

AGEING WELL IN DEVON

A Strategy for Devon County Council

2023 to 2028

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Foreword

We are delighted to write this foreword to our Ageing Well Strategy, which focuses on the needs of people as they get older. It sits alongside our Living Well and Caring Well strategies.

Our vision for promoting the independence of older people in Devon is best summarised through the words used by the Social Care Future movement: ***We want to live in the place we call home with the people and things that we love, in communities that look out for one another, doing the things that matter to us.***

We live in challenging times. Older people, along with their families and carers, have been impacted more than most. First, because of the Covid-19 pandemic and the restrictions we lived through, with some services provided differently or not at all. And now through the cost-of-living crisis, where pressures on our private and public finances mean that we are having to think very hard about getting best value and good outcomes by doing what matters most.

This strategy is rooted in what people have told us is important to them. When we speak to people, they tell us that they want to lead meaningful lives in the community. They do not generally want to be dependent on public services, preferring to live with and be supported by their family and friends at home in the community and connected to their communities and interests. We recognise that this can also put pressure on those who support them, which is why our Caring Well Strategy is so important. People tell us that there are not enough opportunities in Devon for them to achieve what matters to them, and that there are often barriers that get in the way.

This strategy provides us with an opportunity to address these challenges and transform how we support people in Devon as they get older. We would like to take the opportunity to thank all who have worked with us to develop this strategy. We will continue to listen to people as we take forward our ambitions.



Tandra Forster
*Director of Integrated Adult Social Care
Devon County Council*



Councillor James McInnes
*Cabinet Member for Integrated Adult Social Care
Devon County Council*

Introduction

This strategy focuses on enabling people as they get older to live independent, healthy and active lives for as long as possible.

Many people, as they age, may not regard themselves as 'old' and this strategy will not be limited by an arbitrary age. It will focus on people with a wide variety of needs from the active and well, to those with significant care needs. The aim of this strategy is to create communities that support people of all ages to live well together across Devon, reducing social isolation. We want Devon to be a place that celebrates ageing and for older people to be respected, heard, and valued.

People tell us that they want to live independently in their own homes in the community, to benefit from support that builds on their strengths and to live the life that is right for them. We want to create fairer, healthier, more inclusive, and caring communities where people feel safe and connected and are able to help themselves and each other.

Adult Social Care in Devon County Council delivers the Council's responsibilities for the safeguarding and wellbeing of the residents of Devon, including the Care Act 2014 duties. This includes:

- Prevention, early intervention and support for older people, including through the provision of advice, information, advocacy and support for unpaid carers, together with effective use of digital and Technology Enabled Care and Support (TECS) and reablement to promote independence and prevent the need for more dependent and expensive services in the future.
- Assessment of the needs of older people and safeguarding and protecting adults from abuse.
- Commissioning, procuring and providing services that meet assessed eligible needs, support choice and control and maximise independence.

This strategy is written during a period of unprecedented financial challenge at a national level and, consequently, at a local level as less funding is available. Across Devon, demand from people who are eligible for adult social care continues at a level that exceeds the available budget. This is alongside significant challenges to recruiting and retaining our social care workforce in Devon. We need to work in partnership with people and communities to transform the way that we work over the next five years, alongside planning for and implementing the wide-ranging changes needed to deliver the Government's reform of adult social care.

The Adult Social Care service in Devon has set out significant savings in response to the financial challenges facing the Council over the next five years. Whilst reductions on this scale will have an impact on the support we can provide to people, they do not represent straightforward service reductions. There are a number of transformation programmes planned across Adult Social Care in Devon, which are expected to ensure delivery of these reductions whilst meeting statutory duties and minimising the risk or impact to people.

Covid-19 has brought to wider consciousness inequalities within society, in areas from healthcare to technology. These inequalities are felt along various lines, including ethnicity, disability and income. We need to reduce inequalities and target the funding we have on the most vulnerable, disadvantaged or isolated communities, so that more people can reach their own potential and have equality of opportunity, free from discrimination and harassment.

This strategy is rooted in what people have told us is important to them and national good practice, including [People at the Heart of Care: adult social care reform white paper - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/people-at-the-heart-of-care-adult-social-care-reform-white-paper), which sets out a 10 year vision to transform support and care in England; to offer people choice and control, and to promote independence and wellbeing in the community through outstanding care.

Delivering the actions within this strategy is a priority for both our County Council Strategic Plan and the One Devon Integrated Care System.

Devon County Council's strategic plan

[Devon County Council's strategic plan](#) sets out how the Council will work in partnership with other organisations and networks to create fairer, healthier and more caring and inclusive communities across Devon.

