



# City of York Council

## Adult Social Care Strategy

2025 - 2028





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# Introduction

I am delighted to introduce the Adult Social Care Strategy for York. This sets out our ambitions and outlines the way in which we will deliver Adult Social Care services that make a real difference to people in York.

Adult Social Care is essential to the everyday lives, health, wellbeing and safety of thousands of people in our city. Whether it is by providing the best information and advice to help people stay safe and well, making sure people have the things they need to manage in their day-to-day lives, or by providing care through 24-hour support: what we do is essential, and we want and need it to be of the very highest quality.

We want people in York who have care and support needs and their carers to have the best possible quality of life, with the opportunity to make choices and do those things that are most important to them and make their lives worthwhile. We call this a “strength-based approach” and it is one of the cornerstones of the way we work. Our approach focuses on building on the strengths of individuals and communities to help them grow and succeed.

We will provide high-quality support that adapts to different needs while working with people to include them in decisions about their care. We will make sure that our services are safe and fair, and invest in a skilled team that can offer the very best advice and support. We will use our data and information to guide our decisions and collaborate closely with partners across all sectors to achieve the best outcomes.

York is a place that celebrates the unique strengths of people and their communities. Our role is to help those with care and support needs and their carers live happier, healthier, and more independent lives. We will work together to provide safe and high-quality care and support, making sure fairness and independence are at the heart of everything we do.



Sara Storey

**Director of Adult Social  
Care & Integration**

# About This Strategy

This strategy sets out how we will work together to support people to live the lives they choose, in communities where they feel included, valued and connected. It is not just a list of actions or aims. It is a framework that brings together what matters most, how we go about our work, and what we need to focus on in the years ahead. It brings together our commitments, our approaches to the work, and our key priorities for improvement and change.

Each part supports the others. Our commitments describe the core values and responsibilities that shape adult social care in York. Our approaches explain how we will work day to day, from building relationships and working in partnership to using data and insight to guide decisions. Our priorities highlight the areas where we need to go further or faster to improve outcomes and build a more sustainable care and support system.

Our strategy recognises that supporting people to stay well, connected and independent for as long as possible is good for individuals, families and communities. It helps to ensure that we make the best use of limited resources. It creates the space we need to invest in innovation and improvement and helps us focus our resources when and where they are most needed, for the people with the most complex needs and for care and support that cannot be delayed or avoided.

Supporting our workforce, working in strong partnerships, and using good information are essential to making adult social care work well. These things help us improve people's experiences, use resources wisely, and focus on what matters most.

This is how we create a stronger, more responsive adult social care system, one that works not just in parts, but as a whole.



Michael Melvin  
**Director of  
Safeguarding**

# About Adult Social Care

Adult Social Care covers a wide range of activities to help people live independently, support wellbeing and help people to stay safe. It can include:

- Information, advice and early support to help people stay safe and independent.
- Support for people to live well at home (also called home care).
- Housing with support on site, like Extra Care or Supported Living.
- Day centres offering activities and company.
- Help for people to stay active and connected in their communities.
- 24-hour care in residential or nursing homes.
- Short-term help after illness or hospital stay, like reablement.
- Equipment and changes to the home to make life easier.
- Support for unpaid carers.
- Help for people to work, study, volunteer or spend time with family and friends.
- Safeguarding services for people who may be at risk of harm, abuse or neglect.

These offers of support are available to people of all ages who have care needs that qualify for help under the Care Act 2014, including young people moving into adulthood who may need support, people of working age and older people.



# Adult Social Care and the Law

Adult Social Care in England is governed by The Care Act 2014. This is a law that says how councils must help people stay independent and safe and that people should get the right support when they need it. The law makes sure people are treated fairly and listened to. This includes people who pay for their own care and those who get help from the council. It also says that unpaid carers, like family members who look after someone with care needs, must be supported too. The aim is to make sure everyone gets the right care at the right time, and that people remain safe from harm and are respected.

## Adult Social Care key statutory duties under The Care Act 2014:

Providing preventative services and information and advice to reduce, prevent or delay the need for care and support.

Assessment of people's needs and the creation of care and support plans, financial assessments; and a duty to meet eligible needs.

