

HULL ADULT SOCIAL CARE

Annual Feedback Report

2022-2023



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1. Introduction

Welcome to the 2022 / 2023 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 2022 to 31 March 2023.

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 error's 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 processes

Individuals can make complaints via numerous channels these include-

- Directly via the council's website
- Via calling 300300
- Via email
- By letter
- Via a council employee
- Via a third party



The different ways complaints are received

Method	2020-2021	2021-2022	2022-2023
Directly via the council's website	19.5%	32%	41%
Via calling 300 300	43%	26%	30%
Via email	17.5%	23%	10%
By a letter	10%	7%	9%
Via a council employee	3%	4%	6%
Via a third party	8%	8%	4%

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.

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.

Appendix A shows the process undertaken when an initial complaint is received. 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 2022 - 31 March 2023 **63.9%** 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

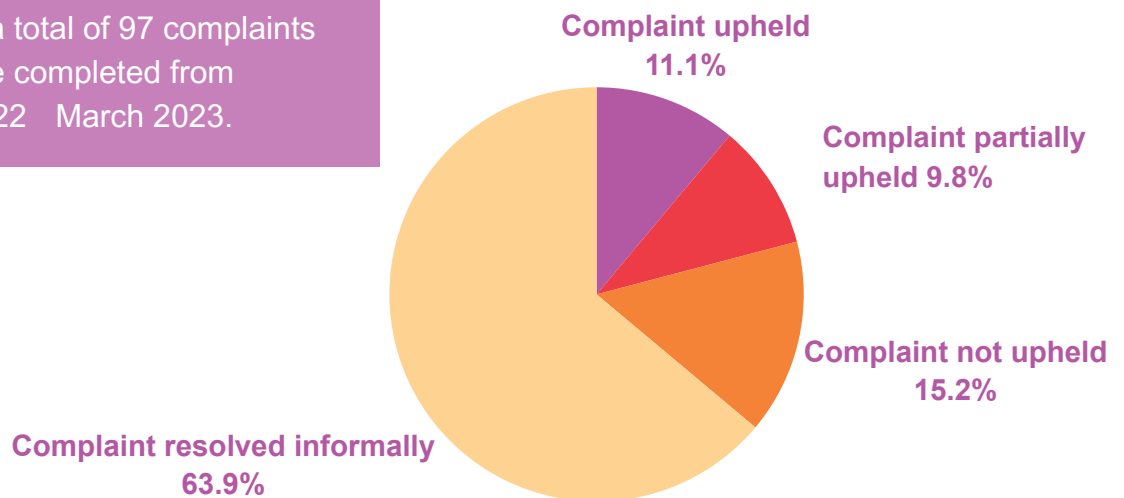
The table below indicates the number of complaints received annually during the 4 year period.

	April 2019 - March 2020	April 2020 - March 2021	April 2021- March 2022	April 2022 - March 2023
Formal complaints	53	51	38	35
Informal complaints	33	30	47	62
Total complaints received	86	81	85	97

The above data suggests this years ASC's complaints received have increased by 15.5% 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 97 complaints that were completed from April 2022 - March 2023.