The Council's strategic plan is aligned to the actions set out within this Ageing Well Strategy, along with *Healthy and Happy Communities 2020-2025*, Devon's [Joint Health and Wellbeing Strategy](#), to create conditions for good health and wellbeing where we live, work and learn.

Devon County Council Plan 2021-2025

Best place

Recovering from the pandemic, and building on the resilience of local people and communities to create a fairer, healthier and more caring place, and grasping the opportunity to create a greener and more prosperous and inclusive future for all

The best place to...



grow up

We are committed to being a child friendly Devon where all children and young people are safe, healthy, ambitious, and can fulfil their potential



live well

We are committed to being a fairer Devon: inclusive, compassionate and caring, where everyone is safe, connected and resilient



prosper together

We are committed to being a greener and more prosperous Devon, with opportunities to create a sustainable future for all

Our priorities

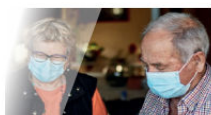
Be ambitious for children and young people



Respond to the climate emergency



Tackling poverty and inequality



Support sustainable economic recovery



Improve health and wellbeing



Help communities be safe, connected and resilient



How we will work...

with each other, our partners, citizens and communities:

We are committed to being:

a trusted council...

that leads and collaborates well, makes good decisions, uses resources effectively and is financially resilient

an inclusive council...

that is intolerant to prejudice and discrimination, invests in, develops and nurtures our workforce, and hears the voices of all our communities

an innovative council...

that listens and learns, uses data well and transforms the way we work in order to improve our services to the people of Devon

Our Vision and Aims for Adult Social Care in Devon

People tell us that what matters to them is to live safely at home in their community, surrounded by their family and friends, where they can retain or develop their independence for as long as possible. We want to support people as they age in Devon to find the solutions, they need to achieve this.

As they grow older, people want to have choice, control and support to live independent lives, and when needed, to access outstanding quality care and support. For most people, most of the time that will be in their own homes although some may spend short periods in hospital or care settings to help them get home safely. In some instances, for people with the most complex care needs, they may need or choose to live in a care home. Care home providers should ensure people's hopes, goals and needs are met and the people are able to access their local community and services.

Our vision is for you to have personalised care and support that focuses on your strengths, the outcomes you want to achieve and gives you choice and control.

A longer life brings with it opportunities, not only for older people and their families, but also for society. Additional years provide the chance to pursue new activities such as further education, a new career, or a long-neglected passion. Older people also contribute in many ways to their families and communities. Yet the extent of these opportunities and contributions depends heavily on their health and personal sense of wellbeing.

"Health outcomes and health equality in Devon will be...achieved by Devon's communities, businesses and organisations working in partnership."

Devon's [Joint Health and Wellbeing Strategy - Devon Health and Wellbeing](#). Healthv and Happy Communities 2020-2025.

Adult Social Care works with people at all stages of their lives. What people would like to support them to age well and to be as independent as possible will change over time.

Our aims are to:

- **Encourage you to stay well and support you to help yourself; and**
- **Work with you when you need help through personalised, strength-based support to keep you connected to your community.**

Early intervention and prevention are vital to supporting people's health and wellbeing as they get older. We will focus on supporting people early with targeted information and advice, community support and reablement services, to prevent or delay the need for longer term care and support. This includes access to lifestyle support to remain active and working in partnership across the health and care system to increase confidence and prevent falls.

We will work in partnership with people to support them to be active in their community, to connect with others and to stay well. We will recognise and support the growing contribution and needs of

voluntary, community and social enterprise organisations to improving the health and wellbeing of people and achieving different solutions, alongside the continuing development of services.

Encouraging you to stay well and supporting you to help yourself

- We help you to remain fit and well, or to improve or maintain your current abilities for longer by making informed choices.
- We encourage you to do as much as you can with support from your family, friends and community networks.
- We promote the use of technology and digital solutions where it can play a role in helping to maintain or improve your independence.
- We work with other organisations to ensure you can access advice and find out about local support and other services to help you look after yourself in your community.
- We contribute to making your local places, healthy and safe places. We will work with partners, in particular the NHS, GPs, communities and the Voluntary Sector, to achieve this.
- Where you have specific care needs, we help you to find support that increases your ability to manage them. This includes accessible public places to support mobility and wellbeing.
- We work with you to manage the transitions in your life as you age, including at the end of life.

Everything described is underpinned by a way of working that builds on people's strengths.

Strengths-based working is a collaboration between service professionals, you and your family and community, which draws on your skills, abilities, and networks. This approach maximises what you achieve – it supports you to remain happier and independent for longer or progress towards independence and recovery whilst staying socially connected.

Where direct adult social care support is needed, we will make sure that the care and support is personalised and strength-based, and keeps people connected to their communities.

