

ASC Prevention Strategy Action Plan

Key	New action			
	Strengthening current practices			
	Finer detail			
Priority 1: A change in culture action plan				
Focus Area & Objective	Action	Start	Outcomes	Measures
Strengths-based and holistic approaches Leverage the skills and talents of individuals and communities to foster independence, resilience and sustainable positive outcomes.	Support the implementation of the 3 Conversations model across Adult Social Care and approaches that consider the whole person, focusing on individuals' abilities, resources, and potential.	2025	Reduce the proportion of people referred to LTC locality teams for a care act assessment	ASC intranet prevention page live and available to all ASC practitioners
	Increase awareness of preventative services for practitioners by:			Number of page hits on the ASC intranet prevention page
	Creating an ASC Intranet Prevention Page	2026		Number of views of preventative news updates and blogs
	Sharing blogs and good news stories from preventative services through the ASC news pages	2025		Connect and collaborate forums running on a quarterly basis
	Holding quarterly connect and collaborate forums with the VCSE sector and ASC colleagues to share details of commissioning updates, funding opportunities and showcase stories of difference	2026		Attendance rates and repeat participation at quarterly connect and collaborate forums
	Hosting 2 x yearly webinars that educate practitioners about preventative interventions and services	2026		Feedback from attendees at connect and collaborate forums via survey to measure the effectiveness of communication and understanding of services available
				Attendance rates at prevention webinars
				Feedback from attendees at prevention webinars via survey to measure their awareness and confidence in using preventative services

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Equality and diversity Promote equal opportunities to create a more inclusive and supportive environment for all individuals	Ensure service specifications and tenders outline how our commissioned services are flexible, personalised and adapt to individual needs and preferences	2025	Increase awareness and confidence among people, especially those from underserved groups, in finding and using local services and support that meet their individual needs	Quarterly monitoring reports from commissioned services, including EDI data, case studies and evidence of how they are flexible, personalised and adapt to individual needs and preferences
	Regularly monitor Equality, Diversity and Inclusion (EDI) data within our commissioned services through quarterly monitoring meetings.	2025		Number of meetings and events attended with underserved communities
	Collaborate with VCSE services that are connected to underserved communities by attending existing meetings and events. The aim will be to raise awareness of available services, listen to people's experiences and perspectives, and identify any barriers they face in accessing support.	2026		Number of people reporting increased awareness of and trust in services via survey after engagement
	Raise awareness of forums and co-production groups within underserved communities to increase diversity of membership through targeted campaigns and attendance at existing meetings and events.	2026		Number of people reporting they feel more confident in accessing services via survey after engagement Increased diversity of membership of forums and co-production groups
Co-production Support the implementation of BCP Adult Social Care's Co-production Strategy and create opportunities for people to support	Create focus groups with local people, carers, and stakeholders to co-produce preventative interventions and form a strategic steering group to monitor preventative outcomes.	2025	Increase co-production with local people, carers and communities from all backgrounds	Number of focus group meetings held annually
	Promote co-production opportunities through our networks and channels (ASC Your Voice forum, PIER Network, Age friendly network, People First Forum etc) to	2026		Attendance rates at focus group meetings Number of Prevention Strategic Steering Group meetings

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the development of preventative initiatives.	ensure everyone has an equal opportunity to be involved.			Membership of the Prevention Strategic Steering Group Number of co-production opportunities created and promoted People attending groups and forums reporting that they feel their views were listened to in surveys following engagement People attending groups and forums reporting that they feel included in shaping services in surveys following engagement
The language we use and how we listen Foster a more inclusive and supportive environment by using empowering language and addressing key issues that create barriers for individuals accessing services	Promote information, advice, and self-education through targeted campaigns in various formats, using relatable and empowering language Raise awareness of health literacy through the ASC intranet news page, the connect and collaborate forums with the VCSE sector and ASC colleagues, and the Prevention webinars.	2027 2026	Increase the overall satisfaction of people and carers with social services	Number of targeted campaigns promoted through ASC intranet news page, the connect and collaborate forums with the VCSE sector and ASC colleagues and the Prevention webinars. Number of people reached through campaigns, events, and digital platforms

