

# 2023-24 Provider Support Experience Survey Adult Social Care

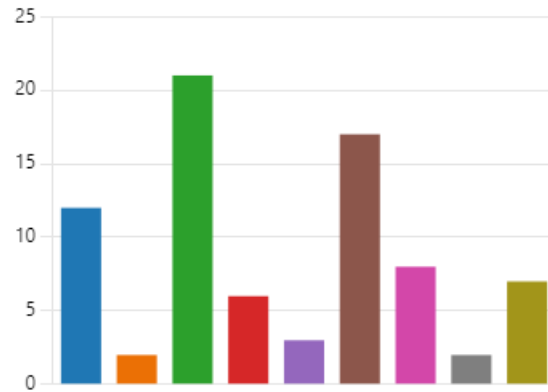


**In December 2023, the ASC Commissioning Team released a survey to measure the effectiveness of support offered to the market. This document explores the responses to that survey.**

63 providers responded to the survey. Responses covered market-wide service areas. The breakdown of service area responses is pictured below



● Home Support	12
● Housing with Care	2
● Residential/ nursing (older peop...	21
● Residential (learning disability)	6
● Residential (mental health)	3
● Supported Living (learning disa...	17
● Supported Living (mental health)	8
● Day Opportunity	2
● Third Sector Support Service	7



When asked 'how well do you think the local authority support you as a provider?' 83% responded 'extremely well' or 'somewhat well'



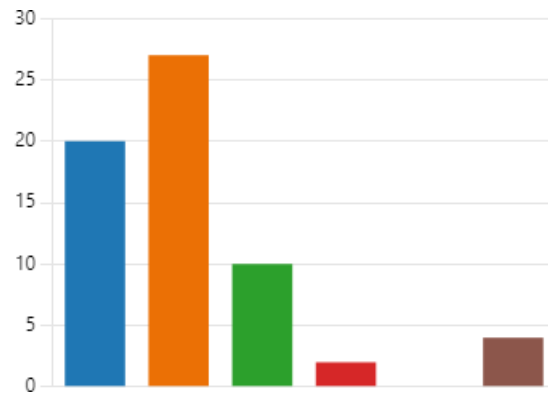
● Extremely well	29
● Somewhat well	23
● Neutral	10
● Not so well	1
● Very poor	0



When asked 'how useful do you find provider forums?' 75% responded 'extremely useful' or 'somewhat useful'



Extremely useful	20
Somewhat useful	27
Neutral	10
Somewhat not useful	2
Extremely not useful	0
I do not attend	4



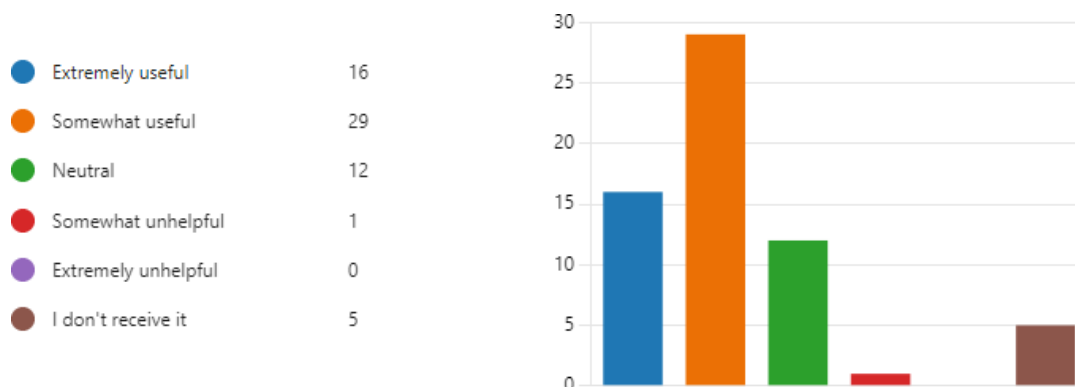
When asked 'how well do you think the local authority support you as a provider?' 83% responded 'extremely well' or 'somewhat well'



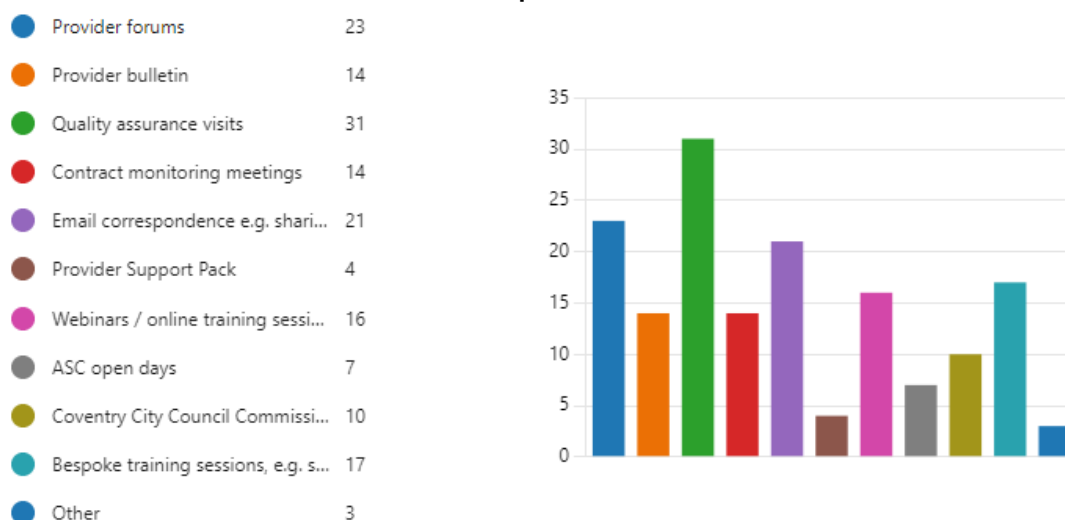
Extremely well	29
Somewhat well	23
Neutral	10
Not so well	1
Very poor	0