Working with you when you need help through personalised, strength-based support to keep you connected to your community

- When you are in need of direct support, we ensure you have timely access to health and social care services that meet your needs and are affordable for the County Council.
- If you are referred to Adult Social Care, we ensure that we understand what you really need to support you in the short and longer term to live as independently as you can.
- The support you have focuses on achievement of goals, digital or equipment needs, existing or new community and family connections.
- We support you by commissioning housing and support that promotes and maintains your independence for as long as possible, by developing more modern settings and offering more short-term and goal-focused opportunities.

- We ensure that adults at risk are safeguarded from harm in ways that meet their desired outcomes.

Our vision and aims for people across Devon as they get older provide the framework for the outcomes we want to achieve with people and the priority areas we will focus on. These are set out in the infographic below and are developed further throughout this strategy.



The outcomes and priority areas of focus are informed by what people have told us and what we know about the current context in Devon.

What people have told us

Residents, carers and partners are at the heart of our work and are involved at all stages of planning and delivering care. We will continue to make sure that people's views and experiences are heard, taken into account and influence how we achieve the best possible support for people.

The table below sets out the key issues that older people have told us about through our conversations with them.

<i>Support to be part of the community</i>	<ul style="list-style-type: none">• I need to be able to easily find information, advice and guidance to enable me to have a choice and to plan as I get older.• I have to tell you more than once.• I do not have internet access or the digital skills I need to support me.• I need more support to live as actively as possible.
<i>Housing opportunities in the community</i>	<ul style="list-style-type: none">• I want more supported housing options in communities to help me to live independently and/or be supported by my family and friends.• Housing for people with more complex needs is hard to find.• I want to remain living in my own home for as long as possible.• I have a clear preference for any care home placement to be either as close to the community I have lived in as possible or near to family and friends.• Transitions from hospital to home are not always managed well for me.
<i>Professional practice (care and support)</i>	<ul style="list-style-type: none">• I do not always have timely conversations with professionals about my care.• COVID-19 has restricted the capacity of professionals to support me. There is a need to explore ways of engaging with me in the future.• I want continuity of home care at the time I prefer, with a consistent support team. Practicalities are determined by availability of staff than my wishes.• More support is needed for people with dementia and there are barriers to me staying at home with dementia.• I want short-term flexible support when I need it.
<i>Quality and safety</i>	<ul style="list-style-type: none">• I do not always feel safe where I live.• Families are often worried about the care their loved one is experiencing.• Safeguarding referrals are not always addressed in timely way.
<i>Access to Healthcare*</i>	<ul style="list-style-type: none">• The cost-of-living crisis is impacting me.• There are long waiting times to see my GP and for planned surgery.• I find it hard to get an NHS dentist and/or dental appointments.

Alongside this feedback, Adult Social Care staff tell us that they do not always feel safe at work and experience racism. The Council is committed to being an anti-racist ([Anti-racism at Devon County Council](#)) and inclusive Council that is intolerant to prejudice and discrimination. We want our staff, providers and communities (including people we support) to feel empowered to challenge the inequalities they may see or face and contribute towards the actions in our strategy.

*Whilst this strategy focuses on transforming Adult Social Care in Devon, it will be achieved as part of the wider health and care system. This strategy will help organisations that support the health and wellbeing of people as they grow older to focus on the things that matter most to people in their local communities. This includes GPs and other health service providers, organisations providing housing, leisure facilities, transport and those who help make sure that our communities are safe.

Where we are now

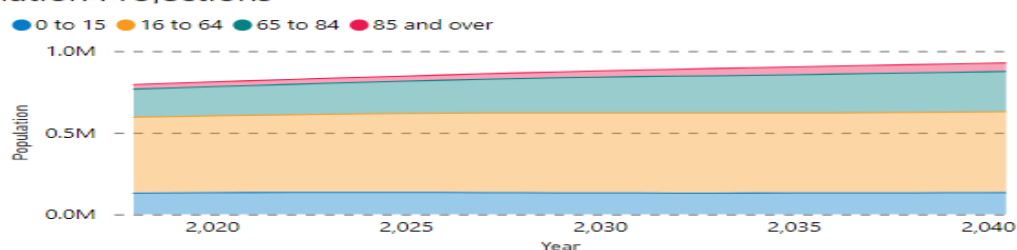
Devon's population is ageing and growing, with proportionately more older people than nationally. People and their unpaid carers increasingly require support to self-manage their health and wellbeing to live independently.

More than 1 in 4 (25%) of the total Devon County Council population is aged over 65, compared to less than 1 in 5 of the total England population. 14% of these are 85 years or over, which is 0.6% higher than for England.

