



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

Adult Social Care

# Strategic Plan

2024-2025

# Our vision

Working together with people, key partners and communities to enable people to live well and independently in Telford and Wrekin.

## Key highlights



Proportion of people using social care who receive self-directed support in the top quartile nationally.



Established the Adults at Risk Service (sustainability being reviewed).



My Options Shared Lives (Adult Placement) service has been rated as Outstanding by CQC, all other My Options services rated Good.



Increased financial investment in Adult Social Care



**LIVE WELL TELFORD**  
Providing 24/7 information for residents on local community services.



Leading the integration of health and social care through the Telford & Wrekin Integrated Place Partnership.



Digital Excellence: Shared Care Record, Virtual House and Smart Hub initiatives.



Further developing our quality assurance mechanisms through collaborative working.



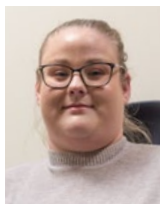
Strategic partnership boards are co-chaired by people with lived experience and associated strategies are co-produced. E.g. Autism Strategy 2023-2028

**ILC**  
Co-production of the Independent Living Centre with Wellbeing Independent Partnership.




Continued commitment to practice and development of staff. E.g. social work progression framework.

## Co-production is at the heart of Adult Social Care




**Sarah Roberts**  
Co-Chair  
Making it Real  
Board



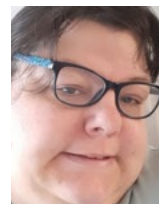
**Telford Voices**



**Carer's Centre and CVS**



**Beverley Aston and Mark Austin**  
Co-Chairs  
Ageing Well Partnership



**Stacey**  
Co-Chair  
Learning Disability Partnership



**Cllr Kelly Middleton**  
Chair  
Mental Health Partnership



**Debbie Gibbon**  
Chair  
Autism Partnership Board



**Sarah Poole**  
Adult Social Care Co-Production Lead

### Adult Social Care Values

- Co-production and collaboration
- Learn and develop
- Openness and honesty
- Celebrate good practice
- Ownership and accountability
- Fairness and respect
- Involvement
- Integration

# Our Adult Social Care Charter

The Adult Social Care Charter was co-produced with the Making it Real Board and reflects the principles that all staff in adult social care follow.



We will always promote independence.



We will listen with empathy and understanding.



Telford & Wrekin  
Co-operative Council



making it real

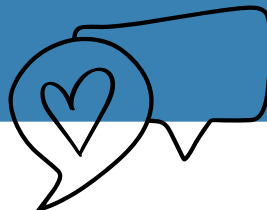


We will respect your decisions and be honest and open.

You will know who to contact and we will always get back to you.



Our conversations will be honest and personal to you we won't just tick boxes.



# Telford and Wrekin

## Our key facts and figures



Our net budget for Adult Social Care 2023/24 was

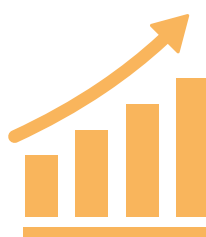
**£64.532 million**

Telford and Wrekin highlights, in 2022/23 it is estimated\*



**THERE ARE  
188,870**

people living in Telford and Wrekin; 33,500 over 65 years and 117,700 aged 18-64.



**+11.4%**

population increase. Fastest growing in West Midlands.

**+35.7%**

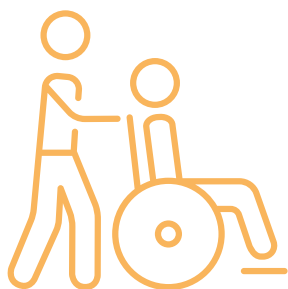
Increase in 65+ population. England 20.1%. For 70-75 year olds there has been a 52% increase.

**31,000**

People living in the 10% most income deprived neighbourhoods nationally 17%, England 10%.

**16.6%**

Older people affected by income deprivation. England 13.2%.



**1 in 5**

People disabled 20.5%, England 17.7%.



**18,000**

People providing unpaid care 10.6%, England 8.9%.



**14,977**

contacts in a year. 8,151 for new people with no existing services



**4,176** **2,158**

Assessments and prevention

People receiving long term services



**36**

Domiciliary care providers



**41**

Care homes



**1,240**

Beds

# What we do

Adult Social Care is an integral part of Telford & Wrekin Council. Whilst the [Council Plan](#) sets out how the council will operate and what we will focus on delivering across all services, this document sets out what Adult Social Care will deliver to “protect, care and invest to create a better borough”.