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Priority 2: Living and ageing well action plan				
Focus Area and Objective	Actions	Start	Outcome	Measures
Falls prevention, strength and balance Reduce the risk of falls and improve the physical health and independence among older adults and adults with physical conditions and mobility limitations through targeted interventions.	Link in with falls prevention programmes across BCP and relevant sectors and share knowledge with ASC practitioners (Communities, public health, health, VCSE etc)	2028	Increase the proportion of people who feel their health and wellbeing has improved because of the support from preventative services	Number of falls prevention programmes identified and shared with ASC practitioners
	Promote self-help mechanisms specifically designed to prevent falls, including balance and stability exercises and raise awareness about the benefits of falls prevention and strength training through: • System and partner networks • News updates • The ASC Intranet Prevention page • The VCSE Prevention Information hub • connect and collaborate forums with the VCSE sector and ASC colleagues • Prevention webinars.	2026		Number of people presenting at A&E after a fall Number of views on falls prevention related information pages for both the ASC Intranet Prevention page and VCSE Prevention information hub
	Work with partners to identify innovative solutions for preventing falls, such as Bournemouth University research project – DIALOR – with Help and Care	2027		Number of people supported through: • Care technology • Reablement • Occupational Therapy • Lifeline • Equipment services • Housing adaptations
	Continue to commission a community Handyvan service that reduces the risk of falls by providing small household jobs and repairs that enable people to live safely in their own homes for longer	2026		Quarterly contract monitoring reports showing case studies relating to falls prevention
	Utilise care technology, reablement, occupational therapy and housing	2025		Proportion of people who respond to the ASCOF survey to say services have made them feel safe and secure

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	adaptions in innovative ways to reduce the risk of falls			
Better physical health Promote physical activity in adult social care to improve health and wellbeing.	Work with the VCSE sector and internal departments and teams to identify, support and promote physical health programmes across BCP and relevant sectors (Communities, public health, health, VCSE etc) through: • System and partner networks • News updates • The ASC Intranet Prevention page • The VCSE Prevention Information hub • connect and collaborate forums with the VCSE sector and ASC colleagues • Prevention webinars.	2027	Increase the proportion of people who feel their health and wellbeing has improved because of the support from preventative services	Quarterly monitoring reports of commissioned preventative services showing that people feel their health and wellbeing has improved because of the support Number of physical health programmes identified and shared Number of views on physical health related promotion on the ASC Intranet prevention pages and the VCSE Prevention information hub
Financial stability and security To work alongside our Communities Team and partners to ensure adults and families have access to financial assistance and advice and maintain a dignified standard of living.	Utilise data to identify at risk adults and collaboratively provide targeted support. Continue to collaborate with stakeholders and monitor the prevalence of older adults who are financially vulnerable through the DiiS system partnership group. Work with the Communities team to promote information, advice and guidance to support people who may be struggling financially through: • System and partner networks • News updates • The ASC Intranet Prevention page • The VCSE Prevention Information hub • connect and collaborate forums with the VCSE sector and ASC colleagues	2028 2025 2028	Increase the awareness of community resources and services that can support people	Number of DiiS financially vulnerable pensioners working group meetings Number of views of cost-of-living support pages on the ASC intranet

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	Prevention webinars.			
Age friendly communities Continue to work in partnership with the Age Friendly Network to support the development of Age Friendly Communities across Bournemouth, Christchurch and Poole.	Support the Age Friendly Network to align initiatives with the WHO Age Friendly Communities Framework by: Attendance at Age Friendly Steering Group Meetings and Age Friendly Forums and feedback at team meetings Aligning initiatives through collaborative projects that achieve mutual aims. Promoting Age Friendly updates and training opportunities through the ASC Intranet page and VCSE prevention information hub.	2025 2025 2025 2026	Increase engagement and partnership working with the VCSE sector, health and other partners Increase the proportion of people who report they have as much social contact as they would like	Number of Age Friendly steering group meetings attended Number of Age friendly Forums attended Number of joint projects and initiatives ASC Attendance at age friendly training Proportion of people who respond to the ASCOF survey to say they have as much social contact as they would like
Priority 3: Individual resilience to build wellbeing action plan				
Focus Area and Objective	Actions	Start	Outcome	Measures
Information, advice, guidance and self-education Empower individuals and the provider market to prevent or delay the onset of long-term conditions by providing accessible, timely, and inclusive	Promote information, advice, and self-education through targeted campaigns in various formats, using relatable and empowering language Partner with public health, communities and housing teams to ensure consistent messaging and raise public awareness Utilise both physical and digital platforms and social media to reach wider audiences with preventative messages, services and opportunities for self-education, and work	2027 2026 2025	Increase the awareness of community resources and services that can support people	Proportion of people who use services responding to the ASCOF survey to say they find it easy to find information about services Proportion of carers who respond to the ASCOF survey to say they find it easy to find information about services

