

Our vision

Our vision is to promote people’s independence and wellbeing through personalised care and support and by working collaboratively with our partners to deliver better outcomes at less cost.

Delivering this vision will mean people in Surrey:

- Are supported to live well for longer in their local community with choice and control.
- Know about and can access information and services to help prevent, reduce and delay the need for care and support.
- Can prepare for an assessment of their care and support needs using our self-assessment tools.
- Experience health and social care working together to meet their needs.
- Feel safe and have a good experience when receiving care and support.

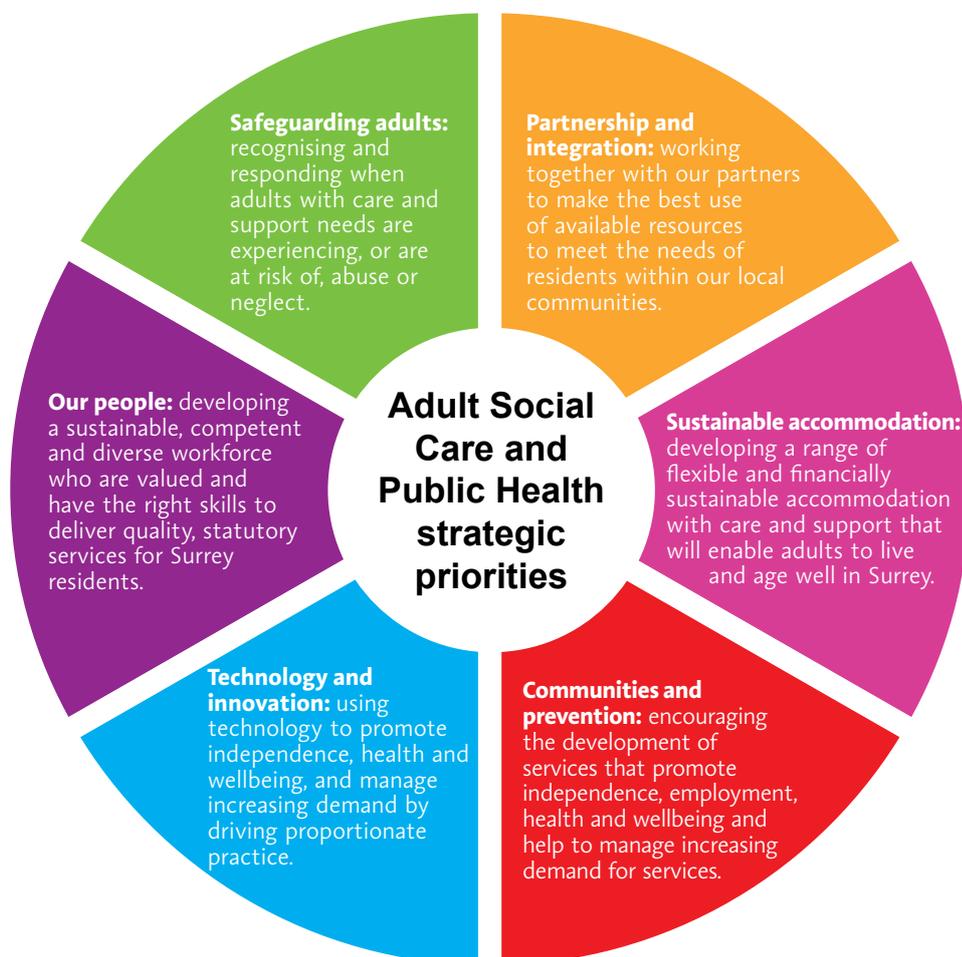
And young people are supported to move into adulthood, building on their strengths and aspirations.

The environment that we are working in is increasingly challenging. There are a number of factors that we need to consider in delivering care and support. They are:

- **Demography** – We have an ageing population, an increasing number of people with dementia and complex needs, and young people moving into adulthood with special educational needs and learning disabilities. This means we are faced with growing demand pressures, both in the volume and acuity of people’s need for care and support.
- **Funding** – Continued reductions in local government funding have increased the pressure to deliver significant efficiency savings in an already squeezed service alongside the need to generate income. It means we are having to target available resources upon those with eligible needs.
- **Policy** – We need to embed our Care Act and Public Health statutory responsibilities, welfare reform and the National Living Wage, together with changes arising from devolution and health and social care integration.
- **Market** – The care market is becoming increasingly fragile with suppliers leaving the market and increasingly slim margins for those that remain.
- **Resources** – The care market is experiencing workforce pressures with a high staff turnover, an ageing workforce and potential reduction in EU workers.

