



Conversations Matter

Are our priorities right?

Norfolk Autism Partnership Board
23 October 2023



Norfolk County Council
Adult Social Services

● What we were asked to do

- Our plan for Adult Social Services is out of date.
- We have been asked to update this to make sure it meets the needs of our residents.
- Our strategy is made up of three priorities. These are:
 - Benefiting from prevention and early help - How we help people stay well and independent in the place they call home.
 - Being, and staying, independent for longer - How we are effective and provide timely support for people to live independently, avoid losing independence, and where possible gain it back.
 - Thriving with multiple and complex needs - How we recognise that some people might need a higher level of support with many aspects of their daily life in the long term.

● What we did

- To update our strategy, we ran our largest engagement activity ever and spoke to as many people/groups as possible.
- This included:
 - Over 25 face-to-face events and drop-in sessions at libraries & groups across Norfolk
 - 359 responses to our online survey
 - 86 postcard responses
 - Nearly 200 people involved in focus groups run by Norfolk County Council, Norfolk Community Foundation and Carers Voice
 - Hundreds of stakeholders contacted – VCSE, food hubs, ICB, care providers

● What people told us

- The most common feedback included:
 - Lack of understanding about what Adult Social Services is and what services are offered/provided
 - The need for improved signposting (different formats, other than digital, within the community, more visibility)
 - The right service in the right place at the right time
 - Trained, competent, empathetic staff (including a group of staff trained in British Sign Language)
 - Unpaid carers need better long-term and contingency planning (especially for parent carers). There also needs to be consistency and flexibility in care and respite, so carers can plan for the future

● How you can help

- From the engagement, we have updated our priorities
- The next three slides show the new priorities
- We want to know:
 - Are they understandable?
 - Is the language clear?
 - Have we missed anything?

● Benefiting from prevention and early help

What you can expect from Adult Social Services:

- Easy to find information about your health and wellbeing, finances, employment, and housing, to help you to plan for your future. These will be in a range of formats, including British Sign Language and Braille, with clear ways you can access our services.
- Targeted advice for the most vulnerable and isolated.
- Reaching out to people who may benefit from early help, through community partners and spaces.
- Connections to a range of help and support which promotes your independence and offers you choice – everything from gardening to residential care, volunteering or befriending.
- If you have a disability, help to access housing, social activities, and employment by listening to you and working with you and your family.

What carers can expect from Adult Social Services:

- Identification and support to improve your health and wellbeing, access assessments, and help you plan for your future.
- Parent carers of all ages able to plan for the long-term with person-centred and flexible support available to you and the person you support.

● Being, and staying, independent

What you can expect from Adult Social Services:

- A range of practical housing options, including for younger people, to help prepare you for living independently, or whatever solution best meets your needs, and helping you understand what is available.
- Community and voluntary groups who can keep you connected to people and reduce isolation and loneliness.
- Timely help for you to re-gain confidence and independence after a fall or being ill.
- Types of adaptations, technology and equipment for people who want to stay in their own home but who need a little extra help to be able to.
- Help in your home which is planned with you and your needs at the centre, if you need it.
- More support to live independently, including managing money and cooking, finding activities and support to go out and about, including from voluntary and community services.

What carers can expect from Adult Social Services:

- Support for your health, wellbeing and lives, including putting in support so you can access medical appointments.
- Clear information about your rights and what services are available to you locally, including linking young carers to employment and education support.

● Thriving with multiple or complex needs

What you can expect from Adult Social Services:

- Support to organise and arrange your own care, including employing personal assistants, providing guidance around processes, and funding if eligible.
- More availability of specially adapted homes – with care and support nearby.
- Trained and responsive staff who listen to you, your family and support network, and build a plan around your needs.
- Advocacy available for people who need it so they can tell us what matters to them.
- A funding process easy to understand and clear.
- Access to, and choice of, good quality and appropriate residential, nursing, home, and day care.

What carers can expect from Adult Social Services:

- Reliable, suitable and flexible respite so they can have a break and attend appointments or support groups.
- Early and flexible contingency planning and support to prevent crisis.

● What's next?

- The 3 themes have been refreshed based on the engagement we ran over the summer
- We're holding these workshops during October to make sure they're understandable
- The new plan will be shared with our colleagues at Norfolk County Council for final comments through November
- We're hoping to launch the plan for Adult Social Services in April/May