

# Delivering Wellbeing and Opportunity in Leicestershire

Adults and Communities Department  
Ambitions and Strategy for 2020 – 2024



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# Introduction



Leicestershire County Council is responsible for providing many services in Leicestershire.



This document is about **our ambitions** and **strategy** for adults and communities services.

This explains what we want to achieve between 2020 and 2024, 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.



Our adults and communities services include:

- Go Learn. This is Leicestershire's adult learning service



- Libraries



- Museums and **historical sites**



**Historical sites** are old buildings and places where important things happened in the past.



- **Adult social care**



**Adult social care** is our service to support adults who need some extra help to be independent.

# Our ambitions



These are the things we want for the future of our adults and communities services.



Our ambitions are to use new ways of working to:

- Help people to live healthy independent lives



- Make it easier for people to get information and services using **new technology**



**New technology** means devices or machines like mobile phones, computers and the internet.



- Give people the right support at the right time



- Help local communities to support local people



- Train our staff so they can give people the service they need



- Make sure people get a good service from us



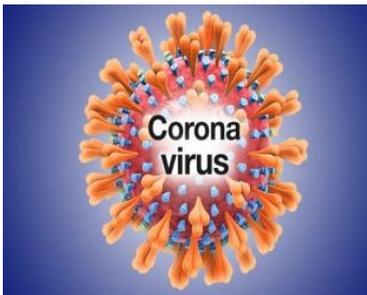
- Make sure that libraries, museums and historical sites are suitable for different needs

# What we need to think about



We want to look at:

- What each person can do well
- What their local community can do well



We want to help each person to keep safe and well from Coronavirus and other illnesses



Then we want to help each person to be more independent in a way that is right for them.



## Planning the right service

We want our services to be the best they can be by thinking about:



- **The right person**

We will focus on the people who need help most.



- **The right time**

If we give people support early we can stop them needing more support later on.



- **The right partner**

We want to work well with all the different organisations that help each person, and their friends and families.



- **The right place**  
People want to be able to stay at home or in their local community.



- **The right support**  
We want to give people the support they need from properly trained staff.

# What we want to do



We want our services to do 5 things:

- **Wellbeing** - Help communities to be happy and healthy places to live.



- **Preventing need** - Give people information and advice so they can be happy and healthy without the need for support.



- **Reducing need** - Look at people who might need more support in the future and help them now.



- **Delaying need** - Look at people who have had an emergency or illness and support them to be independent again.



- **Meeting need** - Look at giving people with long term needs a **personal budget**.



A **personal budget** is where we work out how much money is needed to buy the support you need.



You can choose to take your personal budget as a **Direct Payment** where we give you the money you need to buy the support you need.

You will be able to choose the right support for you and control your own support so it works well for you.

# How we are planning to achieve our ambitions



These are the things we are planning to do between 2020 and 2024:

## ● Wellbeing



Wellbeing is about feeling happy and healthy in your body and mind.



People's wellbeing will be better in communities that are happy and healthy.



We want to help communities to be happier and healthier places with libraries, museums, historical sites and adult training courses.



We want to make it easier for everyone to use these services.



## ● Preventing need

People feel better when they are involved in their local community.



There are already more people volunteering in libraries and historical sites.



We plan to:

- Improve the way we give people information about the ways they can get involved



- Make it easier for people to learn new things and take part in training



- Help more people to volunteer in their local community



- Look at better ways to use the **mobile library**



A **mobile library** is a bus that drives round to different areas carrying books that people can borrow

## ● Reducing need



More people with a learning disability have a paid job in Leicestershire than the average for the UK.



But many people with learning disabilities and their carers don't get out to meet other people very much.



Getting out and involved with local community can help people to be stronger.



We plan to:

- Give more opportunities to people to get involved and volunteer in their local community
- Look at ways to use new technology to help people to be more independent at home
- Support people to get more involved in their local communities



## ● Delaying need



We have been good at helping people get back to being independent after having an emergency or illness.



8 out of 10 people who had help are now living independently without any support.

We plan to:



- Set up a new service that works with the community health services to help people stay at home after an emergency or illness



- Carry on training our staff to help people in the best way



- Have places that people can stay whilst they get better

# ● Meeting need



We want everyone who needs long term support to get a personal budget.



We plan to:

- Support a new group who will help us talk to people who use services



- Involve people who use services more in helping us to work out the best things to do



- Carry on planning different types of housing for people so they have more choice



- Look at ways to help carers more

# Checking that we are all working well



We will carry on checking that our services are working well by:

- Listening to people who use our services



- Involving **Healthwatch**



**Healthwatch** helps people speak up if they have a problem with health and social care services.



We plan to write a report each year that tells people how well our services are doing.

# For more information



If you need more information please contact us by:

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