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information, advice, and self-education resources that promote healthy behaviours, early intervention, and informed decision-making.	with partner organisations that specialise in these areas, such as our commissioned service providers, LiveWell Dorset and ICS partners. Support the integration of the ASC directory into CAN's Service Finder database to develop a shared dataset of local assets, services, and support networks.	2026		Number of people reporting increased awareness of, and trust in, services via survey after engagement Number of people reached through campaigns, events and digital platforms Successful integration of the ASC directory with the CAN Service Finder
Supporting people with sight and/or hearing loss and impairment To promote independence, inclusion, and wellbeing for individuals with sight and/or hearing impairments by ensuring timely access to preventative support, accessible services, and inclusive community opportunities.	Provide tailored preventative support, such as assistive technology, skills training, and community navigation by: - Implementing the innovation phase of the care technology transformation - Commissioning a service that offers community navigation support and training for people with sight and/or hearing loss and impairment and access to resources. Raise awareness and understanding among staff and the public to reduce stigma and promote inclusion through: - The ASC Intranet Prevention page - The VCSE Prevention Information hub - connect and collaborate forums with the VCSE sector and ASC colleagues - Prevention webinars. Ensure commissioned services are accessible, including physical spaces, communication formats, and digital platforms by monitoring efforts to improve	2025 2027 2025	Increase the proportion of people who feel their health and wellbeing has improved because of the support from preventative services	Number of people supported by the sight and hearing team annually Quarterly monitoring reports from the service that provides community navigation, training, and resources for individuals with sight and/or hearing loss or impairment, highlighting impact through case studies and people's feedback and the number of people supported Quarterly monitoring reports from preventative commissioned services, including case studies and evidence of how they are accessible, personalised and adapt to individual needs and preferences

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	accessibility through quarterly monitoring meetings.			
Hoarding and Self-Neglect Work with partners to identify and co-ordinate multi-agency approaches to identify, engage, and support individuals who hoard or self-neglect, reducing risk and promoting safety, wellbeing, and independence.	Raise awareness of support for people who hoard or self-neglect to reduce stigma and work with cross sector partners to identify opportunities Conduct a needs analysis for people that hoard or self-neglect to determine whether there is a gap in provision that needs to be met Collaboratively identify practices and evidence-based approaches, explore opportunities, review policies and procedures across services and promote a consistent, joined-up response with a multidisciplinary working group. Support practitioners and partner sector workforces to gain a better understanding of identifying and supporting those who hoard or self-neglect by promoting training and guidance through: • System and partner networks • ASC News updates • The ASC Intranet Prevention page • The VCSE Prevention Information hub • connect and collaborate forums with the VCSE sector and ASC colleagues • Prevention webinars.	2026 2026 2026 2028	Increase the proportion of people who feel their health and wellbeing has improved because of the support from preventative services	Number of ASC practitioners hoarding drop ins held annually Attendance at ASC practitioner hoarding drop ins Needs analysis completed to determine if there is a gap in service provision that needs to be met Number of views on the hoarding support pages and guidance on the ASC intranet and VCSE Prevention Information Hub

