

Adult Social Care Strategy Delivery Plan – Integrated 2026/27

Purpose and Governance

This delivery plan integrates the Strategy (2025–2035) with the Directorate Improvement Plan to give a single view of actions, milestones and accountability.

Governance:

- Delivery Group: Adult Social Care Directorate Working Group
- Reporting: Monthly updates to DMT / ASC Improvement Board; quarterly to Scrutiny
- Annual Review: Plan refreshed annually to reflect priorities

Stay Well

Promoting health and independence in everything we do.

| Ref | Action | Owner | Milestones | Target Date |
|--------|---|--|---|-------------|
| ASC 26 | Digital inclusion Strengthen initiatives and embed across Directorate to reduce isolation and enhance well-being. | Prevention and Support Services Lead Officer | <ol style="list-style-type: none">1. Project Start2. Promote & Inform: Digital Champions Initiative3. Train cohort one4. Hold initial support session for cohort one5. Undertake mid project review6. Train cohort two7. Hold support session for cohort two8. Undertake end of project review | Oct 2026 |

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| | | | 9. Develop sustainability plan (Oct, 2026) | |
| ASC 28 | <p>Promotion of services</p> <p>Further develop early intervention and prevention services to reduce the need for social care assessment.</p> <p>Develop and expand our use of assistive technology and reablement to minimise the need for ongoing care.</p> | Head of Prevention, Provider and Support Services | 1. Project Start 2. Develop a Digital Presence 3. Website Review 4. Social Media Integration 5. Deliver Training Programme 6. Develop and Rollout Reporting Tool 7. Information Management Process Review 8. Develop and Rollout Sustainability Plan | May 2026 |
| ASC 29 | <p>Intermediate care and reablement</p> <p>Embed a reablement first ethos</p> | Head of Prevention, Provider and Support Services | 1. Review current reablement provision with partners and explore best practice 2. Develop proposal on approach 3. Complete review on in-house reablement function 2. Embed reablement first approach 3. Recruitment and retention of staff 4. Establish clear, integrated pathways that incorporate reablement as a core component of intermediate care services | Dec 2026 |
| ASC 40 | Prevention Hub | Head of Prevention, Provider and Support Services | 1. Secure Funding 2. Property Acquisition 3. Design and Specification Finalisation 4. Procurement and Contractor Appointment 5. Building Works and Adaptations 6. Internal fit-out and Equipment Installation 7. Staff Training and Operational Planning 8. Launch and Public Engagement | Dec 2026 |

Stay Safe

Protecting what matters most.

| Ref | Action | Owner | Milestones | Target Date |
|--------|--|---|---|-------------|
| ASC 18 | Response times Improve for assessments, care planning, and reviews, ensuring timely support for individuals. | Head of Access and Safeguarding | 1. To agree best practice timescales for assessments and reviews across the department and to build this into dashboards 2. To review the management of waiting lists policy for assessments and reviews 3. To monitor performance corporately via monthly performance dashboards 4. To brief DMT/LMT when resources impact on performance | May 2026 |
| ASC 19 | Waiting Lists Enhance triage and risk-assessment processes for managing waiting lists. | Head of Access and Safeguarding | 1. Audit process to demonstrate effectiveness of waiting lists 2. Link into performance framework | May 2026 |
| ASC 23 | Annual Reviews Develop a proactive approach to statutory annual reviews to avoid reliance on individuals making contact. | Head of Specialist & Lifelong Services | 1. Gather the baseline data on no. reviews required per year 2. Develop methodology for telephone reviews / face to face 3. Rollout methodology | Aug 2026 |
| ASC 27 | Access to occupational therapy assessments Reduce waiting time for OT assessments and home adaptations. | Head of Prevention, Provider and Support Services | 1. Secure funding for OT to be based within DFG team to support delivery of adaptations 3. Explore Trusted Assessor model to remove the need for OT assessments for low level adaptations 4. Work with Thirteen Housing to reduce responsibility of rehousing assessments | Jul 2026 |

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| | | | 5.Revisit charging policy for CHC assessments which could generate income to create more OT posts | |
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Be Heard

Every voice matters and we are listening.

| Ref | Action | Owner | Milestones | Target Date |
|--------|--|--|--|-------------|
| ASC 01 | Co-Production Develop a strengthened approach to co-production | Prevention and Support Services Lead Officer | 1. Confirm Healthwatch as Coproduction Delivery Partner 2. Resource Planning 3. Community Engagement & Recruitment 4. Group Structure & Training 5. Pilot Coproduction Initiatives 6. Feedback Integration 7. Ongoing Review and Evaluation 8. Coproduction Strategy Finalisation 9. Scale Up 10. Sustainability Planning | Sep 2026 |

Be Connected

Building bridges within our communities and neighbourhoods.

| Ref | Action | Owner | Milestones | Target Date |
|--------|---|--|---|-------------|
| ASC 11 | Neighbourhood Model Expand community hubs and the proposed 'neighbourhood model' to improve local access to services. | Director of Adult Social Care & Health Integration | 1. Develop a design proposal for Adults working within the Neighbourhood Principal 3. Pull data from performance team and analyse 2. Feed into the formalised Neighbuorhoods Approach | Jun 2026 |

