

Report to: EXECUTIVE CABINET

Date: 14 November 2023

Executive Member: Councillor John Taylor – Executive Member (Adult Social Care, Homelessness and Inclusivity)

Reporting Officer: Stephanie Butterworth (DASS)

Subject: ADULT SOCIAL CARE STRATEGY 2024-27

Report Summary: This report seeks approval to adopt a new Adult Social Care Strategy following engagement with key stakeholders and a final period of consultation.

The Adult Social Care Strategy sets out the vision and priorities based on what people told us mattered to them. These are to:

- Review and update all our information so that it is accessible and up to date.
- Ensure there are services that help people to stay independent and confident in their community.
- Provide access to a range of high-quality services to meet people’s needs when they draw on care on support, offering choice and control.
- Improve how we work with other services so that people experience better joined-up care and support.
- Make sure the people that provide care are well trained and understand your needs.

Recommendations: That Executive Cabinet APPROVES:

- The adoption and publication of the Adult Social Care Strategy 2024-27

Corporate Plan: The proposals align with the Living Well, Working Well and Ageing Well programmes for action.

The service links into the Council’s priorities:

- Help people to live independent lifestyles supported by responsible communities.
- Improve Health and wellbeing of residents
- Protect the most vulnerable

Also links to the Public Health Plan – Building Back Fairer, Equalities Strategy, Anti-Poverty Strategy, Corporate Housing Strategy and the Ageing Well Strategy that is being developed.

Policy Implications: People at the Heart of Care lays out a 10 year strategy to include all those who interact with social care not just those accessing direct services that have been identified as having eligible needs under the Care Act 2014 or assessed as requiring preventative services to delay eligibility and entrance to eligible services.

Financial Implications: There are no direct financial implications arising from this report. Any financial implications contained in the action plans within the strategy will be accommodated within Adult Social Care existing revenue budgets or included within the Medium Term

(Authorised by the statutory Section 151

Officer & Chief Finance Officer)

Financial Plan. Where actions require additional investment over and above existing resources, separate decisions will be required. Any use of resources arising from decisions linked to the Adults Social Care Strategy will represent good value, drive efficiency and will deliver effective outcomes for the residents of Tameside.

**Legal Implications:
(Authorised by the
Borough Solicitor)**

The strategy provides an accessible overview of the delivery of services by adult social services and also sets out how the Council is meeting its statutory obligations especially in relation to the Care Act 2014 and the Equality Act 2010.


Consultation has been undertaken to inform the strategy and an Equality Impact Assessment has been undertaken, a copy of which is appended to the report.

Risk Management:

Risks will be identified and managed by the appropriate officers through the Directorate Risk Register and Delivery Plans.

Access to Information:

The background papers relating to this report can be inspected by contacting Reyhana Khan

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1. INTRODUCTION

- 1.1 We have developed a new Adult Social Care Strategy (**Appendix 1**) to set out Tameside's vision and priorities for 2024 to 2027, called Living Well at Home. Whether people are living well at home with 24-hour support (i.e., supported living and care homes) or services are coming into people's home (home care, personal assistant using a direct payment etc.), we want that experience to be of a standard everybody can be proud of. Our focus will be to maximise people's independence so that they can live more meaningful and enjoyable lives with strong links to their local community.
- 1.2 The last few years have not been easy with the challenge of the pandemic and the recovery period following it. With the additional financial challenges of the Cost-of-Living Crisis, it is important now more than ever that we support vulnerable people to access the right services to look after their health and mental wellbeing.
- 1.3 The launch of '[People at the Heart of Care](#)' in December 2021, set out the Government's 10-year vision for adult social care. It was shaped by national and local government, care providers, care staff, the NHS, people who draw on care and support, their friends and family, charities and the voluntary sector. The paper puts people at its heart and sets out 3 main objectives:
- People have choice, control and support to live independent lives.
 - People can access outstanding quality and tailored care and support.
 - People find adult social care fair and accessible.
- 1.4 Our Adult Social Care Strategy is a response to all those challenges and outlines how we will work together to help the people of Tameside live long, healthy and fulfilled lives. It provides the strategic context to drive future commissioning, care management and our role in the integration of health and social care. An Equalities Impact Assessment (EIA) is attached in **Appendix 2**.

