Adult Social Care Strategy 2026 / 30
Delivery plan

This document outlines a comprehensive delivery plan for the ASC Strategy from 2026 to 2030, focusing on improving quality, transitions, technology use, partnerships, and service design to enhance support for individuals.

• High-quality support delivery: The strategy aims to ensure timely, effective care with reduced waiting times for assessments, active participation in care planning, and maintaining good ratings for care providers and internal care homes. It promotes strength-based conversations to resolve issues promptly.

• Smooth transition for young people: Emphasis is placed on early engagement with young adults and families to support their move into adult life, focusing on independence goals, reducing out-of-area placements, and creating clear transition pathways to prevent abrupt changes at ages 18 and 25

• Technology to support independence: Introduction and evaluation of Technology Enabled Care (TEC) options like Howz, Vocala, and Robopets aim to assist independent living. The use of AI tools for timely documentation and exploration of self-service options to reduce reliance on adult social care are key components.

• Collaborative and person-centred service design: The strategy promotes working closely with partners including NHS and voluntary sectors, engaging communities and forums, and incorporating feedback from people with lived experience to design accessible, local, and integrated services. Safeguarding vulnerable adults remains a priority.

Priority one: Making Sure People Get High-Quality Support

“We want everyone to get timely, helpful support that make a real difference to daily life”

What	Measure	KPI	Lead officer	Anticipated start date	Anticipated completion date	Q1 Outturn position (KPI) and RAG	Q1 Comments	Q2 Outturn position (KPI) and RAG	Q2 Comments	Q3 Outturn position (KPI) and RAG	Q3 Comments	Q4 Outturn position (KPI) and RAG	Q4 Comments
People receive good quality care	Providers rated good or above. Care Quality team do not have concerns	People who are supported in care provision that is Good or above captured on a quarterly basis	Commissioning	01 10 26									
Shorter waits for assessments.	Waiting lists are reduced 1st phase project to address the longest waits People who only need items of equipment will be supported through Millbrooks Trusted Assessors for a quicker response	# of people on waiting list as a snapshot # of people who are supported through Trusted Assessor	Service Manager Localities BCES Commissioner	01 10 26	30 04 27								
People have an improved experience of their annual reviews	All relevant people are invited and participate. We will audit our work to ensure that we achieve this objective	Annual audit	Service Manager Localities / Principal Social Worker	01 08 26									
People are active participants in their care and support planning. The voice of the person is evident in support planning	We will audit our work to ensure that we achieve this objective	Annual audit (combined with above)	Service Manager Localities / Principal Social Worker	01 10 26									
Quality and Monitoring Officer oversee practice within our care homes.	Our internal care homes receive a CQC rating of GOOD or above upon inspection	100 % of homes are Good or above	Service Manager Responsive Services	01 10 26									
Promote Strength based conversations when people contact ASC to resolve issues immediately without the need to wait for intervention	Reduction of new people having to wait for services	# of people on waiting list as a snapshot	Service Lead / Service Manager Localities / Principal Social Worker	Ongoing									

Priority Two: Helping Young People Move into Adult Life Smoothly

What	Measure	KPI	Lead officer	Anticipated start date	Anticipated completion date	Q1 Outturn position (KPI) and RAG	Q1 Comments	Q2 Outturn position (KPI) and RAG	Q2 Comments	Q3 Outturn position (KPI) and RAG	Q3 Comments	Q4 Outturn position (KPI) and RAG	Q4 Comments
We will work with young adults and families at an earlier stage to assist in the journey to adulthood.	During the life of the strategy the Transitions Team will move to supporting people from 17.5 years to 16 years	# allocated at age 16 years.	Service Manager Localities	01 04 27									
There will be a greater focus on creating goals towards independence in support plans, which is supported through Occupational Therapy (subject to successful bid) People access services where goals are a focus e.g. cooking skills.	Goals are achieved. Less support is needed	Case file audit to demonstrate reduction in long term need	Service Manager Localities	01 04 27									
People can access resources locally	Fewer out of area placements	Decrease in number of people placed out of area. # of people who are supported in Travellers Friend SL.	Commissioning	01 04 27									
Young people and their carers do not feel like they are falling off a cliff edge at age 18 and 25	Clear Transitions pathways are created.	Pathway in place	Transitions and Review Manager	01 04 27									
Dedicated Management support enables practitioners to have focused support and leadership.	Create a dedicated Transitions and Reviews Manager.	Subject to staff consultation	Service Director ASC	22 09 26	31 12 26								

Priority Three: Using Technology to Help People Live Independently

What	Measure	KPI	Lead officer	Anticipated start date	Anticipated completion date	Q1 Outturn position (KPI) and RAG	Q1 Comments	Q2 Outturn position (KPI) and RAG	Q2 Comments	Q3 Outturn position (KPI) and RAG	Q3 Comments	Q4 Outturn position (KPI) and RAG	Q4 Comments
New Technology Enabled Care (TEC) options are provided to assist people to live independently.	Howz and Vocala projects are implemented	Under development through the TVI Project Board	Service Manager Responsive Services	01 10 26									
Evaluation of Robopets to be undertaken	Evaluation will determine the efficacy of the TEC and whether there should be continued investment	Evaluation completed and decision made as to the future of the service.	Project Officer (TEC)										
People will receive timely records of assessments, reviews and support plans	Practitioners will use AI tools to ensure that records are completed in a timely way.	New procurement exercise is completed, and AI solution is in place.	Transformation team	01 04 27									
Opportunities will be considered to create self-service options for people to create less reliance on ASC	People can access more independent from ASC.	Mosaic Phase 2	Transformation team										

