Adult Social Care Strategy

2025–2026 Delivery Plan – DRAFT

Aim	Priority	Workstream	Milestones	3m	6m	9m	12m	Responsible HoS / Senior Manager	We will know we have made a difference by (KPIs)
Empowering people We believe everyone deserves a fulfilling life. We want everyone in North Tyneside to feel connected to others, with a sense of purpose, and opportunities to do things they enjoy. By facilitating these, we will support our residents to reach their full potential, and prevent needs from developing further.	**A good life** A sense of purpose, connected to others	• Continue support to address financial crisis and poverty.	Embed Welfare Assistance online referrals within My Care.			●		Head of Service - Assessment & Prevention	✓ Reducing the number of repeat requests for crisis financial support. ✓ Increasing the proportion of adults with care and support needs and carers who report having as much social contact as they would like. ✓ Reducing safeguarding concerns and emergency services responses for people working with the Gateway Access Plus team.
			Improve awareness and early identification of financial abuse.		●				
			Streamline financial assessment processes to identify disability related expenditure (DRE).		●				
		• Create more social opportunities to address loneliness.	Expand the range of social opportunities to meet diverse needs.		●				
			Establish partnerships with community organizations to collaborate on social initiatives.			●			
			Monitor and evaluate the long-term impact of social activities on reducing loneliness.				●		
		• Provide increased access to advice in our more deprived areas.	Analysis of borough profile and ASC data to target areas of highest need.	●					
			Active promotion of Care & Connect though an outreach approach.	●					
		• Provide targeted support for people with the highest barriers to health services, work and education.	Review and our Gateway Access Plus (GAP) model to reduce health inequalities.		●				
			Improve hospital-access referral routes into ASC, by working with health partners.			●			
	Choice and control Accessible information, with more choice over support	• Improve the range and accessibility of online information.	Launch the online financial assessment tool. Expand our range of easy read and BSL accessible information sheets.	●				Principal Social Worker for Adults	✓ Improving service user and carer satisfaction about the accessibility and helpfulness of information and advice. ✓ Increasing the proportion of contacts made with Adult Social Care online. ✓ Growing the number of people attending Adult Social Care drop-ins in Community Hubs. ✓ Increasing the number of Direct Payments.
		• Expand face-to-face advice options.	Increase Care and Connect presence in Customer First Centres and Community Hubs.		●				
		• Give people more choice about their support by increasing use of Direct Payments.	Futureproof the rate of pay for personal assistants (PAs).	●					
			Promote Direct Payments through our Care Academy, to recruit PAs.		●				
			Deliver person-centred training to our workforce to promote Direct Payments as a meaningful way of providing support.			●			
	Caring for carers Supporting families to care sustainably	• Invite carers to train our workforce and develop our services.	Identify key areas where carer expertise can enhance our services.	●				Principal Social Worker for Adults	✓ Increasing the number of carers receiving carers assessments. ✓ Improving feedback about social care support in the Caring in North Tyneside surveys. ✓ Improving feedback about carers' quality of life and satisfaction with social services in the Survey of Adult Carers in England.
			Develop a process for inviting carers to participate in training and development activities.	●					
			Implement a pilot program with a select group of carers to train staff.			●			
			Evaluate the impact of carer involvement on staff knowledge and skills.				●		
		• Increase options for carers to take breaks.	Link with Carer's Centre to survey carers and what they need for options for breaks.	●					
			Explore potential strategies to increase break options, such as flexible scheduling of sitters or additional respite services.		●				
			Deliver more options for carers to take breaks.			●			
			Evaluate the services.				●		
			Identify areas where collaboration between specialist support and our teams can be improved.	●					