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

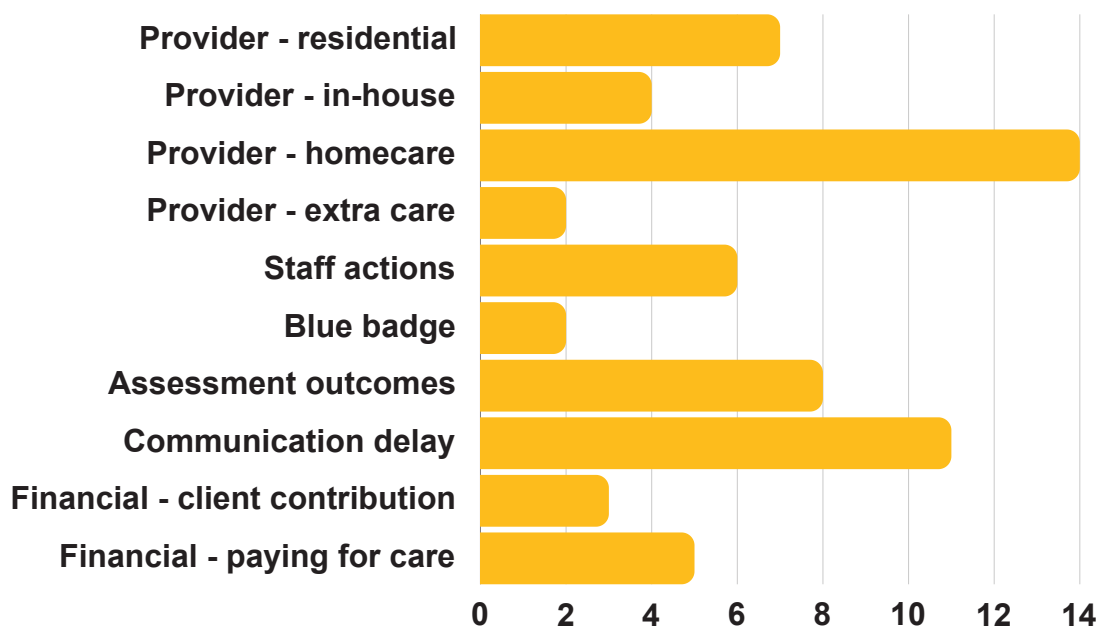
71% of complaint investigations were completed within the 28 day timescale and 29% required extensions to the deadline due to complexity and extensive gathering of information.

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 63.9% of total complaints received were resolved informally, the table below reflects the themes of complaints received that achieved an informal solution.

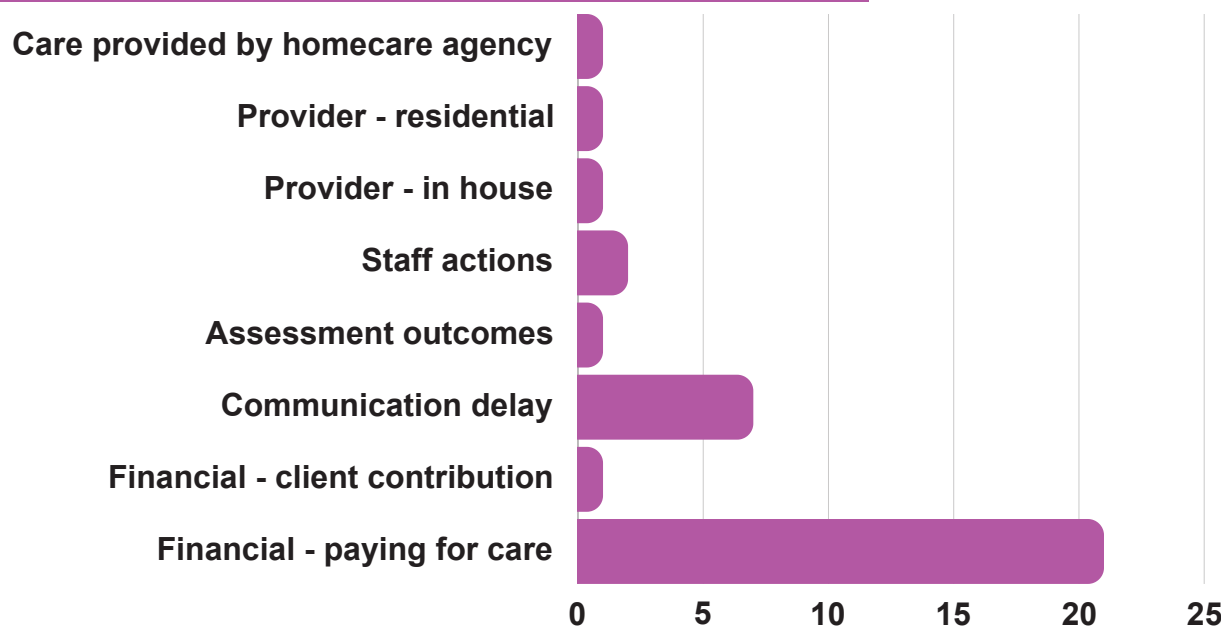
Informal resolutions achieved



7. Review of feedback received

Over the year the following themes were identified from the 35 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.