2. APPROACH TO EVIDENCE AND CO-PRODUCTION

- 2.1 Our approach to developing this strategy was to start with a blank canvas. We talked to a wide range of key stakeholders and people who draw on care, their families and carers, in a variety of different ways about their experiences of adult social care. We based the conversation on what support they were accessing, what they needed and wanted, what worked well and where we could improve. We asked people about their own care and support and of those they provide care for.
- 2.2 The following activity was undertaken to inform the development of this strategy:
- Partnership Engagement Network (PEN) - On 26 July 2022 we attended a PEN conference where we captured views of attendees about what makes them feel confident to live independent lives, what good quality support looks like and how we could offer more choice and control.
 - Big Chat – This was an engagement and information event held on 21 September 2022 for adults with a Learning Disability and autistic adults. A range of partners were invited to ask people their views, answer any questions and share information about the support they could offer. Engagement was conducted in a more meaningful way through a Big Chat Chair video diary, pass the Microphone session with Place Leaders, anonymous feedback boxes, and 1:1 conversations with the aid of their Support Workers.
 - Carers week and Carers Rights Day – June and November 2022. We asked Carers about their views, accessing The Carers Centre, and also rate how they felt about the Carers 'I Statements' outlined in People at the Heart of Care.

- Parent Carers – Survey in October 2022 with results in December 2022. As part of the SEND Inspection response, Parents were asked about their experience of when their young person transitions to adulthood and what could make it better. As a result, and to address one aspect of what Parent Carers told us, we worked with them throughout 2023 and they helped co-produce a series of Preparing for Adulthood factsheets which were approved in June 2023 and published on [The Local Offer](#).
- The Big Conversation – after hearing about people’s views, we grouped the responses and distinct themes were clearly identified. We then formally consulted with people (9 March – 15 April 2022) to check back that we had captured their views accurately, whether they agreed with the vision for the future and if there was anything we missed. We received a total of 73 responses through this process.
- Of those that responded, 92% of people agreed with the vision, and most people agreed each of the 5 themes were the right themes to focus on:

Theme	Do you agree this is the right area of focus? (Yes)
Easier Access to Information, that is up to date, and communication is improved	86%
From people who receive support for social care services, that there are a range of high quality services that meet their needs, offer choice where possible and achieve their aspirations	88%
Support people to build confidence and maintain your independence in your community	91%
Organisations and different services work well together to support people	94%
People that provide support are well trained and understand your needs	90%

- Targeted Community Groups - a dementia group in Stalybridge, Hyde Bangladesh Welfare Association and Ashton Deaf Club (all in Sept 2023) to also understand views of Older People, hearing impaired adults, Carers, and people from ethnic communities.
- Voice of the User – This is a rolling programme that the Adults Leadership Team undertakes on a quarterly basis where all members shadow and observe delivery across Adult Social Care Services in a listening and supporting role, to better understand the experiences of people with lived experiences and our front line staff. The Leadership Team draws on the themes coming through to build into future improvement, and where relevant, commits to key actions from any direct concerns through their visit.
- Partnership Boards – Tameside Learning Disabilities and Tameside Autism Partnership Boards have system wide membership and people with lived experience and meet on a quarterly basis. The Boards choose their key priorities to focus on locally, and continuously engages on key priorities, progress and updates on service delivery and how to collaboratively improve the outcomes for local people in Tameside.

2.3 In addition, analysis of adult social care data and information available to us:

- National Indicator sets such as ASCOF Indicators, SALT returns, Carers Surveys,
- Regional benchmarking across the GM Adult Social Care Transformation Programme

and NW ADASS Programmes of work,

- Tameside local data, monitored daily, weekly and monthly looking at capacity and demand of our services.

2.4 We have also taken into account learning from complaints and safeguarding work.

3. NEXT STEPS

3.1 Following the adoption of the new Adult Social Care Strategy 2024 – 2027 by Executive Cabinet, it will be published on the Tameside Council Adult Social Care website pages, circulated to key partners and shared with all Adults Services staff.

3.2 A Strategy launch will take place in between January-March at the most appropriate time, taking into consideration winter pressures to manage capacity and demand ensuring maximum impact of the launch. The dedicated Adults Senior Information and Access to Service Communications Officer will oversee the development of media and communications to deliver this.

3.3 A Delivery Plan will be developed, and progress measured on a quarterly basis within the Directorate. An annual self-assessment and progress update will be published on our website through the Local Account which shows how Adults Services have performed and what has been achieved in that year.

3.4 We will continue to check with people how we are performing, asking about their experiences of care and co-producing key pieces of work.

3.5 Updates will be provided to the Lead Executive Member and Health and Wellbeing Board as appropriate.

4. RECOMMENDATIONS

4.1 As set out at the front of the report.