Priority	Theme	Actions	Key activities					Lead	Measures of success
Effective and efficient services We believe that people with care and support needs and carers should have timely support, delivered by skilled workers who are passionate about what they do. Support must be tailored to each person's needs and wishes, allowing them to live the life they want. By investing in our workforce, using technology, and streamlining processes, we will deliver excellent support which is fit for the future.		• Align specialist carer support with our teams.	Implement joint training or case conferences between specialist support and our teams.			•			
			Evaluate the impact of the improved collaboration on carer support outcomes.				•		
	Brilliant basics Timely intervention - right the first time	• Increase assessments for equipment and adaptations.	Launch our new occupational therapy model.	•				Head of Service - Assessment & Prevention	✓ Reducing waiting times for equipment and adaptations. ✓ Reducing waiting times for social care assessments. ✓ Decreasing the number of overdue reviews. ✓ Improving service user and carer satisfaction in the Adult Social Care Survey and Survey of Adult Carers in England. ✓ Improving feedback from Lived Experience Feedback Interviews.
			Improve access to therapy intervention post-hospital discharge via Reablement enhanced support.		•				
		• Revise our processes to assess people's needs more swiftly.	Increase workforce capacity at social care entry points.				•		
			Promote self-assessments at referral point to improve waiting times.	•					
			Improve our electronic case transfer process.		•				
		• Co-design a new approach to assessment with people with care and support needs.	Develop a shared understanding of the current assessment process and its strengths and weaknesses.		•				
			Identify key areas for improvement in the assessment process.		•				
			Develop a new assessment tool that includes questions co-designed with people with care and support needs.			•			
		• Invite people with care needs and carers to train our workforce in outcome-focused assessment and care planning.	Develop a recruitment plan to identify and invite people with care needs and carers to participate in training.			•			
			Create a training program that focuses on the importance of person-centred care and the role of the individual in their own care planning.			•			
			Develop a process for selecting and preparing participants to deliver training.			•			
			Establish a culture of continuous learning and improvement based on the input of people with care needs and carers.				•		
		• Provide extra training where needs are growing, e.g. dementia and neurodivergence.	Analysis of Public Health data to understand population trends and health conditions.	•					
			Develop targeted training programs to address identified needs.			•			
	Best start in adult life Well-coordinated transition to adult services	• Improve our processes for multi-agency working.	Establish formal multi-agency working groups to address specific issues.			•		Head of Service - Learning Disability, Mental Health & Complex Needs	✓ Allocating young people to adult workers sooner. ✓ Finalising plans further in advance of young people turning 18. ✓ Findings from multi-agency quality checks, with improved feedback from young people and their families.
			Develop and implement standardized protocols and procedures for multi-agency working.			•			
			Evaluate the effectiveness of improved multi-agency working practices.			•			
		• Invest in dedicated leadership to enable timely, coordinated planning for transition to adult services.	Safe systems, pathways and transitions lead to start in January 2025. Resulting action plan to be developed.	•					
		• Agree shared principles for a smooth transition with young people and their families – then work together to achieve these goals.	Conduct multi-agency audits of transition practice.	•					
			Support workers to use the transition advisory group.	•					
	Back to baseline Reablement, equipment and technology when needs begin	• Renew the technology we use to keep people safe at home.	Review our Care Call offer, including refresh of promotion strategies.		•			Head of Service - Assessment & Prevention	✓ Improving the functionality of the Care Call system. ✓ Increasing the proportion of older people at home 3 months after a hospital admission. ✓ Reducing the number and duration of short-term residential care placements.
			Update the technology supporting the Care Call service.		•				
		• Trial new technology to reduce administrative tasks for social care staff.	Promote technology within the workplace to streamline internal social care processes and improve our responsiveness.	•					
		• Provide more intensive support for people in hospital and short-term residential care to return home.	Evaluate and refine our enhanced reablement support.		•				
			Develop clear guidelines and procedures for the review team.	•					

