

Local authority information return

Name of local authority: Dudley Metropolitan Borough Council

Local authority reference ID: E08000027

Date information return sent to local authority: 10 February 2025

Purpose of the local authority information return

This information return is a key part of our assessment of how a local authority is carrying out its adult social care functions in England. Part 1 of the Care Act 2014 describes those functions.

It enables us to review some key documents, information and data before our on-site activity. These will help us plan the assessment, or form part of the evidence we assess. Where relevant, we show which quality statements items relate to. Our [assessment framework](#) for local authority assurance describes the quality statements.

During the assessment, we may need to request more information if we need it to assess a quality statement.

All the information we gather helps us to assess each local authority. It also helps us understand national trends, issues, performance and innovation across England.

Some of the information will inform our national reporting, such as our annual State of Care report. This will be anonymised unless a local authority gives consent.

The General Data Protection Regulation (GDPR) allows local authorities to lawfully provide personal data. This applies where we need the data to carry out our statutory duties. It includes special categories of personal data.

Documentation required

Each local authority's arrangements for delivering Care Act duties will be different. You will have various policies, processes, strategies and other documentation to support this. We do not expect you to have a specific document for every item listed in the information return. Documents may have different titles or information may be within other documents. For example, corporate strategies or partnership documents. We encourage you to use your existing documents and direct us to the relevant sections as needed.

If any of the required information is already available publicly, please provide a link to that information – there is no need to reproduce it. You can add a link to external information against the relevant item on the form below and return the form to us.

- Do not create new documents for this information return. Use existing information that best meets the information request.
- Only include information that most closely relates to the requested items. Don't provide extra information. This will avoid us looking at unnecessary information that may not inform the assessment.
- Data requested (for example, IR3 on compliments and complaints) should cover the last 12 months. You should only include data from outside of this period if an exceptional example falls just outside the 12-month period.
- To keep information succinct please do not provide:
 - terms of reference from meetings or forums
 - blank template documents and forms

- duplicate documents (just refer to the IR number where you attached a particular document)
- contracts or service specifications
- agendas for meetings
- multiple action plans and minutes relating to the same topic (only the most recent one)
- embedded documents
- References to 'people' include both those who use care services and unpaid carers.
- Redact any personal information.

Self-assessment

Self-assessment is an opportunity for your local authority to:

- assess and judge your own performance in relation to the quality statements
- use evidence to support your judgements
- highlight key successes, risks and challenges
- identify actions needed to address the most pressing risks.

The Local Government Association (LGA) and ADASS have produced [guidance to help develop an adult social care self-assessment](#). This has an accompanying workbook. Their guidance states that:

“The completion of an objective, honest and authentic self-assessment of a council’s strengths and areas for improvement is a valuable opportunity to focus improvement planning and delivery in a way that ensures local ownership.”

In our assessment framework, 'self-assessment' is an evidence item in the 'Feedback from staff and leaders' evidence category. It forms part of the overall evidence we will gather and use to assess each of the 9 quality statements.

We will not provide a self-assessment template. You may share your self-assessment in any format you choose, or you can use the comprehensive [self-assessment workbook](#) developed by the LGA and ADASS to support local authorities to prepare for CQC assessments.

There is no mandatory requirement for local authorities to produce a self-assessment for CQC to review. **However, if you choose not to complete a self-assessment, we will need to spend more time in the on-site part of our assessment. This is because we will need to gather and analyse required evidence from various sources.**

Submitting your information return and self-assessment

Submit the information requested below by the dates shown in each section.

Information required within one week should be submitted by email to LAWestMidlands@cqc.org.uk

You must submit all other information through the secure portal. We will tell you how to access the portal, but please contact us at LAWestMidlands@cqc.org.uk if you have any queries.

Each item in the information return has a reference number (for example IR 12). You must add this number to any information or documentary evidence that you submit through the portal so we can easily identify which item your information relates to.

Local authority information return

Section 1: Key contact information required

Information required	Details	Date required
Voluntary organisation information	<p>Contact name, phone number and email address for the chair of the local voluntary sector forum(s).</p> <p>Contact name, phone number and email address for local umbrella body(s).</p> <p>This is so we can seek feedback from them ahead of our site visit.</p>	28 February 2025 to LAWestMidlands@cqc.org.uk
Carer organisation information	<p>Organisation and contact name, phone number and email address for all carer organisations the local authority works with.</p> <p>This is so we can seek feedback from them ahead of our site visit.</p>	28 February 2025 to LAWestMidlands@cqc.org.uk
Advocacy organisation information	<p>Organisation and contact name, phone number and email address for all organisations commissioned to provide advocacy services.</p> <p>This is so we can seek feedback from them ahead of our site visit.</p>	28 February 2025 to LAWestMidlands@cqc.org.uk