Promoting integration between health and social care services including integrated commissioning of care and support.

Promoting individual wellbeing, known as the wellbeing principle, to put wellbeing at the heart of care and support.

Safeguarding adults at risk of abuse, harm or neglect and establishing a Safeguarding Adults Board to ensure the safety of those with additional needs.

Shaping the care market to make sure there are enough good quality services and choices for people. Being ready with backup plans in case a care provider cannot continue.

# Our Vision

In York, we want everyone to live well, with the right care and support when they need it. We believe in people's strengths and in the power of communities. We will work in partnership with others to help people stay independent, reduce unfair differences in health and wellbeing, and make sure support is respectful, easy to access, and right for each person.

Our vision is part of the wider City of York Council Plan commitments to a healthier, fairer, more affordable, sustainable and more accessible city where everyone feels valued.

We believe that excellent Adult Social Care services are delivered by valued staff, supported by strong leaders and effective partnerships with others.

Our vision is to put people at the centre of care. We are committed to providing the highest quality advice, support and care. We plan to work more closely with our partners in the council, those in health and care services, and organisations and people in our communities. Our goal is to improve care and support for people receiving these services and for their families and carers.



# Our Commitments

## **Focusing on people's strengths and what matters most**

We will listen to people and support them to live the lives they choose. We will build on people's strengths, support communities to thrive, and involve people in shaping the support that works best for them.

## **Supporting people to live well at home or in their community**

We will help people to live independently wherever possible, by making use of technology, equipment, and a range of housing options. We will focus on choice and flexibility to help people live where and how they want.

## **Promoting wellbeing at every stage of life**

We will help people stay healthy, live, work and learn well, stay connected to their communities, and prepare for changing needs as their lives evolve. Our approach will reflect people's whole lives, not just their care needs.

## **Supporting safety with dignity and choice**

We will work with others to help people stay safe from harm and abuse. We will support people to make informed decisions and take positive risks, recognising that safety means different things to different people.

## **Working together for better care and support**

We will work across the council and with health, care, and community partners to make sure people get the right support at the right time. We are committed to joining up services so that people experience seamless, high-quality care that reflects their needs and priorities.

## **Using our resources fairly and wisely**

We will make sure support is sustainable and focused on outcomes that matter. We will be open about how we make decisions and explore new ways to meet people's needs, working closely with communities and partners.

## **Valuing carers**

We recognise and value the vital role of unpaid carers in our communities and we will support them in their caring role, involving them in plans and decision making and supporting them and the people they care for if their caring responsibilities change or end.

## **Supporting our workforce**

We are committed to ensuring staff have the training, resources, and respect they need to deliver excellent care and support. We will commit to the development, wellbeing, and best working conditions for everyone in the care sector.

# Our Approaches

Our approaches set out the key principles and ways of working that guide us. This helps us stay consistent, stay true to our values, and makes sure we keep our focus on what really matters.

## **Working together with people with experience**

Our approach will be to work alongside people with lived experience, carers and communities as equal partners to shape and develop services as well as other changes to care and support. This is known as co-production. It means involving people early in decision-making, being open about what can change and acting on what people tell us.

## **Providing high-quality and flexible support**

We will work in ways that ensure support is consistently high quality, responsive and shaped around people's lives. This includes commissioning services that can adapt to changing needs, respond quickly to different circumstances and offer respectful, reliable help. Our ways of working will be designed to be flexible, so the right support is available at the right time, in the right way. This approach enables greater independence, choice and control for people drawing on care and support.

## **Using evidence and insight to make the best decisions**

We will use a mix of data, evidence and lived experience to understand what is working well and where gaps or inequalities remain. We will strengthen the information we use to deliver services. This evidence-informed approach helps us improve outcomes, plan support and make fair, transparent decisions. We will share what we learn, track our progress and use insight to shape how we work in the future.

## **Building strong partnerships for best results**

We will work closely with our communities and partners, including the NHS, community organisations, housing services and others across the council. This partnership approach brings together a wide range of skills, experience and resources to deliver on our commitments and priorities and will make things simpler for people navigating care and support.

