



LOCAL ACCOUNT



Hull City Council
Adult Social Care

April 2023 to March 2024



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WHAT IS THE LOCAL ACCOUNT?



WHAT IS THE LOCAL ACCOUNT?

Welcome to the **Hull City Council Adult Social Care** local account for 2023/2024, which presents what people and evidence tells us we do well. It is a valuable opportunity to review our achievements over the past year, assess the positive impact we have made on the lives of people drawing on care and support and what our plans are for making improvements.

In each section we celebrate what we have achieved and outline our priorities for the upcoming year.

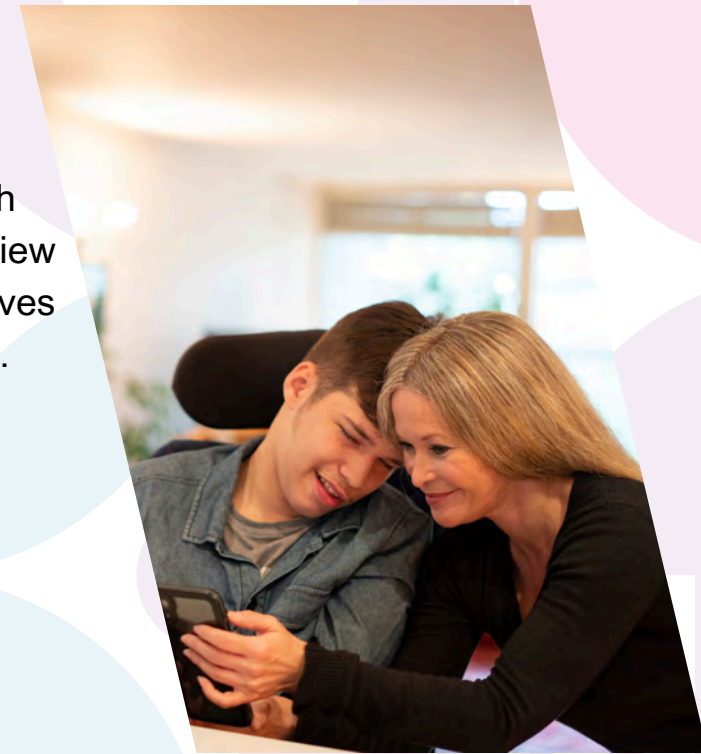
Central to our work is a commitment to person-centred practices and strength-based approaches that support people to lead fulfilling lives. We take pride in our efforts to enhance the well-being of people across Hull.

Looking ahead, it is essential that people with lived experience have genuine opportunities to share their views, and that we encourage them to collaborate and work with us.

Our ambition is that our local account reaches people who are interested in Adult Social Care in Hull, and who are interested in sharing their experiences and helping us to improve.

We are very keen to hear your views about our Adult Social Care local account so that we can make sure that we tell you about the things that you want to know and are interested in.

Please send any feedback to adultsdeliveringdifferently@hullcc.gov.uk we will read, comment and respond to all feedback received.



FOREWORD



FOREWORD

We are pleased to present our Local Account for Hull City Council Adult Social Care for April 2023 to March 2024.

The Local Account is a review of Adult Social Care that we have produced to inform people living in Hull about how we provide care and support in Hull: the support and services we offer, our key achievements and our priorities for the future. It explains how much we spend on Adult Social Care, and where this funding comes from.

In 2023/2024 we have been focusing on developing new ways of working to support residents of Hull, and with our partners developing a more integrated way of working to support people, families, and communities to thrive.

It is important to us to encourage and develop more ways to involve people in shaping the way we do things. We want to do this to achieve our vision of ‘A life not a service - supporting people to experience love, friendship, and relationships, have meaning in their lives and to live safely in a place they call home as valued and contributing members of their communities’.

In 2024/2025 we will remain focused on ensuring we work with organisations who provide care and support to ensure we have good quality care, value for money and support people to have control of their lives, living in the place they call home. We will remain focused on working in equal partnership with people accessing Adult Social Care Services, their family members and carers, ensuring that they are involved in the design and shaping of services. We will also ensure equality, inclusion and diversity is at the heart of everything we do.

We will continue to deliver our ambitious continuous improvement programme and prepare for our first Care Quality Commission Assessment of Local Authorities. This will measure how we work with people under the Care Act 2014 in relation to the care and support that they receive, providing the support required, keeping people safe and ensuring that Hull City Council Adult Social Care is well led.

We know that our workforce is our strongest asset. Our goal is to have a workforce who feel supported by the Council, are able to do their job competently and confidently, and share our values and principles. We we listen to their ideas, and we remain focused on their wellbeing to maintain Hull Adult Social Care as an employer of choice.

**PORTFOLIO HOLDER
Adult Social Care and
Public Health**
Councillor Linda Chambers



**DIRECTOR OF
Adult Social Care**
Tracy Meyerhoff



WE ARE HULL

Hull covers approximately 27 square miles and sits on the northern shore of the Humber Estuary. Hull has a rich fishing heritage and whilst this has declined in the last 50 years, the city remains a busy port and proud of its seafaring connections.

From the 2021 Census, Hull's resident population is estimated to be 267,020 which is 10,614 or 4% higher than the 2011 Census. Hull has a relatively young population compared to England. The increases in Hull's population have been largely due to international migration from outside the UK, particularly Eastern European economic migrants aged 25-34 as internal migration from Hull to other parts of the UK is also relatively high.

Hull ranks 4th most deprived local authority in the UK, affecting employment, financial resilience, health, housing, wellbeing, and lifestyle choices. Recognising health challenges and celebrating assets is crucial.

Hull is a proud, ambitious, resilient, and strongly self-reliant city. Our communities have immense spirit and social capital.

Housing affordability is hard to beat, and residents have good access to private outdoor space, proximity to General Practitioners (GPs), pharmacies and leisure facilities.

Hull has a thriving sporting, arts and cultural sector (buoyed by our time as UK City of Culture 2017 and the resulting investment) and we fully recognise the value of arts in health.

Our strong voluntary, community and social enterprise base is leading the way in partnership working and integration with private and statutory sector organisations. The Jean Bishop Integrated Care Centre and our 'Everybody In' response during the pandemic is evidence of this.



Significant progress has been achieved in recent years on the wider determinants of health, on economic growth, infrastructure, housing, and employment.

We are seeing positive trends of increasingly more of our young people going on to Further and Higher Education, choosing not to smoke and drinking less alcohol.

We are seeing health feature in more policies, such as the joint approach between Public Health and Planning, resulting in the 'Healthy Places, Healthy People' Supplementary Planning Document and the 2021 Economic Strategy. This is also a key feature of the 10-year Community Plan for Hull.



