcomes for people and carers.

# MEET NEED

**Leicestershire County  
Council's Strategic Plan  
2022-26**

## Safe and Well

Carers and People with care needs are supported to live active, independent, and fulfilling lives

Description	Aim	Rating	DoT	2025/26	2024/25	Past Trend
<b>ASCOF 3D (2a)</b> Adult aged 18+ receiving direct payments	High	24.5% 24/25 Nat. Ave	◀▶	31.9% (1,677 out of 5,265)	32.5% (1,675 out of 5,159)	

**Leicestershire County  
Council's Strategic Plan  
2022-26**

## Safe and Well

People at most risk are protected from harm

Description	Aim	Rating	DoT	2025/26	2024/25	Past Trend
<b>ASCOF 4A</b> % of service users who say they feel safe	High	70.1% 24/25 Nat. Ave.	▼	Survey is annual. Results due end of May	66.8%	
<b>ASCOF 4B</b> % of safeguarding enquiries where the identified risk was reduced or removed	High	91.2% 24/25 Nat. Ave.	◀▶	95.1% (951 out of 1,000)	95.3% (650 out of 680)	
<b>Local</b> % of service users who received their annual review	High	59.1% 24/25 Nat. Ave	▲	79.1% (4,229 out of 5,347)	77.7% (4,005 out of 5,156)	

## **Delivering Wellbeing and Opportunity in Leicestershire**

Adults and Communities Department Strategy for 2025 – 2029

### **Prevent need**

We will work with our partners to prevent people developing the need for specialist health and social care support. We will achieve this through information and advice to enable people to benefit from services, facilities or resources that are not focused on particular support needs, but which contribute towards wellbeing and are available for the whole population. Examples include libraries, adult learning services, museums, and associated digital services; green spaces, places of worship, community centres, leisure centres, information and advice services. We will promote wellbeing and work together through active citizenship with families and communities (including local voluntary and community groups). We will help people develop confidence to enable them to speak up and share concerns about their safety and wellbeing.

### **Reduce need**

We will identify those people most at risk of needing social care support in the future and intervene early wherever possible to maintain wellbeing and prevent further need for services (for example people with a new diagnosis of dementia; newly-bereaved; people at risk of isolation; low-level mental health problems; and services for carers). Targeted interventions aim to prevent further needs developing and ensure that people do not become dependent on health and social care. Services might include information and advice, minor adaptations to housing which improve accessibility or provide greater assistance for those at risk of a fall, or telecare services.

### **Delay need**

This focuses on support for people who have experienced a crisis, or who have a defined illness or disability, for example, after a fall or a stroke, following an accident or onset of illness and on minimising the effect of disability or deterioration for people with ongoing conditions, complex needs or caring responsibilities. It includes interventions such as reablement, rehabilitation, and recovery from mental health difficulties. We will work together with the individual, their families and communities, health and housing colleagues to ensure people experience the best outcomes through the most cost-effective support.

### **Meeting need**

The need for local authority funded social care support will be determined once personal and community resources and assets have been identified and fully explored. People with social care needs, assessed as being eligible for funding through the local authority, will be supported through provision of a personal budget. The personal budget may be taken as a direct payment or can be managed by the council. Wherever possible the council will work with people to provide a choice of provision which is suitable to meet people's outcomes, however in all cases the council will ensure that the cost of services provides the best value for money. Whilst choice of provision is important in delivering the outcomes that people want, maintaining people's safety, independence and achieving value for money are the priorities.

This page is intentionally left blank



**ADULTS AND CULTURAL SERVICES OVERVIEW AND SCRUTINY  
COMMITTEE: 1 JUNE 2026**

**CULTURAL SERVICES**

**REPORT OF THE DIRECTOR OF ADULTS AND CULTURAL SERVICES**

**Purpose of report**

1. The purpose of the report is to provide the Committee with an introduction to the three new service areas moving into Adults and Cultural Services from May 2026 and to seek guidance on any further information the Committee require.