Section 2: Information required by 5pm 28 February 2025

Item ref No.	Information item	Theme	Quality statement(s)
IR 1	Local authority self-assessment. See guidance at the start of this information return.	All	All
IR 2	Feedback obtained from people about their experience of assessment and care provision. Include themes, trends, and action taken to address any issues. <i>Covering the preceding 12 months from the date of completing the information return.</i>	All	All
IR 3	Compliments/complaints received by the local authority in relation to Care Act duties. Include a summary of issues, trends, outcomes and actions taken. <i>Covering the preceding 12 months from the date of completing the information return.</i>	All	All
IR 4	Feedback obtained from staff, that the local authority has requested. Include themes, trends, and action taken to address these. <i>Covering the preceding 12 months from the date of completing the information return.</i>	All	All
IR 5	Assessment, care planning and review. Processes and pathways (flowcharts) from first contact with local authority. For each of these activities: <ol style="list-style-type: none"> 1. Care assessments (state if measures vary between different groups or needs) 2. Care reviews (if different) 3. Financial assessments 4. Carer assessments, including young carers and parent-carers provide: <ul style="list-style-type: none"> • waiting list size (on date of this submission) • median and maximum waiting time (for last 12 months) • your target timescale? Themes, if any, on the reasons why any people wait longer. 	1. Working with people	Assessing needs

Item ref No.	Information item	Theme	Quality statement(s)
IR 6	<p>Care Act assessment, support and care funding:</p> <ul style="list-style-type: none"> • arrangements for determining eligibility • number of appeals: themes, trends, and outcomes <p><i>Covering the preceding 12 months from the date of completing the information return.</i></p>	1. Working with people	Assessing needs
IR 7	<p>Direct payments:</p> <ul style="list-style-type: none"> • arrangements for offering direct payments. • arrangements for supporting people to use direct payments, and level of oversight. Include support for people to employ their own personal assistants • the number of people who have stopped using direct payments to meet their ongoing care needs. Include themes, trends and actions taken <p><i>Covering the preceding 12 months from the date of completing the information return.</i></p>	1. Working with people	Supporting people to lead healthier lives
IR 8	<p>Provide your strategy to prevent, reduce or delay the need for care and support.</p> <p>Provide details of your existing services, facilities or other measures to prevent, reduce and delay the need for care and support.</p>	1. Working with people	Supporting people to lead healthier lives
IR 9	<p>Arrangements for access to aids and equipment to promote independence.</p> <p>Include:</p> <ul style="list-style-type: none"> • what role or team carries out assessments • if there is an external equipment provider, please provide contact details. <p>For each of these activities:</p> <p>(a) assessment for equipment</p> <p>(b) provision of equipment</p> <p>provide:</p> <ul style="list-style-type: none"> • waiting list size (on date of this submission) • median and maximum waiting time (for last 12 months) • your target timescale. Themes, if any, on the reasons why any people wait longer 	1. Working with people	Supporting people to lead healthier lives

Item ref No.	Information item	Theme	Quality statement(s)
IR 10	Provision of information and advice to enable people to make informed choices about care and support. How is information and advice provided in a way that is: <ul style="list-style-type: none"> • available • accessible • tailored to the needs of local people? 	1. Working with people	Supporting people to lead healthier lives
IR 11	Arrangements to support inclusion and accessibility. For example, access to interpreting services.	1. Working with people	Equity in experience and outcomes
IR 12	Provide your strategy and actions for: <ul style="list-style-type: none"> (a) identifying, and (b) reducing any inequalities of experience and outcomes relating to Care Act duties.	1. Working with people	Equity in experience and outcomes
IR 13	Provide details of any groups of people in your area identified as being at risk of having unmet needs or poor outcomes because of their protected characteristics. For example, members of groups who may be seldom heard due to their race (including Gypsy, Roma and Travellers), ethnicity, religion, LGBTQ+ identity.	1. Working with people	Equity in experience and outcomes
IR 14	Joint Strategic Needs Assessment: provide a link to your JSNA.	2. Providing support	Care provision, integration and continuity
IR 15	Shaping and sustaining the market. Provide your: <ul style="list-style-type: none"> • market position statement • market shaping plans • market sustainability plan. 	2. Providing support	Care provision, integration and continuity
IR 16	Commissioning strategies (including joint and specialist commissioning). Include arrangements for monitoring and evaluating their impact.	2. Providing support	Care provision, integration and continuity
IR 17	Provide details of out-of-area placements, including:	2. Providing support	Care provision, integration and continuity

