

Adult Social Care – our priorities and focus

Resilient Communities, Empowered
Individuals, Safe Support



Context

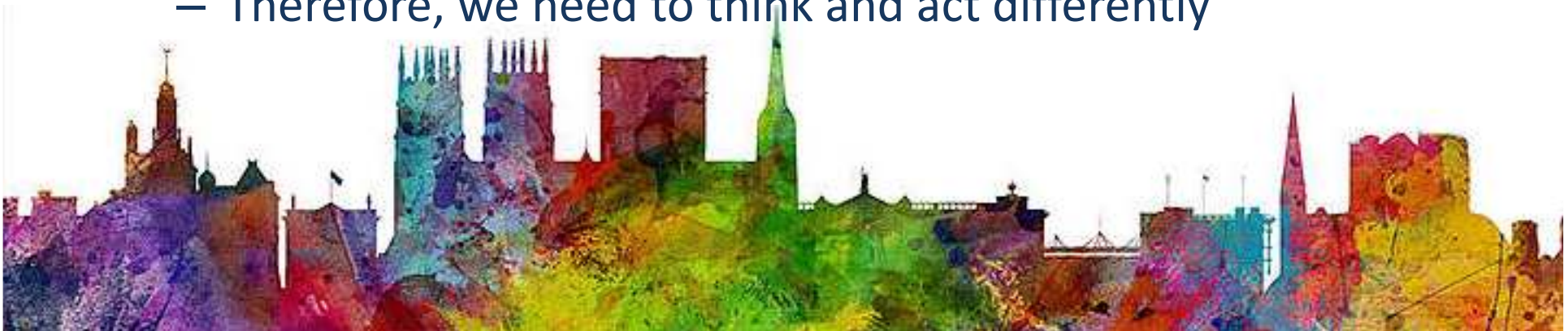
Our services

- Make people feel safer than average
- Support customers to have a good quality of life
- Have Customer Service Excellence
- Are viewed as excellent by mystery shoppers
- Have implemented significant change, related to the Care Act and the need to consider wider wellbeing
- Came in on budget in 16/17

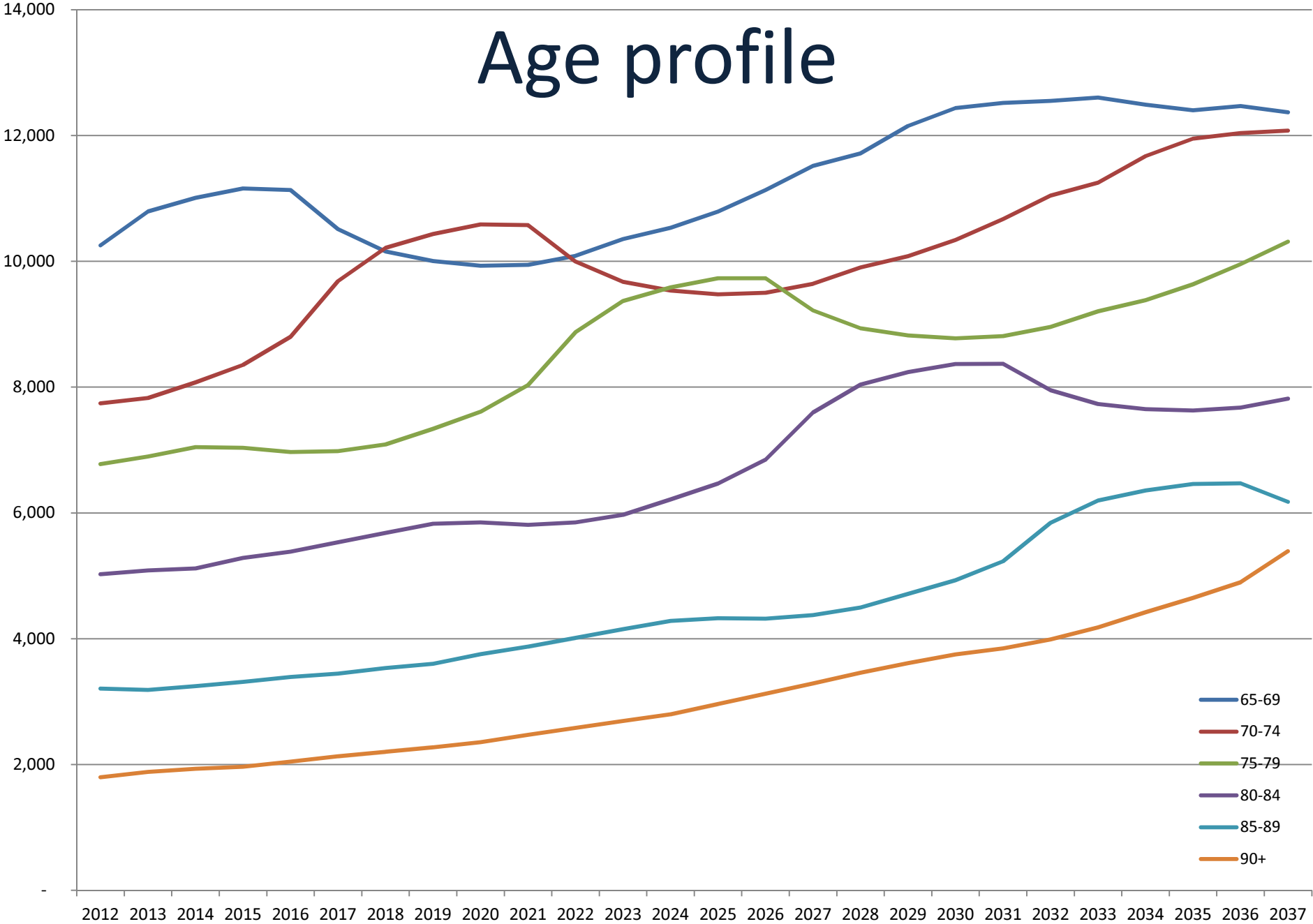


Context - challenges

- We know:
 - We have an aging population
 - People are living longer
 - Demand on services will outstrip available funding
 - Often, our first contact with a customer is at the point of crisis
 - Our system creates dependency on services
 - We don't always take an asset based approach
 - Therefore, we need to think and act differently

