

The Adult Social Care Annual Conversation with partners and providers

Wednesday 31 July 2024



On **Wednesday 31 July 2024** we invited our partners and Adult Social Care providers to join us for our first Partner and Provider Adult Social Care Annual Conversation. Around 35 people from different partner and provider organisations came together to talk about what Adult Social Care is, our priorities and how these align with those of our partner and provider organisations and how we can work together better in the future.

The feedback and suggestions from partners and Adult Social Care providers essential to us delivering our vision and making a difference to the lives of people in Hull.

We started by sharing the Community Plan.

The poster features a pink header with the title 'ANNUAL CONVERSATION' in large white letters, followed by 'with ADULT SOCIAL CARE' in smaller white letters. Below this, a paragraph in white text invites partners and social care providers to join the conversation. A blue box on the left contains the date and time 'Wednesday 31 July 9.30am - 12.30pm' and the location 'at The Guildhall, Alfred Gelder Street, Hull HU1 2AA'. To the right of this box is a photograph of a large, ornate hall with people seated at round tables. At the bottom left is the Hull City Council logo, and at the bottom right is a white box with blue text providing the email address and deadline for booking.

ANNUAL CONVERSATION

with **ADULT SOCIAL CARE**

We would like to invite our partners and social care providers to join our **Adult Social Care annual conversation!** Come and hear about our **Adult Social Care priorities and future plans** and join our conversation about how we can work together to deliver support and services that are important to people in Hull.

WHEN & WHERE

Wednesday 31 July
9.30am - 12.30pm
at The Guildhall
Alfred Gelder Street
Hull HU1 2AA

 **Hull**
City Council

Please secure your place by emailing
adultsdeliveringdifferently@hullcc.gov.uk by **Monday 15 July 2024**

Community Plan



The Community Plan is the Council's 10 year vision for Hull. It was created in partnership with local organisations and Hull Residents.

The plan includes 6 ambitions and 3 commitments

The 6 ambitions are -

- safe and welcoming neighbourhoods
- a healthier and fairer Hull
- reaching our potential
- economic growth that works for all
- responding to the climate and nature emergency
- our culture, our heritage, our city

The 3 commitments are -

- engagement of all residents and communities
- strong, united leadership committed to improving outcomes
- a focus on inclusion



Adult Social Care and the Community Plan

To support the delivery of the Community Plan, there will be a Council Plan which will detail how the Council as a whole will contribute towards the ambitions and commitments of the Community Plan.

In Adult Social Care, from the feedback and engagement we receive today, we will also be developing an Adult Social Care Strategy. This will support the delivery of the Community Plan, with a particular focus on the ambitions of safe and welcoming neighbourhoods, a healthier and fairer Hull and reaching our potential.



What is Adult Social Care?

“

‘A life not a service’ - supporting people to experience love, friendship, and relationships, have meaning in their lives, and to live safely in the place they call home as valued and contributing members of their communities.

”

1) Help people to help themselves

The model of Adult Social Care in Hull aims to:

- **Help people to help themselves** and remain independent for as long as possible through early intervention support. This could be face to face, telephone support or digital access to signpost people to community networks, make direct referrals to agencies such as a befriending services or housing, arrange provision of equipment, telecare or social prescribing and welfare support. This is a universal service available to everyone.

Live Well Hull

See & Solve Team

Community
Navigation

Voluntary sector
e.g. Age Uk

Housing and
Adaptations Team

Occupational
Therapy

Community
Groups

Assistive
Technology

Community
Health services

Social Prescribing

Carers Information and Support Service

Safeguarding

Commissioning

2) Help people when they need it

The model of Adult Social Care in Hull aims to:

- **Help people when they need it** by providing short term interventions to support people to overcome short term illness, injury or other circumstances. These interventions combine social work and occupational therapy to create a solution focussed, goal orientated plan, focusing on promoting and optimising getting people back to their usual way of life

Active Recovery
Team

Telecare and
Sensory Team

Supporting
Independence
Team

Jean Bishop
Centre

Community
Mental Health

Aids and
Adaptation

Therapy
assessment and
intervention

Hospital Teams

Dementia
Mapping

Exercise referral
schemes

Carers Information and Support Service

Safeguarding

Commissioning

3) Help people to live their lives

The model of Adult Social Care in Hull aims to:

- **Help people live their lives**, providing a strengths based and person-centered approach to assessment and support planning, to support people to live the life they wish to lead, with regular review of goals and outcomes. This part of the model supports choice and control, and all interventions are undertaken with regard to relevant legal frameworks.