## Working with people and partners, Adult Social Care supports:

- 1** People over the age of 18 to remain in their own home and as independent and safe as possible;
- 2** Carers to continue in their caring roles with advice, information and support;
- 3** People with a range of needs including physical disabilities, sight or hearing problems, learning disabilities or mental health illnesses;
- 4** Young people transitioning from Children’s Services into adulthood.

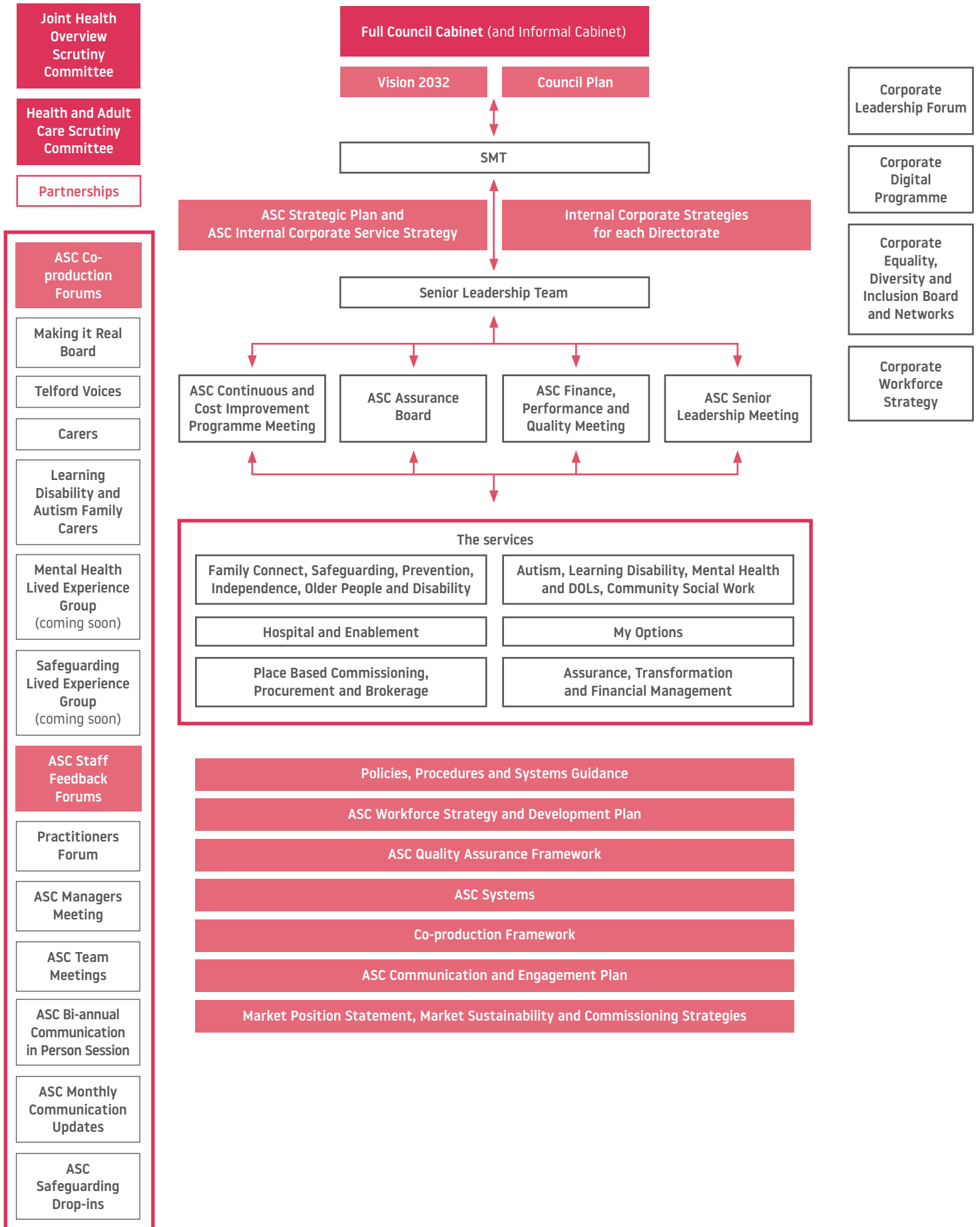
We strive to deliver a person-centred, integrated and collaborative service for Telford and Wrekin residents with care and support needs. Using a community asset and strengths-based approach, we work with people and those important to them to support people to live a fulfilling life, where they are able to realise their potential and contribute to their local community.

