



# Adult Social Care Strategy 2024-2027

## STRATEGY AIMS:

Our Strategy is to achieve our vision, which is centred around our commitment to the adults and carers we support:

- 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.
- 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. This will lead to a new strategy in mid 2025/26 that will include detailed actions for the Strive and Thrive years.

## ALIGNMENT WITH COUNCIL PRIORITIES

Start Life Well	Live and Age Well	Prosper and Flourish	Clean and Tidy	A Strong and Sustainable Council
No direct alignment.	At the core of Adult Social Care are the principles of Reablement & Independence which underpin all our activities. This is in alignment with the Live & Age Well Priority of We will empower people to live independently.	No direct alignment.	No direct alignment.	No direct alignment.

## PRINCIPLES

Principle 1	Principle 2	Principle 3	Principle 4
We will listen to you so you can shape your own support	We will provide you with information and advice when you need it	We will enable you to regain your wellbeing and independence	We will ensure you have quality care that is value for money

## ACTIONS

Principles	Actions and timescales	Survive: Years 1 - 2 – Quarter to be delivered 2024/25, 2025/26	Strive: Years: 3 - 5	Thrive: Years 6 - 10
<b>Principle 1</b>	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		
	We will review our needs assessment tool and process to enable a proportionate and appropriate assessment that improves our focus on strengths, opportunities and promote local and community-based support.	Qtr 4 2024/25		
	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		



<b>Principle 2</b>	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		
	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		
	We will review our online information in partnership with people with lived experience to ensure it is clear and accessible.	Qtr 4 2024/25		
	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		
	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		
<b>Principle 3</b>	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		
	We will promote short breaks opportunities, prioritising unpaid carers wellbeing to enable them to continue supporting the person they care for.	Qtr 4 2024/25		
	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		
	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		
<b>Principle 4</b>	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		
	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		
	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		
	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		
	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		
	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		

Measure of success	Performance indicator/outcome	Outturn position 2023/24	Survive: Years 1 - 2	Strive: Years 3 - 5	Thrive: Years 6 - 10
<b>Performance measure</b>	Percentage of social care users who are satisfied with their care and support	63.5%	65%	70%	75%
	Percentage of adults receiving a short term service where the sequel was lower level support or none	tbc	tbc	tbc	tbc