Developing an Adult Social Care Strategy -

why this is important

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so that people understand what adult social care is and does in Hull, the value and importance of this in communities, and to hold us to account

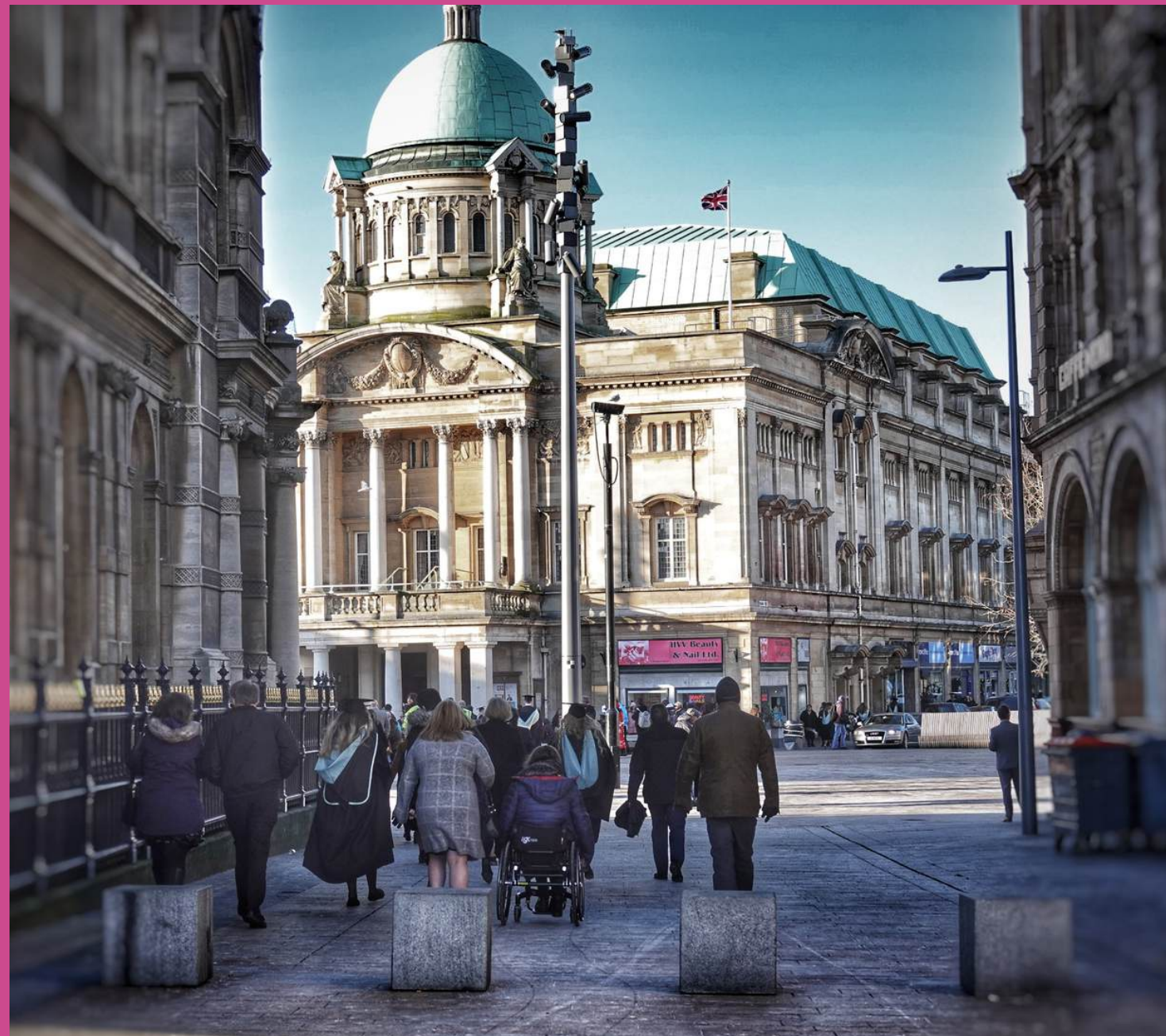
So that staff across the council understand adult social care and its contribution to the wider Hull vision and community plan

