

Adult Social Services and Housing

Easy Read: CQC Assurance Improvement Plan

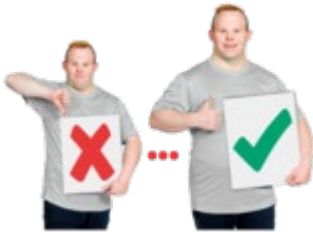
What happened?



The **Care Quality Commission (CQC)** checked how well we are doing.



We got a **score of 59%**. This means we need to **improve**.



We've already started **making things better** and will keep going.

What is our Improvement Plan?



We made a **plan** to help people get **better support**. It has 6 **main goals**.

Goal 1: Cut Waiting Times & Make Services Better

We want to:



Help people **faster** with **clear plans**.



Keep people **updated** about **safeguarding**.



Support carers quickly.



Do money checks (financial assessments) **without delays.**

Goal 2: Give People More Choice and Control

We will:



Use **advocates** to support people **speak up**.



Make **Direct Payments easier** to use.



Help **young people** move smoothly from **children's to adult services**.



Find and fix gaps in housing and support options.

Goal 3: Make Information Easy to Find

We want:



People to get the **right info at the right time.**



A new **digital system** to **share** info **quickly.**



Info about local services and support to be **easy to find.**

Goal 4: Help People Early

We will:



Work with **others** to help people **sooner**.



Support people to use **everyday technology** to stay **healthy**.

Goal 5: Make Sure Everyone Is Treated Fairly

We are:



Learning more about our communities.



Using **better data** to make **fair** decisions.



Hiring a **sensory loss worker** to help people with **hearing or sight problems**.

Goal 6: Work Together Better

We are:



Planning and improving services
with other **people**.

Other important information



You can get this easy read in **big print**, **audio**, **easy read**, and **other languages**.

You can also get documents from our website as plain text by email. For **more information** contact adultspolicy@n-somerset.gov.uk.



We want to **hear from you**. You can tell us what we **do well** or **what we can do better** by clicking [HERE](#). If you have **worries** about Adult Social Services, let us know.



If you need to make a **complaint**, you can write to the Complaints Manager at Adult Social Services and Housing, Town Hall, Weston-super-Mare, BS23 1UJ. You can also call 01275 882171 or email complaints.manager@n-somerset.gov.uk

This document will be updated in line with the development of our CQC improvement plan.