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FOREWORD

We are pleased to present our Local Account for Hull City Council Adult Social Care for April 2024 to March 2025.

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 next year. It explains how much we spend on Adult Social Care, and where this funding comes from.

During 2024/2025 we have remained 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 a place they call home. We continued to remain committed to working in equal partnership with people who draw on Adult Social Care, their family members and carers, ensuring that they are involved in the design and shaping of services. We also ensure equality, inclusion and diversity is at the heart of everything we do.

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

EXECUTIVE DIRECTOR of Adult Social Care, Health (DASS) Tracy Meyerhoff



PORTFOLIO HOLDER

Adult Social Care and Public Health

Councillor Linda Chambers



WHAT IS ADULT SOCIAL CARE?

OUR VISION DRIVING WHAT WE DO

"A life not a service" - We all want to experience love, friendship, and relationships, have meaning in our lives, and to live safely in the place we call home in communities where we look out for each other.

At different points in our life, any of us may need some extra help to do the things that we want to. This is where adult social care can help. Adult Social Care in Hull works to help bring together people and support where you live, that you can draw on to flourish, and to live life to the full, doing the things that are important to you.

This also includes supporting people who care for others, supporting their wellbeing so that families can live together, enjoying the things that matter to them.

Social care supports adults of all ages including young people moving into adulthood and people of working age-with a diverse range of needs (people with a learning disability or physical disability, older people, people with mental health conditions, people who are neurodiverse, people living with dementia and other long-term conditions such as frailty).

Support can be delivered in a variety of ways including our in-house services, services that we buy from other social care providers, the community and voluntary sector, or by support from family and friends providing informal care.

We can also help to you find information about lots of different groups and activities across Hull as well as useful advice about things that can help you do the things that you enjoy and that are important to you. This may also include information about other kinds of help and support such as housing, money, employment, health and different kinds of equipment that can help in the home.

Find out more about Adult Social care on our <u>Live Well Hull website</u>
You can also watch a short video **here**

WHERE THE MONEY WAS SPENT

THE ADULT SOCIAL CARE BUDGET

The Adult Social Care budget **represents 33.7% of the total revenue budget of the Council** and is the largest service budget in the Council. Gross annual spend on care and support in Hull (April 2024 – March 2025) was £185,366,533



SERVICE AREA - EXTERNAL PROVIDERS	GROSS BUDGET
Permanent Residential / Nursing Care	£67.3m
Supported Living	£26.9m
Home Care	£14.2m
Direct Payments	£13.6m
Short Stay / Respite	£8.2m
Day Care	£3.9m
Other	£3.8m
In House costs	£47.1m
	£185.4m

DEVELOPMENT OF OUR ADULT SOCIAL CARE THREE-YEAR PLAN

Early 2025, we asked people in Hull to share their thoughts on our three-year Adult Social Care (ASC) plan. This plan sets out how we'll support adults in Hull both now and in the future making sure we follow national guidance from the Care Act 2014.

It supports Hull's **Community Plan** and the **Council Plan** showing how we'll work together with local organisations and partners to turn our shared vision into real improvements.

The ASC plan focuses on **six key priorities**. For each one, we explain:

What we want to achieve, how we'll make it happen and how we'll measure progress.

Our ASC plan also supports the wider goals of the Council Plan by committing to:

- Listening to and involving all residents and communities
- Providing strong, joined-up leadership focused on better outcomes
- · Promoting inclusion and fairness for everyone



WORK IS ALREADY UNDERWAY WITHIN EACH OF THE PRIORITY AREAS



We will help people to have control of their health and wellbeing to support them to remain as fit and as active as possible through high quality information and advice, that is accessible to everyone. We will work as a partnership to tackle the things in everyday life that affect health and wellbeing to help make sure that everyone has a fair chance to be healthy.

WHAT WE HAVE ACHIEVED IN 2024/25

The See and Solve team is the first point of contact for Adult Social Care. Their role is to help people stay independent and improve their wellbeing. They work with other local organisations to help people to access support within their community particularly when the need is for social interaction, exercise or to improve wellbeing.

Key figures for the year:

- 12,366 contacts were received from the public
- 49% of these were referred for further assessment, which may include support from social workers or occupational therapists
- 51% were given the right advice or support immediately, without needing further intervention

Contact the See and Solve Team

Telephone 01482 300 300

Email see&solve@hullcc.gov.uk

Website <u>livewellhull.org.uk</u>



WHAT WE HAVE ACHIEVED IN 2024/25

Our 'Live Well Hull' website provides useful advice and information that can help you to do the things that you enjoy and that matter to you. You can also find out more about who can help you if you need a little bit more help and how to contact them.

Supporting you where you live - we work closely with our Community Navigation colleagues who can help you to find and connect with activities in your local area. We also have Adult Social Care workers working from community hubs, including asylum hotels and community faith groups, across the city to provide you with help and support where you live.



