

HULL ADULT SOCIAL CARE PLAN

2026 - 2028

Our three-year vision and plan
for Adult Social Care in Hull

“A LIFE NOT A SERVICE”



FOREWORD AND INTRODUCTION TO HULL ADULT SOCIAL CARE

FOREWORD

I want to thank everyone that has taken the time to complete the feedback survey or has spoken to us whilst we have been out and around the city hearing your views.

We have heard how important it is for people to have accessible and high-quality information and advice and for people who draw on Adult Social Care services to be in control of planning their own care and support to live their life doing the things that are important to them.

We also heard about the importance of working collaboratively together in our communities to improve services and ensure there is a variety of care and support options to offer choice.

This plan sets out our priorities in relation to working together to ensure people can access advice and information at the right time, and that we support people to have control in their lives with a focus on what matters most to them.



PORTFOLIO HOLDER
Adult Social Care and
Public Health
Councillor Linda Chambers

INTRODUCTION

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.

That is our Adult Social Care vision and this 3 year plan sets out how we, and the wider Local Authority in Hull, will support people now and in the future, ensuring compliance with the Care Act 2014. It will link into the ambitions of the Community plan and Council plan and will set out how we will bring our vision and aims to life, also working in collaboration with key partners.

The plan will include what we are going to do, how we are going to do it and how we will know that we are achieving it. We have worked with Partnership Boards, attendees of our Annual Conversations, and gathered feedback from people in Hull to develop our 'A life, not a service' 3-year plan, as the foundation for turning our priorities and ambitions into reality.

This plan, developed to date with local people and partners, aims to enable people, and carers, to have control of their lives, with the aim to help people live fulfilling lives and maximise wellbeing.

Having an Adult Social Care 3-year plan is crucial for:



DIRECTOR OF
Adult Social Care
Tracy Meyerhoff

- **People** to understand what Adult Social Care is and does in Hull and to hold us to account.
- **Staff** across the council to understand Adult Social Care and its contribution to the wider Hull vision and community plan, ensuring whatever their role all staff understand their role in promoting people's wellbeing.
- **Social care staff** to know how their work supports people and have a clear sense of purpose.
- **The council** to demonstrate how we manage resources – putting our time, money and energy into supporting people to live their lives, alongside providing value for money

INTRODUCTION TO HULL ADULT SOCIAL CARE

OUR PLAN

The City of Kingston Upon Hull, covering 27 square miles along the Humber Estuary, has a population of 267,020 according to the 2021 Census, reflecting a 4% increase largely due to international migration. Hull's population is relatively young and increasingly diverse. The city faces significant socio-economic challenges, ranking as the fourth most deprived local authority in England, with over half of its areas in the most deprived 20% nationwide.

By 2043, the population for older people living in Hull is predicted to increase by 3.3% to 18.6% of the total population (compared to 15.3% reported in the 2021 Census). This equates to an estimated increase of 7,931. There are also more people with learning disabilities, mental health needs, and long-term conditions who require some support

The priorities within the **Adult Social Care 3-year plan** aim to ensure that we are able to support people in Hull now and in the future. The priorities set the foundations for decision making for Adult Social Care within Hull until the end of 2028, and how we will work with wider council departments, and our key partners, to deliver on these. They will act as a guide for prioritising areas for improvement and how we spend money, however, also reflect areas where we are already doing well. This has included preventative and integrated approaches which are embedded throughout all that we do and have included initiatives such as falls prevention, early identification of health needs and proactive partnership working across health and social care.

Alongside this we continue to **work with all adults, and their carers**, who approach Adult Social Care and are eligible for support, meeting our statutory duties across our operating model. This includes young people who are moving from Children's Services to Adult Social Care and adults with physical health needs, dementia or with a learning disability and autistic people, through person centred support. Some people may need a bit more help than others to live the life they want to, doing the things that matter to them, and we need to make sure that we are able to help people, and their carers, at the time this is required.

We value carers and will continue to support them through the Hull Integrated Carers Strategy, recognising the importance of organisations working together. In response, Hull has implemented a 3-year Continuous Improvement Programme aimed at improving Adult Social Care by focusing on early intervention, prevention, and personalised support.

