

# ACS Plan 2021 -2025

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# Our approach

Developed by co-production task and finish group, building on:

- Covid recovery priorities already agreed with co-production boards
- existing co-production board priorities
- survey on three-year plan priorities
- regular surveys of people who have been in contact with us
- feedback through comments, complaints and compliments
- engagement sessions with unpaid carers

Consistent with:

- ACS 15 Year Vision
- Connected Lives practice model
- our commitment to co-production

# Important co-production messages

- The way we work with people is often as important as the services they actually receive
- Communication; being listened to, treated as a valued partner, and supported to take part in decisions that affect you, is really important to people and their carers
- We often get involved too late, when needs have already escalated
- Sometimes the services that are available don't achieve the outcomes that are most important to people
- Unpaid carers have been particularly impacted by Covid and lockdown
- People understand the constraints we work under but can often see duplication and wasted effort in the way organisations work together
- Organisational boundaries can be a real barrier to people accessing the support they need
- Our published measures of success don't mean much to people because they focus on how much we do rather than if we do the right thing

# Five themes



Communication and relationships (including information and advice)



Maintaining wellbeing



Providing care and support



Supporting people who look after others  
(Carers)



Organisations working together to support people

# The plan

## Year one

- Focus on recovery
- Support individuals and whole system recovery
- Complete work key strategies
- Further develop co-production arrangements, particularly below the strategic level
- Develop targets and measures for subsequent years
- Plan for legislative changes e.g. Liberty Protection Safeguards (LPS) and funding reform

## Subsequent years

- Learning from, and building on, recovery to deliver the outcomes against the priority areas
- Implementing strategies produced in year one
- Coproducing the local account focussing on the difference we make to people's lives

# Theme 1: Communication and relationships (including information and advice)



## Description

This priority is about how we work with everyone involved in social care, including local people, carers (family and friend) and partner organisations. It is about information and advice, as well as the way we work with individuals who need care and support and their unpaid carers. We believe in the importance of establishing a trusting relationship with people as partners in their social care journey.

## Actions and outcomes relate to:

- relationships of equality, partnership and trust
- focussing on what people want to achieve
- communicating clearly in a way that works for people and not asking them to repeat their story
- improving information and advice and how people access it
- developing, and linking people with, local opportunities and resources
- clear and helpful support on paying for care and wider money issues
- new arrangements for contacting ACS and making referrals from 2023
- linking co-produced strategies with service developments

## Theme 2: Maintaining wellbeing



### Description

This priority is about connecting people with tools, services and other support so they can realise and maintain their potential for staying fit and well, both physically and mentally. We will support people to make a good recovery from illness, bereavement or other setbacks and promote personal resilience. People will be protected from harm and/or neglect

### Actions and outcomes relate to:

- supporting the VCFSE sector to recover following Covid
- wellbeing services that support people to stay fit, well and self-reliant
- reducing loneliness and isolation
- a range of options before people reach crisis point
- people feeling safe
- cultural needs and addressing inequalities
- support to those experiencing domestic abuse
- use of assistive technology
- employment opportunities
- new and refreshed strategies and action plans

# Theme 3: Providing care and support



## Description

This priority is about putting choice, independence, enablement and citizenship at the heart of our work with people that enables them to live their lives to the full, taking a proportionate approach to risk. It's about emphasising people's self-determination, skills and assets in every conversation and contact and prioritising the things that are important to them.

## Actions and outcomes relate to:

- enabling people to recover after Covid
- preparing for winter pressures and any increase in Covid infections
- safe, high quality, effective and sustainable services
- developing social care practice through Connected Lives
- safeguarding adults and applying mental capacity legislation
- partnership working and data sharing
- increasing extra care and nursing home places
- transforming council in-house supported living, short breaks and day opportunities services
- direct payments and personal budgets
- transition and changes in care



## Theme 4. Supporting people who look after others (unpaid carers)



### Description

The description of this theme will be developed as part of the refresh of the multi-agency Carers' Strategy

In the short term it will relate to continuing to deliver the existing strategy and carer elements of the Covid recovery plans

### Actions and outcomes relate to:

- supporting carers through Covid and recovery
- learning from the impact of Covid to shape future ways of working with carers
- a refresh of the multi-agency Carers' Strategy under the direction of the Carers' Co-production Board
- evaluating the Connected Lives approach for carers
- ensuring carers are able to contribute to assessments, care planning and reviews alongside the person they care for

# Theme 5. Organisations working together to support people



## Description

This priority is about ensuring that all organisations involved in social care in Hertfordshire work together to support people with services that are good quality, good value and joined up.