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Self-Funders and people on the cusp of eligibility Enhance support for self-funders and individuals near the eligibility threshold by improving access to information, advice, and community resources that promote independence, financial resilience, and wellbeing.	Review the information, advice and guidance provided to self-funders to ensure people have access to clear and effective resources to help them manage their own care and support. Collaborate with independent living advisors, system partners and the VCSE Sector to identify and explore opportunities to support self-funders at the connect and collaborate forums Provide clear and consistent information and advice to guide self-funders on the BCP Council webpages Work with partners to review research on self funders and those with reducing assets to inform a more timely and preventative approach	2028 2027 2027 2025	Increase the proportion of adults who say they find it easy to access information and advice	Number of people supported by independent living advisors Number of views on public facing information pages for self-funders Proportion of people and carers responding to the ASCOF survey to say they find it easy to find information about services
Supporting carers Strengthen early identification and support for unpaid carers by improving access to information, advice, and wellbeing services—enabling them to maintain their caring role, avoid crisis, and live well alongside caring.	Implement the BCP Carers Strategy 2022-2027 and support the implementation of the Pan Dorset Carers Vision – Together with Carers Supporting Carers Week and Carers Rights Day campaigns through co-producing campaigns and events with carers and partners Attendance and involvement in the Dorset Carers Partnership Group and Pan Dorset Carers Steering Group Jointly raising awareness of preventative carers services through:	2025 2025 2025 2027	Increase the overall satisfaction of people and carers with social services	Number of carers identified by the BCP Carers Support Service Attendance rates and repeat participation at the Dorset Carers Partnership Group meetings Attendance rates and repeat participation at the Pan Dorset Carers Steering Group meetings Proportion of carers responding to the ASCOF survey to say they are satisfied with social services

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	• System and partner networks • News updates • The ASC Intranet Prevention page • The VCSE Prevention Information hub • connect and collaborate forums with the VCSE sector and ASC colleagues • Prevention webinars.			Proportion of carers responding to the ASCOF survey to say they find it easy to find information about services
Occupational therapy and care technology Promote independence and prevent the escalation of care needs by expanding access to Occupational Therapy and Care Technology that supports daily living, enhances safety, and empowers individuals to manage their health and wellbeing at home.	Embed Occupational Therapy and Care Technology into early intervention pathways and equip staff, individuals, carers and communities with the knowledge and tools to use these services confidently and effectively. Collaborate with Occupational Therapy teams by attending OT colleague events and the ASC Research Champions network meetings and feedback in team meetings Use data and lived experience to evaluate impact of occupational therapy and care technology, and share stories of difference Implement the innovation phase of the care technology transformation to increase pathways into the service and support more people to access it	2029 2026 2026 2026	Increase in number of people offered care technology Increase the proportion of new clients who receive short term support to maintain their independence, develop skills and continue living at home for longer.	Number of visits to the ASC intranet Care Technology Information Hub Number of referrals to the care technology service from different teams Number of people supported through Occupational Therapy Case studies showing the impact and outcomes for people who have used care technology or who have received occupational therapy Evidence the impact of care technology in delaying, reducing or preventing long-term care and support needs via PowerBI reporting

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Priority 4: Supporting the workforce action plan				
Focus Area and objective	Objective and actions	Start	Outcome	Measures
Workforce wellbeing To strengthen workforce wellbeing in adult social care to ensure a resilient, motivated, and high-performing workforce capable of delivering preventative, high-quality care.	Enhance workforce and public knowledge of community assets through joint campaigns, awareness raising and regular prevention updates	2026	Increase workforce confidence and satisfaction in their roles and ASC culture	Attendance rates and repeat participation at quarterly connect and collaborate forums
	Celebrate success by recognising the achievement of preventative outcomes through 'Our Stories of Difference'.	2026		Feedback from attendees at connect and collaborate forums via survey to measure their awareness of community assets
	Improve internal communication channels to the ASC workforce related to wellbeing by: - Sharing regular news updates and blogs - Hosting commissioning drop-in sessions - Hosting connect and collaborate forums - Hosting prevention webinars	2026		Attendance rates and repeat participation at the monthly commissioning drop-in sessions
	Promote Cross-Team Collaboration and encourage inter-team projects through connect and collaborate forums and commissioning drop ins to build relationships and reduce silos.	2026		Feedback from the ASC Workforce on the ASC Intranet prevention page
	Create or strengthen staff-led wellbeing and interest groups (e.g., carers network, mental health champions)	2025		Number of visits to the ASC Intranet Prevention Page
	Work with the Staff Involvement Group (SIG) to listen and respond to feedback	2026		ASC Colleagues reporting they are aware of preventative services via annual workforce survey
				Number of submitted 'stories of difference' relating to preventative outcomes
				Number of staff-led wellbeing and interest groups
				Number of SIG Meetings held annually

