imosphere

THE CONNECTED TOOLKIT

Adult Social Care

Better conversations.
Defensible decisions.
Continuous learning.

A connected framework for better practice and quality - linking people, assessment, funding, and insight across the whole Adult Social Care pathway.



Built with councils. Proven in practice.



THE CONNECTED TOOLKIT

A more connected approach to Adult Social Care

Bring conversations, practice, funding, and insight together - helping you make more consistent decisions, strengthen assurance, and learn from what is happening across your Adult Social Care system.

Connected Community & Practice

Better conversations, stronger assessment and support planning, with quality built in

Connected Funding

Fairer, more transparent and defensible funding decisions

Connected Insights

Turn everyday practice into intelligence you can act on

Start small. Prove value. Scale with confidence.

Begin with the part of your Adult Social Care pathway that needs attention now - then connect more as your needs evolve.

THE CHALLENGE

Understanding the person is only the start

Good Adult Social Care starts with understanding the person - their strengths, needs, circumstances, and what matters to them.

But that understanding needs to carry through into consistent practice, fair funding decisions, and support that can be sustained. When assessment, funding, and insight sit in separate processes, that connection can be lost.

One person's story should connect practice, funding, and learning - not disappear between them.

WHERE IT BREAKS DOWN

- **Assessment quality is difficult to see**
  Variation across assessments and teams can make it harder to know where practice needs to improve.
- **Funding decisions are harder to explain**
  The link between assessed need and funding can be difficult to evidence consistently and defend under scrutiny.
- **Leaders lack a clear view of need**
  Valuable information captured through everyday practice isn't easily turned into insight for prevention, commissioning, and planning.
- **Learning stays fragmented**
  What is learned about people, practice, and outcomes doesn't always feed back into how the wider system improves.

THE CONNECTED TOOLKIT

One connected framework, end to end

The Toolkit connects what councils learn about people with practice, funding and insight - so information captured at one point in the journey can inform better decisions across the whole system.

Connected Community & Practice

Build understanding once - and carry it forward.

- Capture each person's story once and build on it through assessment, planning and review
- Give practitioners a clearer view of strengths, needs and what matters to the person
- See assessment quality and variation across teams
- Support practitioners with prevention-first, person-centred assessment tools

Connected Funding & Insights

Turn understanding into decisions - and decisions into learning.

- Link assessed need more clearly to indicative budgets and funding rationale
- Give people greater clarity, choice and control over how needs can be met
- Turn everyday practice into insight for prevention, commissioning and improvement

Connected in practice, not another system to manage.

Built into your case management system, so practitioners can work within their existing workflow.

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As we move towards social care reform, we need to ensure our systems are able to meet our changing and developing needs. By choosing the Connected Toolkit, we aim to have a clear and more open resource allocation system for all. It also gives reassurance and speed to social workers and other professionals, because they have a tool which provides consistency and demonstrates clarity to customers.

Service Improvement Officer

Oxfordshire County Council

CONNECTED COMMUNITY & PRACTICE

Stronger assessments. Clearer view of practice.

Support person-centred, strengths-based assessment while giving practitioners useful feedback and leaders a clearer view of where practice is strong, where it varies, and where targeted improvement could help.



PART OF CONNECTED PRACTICE

Quality insight sits alongside our best practice assessment tools - helping councils strengthen practice while keeping professional judgement at the centre.

For practitioners

Useful feedback to strengthen individual assessments.

For leaders

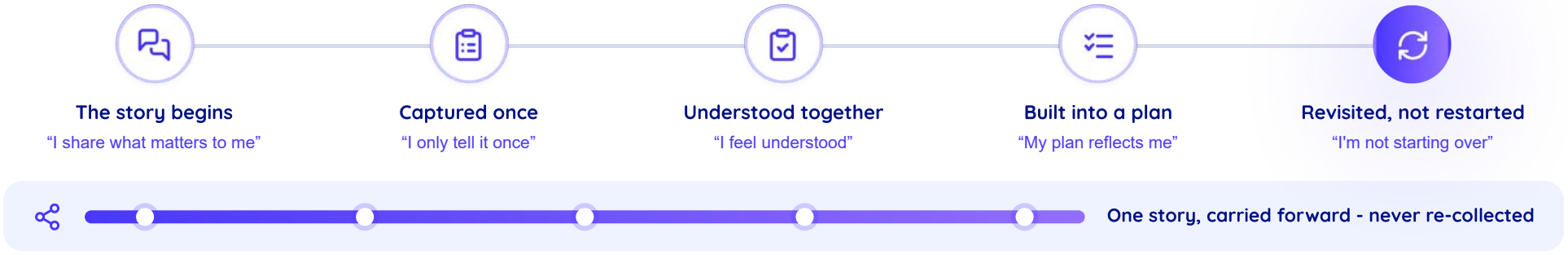
See patterns and variation in quality across teams and services.