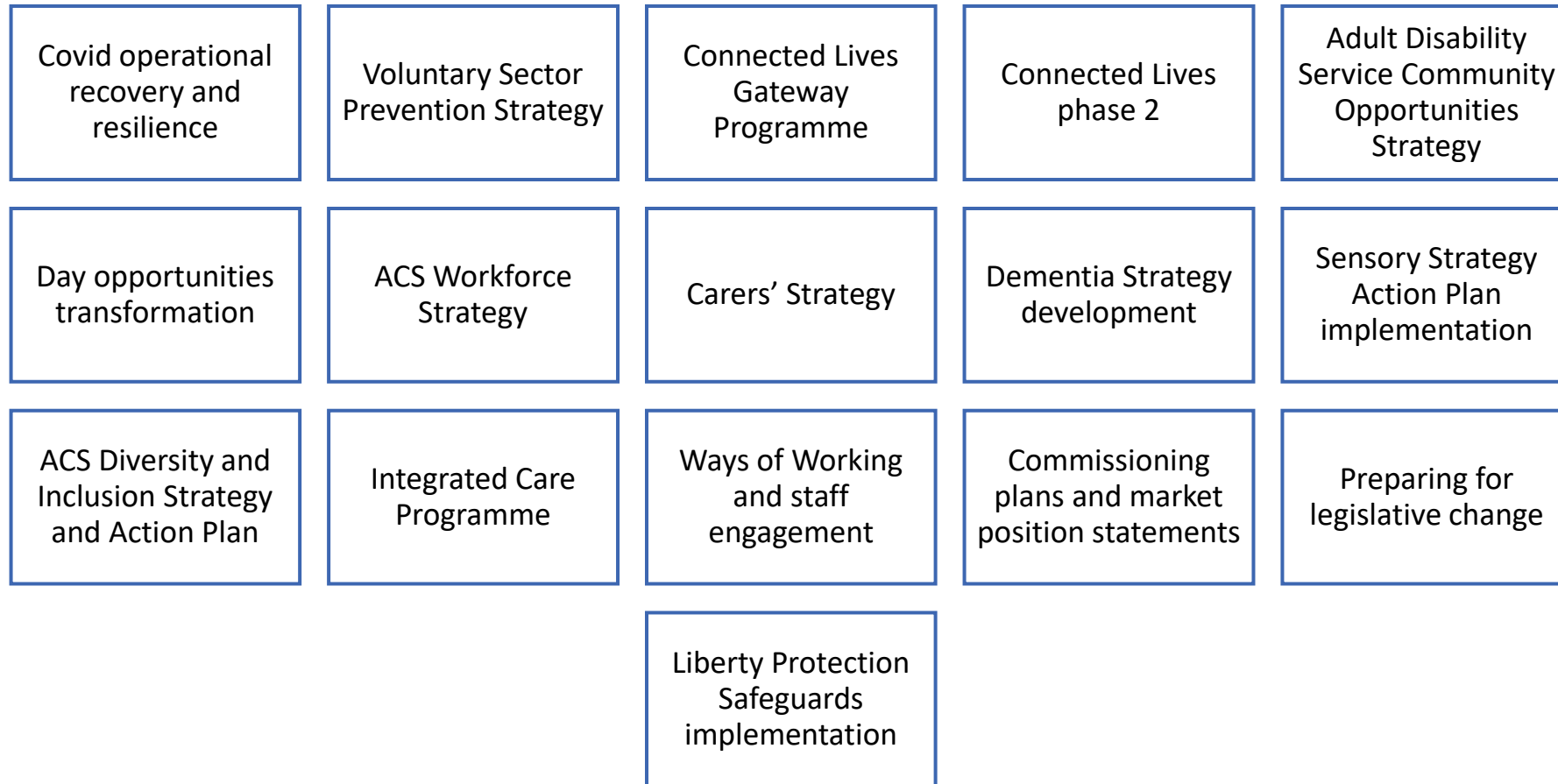
People are supported through complex systems to achieve the things that are most important to them.

This includes using resources efficiently and effectively, avoiding unnecessary duplication, addressing gaps in services and continuously improving the way people are supported

## Actions and outcomes relate to:

- co-producing the Local Account
- supporting people who are frail
- preventable admissions to hospital, discharge to assess and urgent/emergency care
- social prescribing
- addressing areas of inequality
- preparing for social care funding reform
- working as equal partners with the NHS in the Integrated Care System (ICS)
- working with local councils to deliver a range of accommodation options
- ensuring co-production is embedded in ACS
- productivity and value for money
- Hertfordshire as an attractive and affordable place for the social care workforce to live and work

# Key areas of work to deliver the plan



# Next steps

- Wider engagement
- Make links to key areas of work
- Member process and publication
- Video to accompany the plan
- Planning for co-producing the Local Account
- What are the measures of success in the new ICP/ICS environment?