Briefing Paper to Health Wellbeing Board **Wards: ALL**

17th March 2026

Adult Social Care Annual Feedback Report 2024–2025

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

1. Purpose of the Paper and Summary

To provide Health Wellbeing Board with an overview of the key findings, themes, and actions arising from the Hull Adult Social Care (ASC) Annual Feedback Report for 2024–2025. This briefing highlights issues for consideration and outlines next steps to support continuous improvement and service development.

The report demonstrates Hull City Council's commitment to listening and learning from feedback to improve Adult Social Care services.

Key points include:

Complaints and Compliments:
- 89 complaints completed (April 2024–March 2025), a 9.8% increase from the previous year.
- 70.8% resolved informally; only 25 progressed to formal stage.
- Compliments continue to affirm positive impact and staff professionalism.

Themes Identified:
- Paying for care (32% of formal complaints) – reduced by 8% compared to last year due to improved Care Act Needs Assessment process.
- Assessment outcomes (20%) – concerns about accuracy and involvement in care planning.

Ombudsman Activity:
- 7 enquiries received; only one formal investigation, which found no fault.
- Hull remains below the national average for statistical neighbours (similar councils average 15 cases/ year).

Continuous Improvement:
- Introduction of QR code feedback system (rollout planned for early 2026).
- Enhanced training on assessment writing and case recording.

- Practice audits show 80% rated “Good” or “Outstanding”; 95% of people are satisfied. New Improvement initiatives include Learning Forum, Person Journey Reviews, Gloriously Ordinary Language programme.

2. Background

Under statutory requirements, Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and Care Act 2014.Hull City Council must provide mechanisms for receiving and responding to complaints, compliments, and comments about ASC services. Feedback is used to:

- Improve service quality and responsiveness.
- Identify systemic issues and implement corrective actions.
- Celebrate good practice and reinforce positive staff contributions.
- The ASC Feedback process aligns with the Council’s mission to enable people to live meaningful lives and maintain independence, rather than simply receiving a service.

3. Issues for Consideration

While overall complaints rose by 9.8%, formal complaints decreased, suggesting informal resolution is effective. 89 complaints completed (April 2024–March 2025), 70.8% resolved informally, 25 formal complaints.

Although complaints about paying for care have reduced, this remains the most common theme.

Planned rollout of QR code will improve inclusivity but will require robust implementation and monitoring.

Increased use of online portal although all options are available e.g. portal, email. telephone and face to face.

Feedback has identified that some people felt they were inaccurate representations highlighted in their assessment records which has resulted in training identified and updated quality audits to focus on strengths-based recording and conversations.

4. Next steps

1. Publish annual feedback report and share with partners, providers and people.

2. Implement QR Code Feedback System.

3. Strengthen Assessment Processes and monitor improvements through audits and feedback.

4. Maintain quarterly Practice Quality Audits and Person Journey Reviews.

5. Analyse increased enquiries from MPs and Councillors (up 20%) to identify themes / concerns.

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Officer Interests: None

Background Documents: -

Appendix A: Adult Social Care Annual Feedback Report 2024–2025