

Our Promise for Adult Social Care

WHY are we doing this?	Social Care and Education Vision	We are committed to supporting children, young people, adults, carers, and families to live their best life so they can be safe, be independent, and be ambitious for themselves.				
	Adult Social Care Vision and outcomes	We want every person in Leicester to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.	Improved morale and satisfaction for people working in Leicester.	More sustainable use of resources.		
WHO is this for?	People drawing on support	People who may need advice or support		People with longer-term needs for support		
		We listen to people to understand what matters to them. We make connections and build relationships to improve people's wellbeing and independence. We avoid planning long-term in a crisis.		We work together, using the strengths and resources around the person and from informal and formal services, to achieve their chosen outcomes.		
	People working in support	We listen to each other to understand what matters. We work well together, innovate and look for solutions, thinking creatively. We keep it simple and reduce bureaucracy and red tape.				
WHAT are our aims?	Our priorities 2024-2029	Starting with what's strong	Staying at home	Being safe	Successful transition	A learning organisation
		We will focus on what people and those around them can do and can connect to, promoting wellbeing, self-care and self-determination.	We will improve the opportunities for people to live in the place they call home, in their community, both now and in the future.	We will support adults with a social care need to manage risks positively and to be safe from harm and abuse.	We will work together to improve support for people and their families during times of transition	We will listen to people who draw on support, carers, and staff, using this feedback to develop our approach to ASC, with our workforce.
HOW will we do this?	Our qualities	We are people-centred	We reflect	We achieve and inspire	We are connected	
	Our 'I' statements What it feels like to people	I have people who support me, such as family, friends, and my community.	I am supported by people who see me as a unique person with strengths, abilities, and aspirations.	I have considerate support delivered by competent people.	I have care and support that is co-ordinated, and everyone works well with me and together.	
	Our 'We' statements What we will do	We work in partnership to make sure all our services work seamlessly together from the perspective of the person drawing on support.	We make sure that our organisational policies and procedures reflect the duties and spirit of the law without restricting people's choice and control.	We have a 'can do' approach which focuses on what matters to people, thinking and acting creatively to make things happen.	We work with people as equal partners, combining our knowledge and experience to support joint decision making.	
	Our language	We use plain, respectful, and kind language, avoiding abbreviations and jargon.				