Leicestershire County Council

Adults and Communities Strategy 2025-2029

Delivering wellbeing and opportunity in Leicestershire

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Introduction

	Leicestershire County Council is responsible for providing many services in Leicestershire.
	This document is about our ambitions and plans for the Adults and Communities department. It explains what we want to achieve between 2025 and 2029 and how we are planning to do it.
 	An ambition is something you want to achieve. Our ambitions are the things we want for the future of our adults and communities' services. Our strategy is a plan for what we will do to achieve our ambitions.

Adults and Communities Services

Culture Leicestershire

This includes

Libraries.

Museums, Collections and Learning and Cultural Participation.

Historical sites, which are old buildings and places where important things have happened in the past.

GoLearn!

This is Leicestershire's Adult Learning Service.

Adult Social Care

This is our service which supports adults who need extra help to be independent.

Our Ambitions

	Our ambitions are the things we want for the people of Leicestershire, to support their health, wellbeing and independence.
	We will help people to feel well and be happy, and independent. We will work with the person and people who support them.
	We will support people to learn to overcome things that stop them being independent and to support their wellbeing.
	We will listen to what people need when designing new services and working with people to improve our services.
	We will make it easier for people to get information and use technology.
	We will work with organisations to make sure people have the right social care housing, for example, supported living or extra care schemes.
	We will prepare young people to become adults.

Ways of working

	We will look at what a person can do and what areas they are already getting support to make them as independent as possible. We will also provide short-term support to help people be independent again if they have had an illness or a crisis.

How we plan to support people and their wellbeing

	Wellbeing. This is people being happy and well. We will promote the wellbeing of people through our different services and using this model of what we will do.
	Prevent need. We will work with people and those important to them to prevent people needing health and care services.
	Reduce need. We will provide equipment and learning to stop a person needing long-term support.
	Delay need. We will provide short-term support to help people get their independence back following an illness or a sudden change in their need.

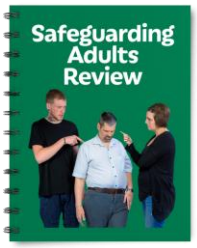
	Meet need. We will provide support from Adult Social Care to meet people's needs when this is required. This will focus on a person's strengths.
	We will also meet people's needs by providing support when they need it, at the right time and in their own home, wherever we can. We will work with people's families and professionals involved in their care.

How we are planning to achieve our strategy

People	
	We will support our volunteers with specialist training for their roles.
	We will invest in training and development for our staff and support their wellbeing.
	We will work with care providers to attract and keep high quality staff.
	We will support carers. This can be by signposting them to what they need and to help them plan for the future.

	We will make sure we commit to and promote Equality, Diversity and Inclusion

Talking and listening to people and care providers	
	We will develop our Engagement Panel so we can continue to hear people's ideas and views to help us design and improve our services.
	We will develop the care that is provided to offer different choice and value for money.
	We will provide quality services that have been designed with our care providers and will offer them training and support.
	We will make our information easier to access and understand.

Wellbeing	
	We will promote the Adult Learning Service to show how they can help someone to stay healthy and well and support wellbeing.
	We will develop future Culture Leicestershire services with people in Leicestershire and try and reach people who may not usually go to their services.
	We will provide activities and opportunities through Culture Leicestershire that support people to come together to share and celebrate culture, heritage and identity.
	We will work with our Adult Social Care teams to make sure the person is at the centre of everything we do.
	We will continue to learn from Safeguarding Adults Reviews, to make changes when needed, to keep those most in need, safe and well.

Prevent need	
	We would like more people to access adult learning and to achieve higher grades. We will offer more accessible courses.
	We will develop Culture Leicestershire services to reach more diverse communities across the County and create cultural activities with these communities.
	We will develop lists of groups in the community so people can go to them before needing services from Adult Social Care.
	We will make contacting the right person in Adult Social Care as quick and easy as possible.
	We will understand more how care technology can help people stay independent.
 	We will give people information in a way they can access it or support them to access it.

Reduce need	
	We will work together with health partners to provide services that meet social care and health needs.
	We will help people develop new skills or get their skills back after an illness. This might be from our reablement teams.
	We will make sure people with a Learning Disability have the same chances and have healthy lives.
	We will increase the use of Care Technology to support people, where appropriate.
	We will continue to provide Occupational Therapy (OT) assessments to help people do tasks that are important to them.

Delay need	
	We will help people to stay in their own homes for as long as possible.
	With our HART team, our reablement team and our partners, we will support people who have had an illness or crisis back to independence.
	We will provide adaptations and equipment so that people can stay in their homes for longer.
	We will understand better how services in the community can help to support people.
	Make Extra Care homes available to people with different needs.

Meet need	
	We will continue to listen to people's experiences of Adult Social Care and make improvements.
	We will talk and listen more to people so they can help us to design services and information together.
	We will develop new services and models of care which give value for money, are of a good quality and keep people safe.
	We will work with care providers to show how they support people to be as independent as possible.
	We will talk to people about the things they can do and not always about the things they can't do. We will find what support they already have and what makes a good life for them. This is called a Strengths Based Assessment.
	We will make sure we provide the best services that also offer value for money.
	We will work with young people and their families and carers to make sure the right services are in place to meet their needs, as they move into adult services.

What we will do next

	We will use this strategy to help us plan for the future.
	We will be aware of the need to continue to provide good quality services.
	We will stay focused to make sure we get value for money from the budgets that we spend.

How will we check that things are working well?

	We will monitor feedback from the public and the people we work with. We will listen to the outcomes that people who access our services experience.
	We will complete records on how we complete our duties that are required by law.
	We will act on the Care Quality Commission's assessment of our Adult Social Care Services.

	We will follow the requirements of the Arts Council England and the National Archives Accreditation schemes.
	We will follow the requirements of the Visitor Attraction Quality Assurance Scheme.
	We will act on Ofsted's assessment of our Adult Learning Service.

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