

HULL ADULT SOCIAL CARE

ANNUAL FEEDBACK

Annual report for Hull Adult Social Care

2023-2024





Table of Contents

1. **An introduction to the ASC Feedback Report**

2. **Background**

3. **What is a complaint?**

4. **What is a compliment?**

5. **Who can make a complaint?**

6. **Our Processes**

7. **Review of feedback received**

8. **What we have learnt from the data collected and what changes have been implemented**

9. **Councillor / MP enquiries**

10. **Local Government Ombudsman investigations**

11. **Compliments received**

12. **Continuous improvements**

Appendices - **Complaints process flowchart, postcard and complaints action plan**

1. Introduction

Welcome to the 2023 / 2024 Adult Social Care Annual Feedback Report.

As part of the Council's commitment to openness, quality assurance, service development and listening and learning from individuals who receive support from us, this report provides summary information from compliments and complaints received under the statutory procedures in relation to Adult Social Care (ASC) provided by or commissioned by Hull City Council for the year 1 April 2023 to 31 March 2024.

2. Background

Local Authorities are required to have a system for receiving representations by or on behalf of people in need of adult social care support who have a range of support needs due to a disability or frailty (Local Authority Social Services and National Health Services Complaints Regulations (England) 2009.) Services cover assessment and case management, direct service provision or the arrangement of a range of services, including support at home, day opportunities, supported housing, intermediate, residential and nursing care or provision of equipment. Representations are defined as comments, compliments and complaints.

Some complaints received do not meet the criteria to be dealt with under the statutory procedure. When this is the case, these are registered under the Council's corporate complaints procedure. The arrangements for handling these complaints are different from the statutory process in terms of timescales and the independence of the people who investigate and review the complaints.

The purpose of the ASC Feedback process is to ensure that:

1. The views and experiences of people who access our services are heard.
2. Positive feedback is used to develop services and acknowledge good practice.
3. When things haven't gone so well, we can not only put things right but acknowledge our errors and use this feedback as a valuable tool to implement change within our practice which is ever evolving and continually monitored.
4. We learn as an organisation from both positive and negative feedback; and as a service area the focus remains on the people who access support from ASC and the people around them maintaining our vision to experience 'a life not a service'.
5. We use feedback as a measurement of our success in achieving our mission statement - 'enabling people that use our service to experience love, friendships, and relationships to have meaning in their lives and be valued and contributing members of their communities'.

3. What is a complaint?

Hull City Council's definition of a complaint conforms to the Local Government and Social Care Ombudsman's definition;

“An expression of dissatisfaction about a Council Service whether that Service is provided directly by the Council or by a contractor or partner that calls for a response.”

When dealing with a complaint we promise we will;

- **Keep the person informed**
- **Treat the person fairly**
- **Fully investigate their case and surrounding circumstances**

If it is the first occasion the person has reported an issue, we may decide to treat it as a request for service or as a suggestion that can be remedied locally and informally.

The person should make us aware of their complaint within 12 months of the incident occurring or within 12 months from when they first became aware that they had reason to complain.

This time limit may be extended at the discretion of the service area where there is good reason for the delay. Where late complaints are not accepted an explanation will be given. These timeframes are given in order to ensure the complainant has sufficient time to approach the Local Government Ombudsman should they choose.

4. What is a compliment?

A compliment is any appreciative statement about a service or employee from an individual or organisation who has been in contact with Adult Social Care. Compliments are recorded on our customer service management system and are used to facilitate learning, bring attention to service development whilst reinforcing and celebrating good practice.

When we receive a compliment we ensure that it is shared with the staff member, their Manager our Senior Management team and many compliments are published as a good news story in our monthly Adult Social Care newsletter.

5. Who can make a complaint?

Anyone coming into contact with Hull City Council can make a complaint. The Corporate Complaints Procedure provides a process for all individuals to use. If the complaint is about Adult Social Care the statutory complaints procedure for Health and Social Care services must be used.

A person is eligible to make a complaint under the statutory complaints procedure where the Local Authority have a power or duty to provide or secure a service. This includes a service provided by an external provider acting on behalf of the Local Authority. In such a case individuals or their representatives can either complain directly to the provider or to Hull City Council, as commissioner of the service.

Commissioned providers are encouraged to attempt to resolve complaints at the first point of contact in line with good practice highlighted by the Local Government and Social Care Ombudsman, but are equally advised to direct individuals or their representatives to commissioners of the service, where local resolution is not possible or appropriate, or where the complainant remains dissatisfied. Responsibility sits with the commissioner of the service under the guidance of the Local Government and Social Care Ombudsman.

A complaint can be made by the representative of a person who has been professionally defined (under the Mental Capacity Act 2005) as having no capacity to make decisions, as long as the representative is seen to be acting in the best interests of that individual.

Anyone can complain who is affected (or likely to be affected) by the actions, decisions or omissions of the service that is subject to a complaint.

We also receive complaints from third parties such as elected members, MP's, charitable organisations and advocates, the Ombudsman states there is no 'wrong door' to receiving a complaint.

6. Our process

Individuals can make complaints via numerous channels these include -

- Directly via the council's website
- Via calling 300 300
- Via email
- By letter
- Via a council employee via a third party



The different ways complaints are received

METHOD	2021-2022	2022-2023	2023-2024
Directly via the council's website	32%	41%	48%
Via calling 300 300	26%	30%	28%
Via email	23%	10%	12%
By a letter	7%	9%	5%
Via a council employee	4%	6%	2%
Via a third party	8%	4%	5%

Initial contact by the council website or via email has increased from the previous year, this has been useful to capture complaint issues more accurately and in a more efficient timescale.