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	and engage staff in co-designing service improvements			
Staff development and training Empower the adult social care workforce through accessible, high-quality learning and development opportunities that embed preventative approaches and promote continuous improvement in care delivery.	Work with our learning and development team to identify learning opportunities for the workforce as well as the VCSE, provider market and communities. Equip practitioners with tools and frameworks to identify early signs of need (case studies and scenario-based learning) that highlight early intervention as part of the 3 Conversations Model roll out Attend the ASC Research champions network to encourage experimentation with new evidence-approaches and grow research capacity by encouraging more people to become ASC Research Champions Encourage staff to explore personal and professional development courses, including those focussed on staff wellbeing, prevention and early intervention through: • System and partner networks • News updates • The ASC Intranet Prevention page • The VCSE Prevention Information hub • connect and collaborate forums with the VCSE sector and ASC colleagues • Prevention webinars.	2028 2025 2028 2026	Increase the awareness of community resources and services that can support people Increase workforce confidence and satisfaction in their roles and ASC culture	ASC Colleagues reporting they have access to learning opportunities via annual workforce survey Number of ASC Research champion meetings held annually and membership of the ASC Research Champions Network Stories of difference, and good news articles highlighting innovation Number of staff accessing optional learning and development opportunities

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Leadership commitment To cultivate strong, compassionate leadership that prioritises workforce wellbeing, fosters a culture of continuous learning, and drives the delivery of preventative, person-centred care.	Create a framework for measuring preventative outcomes consistently	2027	Increase investment into preventative services and interventions	A long-term budget in place for preventative services
	Use the ASC Research Champions network and work with partners to identify research opportunities and funding.	2026	Reduce the spend on long-term traditional services	The creation of a framework for measuring preventative outcomes
	Strengthen place-based and cross-sector collaboration by continuing to have regular meetings with health, housing, voluntary sector, and community groups	2026		Number of ASC Research champion meetings held annually and membership of the ASC Research Champions Network
	Empower leaders to build cross-sector relationships and champion holistic prevention by embedding it into strategic and commissioning priorities, collaborative forums, and everyday decision-making	2025		Staff have an awareness and understanding of our collective definition of prevention via feedback after engagement ASC Colleagues reporting they are aware of preventative services via feedback after engagement Number of commissioned services that prevent, reduce or delay the need for long term care and support
First, think PREVENTION To embed a prevention-first mindset across the adult social care workforce by strengthening access to community-based	Boost ASC workforce knowledge of community assets by developing a prevention area on our ASC Intranet, sharing resources and hosting webinars	2027	Increase the proportion of new clients who receive short term services to maintain their independence, develop skills and continue living at home for longer.	ASC intranet prevention page live and available to all ASC practitioners
	Enhance workforce and public knowledge of community assets through joint campaigns, awareness raising and regular prevention updates	2026		Number of visits to the ASC Intranet Prevention page
		2026	Reduce the proportion of people referred to LTC locality teams for a care act assessment	Attendance rates and repeat participation at quarterly connect and collaborate forums Feedback from attendees at connect and collaborate forums via survey to