## Our priorities are to:

- 1** Provide early information and advice to enable people to help themselves.
- 2** Enable people to live independently in their own homes for longer.
- 3** Support people with care and support needs to live a life free from abuse.
- 4** Work in partnership with people, communities and partners.
- 5** Work with care providers to develop a quality sustainable care market.

# How we will deliver our priorities

Telford & Wrekin Council's Adult Social Care (ASC) Governance Arrangements for delivery of Care Act duties 2024/2025 (as at February 2024)



# Our leadership team



Amanda Benton  
Autism, Learning  
Disability, Mental Health  
and DOLs Community  
Social Work



David Sidaway  
Chief Executive



Catherine Holden  
Principal Social Worker



Simon Froud  
Director of Adult  
Social Care



Michael Bennett  
Hospital and Enablement



Sarah Bass  
Place Based  
Commissioning,  
Procurement and  
Brokerage



Clare Hall-Salter  
Assurance,  
Transformation and  
Financial Management



Councillor Paul Watling  
Cabinet Member

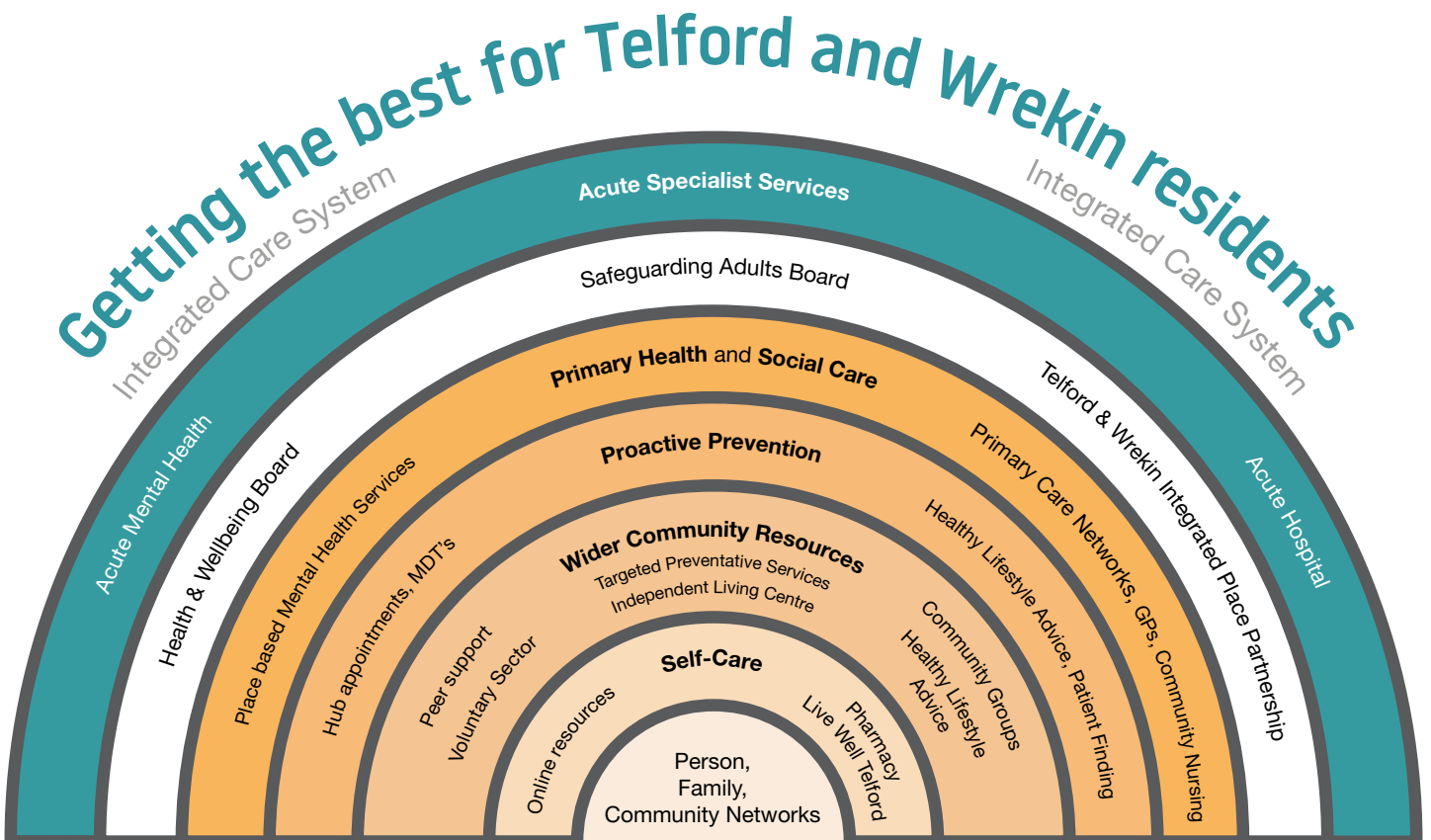


Emma Clutton  
Family Connect,  
Safeguarding,  
Prevention,  
Independence, Older  
People and Disability



Sara Podmore  
My Options

To support the delivery of our priorities we recognise the importance of partnership working:





# How will we know our work is making a difference?

**Corporate priority:**  
Every child, young person and adult lives well in their community



**Our priority – provide early information and advice to enable people to help themselves**

**Our key performance measures – we will have an impact by:**

% of people who use services who find it easy to find information about services (ASCOF and Oflog)

% of carers who find it easy to find information about services (ASCOF and Oflog)

Requests resulting in a service (Oflog)

**Our priority – enable people to live independently in their own homes for longer**

**Our key performance measures – we will have an impact by:**

Carer-reported quality of life (ASCOF/Oflog)

Adjusted Social care related quality of life - impact of Adult Social Care services – (ASCOF/Oflog)

% of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (ASCOF)

Outcome of short term services to maximise independence

% of adults with learning disabilities who live in their own home or with their family (ASCOF)

% of adults with learning disabilities in paid employment (ASCOF)

% of people using social care who receive Direct Payments (ASCOF)