So that social care staff to know how their work supports people and have a clear sense of purpose

So that the council can demonstrate how we manage resources – putting our time, money and energy into achieving the best possible outcomes for people alongside value for money

An Adult Social Care Strategy provides an opportunity to improve people's lives and build the infrastructure for a brighter social care future, with a focus on community support, early intervention and prevention.

Developing an Adult Social Care Strategy - why this is important what we know about Hull



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 is the fourth most deprived Local Authority in England.

Life expectancy in Hull is 3.8 years lower among men and 3.1 years lower among women compared to England (life expectancy is 79.4 and 83.1 years for men and women in England respectively).

Healthy life expectancy is lower in Hull in 2018-20 the age was 53.8 years for men (63.1 years for England) and 57.9 years for women (63.9 years for England). It is estimated that, on average, men and women in Hull spend around 28% of their lives not in 'good' health.

Skills for Care estimate that the staff turnover rate in Kingston upon Hull in 2022/23 was 34.3%, which was higher than the region average of 29.9% and higher than England at 28.3% and vacancy rates in Hull was 8.60%, which was similar to the regional average of 8.0% and England at 9.9%.

Developing an Adult Social Care Strategy - why this is important what the ADASS Spring Survey told us

81% of Directors reported an increase in the number of people with needs associated with mental ill health, 64% in domestic abuse of people with care and support needs and 51% in rough sleeping

Nearly two-thirds (63%) of councils in England overspent on their adult social care budgets in 2022/23, with 72% of those councils using one-off reserves to fund the gap

91% of Directors strongly agree or agree that unpaid carers are coming forward with an increased level of need in their local area over the past 12 months

The proportion of adult social care net budgets being invested in prevention is 8.2% (£1.5bn) in 2023/24, this is an increase from 7.9% in 2022/23

Over three-quarters (76%) of Directors are concerned that they won't be able to fully meet their duties around market sustainability in 24/25

For the current financial year Directors have planned to deliver £806m in savings to their budgets, up from £597m in 2022/23. Only 17% of Directors are fully confident in delivering their planned savings for 2023/24

Adult Social Care Priorities:



What you told us about our priorities

How will they be measured?

How will they be delivered?

There needs to be a clear strategy detailing what is needed in Adult Social Care

Need these to translate to roles so that the workforce know what they need to do and know that their contribution is understood and valued

There are lots of priorities- maybe too many! Everything is a priority!