WHAT WE HAVE ACHIEVED IN 2024/25

Carers - The Carers Information and Support Service (CISS) provide information, support and advice to non-paid carers over the age of 18 with a Hull GP. They currently support over 4,500 carers, an increase of 895 since 2023/24. Carers Champion training has been undertaken by a wide range of staff and partners and we now have over 1,050 registered carers champions with CISS, an increase of 358 from last year.

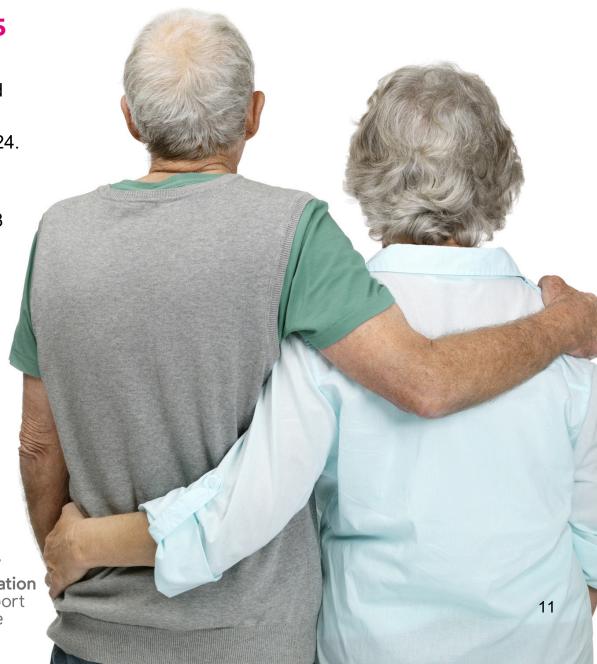
Carers passports have been implemented across the city which are designed to recognise and support people with caring responsibilities, through access to resources and support and sometimes discounts. It can also be used in various places, including hospitals and workplaces, to help identify carers, connect them with support where they talk about the things that would help them as a carer.

To find out more about the carers service and our work please visit our **Live Well Hull website**

Get in touch

Carers' Information Support Service
The Calvert Centre
110A Calvert Lane HU4 6BH
Telephone 01482 222 220





WHAT WE WANT TO ACHIEVE IN 2025-26

- We want everyone in Hull to know what Adult Social Care is, and how to get the right advice and information when they need it. We'll be working on developing and improving different ways that people can find out about Adult Social Care, get advice and support and help themselves where able and appropriate.
- We are committed to **working collaboratively with our health and social care partners** to raise awareness, improve access to support and ensure people are informed about where to seek help when they need it.
- We'll continue working with Customer Services, Public Health, Community Health, and other health and care partners to create accessible advice hubs across the city. These hubs will help people find the right support, when and where they need it.

WE WILL KNOW WE ARE ACHIEVING THIS WHEN PEOPLE SAY ...

- I know what services and opportunities are available in my local area, and I know where to go when I need support.
- I'm supported to live the life I choose and do the things that matter to me while staying as independent as possible.
- I can get advice and information that's accurate, up to date, and easy to understand.
- I can also find helpful guidance to stay as healthy and well as possible physically, mentally, and emotionally.





PRIORITY 2: PRIORITISE INVESTMENT IN PREVENTION AND EARLY HELP

We will focus on helping people when they need it as early as possible, looking at things like assistive technology. We will help people to connect with activities and support networks within local communities, so that people can do the things that are important to them, in neighbourhoods where people look out for each other.

WHAT WE HAVE ACHIEVED IN 2024/25

Between April 2024 and March 2025, **635 people received support from the Active Recovery service**. This service supports people for a short-term period who may have experienced short-term illness or injury and need support getting back to their usual way of life. 70% of people who received Active Recovery support were able to get back to living independently. Another 14% of people had their support reduced either during or after their time receiving Active Recovery support.

We have a dedicated team in Hull that focuses on **Assistive Technology** using smart devices and digital tools to help people stay safe and well at home. These include things like fall sensors, seizure alerts, loud or vibrating alarms, special phones and watches, and medication dispensers. All these help improve the way care is provided.

In 2024, we launched a pilot project to **test new types of technology enabled care** (TEC). The team explored different tools and how they could be used in places like Extra Care housing. We're continuing to invest in new technology and digital solutions, and we're developing a plan to make this part of our wider Adult Social Care Digital Strategy and in line with Hull's Independent Living Strategy (2025–2030), so that more people can benefit from the right support at the right time.

We look at how TEC can help people live more independently when we're working with them as part of their assessments and reviews.

WHAT WE HAVE ACHIEVED IN 2024/25

MEET STEVE

Steve is 69 and lives with his wife Mandy and their Jack Russell dog Alfie.

Steve has Motor Neurone Disease and has limited movement throughout his whole body meaning he's no longer able to use his lifeline pendant to call for help on his own.

This was a challenge for Steve and Mandy but what mattered hugely to Steve was his wish to continue living at home.