This is due to the specific detail outlined by the complainant at the first point of contact. Email contact also provides complainants with written evidence of the submission of their complaint and also enables the ASC Feedback and Complaints officer to acknowledge this quickly.

Almost half of all complaints are now received via the Hull City Council online portal.

(<https://www.hull.gov.uk/consultation-complaints-feedback/adult-social-care-feedback#>)

This is a positive increase as the website has an accessibility tool function that can help people submit feedback to meet their language, sensory and communication needs. For example, the website has the ability to translate the text into many different languages, read the page information out loud and also change how the text is presented.

All of these functions support people within the community to be able to submit feedback with support that isn't available with more traditional methods such as writing a letter. Although, to ensure all members of the public can submit feedback to ASC in the way they feel comfortable there is also a written address, email address and telephone number available and visible on our website and these options can be discussed when calling our call centre or talking directly with the teams across ASC.

In 2025 work with our Service Development Officer for Inclusion and Diversity will take place to ensure all groups within the community are aware of the various channels we have available to receive feedback. This will also allow us to identify if there are additional feedback mechanisms that need to be considered to enable us to best support people across all community groups in having fair and equal opportunities to provide us with feedback on ASC.

All complaints are recorded on our internal monitoring system - Gov Service, this allows management and monitoring of all feedback received. The system also benefits from the overview of the Corporate Feedback Team.

The overriding ethos is to resolve the issues raised as swiftly as possible in order to achieve a satisfactory outcome for the individual concerned. The ASC Feedback and Complaints Officer triages all concerns received and endeavours to find a local solution at the initial stage of contact therefore alleviating the need to submit a formal complaint.

ASC have throughout the year promoted finding informal solutions and encouraged people to use our informal process to ensure a consistent approach across our service. **From 1 April 2023 - 31 March 2024 63%** of all complaints received were resolved through informal solutions.

For complaints which enter the formal process the ASC Feedback and Complaints Officer risk assesses the content of the contact.

The purpose of this being undertaken is to ascertain the seriousness of the issues raised and to ensure the appropriate course of action is taken.

Any complaint that they feel raises significant issues regarding the quality of care, safeguarding issues, denial of rights, or has clear quality assurance or risk management issues that could cause lasting problems for the person receiving support would be highlighted immediately to senior managers and actions would be taken where appropriate within the council's safeguarding procedures.

If any such issues are raised in relation to those people receiving a homecare service, or living in residential or nursing homes, then the Contract and Care Quality Assurance Team will also be notified along with the relevant Locality Team Manager and allocated social worker.

The ASC Feedback and Complaints Officer allocates all formal complaints to an Investigating Officer from the ASC Leadership Team.

This process ensures the Investigating Officer undertaking the investigation is not from the team the complaint is about to ensure an independent and transparent view.

Statutory guidance states investigations should be completed within 6 months however in ASC we aspire to complete enquires within 28 working days.



7. Review of feedback received

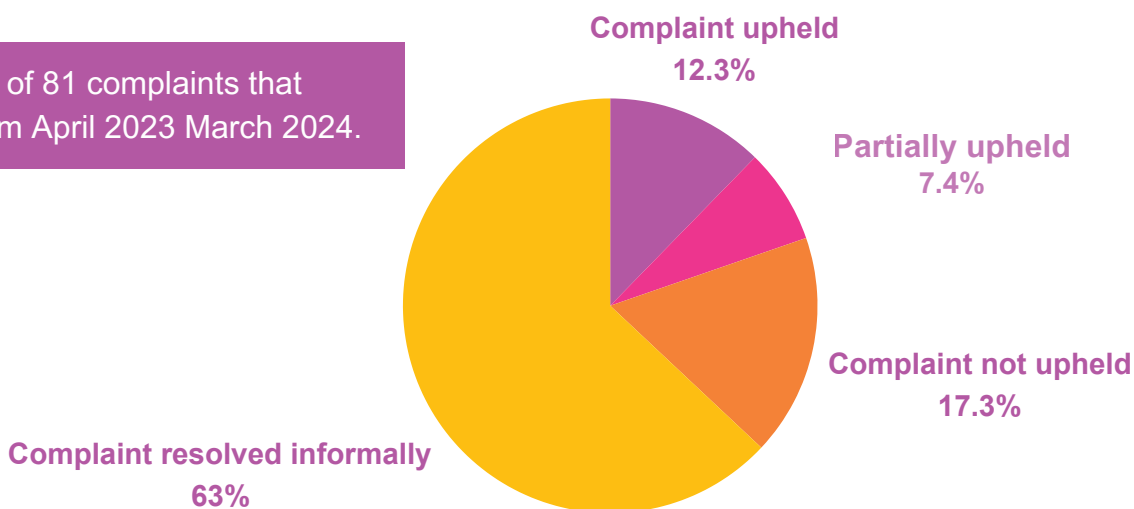
The table below indicates the number of complaints received annually during the 4 year period.

	April 2020 - March 2021	April 2021 - March 2022	April 2022 - March 2023	April 2023 - March 2024
Formal complaints	51	38	35	30
Informal complaints	30	47	62	51
Total complaints received	81	85	97	81

The above data suggests this years ASC's complaints received have decreased by 16.5% this year.

The data also suggests over the last three years there has been a shift in formal complaints being reduced considerably and the amount of informal resolutions have increased significantly since ASC have introduced a new and robust feedback process and various monitoring mechanisms discussed further in this report.

We received a total of 81 complaints that were completed from April 2023 March 2024.



In the complaints above we achieved making initial contact with the complainant within the three day timescale 100%.