I WANT
TO SPEAK

I WANT
TO SPEAK

**THE COMMUNITY PLAN
2024 - 2034**

COMMUNITY PLAN 2024

Hull has recently launched its **Hull Community Plan 2024 – 2034** which has been shaped by the people of Hull and is a plan for the people of Hull. The plan sets out a new vision for the city as reflected in six ambitions rooted in what residents have said about their lives, streets and city, the improvements they would like to see and their hopes and aspirations for the future.

The **Community Plan highlights 6 ambitions for the city of Hull**. We will work with citizens so that together we can see the impact of our plans and encourage others to participate in the delivery and ongoing development of the community plan.

OUR SIX AMBITIONS REPRESENT A NEW VISION FOR HULL



A photograph of two women walking on a paved path outdoors. The woman on the left is wearing a black tank top and green leggings, with a large tattoo on her right arm. The woman on the right is wearing a grey hoodie and purple leggings, and has glasses. They are walking past a black metal fence with pointed tops. The background shows green trees and a clear sky.

THE JOINT HEALTH AND WELLBEING STRATEGY

THE JOINT HEALTH AND WELLBEING STRATEGY

The Joint Health and Wellbeing Strategy for Hull sets out our ambition to improve the health and wellbeing of our residents.

This strategy is a shared piece of work. It shows the needs of our city and builds on our foundations to tackle health issues across Hull. We want to create an environment where everyone benefits from real improvements in health and wellbeing.

The strategy encourages a values-based approach to health and wellbeing. We hope these values can be at the heart of successful service delivery.

Our values-based model places communities at the heart of everything we do. It includes a long-term commitment to community-driven change through ongoing engagement. This is built on a foundation of intelligence-based decision making using our Joint Strategic Needs Assessment.

The strategy focuses on partnership working and a shared sense of accountability for the health of our residents.

The strategy will be delivered by the Health and Wellbeing Board. This offers a partnership approach to health and care. This is made up of senior leaders across our city.

The main purpose of the Health and Wellbeing Board is to improve the wellbeing, physical and mental health of the residents of Hull.

Delivering a strategy that is driven by values allows us to work with our partners to shape how we work as a system. It is the best way to reduce inequalities, improve health and wellbeing and work as a unified system. This increases the chances of making positive changes for our city. The strategy has a strong emphasis on reducing health inequalities and community engagement. We aim to work with partners to ensure service provision across the system has improved access for all.

This strategy cannot be delivered without the commitment of everyone who lives or works in Hull and cares about its future. It describes where we want to get to and how we will do it. To be successful, the Health and Wellbeing Board is asking the public to make their own pledge for how they will continue to improve their own and other people's health and wellbeing.

HULL IS A CITY THAT IS -

- *PROUD*
- *AMBITIOUS*
- *RESILIENT*
- *STRONGLY SELF-RELIANT*

Our communities have immense spirit and social capital. Though we do know we have significant health challenges. With your support, we can make sure that we work proactively together to make Hull a fairer place for its residents.





**ADULT SOCIAL CARE OUR VISION
- A LIFE NOT A SERVICE**

ADULT SOCIAL CARE OUR VISION - A LIFE NOT A SERVICE

Supporting people to experience love, friendship, and relationships, have meaning in their lives and to live safely in a place they call home as valued and contributing members of their communities.

We are pleased to announce our new Practice Framework within Adult Social Care. This framework brings together different practice models, research, theories, ethical principles, experience, and the latest developments in practice and policy at both local and national levels.

The Adult Social Care Practice Framework aims to reconnect the purpose of our work with people, families and communities and formalises the work that is already undertaken to embed the vision for Adult Social Care of 'A life, not a service'.



THE PRACTICE FRAMEWORK

ADULT SOCIAL CARE
OUR VISION
A LIFE NOT A SERVICE

“Supporting people to experience love, friendship, and relationships, have meaning in their lives and to live safely in a place they call home as valued and contributing members of their communities”

DELIVERED THROUGH OUR OPERATING MODEL

Helping people to help themselves	Helping people when they need it by providing support to actively recover	Help people to live their lives
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OUR GUIDING APPROACHES TO PRACTICE

<p>STRENGTHS-BASED We focus on the strengths and successes of people and their communities.</p> <p>We work with people to identify and achieve outcomes unique to their specific circumstances.</p> <p>We think creatively when faced with risk and empower and support people to seek their own solutions.</p>	<p>PERSON-CENTRED We make sure that the person's voice is heard - we work to co-produce our interventions with people, their support networks, and their communities.</p> <p>We recognise the expertise of lived experience.</p> <p>We adapt the way we work to suit the needs of the individual.</p> <p>We are guided by values of kindness, empowerment, curiosity, and creativity.</p>	<p>RIGHTS-BASED We are confident in our application of the law - we understand what governs our practice and we are proactive with sharing this knowledge with the people we work with.</p> <p>We seek to promote and uphold people's rights.</p> <p>We critically reflect on the use of restriction and power within our practice.</p>
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SO THAT WE SEE THE FOLLOWING...

<p>PREVENTATIVE WORKING ACROSS THE SERVICE We work in a proactively preventative manner, ensuring that as a Local Authority we are informed of the root causes of poor health and inequality and possible barriers individuals may face in accessing services.</p> <p>We promote an individual's strengths and potential not just at the beginning of their journey into Adult Social Care, but throughout their experience working with us.</p>	<p>WELLBEING IS IMPROVED We have effective feedback mechanisms and can see that our interventions are leading to improved wellbeing for the people we work with.</p> <p>People feel that their wellbeing and independence has increased because of our support.</p> <p>We focus on outcomes, not services. We work on ways to co-produce our processes and policies with the communities we work with.</p>	<p>RISK IS MANAGED POSITIVELY We take the least restrictive option wherever possible.</p> <p>We take creative and managed risk with people to improve their wellbeing.</p> <p>We consult widely and thoughtfully when making decisions in best interest.</p> <p>We are guided by organisational and professional values and reflect on this in supervision and peer forums.</p>	<p>PRACTICE IS LEGALLY COMPLIANT We follow legal frameworks within our daily practice and feel confident articulating our professional decision making.</p> <p>We make skilful use of legal principles and understand how to explain these to the people we work with.</p> <p>We incorporate principles of legislation throughout our work and service planning.</p>
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UNDERPINNING PRINCIPLES

<p>ETHICAL FRAMEWORKS</p> <ul style="list-style-type: none"> • Anti-racist practice • Anti-oppressive practice • Anti-discriminatory practice • Inclusive practice • Social Justice 	<p>PROFESSIONAL VALUES AND BEHAVIOURS</p> <ul style="list-style-type: none"> • Knowledge and Skills • Continuous Professional Development • Research • Critical reflection • Professional standards of practice
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WHERE THE MONEY WAS SPENT

Hull City Council allocates £105.886m to deliver Adult Social Care services, which represents 33.7% of the total revenue budget of the Council. This is the largest service budget in the Council. The Council's Medium Term Financial Plan (MTFP), agreed in February 2024, shows a balanced budget for 2024-25, although predicated on delivering savings of £5.8m in year across all services.