60% of all formal complaints investigated between April 2022- March 2023 were regarding paying for care which compares to the previous years data however 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. From October 2022 to October 2023 there have been no complaints upheld since this update in process and all complaints that have been upheld regarding paying for care have been historical, this provides 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 20% of all formal complaints received were around initial communication relating to providing information and advice, signposting and ASC support. 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 2022 - 2023 were as follows:

- Information not being shared in a timely manner.
- Families/individuals not being updated regarding care package changes.
- Timeliness regarding financial assessments being completed.



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

As these themes have emerged, training requirements and group supervision has 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 personalised 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.

The Complaint Charging Review Panel (CCRP) and 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 CCRP panel is supported by our Income and Payments team which encourages collaborative joint working and management overview from our financial colleagues.

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.

Moving forward to further strengthen our learning, we will include action planning from each investigation that will be presented and monitored at practice implementation meetings to provide a forum for accountability and to identify themes for learning to implement changes to encourage best practice service wide. This is actively monitored and constantly reviewed across the service and with the Senior Leadership Team. Quarterly reports are also presented to Senior Management.



Councillor and MP enquiries

ASC received a total of 227 Councillor / MP enquiries between 1 April 2022 and 31 March 2023. Of the 227 enquiries received only five of these resulted in a formal complaint investigation being undertaken, the remaining 222 were responded to swiftly by the ASC Leadership Team. This is a 18.5% increase 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	3
	Housing	3
	CYPFS	2
	HCAL	1
	ERYC	1
Councillor/ MP Enquiry responded to and closed by ASC Leadership Team	Respite provision	2
	Provider- Home care	22
	Provider- Residential	13
	Provider- In house	2
	Assessment request	44
	Commissioning query	17
	Brokerage query	6
	Financial - Paying for care	14
	Financial - Contributions	2
	Hospital discharge	12
	Staff behaviour	4
	Safeguarding query	14
	Grants / funding query	11
	OT waiting times	17
	OT assessment request	5
	OT equipment	10
	ASC policy query	12
Blue badge request	1	
Appointeeship query	1	
Request for ASC info from Councillor	3	
Formal complaint investigation and response required	Communication delay	1
	Assessment outcome	2
	Staff behaviour	1
	Safeguarding query	1

10. Local Government Social Care Ombudsman investigations

In October 2023 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-

Adult Social Care Complaint Reviews (follow link)

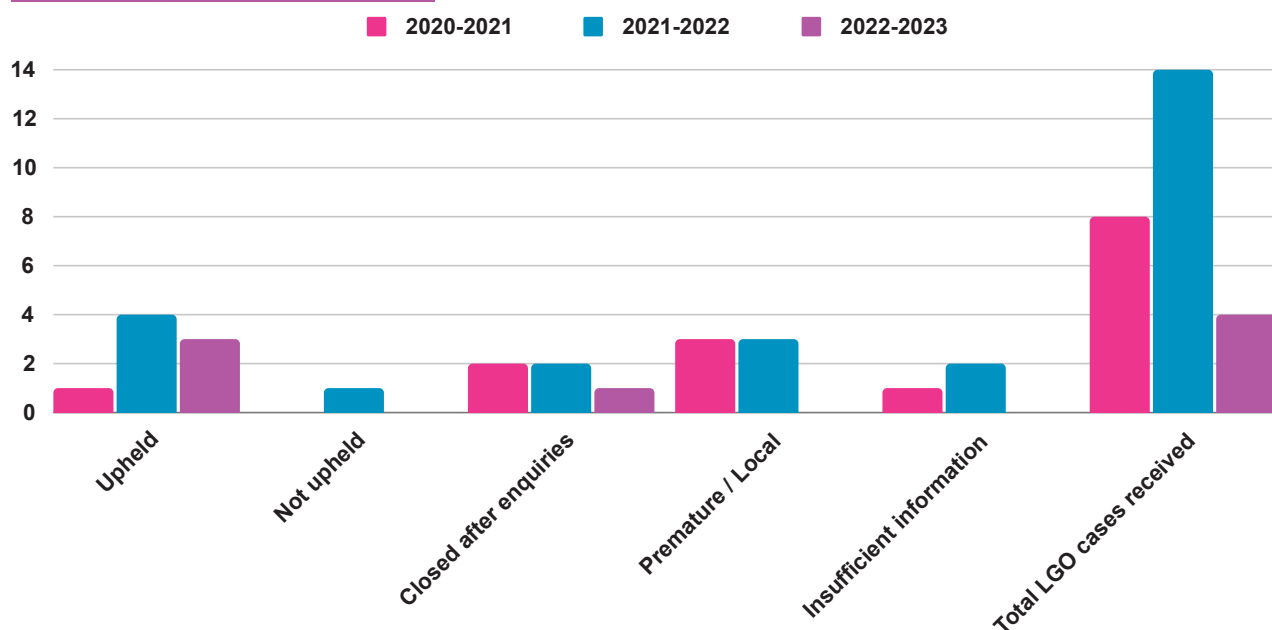
<https://www.lgo.org.uk/assets/attach/6481/ASC-Review-2022-23.pdf>

