

Our Adult Social Care Strategy



2025-

BCP
Council



BCP Council Adult Social Care

‘Supporting People to Live Fulfilled Lives’

Welcome to our BCP Council Adult Social Care Strategy 2025-28.

This strategy sets out our direction for Adult Social Care over the next four years, outlining an ambitious plan where we will work to transform the services we provide.

We will work in collaboration with partner organisations including health, housing, the voluntary and community sector and our independent care providers, as well as people and carers who currently use services, their families and communities.

[BCP Councils strategy](#) (right) sets out the council’s direction, focusing on ‘Our Place and Environment’ and ‘Our People and Communities’. This Adult Social Care Strategy builds upon this and focuses on what we want to achieve for the people, carers and families we support.



Our areas for focus have been widely influenced by national changes. Evidence from our quality assurance and performance work has highlighted the areas where we need to improve. We have also consulted with residents, stakeholders and our staff to understand their views.

The vision, areas of focus and ambitions of the strategy were shared with the public as part of its consultation and the vast majority of people supported our vision and agreed with our areas of focus.

ASC is responsible for carrying out duties under legislation such as the Care Act 2014 and we are inspected by the Care Quality Commission (CQC).

Specific action plans will ensure we deliver the outcomes set out in this document and it is further supported by other strategic plans such as the ASC Workforce Development Strategy, Carers Strategy and Our Strategic Approach to Equality, Diversity and Inclusion.

Co-production in action: A key ambition in this strategy is to enlist the support of the community, including those we work with, to achieve our vision through our areas of focus. Through a series of engagement events, we have sought views of people involved in various projects, stakeholder groups and forums, to help shape our strategy and deliver on our ambitions.

ASC Strategy Consultation – You Said, We Did!

We have adapted our language to make ourselves clearly understood and accountable. We have increased the representation of informal carers, so their voice is heard equally alongside the people we support. We have also recognised the importance of choice to people and carers. These changes are reflected in our areas of focus and ambitions and will be continuously considered in our delivery plans.



Our Vision

Supporting people to achieve a fulfilled life, in the way that they choose, and in a place where they feel safe.

What does a fulfilled life mean to people?

A fulfilled life is different for everyone. It may mean being able to live independently in your own home, building social connections or getting access to support. How this is achieved is different for everyone too. It might be help with dressing, supporting to feel safe at home, being introduced to local groups or more structured support like residential care.

Our teams utilise a 'strength based' approach with people and carers to understand what is important to them, what a fulfilled life looks like for them and how we can support them to achieve that.



Our Values & Behaviours

Putting it into practice

Our Values

Respect

We actively listen, and people are at the heart of everything we do

Passion

We will understand our communities, the people, and partners within them, to ensure diversity and deliver inclusion.

Integrity

We are honest and open about our challenges and successes

Innovation

We continuously learn and find effective, sustainable solutions to improve

Pride

We take pride in our work, celebrating our journey and the people involved along the way.



You Said...

"She promoted my strengths, made me feel capable and stronger. She was very positive"

Our Areas of Focus

How we will achieve the vision

Our Journey So Far



We have already started to transform our services and develop the way we work with people to improve the way we meet outcomes, and this will allow us to work within the budget we have been allocated.

We are embedding strength and relationship based practice by completing the implementation of the 3 Conversations approach, focusing on prevention.

We are improving community access to reablement services, ensuring anyone with reablement goals has the best possible chance to achieve and maximise their independence.

We want more people to have control of their own support by increasing the range of community based options accessed by the creative use of Direct Payments or Individual Service Funds.



Putting people, carers and families first

We will listen and build good relationships with people, so we understand what matters to them.



Living in a place called home

We will help people to connect with their family, friends and community, in a place where they feel safe and at home.



Developing how we work.

We are creative and innovative with solutions and resources. We understand and measure the impact we are having.

Your Voice Network

We have established our 'Your Voice Network' so people can be involved in work we do and ensure we understand what is important to them. We know that people's views, experiences and ideas are vital to continuously improve the work we do and the difference we can make.

As well as being kept up to date with ASC news, the network:

- join adult social care engagement and consultation activities
- co-design and review adult social care information factsheets
- join interview panels to ensure that we choose the right person for the role
- drive policy changes
- co-produce adult social care projects such as the recent care technology project.