The Adult Social Care Budget

(in millions of pounds)

The Adult Social Care Budget	2022/23	2023/24
Gross spend	£139.8m	£164.0m
Income	£55.2m	£58.1m
Net spend	£84.6m	£105.9m

What we spend our money on

Adult Social Care commissions 95% of care and support arrangements from the independent sector and a breakdown of the GROSS budget is below:

Service Area External Providers	Gross
Permanent Residential / Nursing Care	£62.1m
Supported Living	£26.8m
Home Care	£13.3m
Direct Payments	£14.3m
Short Stay / Respite	£7.8m
Day Care	£3.8m
Other	£4.0m



ADULT SOCIAL CARE - WHAT WE DO

Adult Social Care in Hull is focused on

3 Principles **1. HELP TO HELP YOURSELF**

We support people to have control of their lives and promote wellbeing by providing people with information, advice, and guidance about services in the community. This is typically through the new Live Well Hull website which has been developed by Hull City Council Customer Experience Team, FORUM, Adult Social Care, and Public Health and replaces the Connect to Support website. The website went live in November 2023.

The site offers a user-friendly navigation journey, focusing on prevention and “help to help yourself” and progresses to more targeted social care help and support via an online referral for a social care needs assessment.

Live Well Hull website content is organised into two main sections: **Community Directory** and **Live Well Hull content**, with five tabbed areas:

- Activities and Groups
- Help at Home
- Home Maintenance
- Supported Accommodation
- Carers

1st stage Prevention is focused on website information and content aimed at the person (or carer) finding information themselves from the site, such as services and support from the community directory content and web page advice and information.

2nd stage Prevention is focused on help and support via the Community Navigation service, where anyone can self-refer to FORUM and trained Community Navigators. This is low level support, and they can provide one-to-one, face-to-face support and link people to:

- advice
- mental health services
- healthy lifestyle activities
- volunteer opportunities.

3rd stage Accessing Support, the site progresses to more targeted help and support around adult care and how to access adult social care services.



SEE AND SOLVE

Adult Social Care's first point of contact is known as the '**See and Solve team**' who provide personalised interventions to help people maintain their independence and improve well-being. The team work with partner organisations to help people to access less intensive support in their local communities, particularly when the need is for social interaction, exercise or to meet wellbeing needs such as improving mental health.

In February 2024 See and Solve launched the '**Information and Advice Community Hubs**' based on feedback from the community, offering face-to-face meetings with Adult Social Care workers and exploring outreach projects across the city to support people.

See and Solve received **9,879 new community referrals** from April 2023 to March 2024. Following input from See and Solve, **17%** were progressed for further assessment, **however 83%** of people received the right support, guidance, and advice at the point of contact.

We completed **2,632 Occupational Therapy Assessments** during the same period and Occupational Therapy is a vital function of Adult Social Care, ensuring that people can maintain their independence and live life to the fullest in their own homes with the use of equipment or adaptations.

Get in touch

Telephone 01482 300 300

Email see&solve@hullcc.gov.uk

Website livewellhull.org.uk

Aids and adaptations can be used to help people care for themselves more easily, without the need for professional care. Adaptations can also make life easier for unpaid carers to support people. Our lifeline service, where people have an alarm pendant, can connect people to support quickly and provide reassuring peace of mind to family members. Increasingly technologies can help with social interaction, medication reminders or general monitoring to ensure that people are safe and well.

Assistive technology is a crucial way in which Adult Social Care in Hull promotes people having control of their lives through telecare services. Telecare services can help people with:

- Falls prevention.
- Epilepsy management
- Medication management
- GPS Tracking



SEE AND SOLVE - WHERE THIS HAS WORKED WELL

Amy was referred to the Telecare Team following a hospital admission. Amy had recently been diagnosed with dementia and was admitted to hospital following a fall. The referral was sent to explore fall alerts and any other assistive technology that could support Amy.

During the assessment Amy's family were adamant that residential care was needed due to her declining memory and concerns raised about her leaving the house on a night and missing medication. During the assessment the telecare co-ordinator worked closely with Amy and established early on that although she knew she was struggling Amy really wanted to remain in her home where she had raised her children.

The main risks and concerns identified were falls, opening the door on a night, potential risk of leaving her home alone and becoming confused and forgetting medication.

Amy already had a lifeline in place, and so a falls detector was provided which would alert her family to impact falls, door sensors were also demonstrated and provided. These would alert Amy's family if she opened doors after set times for a period of longer than 10 minutes. A medication dispenser was also provided to prompt Amy to take her daily medication.

Following a six-week review of equipment Amy and her family were happy with the equipment. This has provided relief and reassurance to Amy's family, while promoting Amy's independence and ensuring she is as safe as possible in her own home. In turn this intervention removed the need for long term care and all of Amy's needs were being met through equipment and informal carers.



WORKING WITH CHANGE GROW LIVE – RENEW

Renew, in partnership with Change Grow Live (CGL) and Hull City Council, has enhanced the collaboration between substance use and social care services.

This has been achieved through the inclusion of a dedicated substance use social worker within the See and Solve Team.

From January to October 2023, the following outcomes were observed:

- Direct support provided to 128 in people
- Assessment of 43 people under the Care Act
- Engagement of 91 people within their own homes

The benefits experienced by people include:

1. **Promotion of independence and resilience:** Empowering people to manage their own health and care while planning for their futures.
2. **Support at home:** Assisting people in understanding the available support options at home, as an alternative to residential care.
3. **Finding cost-effective solutions:** Facilitating access to informal support networks and making the most of community resources.
4. **Promotion of choice:** Ensuring people are aware of local service providers and the support they can offer.

This partnership has proven effective in addressing the needs of people and promoting their wellbeing.

WHERE THIS HAS WORKED WELL

David is a 59-year-old man who Renew have been working with for about 6 months now. Initially, he wasn't interested in getting help, but recently he reached out because he was having some financial struggles and was stuck in a routine of drinking lots of alcohol and not having sufficient money left for food. Our Social Work Team arranged to visit him at home to see how we could help.

During the visit, a social worker talked to David about his drinking and the effects it was having on his health and wellbeing. Working together they agreed a plan that would help David achieve his personal goals that included reducing harm for excessive use of alcohol. Together, David and his social worker came up with a plan to help him get back on track that included support to help him maintain his plan.

David agreed to a short-term program called Active Recovery, where staff from Adult Social Care would visit David twice daily to support him with his personalised goals of eating well and staying safe.

