





CQC Theme	Improvement priority	How we will measure	Key projects
How we work with people 	<ul style="list-style-type: none"> Improved practice (including support for unpaid carers & preparing for adulthood and prevention) 	<ul style="list-style-type: none"> Audit outcomes Overall satisfaction of carers with social services 	<ul style="list-style-type: none"> Specialist skills development and improved practice knowledge Review and implement changes in our practice model – we call this Make the Difference Integrated carers and cared for assessments Delivering on our Prevention Strategy
	<ul style="list-style-type: none"> Evidence of impact 	<ul style="list-style-type: none"> Audit outcomes Client level data outcomes recording 	<ul style="list-style-type: none"> Developing audit best practice and standards and learning from audits into action Outcome data being recorded on our system
	<ul style="list-style-type: none"> Reduced waiting times 	<ul style="list-style-type: none"> Waiting times across all service areas 	<ul style="list-style-type: none"> Reduced waiting times across a person's journey in adult social care Timely completion of assessments
How we support people 	<ul style="list-style-type: none"> External Care Market (Care services provided by care provider organisations) 	<ul style="list-style-type: none"> Proportion of care services rated Good and Outstanding by Care Quality Commission (CQC) 	<ul style="list-style-type: none"> Provider assurance and contract management
	<ul style="list-style-type: none"> Accessibility, Inclusion & Engagement 	<ul style="list-style-type: none"> Overall satisfaction of people who use services with their care and support Proportion of people who use services who find it easy to find information about services 	<ul style="list-style-type: none"> Strengthening our Partnership board model Developing the Equality, Diversity & Inclusion group role in oversight and assurance Working in Co-production with people with lived experience to inform our improvement plan
How we keep people safe 	<ul style="list-style-type: none"> Safeguarding 	<ul style="list-style-type: none"> Proportion of people who got the safeguarding outcome they wanted 	<ul style="list-style-type: none"> Data utilisation and visibility, Making Safeguarding personal outcomes, visibility of audit and ‘Safeguarding Adults Reviews’ into practice, approach to “edge of safeguarding” for people at risk of “falling between services”.
	<ul style="list-style-type: none"> Deprivation of Liberty Safeguards (DoLS) (Protecting people’s rights when they can’t make decisions for themselves) 	<ul style="list-style-type: none"> Number of DoLS applications completed per 100,000 population 	<ul style="list-style-type: none"> Improved waiting times and clearing the backlog of those waiting for a long time.
Leadership & Governance 	<ul style="list-style-type: none"> Governance Approach (How decisions are made and checked) 	<ul style="list-style-type: none"> Overall satisfaction of people who use services with their care and support; Audit outcomes 	<ul style="list-style-type: none"> Strategic planning, complaints management and learning into action Policy and strategy, alignment to strategy, local account (annual report), risk management
	<ul style="list-style-type: none"> Data & Intelligence (Using information to make better decisions) 	<ul style="list-style-type: none"> Overall satisfaction of people who use services with their care and support 	<ul style="list-style-type: none"> Evidence based practice through research; evidence informed policies, strengthening collaborations through data, visibility of data through dashboards, survey results informing improvements
	<ul style="list-style-type: none"> Workforce and Leadership (The people who lead and deliver services) 	<ul style="list-style-type: none"> Audit outcomes 	<ul style="list-style-type: none"> Staff survey action plans into practice Developing a culture of continuous improvement