We know that **timely, skilled, short-term help at critical moments** can significantly maintain independence, and the wider council and health and social care system all have a critical role in supporting us to achieve this plan.



INTRODUCTION TO HULL ADULT SOCIAL CARE

KEY STATISTICS

WE ARE ...



HULL ADULT SOCIAL CARE



REFERRALS

Hull Adult Social Care received 11,778 new community referrals from April 2023 to March 2024.



74.8% PEOPLE WHO USE SERVICES FIND IT EASY TO FIND INFO AND SUPPORT

CARE HOMES

Around 1600 people live in a care home where they receive care and support. 87.4% of people who use services said that they have control over their daily life.

COMMUNITY SERVICES

Around 1500 people in 2023/24 received community wellbeing services

DAY SERVICES

Around 483 people in 2023/24 accessed day opportunity support.

ASSESSMENTS

18.1% of new people contacting Adult Social Care were progressed for a Care Act Assessment during 2023/24

EXTRA CARE

228 people receive community wellbeing services within an Extra Care Scheme

IN RECEIPT OF SUPPORT

Over 4,000 people received support from Adult Social Care in Hull during 2023/24, with over 2,500 people receiving aids and adaptations to assist them in their daily living.



OCCUPATIONAL THERAPY ASSESSMENTS

2,580 Occupational Therapy Assessments were completed during 2023/24 from April 2023 to March 2024. In Hull, 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 the equipment or adaptations.

691 people received short term solution focused support, called Active Recovery, during 2023/24.



HOSPITAL DISCHARGE

91.3% of people over 65 who were discharged from hospital into reablement or rehab services were still at home 91 days after discharge.

74.7% of people receiving a short term service (Active Recovery) were fully re-enabled.

CARERS

Over 1,900 carers were supported during 2023/24 (excludes CISS apart from Carer Direct payments)

70.8% of carers said that they have been included or consulted in discussions about the person they care for.

SAFEGUARDING

Safeguarding concerns received Apr 23 to Mar 24 (forecast) of which 2,411 progressed to Safeguarding enquiry.

87.2% SERVICE USERS WHOSE SERVICES HAVE MADE THEM FEEL SAFE

76.8% SERVICE USERS FEEL SAFE



HULL'S COMMUNITY AND COUNCIL PLANS

HULL'S COMMUNITY PLAN (2024-2034) & COUNCIL PLAN (2024-2028)



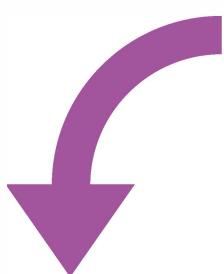
It has been **shaped by the people of Hull**.



The plan sets out a **new vision** for the city as reflected in the **6 ambitions**

- 1 - Safe and welcoming neighbourhoods
- 2 - Healthier and fairer Hull
- 3 - Reaching our potential
- 4 - Economic growth that works for all
- 5 - Responding to the climate and nature emergency
- 6 - Our culture our heritage our city

The Council Plan reflects how the council's priorities will contribute to the success of **Hull's Community Plan** and our **ASC 3 year plan** will ensure we contribute to delivering these priorities through our commitments:



- Engagement of all residents and communities
- Strong, united leadership committed to improving outcomes
- A focus on inclusion

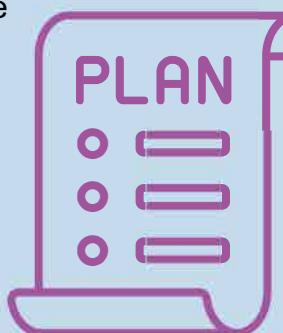


Whilst **ASC will contribute to delivering all 6 ambitions of the community plan**, there are **2 key ambitions** – a healthier and fairer Hull, plus safe and welcoming neighbourhoods, whereby our **Adult social care 3-year plan** will be key to achieving the objectives of these ambitions.

This **Adult Social Care 3 year plan** should be read alongside other strategic plans such as the:

- Health and Wellbeing Strategy 2022,
- Integrated Carers Strategy 2020 -2025,
- Hull's Autism Strategy 2025 - 2028,
- Independent Living Strategy 2025 - 2030 and
- The Hull Children and Young People Plan 2025 - 2030.