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knowledge, training, and leadership support that empowers practitioners to act early and innovatively.	Gather and use feedback, case studies, and data to promote preventative practices through: - News updates - The ASC Intranet Prevention page - The VCSE Prevention Information hub - connect and collaborate forums with the VCSE sector and ASC colleagues - Prevention webinars.			measure their awareness of community assets ASC colleagues reporting they are aware of preventative services via feedback after engagement Number of people reached through campaigns, events, and digital platforms
Integration, collaboration and communication To strengthen workforce capacity for prevention by fostering integrated, collaborative, and communicative partnerships across health, social care, and community sectors.	Create connect and collaborate forums for the ASC workforce and VCSE Partners to network, collaborate and share learning. Identify and collaborate with ongoing preventative programmes and projects, such as Integrated Neighbourhood Teams Boost ASC workforce knowledge of community assets by developing a prevention area on our ASC Intranet, sharing resources and hosting webinars in partnership with stakeholders Raise awareness of roles and services that bridge sectors (e.g. link workers, community connectors) through: - The ASC Intranet Prevention page - The VCSE Prevention Information hub - connect and collaborate forums with the VCSE sector and ASC colleagues - Prevention webinars.	2028 2026 2027 2028	Increase engagement and partnership working with the VCSE sector, health and other partners	The creation of quarterly connect and collaborate forums for the ASC workforce and VCSE Partners. Attendance rates and repeat participation at quarterly connect and collaborate forums Feedback from attendees at connect and collaborate forums via survey to measure the effectiveness of how well they support collaboration, communication, and shared understanding of commissioning priorities Number of preventative programmes the Prevention Steering Group are engaged with (representative attendance) Feedback from the ASC Workforce on the ASC Intranet prevention page via survey

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	Use feedback, case studies, and data to assess the effectiveness of integrated approaches and share learning across teams and partners to drive continuous improvement	2025		Number of visits to the ASC Intranet Prevention Page Stories of Difference relating to integrated working and joint commissioning
Priority 5: Connecting communities action plan				
Focus Area	Objective and actions	Start	Outcomes	Measures
Connection and a sense of belonging Strengthen community cohesion and social connectedness to reduce loneliness and isolation, enhance mental and physical wellbeing, and build resilient, inclusive communities	Promote co-produced local groups, peer support circles, interest-based clubs, community events and intergenerational activities that build trust and shared identity.	2027	Increase the proportion of people who report they have as much social contact as they would like	Proportion of people who respond to the ASCOF survey to say they have as much social contact as they would like
	Hold quarterly connect and collaborate forums with the VCSE sector and ASC colleagues to showcase stories of difference and promote community services	2027		Number of meetings and events attended with groups at a higher risk of loneliness
	Collaborative with organisations and networks to reach groups at a higher risk of loneliness (e.g. carers, young adults, LGBTQ+ individuals, older people) and provide targeted outreach to promote awareness of services	2027		Quarterly monitoring reports from commissioned services including case studies and feedback about how people have been supported to connect back into their communities
	Commission services that support people at a higher risk of loneliness and isolation and connect them back into their communities	2026		

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Community first Enable people to live independently at home for longer by prioritising community-based, person-centred support following hospital discharge—reducing avoidable admissions, delayed discharges, and reliance on long-term residential care through integrated, localised, and accessible services.	Work with partners and the local market to increase opportunities for peer support within communities and tackle barriers that prevent people from accessing their communities (i.e. Transport)	2027	Increase the awareness of community resources and services that can support people	Number of referrals made by hospital staff into the Care Technology service
	Embed Occupational Therapy and Care Technology into early intervention pathways and equip staff, individuals, carers and communities with the knowledge and tools to use these services confidently and effectively	2029		Successful integration of the ASC directory with the CAN Service Finder
	Collaborate with communities and local markets to enhance local assets for wellbeing, offering alternatives to traditional care services like micro-enterprises	2029		Quarterly contract monitoring reports from commissioned services detailing outcomes that show a reduced risk of admission to hospital
	Support the integration of the ASC directory into CAN's Service Finder database to develop a shared dataset of local assets, services, and support networks.	2026		Quarterly contract monitoring reports from commissioned services detailing outcomes that facilitate discharge from hospital
	Commission services that connect people into community support following hospital discharge and to prevent hospital admission	2026		
	Commission community services that reduce the risk of hospital admission by enabling people to live safely in their own homes for longer and reduce the risk of falls	2026		