Between 2020 to 2040, the population of people aged 65 to 84 within Devon County Council's footprint is predicted to increase by 27% (from 177,000 to 225,000) and the 85+ population will nearly double in that time (from 29,000 to 56,000).

The table below sets out the population projections in Devon by age group through to 2040.

Population Projections



[Vital Statistics tool - Devon Health and Wellbeing](#)

Devon spends significantly more on supporting people with **memory and cognition needs**, both in longer and short-term services, than all national and comparable Local Authorities. We need to better understand why this is and develop the market to support people's needs. Many care homes are not purpose built, making it difficult to adapt the environment along dementia design guidelines, and to meet complex needs.

Based on national prevalence, it is estimated that by 2030 there will be a 19% **increase in older people with a learning disability** and a 20% increase in older people with a limiting long-term illness.

We need to have more **timely and proactive conversations with people** about how best to support them to develop and maintain independence. This includes changing the culture and practice of social work in Devon to have conversations with people that focus on the achievement of goals, the home environment, equipment needs, and existing or new community and family connections. We must improve the frequency and number of strength-based reviews of the support people need to live as independently as possible and increase the use of digital solutions and Technology Enabled Care and Support (TECS).

There are significant **workforce challenges** in Devon. We need to continue to grow the social care workforce and ensure that new ways of working are adopted, including digital and TECS solutions. [Skills for Care](#) estimates that the staff turnover rate for the independent provider market in Devon was 39.9% in 2021, which was higher than the region average of 32.0% and higher than England at 29.5%. Not all turnover results in workers leaving the sector, as many leave for another role in social care, but this churn can impact on service and provider quality (continuity of care and training/development) and efficiency (indirect spend to recruitment and agency staff).

In Devon, the pandemic has highlighted the **limitations of building-based day services** and short break/replacement care models. Many people want to access outreach support in the community. We need to invest in a more diverse set of opportunities for enabling and independence in communities that is short-term and goal focused, to allow people to regain independence. We also need to develop replacement care models alongside this.

Housing is becoming increasingly unaffordable, with property in Devon costing more than 10 times the average salary in 2021; about 20% higher than the rest of the UK. Private rent stock levels across Devon fell by around 50% between 2019 and 2021. Devon had 11,100 second homes registered during 2021, an increase of around 2% since 2019. These figures underestimate the real number of homes being used for Airbnb and other purposes.

Fuel poverty and poor housing conditions, particularly in the private rented sector, are a major issue, especially in rural parts of North and West Devon, which impacts on health and wellbeing.


The **supported housing available** to people as they grow older in Devon is limited and housing options are often focused on age rather than need, which limits choice. For example, Extra Care Housing is currently exclusively for older people and Supported Living is mainly for people with disabilities and/or mental health needs. There are also limited options in the community to support people with dementia and we need more and greater flexibility of these housing models across Devon.

The Supported Living market in Devon is fragile and characterised by an outdated model of shared houses in remote areas where people cannot connect with their communities or easily get to work. Supported Living services need to be redesigned so that support is shaped around people and we increase their choice and control over how and where they live. We want to ensure some consistency in the type of support provided and ensure quality of tenancies.

Care at home in Devon is usually commissioned by the amount of time needed to perform a particular task ('time and task') and can result in inflexible blocks of time that do not empower providers to adjust a care plan in partnership with people/their family.

