Strategy Delivery Plans

The Making A Difference Every Day Programme aims to achieve the following key outcomes for the people we support, our workforce and the partners we work with:

We want the **people we support** to:
- **Maximise their independence and resilience** so they can live the life they want.
- **Have choice and control** over their outcomes, the support they can access, and how they access it.
- **Be listened to** and able to shape what we do and how we do it.
- **Experience support centered on them and their wider support network,** which understands them as individuals, sees that we value equality and difference and that we support them in a way that is based on their strengths.

We want our **workforce** to:
- **Be empowered and confident** in their role, delivering innovatively and creatively using all available resources including digital tools.
- **Feel proud to work for Adult Social Care** and Kent County Council.
- **Be clear on their role and contribution** to our wider vision and purpose in the system.
- **Productive and satisfied in their career** and ongoing development.

We want the **Council and wider system** to:
- **Make best use of available resources** and be **more sustainable** as a result of effectively delivering outcomes and preventing demand.
- **Offer a seamless experience** for the people we support by working closely together.
- **Be clear on our respective strengths** and contributions.
- **Drive innovation** and be recognised for our collaborative ways of working as one system.

The overarching *Making A Difference Every Day – Our strategy for Adult Social Care in Kent 2022 to 2027* is support by several delivery plans comprising the following:

- A Carers strategy being co-produced and will set out a plan of action
- A Commissioning Strategy being co-produced and will set out our strategic commissioning direction
- **Practice Model** – The practice model will design and implement a strengths-based approach to safeguarding, engaging, supporting, and working with the people we support, from the first point of contact to deliver better outcomes

- **Locality model –** The locality model will set out the model for working with communities and providers to support the needs to the community
- **Community Resilience –** The community resilience project will define what it means to empower communities; the development of **micro-providers and community assets will** connect communities, stimulate and support local services, and build resilience, diversity and creativity into local economies
- **System Discharge Pathways** - improve discharge services, embed a discharge to assess approach and manage demand and capacity in discharge services
- **Digital Innovation –** The digital innovation work, including the Citizen portal and digital front door, will change the way in which the people we support are able to engage with us, helping to facilitate channel shift where it is appropriate to do so.
- **Technology Enabled Care** - adoption of innovative technology solutions to meet a person's needs which is underpinned by strengths-based practice and a person-centred focus.
- **Quality Assurance Framework** –will be a clear set of practice standards. These will ensure that all Adult Social Care staff and providers are working to deliver against the same values and high standards of quality, to deliver the best outcomes for the people we support.

- **Partnership working –** The delivery of the new ways of working and support offer requires the engagement of key partners including Health and District Councils. These relationships will need to be built KCC wide and have an impact beyond ASC.