The team supporting Steve worked with him to explore and trial different assistive technologies to help him.

Together they settled on 'sip and puff' equipment where Steve can use his breath to call for help and support when needed.

This means that through assistive technology Steve has control of his life, living safely at home with those that are important to him – his wife Mandy and Alfie.



WHAT WE HAVE ACHIEVED IN 2024/25

Hull City Council provides a **Specialist Housing Related Support Service** including both accommodation-based help and floating support where staff visit people in their homes. It's an important part of Adult Social Care's work to help people early and prevent problems from getting worse. It helps some people with learning disabilities, autism, and mental health needs to live more independently.

After listening to feedback from staff and tenants, we decided to expand the service. This means more housing units are now available, and we've increased the hours of floating support. These changes bring lots of benefits: they help create more stable and affordable housing options, reduce the need for more restrictive settings like residential care, and support people to move towards fully independent living. The service also plays a key role in preventing homelessness among people with learning disabilities, autism, and mental health needs.



James Reckitt and Roxburgh Gardens show how Adult Social Care works with developers, landlords, and care providers to create homes for people needing support. These small communities give residents their own front door, 24-hour help when needed, and personalised support to build confidence, learn skills, and do what matters most to them.

Located near Redwood Glades, an extra care facility, residents can access activities and services, fostering friendships and independence. Over time, they may move into more independent housing like Redwood Glades for greater choice and control.

The first person moved into a Roxburgh Gardens bungalow in March.
With support from Autism Plus, his team learned his routines, built strong relationships, and helped him continue enjoying his interests. He settled in well and now thrives in his community and new home.

PRIORITY 2: PRIORITISE INVESTMENT IN PREVENTION AND EARLY HELP

WHAT WE WANT TO ACHIEVE IN 2025-26

- We will use our resources in smarter ways to support people for a short time when they need help so they can get back to their usual routines and live as independently as possible. This type of short-term support is sometimes called reablement. To make this happen we're reviewing our processes to help us work more efficiently.
- We will support the delivery of the Hull Housing Strategy for people to have access to good quality, affordable homes in neighbourhoods they're proud to live in, including increasing the availability of specialist housing so that people can stay in their homes for longer with the right support. We will continue to work with housing to improve how people find and access housing information and continuing to provide aids and adaptations that help people live independently and safely in their own homes.
- We're improving the Community Directory on the Live Well Hull website so it's easier for people to find local groups, activities, and support services. We're working with partners to make sure the information is clear, up to date, and includes a wide range of community options. We'll also promote this more widely to make sure more people know about this helpful resource.
- We're working to improve the support available for informal carers, people who look after family members, friends, or neighbours and updating Hull's Integrated Carers Strategy, working closely with the Carers Partnership Board to make sure carers have the help they need. We're also strengthening our partnership with the Carers Information and Support Service (CISS) to improve access to practical advice, emotional support, and the services carers are entitled to.



PRIORITY 2: PRIORITISE INVESTMENT IN PREVENTION AND EARLY HELP

WE WILL KNOW WE ARE ACHIEVING THIS WHEN PEOPLE SAY ...

- I can meet people who share my interests and can join and participate in a range of groups.
- I can live the life I want and do the things that are important to me as independently as possible.
- I can get information and advice that is accurate, up to date and provided in a way that I can understand.
- I feel safe and am supported to understand and manage any risks.
 - I live in a home which is accessible and designed so that I can be as independent as possible.



PRIORITY 3: SUPPORT YOU TO REMAIN IN CONTROL



PRIORITY 3: SUPPORT YOU TO REMAIN IN CONTROL

We will support people to have control of planning their care and support so that they can live their life in the way that they want to, doing the things that matter to them.

WHAT WE HAVE ACHIEVED IN 2024/25

Between April 2024 and March 2025, 1,752 people contacted Adult Social Care and were offered a Care Act Assessment with one of our long-term social work teams. This is a conversation where a social care worker takes time to understand someone's life, what matters to them, who's important, what they enjoy, and what they might need help with. It's also a chance to talk about goals, like cooking meals again or getting out to see friends, and to explore areas where more support or information might be helpful, such as housing or finances.

In 2024, we reviewed how we carry out these assessments to make sure they focus on people's strengths and choices. The support people receive is now more tailored to what they want to achieve and how they want to live their lives.

In 2023/24, 1,520 people were supported to stay independent in their own homes through our Community Wellbeing service. This service helps people to live in their own homes, doing the things that matter most to them. Right now, it supports 924 people, delivering over 15,000 hours of care and support every week.

Preparing for Adulthood

We work closely with the Hull Parent Carer Forum and young people who are getting ready for adulthood. Together, we've created a Transition Protocol that helps guide this important stage of life. We're also active members of the SEND Board and take part in the SEND annual summit, where we share ideas and help shape services. Our dedicated project team works directly with young people and their families to keep improving how we support them.

