Adult Social Care Strategy Consultation

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| This consultation closes on 9 March 2025 |

**Introduction to the strategy**

City of York Council’s draft **Adult Social Care Strategy** 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 and support services are essential to the everyday lives, health, wellbeing and safety of thousands of people in our city.

What we do is essential, and we want and need it to be of the very highest quality. 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.

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.
* make sure that our services are safe and fair and invest in a skilled team that can offer the very best advice and support.
* 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.

By working together, we commit to safe and high-quality care and support, making sure fairness and independence are at the heart of everything we do.

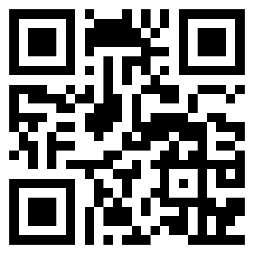
**We want to hear from you**

Your voice matters in refining and shaping a strategy that will guide the way in which Adult Social Care delivers its duties and ambitions in York.

We’re inviting feedback to help us make sure the strategy is both meaningful and effective.

## We want to hear from you if:

* you receive care or support
* you are a resident of York
* you work for or with organisations that deliver care and support
* you are part of a charity, voluntary or community sector organisation
* you are a carer, friend, neighbour, or family member of an adult who receives social care in York

**Publishing the results:**

We will publish the results of this survey online at:

[www.yorkopendata.org](http://www.yorkopendata.org)

**What happens to my information?**

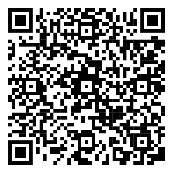
Our survey asks for some personal information which you may choose not to give. Please read the enclosed privacy notice to find out more about how we protect your personal information. We will ask for your consent to this at the start of the survey.

You can withdraw your consent at any time by emailing:

[ASCtransformationteam@york.gov.uk](mailto:ASCtransformationteam@york.gov.uk)

**Privacy Notice**

**Full Privacy Notice**

Please read our full [privacy notice](https://data.yorkopendata.org/dataset/5ee1e56f-ee30-418c-92fa-1beee0c672cc/resource/7ccd0b76-505a-4f6c-80d1-dde0fbd22304/download/our-big-budget-conversation-consultation-pn.pdf):

[www.york.gov.uk/privacy/](http://www.york.gov.uk/privacy/)AdultSocialCareStrategyConsultation

**Adult Social Care Strategy Consultation**

We are inviting you to take part in our Adult Social Care Strategy consultation.

**Why is my information being collected?**

We get information directly from you when you take part in our consultation. This may be through taking part in our survey or attending related engagement events/focus groups.

We are collecting your information, such as:

* your name
* your contact details
* your opinions and thoughts
* your feedback
* characteristics such as gender, ethnicity, age etc

**How will my information help you?**

The information you provide will help us make sure the strategy is both meaningful and effective.

Participation is voluntary and you can choose not to take part at all or not to answer any of the questions during the survey unless where indicated.

**How do I withdraw my consent if I change my mind?**

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting:

[ASCtransformationteam@york.gov.uk](mailto:ASCtransformationteam@york.gov.uk)

**Review**

This privacy notice was created in December 2024 and will be regularly reviewed.

**How will we protect the information I give you?**

When we use your personal data, City of York Council complies with data protection legislation and is the registered ‘Controller’. Our data protection notification is registered with the Information Commissioner’s Office (ICO) – reference Z5809563.

The information we collect will be included in presentations, statistics and reports and when used outside of the authorised council staff, will be anonymised and cannot be linked back to you or individuals.

QR code for Survey Monkey privacy notice 

**Completing the survey - online**

When we use Survey Monkey to process responses, you can find out how they use your information here:

<https://www.surveymonkey.co.uk/mp/legal/privacy/>

**Completing the survey - paper forms**

If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto the council’s secure network and then destroy the paper copy confidentially.

**Storage of information**

We will keep the information you give us in CYC’s secure network drive and make sure it can only be accessed by authorised staff.

**How long will we keep the information:**

We will only keep your information for as long as it is needed then it will be securely and confidentially deleted or disposed of.

You can find more details about how long the council keeps records in the [www.york.gov.uk/CouncilRetentionSchedule](http://www.york.gov.uk/CouncilRetentionSchedule)

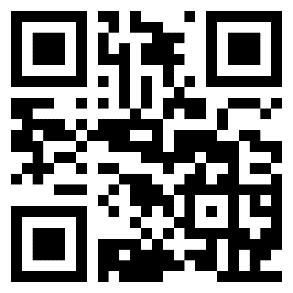
**Further processing**

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice, we will provide you with a new notice explaining the purpose prior to commencing the processing and the processing conditions. Where and whenever necessary, we will seek your consent prior to the new processing.