Priority	Theme	Action	Detailed action					Owner	Outcomes
		• Establish a dedicated review team, making sure people have the support they need to stay at home for longer.	Evaluate the effectiveness of the review team in supporting people to remain at home.	•					✓ Improving staff satisfaction scores and productivity.
			Continuously improve the review process to ensure it meets the evolving needs of people.		•				
Support and safeguarding By developing care to meet our population's changing needs, and improving quality, we will make North Tyneside an even better place to live for people with support needs. We will combat abuse and neglect, so everyone in North Tyneside can live without fear or harm. We will ensure the rights of our most vulnerable residents are promoted, with timely action to make sure that their care is proportionate, safe and effective.	**Preventing abuse and neglect** Action to keep people safe from harm	• Streamline safeguarding administration, to focus workers' time on making people safe.	Evaluate and improve the safeguarding system.	•				Head of Commissioning - Adult Social Care	✓ Increased timeliness in completing safeguarding enquiries. ✓ An increased proportion of people who have experienced abuse will tell us that the outcomes they wanted from their support were achieved. ✓ Improved findings from safeguarding audits.
			Expand the use of technology to further streamline safeguarding processes.	•					
			Develop a culture of learning and innovation in safeguarding.	•					
		• Focus training in line with local trends in abuse and neglect.	Analyse local trends in abuse and neglect.	•					
			Develop and deliver targeted training programs to address these trends.		•				
		• Develop new approaches to make sure lessons are learned if people suffer harm.	Implement new system for reviewing cases of harm.	•					
			Review effectiveness in sharing information though audit.		•				
		• Provide more multi-agency quality assurance, making sure services work together to safeguard people.	Establish a multi-agency quality assurance framework.	•					
			Develop and implement joint quality assurance processes.		•				
			Conduct regular reviews of services to ensure they are working together effectively.			•			
		• Develop professionals' skills in providing trauma-informed support.	Conduct a needs assessment to identify the specific training needs of professionals.	•					
			Incorporate trauma-informed care principles and practices into core training for social care workers.		•				
			Offer ongoing supervision to support professionals in applying trauma-informed principles in their practice.			•			
			Establish a peer support network for professionals to share experiences and best practices.			•			
			Develop a toolkit of resources and materials to support trauma-informed practice.			•			
		• Enable more people who have survived abuse to shape our ways of working.	Develop a communication plan to engage with survivors and solicit their input.	•					
			Implement survivor-led initiatives, such as co-production projects developing training programmes.		•				
			Review and update policies and procedures to ensure they are survivor-centred.			•			
	Right care, right place	• Increase the quality monitoring of care services.	Develop a comprehensive quality monitoring framework, including key performance indicators (KPIs) and data collection methods.	•				Head of Commissioning -	✓ Increased quality monitoring visits, with improved scores. ✓ Improved service quality feedback from people with care
			Train staff on the new quality monitoring framework and data collection procedures.		•				
			Implement a system for regular data collection and analysis.		•				
		• Develop new care options to meet the changing needs of our residents.	Launch new care options that meet the diverse needs of residents.	•					
			Continuously monitor and evaluate the effectiveness of new care options.	•					
			Adapt and innovate to meet future needs.	•					
			Launch a marketing campaign to promote the North Tyneside Care Academy and its benefits to potential recruits and existing staff.	•					

Theme	Action	Steps						Lead	Outcomes
Improving quality and innovation in care	• Promote recruitment, retention and training of the social care workforce through North Tyneside Care Academy.	Implement a recruitment strategy, including targeted advertising and outreach to underrepresented groups.	•					Adult Social Care	needs and carers. ✓ Include people with lived experience of social care and carers in service design, procurement and quality monitoring.
		Promote a range of flexible training options, such as online courses and apprenticeships.	•						
		Establish a mentorship program to support new staff and staff from minoritised groups, to promote career progression.Achieve a significant increase in the number of qualified care workers in North Tyneside.		•					
		Improve staff retention rates through enhanced training and development opportunities.		•					
		Develop a reputation as a leading provider of social care training and education in the region.			•				
Respecting rights Supporting people who cannot make decisions about their care and treatment	• Revise our processes for Deprivation of Liberty authorisations.	Develop a revised DoLS policy and procedure.	•					Head of Service - Learning Disability, Mental Health & Complex Needs	✓ Reducing waiting times for Deprivation of Liberty authorisations ✓ Training and retaining more Best Interest Assessors. ✓ Training and retaining more Approved Mental Health Professionals. ✓ Reducing the backlog of applications to the Court of Protection.
		Train staff on the revised DoLS policy and procedure.		•					
		Implement a new system for tracking and managing DoLS applications.			•				
		Monitor the impact of the revised processes on timeliness and accuracy.			•				
	• Train more workers to act as Best Interests Assessors.	Promote the social work postqualifying training offer via career development workshops for experienced social workers.		•					
	• Recruit and train more workers to complete Mental Health Act Assessments.	Promote the social work postqualifying training offer via career development workshops for experienced social workers, including offering more shadowing opportunities.		•					
	• Increase court work training for social workers.	Develop and deliver training programme jointly between social work practice development and legal service.		•					