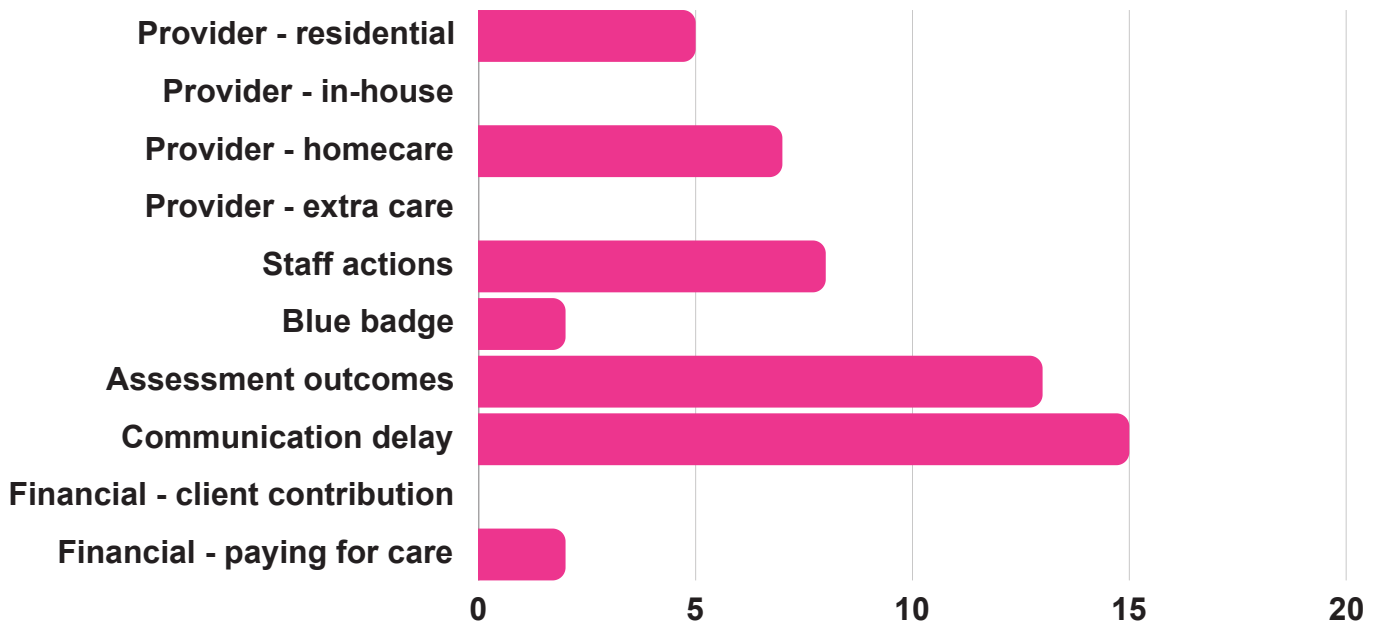
69% of complaint investigations were completed within the 28 day timescale and 31% required extensions to the deadline due to complexity and extensive gathering of information.

100% of all complaints received were investigated and completed within the statutory six month time frame.

In addition to this we also receive Councillor / MP enquiries which relate to ASC. These are responded to by the ASC Leadership Team in line with Corporate guidelines.

As the graph above demonstrates 63% of total complaints received were resolved informally, the table below reflects the themes of complaints received that achieved an informal solution.

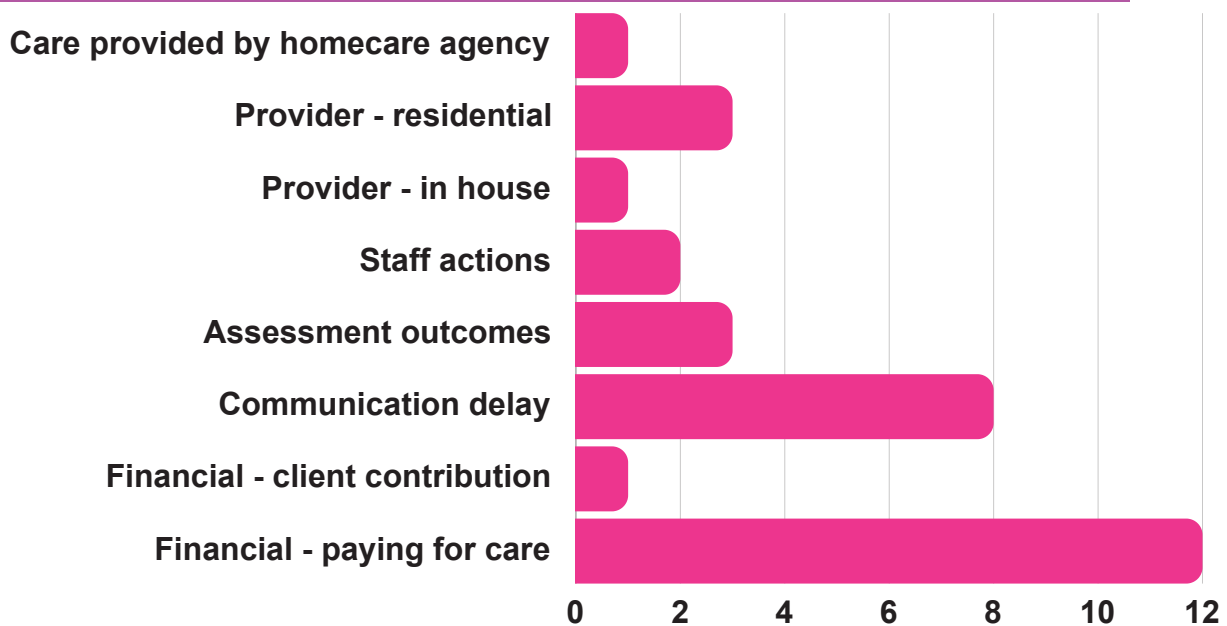
INFORMAL RESOLUTIONS ACHIEVED



7. Review of feedback received

Over the year the following themes were identified from the 30 formal complaints received.

