



Oversight and Governance

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CABINET – PRESENTATIONS PACK

Monday 12 January 2026
2.00 pm
Council House, Plymouth

Cabinet – Presentations Pack

- 8. Care Quality Commission Inspection update: (Pages 1 - 12)**
- 9. Building Plymouth 10 Year Anniversary: (Pages 13 - 32)**

Adult Social Care CQC Outcome



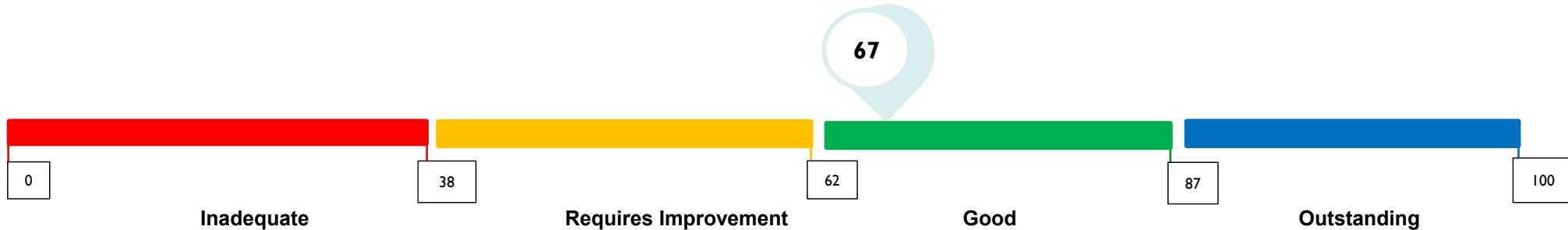
PLYMOUTH
CITY COUNCIL



CQC's Overall Rating for Plymouth



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Overall, our CQC Rating is: **Good**

Theme 1: How we work with People

- Assessing Needs 50%
- Supporting people to live healthier lives 63%
- Equity in experiences and outcomes 88%

Theme 2: Providing Support

- Care provision, integration and continuity 57%
- Partnerships and communities 82%

Theme 3: Ensuring Safety with the system

- Safe Systems, pathways and transitions 57%
- Safeguarding 57%

Theme 4: Leadership

- Governance, management and sustainability 75%
- Learning, improvement and innovation 75%

Theme 1: Assessing Needs



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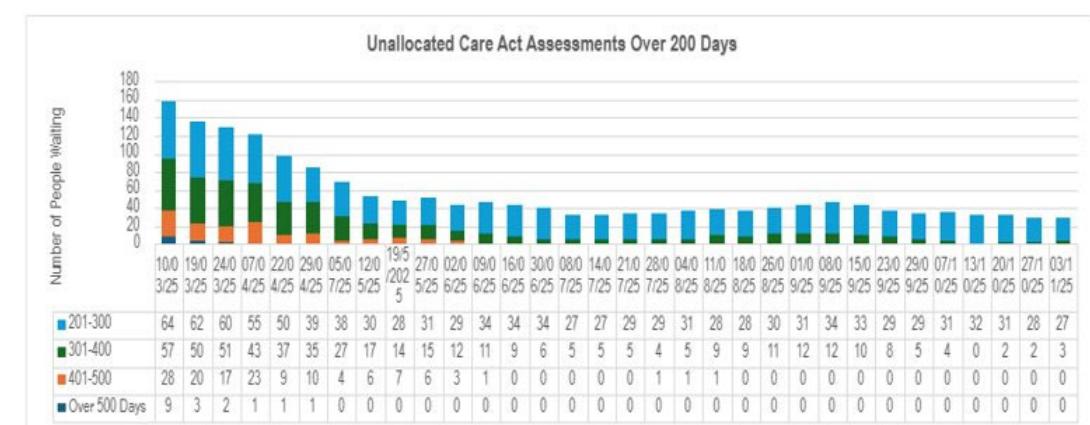


Strengths

- People's wishes and views considered in assessments
- People can easily access services with 90% of calls resolved at first contact.
- Positive and strong examples of joint working, including shared-skills models reducing onward referrals.
- Carer assessments largely timely, with positive feedback and valuable training support.

Improvement Areas:

- Strengths based practice: Principal Social Worker led improvement plan in place.
- Reducing waits for Care Act assessments and reviews: Significant progress already made
- More consistency in communication with people and carers to improve people's experience.