The social worker also helped David apply for financial assistance and connected him with community resources to stay active and engaged. They checked in with David regularly to make sure he was making progress and felt in control and worked with other agencies to make sure he had everything he needed to live well.

Adult Social Care in Hull is focused on

3 principles ...

2. HELP WHEN YOU NEED IT

For people who may have experienced short-term illness or injury and need support getting back to their usual way of life, Adult Social Care provide solution focussed support to help them to actively recover and achieve their goals. By understanding people's strengths, wishes and aspirations, and the support that someone already has, we work with them and their carers to meet their desired outcomes. The aim is to support people to do personal activities such as cooking meals, washing, dressing and moving around the home or going out of the house to work, continue with hobbies and maintain important relationships and friendships.

We are planning to increase our offer of Active Recovery as we know it can reduce the amount of support people need in the longer term and leads to people gaining or regaining more independence sooner. Special skills and trained therapists are needed to support this way of working and we plan to 'grow our own' therapists to ensure we have a skilled localised workforce that can make a difference to many more people.

Between April 2023 to March 2024, 472 people received support from the Active Recovery service. Of these individuals, 316 people (67%) were able to return to full independence following support, an additional 61 people (13%) had their support reduced during or following Active Recovery support.



WHERE THIS HAS WORKED WELL

Sally is a 77-year-old woman who was admitted to hospital with cellulitis which affected her ability to care for herself. Prior to this hospital admission, Sally lived independently at home with her grandson. On her discharge home from hospital, Sally was assessed as requiring some short-term support to get her back on her feet and received two, 30 min calls, morning and lunchtime, to support her back to living independently.

Occupational Therapy input provided additional equipment to help Sally around her home such as perching stool and grab rails. Sally's family purchased a stair lift and a key safe and the Active Recovery carers supported Sally to learn how to use all this new equipment and to shower whilst keeping her medical dressings intact, which were being dressed each day by the District Nursing Team. It was important to Sally to be able to remain at home to be able to give her grandson a home and to be close to her friends and family.

Following a review at 2 weeks the Active Recovery worker spoke to Sally and her family about how she was recovering and what they could do to support Sally to retain her independence and maintain living well at home. Family members agreed to support with shopping and domestic tasks. Over the next week, Sally felt she was now, although not fully back to the levels of independence she was previously, able to manage her own needs without support from any carers, Adult Social Care support was no longer required. The Active Recovery Occupational Therapist completed one last visit to ensure all the equipment that had been requested was in place and Sally was happy and confident using it. Sally was provided with information about carer's support and other support available within her community to help her to maintain her independence.

91.3% of people over 65 who were discharged from hospital into reablement, or rehab services were still at home 91 days after discharge - (Adult Social Care Outcomes Framework - Outcomes 2023-24).

74.7% of people receiving a short-term service (Active Recovery) were fully re-abled - (Adult Social Care Outcomes Framework - Outcomes 2023-24).



Adult Social Care in Hull is focused on

3 principles ...

3. HELP TO LIVE YOUR LIFE

17% of new people contacting Adult Social Care between **April 2023 and March 2024** were offered a **Care Act Assessment**. This is where a social care worker will talk to people about the care and support needs that they have and the goals that they want to achieve and how these can best be met.

We have introduced a new model of care to support people in their own homes.

The Community Wellbeing model has been developed as an alternative to a traditional homecare model and takes a strengths-based approach. This means homecare workers work with people to help them achieve their goals and maintain their independence, not doing tasks for them because it's quicker and easier.

This recognises that for people to achieve and maintain their goals for independent living there needs to be a focus on what is the best support rather than emphasis placed upon time and task activity.

The aim of the new model is to **enable people to stay at home**, living as independently as they can and living the fullest possible life.

The community wellbeing offer currently supports around 900 people, providing individualised care and support to them in their own homes, delivering almost **12,500 hours of care each week**. People are supported to have control of their lives, doing the things that they enjoy, for as long as possible in their own homes focusing on what matters and what's important to them.



WHERE THIS HAS WORKED WELL



Helen lived at home and started receiving care from Springfield Care agency in July 2023. Helen is living with dementia; she is supported daily by her working age son. Springfield provided three social care support calls, to help Helen to remain in her own home and to provide support and reassurance to her son whilst he was at work. At the point Springfield were introduced to Helen, she had taken to staying at home and excluding herself from her local community not wanting to go out of her home. **Springfield worked closely with Helen and her son** finding out as much as they could about her, what was and is still important to her, her likes and dislikes and what she was interested in doing. Using this rich personalised information Springfield were able to match a small number of care workers to attend all visits which enabled Helen to **recognise familiar faces** and for her to be able to start to build a relationship and trust with them. Helen's care workers were able to encourage Helen to start walking into her garden.

The care worker soon learnt that **Helen had a love of music and dancing**, they can now often be seen dancing around the living room to the music she loves.

At Christmas Springfield held their annual Christmas party at the local church, with lots of encouragement Helen attended, and sat and shared stories with other people. Helen enjoyed a conversation with a lady who lives down the street from her and **her care workers are encouraging Helen to continue the natter and to meet up for coffee.**

The community wellbeing model of care supported Springfield to take the time to get to know Helen, understand what is important to her and what the best support would look like for Helen and her son. By giving Helen confidence and support she has re-engaged with some of the things she likes to do in her community, and this has reduced social isolation, increased her emotional wellbeing, and supported her main carer to continue their valuable support whilst maintaining their own independence and wellbeing.

EXTRA CARE

Hull City Council and Riverside along with three extra care wellbeing providers are proud to be part of three extra care facilities within the city.

Redwood Glades (Leads Road), Harrison Park (Hall Road) and Cecil Gardens (Hawthorne Avenue) provide 316 extra care apartments across the city which have been built to provide an environment where people over the age of 18 have their own front door with a care and support available from our onsite extra care wellbeing providers as well as housing support from Riverside.

The apartments enable people to live with loved ones in a supported community environment that supports people to have a life not a service. Extra care ensures people have control of their lives, supports wellbeing, and promotes privacy and dignity.

Throughout the extra facilities there are opportunities for people to engage in daily activities such as archery, ukulele lessons and weekly entertainment from local singers and artists. The facilities offer an onsite hairdresser as well as an onsite restaurant that offers a varied daily menu and seasonal dining events that can be enjoyed by residents and the local community.

Around 188 people receive community wellbeing services within an Extra Care Scheme.



EXTRA CARE - WHERE THIS HAS WORKED WELL

Nicola had always lived with her parents up to the age of 49. She has a learning disability and has had little or no exposure to risks and life experiences.

Nicola aspired to move on to **experience having her own home** but had not been supported to do so. Following a change in family circumstances and the pandemic she was supported to make an application to extra care.

