

COUNTY COUNCIL MEETING – 24th SEPTEMBER 2025

POSITION STATEMENT FROM THE LEAD MEMBER OF ADULT SOCIAL CARE

Care Quality Commission Assessment of Leicestershire County Council

Good Afternoon

As you may be aware, the Care Quality Commission has recently published an assessment of how the Council carries out its responsibilities under the Care Act 2015.

The Assessment took place between September 2024 and February 2025. The Care Quality Commission has rated the Council as “Requires Improvement”.

While this is a disappointing outcome, it provides us with a clear roadmap for change and an opportunity to strengthen our services for the people of Leicestershire, and to outline the strategic and operational actions we are taking to address the areas for improvement.

We acknowledge the delays in assessments; some people have waited far too long.

Feedback has shown that navigating our services - especially online - can be difficult, particularly for unpaid carers and those facing digital exclusion. We’ve seen usability issues with our safeguarding portal and concerns with data recording and reporting.

The Care Quality Commission highlighted gaps in some areas of service provision such as extra care, day services, and supported living options, and there continue to be high turnover rates and recruitment difficulties, especially in rural areas.

The report highlights the need to ensure we reach all of our communities especially those in rural areas of the County and work together with our partners to ensure people receive the support they are entitled to from health and social care services.

Members, this is a moment for reflection - but also for action. We are committed to delivering high-quality, responsive, and inclusive adult social care services. These strategic actions are not just reactive - they are proactive steps to build a stronger, more resilient system.

We have already reduced the number of people waiting for assessment by 200, and we are committed to removing the backlog of assessments for care and support.

We have recruited additional staffing to support officers to manage demand on services and will be working together to ensure we have the right capacity in the service going forward.

We are reviewing our website with input from people who draw on support, increasing the use of printed materials, for those who prefer information in that format whilst also expanding digital inclusion initiatives.

Working across the Council we are seeking to expand the development of extra care housing and supported living, and we will shortly be tendering for new home care and day services.

We will continue to work in partnership with our Health and housing partners to ensure people have timely access to NHS services and housing adaptations and will strengthen our reablement services to ensure people have the support they need on discharge from hospital.

We will enhance staff wellbeing, promoting career pathways from apprenticeships to leadership programmes.

The Care Quality Commission recognised much that was good in Leicestershire, noting that they saw committed frontline staff, using creative ideas to promote people's wellbeing, that people's experiences were largely positive, that assessments reflected people's choices, strengths and what they wanted to achieve as well as improving their independence.

And that the Council was committed to getting people the right care and support with strong foundations to build upon.

I invite you to support these initiatives and help us to move forward in the interests of the residents of Leicestershire.