These can be **found on our website**.



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.

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. This means carrying out the duties of Hull City Council's Adult Social Care responsibilities as described in legislation. Our role as Adult Social Care has not changed – but we will be working differently during the lifetime of this strategy.

We have proposed an overall vision for Adult Social Care, which will guide and help us achieve the ambitions of our ‘A life, not a service’ approach which is described in this strategy, and is in line with the three key stages of our Operating Model:

- 1) Help to help yourself
- 2) Help when you need it
- 3) Help to live your life

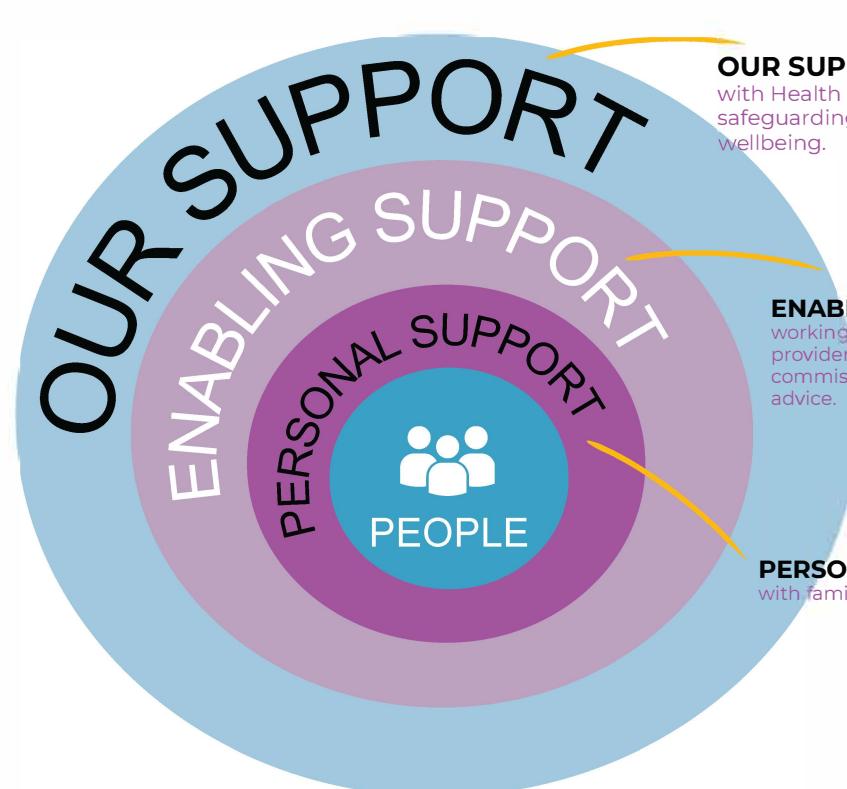
Adult Social Care work in collaboration with people, to support a more equal and fair society where human rights are respected and protected, and people can live the lives they want to lead.

Find out more about Adult Social care on our [Live Well Hull website](#)

For more detail around Adult Social Care in Hull, visit [Local Account](#) on Hull City Council website.

HULL ADULT SOCIAL CARE

as part of an empowered and resilient HULL COMMUNITY



OUR SUPPORT OFFER

with Health and other partners, we support safeguarding, independence and promoting wellbeing.



ENABLING SUPPORT

working with wider public services and support providers to provide digital technology, commissioned services and information and advice.



PERSONAL SUPPORT

with family, friends and carers



Ambitions for 2026 – 2028

To support people to have a life and not a service we will...

