



Coventry and  
Warwickshire Partnership  
NHS Trust

# Executive Summary of the Section 75 Annual Report

April 2023 – March 2024



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## Introduction:

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In FY2023/24 the Section 75 arrangements between Coventry and Warwickshire NHS Partnership NHS Trust (CWPT), Coventry City Council, and Warwickshire County Council continued to provide a seconded social care workforce who are integrated into mental health teams.

During FY2023/24, organisation of the integrated workforce saw a number of changes that had arisen as a result of service re-design, transformation work, and internal restructuring. The report therefore reflects on the many findings and benefits the additional investment has brought to our area.

The report also covers future plans for embedding the new transformed models of care, addressing disparities in service provision, and providing services more tailored to the populations of Coventry and Warwickshire.

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## Findings:

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### Workforce



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In the first half of FY2023/24, a Management of Change process was undertaken in the CWPT Adult Mental Health Directorate to encourage further integration of services both within and outside the organisation. The structure was implemented from September 2023 and further embedded as the year progressed.

Over the period covered by this report, both local authorities experienced challenges with vacancies and recruitment for particular posts such as, the Approved Mental Health Professional (AMHP) Social Worker roles. This was reflective of the national picture.

Despite this, both Warwickshire County Council and Coventry City Council did show growth in their seconded Social Care Teams, via a number of posts being funded through the Community Mental Health Transformation programme.

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Local Authority		
Total people in post FY2022/23	104	51
Total people in post FY2023/24	106	68

## Community Mental Health Transformation:

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Just a selection of the fantastic CMH activities and events Coventry based VCSE Inini have been undertaking during 2023

Conclusion of the Community Mental Health Transformation in March 2024 marked the end of a three-year period whereby new specialist pathways and teams were introduced, including services for adult Eating Disorders, Enablement (Rehabilitation), Forensic pathway, and Personality and Complex Trauma (PACT). Transformation included building multiple professional teams and new roles, providing access to support for complex mental health needs at Primary Care Network Level, closer working with Voluntary, Community and Social Enterprise (VCSE) partners and Experts by Experience (EbEs), and alongside this, transformation to the new Social Care Offer.

From September 2023, line management of local authority seconded staff in the integrated teams transferred to Social Care Managers, to enable the roll-out of new ways of working that included re-alignment of social work tasks, duties, and responsibilities. The workforce organisation and structure is now in place to embed and develop the underpinning pathways and processes.



## Service developments

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**Health Inequalities** – prioritised recommendations from the Black Lives Matter project have since been used to build the Mental Health Act Detentions Project. This project aims to explore and address the disproportionalities in detention and to understand people of Black ethnicity who had been detained. As a result, an Advance Choice Document and its quick guide have been co-produced to provide Advocacy to racially minoritised people with Mental Health needs. This is currently pending implementation. In the meantime, we have taken steps to prioritise the social determinants of mental health within our delivery plans for improved integration of mental health services.

**Strengths-based assessment** – as mental health services move away from the Care Programme Approach (CPA), we recognised the need to have a Social Care Strengths-based assessment housed within CWPT's Mental Health recording system so that Social Workers and Social Care Workers can complete and record Care Act compliant assessments. This is intended to support the move away from a deficit-based model, and instead look at the skills, abilities, and experience that people already have, wish to acquire, or develop.

**Right Care Right Person (RCRP)** - an approach designed to ensure that people of all ages, who have health and/or social care needs, are responded to by the right person, with the right skills, training and experience to best meet their needs.

As part of this national initiative, Social Care have been a part of the internal and external working groups for RCRP procedures, policies, and communications, with inputs and feedback from social care obtained throughout. Overall, this has allowed partnerships to strengthen across the system. Collaborative forums to discuss and raise issues with the police, and long-term problem areas to improve response to pathways has been hugely successful. In February 2024 AWOL for both Warwickshire Police and West Midlands Police went live. Also in February 2024 Welfare Concern went live for West Midlands Police. Warwickshire Police plan to go live with Welfare Concern in June 2024.

**NHS 111** - in FY2023/24 the team prepared for and implemented the new NHS 111 Mental Health option ("option 2") system which aims to divert callers to more appropriate call handlers. The team have also been working towards implementing the new system Ring Central with the 999 telephone service. Other preparation work included recruitment to the new team responding to the calls.

Following its successful Go-live on 25th April 2024, promotion of the service and analysis of the incoming data will be a focus throughout. The team is also preparing for the texting service which aims to be in place by March 2025.



## Performance

This year, analysis of performance has been undertaken using data from a full financial year, giving more reliable insights compared to the previous year, when the Carenotes outage restricted our ability to assess progress. Our bespoke QlikSense App was created for Section 75 data to help the partners keep track of progress towards a shared set of performance metrics.

