

Summary of Findings – Adult Social Care Customer Satisfaction Questionnaires

Thank you for supporting Healthwatch South Tees in reviewing Redcar and Cleveland Adult Social Care (ASC), customer satisfaction questionnaire, here is a summary of our findings:

- People need to understand the purpose of a survey and how the data will be used.
- Information should be short, easy-to-understand, without jargon, with accessible options.
- There should be a variety of methods to collect information such as paper, text, and online.
- You should be able to leave anonymous feedback.
- Trust and understanding are important.
- Involve people with lived experience to support ASC to obtain feedback.
- Having one point of contact within ASC would help people trust.
- Provide feedback to respondents about how their answers were used.
- Send surveys soon after accessing a service
- ASC must be responsive to feedback and always be clear when changes cannot be made.
- A lived experience steering group could provide input into ASC.

Patrick Rice, Executive Director for Adults and Communities, Redcar and Cleveland Council provided the following comments: *Adult Social Care values the feedback provided from the consultation and will use this to inform the development of future surveys.*

The report, including the full statement from RCBC Borough Council, is available [here](#)