1. Promote health and wellbeing: 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 will do	How we will do this	How we will measure this	We will know its working when people say
Raise awareness of Adult Social Care and how people can access quality advice and information at the time they need it.	Develop a communication and media plan to detail the variety of ways people can access information and advice, and self-serve where appropriate. Engage with health and social care partners for ongoing support in raising awareness.	Increased access to online advice and information. Increased attendance at community hubs Monitor usage of community notice boards / digital screens. Increase in the number of people and carers who find it easy to find information about services/support (ASCOF 3C*). Adult Social Care Outcome Framework (feedback collection).	I know what services and opportunities are available in my area, and know where to go to get support when I need it. I can live the life I want and do the things that are important to me as independently as possible.
Use the Hull prevention gap analysis to increase provision of information and advice in community venues and extend links with places of faith.	Continue to work with Customer Services, Public Health, Community Health and other key health and social care partners to ensure city wide, accessible information and advice hubs, that promote health and wellbeing.	Increase participation in community hubs and community outreach support Increase proportion of people and carers who find it easy to find information about services/support (ASCOF 3C*).	I can get information and advice that is accurate, up to date and provided in a way that I can understand it. I can get information and advice about my health and how I can be as well as possible – physically, mentally and emotionally.

Ambitions for 2026 – 2028

To support people to have a life and not a service we will...

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 will do	How we will do this	How we will measure this	We will know its working when people say
We will manage our resources more creatively with a focus on working with you for a short period of time to help you to get back to your usual way of life (can also be known as reablement).	Use our Discharge to Assess and Operational Processes review improvement projects to widen the scope of Active Recovery, and wider preventative approaches and maximise capacity to deliver this.	Increase the number of people who receive reablement (ASCOF 2A*) Increase number of Active Recovery Plans completed.	I can live the life I want and do the things that are important to me as independently as possible.
Improve the ways that we use assistive technology to support people to remain independent.	Invest in new assistive technologies and digital solutions and develop a plan to deliver this through our Adult Social Care Digital strategy and in line with the Independent Living Strategy 2025-2030	Increase in assistive technology provided to people and fitted into people's homes.	I can live the life I want and do the things that are important to me as independently as possible. I feel safe and am supported to understand and manage any risks.
Support the delivery of the <u>Hull Housing Strategy</u> to provide good quality, affordable homes in neighbourhoods where people are proud to live.	We will work with Housing to increase specialist housing provision to support people to remain in their homes for longer. We will work with Housing to improve the ways that people can access good quality housing and information around this. We will continue to work collaboratively to deliver aids and adaptations to enable people to be independent in their own homes.	Increase number of people living in their own home including Sheltered Housing, Supported Living, Housing Related Support and Extra Care facilities	I live in a home which is accessible and designed so that I can be as independent as possible. I feel welcome and safe in my local community and can join in community life and activities that are important to me.

Priority 2 Continued ...

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 will do	How we will do this	How we will measure this	We will know its working when people say
Develop our Community Directory within Live Well Hull.	Work with key partners to improve accessibility and breadth of information, particularly local groups and activities, within the Community Directory and use our communication and media plan to share this resource widely.	<p>Increase the number of local groups and activities listed within the community directory.</p> <p>Increase the number of 'hits' on the online community directory.</p> <p>Increase proportion of people and carers who find it easy to find information about services/support (ASCOF 3C*).</p>	I can meet people who share my interests and can join and participate in a range of groups.
Develop support available for informal carers.	<p>Refresh the Integrated Carers Strategy and plans to deliver this, in collaboration with the Carers Partnership Board.</p> <p>Improve statutory support to carers through an expansion of our partnership arrangements with the Carers Information and Support Service (CISS).</p>	<p>Adult Social Care feedback collection.</p> <p>Carer quality of life (ASCOF 1C*).</p> <p>Overall satisfaction of carers with Adult Social Care (for them and the person they care for) (ASCOF 1E*).</p> <p>Proportion of carers who have found it easy to find information about services/support (ASCOF 3C*).</p> <p>Increase number of Carers registered with Carers Information Support Service.</p> <p>Increase the number of Carers receiving a statutory Carers Assessment.</p> <p>Increase number of Carers receiving a Direct Payment.</p>	<p>I can live the life I want and do the things that are important to me as independently as possible.</p> <p>I can get information and advice that is accurate, up to date and provided in a way that I can understand.</p>

Ambitions for 2026 – 2028

To support people to have a life and not a service we will...