**Policy Framework and Previous Decisions**

2. Leicestershire County Council Country Parks and Open Spaces Strategy: 2019 – 2029.
3. The County Council Cabinet received a report in July 2025 on the future of Beaumanor Hall. The Cabinet resolved that the Director of Corporate Resources be authorised to commence an engagement process with stakeholders to establish options to improve the future financial performance of the site.

**Background**

4. The Council have made a number of departmental changes as part of their work to strengthen cross service working across the Council and build stronger links between related services.
5. These changes include a new departmental name for 'Adults and Communities' which will now be called 'Adults and Cultural Services'. Three new service areas will join the department, these being Country Parks, Beaumanor Hall and Park and Century Theatre.
6. The new services areas have moved from Corporate Resources, where they were managed as part of Leicestershire Traded Services. These services have strong potential to enhance and extend existing cultural provision within Adults and Cultural Services.

**Country Parks**

7. Leicestershire County Council has a network of 18 parks and open spaces covering over 530ha.

8. The **Country Parks and Open Spaces Strategy 2019 – 2029** sets out: -

Six destination parks: Beacon Hill, Bosworth Battlefield, Broombriggs Farm, Market Bosworth, Snibston Colliery and Watermead. Four of these hold the prestigious Green Flag Award status, an international mark of quality for Parks and Open Spaces.

Smaller parks, woodlands and recreational spaces: Ashby Woulds; Bagworth Heath Woods; Burrough Hill Country Park; Brampton Valley Way; Donisthorpe Woodland Park; Jubilee Woods; New Lount Nature Reserve; Oakthorpe Picnic Site; Salterford Valley Picnic Area; Sarah's Wood, Sheet Hedges Wood; Shenton Station and Cutting.

9. Three parks, Beacon Hill, Sheet Hedges and Jubilee Wood, form part of Sites of Special Scientific Interest (SSSI), designated due to containing unique species or habitats of high scientific value for conservation.
10. Five parks contain Local Nature Reserves (LNRs), Watermead, Moria Junction, Snibston Colliery Park, New Lount and Salterford Valley. LNRs are particularly significant for their wildlife, geology, education or enjoyment value.
11. The Country Parks Service manages and maintains Leicestershire County Council's network of country parks and open spaces. The service is non-statutory, but is strategically important to the Council's climate, biodiversity, health and community agendas.
12. The 'County Parks and Open Spaces Strategy 2019 – 2029' provides the strategic framework for the service. The strategy is based around four cross-cutting priority themes and sets clear objectives for each of the six destination country parks. Together these aim to ensure our parks are at the centre of delivering positive environmental, ecological, health and social outcomes for Leicestershire's citizens and communities, as well as visitors to the county. The 'Tree Management Strategy' and 'Country Parks Byelaws 2024', are the other key supporting documents.
13. The Country Park service has a team of rangers and is supported by a significant number of skilled volunteers, who are integral to the successful operation of the service.
14. The 2025 review of Leicestershire Country Parks highlighted that usage of country parks continues to grow and there were a number of improvements to pathways and facilities across the network, as well as an extensive programme of events and engagement activities.

### **Beaumanor Hall and Park**

15. Beaumanor Hall was built between 1842 and 1854 by architect William Railton for the Herrick family. It was requisitioned by the War Office as a secret listening station to intercept encrypted enemy signals. Purchased by the County Council in 1974 as an education and conference centre, it was originally one of three outdoor education centres, including Quorn Hall and Aberglaslyn Hall, both of which were closed in 2012. The Hall and parts of the grounds are Grade II\* listed.

16. Beaumanor Hall functions as a conference and wedding venue and is used for a large amount of County Council conferencing and large-scale meetings. The Hall also hosts civic events for the Chairman, Lord Lieutenant, emergency services and armed forces.
17. The Hall currently hosts the Registration Office for the Charnwood area. This function is managed by the Public Health, Communities, Law and Governance department.
18. Beaumanor Park is an outdoor education centre, offering activities including archery, orienteering, climbing, abseiling, high ropes and watersports. These can be undertaken as residential visits, using the onsite cabins, or day visits.
19. There are also a number of curricula linked days that are offered, including Pirates, Vikings, Victorians, WW2. These use both the Park and Hall sites. Space on the park can also be hired for camping without activities or catering and this is well utilised by uniformed organisations. The Park also offers holiday clubs and birthday parties.
20. Schools are a major audience and the site welcomes c.16,000 students a year, around c.9,000 as residential stays. The programmes are accredited by the Adventure Activities Licensing Authority (AALA) and the Council for Learning Outside the Classroom (LOTC).
21. The County Council undertook a customer engagement exercise in August 2025 and the findings will inform future proposals for the site. The results of the engagement are being finalised.