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| ASC 21 | Collaboration between adult social care and public health Consider more effective community-based interventions. | Head of Access and Safeguarding | 1. SLA Review to be held quarterly (ongoing) 2. Improved engagement with the Age Friendly Steering group and Dementia Network 3. Actively participate in the Poverty Sprint focus week 4. Engage in the development of the Age Well | May 2026 |
| ASC 41 | Community Bridge Building | Learning Disabilities Development Lead | 1. Activity commences with 5 people 2. Further 3 people onboarded 3. Work Completes with positive outcomes for at least 2 people | June 2025 |

Workforce Development

Recruitment, retention, learning and practice support.

| Ref | Action | Owner | Milestones | Target Date |
|--------|---|---------------------------------------|---|-------------|
| ASC 07 | Choose to stay Interviews | Principal Social Worker | 1. Develop interview template 2. Determine approach / process 3. Implement pilot - Jun - Dec 4. Feedback findings 5. Implement Approach | April 2026 |
| ASC 09 | Workforce Planning Implement and embed a workforce strategy | Service Improvement Programme Manager | 1. Partners in Care and Health to deliver workforce planning sessions 2. Refine workforce strategy from PCH 3. Share draft strategy with DMT 4. Gain approval for strategy 3. Develop and agree on action plan to deliver strategy 4. Implement strategy | Apr 2026 |

Housing & Commissioning

Planning & market shaping, commissioning and contracting.

| Ref | Action | Owner | Milestones | Target Date |
|--------|--|-----------------------|--|-------------|
| ASC 02 | <p>Housing</p> <p>Strengthen partnerships with developers to increase the availability of bungalows and accessible housing</p> | Head of Housing | <ol style="list-style-type: none"> 1. Appoint lead post 2. Contribute to work plan development 3. Milestones to be revised with successful candidate with development plan in place | Mar 2027 |
| ASC 03 | <p>Housing</p> <p>Expand specialist housing options, including supported living and adapted housing, to reduce reliance on residential care</p> | Commissioning Manager | <ol style="list-style-type: none"> 1. Understand and explore demand profile with HoS and TMs - needs analysis (number of units and timeframes) 2. Understand and explore possible supply - LA sites (asset transfer) and external providers 3. Cross reference demand and supply with Head of Housing Strategy. 4. Explore and consider procurement route if required (property and care/support) - TBC 5. Timeline for individual projects/schemes to be mobilised - TBC 6. Build/refurb/develop and mobilisation - TBC | Mar 2027 |
| ASC 04 | <p>Housing</p> <p>Expand general housing offer for other vulnerable adult groups, including increasing options for Temporary Accommodation</p> | Commissioning Manager | <ol style="list-style-type: none"> 1. Understand and explore demand profile with HoS and TMs - needs analysis (number of units and timeframes) 2. Understand and explore possible supply - LA sites (asset transfer) and external providers 3. Cross reference demand and supply with Head of Housing Strategy. 4. Explore and consider procurement route if required (property and care/support) - TBC 5. Timeline for individual projects/schemes to be mobilised | Mar 2027 |

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|--------|---|---|--|----------|
| | | | - TBC 6. Build/refurb/develop and mobilisation - TBC | |
| ASC 31 | Homelessness Services for homeless people will be safe and dignified, supporting access into long-term sustainable accommodation. | Strategic Reviewer - Homelessness / DA Services | 1. Initial scoping and stakeholder engagement 2. Completion of service mapping and gap analysis 3. Draft recommendations and performance framework 4. Final report and action plan 5. Present to DMT | May 2026 |

Technology & Innovation

Technology Enabled Care, AI and digital transformation.

| Ref | Action | Owner | Milestones | Target Date |
|--------|----------------------|--|---|-------------|
| ASC 34 | Magic Notes | Service Improvement Lead | 1. Set up Pilot Group 2. Pilot solution 3. Share output with LMT 4. Gain approval and rollout Directorate wide 5. Monitor / evaluation utilisation & benefits | Sep 2026 |
| ASC 39 | Virtual House | Prevention and Support Services Lead Officer | 1. Licensing & Funding Confirmation 2. Clarify Proposed Changes & Capabilities with the TSA 3. Technical Integration (Secure IT approval) 4. Self-Assessment & Referral Workflow 5. Training & Launch | Jun 2026 |

Performance & Outcomes

Performance, KPIs, dashboards and continuous improvement.

| Ref | Action | Owner | Milestones | Target Date |
|--------|--|---------------------------------------|--|-------------|
| ASC 08 | Performance Framework Improve systems to provide frontline staff with more accessible and actionable insights | Service Improvement Programme Manager | 1. Develop framework 2. Determine key indicators / vital signs 3. Develop report 4. Schedule performance clinics 5. Rollout performance framework (| Apr 2026 |
| ASC 20 | Communication Improve between social workers and care providers to prevent delays in reviewing and approving care package adjustments. | Head of Access and Safeguarding | 1. Ensure Broker data is included in performance clinics 2. Ensure this is a standing agenda item on contract monitoring visits 3. Confirm approach is working with | April 2026 |
| ASC 22 | Scheme of Delegation Utilise themes identified from SOD to aid with training development | Head of Access and Safeguarding | 1. Themes to be highlighted to the PSW on a monthly basis by e-mail following consultation with all SoD authorisers 2. Themes to be raised at the monthly managers meeting as and when required 3. Feed outcomes into performance framework and audit outcomes | Aug 2026 |