Theme 1: Supporting People to Live Healthier Lives



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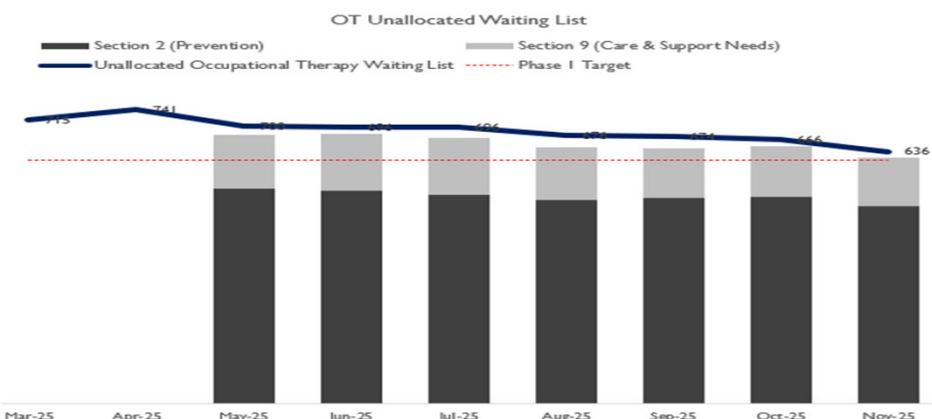


Strengths

- Strong preventative focus, including Thrive Plymouth and Well-being Hubs.
- Effective reablement services with good multidisciplinary working.
- Falls prevention initiatives.
- Strong partnership working between public health, adult social care and Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations.

Improvement Areas:

- Outcomes for short-term support slightly below the national average. Since inspection we have improved from 75.8% to 81.8% (national average is 83.7%).
- Occupational Therapy offer and waiting times focus will further improve outcomes for people



Theme 1: Equity in Experience and Outcomes



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Strengths

- Strong focus on inequalities, with targeted support in high-deprivation communities.
- Community-led initiatives and co-production embedded across programmes.
- Strong engagement with seldom-heard groups (e.g. refugees, carers from ethnic minorities, LGBTQ+, veterans).
- Accessibility arrangements (British Sign Language (BSL), interpreters)

Improvement Areas:

- Further work needed on cultural competency and capturing diversity data
- Improve awareness of support groups and communication

Theme 2: Care Provision Integration and Continuity



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Strengths

- Joint Strategic Needs Assessment used to drive commissioning priorities; Plymouth Plan provides strategic direction.
- Strong voluntary sector contribution and close work with providers, especially for hospital discharge.
- Good examples of choice and positive care experiences from people and carers.
- Comprehensive market-shaping work, including co-production commissioning toolkit.

Improvement Areas:

- Some gaps in provision for younger adults and dementia and carer emergency respite
- Implementation of the newly published Carers Strategy is progressing as planned
- Care home framework and Extra care changes will strengthen the market and support some improvement in these areas.
- Plans are underway to develop a framework for the domiciliary care market.

Theme 2: Partnerships and Communities



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Strengths

- Strong strategic partnerships including the Plymouth Local Care Partnership.
- Extensive integrated working across health and social care, with co-location improving shared working.
- Positive impact of Wellbeing Hubs and community groups on local outcomes.
- Collaborative commissioning with VCFSE and treated as equal partners.

Improvement Areas:

- Strengthening how we engage and feedback to more partners

Theme 3: Safe Systems Pathways and Transitions



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Strengths

- Strong “Home First” hospital discharge model with 70% returning home.
- Good crisis support options and contingency planning including our first response mental health teams
- Improvements in waiting list oversight and use of new waiting list tool.
- Positive multidisciplinary working in learning disability pathways.

Improvement Areas:

- Mixed experiences for those transitioning into adult services. A joint plan with children’s services is underway and a board has been established jointly with Children’s to improve the outcomes for our young people, as they progress to adulthood.

Theme 3: Safeguarding



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Strengths

- People generally feel safe; safeguarding systems clear and timely.
- Safeguarding advice line valued and improving response time.
- Strong multi-agency safeguarding partnership with regular audits and learning from Safeguarding Adult Reviews
- Good training levels for MCA/DoLS above national average.

Improvement Areas:

- Community Deprivations of Liberty Safeguards (DoLS) needs focus. Plans are in place to improve governance, oversight and practice improvement.
- DoLS waiting lists in Residential settings are high although risk based prioritisation is used.
- Document outcomes providing evidence of Making Safeguarding Personal (MSP) was low. The practice improvement plan includes the work needed in this area. This will strengthen our person-centered approach.

