



Member Report

Adult Social Care Strategy

Report to: Cabinet
Report from: Managing Director
Portfolio: All
Report Date: 17th September 2024
Decision Type: Executive
Council Priority: All

HEADLINE POSITION

1.0 Summary of report

1.1 The Adult Social Care Strategy which is appended to this report is one a series of high-level strategies that will support the council in delivering its corporate plan priorities, in particular Live and age well.

2.0 Recommendation

2.1 That Cabinet agree the Adult Social Care Strategy

DETAILED PROPOSALS

3.0 What are the objectives of the report and how do they link to the Council's priorities

3.1 The Organisational Plan which was agreed by Cabinet in March 2024 sets out the Council's approach to delivering upon the priorities set out within the Corporate Plan, which are:

- Start life well
- Live and age well
- Prosper and flourish
- Clean and tidy
- Strong and sustainable.

3.2 The approach being to develop a suite of key strategy documents, twenty in total, which set the strategic imperative and parameters of council operations. Each strategy document will be underpinned by a plan of how it will be delivered as well as suite of performance measures. Subject to their approval, elected members will own and oversee the delivery of the strategies, with regular update reports provided.

3.3 It is important to recognise that the suite of strategies are interdependent, whilst this strategy focuses on adults the work done here will impact and influence outcomes elsewhere. Equally, the work done within other areas of the organisation will shape

the outcomes for adults. It is fundamentally important to recognise that each of these strategies must align with the Finance Strategy, both in terms of realistic levels of ambition but also strive to improve outcomes whilst saving money where possible.

3.4 Adult Social Care Strategy - This strategy describes the priorities for Adult Social Care over the next five years. Following a period of intense challenge in recent years, Adult Social Care is now embarking on a period of transformation and innovation to ensure Adult Social Care is fit for the future.

3.5 This strategy has been developed to support the improvement planning; it builds on the journey to date and the learning which has taken place by putting the people we support at the heart of every decision we make. It is a living strategy that will be reviewed and build on throughout its lifetime through consultation and co-production with adults and unpaid carers with lived experience.

4.0 What options have been considered

4.1 In agreeing the Organisational Plan members determined the approach to be taken to delivering upon Corporate Plan objectives. This strategy is a product of that approach, focussing on Adult Social Care, as such there were no further options to consider.

5.0 Impact Assessment

5.1 Climate Emergency – The Adult Social Care Strategy has no direct implication on the climate.

5.2 Health and Safety – health and safety is a vital element of council operations, this includes in the areas covered by the strategy presented for agreement.

5.3 Social Value – the suite of strategies included in the Organisational Plan cover the key elements of council business, which collectively contribute significant social value in service delivery, commissioning and procurement.

5.4 Legal – the Council has a wide range of statutory responsibilities, which includes areas covered by Adult Social Care Strategy.

5.5 Financial – Adult Social Care is key to the financial sustainability of the Council, this strategy sets the direction for this key area of council operations and where the money is directed.

5.6 Human Resources – at this stage there is no direct Human Resource impact to the strategy documents.

5.7 Equality and Diversity – a key aspect of delivering services to residents of the borough is recognising diverse needs and responding accordingly. This will be a relevant consideration in the delivery of these strategies.

6.0 Implementation Plan

6.1 Timetable for Implementing Decision: The Adult Social Care Strategy includes a range of actions with dates for when they will be delivered.

6.2 Lead Officer: Executive Director for Adults and Communities, .

6.3 Reporting Progress – progress reports will be provided to elected members in line with the quarterly performance reporting arrangements

6.4 Communications Plan - individual elements of this strategy will be communicated as necessary on an ongoing basis.

7.0 Consultation and Engagement

7.1 In delivering upon this strategy the Council will engage with residents and partners.

8.0 Appendices and Background Papers

8.2 Appendix 1 – Adult Care Strategy

9.0 Contact Officer

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Adult Social Care

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.

Lead Member Cabinet Member for Adults

Officer leading on delivery Executive Director Adults & Communities

Alignment with Council Priorities

Start Life Well	Live and Age Well	Prosper and Flourish	Clean and Tidy	A strong and sustainable Council
	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.			

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	
Principle 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		
	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		

	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		
Principle 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		
	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		
Principle 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		
	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		
Principle 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		
	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		

Measures of Success	Performance indicator / outcome	Outturn position 2023/24	Survive – Years 1-2	Strive – Years: 3 - 5	Thrive: Years 6 - 10
Performance measure	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