When asked 'how useful do you find provider bulletins?' 71% responded 'extremely useful' or 'somewhat useful'



When asked 'what support do you find the most useful?' The top 3 answers were quality assurance visits, provider forums, and email correspondence



When asked 'are you clear on the local authority's safeguarding process?' 90% of providers answered 'yes'



● Yes	57
● No	0
● More clarity is needed	6



When asked 'are you clear on your responsibilities as a provider in respect of safeguarding individuals and the safeguarding process?' 100% of providers answered 'yes'



● Yes	63
● No	0



When asked 'would you like further sessions on safeguarding in the future?' 70% providers answered 'yes'



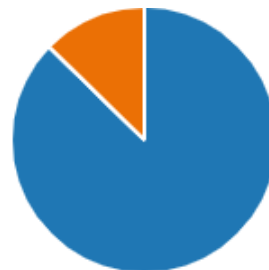
● Yes	44
● No	19



When asked 'are you aware of who your Contracts Officer is?' 87% providers answered 'yes'



● Yes	55
● No	8



When asked 'do you have regular contact with the Commissioning Team?' 65% of providers answered 'yes'



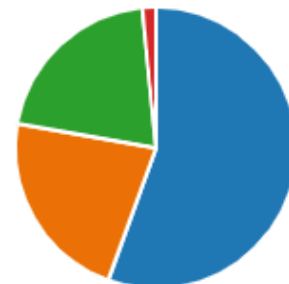
Yes	41
No	7
Sometimes	15



When asked 'how useful are quality assurance and quality monitoring visits?' 68% answered 'extremely useful' or 'somewhat useful'



Extremely useful	35
Somewhat useful	14
Neutral	13
Somewhat not useful	1
Extremely not useful	0



When asked 'how useful do you find the local authority's recruitment support?' 29% answered 'extremely useful' or 'somewhat useful' and 67% answered 'neutral'



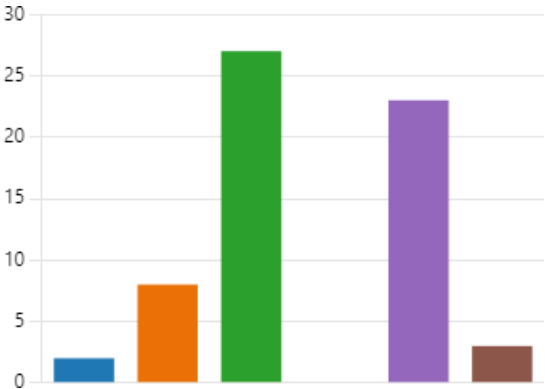
Extremely useful	5
Somewhat useful	13
Neutral	42
Somewhat not useful	1
Extremely not useful	2



When asked 'how much has the local authorities recruitment and retention support helped your business?' 43% answered 'neither helpful nor unhelpful' and 37% had not used the support



Extremely helpful	2
Somewhat helpful	8
Neither helpful nor unhelpful	27
Somewhat unhelpful	0
I have not used this support	23
I am not aware of this support	3

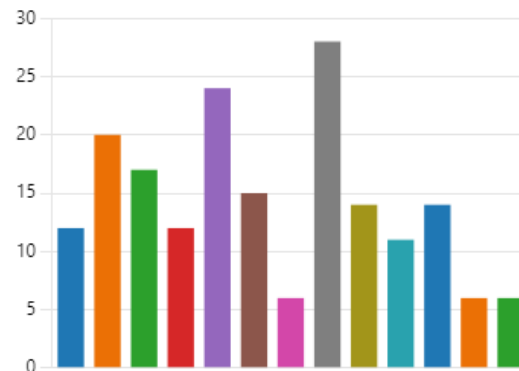




When asked ‘what would be beneficial to you to be included in our future refreshed Market Position Statement?’ the top 3 answers were lessons learnt, quality monitoring approach, and future market direction and intentions



● Demand data	12
● Future market direction and inte...	20
● Development of assistive techn...	17
● Coventry's demographics	12
● Quality monitoring approach	24
● Procurement, governance, and c...	15
● Applicable legislation	6
● Lessons learnt e.g. from previou...	28
● Workforce development	14
● Third sector and community sup...	11
● Expected outcomes	14
● Approach to co-production	6
● Other	6



When asked ‘do you feel your voice and concerns are listened to and actioned where needed by Coventry City Council Adult Social Care?’ 48% answered ‘yes’ and 44% answered ‘somewhat’



● Yes	30
● No	5
● Somewhat	28