For improvement

Turn assessment evidence into targeted learning and action.

ONE STORY. ONE CONNECTED JOURNEY.

How a person's story moves through the pathway - captured once at the front door, and built on at every step.



WHY LEADERS CARE

- Clearer visibility of practice quality
- Stronger Care Act assurance and defensibility
- Better understanding of demand and outcomes

BETTER OUTCOMES FOR PEOPLE

25%

Fewer new support requests through earlier intervention

MORE TIME FOR PRACTITIONERS

50%

Reduction in care planning delays and duplication

GREATER CONFIDENCE FOR LEADERS

Defensible

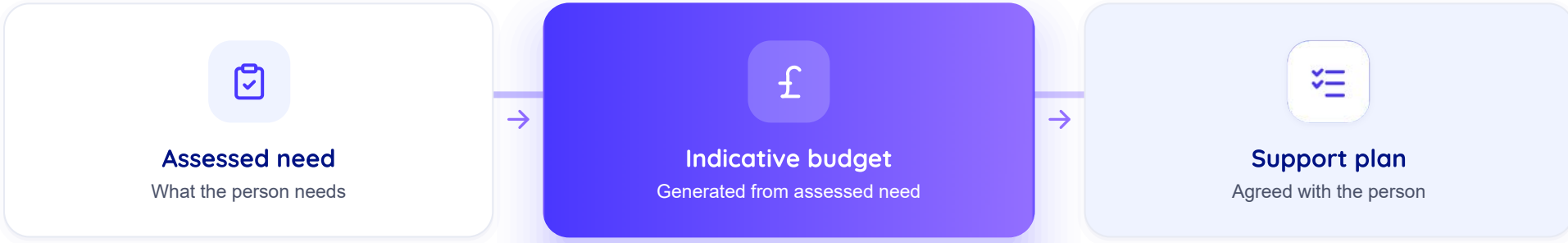
Consistent decisions, clearly evidenced across teams

£ CONNECTED FUNDING

One shared story. Defensible decisions.

Connected Funding helps councils make funding decisions that are transparent, consistent, and easier to explain - by linking indicative budgets directly to assessed need. Not just a budget calculator, but a framework for defensible decisions.

FROM ASSESSED NEED TO INDICATIVE BUDGET



Within 5%
Indicative budgets compared with actual costs

£41.1m
Potential savings identified for one local authority

DEFENSIBLE DECISIONS

Built to withstand scrutiny

Every allocation is transparent, consistent, and auditable - a clear rationale that holds up to everyone who needs to understand it.

People & carers

Clear decisions they can understand, with greater choice and control over how their needs are met.

Finance teams

Consistent, evidenced spend

Auditors

A traceable rationale for every allocation

Regulators

Assurance, ready for inspection

BETTER OUTCOMES FOR PEOPLE

Choice & control

Clear personal budgets that support meaningful conversations about how needs and outcomes can be met - including through Direct Payments.

BETTER DECISIONS FOR PRACTITIONERS

Faster

Less reliance on routine panels; quicker move from assessment to support planning.

GREATER ASSURANCE FOR LEADERS

Defensible

Consistent application across teams, evidenced and auditable end to end.

CONNECTED INSIGHTS

See the pressures before they arrive

Connected Insights helps councils understand future demand, cost pressures, and service risks - from the information they already hold.

Questions leaders can answer with confidence

1. Where could preventative intervention have the greatest impact, and where should we act first?
2. Which care packages should we review first, and where are costs out of line with assessed need?
3. Which unpaid carers need support now to help sustain their caring role?
4. Where does assessment quality vary, how do we compare with others, and where should we focus improvement?
5. What provision will we need next, and should we commission differently now?