You Said...

"I have found the service caring, professional and thorough. The intent continues to be a partnership approach with my daughter's positive quality of life being at the heart of how we engage"

Our Ambitions

Putting Our Areas of Focus to Work



Putting people, carers and their families first

1. We help people and carers to make their own decisions and create support that works best for them
2. We have a strong focus on prevention to help people and carers maintain their health and wellbeing for longer
3. We keep young people and adults safe from harm
4. We have a skilled care provider market and people have more choice and control over their support
5. We understand our communities and we support them to shape the adult social care services that matter to them.



Living in a place called home

1. We will continue to invest in valuing and supporting carers, and deliver the outcomes from our Carers Strategy
2. We work with our partners to ensure everyone has a safe place they can call home (corporate strategy)
3. We will understand and provide the support at home that people, carers and families want in the future
4. Reablement services will be led by skilled therapists and be focused on promoting wellbeing, confidence, and independence
5. We support people to better understand and embrace self-directed support to encourage independence where appropriate.



Developing how we work

1. We have the right staff with the right skills, working with people at the right time.
2. We offer helpful information and advice that is easy to find, including those that fund their own care
3. We work closely with our Integrated Care System partners to support emergency care and hospital discharge
4. We listen, respect and work closely with community groups and use learning to shape our work
5. We have a positive workplace culture
6. Technology is used to deliver effective and efficient ways of working and people are supported to use it
7. Good quality data and feedback supports us to continuously improve.



You Said...

*“Thank you for all your help, you have made our lives
so much more manageable”*

Our Measures of Success

Understanding the impact of our work



Peoples Views



ASCOF



Performance Data



Compliments &
Complaints



Workforce Data /
Feedback

Success comes in many forms and looks different to all individuals being supported by, working with or working within Adult Social Care. We measure our success using several resources to ensure that we are meeting our legislative duty as well as ensuring the people we support, their carers, our stakeholders and our staff are satisfied with the way we work.

The Care Quality Commission assess Adult Social Care against their duties under the Care Act.

Peoples views and feedback are integral in understanding how we are performing, and we use several methods to obtain these.

The Adult Social Care Outcomes Framework (ASCOF) measures how well our care and support services achieve the outcomes that matter most to people. We report into the ASCOF to provide transparency and accountability and can track our progress against other local authorities in the South-West and nationally.

We use internal performance data and analytics to give real time information on our performance. This information enables us to identify potential issues and put measures in place to rectify them, as well as work on continuous improvement.

We complete internal audits to further analyse the quality of our services and share the findings with all staff to harbour best practice ways of working.

We gratefully receive compliments and complaints as a way of understanding quality and driving change.

Workforce data and staff satisfaction measures help us understand our workforce and ensure they are supported to do their work.

We are committed to equality, diversity and inclusion within adult social care. We will continue to actively seek feedback during the duration of the strategy from a diverse range of people, including, people of all ages, D/deaf people, people with disabilities and carers. This will ensure everybody is fairly represented.

How we will deliver the strategy

What does good look like?



INCREASE

the proportion of people who report risks have reduced as a result of a safeguarding enquiry.



INCREASE

the proportion of adults who say they find it easy to access information and advice about services.



INCREASE

the proportion of adults who use social care services and say that they have control over their daily life.



INCREASE

the proportion of adults who are extremely satisfied or very satisfied with their care and support.



INCREASE

the overall satisfaction of carers with social services



INCREASE

the proportion of new clients who received short-term services, where no further request was made for ongoing support

The strategy sets out our plans for continuous improvement and transformation of our services over the next four years. Sitting behind this document is a detailed delivery plan setting out how we will achieve our strategic vision, areas of focus and ambitions. This delivery plan is monitored, and updates will be shared.

We strive to improve our ASCOF measures and performance is released annually.

www.lginform.local.gov.uk

We hope you find the Adult Social Care Strategy useful, interesting and informative and would welcome and questions or comments that you may have.

We would also be interested to hear about your experience of service or what you would like to see improved. To let us know e-mail comments.adultsocialcare@bcpcouncil.gov.uk

This information is issued by BCP Council

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