CHLOE'S TRANSITION TO INDEPENDENCE

Chloe, a young person from Hull, overcame significant challenges growing up, including trauma and Post-Traumatic Stress Disorder (PTSD). With support from a dedicated team including Adult Social Care, Children's Services, and the Leaving Care Team she was supported to make her own decisions and prepare for adulthood.

Chloe has since moved into her own home, grown in confidence, and is now exploring her interests and job opportunities. She continues to receive some support until she feels ready to manage fully on her own.

Chloe's story shows how strong young people can be when they're supported in the right way - and how working together can lead to great outcomes.

Advocacy Support in Hull

We make sure people can access advocacy when they need it. Advocacy is about having someone to speak up for you, help you understand your rights, and support you in making decisions. In Hull, we've created a new Advocacy Hub by working together with Children's Services.

This hub is a single place where all advocacy referrals are managed, helping provide a consistent service for both children and adults. It also helps young people as they move into adulthood by making sure their support continues smoothly.

In Adult Social Care, there were 1,445 new referrals and 17,577 hours of advocacy delivered during 2023/24. So far in 2024/25, there have already been 2,106 new referrals and 24,567 hours of advocacy provided—showing how important this support is for people in our city.



WHAT WE WANT TO ACHIEVE IN 2025/26

DIRECT PAYMENTS - GIVING PEOPLE MORE CHOICE AND CONTROL

In Hull, 24.1% of people who use Adult Social Care choose to receive a Direct Payment. This means they get a sum of money to arrange their own care and support, rather than the council organising it for them. It gives people more flexibility and control over how their care is delivered.

One of our key priorities for 2025/26 is to review how Direct Payments work, so we can make the experience better for everyone. We want to make the process simpler and more appealing, and we'll be working closely with people who use Direct Payments to help shape these improvements. This includes making forms and documents easier to understand and exploring new ways to support people throughout the time they're managing their Direct Payment.

We're improving how we share and access information so that it's clear, simple, and meets the needs of everyone in Hull using learning from the Gloriously Ordinary Language project. We will work with our Partnership Boards to create an action plan to review all public-facing materials and together, we'll co-produce clear standards to make sure our Adult Social Care information and services are consistently easy to understand and use.

WE WILL KNOW WE ARE ACHIEVING THIS WHEN PEOPLE SAY ...

- I can get information and advice that is accurate, up to date and provided in a way that I can understand.
- I can choose who supports me, and how, when and where my care and support is provided.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.



PRIORITY 4: SUPPORT PEOPLE TO STAY SAFE AND WELL

We will ensure that we work together with people at risk of harm and abuse to support their safety and wellbeing.

HULL SAFEGUARDING ADULTS PARTNERSHIP BOARD (HSAPB)

The Hull Safeguarding Adults Partnership Board (HSAPB) is a statutory board formed under the Care Act 2014. It consists of senior members from Hull City Council, Humberside Police and Hull NHS Integrated care Board.

The HSAPB is the multi-agency body in Hull for safeguarding adults. The Safeguarding Adults Board operates at a strategic level, protecting adults from abuse and neglect, through ensuring that local safeguarding arrangements act to effectively help and protect adults who are at risk.

Hull Safeguarding Adults Partnership Board Vision

"Safeguarding partners work together to enable people to live in safety, within a community which has a culture that supports the protection of a person's health, wellbeing and right to live free from harm, abuse and neglect and promotes the views, wishes and beliefs of adults in any decisions made."

Click and read the HSAB's annual report here:

Hull Safeguarding Adults Partnership Board Annual Report



WHAT WE HAVE ACHIEVED IN 2024/25

Safeguarding adults is something we all share responsibility for. It means working together across services and within our communities to help people stay safe, protect their wellbeing, and prevent abuse or neglect.

Between April 2024 and March 2025, our safeguarding team received 6,330 concerns. Of these, 69% were resolved by giving people the right information, advice, or support straight away.

When a concern needs to be investigated more closely, we ensure the person involved is part of the process. We focus on giving them as much choice and control as possible and support them to feel safer and more confident. In 2024/25, 64% of people were asked what outcome they wanted from the safeguarding process. In the first three months of 2025, this improved to 82%, and of those, 96% had their outcomes fully or partly achieved.

Contact the Multi Agency Safeguarding Hub (MASH)

Telephone 01482 616 092

Email <u>adultsafeguarding@hullcc.gov.uk</u>

Website <u>www.livewellhull.org.uk</u>

WHAT WE HAVE ACHIEVED IN 2024/25

Protecting People's Rights – Deprivation of Liberty Safeguards (DoLS)

Sometimes, adults who are 18 or over may not be able to make decisions about their care due to a lack of mental capacity. In these cases, they might need to be cared for in a way that limits their freedom—for example, being closely supervised and not allowed to leave the place where they live. This is called a Deprivation of Liberty, and it's part of the Mental Capacity Act 2005. It's designed to make sure people's rights are protected and that any restrictions are necessary and legally approved and that people are safe.