IDENTIFIED THEMES OF FORMAL COMPLAINTS RECEIVED



The two key themes identified were regarding paying for care and lack of communication or delays in communication.

8. What we have learnt from feedback and what changes have been implemented.


40% of all formal complaints investigated between April 2023- March 2024 were regarding paying for care which is a 20% reduction in comparison to the previous years data. A new Care Act Needs Assessment was implemented in July 2022 which enables us to use a mechanism that guarantees the assessment cannot be completed without the required financial conversations and signed paperwork being recorded and uploaded onto the system. This has provided us with assurance that the implementation of the new assessment has been successful in significantly reducing errors we have made around our approach to finance being an integral part of meeting a person's social care needs.

A further 26.5% of all formal complaints received were around communication relating to providing information in a timely manner, ensuring updates and changes regarding an individual's care and support package are shared appropriately and managing expectations around timescales. It is essential people are kept informed of progress and decisions in processes that are complex and often appear confusing. These may be services directly provided by the Council or those delivered through a variety of providers and can include care and support delivered in care homes, care facilitated in people's homes and a range of other community support services.

The key communication themes seen during 2023 - 2024 were as follows:

- Information not being shared in a timely manner.
- Individuals not being updated regarding care package changes throughout the various steps of the process and involvement of other staff members and teams.
- Timeliness regarding financial assessments being completed.





As these themes have emerged, training requirements have been identified around specific subject areas. For example, on best practice regarding communication, and the importance of recording clear and concise case recordings to ensure a detailed and personalized reflection of the individual we are supporting to achieve the best possible outcomes for them. The ASC Complaints and Feedback Officer has discussed these themes with the Principal Social Worker for this to be considered in their priorities to be discussed at the Practice Lead peer support meetings and to ensure inclusion in the annual learning plan.

As part of these discussions and ASC's ongoing commitment to making improvements when issues are highlighted there has been an increased offer of ASYE workshops, student social worker peer support sessions and we have also had the opportunity to improve our practice knowledge via the Practice Educator CPD offer, where we have been working with independent Practice Educators to support with shared workshops with our colleagues at Humber Foundation Trust. This encourages professional curiosity and promotes discussions around different approaches to our roles and the support we provide in ASC.

The Complaint Adjudication Panel ensures consistency in the quality of responses sent to complainants, parity regarding remedies offered and proportionate responses dependent on the complaint made. The panels are chaired by the Head of Service for Performance and Compliance and the aim of the panel is to offer review and support for the Investigating Officers, and independent challenge to ensure desired outcomes are achieved. The panel is supported by our Income and Payments team which encourages collaborative joint working and management overview from our financial colleagues.

We have strengthened the ASC formal complaint process to include to include an action planning function. Once this has been agreed and endorsed at the Adjudication Panel the action plan will be discussed at our Practice Implementation Group and actions will be given to the relevant staff member for completion, these actions will be recorded to ensure ownership and monitoring until evidence is presented to provide reassurance that these actions have been completed.

All of these mechanisms provide the complainant with reassurances that we are listening to their concerns and looking to resolve their issues as a priority without delay. This also allows us to identify any lessons learnt quickly and implement any changes required therefore ensuring we continue to strive for best practice across the service area. The ASC Feedback and Complaints Officer completes a tracker which compiles data on all feedback received, what the issue was and what the outcome and learning objectives were.

We said...

We needed to review our complaint process to strengthen assurance around complaints investigation.

We did...

We added an action plan and further final letter to be sent to complainants from the Chair of the adjudication panel to ensure a consistent, thorough and equal investigation had taken place with regular monitoring at the monthly Practice Implementation Meeting.

We said...

We wanted to gather more 'general feedback' not just complaints and compliments.

We did...

We started our feedback pilot in the See and Solve/Active Recovery team and this has now moved to our safeguarding and DOLs teams with the hope for more engagement and feedback captured.

WE SAID...

We need to ensure actions from complaint investigations are followed up and in the right hands to ensure required improvements are made.

WE DID...

Our Practice Implementation Meeting has recently been reshaped and is now monthly, at the group complaint action plans are a standing item on the agenda and all actions are owned by the relevant person who is responsible for providing assurances that any actions / learning are completed.

WE SAID...

We want to gather themes from staff and stakeholders on what we do well and what we could do better."

WE DID...

We held our first three annual conversations with firstly ASC staff, then with the people we support and finally our partners and providers. These events helped us understand how people see ASC, what their expectations are and it also gave us an opportunity to showcase what ASC can offer the groups of people involved.

WE SAID...

We would like to improve our visibility and involvement at the Partnership Boards working with people with lived experience.

WE DID...

Linking in with the Service Development Team we have started to attend various groups more regularly such as the Hull Learning Disability Partnership Board, the Autism Partnership Board and the Older Peoples Partnership. We hope to build further relationships and also become regular attendees at the DoLS, Hull Safeguarding Adults Partnership Board and Hull Carers Partnership Board. This gives us greater understanding of how ASC is viewed by people with valuable lived experience and help us learn key areas for improvement to enable us to support people better in the future.

