



“Our vision for Adult Social Care in Sandwell is: The right support, at the right time and the right place, to maximise independence and empower people to remain safe and healthy.”

**Rashpal Bishop - Executive Director  
Adult Social Care and Health**

## Achieving Our Ambitions

We are responsible for the prevention, planning, commissioning and delivery of social services for vulnerable adults in Sandwell. Our key focus is to **protect residents from harm to their health and wellbeing**. The **voice of our residents** will always be at the heart of decision making.

We will ensure that residents needs for care and support are **reduced or prevented through early intervention** and prevention programmes. We want people in Sandwell **to remain as independent as possible** for as long as possible and for them to **lead fulfilled and independent lives**. We know the important role that carers play and will provide **support for them to carry out their caring** role.

## Our Services:

- Commissioning
- Direct Services
- Social Work

## Key Plans and Strategies

- Adult Social Care Strategy
- Adult Social Care Digital and Tech Strategy
- Commissioning Strategy for Adult Social Care
- Dementia Strategy
- Improvement Plan 2025
- Neighbourhood Health Plan
- Sandwell Joint Carers Strategy 2022 - 2026 and Action Plan
- Transformation Board workstream overview
- Workforce Strategy Action Plan



## Priority Actions and Monitoring Progress

We support delivery of the **Healthy in Sandwell and One Council One Team** strategic themes from the Council Plan. To achieve the desired outcomes outlined in the Council Plan 2024 - 2027, we will:

### Healthy in Sandwell

- Continue to work with Safeguarding Partners to ensure the priorities identified by the Sandwell Safeguarding Adults Board are delivered
- Contribute to the development of an Integrated Neighbourhood Model with Place partners and deliver the Neighbourhood Health Plan
- Deliver the four priorities of the Digital & Tech Board
- Design and implement future model for Demand, Access and Front Door
- Develop Dementia and Carer Friendly Communities
- Embed the new Practice Framework with Strength-Based Practice
- Embed the ethos of co-production within social work practice and service development
- Enhance engagement with the voluntary and community sector
- Ensure Moving with Dignity is embedded and an option in intermediate care domiciliary care market
- Expand hospital avoidance prevention approach and integrate with health
- Improve our service to carers
- Improve the experience of young people's transitions in Sandwell
- Increase utilisation of Direct Payments

### One Council One Team

- Develop how we engage with residents who access Adult Social Care
- Invest in our people to build a sustainable workforce for the future
- Review the workforce strategy plan in line with transformation objectives

### Our top Key Performance Indicators are:

1. Quality of life of people who use our services
2. Overall satisfaction of carers with social services

We monitor performance on a quarterly basis through our Corporate Performance Report. You can view our progress here:

[www.sandwell.gov.uk/performance](http://www.sandwell.gov.uk/performance)