Performance topic	FY2023/24 observations	Commentary
<p><b>Service User demographics</b></p>	<p>This year, more people contacted our Mental Health Access Hubs and more were females.</p> <p>Over half of the contacts were from people aged between 26 and 65 years (a greater proportion of Coventry clients fell within the 18-25 years age bracket, whilst in Warwickshire more older people were in contact with our services).</p> <p>The demographic data tells us that there are some groups represented in greater or lesser proportion in our client group than we would expect to see when compared to the wider populations of Coventry and Warwickshire.</p>	<p>A recent research report suggests that common mental disorders (including conditions such as depression, anxiety, panic disorder, phobias and obsessive-compulsive disorder) are more common among women than men in every age category and that this is most pronounced among those aged between 16 and 24 (<i>Mental Health Statistics: prevalence, services and funding in England. Carl Baker and Esme Kirk-Wade. House of Commons Library, 01 March 2024</i>).</p> <p>Age proportions remain in line with the profiles of the local populations.</p> <p>We have identified this as an area for improvement in FY2024/25 and will consider other actions that can be taken so that we can have greater confidence in the quality of our ethnicity data for analysis and decision-making.</p>

	<p>The proportion of contacts requiring an urgent response was lower and there was a reduction on those requiring No Further Action (NFA).</p> <p>A significant proportion were allocated to either a community or dementia MDT Hub.</p> <p>Nearly one third of signposted activity (30%, 924 cases) was diverted to Coventry and Warwickshire Mind. This was a significant increase compared to Quarter 1 FY2022/23 (13%) and FY2021/22 (14%, 316 cases).</p> <p>We have also seen a shift in the proportion of referrals signposted to the CWPT Talking Therapies service, which appears to have reduced from around 35% to 19% (595 cases)</p>	<p>This shows performance is moving in the right direction. The number and proportion of NFA contacts reducing, meaning that clinicians' time is being directed at a higher number of appropriate contacts and/or where a secondary mental health service is required.</p> <p>This could suggest an increase in demand for those services, and also may be a consequence of Community Mental Health transformation, whereby more people are able to be referred into a service that is suitable for them.</p> <p>These data suggest people may be accessing the service through referral routes other than the Mental Health Access Hubs, which is in line with our aims and expectations.</p>
<b>Long-term mental health support</b>	<p>In Coventry, the number of people aged 18-64 in receipt of a long-term service for mental health has increased since the start of 2021, whilst the number of adults aged 65+ receiving long term support has shown a small decrease. A similar trend has been observed in Warwickshire.</p>	<p>The reasons for this outturn are not fully understood and will be considered further by the Section 75 Performance Sub-Group over the coming year.</p>
<b>Quality of Life (ASCOF indicators)</b>	<p>Whilst the numbers of people recorded as being in paid employment and/or living independently have also been rising gradually throughout the year, they have not yet returned to the levels seen prior to the Carenotes outage.</p>	<p>We are unclear as to whether this is a genuine trend or a data quality issue. Further work is now being undertaken to determine the underlying reasons and the actions that will be required to improve performance further.</p>

As part of continuous improvement, we aim to further develop our approach to performance and outcomes monitoring over the coming year, by refreshing the existing Performance Dashboard and our Section 75 business intelligence App, to provide better information for assessing whether we are meeting the expectations of those who use our services and our regulators. Progression towards better alignment of data and systems across organisational boundaries will also strengthen the quality of information for decision-making.

## Safeguarding

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Effective and collaborative safeguarding agreements are in place between CWPT, Warwickshire County Council, and Coventry City Council under Section 75 arrangements. The S75 Agreements place responsibility on the Trust to conduct safeguarding concerns and enquiries, investigation and formulate safeguarding plans for individuals within its mental health services and for individuals within older people's mental health services.

- CWPT has a quarterly reporting and governance structure in place via the Section 75 Operational Group which reports into the Section 75 Strategic Board.
- New reporting requirements have been put in place to ensure that a management decision is entered within four days, and that safeguarding enquiries are closed when complete when a safeguarding concern is raised. This work has included the Safeguarding Team commencing specific training to all Mental Health Team Managers and their deputies.
- Open concerns and enquiries are sent out weekly to managers by a Safety and Quality Data Analyst with a request that they review and enter decisions as necessary. This piece of work has oversight from the CWPT Chief Nurse.

FY2023/24 data indicates that the number of safeguarding concerns raised were restored to pre-Carenotes outage levels, increasing by 3.6% (833 to 863). Despite a reduction in the number of safeguarding concerns recorded in FY2022/23 (672), the percentage of concerns progressing to a Section 42 Enquiry increased year on year, from 11.9% in FY2021/22 to 15.2% in FY2022/23 and 16.6% in FY2023/24.

Therefore, in 2023/24, the local authorities highlighted improvement opportunities for the oversight and management of safeguarding processes within the mental health integrated teams. An action plan was drafted to improve quality of activity and learning from the safeguarding experiences and outcomes and this will be implemented in FY2024/25.



## Recommendations:

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### Integrated Care System (ICS) priorities:

- Prioritising Prevention and improving future health outcomes through tackling health inequalities.
- Improving access to health and care services increasing trust and confidence.
- Tackling immediate system pressures and improving resilience.

### Priorities for the Section 75 partnership:

- **Priority One:** Finalise implementation and embed the revised ways of working established through the Community Mental Health Transformation Programme.
- **Priority Two:** Finalise the implementation and embed the social intervention offer as a specialist pathway for Mental Health Social Care.
- **Priority Three:** Continue to improve the urgent care offer to reduce unnecessary admissions to hospital and long-term care.

## Conclusion:

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Using the evidence in the annual report, together with the plans in place for continuous improvement throughout FY2024/25, the Section 75 Board is confident that the coming year will provide the necessary information to inform continuation of the partnership at the next agreement renewal in March 2025.

The report ensures that the partners can fulfil the Section 75 Partnership Agreements in place between the Trust and respective Local Authorities. Hence, in FY2024/25 the Partnership aims to continue to direct our attention on activities that benefit people who use our services, with a focus on patient-centred care and improved outcomes. We will also support our staff to carry out their individual roles effectively within a multidisciplinary team environment, whilst ensuring that statutory duties are met.



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