Priority Four: Working Better with Our Partners

What	Measure	KPI	Lead officer	Anticipated start date	Anticipated completion date	Q1 Outturn position (KPI) and RAG	Q1 Comments	Q2 Outturn position (KPI) and RAG	Q2 Comments	Q3 Outturn position (KPI) and RAG	Q3 Comments	Q4 Outturn position (KPI) and RAG	Q4 Comments
Deliver the NHS 10-year objective of Neighbourhood Integrated Care	Multi-Disciplinary Team meetings are scheduled with a focus on preventative interventions	Neighbourhood plan to be signed off by April 2027.	Service Lead Integration and Health										
Work with Oxfordshire to determine the model of ASC in the new to be formed Ridgeway Council.	Plans are clearly in place to retain service levels.	Clear, articulated plan is signed off by the Shadow executive	Executive Director Service Director	01 09 26	01 04 28								
Delivery services that are right for local people	Engage with service providers to shape the services needed through Provider Forums and Meet the Buyer events	ASC attend all provider forums	Service Director / Service Leads	01 04 26	Ongoing		Provider Forum attended		Meet the Buyer attended				
The Safeguarding Adults Board will work collaboratively with partners to ensure the safety of vulnerable adults within West Berkshire	Annual SAB report will evaluate the impact of the board.	Annual report	SAB Business Manager	01 04 2027									Report to be prepared

Priority Five: Providing the Right Support, in the Right Place, at the Right Time

What	Measure	KPI	Lead officer	Anticipated start date	Anticipated completion date	Q1 Outturn position (KPI) and RAG	Q1 Comments	Q2 Outturn position (KPI) and RAG	Q2 Comments	Q3 Outturn position (KPI) and RAG	Q3 Comments	Q4 Outturn position (KPI) and RAG	Q4 Comments
Care and support will focus on maintaining or gaining independence Care is focused on achieving goals of independence	Following completion of Reablement, 70% of people do not require any ongoing care or support services Staff are trained to be focused on goals and achievements.	70%	Service Lead, Health and Integration	01 04 26									
Supported Living options are prioritise over residential care for people with Learning Disabilities and or Autism	Reduction in Residential Care for people with Learning Disabilities and or Autism	Reduction in residential placements as a proportion of supported provided to people 18 – 64 Learning Disability.	ASC Commissioning	01 10 26									
We will improve the experience and accessibility of Direct Payments to offer greater choice	Number of people in receipt of Direct Payments increases	190	Service Lead, Client Financial Services and Localities	01 10 26									
Care and Support is provided in the least restrictive way	Following the AGNI High Court Ruling there will be less people who are subject to a Deprivation of Liberty	Awaiting national guidance to determine KPI	Service Manager Safeguarding	02 06 26									
People can remain in their own home wherever possible	Reduction in number of people who require a care home placement (including home first approach)	Reduction in care home placements as a proportion of over 65's	Service Lead for Health and Integration	01 10 26									
Staff are well trained and competent to provide high-quality support	We can retain our staff through delivery of the Workforce Strategy which will address retention of staff through effective training, strong leadership support and career development	Workforce strategy signed off. Annual Training Needs Analysis and plan. Progression criteria completed and implemented.	Principal Social Worker Training Officer Principal SW Principal OT										
People can access community activities.	The directory is up to date with all available options and ASC promote the options available.	Captured through statutory survey. Capture through local survey	Service Manager Localities Quality Assurance Manager	01 10 26									
People are aware of the services ASC can offer and where other organisations would be the right service	Webpages to be updated to include links to alternate provision e.g. memory clinic's.	Capture through local survey	Information Officer	01 10 26									

Priority Six: Designing Services Together with Local People

What	Measure	KPI	Lead officer	Anticipated start date	Anticipated completion date	Q1 Outturn position (KPI) and RAG	Q1 Comments	Q2 Outturn position (KPI) and RAG	Q2 Comments	Q3 Outturn position (KPI) and RAG	Q3 Comments	Q4 Outturn position (KPI) and RAG	Q4 Comments
We will ensure that we gain views of people with lived experience when updating our website or leaflets	All webpages and leaflets are designed together with people with lived experience	Where there are material changes people with lived experience are involved in the creation of content	Information Officer	01 10 26									
We will learn from all feedback mechanism	Trends and Themes will be captured from all feedback loops. Including, Feedback forms, Complaints, Compliments,	Quarterly and Annual complaints report. Feedback forms are analysed for themes which are disseminated to teams.	Quality Assurance Manager, Principal Social Worker	01 10 26									
We will actively engage with forums and groups	Attendance at Carers Forum, LD Forum, Autism Forum	Attendance all groups	Members of ASC Management Team	01 10 26									
We will work with Public Health and the NHS in the design of Integrated Neighbourhoods	Healthwatch will have completed a series of community-based sessions to capture views	Outcome of Healthwatch activity and feedback	Director of Public Health	01 10 26									
Understand the impact of the Vocala and Howz Technology Enabled Care	Surveys to people who receive the TEC and staff will be surveyed to evaluate the impact.	Outcome of survey which will form the projects evaluation	Service Manager Responsive Services	01 10 26									
Listen to views from communities through “Let’s Talk”	Questions and feedback are shared with ASC and acted upon.	Number of enquiries forwarded to ASC.	Community Coordinator (Engagement) Building Communities Together	01 10 26									