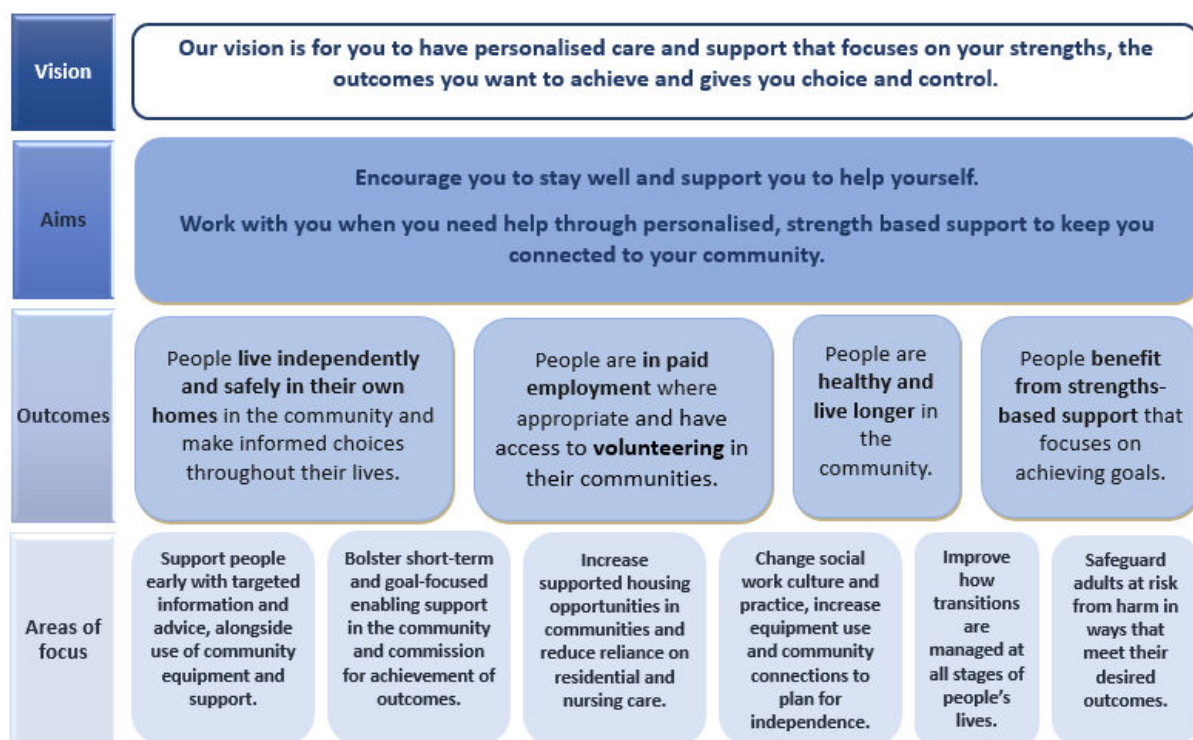
Poor mental health and wellbeing has a considerable impact on quality of life and is a major contributor to premature death. Mental and physical health needs are closely linked. Loneliness is often a precursor for mental health needs and is seen in people of all ages. People in many Devon communities have a high risk of loneliness. Younger renters with little sense of belonging to their area, unmarried middle-agers with long-term conditions and widowed older people living alone with long-term conditions are at increased risk.

The Covid-19 pandemic has led to an increase in the **number of people aged 50-64 who are out of work**. Many more people in their 50s and 60s are not working nor looking for work: they have left the workforce altogether. Some might have stopped working for health reasons or because they need to care for someone else. Others may want to work but are struggling to find a job that fits their needs. Research from before the pandemic shows that older workers who lose their jobs are more than twice as likely as other age groups to be unemployed for at least two years.

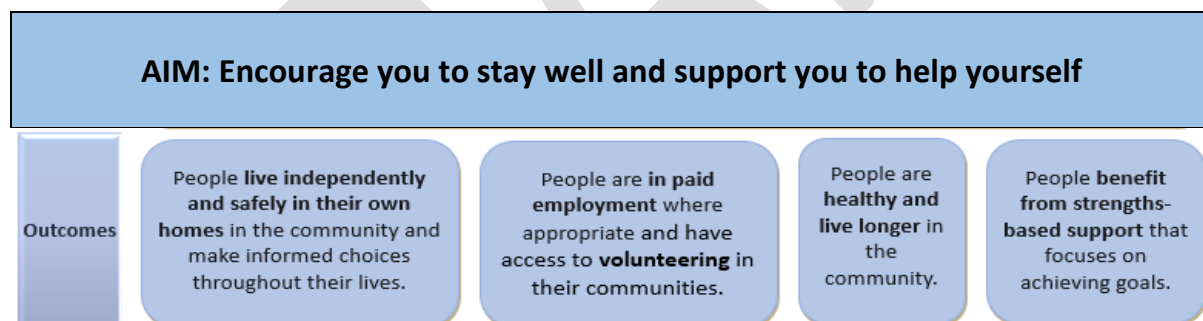


How we will achieve our Vision

As stated in our introduction, the priority areas that we will focus on over the next five years are set within the context of our vision, aims and outcomes for people as they get older across Devon.



The actions that we will take over the next five years to achieve our vision are described below.



1. Prevention and Early Intervention

People want better access to information about services (in a way that suits them) and tell us that they want more opportunities to support them to remain active in their local communities. An increased focus on prevention and early intervention will promote better outcomes for people and will lead to a longer-term financial sustainability for the Council and our partners.

We will improve timely and targeted access to information and advice. We will:

- Review our current information offer to identify where a digital approach will improve access. This includes health improvement, screening, immunisation and falls prevention programmes.
- Provide accessible information about housing choices so that people can make informed decisions about where and how they live throughout their lives and to plan for older age.