**Our priority – support people with care and support needs to live a life free from abuse**

**Our key performance measures – we will have an impact by:**

% of people who use services who feel safe (ASCOF)

% of people who use services who say that those services have made them feel safe and secure (ASCOF)

% of section 42 enquiries undertaken where risk is removed/reduced at closure

Number of completed DoLS applications

**Our priority – work in partnerships with people, communities and partners**

**Our key performance measures – we will have an impact by:**

Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (aged 18 to 64) (ASCOF)

Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (aged 18 to 64) (ASCOF)

Overall satisfaction of people who use services with their care and support (ASCOF)

% of people who are discharged to normal place of residence (BCF)

Avoidable admission (BCF)

% complex discharges on pathways 1, 2 and 3 (BCF)

**Our priority – work with the care providers to develop a quality sustainable care market**

**Our key performance measures – we will have an impact by:**

% ASC Workforce turnover rate (all sectors)

% vacancy rate in direct care care roles in ASC

% of care homes rated good or outstanding by CQC

Unit costs of homecare and long-term residential care



# Adult Social Care

## Key Documents and Websites

Telford & Wrekin Council Vision and Council Plan				
Adult Social Care Corporate Strategy		Adult Social Care Strategic Plan		
Adult Social Care Local Account	Health and Wellbeing Strategy 2020-2025	Live Well Telford – online community directory	Telford & Wrekin Market Position Statement	
Place Based Specialist and Supported Accommodation Strategy	Telford & Wrekin Safeguarding Partnership including the Safeguarding Adult Board	Adult Social Care Quality Assurance Framework	Place Based Learning Disability Strategy 2021-2025	
Place Based Autism Strategy 2023-2027	Place Based Ageing Well Strategy 2023-2033	Shropshire, Telford & Wrekin Integrated Care Strategy and Joint Forward Plan 2023	Adult Social Care policies and procedures (TRiX)	Principal Social Worker Annual Report
My Options – in house provider	My Options CQC Report	Adult Social Care Continuous and Cost Improvement Plan	Telford & Wrekin Integrated Place Partnership Strategic Plan 2022-2025	
Telford & Wrekin Customer Strategy and Digital Strategy	Adult Social Care Co-production Framework	All-Age Carers Strategy 2024-2027 – out to consultation in April 2024	Safer Telford and Wrekin Strategy 2021-2024	
Adult Social Care workforce strategy – COMING SOON	Adult Social Care Prevention Strategy – COMING SOON	All Age Mental Health Strategy – COMING SOON		

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