In the Ombudsman's comments it was noted that the volume of complaints received has levelled off this year which is a change from the previous report when the Ombudsman raised concerns about the reduced number of complaints being made about ASC in an arena of rising demand and need sparking concerns that individuals receiving support were experiencing apathy with ASC nationwide.

In Hull City Council we have seen a 15% increase in complaints received which doesn't reflect the national trend as suggested by the Ombudsman. However, many complaints received were regarding historical financial concerns which were identified as part of an audit undertaken within an internal debt project therefore are not indicative of current practice issues. It is important to acknowledge that although ASC overall received 12 more complaints than last year, the data indicates that ASC received 3 less formal complaints than the year before and achieved informal resolutions with 15 more complaints than 2021-2022.

The table below reflects the data from the Ombudsman over the last three years.

LGO enquiries received



During April 2022 - March 2023 there were 4 decisions made by the Ombudsman regarding ASC. **This is a reduction of 72%** from the previous year. Of the 14 decisions -

- 3 were upheld
- 1 was closed after initial enquires.

Findings of LGO

Findings of LGO	Team	Outcome
<p>Mr X complains the Council delayed carrying out a financial assessment which led to a large backdated bill for contributions towards care charges.</p> <p>Mr X says that they are now paying the weekly contribution for current charges but the large backdated bill will cause them financial distress.</p> <p>Mr X also complains the Council asked Mrs Y to sign a document about paying for care and support when there was a power of attorney in place and it was aware that Mrs Y had 'substantial difficulty understanding the process'.</p>	<p>LGO Case ID 22001202 Hospital Team</p>	<p>Upheld: Fault and Injustice.</p> <p>There was fault by the Council. The Council arranged home care for Mrs Y, but did not send her invoices for over 18 months due to a system failure. This meant that she received a large backdated invoice. The Council's apology, waiving part of the bill and affordable payment plan remedies the injustice to Mrs Y.</p> <p>Remedies advised and completed:</p> <ul style="list-style-type: none"> ·Issuing of revised invoice (£1,000 deducted). ·Apology sent to Mr X. ·Arrange new Payment plan.
<p>The complainant, Mr F, complains the Council has failed to deal properly with the charges for Mr H's care, resulting in him receiving a bill for over £4,000 which he cannot afford to pay.</p>	<p>LGO Case ID 22002651 East Locality</p>	<p>Upheld: Fault and Injustice.</p> <p>The Council accepts it took too long to collect the charges. When it did, the charges were higher than it had said they would be, adding to Mr F's confusion. The Council has agreed to waive £2000 of the outstanding charges.</p> <p>Remedies advised and completed:</p> <ul style="list-style-type: none"> ·Waive £2,000 of the outstanding charge. ·Take action to prevent delays in collecting charges.
<p>Mr P complained neither he nor his wife, Mrs T, were told they would be charged for her care when she was discharged from hospital. Mr P says although the Council reduced the invoice, it said Mrs T was liable for payment from 26 November 2022 when Mr P knew about paying for care. Mr P says as soon as he found out there was a charge he cancelled the care. Mr P says the Council should cancel the remaining invoice of £106.01 because he would not have agreed to paying for care if he knew it was chargeable.</p>	<p>LGO Case ID 21018082 Hospital Team</p>	<p>Upheld: no further action.</p> <p>We will not investigate this complaint about the Council charging Mrs T for care neither she nor her husband, Mr P knew would be chargeable. This is because the Council has agreed to waiver the outstanding charges and we are satisfied this and the additional recommendations identified by the Council remedies the injustice caused to Mrs P.</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 -

"The tasks the social worker has completed on this case and the skills she has demonstrated are that of an experienced social worker, far exceeding her current role as an ASYE social worker. I have no doubt that she will excel in her career as a social worker. I cannot express enough the outstanding work that has been demonstrated which in turn made my work much easier, thank you 😊 you should be proud of the work you have achieved."