# Our Priorities

The priorities below were chosen to align with goals from our Council Plan and Health and Wellbeing Strategy. They focus on areas we believe need improvement or development and include ideas from the 'Making it Real' Framework, created by Think Local Act Personal, a group dedicated to improving health and care with input from service users.

## **Prevent and delay the need for care and support**

It is important that we do more to prevent or delay people needing long-term care and support. This means investing in early help, strong communities and information that supports people to stay well, connected and independent. We want to support people before they reach crisis, reduce avoidable hospital admissions and ensure people can continue to live the lives they choose. This approach helps improve quality of life and reduces pressure on formal services.

## **Make sure homes support independence**

We need to increase the availability and quality of housing that supports people to live safely and independently. This includes more accessible homes, better supported housing options and accommodation that offers choice for people with different needs. Many people want to stay in their own homes or live in their communities with the right support in place. We want to work with housing providers and partners to make this possible for more people.

## **Ensure best value in commissioning and service delivery**

It is important that we make the best possible use of the public money we are responsible for. We will review how we commission and deliver services to make sure they are cost-effective, sustainable and delivering the best outcomes. This includes meeting our legal duty to ensure 'best value' while also focusing on quality, fairness and impact. We will explore new ways of working and work closely with providers to improve how services are planned, delivered and reviewed.

## Our Priorities

### **Work together with other local authorities**

We need to build stronger working relationships with other councils across the region and nationally. By sharing good practice, pooling knowledge and exploring joint approaches, we can improve services, reduce duplication and develop solutions to shared challenges. This will help us respond better to common issues such as workforce and market sustainability, and cost pressures in care.

### **Improve the data used in commissioning decisions**

It is important that our decisions are guided by clear, accurate, up-to-date and useful information. We will strengthen the way we collect, analyse, and use data. Better use of data will help us make fairer decisions, target support more effectively and improve how we commission services.

### **Support people to get from hospital to home safely and effectively**

We need to improve the way people are supported when they leave hospital to ensure the best chance of recovery. We will work with NHS and community partners to plan discharge well, support people's strengths and reduce the chance of readmission.

### **Use technology to improve care and support**

We recognise how important it is that we embrace technology to improve how care is provided and experienced. We will adopt and use more digital tools, assistive technology and improved systems to help staff work more efficiently and help people live more independently. This includes supporting people with technology in their homes, improving access to information and modernising how we manage care records and referrals.

### **Work with health services to improve care**

We need to strengthen how we work with NHS partners to join up care across the system. We recognise how better coordination between health and social care helps people get the support they need more quickly and reduces stress on families and carers. We will work to align our plans, share resources and ensure care feels as seamless as possible for the people who use it.

## Our Vision

In York, we want everyone to live well, with the right care and support when they need it. We believe in people's strengths and in the power of communities. We will work in partnership with others to help people stay independent, reduce unfair differences in health and wellbeing, and make sure support is respectful, easy to access, and right for each person.

## Our Commitments

 <p><b>Focusing on people's strengths &amp; what matters most</b></p>	 <p><b>Supporting people to live well at home or in their community</b></p>	 <p><b>Promoting wellbeing at every stage of life</b></p>	 <p><b>Supporting safety with dignity and choice</b></p>
<p><b>Working together for better care &amp; support</b></p> 	<p><b>Using our resources fairly and wisely</b></p> 	<p><b>Valuing carers</b></p> 	<p><b>Supporting our workforce</b></p> 

## Our Approaches

<p>Providing high-quality and flexible support</p>	<p>Working together with people with experience</p>
<p>Using evidence and insight to make the best decisions</p>	<p>Building strong partnerships for best results</p>

## Our Priorities

<p>Prevent and delay the need for care and support</p>	<p>Make sure homes support independence</p>	<p>Use technology to improve care and support</p>	<p>Ensure best value in commissioning and service delivery</p>
<p>Improve the data used in commissioning decisions</p>	<p>Work with health services to improve care</p>	<p>Support people to get from hospital to home safely and effectively</p>	<p>Work together with other local authorities</p>



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Ta informacja może być dostarczona w twoim (Polish)  
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یہ معلومات آپ کی اپنی زبان (ہولی) میں بھی میا کی جا سکتی ہیں۔ (Urdu)