

Local Account contents

The Adult Social Care Local Account will contain the following contents:

1. Welcome – This will include comments from Experts by Experience, members of the Making it Real Forum and the Corporate Director.
2. Introduction and about this report – The Department's vision and the what, why, who, when and how.
3. A visual and explanation of the Department's Practice Framework.
4. An explanation of Making it Real and the themes.
5. Key facts and figures – Narrative of demographic information and key statistics.
6. A narrative of each Making it Real theme, that includes: Our Priorities for 2024, good news stories and what we are currently doing to address some of the priorities, data that shows how we are doing against regional and national averages.
7. Data within the report.
8. How to get involved.

Local Account Priorities

The priorities for each Making it Real theme identified are as follows:

Wellbeing and independence - Living the life I want, keeping safe and well.

The following are the priorities we have agreed for the theme 'Wellbeing and Independence'. Some of these priorities will take longer than one year to achieve. These are ones we will be focussing on:

1. To increase the number of you who feel the support you draw on improves your quality of life, makes you feel safe and live your life the way you want.
2. To work with partners to increase local housing options so you have a long term and secure place to call home.
3. To reduce the time you have to wait for conversations and support.
4. To increase the number of you who feel that your home is adapted to your needs, so you remain independent and have a better quality of life.
5. To work with colleagues from different organisations to improve your emotional and mental health wellbeing.

Information and Advice - Having the information I need when I need it.

The following are the priorities we have agreed for the theme 'Information and Advice'. Some of these priorities will take longer than one year to achieve. These are the ones we will be focussing on:

1. To provide the right information in accessible and different formats, in a timely way so you can make well informed decisions about your care and support.
2. To provide accurate, timely and transparent information on finances and work with partners to provide benefits rights information so that you know your rights and can make well informed decisions.

3. To increase the number of you who say you know how you can get in touch with us, when you need to.
4. To make it easier for you to share information with us in the most appropriate format for you, for example digitally, in person or on the phone.

Active and Supportive Communities - Keeping family, friends and connections.

The following are the priorities we have agreed for the theme 'Active and supportive communities'. Some of these priorities will take longer than one year to achieve. These are the ones we will be focussing on:

1. To increase the opportunities for you to engage in further education, employment, or volunteering.
2. To make the best use of our spaces and buildings to support community activities and peer support.
3. To work with our partners to improve transport options so you can connect with family, friends and do the things that matter to you.

Flexible and Integrated Care and Support - My support, my own way.

The following are the priorities we have agreed for the theme 'Flexible and integrated care and support'. Some of these priorities will take longer than one year to achieve. These are the ones we will be focussing on:

1. To increase the number of people who feel positive about their review conversation and have a copy of their support plan.
2. To promote Direct Payments to increase choice and control. To make them easier to access and use, including developing a support network to help everyone.
3. To increase the options for short breaks, so that you and staff understand what the options are.

When Things Need to Change - Staying in control

The following are the priorities we have agreed for the theme 'When things need to change'. Some of these priorities will take longer than one year to achieve. During 2024 we will be focussing on:

1. To be responsive to you to when you are facing a crisis or significant life change.
2. To increase the number of you who are supported to learn new skills or regain your day-to-day skills after a period in hospital or being unwell.
3. To increase the number of young people and their parents who say they were supported well, in preparing for adulthood.

Workforce - The people who support me.

The following are the priorities we have agreed for the theme 'Workforce'. Some of these priorities will take longer than one year to achieve. During 2024 we will be focussing on:

1. To recruit staff who have the right skills, values and behaviours as set out in our practice framework.
2. To support our staff through good supervision, training and streamlining our ways of working so they have more time to have good conversations with you.

3. To provide equal opportunities for our staff to develop their potential so that we grow a stable and consistent workforce for you.
4. To encourage and support organisations we buy support from to work co-productively so they can support you well.