Theme 4: Governance Management and Sustainability



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Strengths

- Stable leadership with clear roles, strong governance and regular oversight structures.
- Positive culture of learning and improvement: staff feel valued, listened to and supported by management.
- Strong assurance systems with audits, dashboards and performance monitoring.
- Active partnership engagement at senior leadership level with health, VCFSE and corporate teams.

Improvement Areas:

- Audit process would benefit from improvement. Work has been undertaken to standardise audit processes and improve team engagement.
- Workforce capacity challenges in some areas.

Theme 4: Learning Improvement and Innovation



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Strengths

- Strong workforce development and training, including reflective practice, Assess and Supported Year in Employment (AYSE) programs for new social workers and career pathways.
- Co-production embedded in service design and tenders.
- Positive culture of continuous improvement.

Improvement Areas:

- The need to ensure workforce and skills in DoLS is further developed and retained.

Finally



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We are really proud of our Good outcome and what we have achieved

Huge thanks to our teams, partners and individuals and their carers for supporting this assessment of what we do.

But....

The work does not stop, we be striving to continually improve what we do and how we support those who need us



CABINET BRIEFING: 12 January 2026

BUILDING PLYMOUTH

Celebrating 10 years of working together on skills, training, education, careers and jobs in construction and the built environment.

BRIEFING



- **Cllr Sally Cresswell**

Cabinet member for Education, Skills and Apprenticeships

- **Emma Hewitt**

Skills Lead, Plymouth City Council

- **Martin Daw**

Operations Director, JEM Scaffolding

- **Sam Morcumb**

Business Development Bid Manager, BuildX (SW)

- **Q&A**



Building Plymouth: Vision



**Celebrating 10 years of our award winning,
Council-led sector skills partnership with the
construction and built environment industry.**

Working together to address the city's skills needs by attracting, and investing in, a skilled supply of people to match the demand for delivering the city's ambitious capital build programme and transitioning to a net zero carbon economy.

Building Plymouth: Our model



Building Plymouth is funded through an innovative public/private sector collaboration with voluntary co-investment from over 70 organisations and sponsorship for specific activities. Additional funding has been secured from Department for Work and Pensions.

This model has created a trusted and well-established infrastructure connecting the local authority, clients, consultants, contractors, subcontractors and the supply chain, as well as CITB, education institutions and training providers, professional institutions, Department for Work and Pensions, wider Skills services and collaborative working across construction networks.

Building Plymouth: Membership 2026



Building Plymouth: Awards and recognition



- Image of Construction Award – SW Regional Award
- People & Culture – SW Regional Award
- Inspirational Leadership Award – SW Regional Award
- Apprenticeship Development Award
- Corporate Social Responsibility Awards

Building Plymouth: Skills Framework



Skills framework and interventions

DEMAND

- Business need
- Sectoral partnership focus



SUPPLY

- Working age population
- Skills and training provision including adult, further and higher education

PIPELINE

- Those in education or training
- Young people not in employment, education or training (NEET)

Our delivery plan aligns with Plymouth's Skills Framework of:

- DEMAND
- SUPPLY
- PIPELINE

DEMAND:

Maximising the impact of major city developments



- Plymouth City Council is a CITB accredited National Skills Academy for Construction committed to maximising employment and skills opportunities through local planning and procurement, ensuring delivery of employment and skills interventions on major developments
- Building Plymouth Client Group aims to provide a coordinated approach to improve visibility and transparency of the city's consolidated public sector capital programme, informing skills planning (LMI), ensuring that the forward construction workload is understood and facilitating engagement with the local marketplace
- NEW: Leadership of Construction Taskforce
- Building Plymouth influences and coordinates opportunities for delivering social value

Community project: Keyham garden recovery response



£40,000
in-kind support from the
local construction
industry and a rapid
response to help after
the emergency situation.

The construction volunteers celebrating the completion of the three gardens with the residents of St Michael's Avenue, Keyham.
[Construction industry helps Keyham recovery for free | PLYMOUTH.GOV.UK](#)

SUPPLY: attraction, training, recruitment, retention and progression of the workforce



- Job seekers – claimants and non-claimants
- Those economically inactive
- Career changers – including Armed Forces community
- Those at risk/ facing redundancy (both in construction and wider)
- Those with experience of the criminal justice system
- Adults undertaking onsite construction training
- Existing workforce – upskill/ retrain/ career progression
- Informing/ promoting local skills, training and education provision

Employer perspective: JEM Scaffolding



PIPELINE:

Attracting and retaining future talent

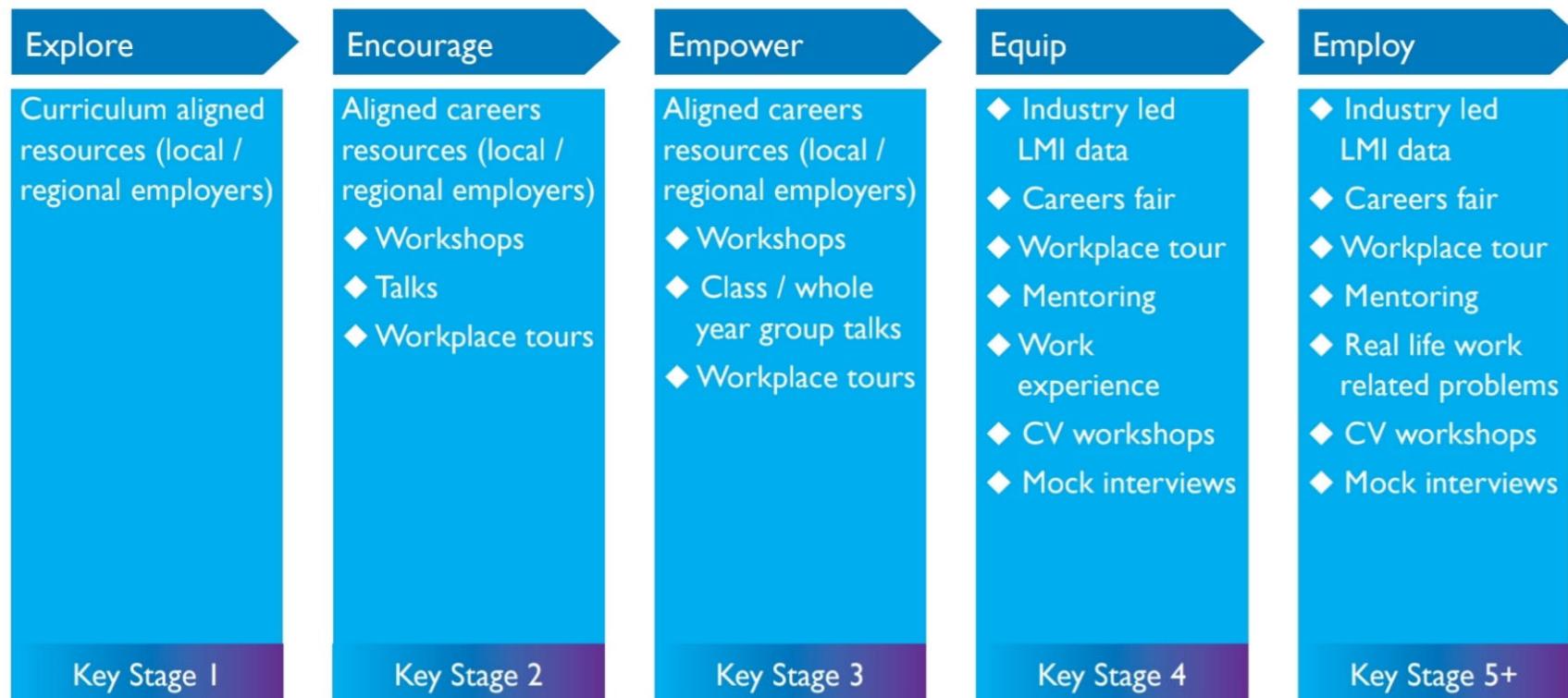


- Children and young people in education
- Apprentices – including Building Plymouth's Aspiring Rising Talent Network (BPART)
- Further education students
- Higher education students and graduates
- Young people not in employment, education or training (NEETs)

PIPELINE: Building Plymouth 5E Group



Plymouth 5E – Careers Education Model



Inspiring Plymouth's children and young people and their future talent with coordinated, enriching experiences and opportunities; promoting careers in construction and the built environment. Accountability for social value commitments.



Coordinated 5E delivery



TRAIN
DEVELOP
SUCCEED



PIPELINE:

Inspiring young people in education and influencing career advisors



- **'Building Plymouth Adopt a School Programme'** – presented by Cllr Sally Creswell
- 21 schools 'adopted' by industry partners
- Monitoring and reporting on progress

Building Plymouth Adopt a School: Success Stories



Malia Dakin and Chris Watts Video Clips No Test Bars

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PIPELINE: Inspiring apprentices and recent graduates