This application was successful, and Nicola moved into **Cecil Gardens in the summer of 2021**. Since moving in she has engaged in activities and with her wonderful friendly personality has built meaningful and lasting friendships.

Nicola is supported by the onsite wellbeing provider and with their support has developed **new skills to live more independently resulting in her care package being reduced**.

Nicola aspired to be able to cook for herself and has now developed the skills to do this, recently cooking a full Sunday lunch for her mum which was a huge milestone for her.

Nicola **has also been voted in by her peers** as the deputy tenants rep and attends every tenant meeting, confidently contributing on behalf of her fellow tenant's feedback and areas for improvement. Nicola, whilst living in her own home, has kept a strong relationship with the family home and they are very proud of her achievements.

She has established friendships in Cecil Gardens and great rapport with staff and tells us she feels **“very happy here”**.



CARERS

We understand how important it is to support carers to continue in this role. Hull City Council have a contract with the **Carers Information and Support Service (CISS)** provided by the **City Health Care Partnership (CHCP)** to deliver information and advice and help carers access the support they need to ensure that their own health and wellbeing is maintained. There are currently **3605 carers registered** with **CISS**.

The service currently provides non-statutory carers assessments as a gateway into receiving tailored information, advice, and wellbeing support specific to the carer's situation. CISS also led on the development of the **Carers Champion training** in Hull, of which there are currently **692 champions** across Health and Social Care.

All carers are entitled to an assessment of their own needs and a care plan to support them, and we are seeking to extend capacity within CISS to also meet the statutory functions of the Local Authority in respect of carers and build capacity for statutory assessments for adults and young carers who are becoming adults, under a consistent support offer.

Over 1,900 carers were supported between April 2023 and March 2024 70.8% of carers said that they have been included or consulted in discussions about the person they care for.
(Adult Social Care Outcomes Framework – Outcomes 2023-2024)



Get in touch

Carers' Information Support Service
The Calvert Centre
110A Calvert Lane HU4 6BH
Telephone 01482 222220



Carers' Information & Support Service

SHARED LIVES

The Hull Shared Lives scheme **supports people to have accommodation, care and support** based around the family environment. This includes long-term Shared Lives arrangements, which may come about through **transition** from children's fostering, leaving care and staying put where the carer and the young person wish to continue with the support arrangements (if the young person is eligible for Adult Social Care support and the carer is successful in their assessment and approval as a Shared Lives Carer).

Shared Lives enables people to have their **privacy supported in their home and life**. It supports people to have control of their lives and offers the chance to do things for the first time, such as learn to cook, volunteer, work, start relationships with friends, go on holiday.

Our objective is to **assess, recruit and train** new Shared Lives Carers from a range of backgrounds, experience, knowledge, and skills and ensure that all Shared Lives arrangements are managed safely and effectively in line with Care Quality Commission regulations and requirements.

Shared Lives Scheme workers **monitor** each arrangement and support the Shared Lives Carer to provide the best possible outcomes for the person being supported to ensure they are offered good quality personal care, support and accommodation.

The Shared Lives Scheme may also **offer respite** for people who do not live in a Shared Lives arrangement. The person using Shared Lives for respite support will usually live with family such as parents or siblings. Respite support enables those unpaid carers/family members to have some respite, whilst their loved one is being supported in a Shared Lives arrangement.

The scheme also offers **short breaks** for Shared Lives Carers, who support a person living with them in a long-term arrangement, to take a break from their caring role. Shared Lives Carers are entitled to take up to four weeks a year. Shared Lives carers often have a named family member or close friend (support carers) who will support the person at their usual residence i.e. home of the Shared Lives Carer.

This enables the person to **remain at home** if this is their preferred choice. In some exceptional circumstances or where a person chooses, they may stay at the support carer's home. Shared Lives Carers may also utilise the services of another approved Shared Lives Carer where the person will stay at their home.



Interested in being a Shared Lives Carer?

Telephone 01482 605 220

Email hullsharedlives@hullcc.gov.uk

Website www.livewellhull.org.uk

HOW SHARED LIVES SUPPORTS PEOPLE TO LIVE INDEPENDENTLY

Lucy is 31 and transitioned from a fostering placement to a shared lives arrangement. Her foster carer became a shared lives carer when Lucy turned 21. A sudden, unexpected change in the shared lives carer's circumstances meant that Lucy was unable to continue to live there. Any unplanned change for Lucy would be extremely difficult and therefore had to be managed with care and sensitivity. To rush this process could have impacted on her mental health and wellbeing.

Lucy's shared lives worker had worked with her for several years and throughout this time they had discussed the option of moving on. Although her shared lives arrangement offered her a great deal of autonomy, Lucy always aspired to have her own place and be more self-sufficient. The change in circumstances meant that she had to put into practice the skills she had learned over the years. As a stepping-stone, until suitable accommodation became available, Lucy was matched with another shared lives family. This gave her the opportunity to look at what further skills she would need to reach her goal of having her own home.

Our shared lives worker worked closely with Lucy, the shared lives carer and Lucy's previous shared lives carer, providing practical and emotional support throughout. Despite this being a huge change, Lucy settled in well with her new Shared Lives family and was able to carry on working towards her planned move to a more independent living arrangement. Lucy felt that a move to Extra Care would give her the independence she wanted. Our shared lives worker supported her with the application process. The day finally arrived when Lucy was able to view her apartment and move in, again with support from her shared lives worker who made sure that any questions or concerns could be answered, reducing her anxiety, and supporting her to express her feelings and wishes throughout.

Lucy's previous shared lives carer and her temporary carer were also on hand to make the move as smooth and stress free as possible.



Lucy told us:

“The end of my long-term shared lives arrangement was really difficult for me, but having a shared lives worker that I know and trust was really helpful. Shared Lives gave me security. I could have been homeless or in a hostel, but you gave me breathing space for as long as I needed it. I really appreciate that the service is available to me as a disabled person. I know that I could return to Shared Lives if my circumstances change”.

Lucy's Shared Lives worker said:

“When I first met Lucy she found conversation and meetings very difficult. She would often look to her carer for answers to questions and struggled to express her feelings and wishes. Now she is confident and able to lead the conversation. Proudly showing me around her apartment which she has furnished herself, including putting together flat pack furniture. She has already been able to reduce some of her care calls as she has a routine in place”.

DAY OPPORTUNITIES



There are currently over **400 people attending Day Opportunity** support provided by Adult Social Care. Day Opportunities in Hull support people in maintaining or improving their independence enabling them to lead safe and fulfilling lives in their own homes.

We **provide high-quality, person-centred care** and support for adults, where we actively collaborate with providers to offer a wide range of resources and services to meet the diverse needs of people drawing on care and support.