In Hull, our Adult Social Care DoLS team is part of the wider safeguarding service. They are responsible for reviewing and authorising these arrangements to make sure everyone follows the law.

In December 2024, we carried out a review of the DoLS team and made some important improvements:

- We created a new internal team of Best Interest Assessors to help manage cases more efficiently and meet important deadlines.
- We added more staff to handle the growing number of referrals, making sure the council continues to meet its legal responsibilities.



WHAT WE WANT TO ACHIEVE IN 2025/26

We're working together with our partners to make sure people in Hull have access to clear, helpful advice about adult safeguarding, how to stay safe and what to do if something doesn't feel right. This includes improving public information so it's easier to understand how to raise a safeguarding concern if you're worried about yourself or someone else. Most importantly, we will make sure the person's voice is at the heart of every safeguarding decision, so they feel heard, respected, and supported.

We're continuing to support the work of the <u>Hull Safeguarding Adults Partnership</u> to help protect people from abuse and neglect and helping raise awareness of the Partnership so more people know where to go for support and advice. We're also building a network of safeguarding champions within Adult Social Care staff who help make sure people's safety and wellbeing are always a priority.

We want more Adult Social Care providers in Hull to be rated as good or outstanding. To help make this happen, we're using our Contract and Care Quality Assurance Framework to support providers and improve standards. We're also working closely with partners to act quickly if there are any concerns about the quality of care.

WE WILL KNOW WE ARE ACHIEVING THIS WHEN PEOPLE SAY ...

- I feel safe and am supported to understand and manage any risks.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.
- I have care and support that is coordinated, and everyone works well together and with me.



PRIORITY 5: DEVELOP A JOINED-UP EXPERIENCE OF CARE AND SUPPORT

We will reshape our care market (network of services and providers that deliver Adult Social Care) by working with providers to grow and develop their services, ensuring that there is a variety of affordable, responsive care and support available across the city, placing people, families and neighbourhoods at the very heart of our work.

WHAT WE ACHIEVED IN 2024/25

Hull's adult social care services are supported by a wide network of providers, including care homes, supported living, community wellbeing services, day opportunity providers and other types of support. This network is growing and becoming more diverse, with new and innovative ways to help people live well.

One example is Supported Living, which gives people more independence while still offering support when needed. Between March 2024 and March 2025, Supported Living in Hull grew by 16%, showing a strong shift towards more flexible care options. We're also continuing to invest in Extra Care facilities, which offer safe and supportive environments for people who want to live independently with access to help when needed.

Hull is also expanding the **Shared Lives scheme**, which gives people the chance to live with trained carers in a family home which can be a long-term arrangement or a short break. To support this growth, we've increased the number of Shared Lives Officers who help recruit and support carers, giving more people the chance to benefit from this unique and personal form of care. We have also developed forums for both Shared Lives Carers and people who live in a shared lives arrangement, where they lead on developing and improving the service.

WHAT WE ACHIEVED IN 2024/25

Supporting People with Dementia

Our Dementia Care Mappers (DCMs) are a specialist team who provide expert advice and support to people living with dementia. They use a method called Dementia Mapping to create clear, personalised care plans that focus on each person's needs, preferences, and wellbeing.

The team works across a range of services, including residential care, Extra Care housing, supported living, community wellbeing, and day opportunities. They've also set up a dementia focused Multi-Disciplinary Team, bringing together professionals from different backgrounds to help shape the best possible care plans.

To make sure care is consistently high-quality, the team has developed a Dementia Care Excellence Framework. This framework is used to assess adult social care providers and is helping to improve care for people with dementia by raising standards and making sure support is truly person-centred.

SANJIDA'S STORY – PERSONALISED DEMENTIA SUPPORT THAT MADE A DIFFERENCE



Sanjida, 80, moved to the UK from Bangladesh at 17. She speaks Bengali, is Muslim, and has a large family. Due to Lewy Body dementia, she now lives in a care home as living alone became unsafe.

Initially, Sanjida was often distressed, and staff struggled to meet her needs. Dementia Care Mappers worked with her and the team to create a personalised plan that respected her culture and faith - introducing prayer times, removing unsuitable images, ensuring female one-to-one support, and translating aids into Bengali.

These changes helped Sanjida feel happier and more settled, enabling the care home to support her effectively.

WHAT WE AIM TO ACHIEVE

We're working to offer more care and support options in Hull that give people greater choice, help them stay in control of their lives, and build on their strengths and community connections. This will be supported by the publication of our Market Position Statement to show what services are currently available and what's needed in the future which in turn help shape our Adult Social Care Commissioning Strategy. We're also looking for new opportunities to work with voluntary organisations to deliver services that meet people's needs in flexible and creative ways.

We will continue to develop neighbourhood teams that bring together professionals from health and social care to work more closely and provide joined up support. This means people can get the help they need more quickly and have a better experience. We're completing a pilot of these Integrated Neighbourhood Teams and will use what we learn to explore how we can expand this approach across Hull.

