

Provider Key Escalation Contacts

Safeguarding



Safeguarding referrals should follow usual referral routes and contact made with the relevant team for follow up.

Front door team: ASCDirect@coventry.gov.uk / 024 7683 3003

Emergency out of hours duty team: 024 7683 2222

If you experience difficulty in getting hold of the correct person or in gaining a response or update, please contact

SafeguardingAdultsTeam@coventry.gov.uk with details of the person you require an update on

Payments



To submit new invoices: ASCInvoices@coventry.gov.uk

Inquiries for payments/ remittances: ASCpaymentqueries@coventry.gov.uk

If you haven't received a response to your initial email and wish to escalate the matter, please contact ASCfinancemanagement@coventry.gov.uk (please allow 10 working days for an initial response)

Commissioning



Commissioning inquiries: socialcarecommissioning@coventry.gov.uk

Digital support: Lindon.LaytonBest@coventry.gov.uk

Recruitment: Mae.Fletcher@coventry.gov.uk / Simon.Veasey@coventry.gov.uk

For other escalations, contact your contract officer directly