OUR VISION

People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities.

OUR MISSION

We will help people to keep safe and protected from harm and give opportunities to exercise voice, choice and control in all aspects of their lives.

Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.

Key Service Strengths

- Highly skilled, knowledgeable and experienced workforce
- Flexible and adaptable workforce who are committed to providing the best possible support and outcomes for our communities
- Workforce who support each other and have a 'one service' identity
- Embedded integrated working practice and communications approach with partners
- •Adaptability and a drive to continually improve and explore innovative solutions / challenge historic practice and processes

Key Opportunities for the Service

- •Utilising experience from 20/21 (challenges & our response) to inform and promote ongoing innovative practice and continuous review
- •Continue to challenge historic practice/culture within Service
- •Utilise experience to continue to drive preventative model
- •Build upon technological and digital solutions to assist wider strategies inc. implementation and development of WCCIS
- Explore opportunities for specialisms and function specific models of
- Further development of workforce wellbeing strategy with particular mental health focus
- Develop our workforce recruitment, retention, succession planning and training/skills development including maximising on the wealth of knowledge and experience of our current workforce to support.

Main Service Weaknesses

- •Limitations and restrictions to practice that remote working can
- Forced delays as a result of pandemic to planned strategic planning and governance arrangements and resulting longer term impact
- •identified gaps in co-ordination of specific programmes (e.g Capital programme)
- •Social work recruitment drive and management of resulting training needs gaps/capacity of newly qualified staff

Main Threats (Risks) to the Service

- •Largely unknown longer term consequences of Covid contingency
- •Anticipated continued increased complexity of need across client groups and suitabilty of current models of care and support
- Legislative duties and our ability to fulfil
- External Market stability
- overall impact of austerity
- •Financial restrictions / limitations of national policy in achieving our strategic goals
- •Impact of withdrawal of temporary funding /grant monies

OUR KEY PRIORITIES AND OBJECTIVES FOR 2021/22

CUSTOMERS

Ensure a collaborative communications approach which focuses on strengths, outcomes, voice, choice and control

Maintain the focus on safeguarding and the rights of the individual Ensure services and processes support the right intervention at the right time

Build upon integrated services model to support outcomes for individuals

Develop/expand and embed co-productive approach across service design and review

Develop and embed Carers strategy

PROCESSES

Ensure services and systems reflect the needs of our customers Embed and develop WCCIS to support strategy

Embed rightsizing and review practice and processes across services Embed systems and structures to support integrated models of delivery/objectives across community and hospital pathway client groups

Working together better across all partners and wider services

Key Service Priorities

Better Prevention & Better Early Help

Enabling & Promoting Independence

Integrated Services

Keeping People Safe

Financial Efficacy

WORKFORCE

Promote and support wellbeing of the Adult Services workforce Establish fit for purpose staffing structures which reflect our Service prioties

Continue to develop a workforce/resource management approach which is flexible and adaptable

Support training and skills developement across the workforce Continue to develop communication routes and active engagement approach

FINANCIAL

Ensure fiscal control/clarity across all areas with strong value focus **Maximisation of efficiencies**

Co-ordinated and planned approach to funding / grant opportunities Investment tied to improvement agenda

Implementation of commissioning strategies across externally commissioned services, internal service provision and assistive technology

KEY MEASURES / CRITERIA FOR SUCCESS

- 1) The number of Care and Support plans that were due to be reviewed during the year that were completed within statutory timescales. (AD/017)
- 2) The number of Carers Assessments completed for adults during the year where (AD/005):
 - a) Needs could be met with a carer's support plan or care and support plan.
 - b) Needs were able to be met by any other means.
 - c) There were no eligible needs to meet.
- 3) The total number of packages of reablement completed during the year which (AD/011):
 - a) Reduced the need for support
 - b) Maintained the need for support
 - c) Mitigated the need for support
 - d) Neither reduced, maintained nor mitigated the need for support
- 4) The total number of Adult Safeguarding enquiries completed within 7 working days from the receipt of the reported alleged abuse (AD/024).

Our Key Service priorities and objectives will be achieved through the application of the Adult Services Transformation & Recovery plan for 2021/22. Below is an overview of this programme and designated SMT leads