WE WILL KNOW WE ARE ACHIEVING THIS WHEN PEOPLE SAY ...

- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.
- I have care and support that is coordinated, and everyone works well together and with me.



PRIORITY 6: HAVE A SUSTAINABLE AND SKILLED WORKFORCE

We will continue to work with Health and Social Care partners, universities and colleges to ensure that our workforce has the right number of people with the right knowledge and skills, in the right jobs to deliver high quality support to people. We also want to ensure we provide fully inclusive employment and development opportunities for those who wish to work in adult social care.

WHAT WE ACHIEVED IN 2024/25

Over the past year, we've worked with staff, people with lived experience, and partner organisations to help shape Hull's Adult Social Care Workforce Plan. It follows national guidance from Skills for Care and the Association of Directors of Adult Social Services (ADASS), focusing on six key priorities for improving the adult social care workforce.

We're committed to supporting learning and career development. Right now, over 80 people are taking part in Apprenticeship Programmes, including 25 new starters in 2024.

This includes:

- 13 people on the Social Work Apprenticeship (8 in their final year, 2 in their first year, and 3 who joined in summer 2024).
- 3 new recruits to the Occupational Therapy Apprenticeship, with 2 more preparing to meet entry requirements.
- 2 people on the Level 4 Data Analyst Apprenticeship, with 1 more due to start in 2025.

We're also working hard to recruit and retain skilled staff, especially Social Workers and Occupational Therapists (OTs). Some of the steps we've taken include:

- Covering professional registration fees
- Introducing a career progression framework for Social Workers
- Offering a Market Rate Supplement for OTs

In 2024, we also launched a successful return-to-practice programme to help qualified Social Workers re-register and return to work.

WHAT WE AIM TO ACHIEVE

We'll publish and monitor our Workforce Plan, which sets out how we'll support staff and deliver on Hull City Council's People Plan. This includes working more closely with health partners through the Integrated Care Board's Workforce Breakthrough Programme and will track our progress and share updates each year. We'll also continue to take part in regional workforce planning through the Humber and North Yorkshire Integrated Care Board.

As part of this work, we're launching phase one of the Adult Social Care Academy, a new way to support learning, development, and career opportunities in the sector.

We're committed to making sure everyone working in Adult Social Care has access to fair and inclusive career development, putting the Social Care Workforce Race Equality Standards into action and will monitor progress through our Workforce Plan. We're also developing clear learning pathways for key roles to support ongoing professional development and promoting leadership opportunities across both health and social care.

WE WILL KNOW WE ARE ACHIEVING THIS WHEN PEOPLE SAY ...

- I am supported by people who listen carefully, so they know what matters to me and how to support me to live the life I want.
- I have considerate support delivered by competent people.

LISTENING AND LEARNING - EXPERIENCES THAT SHAPE US

We've been working on a new way to gather feedback from people who use our Adult Social Care Services. The aim is simple: listen to real experiences, celebrate what's working, and fix what's not. It's about supporting people in their everyday lives, not just delivering a service.

Starting Small - In 2024, we set things off with pilot postcards for people to complete in the See and Solve and Active Recovery teams with the aim of helping us understand how people felt about their first contact with Adult Social Care.

WHAT PEOPLE TOLD US

- 86% rated their experience as Very Good or Good.
- 82% said they felt valued and listened to.
- Over 80% felt ASC met their initial expectations.
- 64% were happy to be contacted again which is great for future feedback and co-production opportunities.



WHAT NEEDS IMPROVING

Some people pointed out communication gaps between ASC teams and staff which matched findings from the Annual Feedback Report 2023–2024. In response, ASC is now reviewing how information is shared across teams to improve consistency.

LISTENING AND LEARNING - EXPERIENCES THAT SHAPE US

Expanding the Approach - We started in January 2025, focusing on the Safeguarding and Deprivation of Liberty Safeguards (DoLS) teams building on the 27.2% response rate previously. We improved how we collect feedback to encourage more responses like including QR codes on the post cards and making these available more widely in community spaces, via emails, and events. This had a positive impact as by March 2025, the response rate jumped from 27.2% to 36%.

What's Next - We're continuing to test new ways to gather feedback, with plans to roll out feedback collection across all ASC services by the end of 2025.

QUALITY ASSURANCE - MAKING SURE OUR SERVICES ARE HIGH QUALITY

In September 2024, we launched a new Quality Assurance Framework to help us check and improve how Adult Social Care is working. As part of this, we introduced Practice Quality Audits—a way to review different types of support we provide. Since the launch, we've completed 81 audits, giving us valuable insights into what we're doing well and where we can improve, both for people and across services.

We also asked 29 people (or their representatives) to share their experiences as part of the audit process and of those who did choose to do this, many said they were happy with the support they received and felt involved in the process.

We're also starting something called Person Journey Reviews. This is a visual way of mapping someone's journey through Adult Social Care—from their first contact with us to where they are now. It includes direct feedback to help us better understand how our services are making a difference.