9. Councillor and MP enquiries

ASC received a total of **150 Councillor / MP enquiries between 1 April 2023 and 31 March 2024**. Of the 150 enquiries received only 6 of these resulted in a formal complaint investigation being undertaken, the remaining 144 were responded to swiftly by the ASC Leadership Team.

This is a 33% decrease in the amount of enquiries received in the previous year.

MP enquiry outcome	Query regarding	Quantity
Received in error (for another service area)	Health and safety	1
	Housing	10
	CYPFS	2
	Information Governance	1
Councillor/ MP Enquiry responded to and closed by ASC Leadership Team	Respite provision	5
	Provider- Home care	5
	Provider- Residential	4
	Provider- In house	3
	Assessment request	9
	Commissioning query	13
	Brokerage query	4
	Financial - Paying for care	9
	Financial - Contributions	5
	Hospital discharge	1
	Staff behaviour	2
	Safeguarding query	5
	Grants / funding query	2
	OT waiting times	7
	OT assessment request	4
	OT equipment	17
	ASC policy query	2
See and Solve Welfare Check	32	
Request for ASC info from Councillor	1	
Formal complaint investigation and response required	Provider homecare	1
	Provider residential	1
	Staff behaviour	1
	Assessment outcome	3

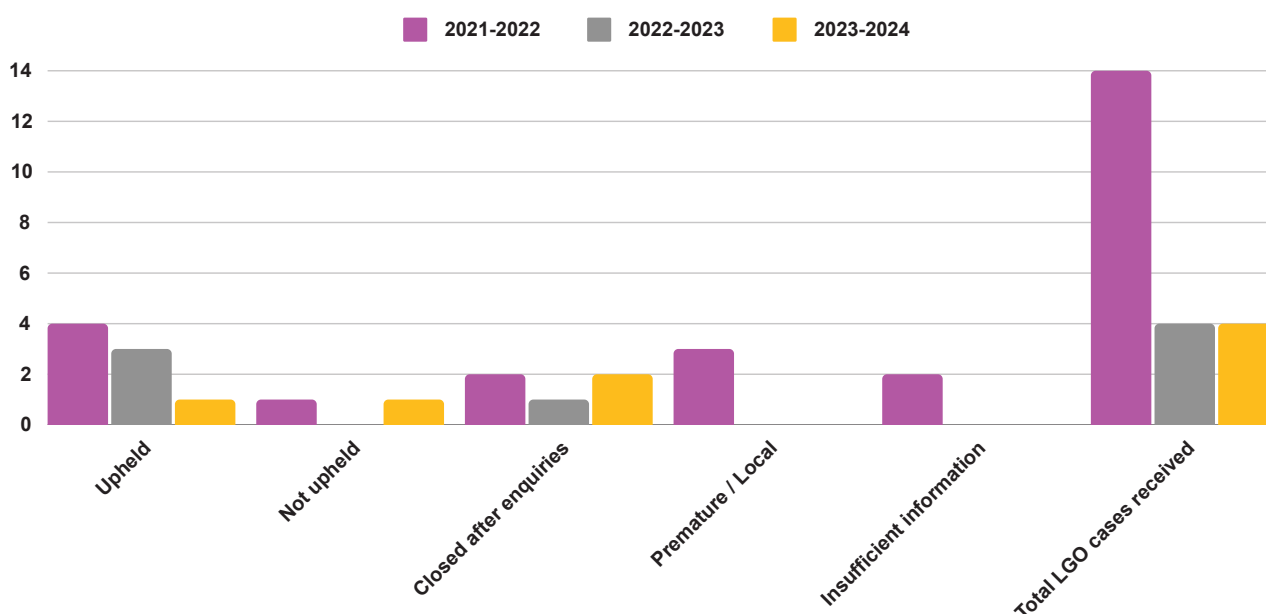
10. Local Government Social Care Ombudsman investigations

In October 2024 the Local Government Social Care Ombudsman (LGSCO) published their Annual Review of ASC Complaints. A full copy of the report and associated data is available at the following link -

[Annual Review of Local Government Complaints \(follow link\)](#)

In Hull City Council we have seen a 16% decrease in complaints received which doesn't reflect the national trend as suggested by the Ombudsman. Although this amount is less than last year it is much more similar to the total amount of complaints received in previous years as shown in the table on page 6. In 2022-2023 the amount of complaints increased due to ongoing debt recovery work regarding historical financial concerns therefore are not indicative of current practice issues. It is important to acknowledge that the data indicates that ASC received 5 less formal complaints than the previous year.

In the Ombudsman report one of the key concerns highlighted is that there have been reports of poor communication with people who receive support and their families, with particular issues around the information provided to individuals and their families, being unclear or overly complicated, this is in line with the themes ASC have found and are addressing as a learning priority as discussed previously in point 8.



As a council there has been a drop in the number of people who approach the Ombudsman. This suggests that the Council's response to complaints is robust and there is effective complaints handling.

There were 10 service improvements set out across the full council by the Ombudsman and all of these were completed to a satisfactory standard.

Once again, the Council has achieved a 100% compliance rate for implementing the Ombudsman's recommendations within the given time scale.

During **April 2023 - March 2024** there were **4 decisions made by the Ombudsman** regarding ASC this is the same as the previous year which is a positive marker of consistency as in previous years these figures were noticeably higher which evidences that our robust investigating process is leading to less people feeling contacting the ombudsman is required, this is in line with the Ombudsman's comments regarding our council mentioned above.

