

Croydon Adult Social Care and Health Strategy 2026 - 2030

A summary for Providers

Our vision



‘Enabling people to live in a place they call home with the people and things that they love, doing the things that matter to them in communities which look out for one another.’

What is the one thing you need to know:

We’re committed to working with you to deliver the right support, at the right time, in the right way.

Your services are vital to helping people live well—and we want to build strong, trusting partnerships that make a real difference.

To find out more about Adult Social Care and Health in Croydon, visit:

www.croydon.gov.uk/adult-health-and-social-

Support people as early as possible: We are shifting focus towards early intervention and prevention. This means reducing reliance on statutory services, promoting community-based support, employment, technology, and wellbeing and using reablement and occupational therapy to delay or reduce formal care needs. We require providers to offer flexible, preventative services that help people stay well and independent for longer.

Help people live more independently: We need providers to design services that empower people, build confidence, and support recovery and autonomy. We would like providers of services to enable independence, not dependency. This includes supporting direct payments and personalised care and encouraging choice, control, and self-management

Identify and reduce inequities through high quality services: Providers should be committed to fair access and high standards across all services. This includes monitoring outcomes and equity in care delivery, supporting staff to work in strengths-based ways and using evidence to improve service quality. We need providers to be transparent, inclusive, and data-informed in service delivery and help us identify and address gaps.

Improve the range and accessibility of accommodation: We are expanding and improving housing options for people with care and support needs. We ask providers to provide safe, accessible, and appropriate accommodation that supports independence and wellbeing.

Use ideas from the community to shape our work: we want providers to listen to residents and the wider community, to have them actively involved in shaping the services they, or loved ones, receive. We ask that providers always be transparent and explain why decisions were made. We require providers to be responsive and collaborative.

Work closely with health and community partners to provide more joined-up services: We are building joined-up services with health, Voluntary Community and Faith Sector (VCFS) and other partners. We want providers to work in partnership, share information, and coordinate care to make transitions smooth and support seamless.