EVIDENCE FROM PRACTICE

£18.4m

Estimated expenditure growth avoided over five years for an average local authority.

BETTER OUTCOMES FOR PEOPLE

Prevention

Needs identified earlier, so support can be preventative.

SMARTER PLANNING FOR SERVICES

Foresight

Resources and commissioning aimed at emerging demand.

GREATER ASSURANCE FOR LEADERS

Evidence

Strategic decisions grounded in population-level data.

POPULATION INTELLIGENCE

What could you do with the population intelligence hidden in your assessments?

Anticipate need

Target support to the neighbourhoods where it's heading.

Understand spend

See where costs are rising and what's driving them.

Strengthen practice

Identify variation across teams and see what good looks like.

Act earlier

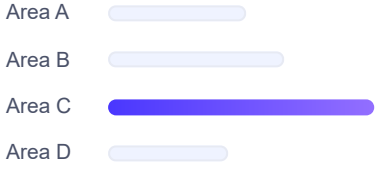
Commission and plan for the communities under most pressure.

From assessment data to a clearer view of what's changing.

See patterns across people, practice, demand, and spend – helping leaders understand where to look and where earlier action could make a difference.

Connected Insights Example insight view

Need by area



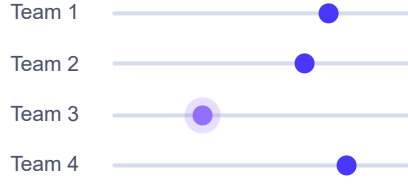
Need rising fastest in Area C

Spend over time



Package costs rising

Practice by team



Variation in Team 3

Emerging pressure

FLAGGED FOR ATTENTION

Older adults with complex needs, Area C

Rising need and cost - review commissioning and early support

START WITH THE DATA YOU ALREADY HOLD

Get to insight sooner

Accelerator analyses the assessment data you already hold, helping you access population intelligence without waiting for new data collection.

- No new data collection
- No lengthy implementation
- Faster access to population intelligence

imosphere

PROVEN IMPACT

Working with councils for over 35 years

FINANCIAL SUSTAINABILITY & ASSURANCE

£18.4m

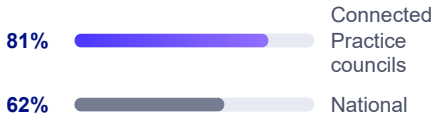
Estimated expenditure growth avoided over five years for an average local authority

£41.1m

Potential savings identified for one local authority

81%

Of councils using Connected Practice rated Good or Outstanding by CQC, compared with 62% nationally



OUR REACH

160,000+	People receiving long-term care supported annually by councils using the Connected Toolkit
£3.04bn	Adult Social Care spend managed by councils using Connected Practice
1 in 4	Local authorities across Adult Social Care and SEND use Imosphere solutions

OUR OUTCOMES

Within 5%	Indicative budgets compared with actual costs
25%	Fewer new support requests through earlier intervention
50%	Reduction in care planning delays and duplication

WHY IMOSPHERE

Confidence by design

Designed alongside councils to support better conversations, defensible decisions, and continuous learning.

Better conversations

Strengths-based practice and better outcomes.

Defensible decisions

Connecting assessment, funding, and assurance.

Continuous learning

Everyday practice into population insight.

Confidence in change

Built with councils, proven in live practice.

BUILT WITH COUNCILS

Built with practitioners and leaders → Shared through our Community Practice Network → Strengthened through what councils learn together

Our Community Practice Network brings councils together to explore shared challenges, compare approaches and learn from one another. That learning feeds back into how the Connected Toolkit develops.

ASSURANCE & COMPLIANCE

- Care Act aligned
- CQC assurance ready
- Embedded in Mosaic & System C
- UK-hosted & GDPR compliant



TRUSTED BY COUNCILS ACROSS ENGLAND

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We chose Imosphere's tools because of their strengths-based approach, which prioritises preventative care options and seamlessly transitions to follow-up assessments when necessary.