We will review and reshape our front door to Adult Social Care with increased use of technology, digital solutions, community equipment and personalised care which helps people to be as independent as possible and which:

- Enables people to take more control of their support through digital communications with the Council via web chat, online self-assessment and financial self-assessment. Alternative approaches will still be available for people who do not prefer a digital approach.
- Helps people to live independently in their own home for as long as possible through increased use of and information about Technology Enabled Care and Support, so that they can keep doing things for themselves.
- Proactively identifies areas for digital and technological improvement and share best practice across the health and care system.
- Support adults with disabilities who live at home with elderly/frail carers to develop independent living skills and plan for older life.
- Encourage people as they age to develop end of life plans and to consider how they will age well with adaptations in their homes and how they plan to pay for care.

This is Jean with her Robo -pup “Robby”. Jean is living with dementia and uses Robby as part of a therapeutic approach to support her and her husband.

Jean is over the moon with Robby, she loves him (though she can never remember his name). She treats him like a real dog and spends most of her time cuddling, talking and trying to feed him. She even takes him for a walk.

Robby has given Jean so much fun in looking after him. Robo-pup has made such a difference to her husband being able to support Jean at home – where she belongs.



[TSA - the voice of TEC \(tsa-voice.org.uk\)](http://tsa-voice.org.uk)

2. Community

Independence and a good quality of life should be less about services and more about increasing capacity for early intervention and enabling life experiences. We will build on the innovative ways that people were supported during the pandemic by developing support in communities that is short-term and goal focused. We will:

- Develop support of volunteers to achieve different solutions for people as they age, including adults with disabilities. This includes improving access/pathways into voluntary support and developing volunteering as a pathway into employment.
- Support community and providers to have a shared knowledge of local support needed and enable community groups to directly design and deliver support.
- Work with independent providers to agree personalised outcomes and monitor progress.
- Consider whether place-based budgets which pool resources between separate services would be more capable of aligning the risk and reward of investment in early intervention.
- Build more opportunities for people to use Direct Payments to access care and support opportunities local to them. Direct Payments provide people with more choice and control over how they meet their care and support needs.
- Recognise that for some people a traditional day service may currently be the right support to meet their needs and those of their families/carers. Where this is the case, we will provide this support for people as part of a strength-based approach to developing independence.

3. Housing

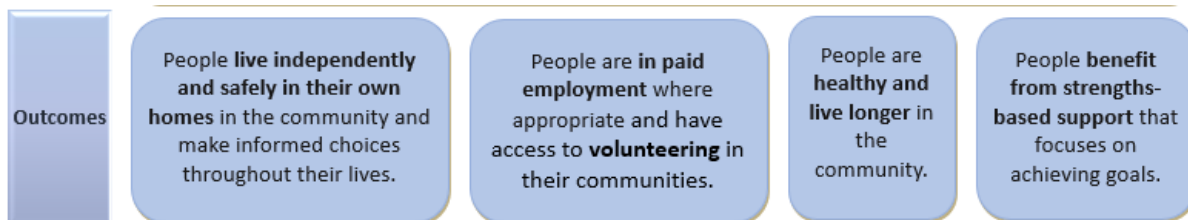
Good quality supported housing is vital. It provides a safe, stable and supportive place to live and opens up opportunities for people to live the independent life that is right for them. People want to be able to access safe and good quality housing at the right time as they grow older, which meets their changing needs and is value for money.

Extra Care Housing and Supported Living, accommodation with care delivered on site, gives people greater independence and a choice over the care that is provided for them in their own property. People living in this accommodation have a tenancy or can buy their flat outright. Adult Social Care is only responsible for funding the care costs but not the housing costs. We want to greatly increase this type of housing across Devon to support people to live more independently in the community.

We will move away from our reliance on residential and/or nursing care homes for people as they get older. This means that we will commission more support within the community for older people and increase the amount of Extra Care Housing, Supported Living and care at home. This will be accompanied by an increased emphasis in reablement, short-term support and social care culture change. We will:

- Work collaboratively with partners to assess local need and demand for supported housing in communities, to jointly plan with District/City Councils to inform development of the market and increase supply.
- Develop more Extra Care Homes schemes in Devon for people to benefit from community-based support as they get older.
- Use Extra Care schemes more effectively; move away from block contracts and increase usage.
- Implement a new Supported Living contract to increase people's choice and control and ensure quality of tenancies through the separation of housing and support, alongside a clear pricing structure.
- Redesign Supported Living and increase the supply of alternatives to shared houses to meet demand. This includes individual self-contained units within a core and cluster model and [Homeshare](#) schemes.
- Develop short-term crisis support for people with complex needs to prevent hospital admission and unplanned moves to other areas.
- Invest in new, modern provision to support adults with complex dementia and the increasing number of frail older people who are in poor health, often living with multiple conditions.
- Review the impact of short-term bedded solutions (including in Extra Care Housing) to get people out of hospital and back into their home.
- Whilst our aim is for people to live in their own homes, we recognise there will always be a need for quality residential and nursing care for people with the most complex health and care needs.
- Work in partnership with the care home market to ensure we have sufficient beds and to ensure they can meet the needs of people who need a residential or nursing care setting.
- Support the independent provider market to develop more fit for purpose and modern care homes that can support people with the most complex needs.
- Set out with the independent provider market the strategic objectives that we are working to achieve in Devon, including quality provision, sustainability and the training/skills required.

