Briefing Paper to Health and Social Wellbeing OSC **Wards:** ALL

16th January 2026

Adult Social Care Local Account (April 2024 – March 2025)

Briefing Paper of the Executive Director for Adult Social Care & Health (DASS)

1. Purpose of the Paper and Summary

The purpose of this briefing paper is to provide an overview of Adult Social Care (ASC) performance for the reporting period, April 2024 to March 2025. The Local account highlights achievements, priorities areas for improvement, including feedback from the Care Quality Commission (CQC) Local Authority Assessment. It also explains what Adult Social care is and where and how it spends its funding. The Local Account demonstrates ASC's commitment to transparency, co-production, and continuous improvement.

2. Background

The local account is a public-facing annual report that explains how ASC supports adults in Hull, including the services it provides, the allocated budget and partners that help us. The Local account describes what is working well and what we need to do differently to support people to live well.

Adult Social Care represents 33.7% of the Council's total revenue budget, with a gross spend of £185.4m in 2024/25.

The Local Account supports Hull's Community Plan, Council Plan, and the ASC 3-year plan focusing on six published priorities:

- Promote health and wellbeing
- Prevention and early help
- Support people to remain in control
- Support people to stay safe and well
- Develop a joined-up experience of care and support
- Have a sustainable and skilled workforce

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3. Issues for Consideration

Hull City Council received an overall CQC rating of Requires Improvement (November 2025) The report highlighted several areas of strength including having a skilled workforce, strong partnerships, effective safeguarding, varied care options, and positive outcomes for people in receipt of direct payments.

Two key areas for improvement are:

- Assessing Need – delays in annual reviews and occupational therapy assessments.
- Helping People Live Healthier Lives – gaps in advocacy access post-hospital discharge.

The Local account highlights the need to continue to focus on recruitment and retention of social workers and Occupational therapists and in 2026 formally implement the ASC Academy.

Whilst CQC noted our robust safeguarding we have seen an increase in the number of reported safeguarding concerns (6,330 in 2024/25) however 69% were resolved immediately with information, advice and support.

Feedback from people tells us that information relating to adult social care is not always easy and accessible although when given the right advice and support 51% of people required no further intervention.

The Carers Information Service saw an increase on 895 carers from the following reporting period (2023/24) with 4,500 carers currently supported in the city as well as an increase in Carers champions of 358 to increase the number of champions to over a 1000.

The joint commissioned advocacy hub (CYPFS and Adults) saw 2,106 new referrals equating to 24, 567 hours of advice provided to help people understand their rights and an important part of the transition process for young people transitioning into adulthood.

Adult social care is currently supporting 80 people taking part in Apprenticeship programmes with 25 new starters in 2024, 3 of which are new recruits to the Occupational therapy apprenticeships and 2 undertaking level 4 Data analyst apprenticeships.

From feedback from people who have experienced adult social care over the last year, 86% said they rated their experience as very good or good, with 82% feeling valued and listened to.

4. Next steps:

Publish the Local account on our website and promote findings and discussion at relevant networks and partnership boards.

Continued focus on improving accessible information partnering with other teams to ensure information is shared across the city.

Work alongside neighbourhoods and housing to increase the number of people able to live independently in their own homes.

Improve people's experience of Direct payments by ensuring the process is simple to understand and more people can maximise this opportunity.

Continue to deliver quality framework audits to increase the number of commissioned providers rated as good or outstanding by CQC.

Publish our Market position statement and review value for money options of care and continue to progress with developing neighbourhood teams to provide integrated care closer to home.

Implement ASC academy and social care workforce race equality standards action plan.

Deliver improvements with the adoption of our Care Act improvement plan overseen by a revised Care Act delivery board.

Strengthen feedback and engagement with our partnership boards and incorporate real life experiences and words into our learning and practice.

Provide progress updates to both Improvement and Assurance steering group and Care Act delivery board.

Executive Director for Adult Social Care & Health (DASS)

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Officer Interests: None

Background Documents: -

Appendix A: **Adult Social Care Local Account (April 2024 – March 2025)**