IMPROVING THROUGH FEEDBACK

In Adult Social Care, we welcome feedback – we want people to tell us about their experiences. This helps us understand what's working well and where we can do better. We want people to feel safe and supported when raising concerns, and we use what we learn to improve services and build trust.

- Between April 2024 and March 2025, we investigated 89 complaints:
- 71.9% (64 complaints) were resolved informally by the teams involved.
- Of the 25 formal complaints, 3 were upheld, 20 were partially upheld, and 2 were not upheld.

We review all feedback and complaints every month through our Practice Learning and Implementation Group, which includes staff from across Adult Social Care. This group looks at action plans from complaints, decisions from the Social Care Ombudsman, Safeguarding Adults Reviews, Coroners reports, and other reviews. It also considers learning from audits, Peer Challenges, Court of Protection feedback, and changes in case law.

We track progress to make sure improvements are made and learning is shared across the service. Themes from complaints and feedback are also included in our Practice Quality Audit reports, which are reviewed every quarter.

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

Complaints and Feedback Co-ordinator

Adult Social Care
Warehouse 8
Guildhall Road Hull HU1 1HJ

HOW YOU CAN GET INVOLVED AND HELP SHAPE ADULT SOCIAL CARE

We're also creating new ways for people to shape Adult Social Care. One of these is our **Annual Conversation**, where people who use or have experienced Adult Social Care can talk about what matters most to them.

In Hull, we have several partnership boards, forums, and groups that give people the chance to share their views and help shape Adult Social Care services. These groups include people with lived experience, carers, families, and professionals working together to make services better. **Find out more here**

Learning Disability Partnership Board

Members of the board spoke to Hull Let's Talk about their experiences. As a result, the service changed how it works with people with learning disabilities and introduced easy-read documents to make information more accessible.

Profound and Multiple Learning Disabilities and Barriers to Learning Board

This board focuses on reducing inequalities and helping people live healthy, fulfilling lives. Along with the Learning Disability Partnership Board, it is leading the development of Hull's city-wide Learning Disability Strategy this year.

Integrated Carers Partnership Board - This board is refreshing Hull's Carers Strategy, which will be launched in summer 2025.

Autism Partnership Board - This board has developed the Autism Strategy and Plan for 2025–2028, helping improve services and support for autistic people in Hull.

Hull Parent Carer Forum - Members of this forum are part of the SEND Board and Delivery Group, and they've played a key role in improving how Children's Services and Adult Social Care work together.

WHAT WE ARE PROUD OF

We have taken part in <u>The Gloriously Ordinary Language</u> programme – a programme that helps councils and social care teams use more human, everyday language. The goal is to move away from complicated jargon and speak in ways that feel natural and familiar to the people we support.

By using plain, everyday words, we hope to make our conversations clearer, more relatable, and more respectful. It's all about improving how we connect with people – making sure our words reflect real life and real experiences. We hope that you will see and feel this through your interactions with Adult Social Care.

WORKING TOGETHER TO SHAPE HULL'S AUTISM STRATEGY (2025–2028)

The Hull Autism Partnership Board have led on the development of Hull's new Autism Strategy and Plan for 2025–2028. This has involved autistic people, families, and people with lived experience of Autism to make sure it reflects what really matters to people.

It started in April 2024, during Autism Awareness Week, with a community event. Posters created by an autistic person highlighted the six key themes from the National Autism Strategy and invited people to share their thoughts. A survey was also shared widely so that people who couldn't attend the event could still have their say.

After the event, we held in-person sessions at Matthews Hub with members of the Autism Partnership Board, autistic people, and other people with lived experience who don't usually attend board meetings. Together, they reviewed the feedback and shaped the strategy.

The final strategy has been written by members of the Autism Partnership board, in their own words. It clearly sets out what needs to happen in Hull to make services better and more inclusive. They've also created a short video to present the strategy in a more accessible way.

ONE BOARD MEMBER SHARED

As a neurodiverse person and a mum of neurodiverse kids, it's been a real pleasure to help create this strategy. I'm so impressed by everyone's commitment, and I hope this plan makes life easier and better for autistic people in Hull. I'm excited for what's ahead.

To make sure the strategy is delivered, an action plan is being developed and managed by the Autism Partnership Board.

This will guide their work over the next three years.

ADOPTING A CO-PRODUCTION APPROACH IN SHARED LIVES

In Hull, we're proud to use co-production to shape our Shared Lives service where people live with trained carers in a family style home. One great example is Harley, who has lived with her Shared Lives carer, Wendy, for nine years. Recently, Harley joined a Shared Lives panel to help choose new carers, she shared her views as someone with lived experience, asking questions that mattered to her, like what makes a good carer.

HARLEY SAID

I was nervous because I hadn't done it before, but I enjoyed it. I wanted to make sure the carer was nice. I asked, 'Why do you want to be a Shared Lives carer?' and they said they wanted to help people. I liked that—it showed they were kind. I'm looking forward to doing it again.