3. Support people 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 will do	How we will do this	How we will measure this	We will know its working when people say
Overhaul how we share information so that it meets the needs of everyone in Hull, with plain language and simplified ways to find and access it.	Use learning from the Gloriously Ordinary Language project and collaborate with Partnership Boards to create an action plan to review all public facing information. Coproduce practice standards to consistently deliver our Adult Social Care Practice Framework.	Adult Social Care feedback collection. Increase in the number of people and carers who find it easy to find information about services/support (ASCOF 3C*).	I can get information and advice that is accurate, up to date and provided in a way that I can understand.
Improve our Direct Payments offer (a direct payment is sum of money that you can use to arrange your own care and support rather than the local authority arranging this for you). Use feedback to shape learning and improvement.	Use our direct payments improvement project to increase the numbers of people in receipt of a direct payment, and make this easier to navigate and understand for people. Improve the ways that we gather feedback from people and increase the opportunities for doing this. Share practice learning and themes as part of continuous service improvement. Monitor outcomes through Practice Learning and Implementation Group and ASC Quality Assurance Framework.	Increase the number of people using social care who receive direct payments (ASCOF 3D*). Increase the number of people who use services who report having control over their daily life (ASCOF 3A*) Increase overall satisfaction of care recipients with their care and support (ASCOF 1D*). Increased quality of life (ASCOF 1B*). Increase the numbers of people providing feedback. Reduced number of formal complaints.	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.

Ambitions for 2026 – 2028

To support people to have a life and not a service we will...

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.

What we will do	How we will do this	How we will measure this	We will know its working when people say
Provide good quality advice and information around adult safeguarding, and act as a partnership in preventing the risk of abuse and neglect.	Improve public facing information on how to raise safeguarding concerns. Ensure the voice of the person is central to all safeguarding adults processes.	Analyse safeguarding contacts and themes of learning. Increase proportion of Section 42 enquiries where risk was reduced or removed (ASCOF 4B*). Making Safeguarding Personal outcomes monitoring.	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.
Continue to work with partners in the delivery of Hull Safeguarding Adults Partnership strategic plan and ambitions.	Support in raising the profile and visibility of the Safeguarding Adults Partnership. Develop the safeguarding champions network within Adult Social Care.	Hull Safeguarding Annual Report.	I feel safe and am supported to understand and manage any risks.
Increase the number of Adult Social Care providers rated good or outstanding.	Drive quality and improvement through the Contract and Care Quality Assurance Framework, and work in partnership to act quickly where concerns are raised around quality of care.	Increase number of providers rated good or outstanding.	I have care and support that is coordinated, and everyone works well together and with me. I feel safe and am supported to understand and manage any risks.

Ambitions for 2026 – 2028

To support people to have a life and not a service we will...

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 will do	How we will do this	How we will measure this	We will know its working when people say
Develop vibrant options for care and support that offer more choice, that support people to have control of their life and build on their strengths and networks.	<p>Publish our Market Position Statement to detail current and future requirements, which will form our Adult Social Care Commissioning strategy.</p> <p>Seek new opportunities to deliver services with voluntary sector organisations</p>	<p>Increased number of people receiving long-term support living in their home or with family (ASCOF 2E*)</p> <p>Increase the number of people who use services who report having control over their daily life (ASCOF 3A*)</p> <p>Increase the number of people using social care who receive direct payments (ASCOF 3D*)</p> <p>Overall satisfaction of people who use services with their care and support (ASCOF 1D)</p> <p>Adult Social Care Feedback collection</p> <p>Person journey reviews.</p>	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.
Continue to develop Integrated Neighbourhood models of care and support delivery. These teams bring together professionals from various health and social care services, to provide a more coordinated approach to care, and improve peoples experiences.	Complete the Integrated Neighbourhood Teams pilot and use evaluation to identify future opportunities for expansion.	<p>Adult Social Care Feedback collection.</p> <p>Person journey reviews.</p>	I have care and support that is coordinated, and everyone works well together and with me.

Ambitions for 2026 – 2028

To support people to have a life and not a service we will...