**QR code for the Information Commissioners Office website

Your rights**

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO): <https://ico.org.uk/for-the-public/>



You can also find information about your rights at: <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us:

**Email**: [information.governance@york.gov.uk](mailto:information.governance@york.gov.uk)

**Phone**: 01904 554145

**Or write to:**

Data Protection Officer

City of York Council

West Offices

Station Rise

York YO1 6GA

**Please confirm that you have read and understood the privacy notice. You must select ‘Yes’ to take the survey.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** |  | **No** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ways to complete and return your questionnaire | | | | |
| Complete the questionnaire online | | You can access the online questionnaire by using the QR code opposite or by typing the following link: | | This is a QR code which will take you to the online questionnaire |
| www.york.gov.uk/AdultSocialCareStrategyConsultation | | |
| Scan and email | | Complete, scan and email the questionnaire to:  [ASCtransformationteam@york.gov.uk](mailto:ASCtransformationteam@york.gov.uk) | | |
| Visit us | | Visit West Offices or Acomb, Clifton, Tang Hall or York Explore libraries where they can assist you to complete online. | | |
| Get help over the phone | | Call Customer Services on 01904 551550 and leave your number and we will call you back. | | |
| Drop off | | Hand in your completed questionnaire at West Offices. | | |
| Paid return envelope | | Call our Customer Services team on 01904 551550 to request a freepost return envelope. | | |
| Return by freepost | | Adult Social Care Transformation Team  FREEPOST RTEG-TYYU-KL TZ  City of York Council  West Offices, Station Rise, York YO1 6GA | | |
| Video relay service (BSL) | | Use our BSL Video Relay Service, details are provided below. | | |
|  | |  | | |
| Alternative formats | | | | |
| If you require any reasonable adjustments or this document in another format (e.g. large print, braille, Audio, BSL or Easy Read) please: | | | | |
| Two computers with email sign in between. | Email us at: [cycaccessteam@york.gov.uk](mailto:cycaccessteam@york.gov.uk) | | | |
| A close-up of a telephone | Call us on: 01904 551550 and customer services will pass your request onto the CYC Access Team | | | |
| A blue and black sign with two hands which describes our video relay services | Use our BSL Video Relay Service:  [www.york.gov.uk/BSLInterpretingService](http://www.york.gov.uk/BSLInterpretingService)  Select ‘Switchboard’ from the menu | | A qr code with black squares | |

Questionnaire

# Our Strategy

We have included a copy of the draft Adult Social Care Strategy with this questionnaire. You will need to refer to the strategy to be able to answer some of the questions.

You can also access the strategy online by using the link below or scanning the QR code opposite:

www.york.gov.uk/AdultSocialCareStrategyConsultation

|  |  |  |
| --- | --- | --- |
| Please tell us who is completing this questionnaire: | | |
| A charity, voluntary or community sector organisation (VCS) | |  |
| A City of York Council employee | |  |
| A family member of someone with care and support needs | |  |
| A health professional | |  |
| A person who uses adult social care services | |  |
| An unpaid carer for someone with care and support needs | |  |
| An independent care sector provider | |  |
| Other (please specify) |  | |

|  |
| --- |
| If you are responding on behalf of an organisation, please tell us the name of your organisation |
|  |

|  |  |
| --- | --- |
| What is your post code? |  |

|  |  |  |
| --- | --- | --- |
| How did you find out about this consultation? | | |
| Social media (e.g. Facebook, Twitter / X) | |  |
| Council website | |  |
| From a friend or relative | |  |
| From another organisation | |  |
| Local network or community group | |  |
| Other (please specify) |  | |

Our Vision

|  |
| --- |
| The strategy sets out our vision for adult social care in York.  York is a place where we recognise the unique strengths of individuals and communities. We support people to live happier, healthier, longer and more independent lives, reducing inequalities.  We work in partnership to provide support at home that is accessible, affordable, safe, high quality, and promotes fairness and independence. |

## The following questions are about this vision.

|  |  |  |  |
| --- | --- | --- | --- |
| How much do you agree or disagree that this is a clear vision for adult social care in York? | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| If we achieve this vision, how much do you agree or disagree that it will improve the quality of care and support in York? | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |
| --- |
| Please tell us about any other things you think we should consider for our vision for adult social care |
|  |

Our Commitments

|  |
| --- |
| The strategy sets out 8 commitments for adult social care. |

### Please tell us how much you agree or disagree with each of our commitments:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Taking a strength-based approach | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 2. Helping people stay at home | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 3. Joined up care and support | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 4. Making best use of our resources | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 5. Keeping people safe | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 6. Wellbeing for all | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 7. Valuing Carers | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 8. Supporting our workforce | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

Our Approach

|  |
| --- |
| The strategy sets out the 8 approaches we will use to deliver our strategy. |