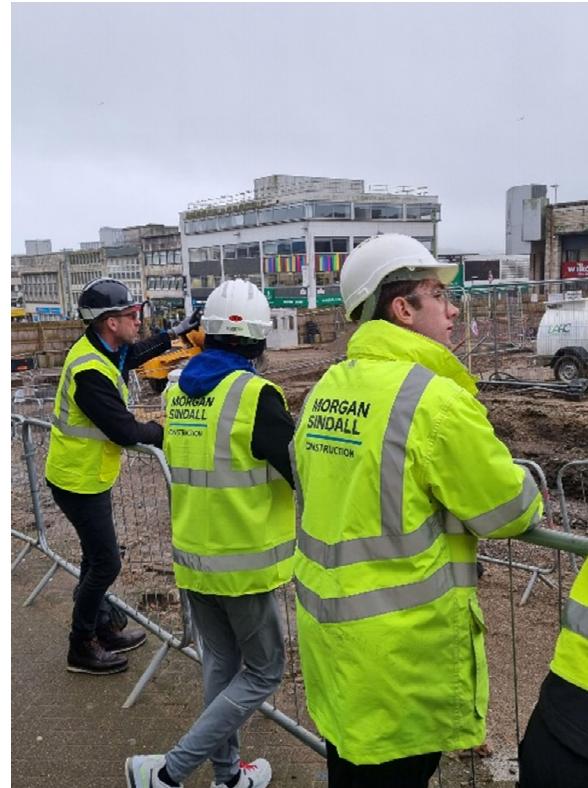
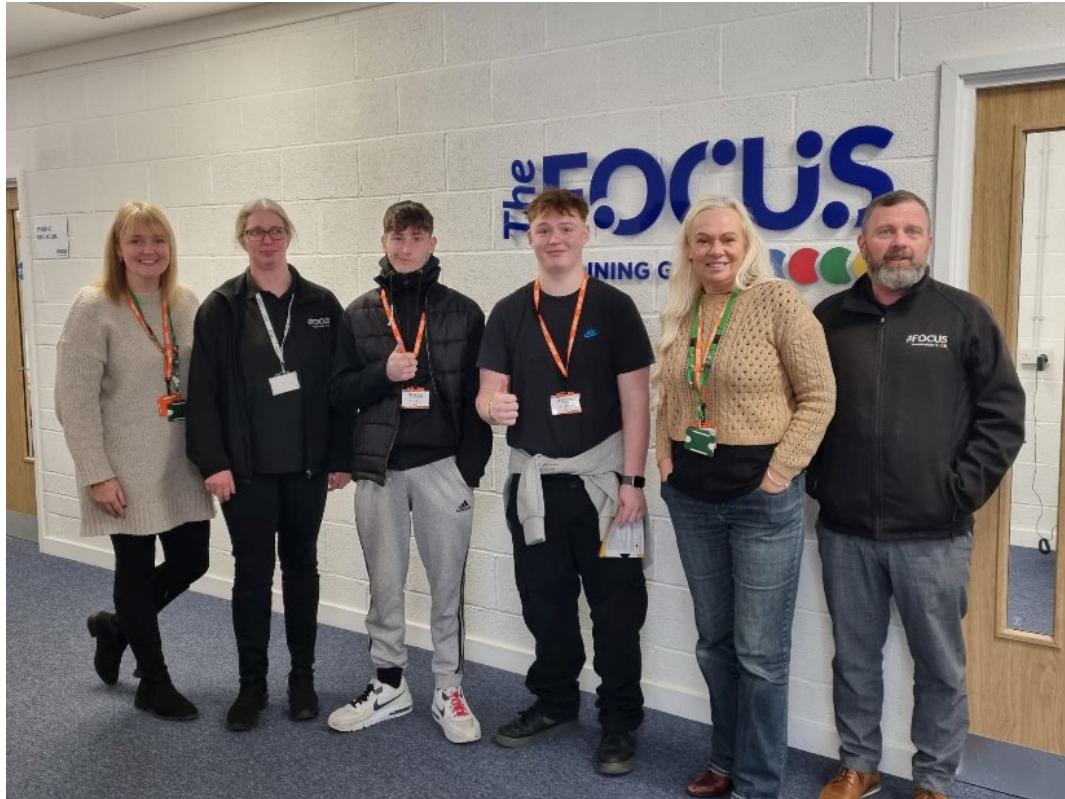
Celebrating local construction apprentices' achievements | Building Plymouth



BPART provides a free 12-month programme of CPD activity enabling both trade and technical apprentices at all levels as well as new graduates to access structured workshops to support their development and industry connections



PIPELINE: Care experienced young people pilot into construction





Q&A

Celebrating 10 years of working together on skills, training, education, careers and jobs in construction and the built environment.

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