

# Our Adult Social Care Strategy

2024 - 2027



## Foreword

This strategy describes our priorities for Adult Social Care over the next five years. Following a period of intense challenge in recent years, we have welcomed the opportunity to take stock of our achievements and consider how we can better support the needs and desired outcomes of adults and unpaid carers in the future. Nationally, Adult Social Care continues to face significant pressures; finite budgets; an ageing population with increasingly complex needs; workforce shortages; the cost-of-living crisis, and legacy impact of the pandemic. We continue to be humbled by the strength and resilience shown by adults and unpaid carers in our borough, and we are immensely proud of the dedication of our passionate workforce who strive tirelessly to ensure people are safe and supported.

We are now embarking on a period of transformation and innovation to ensure Adult Social Care is fit for the future. It is important that our strategic priorities are both informed by the national context and tailored to the local opportunities and challenges of our unique communities. Our vision is inspired by the #SocialCareFuture people-led movement and its vision for 'A Brighter Future', reimagining social care to deliver on our duties under the Care Act 2014 and aligned to the white paper *People at the Heart of Care*, whilst prioritising what local people tell us is important to them. Our commitments are values-led, inspired by the Think Local Act Personal Making It Real framework for care and support, empowering people and those they care about to live their lives their own way, while contributing to feeling part of their communities. This strategy has been developed to support our improvement planning; it builds on our journey to date and the learning we have taken by placing the people we support at the heart of every decision we make. It is a living strategy that we will review and build on throughout its lifetime through consultation and co-production with adults and unpaid carers with lived experience.

We are confident that our strategic priorities and our focus on early support, prevention, coproduction, and an outcomes framework that measures what truly matters to people, will enable us to overcome our most pressing challenges and deliver on our corporate priority to make Redcar and Cleveland a place where people can "*live and age well*".



Patrick Rice  
Executive Director for Adults & Communities



Lisa Robson  
Cabinet Member for Adults

## Our Borough, Our Vision and Our Commitments to you

We are one of the smallest local authorities in the North East region with 136,500 residents living in our borough. Our communities are diverse like our geography; although some towns and villages are thriving, some are experiencing extreme levels of deprivation with high levels of crime and unemployment, poor health, and low educational attainment. Like other areas in the region, we face a number of public health and social challenges, along with an ageing population which is projected to grow significantly.

It is expected that as people live longer, often with highly complex needs and multiple conditions, we will see an impact on the services we deliver. We need to work together with our partners to ensure we provide a range of accessible services that support both the broad range of needs of our population, who have their own unique aspirations, identities, cultures and lived experiences. In doing so we will achieve our corporate priority in our **Corporate Plan 2024-27** supporting people to start life well, **live and age well**, prosper and flourish, in a borough that is clean and tidy.

*We will work hard to improve health and wellbeing*

*We will encourage community participation and volunteering*

*We will empower people to live independently*

We will work tirelessly to realise our vision for Adult Social Care and deliver on our commitments to you.

### Our vision

***We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.***

### Our commitments to adults and unpaid carers

**We will:**

- 1. Listen to you, so you shape your own support.**
- 2. Provide you with information and advice when you need it.**
- 3. Enable you to regain your wellbeing and independence.**
- 4. Ensure you have quality care that is value for money.**

### What's the Plan?

In year one we will improve support to adults being discharged from hospital, and those seeking support from Adult Social Care, including adults needing specialist occupational therapy support and equipment. We will improve how we meet our statutory duty to safeguard adults from abuse and neglect, further embedding our Making Safeguarding Personal approach.

Medium term plans will focus on embedding our strategic approach and modernising our services through co-production, ensuring we understand the needs of our unique communities informed by lived experience.

Looking further ahead we will implement the learning from research, government guidance, and local, regional, and national data sets to ensure we can achieve our vision and commitments in the longer term.

### **Commitment 1: We will listen to you so you can shape your own support**

We will recognise that everybody is different. Each adult and unpaid carer in our local area has unique needs, expectations, and aspirations.

We will provide the right support at the right time, by listening to adults and their unpaid carers to understand their needs and put them in the driving seat so they can live their lives their own way.

We will ensure everyone feels they have had their voice heard and that we have responded in a timely way.

### **Commitment 3: We will enable you to regain your wellbeing and independence**

Adults have told us how important it is for them to be as independent as possible and remain living in their own home, while having the support they need when they need it, we will therefore, promote independence at every opportunity.

We will provide support in a way that is responsive to adults' needs.

We will focus on enabling increased independence, with a period of short-term intensive reablement followed by less intensive long-term support.

### **Commitment 2: We will provide you with information and advice when you need it**

We know that seeking support from social care services often comes during difficult circumstances for our adults, unpaid carers, and their families, so we will tailor our offer appropriately.

We recognise that good quality accessible information and advice, received at the right time, is critical to successfully supporting adults and unpaid carers, helping them understand what options are available to them so they can make informed choices about how they would like to be supported.