Item ref No.	Information item	Theme	Quality statement(s)
	<ul style="list-style-type: none"> the total number of people placed out-of-area at the time of this assessment a summary of the reasons for these placements, including any key themes (for example, because of specialist needs) how many of these placements were made within the last 12 months 		
IR 18	Arrangements for quality monitoring of commissioned services. Include services commissioned from outside of the local authority area.	2. Providing support	Care provision, integration and continuity
IR 19	Social care workforce. Provide your strategy for maintaining enough capacity and capability in the workforce to meet social care needs in your area. For example, a social care workforce strategy, if available.	2. Providing support	Care provision, integration and continuity
IR 20	<p>Market sustainability. For these commissioned service types:</p> <ul style="list-style-type: none"> homecare supported living residential care home nursing home <p>provide details of:</p> <ol style="list-style-type: none"> Contracts handed back early to local authority by providers and reasons why Local authority commissioning embargoes and reasons why <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>	2. Providing support	Care provision, integration and continuity
IR 21	<p>Demand for care services and capacity. For the following service types:</p> <ul style="list-style-type: none"> homecare supported living residential care home nursing home <p>provide details of:</p> <ul style="list-style-type: none"> the number of times people have had to wait for their service to begin due to lack of capacity 	2. Providing support	Care provision, integration and continuity

Item ref No.	Information item	Theme	Quality statement(s)
	<ul style="list-style-type: none"> the average length of time (in days) people have had to wait <p><i>Covering the preceding 3 months from the date you complete the information return.</i></p>		
IR 22	<p>Provide any examples of work with key partner agencies to deliver shared local and national objectives.</p> <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>	2. Providing support	Partnerships and communities
IR 23	<p>Use of Better Care Fund (BCF): how has BCF been used to deliver shared local priorities?</p> <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>	2. Providing support	Partnerships and communities
IR 24	<p>Provide your end-to-end process/pathways when people move between services and agencies.</p> <p>This should include:</p> <ul style="list-style-type: none"> children into adulthood hospital discharge moving to another local authority transitioning between services people who can no longer fund their own care. 	3. Ensuring safety within the system	Safe systems, pathways and transitions
IR 25	<p>Contingency and emergency preparedness plan. Provide your plan for provider failure and other disruptions in the provision of care and support.</p> <p>Include any examples of when this was implemented, and whether it was effective.</p> <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>	3. Ensuring safety within the system	Safe systems, pathways and transitions
IR 26	<p>Safeguarding Adults Board. Provide the annual strategic plan and annual report.</p>	3. Ensuring safety within the system	Safeguarding
IR 27	<p>Safeguarding Adult Reviews (SARs). Provide details of all SARs and a record of subsequent learning or actions taken.</p> <p><i>Covering the preceding 24 months from the date you complete the information return.</i></p>	3. Ensuring safety within the system	Safeguarding

Item ref No.	Information item	Theme	Quality statement(s)
IR 28	<p>Pathways for managing safeguarding concerns and section 42 enquiries.</p> <p>Include your quality assurance arrangements.</p>	3. Ensuring safety within the system	Safeguarding
IR 29	<p>Provide your plans and actions to address any identified safeguarding themes, trends and key safeguarding risks in your area.</p> <p>For each of these activities:</p> <ul style="list-style-type: none"> • safeguarding referrals awaiting initial review • Section 42 enquiries awaiting allocation • DoLS applications awaiting allocation <p>provide:</p> <ul style="list-style-type: none"> • the number of referrals • the median and maximum waiting time for review/allocation • your target timescale. Themes, if any, on the reasons why any people wait longer <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>	3. Ensuring safety within the system	Safeguarding
IR 30	Adult social care strategic plan(s) and delivery plan.	4. Leadership	Governance, management and sustainability
IR 31	Governance arrangements for delivery of Care Act duties.	4. Leadership	Governance, management and sustainability
IR 32	Current Adult social care risk register.	4. Leadership	Governance, management and sustainability
IR 33	Strategy for supporting unpaid carers.	4. Leadership	Governance, management and sustainability
IR 34	<p>Learning and improvement plans from:</p> <ul style="list-style-type: none"> • serious incidents • serious case reviews • Coroner Regulation 28 Reports • whistleblowing 	4. Leadership	Learning, improvement and innovation

Item ref No.	Information item	Theme	Quality statement(s)
	<ul style="list-style-type: none"> • Ofsted • SEND • Local Government Social Care Ombudsman. <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>		
IR 35	<p>Provide your general co-production policy or approach.</p> <p>Include an example of work that was co-produced.</p> <p><i>Covering the preceding 12 months from the date you complete the information return.</i></p>	4. Leadership	Learning, improvement and innovation
IR 36	<p>Workforce development plan. Arrangements for supporting the continuous professional development of local authority staff.</p>	4. Leadership	Learning, improvement and innovation
IR 37	<p>Organisational chart showing all levels of roles involved in the delivery of the Care Act.</p> <p>Include:</p> <ul style="list-style-type: none"> • from Chief Executive, senior leadership to frontline teams • social work/ community teams, commissioning, quality monitoring etc. <p>Please provide a description of the teams and their functions.</p>	General	General
IR 38	<p>Provide details of any key groups, partnerships or networks in the local area we could gather feedback from in relation to the assessment. For example: carers groups, provider forums, partnership boards, seldom heard groups and voluntary sector organisations.</p> <p>Include all groups not just those who are commissioned.</p> <p>Include:</p> <ul style="list-style-type: none"> • name of group, partnership or network • contact details (name, email, telephone number) • purpose of group, partnership or network 	General	General