OF THE 4 DECISIONS

- **1 was upheld**
- **1 was not upheld**
- **1 was closed after initial enquires**
- **1 was premature and referred back to Hull City Council.**



Findings of LGO

Findings of LGO	Team	Outcome
<p>Complaint with regards to the quality of care received by a company that the Council commission care packages to.</p>	<p>LGO Case ID 22009652</p>	<p>Upheld: Fault and Injustice.</p> <p>The LGO found fault with the Council in the quality of care provided by Moorview Care Limited (the Care Provider) to Mrs X late brother Mr Y. The Council's fault caused Mrs X injustice. The LGO recommend the Council apologise, make a symbolic payment for Mrs X's distress and robustly monitor the Care Provider's improvements.</p> <p>Remedies advised and completed:</p> <ul style="list-style-type: none"> • Provide summary of improvements the care provider has made. • Apology sent to Mrs X. • Compensation of £500.
<p>Mr F complains about the Council's handling of his adult social care needs. He says the Council did not complete his needs assessment properly and so he is not receiving the care he needs.</p>	<p>LGO Case ID 23001477</p>	<p>Closed after initial enquiries – no further action.</p> <p>The LGO stated they would not investigate this complaint about the Council's handling of Mr F's adult social care needs. Mr F complains the Council did not complete his needs assessment properly. This is because there is insufficient evidence of fault with the way the Council complete Mr F's care and support assessment.</p> <p>No remedies advised.</p>
<p>Mr T complained on behalf of himself and his mother, who died in December 2020, that the Council:</p> <ul style="list-style-type: none"> • Failed to properly respond to a Subject Access Request (SAR); and • Failed to carry out sufficient safeguarding investigations to prevent ill treatment, neglect, and abuse to his mother between 2015 and her death in 2020. <p>Mr T says this has caused him significant upset following his mother's death.</p>	<p>LGO Case ID 23005254</p>	<p>Closed after initial enquiries – out of jurisdiction.</p> <p>The LGO stated they would not investigate this complaint about safeguarding as it is late, with no good reason to exercise discretion to investigate it now.</p> <p>No remedies advised.</p>

Findings of LGO

Findings of LGO	Team	Outcome
<p>Mrs C said the council had failed to provide a duty of care to a vulnerable adult.</p> <p>This included concerns such as –</p> <p>Failure to provide a suitable and sufficient risk assessment as defined by the Care Act Assessment leading to serious concerns of Mr A's safety and welfare leading to hospitalisation.</p> <p>Failure to raise the concerns of Mr A's welfare to his next of kin and immediate emergency contact etc.</p> <p>Failure to consider and manage safety issues such as alcohol abuse and other safeguarding issues including physical injuries requiring hospitalisation and admittance overnight in Hull Royal Infirmary.</p>	<p>LGO Case ID 23009015</p>	<p>Closed after initial enquiries – Premature</p> <p>Complaint was already under investigation. Response was provided to the complainant as per process.</p> <p>No remedies advised.</p>



11. Compliments received

Feedback from compliments provides an equally valuable message, clearly affirming when services make a difference and personal qualities have added value to the outcome for people who receive our support. Compliments came from individuals and their family members, thanking individual members of staff and teams for the ongoing support and care provided by social workers, care teams and departments. Compliments are received by people calling 300 300, thank you cards, letters and emails were also received. We also receive compliments about staff going 'above and beyond' within the service from colleagues and Management - this is often celebrated in our Adults Delivering Differently monthly newsletter.

Compliments included comments such as -

"At every stage over the past week the people I have spoken too and those who have assessed my folks since I returned home have been very knowledgeable and supportive and things seem to be moving rapidly. I was prepared for the process to be a real struggle if I am honest but with the exception of some long call wait times (which are understandable) it has **been remarkable easy** and whilst the acute situation is worsening, the fact that help is on the way is invaluable for myself and my Mother who was frankly creaking under the pressure."

"**Thank you very much** for all you have done for us. We do appreciate it greatly. You have been a star from start to finish. Thanks for providing us with the numbers you have as well. It has been a pleasure working with you and I am sure you have a **great career ahead of you in social work.**"

"Our social worker has been **outstanding**. Her calm, kind and knowledgeable approach has been amazing and a true credit to her profession and service. I have thanked her personally and also wanted her to be recognised by her employer as a standard to which all staff should aim for"

"I'm writing to **express my thanks for your support** throughout my Dad's recent assessment. After two hospital stays, a diagnosis of Vascular Dementia and a short stay in respite care, the recent assessment process culminated in the best outcome for Dad that we could have hoped for (perhaps against all the odds at one point) - for him to return home. This has been stressful and emotionally draining time for me and my family but the social worker's approach during the process was one of support, professionalism and kindness. Her knowledge, ability to organise and communicate with **great efficiency was evident throughout.**"

"Just wanted to say a **'big thank you'**, you have gone the extra mile and we want this to be recognised."

"The SIT Team have done so much for my Mum, she really has enjoyed the company of the carers. My Mum and I are really thankful for what they have done and they have given her as much independence as they could- thank you!"

"**A big thank you** to you both for the timely allocation and text book perfect assessment for My Dad. You are very much appreciated by Myself Mum and Sister and more importantly Dad who had a safe and well-coordinated discharge safely Home. You truly are professional and patient focused. **Thank you so much**"

12. Continuous improvement

1. ASC have been working on different ways to gain feedback within the community, this started in January 2024 with our pilot feedback postcards at our See and Solve and Active Recovery teams (Appendix A), this gave us the opportunity to gauge how people felt about their initial interactions with ASC.

This pilot provided us with valuable findings and we were pleased to say that **86% of people** rated their experience with **ASC either Very Good or Good**, **82% of the same people** felt valued and listened to during their interaction with us and we met over **80% of people's initial expectations**. Where people provided information about things that we could improve on, this has been followed up with the appropriate team.

