

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	1. Project Start 2. Promote & Inform: Digital Champions Initiative 3. Train cohort one 4. Hold initial support session for cohort one 5. Undertake mid project review 6. Train cohort two 7. Hold support session for cohort two 8. Undertake end of project review	Oct 2026

			9. Develop sustainability plan (Oct, 2026)	
ASC 28	Promotion of services Further develop early intervention and prevention services to reduce the need for social care assessment. Develop and expand our use of assistive technology and reablement to minimise the need for ongoing care.	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	Intermediate care and reablement Embed a reablement first ethos	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 to OT assessments for low level adaptations 4. Work with Thirteen Housing to reduce responsibility of rehousing assessments	Jul 2026

			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 Neighbourhoods Approach	Jun 2026

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	Housing Strengthen partnerships with developers to increase the availability of bungalows and accessible housing	Head of Housing	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	Housing Expand specialist housing options, including supported living and adapted housing, to reduce reliance on residential care	Commissioning Manager	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	Housing Expand general housing offer for other vulnerable adult groups, including increasing options for Temporary Accommodation	Commissioning Manager	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

			- 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