



“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 - Director of Adult Social Care

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 and Integration
- Prevention, Reablement and Direct Services
- Social Work

Key Plans and Strategies

- Adult Social Care Strategy
- Adult Social Care Digital and Tech Strategy
- Better Care Fund Plan
- Dementia Strategy
- Sandwell Joint Carers Strategy 2022 - 2026 and Action Plan
- 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

- Undertake a full review of Preparation for Adulthood Pathways with recommendations for improvement and implementation
- Commission a Sandwell Carers Service
- Develop a carers app to support easy access to advice, information and support services
- Redesign short term assessment and reablement service (STAR) operating model to improve efficiency of resource and effective outcomes for people by focusing on reablement
- Review Customer Pathways and identify areas for intervention where working differently can lead to better outcomes as part of Adult Social Care Transformation Programme
- Develop a new Sandwell Safeguarding Adults Board Strategic Plan
- Embed Strength Based Practice into all aspects of Adult Social Care from the point of contact through to assessment and service provision
- Ensure digital connectivity is in place to replace the remaining analogue telephone system which is currently used by Community Alarms
- Support the development of a Dementia Friendly borough
- Ensure that we look at 'test and learn' from digital opportunities that enable people to remain in their homes longer

One Council One Team

- Review 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