Harley's involvement was incredibly valuable. She knows what it's like to live in a Shared Lives arrangement, and her perspective helped us make better decisions. She's now a regular panel member. We also have a Shared Lives Carers Forum and a People's Voice Forum; these groups bring together carers and the people they support to help us improve the service. The Carers Forum recently helped design a new Shared Lives marketing campaign to raise awareness and encourage more people to become carers or consider Shared Lives as a home. Harley is also an active member of the People's Voice Forum, which is currently working on a Shared Lives guide for people with learning disabilities who are thinking about joining the scheme.

WHAT WE ARE PROUD OF

ASCOF MEASURES

Adult Social Care Outcomes Framework (ASCOF) and Adult Social Care User Surveys 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 Adult Social Care measures during 2023/24 highlighted that of the 22 published metrics Hull City Council performed above average for 14 of these compared to the England Average.2 of the metrics we were performing similar to the England Average and 6 were below average.

The ASCOF measures for 2024/25 are due to be published in December 2025 and will be reported within the 2025/26 Local Account.

The Adults Social Care User survey for 2023-24 highlighted, people:	HCC 2023/24	England Average
Are satisfied with their care and support	71.7%	65.4%
Are in control over their daily life	87.4%	77.6%
Find it easy to find information about support	74%	67.9%
Receive self-directed support	100%	92.2%
Who use services feel safe	74.3%	71.1%
Have as much social contact as they would like	52.3%	45.6%

PEER CHALLENGE

In November 2024, Adult Social Care took part in a peer challenge — a supportive review carried out by experienced professionals from other councils. These peers act as 'critical friends', offering helpful feedback and sharing their insights to help us improve our services. This was an important step in preparing for our first assessment by the Care Quality Commission (CQC), which looks at how well we're meeting our responsibilities under the Care Act 2014. The assessment focuses on how we support people, how we keep them safe, and how well our services are led.

FEEDBACK FROM THE NOVEMBER 2024 PEER CHALLENGE; THE HEART OF HULL

The pride and passion about working for Hull was evident in your staff, partners and Councillors. We heard this from people who are new to working in Hull and people who have been with you for a long time. This is evident in close working across teams, approachable leadership and a sense of energy and positivity.

Since this peer challenge and following the period that this Local Account covers we received our first <u>Hull City Council Care Quality Commission (CQC) Local Authority assessment</u>, which evaluates our performance in delivering our duties under the Care Act 2014. The assessment process began in January 2025 with the submission of our Information Return, and the CQC team visited us in May 2025. Many people kindly shared their experiences during that visit in May and/or in conversation with CQC - thank you so much for doing that.



The final rating is based on judgements across 9 quality statements in the assessment framework and overall, we have been rated as Requires Improvement.

While this rating reflects areas where we must do better, the report also highlights many strengths, and quality statements where we scored a rating of 'Good', which we should be proud of and celebrate, including:

- Specialist and skilled staff who feel valued and supported to develop their skills and knowledge.
- Strong partnership working, particularly in helping people leave hospital safely and get the care they need, and in supporting young people preparing for adulthood.
- Successful reablement services and the positive impact of our community hubs and outreach work.
- Effective monitoring of the quality of Adult Social Care providers and robust safeguarding arrangements that protect people from abuse and neglect.
- Ensuring that care and support is varied offering people choice.
- Really good outcomes for people who choose to use a direct payment.



There are also areas where we didn't do well enough. In two parts of the assessment - Assessing Need and Helping People Live Healthier Lives, we were found to have significant shortfalls in the evidence of meeting our duties in full. We are deeply disappointed by these judgements, which are due to the number of people waiting for either an annual review of their care and support or an occupational therapy assessment leading to equipment or adaptation to improve their lives, and consistent access to advocacy especially following discharge from hospital.

We have already taken steps to address these areas but do acknowledge that we have much more work to do here. Please be assured that we take this assessment outcome extremely seriously and we are fully committed to making meaningful and necessary improvements to ensure that people in Hull receive the best care and support, as the central principle of all our work.

What happens next?

We are fully committed to making lasting improvements in our Adult Social Care services, ensuring that we are putting people first in everything that we do. We will be working together with people who draw on care and support and our partners, to develop and deliver a comprehensive Improvement Plan in response to these findings. We will keep the Department of Health and Social Care (DHSC) and the Local Government Association (LGA) informed about our progress.

Our next Local Account will cover the period of April 2025 to March 2026 and will review our progress against the priorities of our Adult Social Care Plan, which will also include improvement activity in response to the findings of our CQC Local Authority Assessment.

If you would like to provide us with any feedback about this year's Local Account, have suggestions of what you would like to see included in future Local Accounts or would like to get involved in developing and shaping next year's Local Account, please email adultsdeliveringdifferently@hullcc.gov.uk

HULL ADULT SOCIAL CARE

Accessibility

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