### **Commitment 4: We will ensure you have quality care that is value for money**

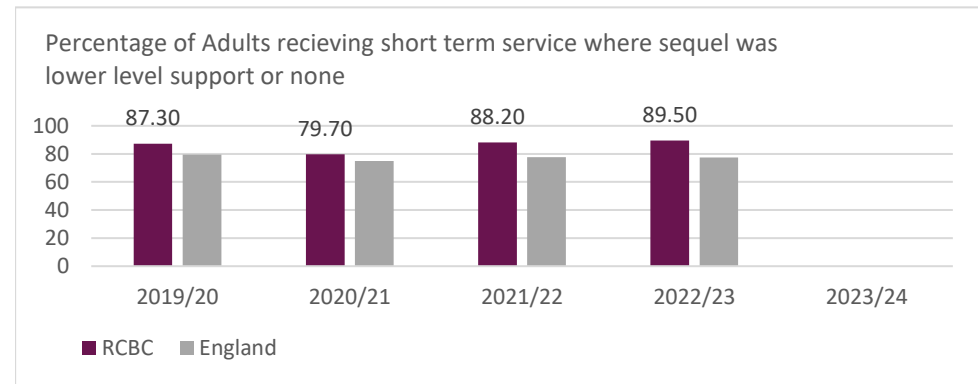
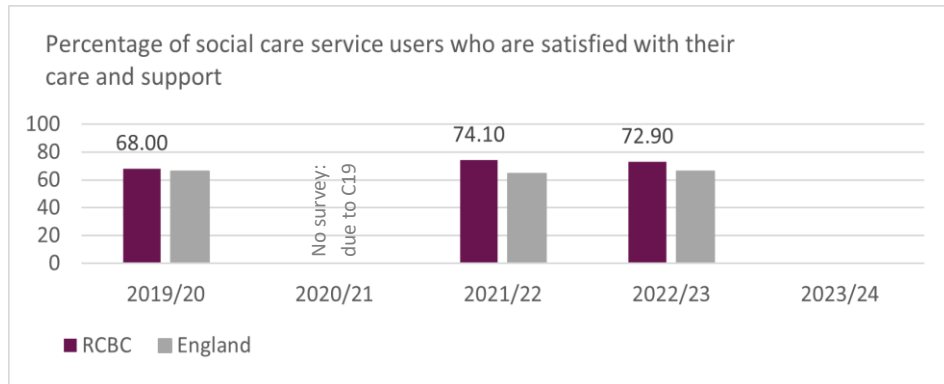
We will make sure that good quality care and support services are available for adults and unpaid carers when they need them.

We monitor the quality of care in our borough by working with a range of partners through established processes.

We will work closely with our colleagues who support young people to ensure that those moving into adulthood have a seamless transition.

# Measuring what matters and tracking our progress

Our ambition is for this strategy to make a meaningful difference to the lives of adults and unpaid carers. The voice of people with lived experience, our workforce, and wider stakeholders is vital in helping us understand what we do well and what we need to do better. We will systematically seek this feedback on our practice alongside the two primary measures below to monitor how well we are delivering on our vision and commitments.



We will report annually on the progress of this strategy through Our Local Account, sharing this with Senior Leaders and our Scrutiny and Improvement Committee, evidencing our progress and providing accountability to adults and unpaid carers, our workforce, and our partners.



## Our Adult Social Care Strategy: Action Plan 2024 - 2027

Commitment No	Action	Date Due
3	Working with our NHS colleagues we will improve support for adults being discharged from hospital through integrated processes, to ensure that optimum support is received at the right time to support continued recovery.	Qtr 2 2024/25
1	We will complete a service review project to improve how we meet our statutory duty to safeguard adults from abuse and neglect, further embedding Making Safeguarding Personal.	Qtr 2 2024/25
4	We will develop a new data dashboard to help us forward plan more effectively, anticipating the care needs of our population and better supporting adults and unpaid carers.	Qtr 2 2024/25
2	We will review all our public information and include easy read options and versions in other languages that are reflective of our population.	Qtr 3 2024/25
2	We will improve the availability and accessibility of tailored information and advice, supporting adults and unpaid carers to maximise their income and connect with locally based community services to promote wellbeing.	Qtr 4 2024/25
3	We will promote support and short breaks opportunities, prioritising unpaid carers wellbeing to enable them to continue supporting the person they care for.	Qtr 4 2024/25
4	We will work in partnership with local providers to improve communication and launch an online provider information hub linking to our Market Position Statement.	Qtr 4 2024/25
4	We will continue to develop our care quality assurance approach to maintain and improve high standards and safe care throughout our commissioned services.	Qtr 4 2024/25
4	We will coproduce clear policy and guidance to help young people and their parents and/or carers understand what to expect during transition from Children's to Adult Social Care. We will seek the views of other transitional groups to provide seamless support and continuity.	Qtr 4 2024/25
1	We will review our needs assessment tool and process to enable a proportionate and appropriate assessment that improve our focus on strengths, opportunities and promote local and community-based support.	Qtr 4 2024/25
2	We will review our online information in partnership with people with lived experience to ensure it is clear and accessible.	Qtr 4 2024/25
2	We will train our workforce to better support autistic and neurodiverse adults. We will develop inclusive practice and make reasonable adjustments to accommodate individual communication preferences.	Qtr 4 2024/25
3	We will invest in our occupational therapy services to improve the availability of specialist support and equipment, providing access to clinics, and through embracing technology enabled care.	Qtr 4 2024/25
4	We will support our commissioned care providers to move to a new electronic billing system, to reduce labour intensive manual processes, improve efficiency and accuracy. We will reinvest innovatively within the sector.	Qtr 4 2024/25

2	We will actively champion the value of unpaid care to reach people who do not think of themselves as unpaid carers so we can support them to sustain their caring role.	Qtr 1 2025/26
4	We will deliver a new long-term strategy focused on the forecast needs of our population using evidence from research, a better understanding of our communities, in partnership with our key stakeholders.	Qtr 2 2025/26
3	We will work in a more integrated way with our NHS colleagues to ensure positive outcomes for people discharged from mental health support settings.	Qtr 4 2025/26
1	We have started to systematically seek the views of adults and unpaid carers with lived experience. We will embed co-production to shape our strategic direction, our practice, our commissioning plans, and tailored support options.	Qtr 4 2025/26