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	Create a referral pathway into the Care Technology service for hospital staff	2026		
Safety and security Promote safer, more secure communities by raising awareness of personal and digital safety, strengthening partnerships with key stakeholders, and empowering residents to maintain their safety and security through community-led safety initiatives.	Collaborate and strengthen links with the BCP Safeguarding Adults Board and key partners such as Dorset Police, BCP Safer Communities, health, housing, communities team and voluntary and private sector organisations. Promote, raise awareness and support personal and digital safety alerts, community-led safety initiatives, resources, events and local and national campaigns ('Just Don't', Friends Against Scams and Take Five to Stop Fraud), to empower residents and give them confidence and a raised awareness through provider networks, community hubs, libraries, and digital platforms.	2027 2026	Increase the proportion of people who use services who say those services have made them feel safe and secure Increase the awareness of community resources and services that can support people	Number of people reached through campaigns, events, and digital platforms Proportion of people who respond to the ASCOF survey to say services have made them feel safe and secure
Addressing health and social inequalities To reduce health and social inequalities by strengthening community connections, improving access to inclusive and person-centred care, and building trust with underserved	Utilise data to identify at risk adults and collaboratively provide targeted support. Analyse data from the Dorset Intelligence and Insight Service (DiiS), Public Health, State of Ageing Report and the Census to identify where people are who need targeted support due to barriers in accessing care, social isolation, or unmet health and wellbeing needs. Create safe spaces within those communities for dialogue, such as in café's, community hubs, faith and cultural spaces and local clubs to obtain feedback,	2028 2028 2028	Increase awareness and confidence among people, especially those from underserved groups, in finding and using local services and support that meet their individual needs	Number of people engaged through community spaces Geographic coverage of engagement activities mapped against areas of identified need Number of people reporting increased awareness of and trust in services via survey after engagement Improvement of self-reported wellbeing scores via survey after engagement

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groups—ensuring that all individuals, regardless of background or circumstance, can access the support they need to live healthier, more independent lives.	raise awareness of services and rebuild trust with communities that have experienced discrimination or exclusion.			
Supporting the VCSE sector To support and strengthen the sustainability, diversity, and capacity of the voluntary, community, and social enterprise (VCSE) sector by embedding supportive commissioning practices and fostering collaborative relationships - ensuring the sector can thrive as a key partner in prevention and wellbeing.	Create connect and collaborate forums for the ASC workforce and VCSE Partners to network, collaborate and share learning. Hold quarterly connect and collaborate forums with the VCSE sector and ASC colleagues to share details of commissioning updates, funding opportunities and showcase stories of difference Develop a VCSE information hub to share updates, opportunities, and changes in policy or commissioning. Involve VCSE partners in strategic planning, service design, and evaluation through co-production and advisory roles when designing new resources, projects and services, via task and finish groups.	2028 2028 2025 2025	Increase engagement and partnership working with the VCSE sector, health and other partners	Annual partnership surveys to measure satisfaction, trust and impact Attendance rates and repeat participation at quarterly connect and collaborate forums Feedback from attendees at connect and collaborate forums via survey to measure the effectiveness of how well they support collaboration, communication, and shared understanding of commissioning priorities Number of page hits on VCSE Information hub

How we will measure success

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 a variety of 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 (2014), this includes how the local authority works with people, partners and the local community to promote independence and support people to prevent, reduce or delay the need for care and support.

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

People's views and feedback are integral in understanding how we are performing, and we use several methods to obtain these. Further to this, we welcome any compliments and complaints and use these as a means to better understand quality and strive for positive change.

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, people with sight and hearing impairment, people with disabilities, and carers. This will ensure everybody is fairly represented.

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

We conduct regular **contract monitoring reviews** with commissioned service providers to analyse the impact services have on people's lives.

Workforce data and staff satisfaction measures enable us to better understand our workforce and colleagues and ensure they are effectively supported in their line of work.

Monitoring collaboration and partnerships between stakeholders will enable us to strengthen relationships and continuously improve our means of communication.

It is well evidenced that early intervention is more cost effective than crisis management and understanding our **expenditure** on long-term services versus preventive efforts (capital and revenue) will enable us to gain a clearer understanding of what works well.

Further to this, monitoring the **funding sources** for preventative services will enable us to have a better understanding of investment into prevention, along with the measurement of outcomes.