AIM: Work with you when you need help through personalised, strength-based support to keep you connected to your community



4. *Strength-based and personalised practice that is goal focused*

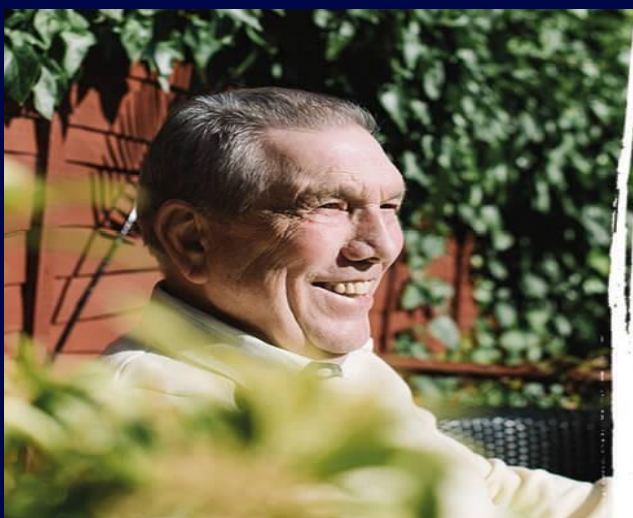
People tell us that they want more personalised and timely support to promote their independence, and that they want the transitions in their lives to be better managed. We will:

- Change the culture and practice of social work so that it focuses on achievement of goals and includes a wider conversation with people about their home environment, equipment needs, existing or new community and family connections.
- Improve the frequency and number of strength-based reviews of the support people need to live as independently as possible.
- Strength-based assessments will be directed by the individual and will support personal choice and control in how assessed eligible needs are met, including the use of personal budgets.
- Set out our core values for social work practice, that aligns to this vision and supports transformation of how we work with people and their families/carers.
- Increase the use of digital solutions and Technology Enabled Care and Support to enable people to live as independently as possible.
- Develop our commissioned offer for digital solutions and technology enabled care and support, including awareness raising and increasing diversity of prescribers.
- Collaborate with the NHS and other partners to ensure people who use our services and their carers experience joined up working and good quality service which meets their needs.
- Consider how we commission care and support in people's homes to promote achievement of their preferred outcomes and empower independent care providers to deliver positive outcomes for people, with flexibility over how and when they do this.

Albert lives with dementia and Technology Enabled Care and Support enables him to stay in the comfort of his own home and reduces the need for residential care and hospital stays.

Strokes, followed by depression, led to people assuming he needed a care home. However, instead he was supported to successfully return home.

Albert has a screen on his lap. He sees a reminder to 'call Charlotte' and photos of her latest diving trip in Dubai pop up. Albert touches a picture of his granddaughter's face to video call her. When he doesn't want to Skype he presses 'message Charlotte' and writes a letter instead.



[TSA - the voice of TEC \(tsa-voice.org.uk\)](http://tsa-voice.org.uk)

5. *Safeguard adults at risk from harm*

Keeping people safe and helping them to stay safe is a key priority for us all. We need to ensure that staff are well trained to support prompt responses to any allegation of abuse and that the public, unpaid carers, volunteers and professionals have a good understanding of safeguarding. We will:

- Listen to people and their families and carers about what matters to them.
- Support individuals to speak out, with the help of trained advocates if required.
- Make sure that all services we provide or commission are fully up to date in safeguarding training of their staff and in respect of the Mental Capacity Act Deprivation of Liberty Safeguards.
- Commission services that deliver kind and compassionate care that helps to keep people safe through contract management of quality of provision.
- Monitor the number of cases for people aged over 65 years where Making Safeguarding Personal questions have been asked.
- We will monitor and quality assure our own and partner agency safeguarding activity to ensure a timely and proportionate approach.

6. *Be an anti-racist Council*

A number of actions are being taken forward across Devon County Council to support our intent to be an anti-racist organisation. We will:

- Support staff to feel safe, including listening and providing support to staff and managers.
- Improve data on equalities and ethnicity, including in the independent provider market.
- Improve representation in our engagement forums.
- Include a clause in our social care contracts with acceptable standards that are monitored.
- Consider race equality as part of all commissioning strategies.

