



# Adult Social Care Business Plan 2024 – 2030

The Adult Social Care Business Plan 2024-30 sets out our ambitions and objectives for the next four years.

## Our Vision:

**People in Essex living their lives to the fullest.**

Our vision for Adult Social Care is for people to be able to live their lives to the fullest.

This means all citizens in Essex should have choice and control over their own lives and that with the right support, everyone can achieve some independence. We want to support people to maximise their own potential for control over their lives in a sustainable way that is preventative and localised.

This reflects the Council's commitments to levelling-up the county in four key areas: the economy; the environment; children and families; and promoting health, care, and wellbeing for all ages.

## Our mission:

**making the difference every day**

## Our principles:

Our principles will guide the way we work and are:

- Person-centred
- Prevent, reduce, delay
- Collaboration and co-production
- Continuous improvement
- Listening to our residents
- Local
- Equality, diversity, and inclusion

## Outcomes

The outcomes we want people to enjoy:

- Independence and wellbeing are maximised
- Choice and control over care and support
- Access to a place called home
- Access to social and employment opportunities
- Positive experience of social care
- Reduced inequalities and increased inclusion
- People at risk can live free from abuse, harm, and neglect

## Our business plan objectives:

We have streamlined our ambitions into three key objectives, listed overleaf, which will enable us to move towards our vision for Adult Social Care and achieve the outcomes we want to see for our residents. While we do this our commitment to safeguarding, to listening to the views of people who are experts by experience, and putting the people we support at the heart of all we do will be integral to our plans.

## Reporting

We will be reporting on our progress through quarterly Business Plan reviews.

## Further information

If you would like more information on the Adult Social Care Business Plan, please email:

[ASC Communications](#)

## Our objectives

### 1. To develop community-based support and early help

#### We will:

- Implement the **All-Age Carers Strategy** to ensure that people get the support they need in their caring roles while enjoying good quality of life
- Develop a **prevention and early intervention offer** to help reduce or delay the onset of health and care needs
- Implement **technology to digitise our front door** and enable self-serve options for people to access support
- Grow and expand the **Essex care technology service**, ensuring more people are supported to live as independently as possible with the help of technology
- Develop our **place-based alliances** – working in multi-disciplinary teams with partners to improve people's experience of the health and care system
- Improve **information, advice, and guidance**, working with the Council to improve key platforms

### 2. To shape the care and support offer for Essex residents

#### We will:

- Implement our **market shaping strategy** to improve the effectiveness and resilience of the market making best use of government funding
- Implement **Fair Cost of Care**
- Implement our **Disabilities Strategy** to improve outcomes and promote independence
- Implement the **Better Care Fund strategy**
- Develop and implement a new approach to **Intermediate Care**
- Improve access to **housing, employment, and meaningful opportunities** – with increased accommodation options and an inclusive employment market
- Develop **mental health services** across Essex, Southend, and Thurrock to improve outcomes and support and remodel the S75 agreement

### 3. To build operational resilience and excellence

#### We will:

- **Reduce waiting times** for reviews and assessments
- **Improve safeguarding flows** and outcomes
- Understand and address any **inequities in access to services** for those with protected characteristics
- Improve our approach to embedding **lived experience and co-production**, and personalisation
- Improve how we **record, report and use data**
- Improve our approach to **quality assurance** to fully embed a strengths-based approach that promotes independence, choice and control, and dignity.
- **Workforce: future outlook** – ensure our workforce has the capacity to meet future demand addressing team workflows and maximising spans and layer
- Review our **operating model**
- Improve **technology systems** for our workforce (including the social care platform programme)
- Develop a new **Practice Model** that fully embeds prevention, enablement and support into the service offered by our teams