Hull City Council and Yorkshire & Humber NHS are working with lots of community-based providers to create a sustainable market where all eligible people and their carers can access the services and support that they need to participate in the things that they enjoy within their community.

We are focused on **improving access and options for care and support**, while **promoting equality and transparency** in how our personalised services are identified, accessed, funded, and delivered. Together, we are committed to shaping a supportive environment where everyone can thrive and achieve their goals.

CARE HOMES



Care homes offer accommodation for people who may not be able to live independently. Some care homes offer care from qualified nurses or specialise in supporting people with specific needs such as people with a learning disability.

We always aim to support people to remain living in their own homes where possible, accessing support as described in sections 'help to help yourself' and 'help when you need it'.

Around 1,600 people live in a care home where they receive care and support. We know that when someone receives longer term care and support, their goals, and aspirations and what they want to achieve will change and so reviewing the support that they receive is important. Sometimes the level and type of care and support that they receive may reduce.

From April 2023 to March 2024, 397 reviews undertaken resulted in services ending or reducing, meaning over 7% of reviews of care and support resulted in people gaining more independence in living their life.

87.4% of people who use services said that they have control over their daily life. (Adult Social Care Outcomes Framework – Outcomes 2023-24)

SAFEGUARDING PEOPLE

Safeguarding Adults is everyone's responsibility, it requires all agencies and local communities to work together to promote individual wellbeing and prevent abuse or neglect.

The Care Act 2014 sets out a clear legal framework for how local authorities and other agencies should protect adults

The Care Act places safeguarding duties on the Local Authority. **They must:**

- lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens.
- make enquiries, or request others to make them, when they think an adult with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed.
- establish Safeguarding Adults Boards, including the local authority, National Health Service, and police, which will develop, share, and implement a joint safeguarding strategy.
- carry out Safeguarding Adults Reviews when someone with care and support needs dies because of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them.
- arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

The Hull Safeguarding Adults Board is a statutory board formed under the Care Act 2014. It consists of representatives from Hull City Council, Humberside Police and Humber and North Yorkshire Integrated Care Board and has an independent chair.

The Board is the strategic lead body in Hull for safeguarding adults with care and support needs that may be suffering or at risk of abuse or neglect.

Underneath the Board sits a Safeguarding Strategic Delivery Group which is responsible for the delivery of the ambitions set out by the board.

The ambitions for 2023 – 2024 are:

- **Assurance and Governance** – A subgroup of the board has been set up to ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance. This group will provide assurance that safeguarding practice is person centred, outcome focused and continuously improving and enhancing the quality of life of adults living in Hull.
- **Proactive approach to Safeguarding** – we will aim to mitigate risk and reduce harm in a proactive evidenced based way.
- **Learning and Development to inform practice** – A subgroup of the board has been set up to focus on providing the right learning and development opportunities and to ensure there is a clear pathway to communicate and assess the embedding of learning from a range of reviews both locally and nationally.
- **Leadership** – We aim to build a partnership that takes ownership, collaborates and is not afraid to challenge in the pursuit of ensuring people thrive and sustain a healthy fulfilled life.

SAFEGUARDING PEOPLE

Within Hull City Council Adult Social Care there is an **Adults Safeguarding Team** based **within a Multi-Agency Safeguarding Hub (MASH)**. The MASH consists of Adults Safeguarding, Children's Safeguarding, Vulnerable, Exploited and Missing Persons team (VEMP), RENEW, Humberside Police, City Health Care Partnership (CHCP) and Domestic Abuse Partnership (DAP).

The purpose of the MASH is to improve the quality of information that is shared between professionals to make timely and informed decisions about risk based on accurate and up to date information.

The Adult Safeguarding team deals with incoming safeguarding concerns, recognising the importance of engaging the person in how best to respond to their situation in line with the Marking Safeguarding's Personal principles.

These Principles are:

- Empowerment
- Partnership
- Protection
- Prevention
- Accountability
- Proportionality

We are committed to ensuring that people are free from physical and emotional abuse, harassment, neglect, and self-harm and that people enjoy physical safety and feel secure.

Adult Safeguarding is about preventing abuse and neglect, enabling adults to retain their independence and promoting good practice when responding to specific concerns. Where abuse or neglect is suspected or alleged, Hull's Safeguarding Adults Operational Guidance is used to provide consistent and comprehensive responses.

Between **April 2023 and March 2024, 6,216 safeguarding concerns** were received by the Adults Safeguarding Team.

Of these **2,411 were progressed** to a safeguarding enquiry. **629 required no further action** and the remainder were either resolved by providing information, were signposted to other support outside of Adult Social Care or were progressed for support from another Adult Social Care Team.

74.3% of people who use services said that they feel as safe as they want to - Adult Social Care Outcomes Framework – Outcomes 2023-24.

Contact the Multi Agency Safeguarding Hub (MASH)

Telephone 01482 616 092

Email adultsafeguarding@hullcc.gov.uk

Website www.livewellhull.org.uk



ENSURING QUALITY OF CARE AND SUPPORT

In Hull, Adult social Care is actively seeking partnerships with providers who align with our values and are committed to delivering exceptional care and support to the community.

Our Care Quality Assurance Team possesses extensive knowledge of the local care landscape and has developed a robust Quality Framework to assist providers in enhancing their services. As evidenced by the success of a new provider in Hull, who recently received an outstanding rating from the Care Quality Commission during their initial inspection after utilising our framework.

PROUD TO CARE

Proud to Care Hull spotlights the rewarding opportunities in Adult Social Care in Hull and provides advice for people looking to begin or further their career in the sector.

The initiative includes a website – www.proudtocarehull.co.uk – which details current vacancies in adult social care across the city as well as guidance for job seekers looking for their first or next move in the sector.

Targeted campaigns in support of individual providers are run via Proud to Care and the service has also hosted recruitment events. A focus for this year is supporting providers to access the Local Authority training offer, including the Personal Assistant workforce. Between February 2023 and February 2024, the website received 11,636 visits and 262 jobs were posted and advertised there.

Are you ...

PROUD TO CARE?

"I love the support I receive from my care worker"

Craig, from Kingswood and Amy, Care Worker at Foxglove Care

Can you make a difference to your community?

www.proudtocarehull.co.uk

Proud to Care Hull City Council

QUALITY ASSURANCE WITHIN PRACTICE

Quality is central to every aspect of our work, and continuous improvement of the services and support we provide is integral to our culture going forward. Adult Social Care considers and acts on what 'quality' means and adapts their practice and approach arising from any reflection, feedback, learning and development, supervision and appraisal received or undertaken.

Adult social Care is committed to working collaboratively with the people who access our services so that they receive the best support whenever possible and are committed to raising standards in social care and supporting people to have control of their lives. This collaborative, strengths-based approach focuses on working with people to help them achieve the things they want from their lives.