# The following questions are about these approaches.

### Please tell us how much you agree or disagree with each of our approaches:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Being person-centred and outcomes-focused | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 2. Delivering high-quality and flexible support | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 3. A focus on co-production | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 4. Ensuring safe and fair services | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 5. A skilled and valued workforce | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 6. Using our data for the best decisions | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 7. Strong partnerships | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 8. Managing our resources well | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |
| --- |
| Please tell us about any other approaches you think we should include in our new strategy |
|  |

|  |  |
| --- | --- |
| Out of these 8 approaches, please tell us which 4 are the most important to you | |
| Being person-centred and outcomes focused |  |
| Delivering high-quality and flexible support |  |
| A focus on co-production |  |
| Ensuring safe and fair services |  |
| A skilled and valued workforce |  |
| Using our data for the best decisions |  |
| Strong partnerships |  |
| Managing our resources well |  |

Our Priorities

|  |
| --- |
| The strategy sets out 11 priorities which focus on areas we believe need an immediate focus for improvement or development. |

# The following questions are about these priorities.

### Please tell us how much you agree or disagree with each of our priorities:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Get the best from a strength-based approach | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 2. Ensure we meet our “best value duty” in delivering and commissioning services | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 3. Make sure our services are high-quality | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 4. Make sure homes support independence | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 5. Improve the data used in commissioning decisions | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 6. Reduce the need for care and support | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 7. Work with health services to improve care | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 8. Use technology to improve care and support | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 9. Help people get from hospital to home quickly | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 10. Involve more people in planning their care and in the design of services | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 11. Work together with other Local Authorities to share resources and ideas | | | |
| Strongly Agree |  | Strongly Disagree |  |
| Agree |  | Disagree |  |
| Neither agree nor disagree | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |
| --- |
| Please tell us about any other priorities that you think we should include in our new strategy |
|  |

|  |  |
| --- | --- |
| Out of the 11 priorities, which 4 are the most important to you? | |
| Get the best from a strength-based approach |  |
| Ensure we meet our “best value duty” in delivering and commissioning services |  |
| Make sure our services are high-quality |  |
| Make sure homes support independence |  |
| Improve the data used in commissioning decisions |  |
| Reduce the need for care and support |  |
| Work with health services to improve care |  |
| Use technology to improve care and support |  |
| Help people get from hospital to home quickly |  |
| Involve more people in planning their care and in the design of services |  |
| Work together with other Local Authorities to share resources and ideas |  |

## The following questions are about the strategy in general and its future development.

|  |  |  |  |
| --- | --- | --- | --- |
| Did you find the Adult Social Care Strategy easy or difficult to understand? | | | |
| Very Easy |  | Quite Difficult |  |
| Quite Easy |  | Very Difficult |  |
| I didn’t read it | | |  |
| Please tell us why you chose that answer | | | |
|  | | | |

|  |
| --- |
| Please tell us about anything else you feel may need to be considered in the strategy |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Would you like to get involved in future discussions about improving adult social care in York? | | | | |
| Yes | |  | No |  |
| If yes, please provide a phone number, email, or postal address below, depending on how you would like us to contact you. | | | | |
| Telephone |  | | | |
| Email |  | | | |
| Postal address |  | | | |

About You

All responses will be anonymised

On the next few pages we ask some questions about you.

Any information you are happy to share will help us identify themes for the specific groups below which will assist us with any future support and policy planning and will not be used to identify you.

If you do not wish to complete this section, please return the completed form to us using any of the methods shown on **page 6.**

### Would you like to complete the ‘About You’ section?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

### Your age:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 16 |  | 16 to 24 |  | 25 to 39 |  |
| 40 to 55 |  | 56 to 59 |  | 60 to 64 |  |
| 65+ |  | Prefer not to say | | |  |

### Your gender:

|  |  |  |  |
| --- | --- | --- | --- |
| Male |  | Female |  |
| Non-binary |  | Prefer not to say |  |

### Which of the following best describes how you think of yourself?

|  |  |  |  |
| --- | --- | --- | --- |
| Bisexual |  | Gay or Lesbian |  |
| Heterosexual / straight |  | Prefer not to say |  |
| Other |  | | |

### Please select the appropriate box to describe your religion or belief:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Prefer not to say |  | Muslim |  | Buddhist |  |
| Sikh |  | Hindu |  | Jewish |  |
| Christian |  | Atheist |  | No Religion |  |
| Other |  | | | | |

### What is your ethnic group?

|  |  |  |  |
| --- | --- | --- | --- |
| Prefer not to say |  | Asian - Indian |  |
| White – English / Welsh / Scottish / Northern Irish / British |  | Asian - Pakistani |  |
| White – Irish |  | Asian – Bangladeshi |  |
| White – Gypsy or Irish Traveller |  | Asian – Chinese |  |
| White – Roma |  | Any other Asian background |  |
| Any other White background |  | Black African |  |
| Mixed – White & Black Caribbean |  | Black – Caribbean |  |
| Mixed – White and Black African |  | Any other Black / Black British / African / Caribbean background |  |
| Mixed – White and Asian |  | Other – Arab |  |
| Any other Mixed / multiple ethnic background |  | Any other ethnic background |  |

### Do you consider yourself disabled?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

### Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? (Excluding anything which is part of paid employment)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

### Do you have any experience of being in care?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Prefer not to say |  |

**Thank you for your help with our survey.**