6. Have a sustainable and skilled workforce: We will continue to work with Health and Social Care partners 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 will do	How we will do this	How we will measure this	We will know its working when people say
<p>Publish and monitor our Adult Social Care Workforce Plan, which details how we will deliver on the <u>Hull City Council People Plan</u>, and continue to support more integrated working through the Integrated Care Board (ICB) <u>Workforce Breakthrough Programme</u></p>	<p>Monitor our Adult Social Care Workforce Plan ambitions and report annually on progress.</p> <p>Attend and contribute to Humber and North Yorkshire Integrated Care Board Workforce Board.</p> <p>Launch phase one of the Adult Social Care Academy.</p>	<p>Skills for Care Workforce data set.</p> <p>Improved recruitment and retention.</p>	<p>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.</p>
<p>Provide inclusive career development opportunities.</p>	<p>Roll out Social Care Workforce Race Equality Standards action plan and monitor through our Workforce Plan.</p> <p>Develop learning pathways for key roles to strengthen continual professional development.</p> <p>Promote leadership development opportunities across health and social care.</p>	<p>Skills for Care Workforce data set.</p>	<p>I have considerate support delivered by competent people.</p>

***ASCOF - The Adult Social Care Outcomes Framework (ASCOF)** measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support and measure progress.

We can achieve our ambitions if we work together with the people in receipt of care and support, and carers through our practice framework

ADULT SOCIAL CARE

OUR VISION

A LIFE NOT A SERVICE

'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.

DELIVERED THROUGH OUR OPERATING MODES

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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CUR GUIDING APPROACHES TO PRACTICE

STRENGTHS-BASED	PERSON-CENTRED	RIGHTS-BASED
<p>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>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>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>

SO THAT WE SEE THE FOLLOWING...

PREVENTATIVE WORKING ACROSS THE SERVICE	WELLBEING IS IMPROVED	RISK IS MANAGED POSITIVELY	PRACTICE IS LEGALLY COMPLIANT
<p>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>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>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>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>

UNDERPINNING PRINCIPLES

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



Outcomes from this plan

There are 3 key areas underpinning how we deliver our plan:

Putting people first – always starting our conversation with the voice of the person and keeping them at the heart of everything we do.

Measuring what matters – understanding how we are making a difference to the life of the people we support by working with them, our staff, and partners. We will jointly develop a performance framework to measure improvements and how we are making a difference to people's lives, through regular feedback collection measured against the Think Local Act Personal (TLAP) I statements within this plan.

Improving and learning all the time – We will be transparent about the progress of our Continuous Improvement Programme and use learning from feedback from the people we support to build & evidence continuous improvements together.

These outcomes will help us monitor our progress in making a difference, and we will report our progress annually through our Adult Social Care Annual Local Account.

HERE'S WHAT WE EXPECT TO SEE WHEN WE GET THINGS RIGHT:

PUTTING THE PERSON FIRST:

1. We can evidence the difference we have made to the lives of the people we support, and to carers.
2. The people we support feel listened to and able to shape what we do and how we do it.
3. We uphold the principles of Making Safeguarding Personal in all interventions.

MEASURING WHAT MATTERS:

1. Gathering and analysing feedback from the people we support, carers, staff, providers, and partners is a key and routine part of improving what we do.
2. We will evidence how well we are doing to support people through regular feedback collection and audit.
3. There is good quality information and evidence of the cycle of continuous improvement, as part of a person-centred performance and quality assurance framework.

IMPROVING ALL THE TIME:

1. We can evidence that we are learning all the time, and the actions we take because of this learning.
2. Innovation is part of the day-to-day approach of what we do.
3. Hull City Council enthusiastically embraces and adopts digital technology that enables us to improve upon our service delivery.

Your voice

We want you to tell us how things are or have been for you so we can learn from your experiences which can help us to shape things going forward.

You may have experiences you can share with us because you have used Adult Social Care services, you might be caring for someone who needs some extra support, or you might just want to get involved because you have some good ideas about how we can do things differently.

How much or how little you get involved will always be your choice, so if you are interested in helping to shape adult social care, please do get in touch by emailing

adultsdeliveringdifferently@hullcc.gov.uk or why not sign up to one of our Partnership Boards?

You can find out more about these and how to get involved by accessing the link below.

<https://www.livewellhull.org.uk/get-involved>



ASC PLAN

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 -

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