The Adult Social Care Quality Assurance Framework, currently under development, will set out how we are developing a culture of performance and continuous improvement, identifying the things we do well, celebrating success and, where required, take action to improve. This will ensure confidence that we are setting and maintaining high standards throughout the service.

What are we planning to deliver through this framework?

- Identify and act upon strengths and areas of development.
- Gain insight into whether the service is supporting the right people, the right way at the right time and making a difference.
- Carry out work to the highest standard and set clear expectations to ensure best practice.
- Work in the best interests of adults.
- Fulfil organisational priorities and service commitments.
- Continually learn and improve across the service. Prioritising areas for improvement and development.
- Deliver quality and value for money incorporating the co-operative values, underpinning the council priorities.
- Identify which interventions work and replicate best practice.
- Identify gaps within practice and services offered, which can be addressed through service planning training and commissioning.
- Ensure staff are supported in carrying out their roles safely and effectively.
- We will further strengthen feedback from people in receipt of care and support, their family and/or carers.



WORKING WITH OUR PARTNERS

WORKING WITH OUR PARTNERS

Yorkshire and Humber Care Record

There are numerous computer systems throughout our region that contain information about people who have utilised services from their GP, local hospital, community healthcare, social care, or mental health teams. The Yorkshire and Humber Care Record consolidates the essential information from these various systems for Health and Care Practitioners to efficiently access the necessary information to facilitate the provision of care and support.

This allows Hull Adult Social Care to access a person's health information as needed to provide the best support. It ensures that social care practitioners have a comprehensive understanding of the people they are assisting, eliminating the need for people to repeatedly share their story with different clinical and social care staff.

This results in a more positive experience for the person and allows for more time to be dedicated to the delivery of care and support.

Integrated Neighbourhood Teams

Hull Integrated Neighbourhood Teams visit people in their home to undertake integrated, holistic review of the needs of people receiving care at home. Reviews are conducted in collaboration between Adult Social Care and the Primary Care Network (PCN are a group of General Practices) and the community wellbeing provider.

The review aims to ensure we understand a person's support needs with activities of daily living, personal care, health, and wellbeing. After the review a meeting is held with everyone involved identifying the most effective way to meet the person's needs and coordinated between agencies to ensure a package of care is in place where appropriate.



WORKING WITH OUR PARTNERS

Discharge to Assess

Hull City Council Adult Social Care working in partnership with the Integrated Care System, Hull University Teaching Hospital, City Health Care Partnership (CHCP), East Riding of Yorkshire Council, the Voluntary and Community Sector and delivery partner The Public Service Consultants have been progressing a programme of work to improve hospital discharges across health and social care.

The project aims to co-produce an affordable and sustainable discharge model in Hull and the East Riding of Yorkshire that:

- Promotes a positive culture for discharge planning across Hull and the East Riding of Yorkshire
- Provides effective and timely discharge from hospital to appropriate setting, as well as reablement and rehabilitation in the community
- Delivers benefits to people (outcomes; experience) and health and care services
- Suitably plans for current and future operational and financial pressures
- Seeks to ensure the views of people and their carers are represented and influence the future model

Key areas of work since the project commenced in January 2023 have been to undertake a survey with people who have experienced discharge from HRI and Castle Hill, whilst also engaging with the workforce about what needs to change to improve the experience and outcomes for people. We have worked closely with CHCP as they have mobilised Rossmore, their new bedded facility on the HRI site and our social workers play a key role in ensuring people have the right care and support when they are ready to leave the unit.

The latter part of the year focussed on trying out parts of a new model which seeks to ensure that more people return home to their own home with care and support and also working to ensure that we have the right workforce with the right skills in the right place to support people to leave hospital as soon as they are ready to.



WORKING WITH PEOPLE

WORKING WITH PEOPLE

Working with People

We work with several participation boards in Hull that represent the local community. They are:

- **Older People's Partnership Group** - this multiagency partnership works across Hull and the East Riding to promote the needs of older people, coordinating and improving existing services in the region. They also help to find new, creative approaches to problems that older people in the community face.
- **Learning Disability Partnership Board** - members of the Board include people with learning disabilities, their families, carers and people who work in Health, Adult Social Care, Education, Employment Support and Housing. The Board supports people with a learning disability to have their say and make sure their voices are heard in decisions and policy which may affect them.
- **Integrated Carers Partnership Board** - this Board is made up of city-wide partners and carers with lived experience. The Board discusses pertinent issues and solutions that can make a real difference to people's lives and reviews the Carers Strategy and implementation plan and agrees and measures actions to improve services to support carers in Hull.
- **The Autism Partnership Board** - this Board is made up of city-wide partners and people with lived experience. The Board discusses issues relating to the services and support relating to autistic people in Hull and agrees the actions that can be taken to improve these.
- **Changing Futures Board** - Members of the board include people with lived experience of severe and multiple disadvantages, social care, housing, mental health, probation services, prison services, Public Health, Department of work and Pensions. This board oversees the work around Changing Futures and Trauma Informed City initiative.
- **Financial Inclusion Network** - this multiagency partnership works across Hull to create opportunities for people to improve their financial wellbeing. They also help to mobilise interventions to mitigate pressures associated with the cost-of-living crisis through the formation of task specific working groups.
- **Health Inequalities Innovation Hub** - comprised of strategic partners holding a mirror to the NHS Humber and North Yorkshire Integrated Care Board (ICB) and the wider health and care system regarding health inequalities in Hull. The Hub is also expanding and developing research capacity in partnership with the University of Hull to explore innovations and new ways of working.
- **Annual Conversation** - Adult Social Care recently held the Annual Conversation at the end of February 2024, where people who draw on adult social care services and support, and carers joined us in sharing their experiences. We really value hearing about what is working well, as well as what may not be working so well to make improvements and enhance the overall experience. More than 30 people attended the event and shared valuable insights about their experiences of adult social care, as well as their thoughts about future priorities.

We are committed to continuing to host similar events and sessions to provide a platform for people receiving adult social care to voice their opinions and actively participate in shaping our services.

WORKING WITH PEOPLE

Complaints and feedback

The Adult Social Care feedback process aims to hear the views and experiences of people who use our services, use feedback to develop services, acknowledge good practice, and implement change. It focuses on the people who access support and maintains a vision of a life not a service. Feedback is used to measure success in achieving the mission statement of enabling meaningful relationships.

Adult Social Care received a total of **97 complaints** that were completed from **April 2022 March 2023**

- **Complaint upheld 11.1%**
- **Complaint partially upheld 9.8%**
- **Complaint not upheld 15.2%**
- **Complaint resolved informally 63.9%**

60% of all formal complaints investigated between **April 2022-March 2023** were regarding paying for care which compares to the previous year's data.