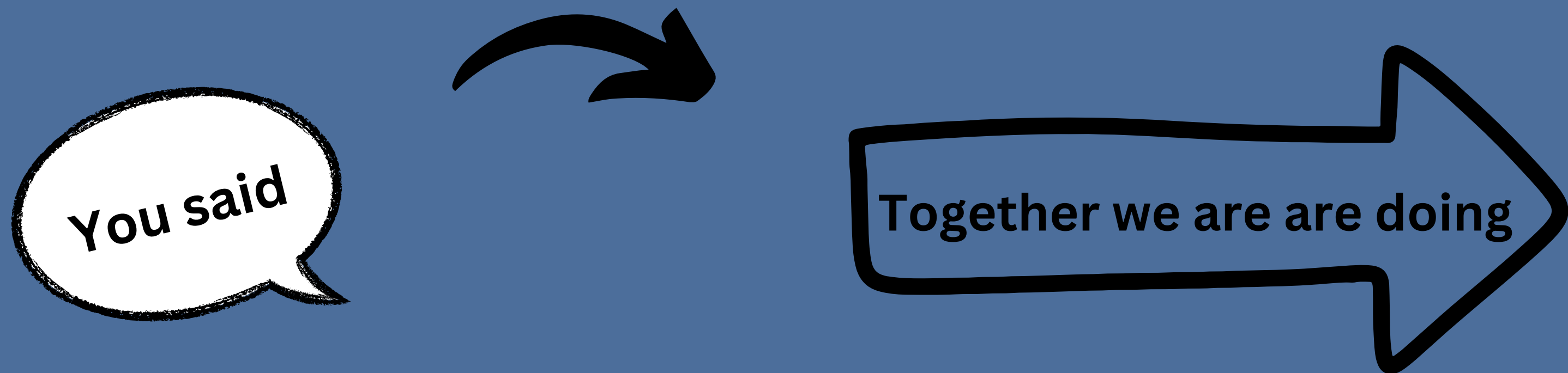
They sound more like values or principles!

Do we have the budget to deliver these?

Need to coproduce these with people and partners/ providers

We spent time talking about the importance of having an Adult Social Care Strategy with clear priorities, and how we can work together collectively across all organisations to support people to have a good life.

You can see how we are responding to and actioning all of your feedback and suggestions:





You said



Together we are doing

About the **ASC workforce, our partners and Adult Social Care Providers** told us:

- We need a dedicated college to develop and support the social care workforce
- We need to promote the care sector in schools
- Need a skilled workforce
- Need more capacity to deliver the ASC priorities
- We need to know what roles and skills we need to deliver the priorities
- Need Shared/aligned training offers across all partners and providers
- Need Consistency of pay for care staff/PAs
- Need to support staff wellbeing (champions, staff awards, listening sessions)
- Need good leadership
- Need to celebrate success
- Need staff retention initiatives

We have:

- a **workforce engagement action plan** which identifies how we will engage with and support our workforce and develop and deliver our learning and development offer
- a **communication toolkit** which provides guidance and tools to support how we communicate and engage with each other
- an **ASC focused supervision policy** which remains under regular review
- **recruitment and retention measures** for Social Workers and Occupational Therapists that are kept under review
- **Proud to Care website** and the **Working for Hull City Council website** to share and promote roles within the care sector
- a **Learning and Development Plan** which offers training to Adult Social Care providers and PAs
- Access to wellbeing support through the Humber and North Yorkshire Health and Care Partnership
- an active role in the Humber and North Yorkshire workforce breakthrough programme, representing social care, to embed transformative approaches to workforce across the health and social care system. This includes more opportunities for integration and portability of skills

We are developing:

- a **Workforce Strategy** which will confirm our workforce priorities and how we will achieve these. To launch early 2025.
- an **ASC Care Academy** which will create an inclusive and transformative learning and career development environment which aims to enable our workforce, and those in training, to deliver excellent practice which makes a positive difference to people in Hull. The academy will also work proactively with schools and colleges locally to promote ASC as a career of choice.



You said



Together we are doing

About **how we work, our partners and Adult Social Care providers** told us:

- We need to ensure that co-production is at the centre of everything we do together
- Reduce waiting times for people
- We need to work together with clear shared messaging
- Need a holistic approach to assessment - too many different tools
- Other organisations need to have permissions to assess/support rather than have to refer
- We need access to capture and share data across organisations, and have real time access to this.
- We need to understand demand
- We need allocated workers not duty teams
- Need time to develop relationships with people
- We need to work collectively with all partners and providers to deliver better outcomes for people on the whole - not just ASC
- Explore technology and how this can support us
- Be clear about what the ASC offer is

We are:

- undertaking a review of the way that we are delivering our operating model, from the perspective of people's journeys, to ensure this is as person centred and effective as possible
- developing and **Adult Social Care Strategy** which will detail our priorities and how we will deliver these
- developing a variety of mechanisms to gather feedback from people
- developing a **Market Position Statement** and commissioning strategy to ensure that we have the right services available to support people
- developing a **Digital Strategy**
- further developing co-production through strengthening our partnership boards, mapping current co-production forums in place and working more closely with our partners around this
- Reviewing all options around the completion of reviews, including methods and Trusted Assessor models
- Embedding our **Practice Framework** and coproducing practice standards, so we can measure impact and outcomes
- Using our **ASC Quality Assurance Framework** to continually monitor quality, sharing of best practice and drive service improvement and learning



You said

About **prevention**, our partners and Adult Social Care providers told us:

- We need a greater emphasis on prevention, being more proactive and building resilience, to prevent more crisis
- Good quality advice and information so that people know where and how to seek assistance
- Need to work with community organisations to find out what is already in place, what is needed and how we can collectively develop what is needed



Together we are doing

We are:

- undertaking analysis of the current prevention offer in Hull to inform our **ASC Strategy delivery plans**. Identified gaps will be considered as part of our market shaping, and discussed collectively as a partnership
- continuing to work with community/voluntary organisations to maximise prevention
- working with the **Curiosity Partnership** using research to build on our prevention offer and wider Adult Social Care strategy
- reviewing and developing Adult Social Care information in print - **Your Care Handbook**
- reviewing various platforms to increase visibility both digitally and face to face

We have:

- launched our **Live Well Hull website** - information and advice platform - which has accessibility tools for sound and other languages
- launched a **Community See and Solve pilot** where people can access timely information and advice in person at 17 drop-in locations. We are continuing to work with Customer Services, housing and health to develop community hubs across the city that are easily accessible, with a quality advice and early intervention offer for all
- a **Paying for Care handbook** which can be accessed on Live Well Hull



You said



Together we are doing

About **commissioning**, our partners and Adult Social Care providers told us:

- We need a Market Position Statement that providers can tailor their business plans to
- Sharing of market intelligence to help providers develop and plan
- Need ASC priorities to be embedded within all contracts



We are:

- developing a new **Market Position Statement** which will provide information about the current care market and will detail our vision of how we would like the care market to meet the needs of people in Hull.
- actively working with providers to ensure quality of care through our **Compliance and Quality Teams**

We have:

- undertaken **market scoping and shaping of commissioned Day Opportunities** to deliver person centred outcomes, ensure transparency and alignment of tariffs and offer more choice and options for people
- a **Learning and Development Plan** which offers training to Adult Social Care providers and PAs
- a new **Advocacy Framework** for the delivery of advocacy
- worked with partners to develop an Integrated Commissioning Forum, where the principles of good commissioning have been coproduced and integrated opportunities to align priorities are considered



You said



Together we are doing

About **carers**, our partners and Adult Social Care providers told us:

- We need better support for unpaid carers



We are:

- developing a new **Carers Strategy** for 2025 onwards
- part of the **Humber and North Yorkshire collaborative Accelerating Reform Fund** to improve carer short breaks
- **working collaboratively with CISS** to develop a Social Work post to work with and support carers
- **developing representation of our carers partnership board** to include more people with lived experience

What our partners and Adult Social Care providers told us about the Annual Conversation event

Very valuable session

Event was useful and I came away with improved knowledge

Valuable information sharing

I felt I had been given the opportunity to share my views

I enjoyed working in groups

Great to be able to speak to new faces and make some new contacts

Engaging, slick and informative

I increased my knowledge of ASC and engaged in the professional networking opportunities

Good session

The quiz was enlightening and the networking was helpful

I enjoyed interacting with a broad group of stakeholders

Thank you to everyone who attended and contributed to our Annual Conversation

Your feedback and ideas are very important to us and will be used to help develop and shape our Adult Social Care Strategy. We will share our progress with you, and will continue to gather your views and ideas in finalising this strategy.

We will also continue to work together with you in supporting people in Hull to have good lives.

We hope that you will join us next year for our 2025 Annual Conversation!

If you have any questions or comments please contact us at:

adultsdeliveringdifferently@hullcc.gov.uk