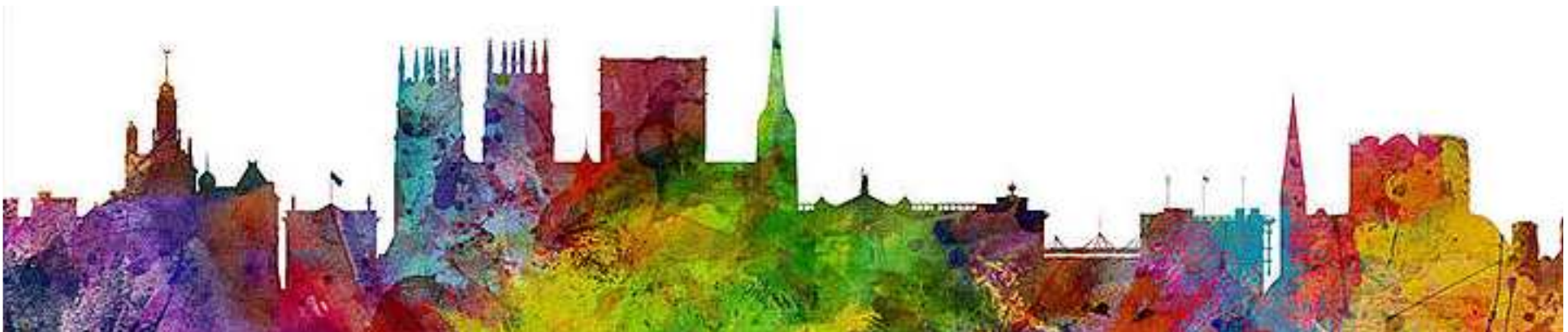


Age profile

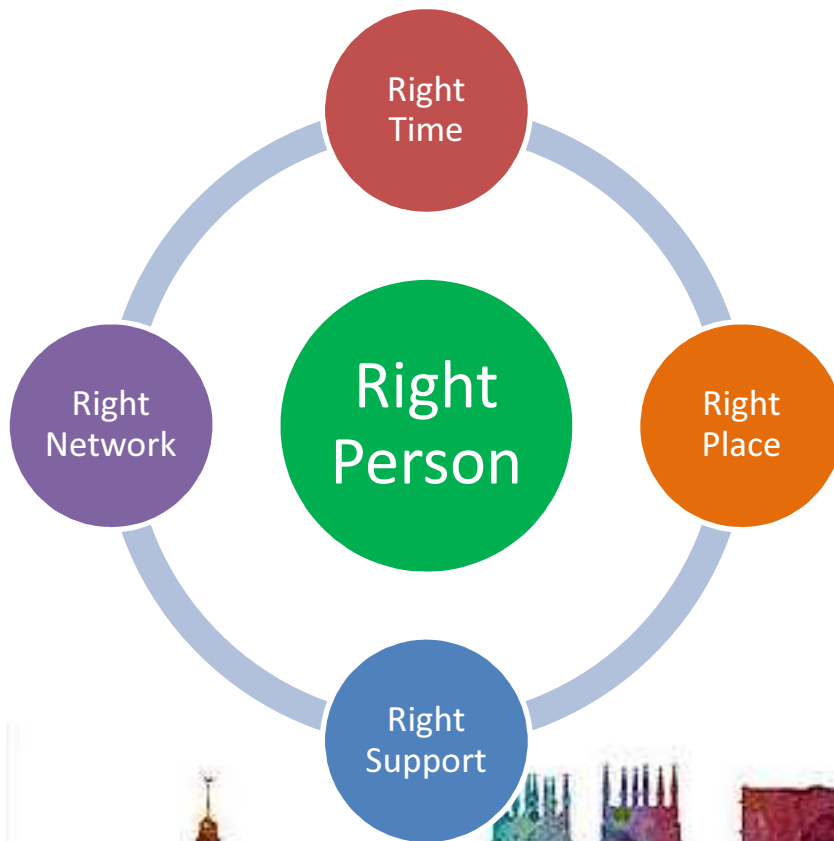


Budget Implications

- Savings required
 - £1.135m in 16/17
 - £1.040m in 17/18
- Given the demand pressures, our current system is unsustainable in the medium term.



Design Principles



- **Right Person** - People who need support are able to access it in an appropriate way to maximise their resilience and maintain independence.
- **Right Time** - Support is available early, both to prevent and address an emerging need, rather than waiting for things to reach a crisis.
- **Right Place** - Support is coordinated locally, making use of an individual's skills and experience, their support networks, community capacity and local facilities wherever possible, ensuring it reflects the individual's life circumstances.
- **Right Support** - People are helped to find support to address the issues which prevent them having a good quality of life, reducing dependence on statutory services as far as possible.
- **Right Network** - Those supporting an individual, including friends, family and partner organisations, work collectively to support the person in the most coordinated and cost effective way.



4 Areas of Focus

1. Preventing need

2. Reducing need

3. Delaying need

4. Managing need

1. Universal information and advice to promote health and wellbeing
2. Targeted and co-ordinated support for those at risk of increasing need
3. Maximise independence through reablement and community support
4. Coordinate personalised ongoing support around the person's needs and wishes