Therefore, in **July 2022 we strengthened our process and practice** which has resulted in improved conversations relating to finances and fewer complaints being received during 2023/24.

Moving forward to further strengthen our learning, we will include action planning from each investigation that will be presented and monitored at practice implementation meetings to provide a forum for accountability and to identify themes for learning to implement changes to encourage best practice service wide.

We want to hear from you...

Please share your experiences of **Adult Social Care** and help us to continue to develop our services and improve our support to you.

You have recently received support from **Adult Social Care** and we'd really like to hear what this was like for you.

We would be really grateful if you could spend a few moments answering a few questions overleaf.

If you would like a response to the feedback that you provide, please make sure that you leave your contact details overleaf.

Hull
City Council

Want to make a complaint or provide feedback, you can:
complete an online form **Adult Social Care feedback**
Contact Centre on **01482 300 300** or write to -

Complaints and Feedback Co-ordinator

Adult Social Care

Warehouse 8

Guildhall Road Hull HU1 1HJ

WORKING WITH PEOPLE

ASCOF measures

Adult Social Care User Survey (2023-24) and Adult Social Care Outcomes Framework – Outcomes (ASCOF) 2023-24 help us to measure how well care and support services achieve the outcomes that matter most to people.

It is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

The Adults Social Care User survey for 2023-24 highlighted, people:

- Have as much social contact as they would like **(52.3%)**
- Feel satisfied with their care and support **(71.7%)**
- Feel in control of their daily life **(87.4%)**
- Receive self-directed support **(100%)**
- Have a good quality of life **(higher than regional and national averages)**
- Feel as safe as they want to and secure **(74.3%)**
- Find it easy to find information about support **(74.0%)**



WORKING WITH PEOPLE

Continuous Improvement Programme

The Adult Social Care Continuous Improvement Programme is a 3-year programme of work which supports our seven priorities and links to the Council's overall Community Plan ambitions. The programme has recently undergone a refresh and is now aligned to three strategic areas as follows:

- **Improvement and Assurance**
- **Quality & Partnerships**
- **Integration & Wellbeing**

The overall aim of the Continuous Improvement Programme is to ensure we deliver change and transformation at pace to support and embed our vision for people to 'have a life not a service.' This includes developing our co-production strategy and engagement plan to keep the voice of the person at the heart of everything we do.

The objectives of the Continuous Improvement Programme are to:

- Ensure that benefits realisation is tracked and delivered in accordance with the programme governance.
- Ensure performance and quality is embedded throughout the delivery of projects through the development of performance and quality frameworks.
- Ensure dependencies and communications are managed (including managing interactions with other directorates and key stakeholders)
- Ensure resources are available to meet the demands of the programme.
- Ensure risks are managed and mitigated.
- Champion the programme with all stakeholders and partners



WORKING WITH PEOPLE

Priorities for Adult Social Care in Hull

We are currently developing our **Adult Social Care Strategy 2024 – 2027** in partnership with our key partners in health, housing, health & social care providers, the Voluntary Community Social Enterprise organisations and citizens of Hull, with a strong **focus on community support, early intervention, and prevention.**

Our strategy describes how we will **deliver on our Adult Social Care vision in Hull**, alongside wider city plans and place priorities. Our core purpose is supporting people to lead the lives they want to live, in a place they call home, by putting people at the heart of everything we do.



WORKING WITH PEOPLE

Through our priorities and ambitions to support people to live good lives, we will...

1. Promote early help and maximise independence: Recognising the importance of early help and access to good quality information and advice about health and wellbeing, as well as the opportunities available for connecting people with their communities; recognising the individual strengths that the person themselves can contribute. We will work with people to ensure there are plans in place to support them to remain as fit and as active as possible.

2. Work with our local communities: Helping to create caring and resilient neighbourhoods and communities; supporting people to connect and be an active participant within them.

3. Support people to remain in control: We recognise the importance of people being in control of planning their care and support, which needs to be coordinated and work for them in a way that supports them to achieve what is important to them. We will also co-design our co-production strategy and engagement plan to keep the voice of the person at the heart of everything we do.

4. Promote health and wellbeing: Ensure people are supported to take control of their own health and wellbeing, and that we work as a partnership to address the wider determinants of health inequalities.

5. Support people to stay safe and well: Ensure that we work together with people at risk of harm and abuse to support their safety and wellbeing.

6. Develop a place-based system of care and support: We will reshape our care market to improve responsiveness and build capacity to deliver; placing people, families and neighbourhoods at the very heart of our work. We will mobilise and maximise our staff and resources, in collaboration with our partners to achieve a joined-up experience, and the best outcomes for people. We will ensure that there is a variety of affordable care and support available across the city, with a focus on improving quality.

7. Have a sustainable and skilled workforce: We will work with system wide partners to develop and plan our workforce strategy, using all available resources as efficiently and effectively as possible and have sufficient capacity to deliver changes from ASC reforms. Our workforce is our greatest asset and staff need to feel valued for the work they do and the commitment they bring. We also want to ensure we provide fully inclusive employment opportunities for those who wish to work in adult social care and create opportunities for greater leadership visibility.

WORKING WITH PEOPLE

Getting involved!

We are committed to ensuring people are a part of the planning and shaping of Adult Social Care in Hull. We know the people who access and use our services often have the best ideas about any changes and improvements needed.

Get involved and help us improve our services and support adults in the city with disabilities, older people, and carers.

Ways that you can get involved and help us to achieve this.

- Attend general Adult Social Care engagement sessions.
- Provide feedback.
- Work with us on specific pathways/processes.
- Review policies and procedures.
- Be part of developing service specifications for commissioning services.
- Be part of commissioning tender panels.
- Be involved in recruitment panels.

What are the benefits of getting involved?

- Meet new friends.
- Build your confidence.
- Learn new skills.
- Opportunity to let us and other organisations know what is important to you and your community.
- Be involved in making decisions.

How to get involved

We will support you to get involved!

We will make it as easy as possible for you to get involved. Our engagement meetings will be held at convenient times for you and will be accessible for all support needs. There may be training opportunities to ensure you have the skills and knowledge of the topic you need to make a difference. If you think you may be interested in helping us, we want to hear from you. Please contact us at adultsdeliveringdifferently@hullcc.gov.uk or telephone **01482 300 300**.



HULL ADULT SOCIAL CARE

Accessibility

If this document does not meet your accessibility requirements, or if you need information provided in a different format (such as accessible PDF, large print, easy read, audio recording or braille) please contact Adults Delivering Differently at -

Email: Adultsdd@hullcc.gov.uk

Telephone: 01482 300 300

Website: www.livewellhull.org.uk