How we will know if we have been successful

It is important that we continually monitor the impact of our work to better support people across Devon. We will review our progress in respect of the outcomes that we have developed with people and their families and carers. Local Involvement Groups will have an important role in the monitoring of any local action plans, ensuring the full involvement of people and their families and/or carers. Our Assurance Framework is current under review. Measures used to assess our impact could include the following performance indicators.

Encourage you to stay well and support you to help yourself	
<i>Performance Indicator</i>	<i>Rationale</i>
Number of new contacts for ASC age 65+ years per 100,000 of the population.	Effective community prevention and information should minimise the number of people needing to contact adult social care directly. A growth in the number of contacts might show that universal community services are not meeting need. Conversely, a reduction might suggest that we are not providing the right pathways into adult social care for those who do need it.
% of new contacts aged 65+ years not resulting in longer term care and support.	This indicator shows whether change in contact numbers are from people needing longer term care, or people whose needs could be met with preventative or low level community support. It helps us understand what might be driving a growth or reduction in contacts.
Number of repeat contacts for aged 18-64 years.	This indicator might show that universal community services are not meeting need or supporting people to have the tools to prevent/manage a crisis.
Proportion of people aged 65+ years receiving reablement who did not require longer term support after.	This indicator shows the impact on outcomes of reablement support. A reduction in the number of people who receive reablement support who do not need longer term support would suggest that the intervention has been successful.
Number of people aged 65+ years who are satisfied that they have a clear and up to date plan for progression.	This indicator shows whether people are satisfied with the timeliness and content of reviews.
Number of people aged 65+ years in hospital, residential/ nursing care and out of county provision.	A decrease in this indicator will show that we are developing the range of appropriate accommodation in Devon to support people.
Levels of support and associated costs reduce over time and fewer emergency placements/provision.	This indicator will show the impact of our work to have timely conversations with people and plan support.
Proportion of adults aged 65+ living in the community	An increase in this indicator would suggest that there are more opportunities for people to live in the community or that we are making more effective use of supported housing.

Work with you when you need help through personalised, strength-based support to keep you connected to your community	
<i>Performance Indicator</i>	<i>Rationale</i>
Proportion of people aged 65+ years receiving longer term support who have not had a review in the last 12 months.	It is a statutory duty to review longer term care and support plans at least once a year. Regular reviews can help safeguard from risk, but also support personalisation by continuing to support people to connect to their communities and make the most of the local assets.
% of people aged 65+ years accessing long term support in the community.	We want people to be supported in a community setting whenever that is best for them. Community settings include sheltered housing, extra care housing. Residential and nursing homes are the right choice for those with the most complex needs, but good performance on this indicator should reflect partnership working to provide community housing.
Proportion of people aged 65+ years using social care who receive Direct Payments.	Direct Payments provide people with more choice and control over how they meet their care and support needs. We want to build more opportunities for people to use direct payments to access care and support opportunities local to them.
Percentage of cases for people aged 65+ years where Making Safeguarding Personal questions were asked and safeguarding adult enquiries where advocacy services provided.	It is important when undertaking a safeguarding that the person to whom it relates is engaged and is able to say what they want as an outcome, where they have capacity to do so. This indicator monitors that we are involving people in this way.
Percentage of those aged 65+ years where Making Safeguarding Personal questions have been asked and desired outcomes have been fully/partially achieved.	This indicator relates to our safeguarding adult activity and monitors how well we have been able to support the person to be involved and achieve the outcomes they wanted from their safeguarding adult enquiry.
Percentage of safeguarding enquiries where risk has been reduced or removed.	This indicator should be seen alongside the indicators above reflecting the desired outcomes of the person involved.
Percentage of individuals aged 65+ years who report that they feel safe.	An increase in this indicator will tell us that more people are feeling safe in the support they are receiving. In addition, a variety of qualitative and quantitative measurements will be used to monitor and quality assure safeguarding activity to ensure a timely and proportionate approach.

Performance Indicators to support the Council's intent to be an anti-racist organisation can be accessed via [Race Equality Action Plan - Equality and Diversity \(devon.gov.uk\)](#).

The delivery of the priority areas of focus within this strategy will be monitored through action plans. Alongside the indicators above, there are a number of documents that will support delivery. These can be accessed via [Devon County Council - Our vision, 5 Year Plan and Annual Report | Devon County Council](#) and the [Provider Engagement Network \(devon.gov.uk\)](#) and include Devon County Council's market position statement (refreshed annually), Housing strategy, Workforce Development Plan, and Quality/Safeguarding strategy.