Phase 2 of the feedback project is currently underway with the people we support in our safeguarding and DOL's teams. **(See Appendix B)**. In Phase 1 we had a return rate of **27.2%**, in a bid to boost this figure we have now included a QR code which will be available to use in person with people in the community and also added to emails and used at events staff from ASC are attending.

We also **plan to use the postcards / QR codes to gather feedback from the Community Outreach See and Solve pilot**. This will give us the opportunity to discuss feedback and experiences with people at the community hubs. It will be beneficial to use the postcards as a mechanism of what themes are highlighted from the pilot and assess its success and shape how it will look going forward.

The **Community Outreach pilot** is now underway however this project is being led by the University of Hull and they are currently still embedding the process, once this is in place there will be regular meetings held with the Service Development Officer for Information and Prevention and the ASC Feedback and Complaints Officer to discuss and analyse information gathered so far and how we move forward with the project working closely together with the different partners involved.

We are also developing an area of our **Live Well Hull website** which will be designed to encourage people to get involved and give feedback to Adult Social Care. There will be information about our partnership boards and how to get involved as well as different ways that people can share their feedback and suggestions, and get involved with shaping ASC services and support.

2. In autumn of 2024 ASC launched the new **Quality Assurance Framework** having this robust mechanism in place will help us to understand what we are doing well and what we can do to improve, which will inform the learning and development of our workforce and contribute to continuous improvement. This will help to provide a **picture of practice and its impact on people and communities**. It is vital that we receive feedback from practitioners and those with lived experience of care and support to build our understanding of what the data might be indicating.

12. Continuous improvements

This Quality Assurance Framework aims to provide a range of mechanisms to help set direction, support in the delivery of high-quality services, manage risk, monitor, and review practice, and identify how we can better support our workforce in terms of training and learning opportunities. Quality assurance activities secure a rigorous evaluation of all aspects of operations across Adult Social Care and helps us identify any unevenness between the outcomes achieved for different groups, this supports us in ensuring equality and diversity. This will help us to understand how the people we support experience our services and interventions and the difference this is making to their lives. **These factors will lead to improved practice** and ASC knowing ourselves better, it is anticipated that with our new auditing measures in place we will see a reduction in complaints received due to service improvements being mobilised.

The **ASC Feedback and Complaints Officer** will be working closely with the **Quality Assurance Lead**, identified themes will be discussed and monitored at the monthly Practice Implementation Group.

3. The ASC formal complaint process was reviewed and updated (Appendix C) in July 2024 to strengthen assurance around complaints investigation, ASC have introduced a report writing function to the process. This will be completed by the Investigating Officer, submitted to the adjudication panel and an action plan (Appendix D) will be completed and agreed to ensure lessons learnt are not only highlighted but also presented at the 4 weekly practice implementation meeting to ensure issues are shared to enable service wide improvements take place.

The actions from the plans will be monitored through the Practice Implementation Group to ensure ownership and assurance that actions are prioritised and remedial action is taken where necessary. Any required improvements are logged on the tracker and discussed on a monthly basis until the group is assured the appropriate actions have been completed.

Alongside the outcome report and action plan we have also added an additional letter to the process which gives a further layer of assurance to the complainant that the outcome was as a result of a thorough and transparent investigation which has been endorsed by the Head of Service/Chair of the panel this will provide support to Investigating officers and reinforce their decision making and ensure the complainant feels they have been treated fairly and equally.

4. Complainant demographics are not currently collected corporately across the council however it has been discussed within the Corporate Strategy Team that customer accounts need to collect equalities data across complaints throughout all service areas. This piece of work is being developed by the Customer Experience Team starting with a pilot project early 2025. Once this information can be collated and the IT systems support this function across the council ASC will be able to incorporate this into our process and ensure people across all demographics are represented equally.

12. Continuous improvements

On the corporate complaint system there has also been a question added to the online form which asks if the complaint is about a protected characteristic. In 2023/2024 only 2.5% of complaints answered that their complaint was about a protected characteristic however if people do wish to share this information we can capture this and monitor any themes or trends with this reporting function which could lead to escalation if any issues were discovered.

In order to support accessibility, awareness and ensure people are knowledgeable that they have the right to complain and how to complain the ASC Feedback & Complaints Officer regularly attends the Learning Disability Partnership Board as people with a Learning Disability are underrepresented in relation to providing feedback within ASC, often issues are discussed at the board and appropriate signposting and support is offered.

As work continues corporately on capturing complaints equalities data in 2025 this will be prioritised by ASC so we can grow our understanding of the areas we support and learn how we can best support all communities to provide us with their valuable feedback.

5. Adult Social Care work with Healthwatch Kingston Upon Hull on a regular basis, they provide us with monthly feedback reports that they have gathered whilst engaging with people who may be supported by ASC, this could be in GP surgeries, Hull Royal Infirmary, engagement events and during their attendance to care homes and extra care sites across the city of Hull.

The ASC Feedback officer has regular contact with the Delivery Manager and Project Officers at Healthwatch, any issues are reported without delay and escalated as required whether that be a formal complaint, liaising with different departments to signpost people to the team they require or if it is something our Contract & Quality Care Assurance team need awareness off alongside their ongoing work plans within the city and organisations that we work with to commission care.

Healthwatch have worked with ASC this year on a project with our Principal Social Worker regarding the relationships between social workers and care homes across the city and they attend our Continuous Improvement Board to ensure any of their findings on engagement projects are fed back to ASC leadership teams for learning and improvements.