"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."

"I wanted to pass on my thanks for a wonderful job you've done today, you went above and beyond and showed patience and understanding of my health conditions and needs, thanks for all your hard work."

"You have gone the extra mile and I must say restored my families confidence in the social care system."

"I would like to thank the HOOTS (Out of hour's team). They come into my house really pleasant, no judgement is made of me, and I'm made to feel very comfortable and whatever issue I have is not a problem for them. I just think the team is a wonderful part of my life and I cannot thank them enough. So if you would please pass on my deepest thanks they are an inspirational service provided by the council."

"I appreciate how busy everyone is but to take the time out as you did and respond so quickly, I just wanted to take this opportunity to pass on my gratitude."

The ASC Feedback and Complaints Officer contacts people who have taken time to acknowledge the service they have received and provide us with feedback on this, this valuable information can then be used as an example of good practice when feeding back learning across the service and encourage other staff to work to the same exceptional standard.

12. Moving forward and next steps

1. The LGSCO code sets out what an organisation must do procedurally to handle complaints. The Joint Complaint Handling Code ('the Code'), from the Housing Ombudsman and Local Government and Social Care Ombudsman, sets out requirements for organisations that will allow them to respond to complaints effectively and fairly, this will be live from April 2024. The code will predominantly apply to corporate complaints. Hull City Council are currently at the consultation stage, there will be various changes across the council before it is published in January, with nationwide implementation from April 2024. Non-compliance with the Code could result in the relevant Ombudsman taking further action. The Housing Ombudsman has a duty to monitor compliance with the Code and the power to issue Complaint Handling Failure Orders. The Local Government and Social Care Ombudsman has the power to issue public reports about the actions of individual organisations.

Organisations will be asked to self-assess against the Code annually, this is currently being prepared by the Corporate Feedback team. The self-assessment provides a snapshot of not just compliance with the Code, but the culture of an organisation. ASC will be participating in the self-assessment as this will align with the work already underway preparing for Care Quality Commission Assurance. The Feedback and Complaints Officer will work closely with the Corporate Feedback Manager highlighting any potential recommendations for improvement in our processes to meet the updated code when it is published. It is important to have awareness that the LGSCO is removing the outcome of 'partially upheld' as part of the code, therefore if one part of the complaint is upheld then it will be upheld overall. Although the new code will be live from April 2024 Councils will have 12 months to implement within their own organisations and this will be led by our Corporate Feedback Team.

2. As a result of a restructure of the Senior Leadership Team, ASC customer feedback now sits in a new portfolio. Management oversight is now provided through the Head of Service for Compliance and Performance, work is underway with the ASC Feedback and Complaints Officer to ensure all processes are working efficiently and strengthened where required to support the people of Hull in the best way possible whilst assuring due diligence is a priority. This will enable us to ensure we continue to work within the corporate feedback guidelines outlined to all service areas whilst meeting the requirements of both the LSCGO complaints handling code and the Local Authority Social Services and National Health Services Complaints Regulations (England 2009.)