The next few years will be exceptionally challenging and will require us to continue to evolve and shift the way we deliver and commission Adult Social Care and Public Health services, refocusing our available resources.

Our strategic priorities, to help us achieve our vision, are:



Partnership and integration:

working together with our partners to make the best use of available resources to meet the needs of residents within our local communities.



To deliver this we will continue to:

- Work together to deliver integrated local health and social care teams to provide community based care and support to prevent admission to hospital and support hospital discharge.
- Work collaboratively with partners to jointly commission preventative services for individuals and carers with support needs.
- Work with partners, and our in-house services, to make the best use of resources and develop new services to meet the changing needs of people with learning disabilities and autism.
- Work with young people in partnership with their families, communities and agencies to move into a safe and successful adulthood.
- Use evidence of population need to inform joint commissioning and decision making.
- Realise the opportunities created by the three Sustainability and Transformation Partnerships and devolution in Surrey Heartlands.

Sustainable accommodation:

developing a range of flexible and financially sustainable accommodation with care and support that will enable adults to live and age well in Surrey.

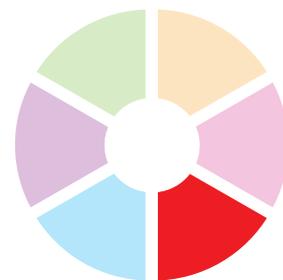


To deliver this we will continue to:

- Work with the market to expand the number of extra care facilities for older people and deliver additional high needs dementia residential and nursing provision.
- Work with partners, and in-house services, to support a transition from residential care to supported living arrangements for people with learning disabilities and autism.
- Enhance the provision of accommodation with care and support for people with mental health or substance misuse needs.
- Work in partnership with providers to develop and maintain sustainable social care markets.

Communities and prevention:

encouraging the development of services that promote independence, employment, health and wellbeing and help to manage increasing demand for services.



To deliver this we will continue to:

- Promote independence and resilience by providing advice and information; self-care; reablement; equipment and adaptations; assistive technology; dementia-friendly communities; and carer support including young carers.
- Encourage people towards informal community based services by embedding Family, Friends and Communities; supporting carers; and working with the voluntary, community and faith sector to meet needs.
- Offer preventative interventions prior to assessment for longer-term care by providing reablement; equipment and aids; and growing community resources.
- Promote physical, mental health and wellbeing by ensuring we 'Make Every Contact Count' across the wider workforce.
- Work with partners to commission services that support people to make positive changes to their health throughout their life.
- Support access to employment, voluntary work and education where appropriate.
- Work with partners to protect residents from infectious diseases and environmental hazards.

Technology and innovation:

using technology to promote independence, health and wellbeing, and manage increasing demand by driving proportionate practice.



To deliver this we will continue to:

- Enhance on-line information about health and wellbeing, local services, activities and organisations to support residents, including carers.
- Implement on-line self-assessment and review tools so residents can find out if they are likely to be eligible, will need to pay and input into their review.
- Develop Technology Enabled Care to transform the way people manage their own health and social care.
- Provide mobile technology to enhance workforce capacity and productivity.
- Upgrade our operational systems to give us greater capability and to drive proportionate practice.
- Develop shared health and social care records for use by professionals to inform decision making.

Our people:

developing a sustainable, competent and diverse workforce who are valued and have the right skills to deliver quality, statutory services for Surrey residents.



To deliver this we will continue to:

- Recruit and retain experienced social care and public health staff ensuring we have a balance in our workforce to reflect the communities we support.
- Ensure practice is consistent and proportionate and staff are trained and equipped to apply policy, legislative and guidance frameworks.
- Develop a culture of learning that invests in and supports all staff.
- Use technology, engagement, wellbeing, learning and development and leadership to support our workforce to improve productivity.
- Collaborate with partners to develop and deliver local integrated community based teams and commissioning.

Safeguarding adults:

recognising and responding when adults with care and support needs are experiencing, or are at risk of, abuse or neglect.



To deliver this we will continue to:

- Use our leadership role in adult safeguarding to ensure adult safeguarding enquiries are efficient, effective and keep the person with care and support needs at the centre of the enquiry.
- Work together with partners on the Surrey Safeguarding Adults Board to improve how we respond to concerns about abuse or neglect of adults with care and support needs.
- Provide our staff with the learning, development and support needed to deliver effective adult safeguarding practice.
- Commission good quality public health services that ensures the safety of residents.