Healthwatch have been focusing on there 'Enter and View' programme this year, The purpose of these visits are to identify good practice that can be celebrated and shared with others, and to identify any issues raised by service users. "Enter and Views" are not an inspection; they do not look at care plans, medicines management, etc.

"Enter and View" visits give a voice to the people using a service and asks them what they think of the service they receive and whether it is working for them. This information is then presented in a report and shared with the participating care home, ASC, CQC and the Integrated Care Board. Initial reports during 2024 have been very positive and insightful for both the care homes and ASC. The latest "Enter & View" reports can be found at the following link –

[Healthwatch Reports | Healthwatch Kingston upon Hull](#)

Adult Social Care Complaints Process - Appendix A

Complaint Received by C360 system via 300300 or www.hull.gov.uk or by letter to ASC Feedback & Complaints Officer, Warehouse 8.

ASC Feedback & Complaints Officer contacts the complainant and seeks informal resolution?

COMPLAINANT WISHES TO PROGRESS TO A FORMAL COMPLAINT

NO

YES

NFA – Complaint Resolved

- **Feedback & Complaints Officer** emails complaint details to **Investigating Officer**.
- If required, Feedback & Complaints Officer sends Acknowledgement Letter (**LETTER1**) to complainant.

28 WORKING DAY RESPONSE DEADLINE BEGINS.

- **IO contacts the complainant** to discuss their issues / concerns further.
- IO summarises discussion in Summary Findings Letter (**LETTER 2**) and sends to complainant.

INVESTIGATION NOW UNDERWAY

- **IO** to ensure their manager is sighted on the **COMPLETED DRAFT** Complaint Investigation Outcome report and **DRAFT Action Plan** prior to attendance of the Adjudication Panel.
- Copy of completed **DRAFT Complaint Investigation Outcome Report** and **DRAFT Action Plan** to be emailed to **ASCcustomerfeedback@hullcc.gov.uk** **PRIOR** to attendance at Panel.

IO ATTENDS ADJUDICATION PANEL

IO attends the Adjudication Panel to discuss complaint investigation and obtain endorsement from the panel. (If there are further actions required before endorsement these will be agreed for resubmission in an agreed timescale at the panel.) If the Complaint Investigation Outcome report and Action Plan are endorsed the IO will then be booked to attend the Practice Implementation Group for the actions identified in their investigation to be discussed and assigned to the relevant staff member to be completed and monitored.

COMPLAINT INVESTIGATION COMPLETED.

IO to call the complainant and give a synopsis of the outcome - once this call has been completed the ASC Feedback & Complaints Officer must be informed. If there have been any amendments after the panel updated outcome report and action plan to be emailed to **ascustomerfeedback@hullcc.gov.uk**

ASC Feedback & Complaints Officer records decision, recommendations, and timescales onto Tracker and gov-service system.

ASC Feedback & Complaints Officer records a Liquid Logic Decision Record of panel outcome.

ASC Feedback & Complaints Officer completes (**LETTER 3**).

Letter 3 and copy of Complaint Investigation Outcome Report sent to **W8reception@hullcc.gov.uk** to be sent to the customer via email or post.

COMPLAINT CLOSED

ACTION PLAN PRESENTED AT PRACTICE IMPLEMENTATION GROUP

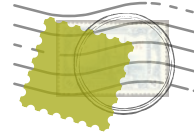
- ASC Feedback and Complaints Officer sends agreed action plan that has been completed by IO to Business Support for Practice Implementation Group to be added to the next meeting agenda. (CC IO and Chair of Adjudication Panel in.)
- IO to present action plan at the next Practice Implementation Group- required actions to be undertaken will be assigned to relevant worker.
- Actions completed by relevant worker- learning/implementation shared, logged and monitored until completion at Practice Implementation Group.

ASC Safeguarding feedback cards - Appendix B

FRONT



We want to hear from you...



Please share your experiences of **Adult Social Care** and help us to continue to develop our services and improve our support to you.



You have recently received support from **Adult Social Care** and we'd really like to hear what this was like for you.



We would be really grateful if you could spend a few moments answering a few questions overleaf.



If you would like a response to the feedback that you provide, please make sure that you leave your contact details overleaf.



BACK

1) How would you rate your experience with the Safeguarding Adults Team?



2) When explained, did you understand the Safeguarding process?



3) Were you listened to during conversations and meetings?



4. Were you given the opportunity to say what you wanted to happen?



5. How satisfied were you with the end result of what people did to try and keep you safe?



Name and Address

Email Telephone

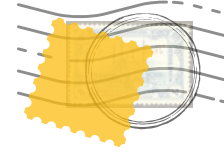


ASC DOLs feedback cards - Appendix C

FRONT

We want to hear from you...

Please share your experiences of **Adult Social Care** and help us to continue to develop our services and improve our support to you.



You have recently received support from **Adult Social Care** and we'd really like to hear what this was like for you.

We would be really grateful if you could spend a few moments answering a few questions overleaf.

If you would like a response to the feedback that you provide, please make sure that you leave your contact details overleaf.



BACK

1) How would you rate your experience with the Deprivation of Liberty Safeguards (DoLS) Team?



2) Did the Best Interest Assessor explain their role and responsibility clearly to you?




3) Did the Best Interest Assessor explain the role of the Relevant Person's Representative (RPR) to you clearly?



4) Were you offered support to carry out the role of the RPR?



5) In your own words, is there anything you would like to tell us about, anything that you were particularly pleased with or was there anything you think we can improve on?



Name and Address

Email Telephone

Contact us

Lucy Bond
ASC Feedback and Complaints Officer



ASCcustomerfeedback@hullcc.gov.uk



livewellhull.org.uk



01482 300 300