### **Century Theatre**

22. The Century Theatre is a small community theatre, located within Snibston Colliery Park, Coalville and operates as a receiving theatre. The programme consists of live music, theatre, comedy, dance and film. It is one of only 5 theatres outside the City of Leicester
23. In addition to the 206-seat auditorium, the Century Theatre benefits from a bar, foyer and a studio space. The latter can be hired out by local groups and is often used by local choirs and dance schools as a rehearsal space and is used by the Snibston Heritage Trust for educational visits. It also has strong heritage identify background, being the oldest remaining mobile theatre in the country.
24. The programme includes national tours as well as performances by local schools and community groups and the Century Theatre works collaboratively with a production company to stage the annual pantomime. The focus for the Century Theatre is to support the community to engage with the performing arts, as means of improving wellbeing and fostering social connections.
25. The Century Theatre works also with local groups, for example, the Coalville and District Veterans Association and North-West Leicestershire District Council, to stage a Festival of Remembrance. It hosts a free weekly British Sign Language course and 'Community Chat', which is a weekly coffee morning for local residents at risk of social isolation.
26. The Century Theatre has a small team of 3 part-time paid staff, supported by casual roles and a number of dedicated volunteers.

**Consultation**

27. N/A

**Resource Implications**

28. There are no additional resource implications arising from this report.

**Conclusions**

29. Members are asked to note this report and make any comments on the report or the new services areas.

**Background papers**

30. Annual Review of Country Parks 2025: Environment & Climate Change Scrutiny, 10 September 2025.  
<https://democracy.leics.gov.uk/documents/s191475/Scrutiny%20Report%20Country%20Parks%202025.pdf>
31. Country Parks and Open Spaces Strategy: 2019 – 2029  
<https://democracy.leics.gov.uk/documents/s152649/APPENDIX%20Country%20Parks%20and%20Open%20Spaces%20Strategy%202019-2029.pdf>
32. Future of Beaumanor Hall and Park: Cabinet 15 July 2025  
<https://democracy.leics.gov.uk/documents/s190735/FINAL%20Beaumanor%20Cabinet%20Holding%20Paper%20v1.1.pdf>

**Circulation under the Local Issues Alert Procedure**

33. A copy of this report will be circulated to all members of the County Council.

**Equality Implications**

34. This report is for information only and there are no equality implications arising from the recommendations in this report

**Human Rights Implications**

35. There are no human rights implications arising from the recommendations in this report.

**Other Relevant Impact Assessments****Environment Implications**

36. The Country Park Service continues to deliver against wider Council policies through the management of its land holdings for the benefit of wildlife and people. The service works to create, enhance and maintain biodiversity found within the varying habitats found within the Council's country parks. The Council's parks are an exemplar of how wildlife and people can coexist and are a refuge for delicate habitat types such as heathland, wetlands and woodland.

## **Health Implications**

37. The Council's parks are a resource for residents for physical wellbeing, but also mental wellbeing, allowing visitors to connect with nature within a safe and accessible parks environment. The benefits of positive mental health through accessing greenspaces came to the forefront during the pandemic, and this trend in usage of green spaces continues.
38. The Century Theatre provides a resource for residents to engage with a variety of performing arts which are proven to improve mental wellbeing and boost social connectivity.

## **Officer(s) to Contact**

Jon Wilson, Director of Adults and Cultural Services  
Telephone: (0116) 305 7454  
Email: [jon.wilson@leics.gov.uk](mailto:jon.wilson@leics.gov.uk)

Franne Wills, Head of Service, Cultural Services  
Telephone: (0116) 305 0692  
Email: [franne.wills@leics.gov.uk](mailto:franne.wills@leics.gov.uk)

This page is intentionally left blank