12. Moving forward and next steps ... continued

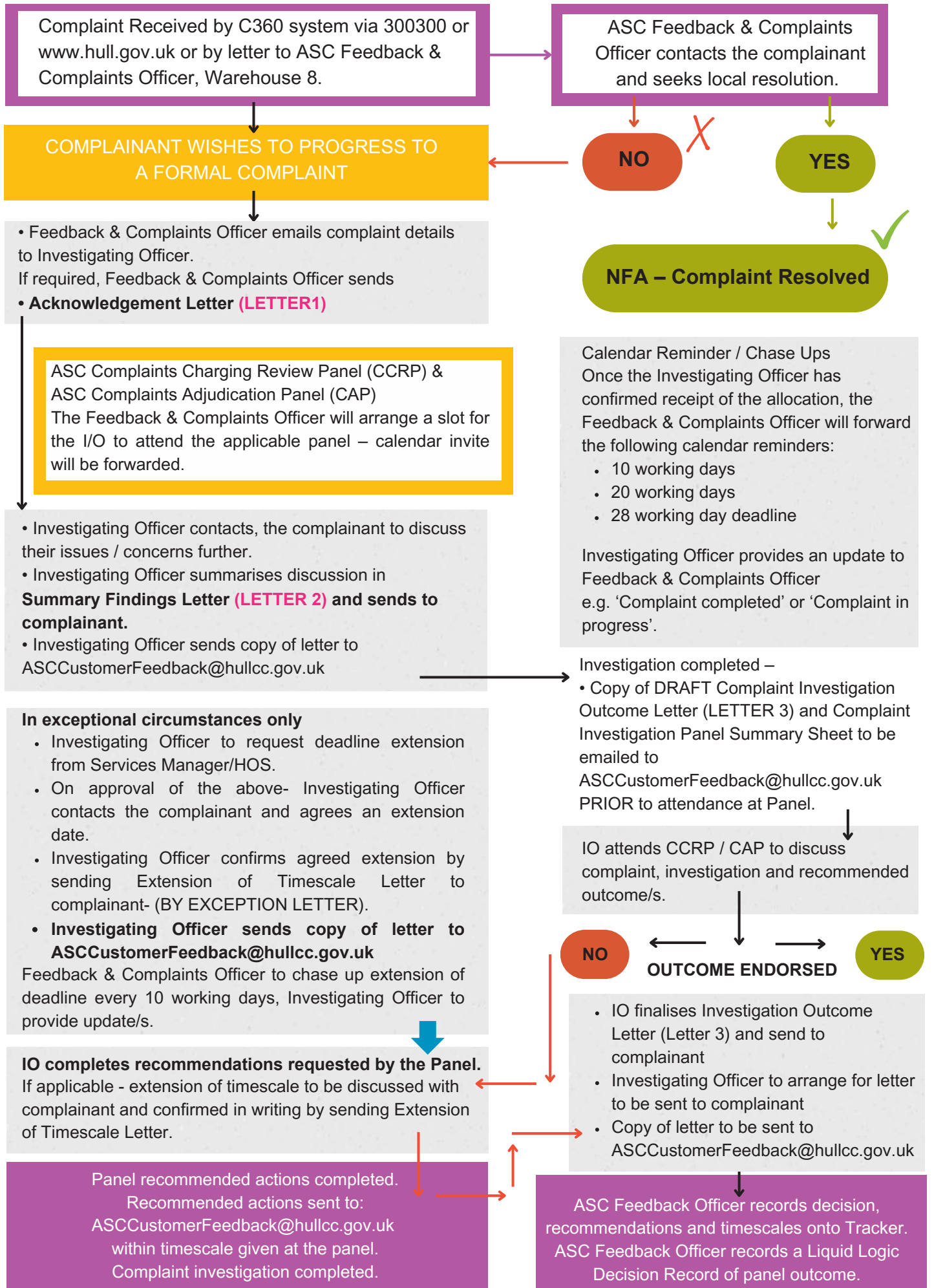
3. As part of the work taking place mentioned in point 2 current processes are being reviewed to strengthen assurance around complaints investigation, ASC will be introducing a report writing function to the current process in January 2024. This will be completed by the Investigating Officer, submitted to the adjudication panel and an action plan will be completed and agreed to ensure lessons learnt are not only highlighted but also presented at the 6 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 meeting to ensure ownership and assurance that actions are prioritised and remedial action is taken where necessary. The ASC Feedback and Complaints Officer will present these findings along with improvements at the Quarterly Leadership meetings.

4. As part of ASC's ongoing commitment to coproduction with people and carers the ASC Feedback and Complaints officer is focusing on gathering feedback from people with lived experience. This will include collaborating with the Principal Social Worker to contact individuals recognised from practice quality audits that are being undertaken and also meeting and gaining feedback from various groups of people who attend meetings such as The Hull Learning Disability Partnership Board, The Hull Carers Partnership Board, The Autism Partnership Board and the Hull Safeguarding Adults board. It is anticipated this will give us greater understanding of how ASC is viewed by people with valuable first-hand experience and help us learn key areas for improvement to enable us to support people better in the future.

5. During November 2023 ASC will be undertaking a feedback pilot working with the Active Recovery Team and young people preparing for adulthood. Postcards have been created (Appendix B) which will be given to people receiving support from the Active Recovery Team and the High Needs Team between November 2023 to March 2024. The main objectives of the postcard are, for us to gather a snapshot of peoples' initial thoughts and to give people the opportunity to share what they feel is working well and what we could improve on.