Martine Middleton

Business Implementation Officer, Nottingham City Council

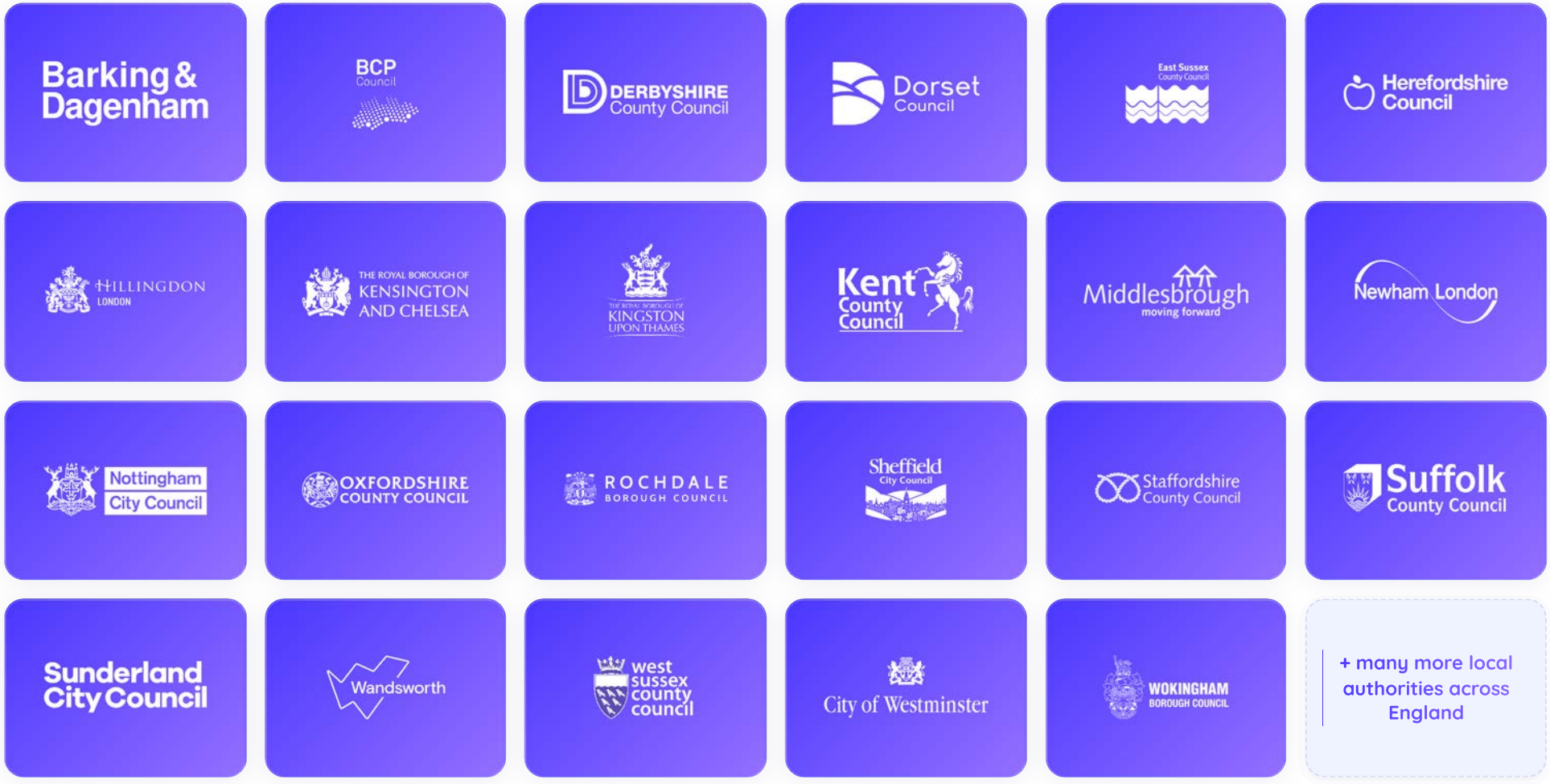
BUILT WITH COUNCILS

Built with councils. Trusted by councils.

Supporting local authorities for almost 35 years - a growing community shaping better outcomes together.

1 in 4

local authorities use Imosphere across Adult Social Care and/or SEND.



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CONFIDENCE BY DESIGN

Speak to our Adult Social Care experts.

Explore how the Connected Toolkit can support better conversations, defensible decisions, and continuous learning across your council.

imosphere.com

info@imosphere.co.uk

in X

Scan to start a conversation

Better conversations. Defensible decisions. Continuous learning.