The postcard promotes people to add their contact details so we can contact them for further information regarding their experience of ASC, from this it is anticipated we will create a group of people that we can meet with and learn from their lived experience to help us shape the future of adult social care in Hull. If the pilot is successful in increasing levels of engagement and people react positively to interacting with us in this way then this feedback mechanism will be implemented service wide and will include more accessible digital options such as QR codes, email versions of the postcard and a link on the Hull City Council website.

Adult Social Care Complaints Process



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 local resolution.

COMPLAINANT WISHES TO PROGRESS TO A FORMAL COMPLAINT

NO

YES

- Feedback & Complaints Officer emails complaint details to Investigating Officer.

If required, Feedback & Complaints Officer sends

- Acknowledgement Letter (LETTER1)**

ASC Complaints Charging Review Panel (CCRP) & ASC Complaints Adjudication Panel (CAP)
The Feedback & Complaints Officer will arrange a slot for the I/O to attend the applicable panel – calendar invite will be forwarded.

- Investigating Officer contacts the complainant to discuss their issues / concerns further.

- Investigating Officer summarises discussion in

Summary Findings Letter (LETTER 2) and sends to complainant.

- Investigating Officer sends copy of letter to ASCCustomerFeedback@hullcc.gov.uk

NFA – Complaint Resolved

Calendar Reminder / Chase Ups

Once the Investigating Officer has confirmed receipt of the allocation, the Feedback & Complaints Officer will forward the following calendar reminders:

- 10 working days
- 20 working days
- 28 working day deadline

Investigating Officer provides an update to Feedback & Complaints Officer e.g. 'Complaint completed' or 'Complaint in progress'.

Investigation completed –

- Copy of DRAFT Complaint Investigation Outcome Letter (LETTER 3) and Complaint Investigation Panel Summary Sheet to be emailed to ASCCustomerFeedback@hullcc.gov.uk PRIOR to attendance at Panel.

IO attends CCRP / CAP to discuss complaint, investigation and recommended outcome/s.

NO

OUTCOME ENDORSED

YES

- IO finalises Investigation Outcome Letter (Letter 3) and send to complainant

- Investigating Officer to arrange for letter to be sent to complainant

- Copy of letter to be sent to ASCCustomerFeedback@hullcc.gov.uk

In exceptional circumstances only

- Investigating Officer to request deadline extension from Services Manager/HOS.

- On approval of the above- Investigating Officer contacts the complainant and agrees an extension date.

- Investigating Officer confirms agreed extension by sending Extension of Timescale Letter to complainant- (BY EXCEPTION LETTER).

- **Investigating Officer sends copy of letter to ASCCustomerFeedback@hullcc.gov.uk**

Feedback & Complaints Officer to chase up extension of deadline every 10 working days, Investigating Officer to provide update/s.

IO completes recommendations requested by the Panel.

If applicable - extension of timescale to be discussed with complainant and confirmed in writing by sending Extension of Timescale Letter.

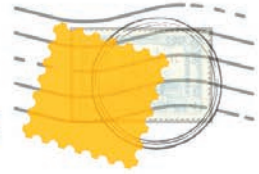
Panel recommended actions completed.

Recommended actions sent to: ASCCustomerFeedback@hullcc.gov.uk within timescale given at the panel. Complaint investigation completed.

ASC Feedback Officer records decision, recommendations and timescales onto Tracker. ASC Feedback Officer records a Liquid Logic Decision Record of panel outcome.

Appendix B

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.



1) How would you rate your experience with Hull City Council Adult Social Care?



2) Have you felt listened to and included in all planning and decisions about you?



3) Based on your contact with us so far have Hull City Council Adult Social Care met your expectations?



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

5) Please tick one or both of the boxes below if you would be happy for us to contact you.

- I am happy to be contacted to tell you more about my experiences of Adult Social Care
- I would like to know more about how I can get involved in helping to design and develop Adult Social Care services and support

Name and Address

Email Telephone

Contact us

Lucy Bond
ASC Feedback and Complaints Officer



ASCcustomerfeedback@hullcc.gov.uk



livewellhull.org.uk



01482 300 300