




Passionate  
about  
possibilities.

# Independent Complaints Advocacy Service

Annual Report  
2019-2020



A large teal-colored triangle pointing downwards, occupying the right half of the page. It contains a quote and a name.

*"It's good to have someone to talk  
your issue through with, when you  
wish to make a complaint"*

Marie, Barnsley

# About DIAL

DIAL is an information, advice and support organisation run by, and for, disabled people and carers in Barnsley. Established in 1985 from the belief that disabled people themselves are the 'experts' in understanding the needs of their peers and with a willingness to share that experience and knowledge. Since then, all our services have been developed in response to the needs and demands of our clients. We work to the social model of disability and attribute the success of our organisation to our ethos which is to:

## See the person first

Today we remain an independent user-led organisation. We have built a reputation for providing high quality, professional services, whilst maintaining a friendly and down to earth approach. We work towards eliminating discrimination by raising awareness amongst the community of the abilities and rights of disabled people and by representing their views with local service planners and providers.

## Our Vision is for a world that is truly inclusive

**Our Mission is to support and empower disabled people, their families and carers to address poverty and social exclusion and improve their health and wellbeing**

### This is achieved through our aims:

- To improve access to financial inclusion of disabled people, their families, and carers
- To reduce social isolation of disabled people, their families and carers
- To increase access to opportunities that reduce social exclusion for disabled people, their families, and carers
- To increase the opportunities for disabled people, their families and carers to have healthy lifestyles

# About the ICAS Service

The Independent Complaints Advocacy Service (ICAS) is a free, independent advocacy service that can help people to make a complaint about any aspect of NHS or Social Services care or treatment, and to navigate the complex official complaints systems. This includes complaints regarding treatment and care in a private hospital or care home that is funded by the NHS.

**Our model takes a person-centred approach to supporting people at different levels to meet their own determined needs by:**

- Promoting self-help and enablement for those who just want information and advice to be more able to speak up for themselves
- Supporting those who want help to address their issue so that they are more in control over decisions and services that affect their lives
- Supporting those who need help to stand up and be heard
- Addressing related issues through internally referring to our other services or externally signposting thus adding value to the ICAS service

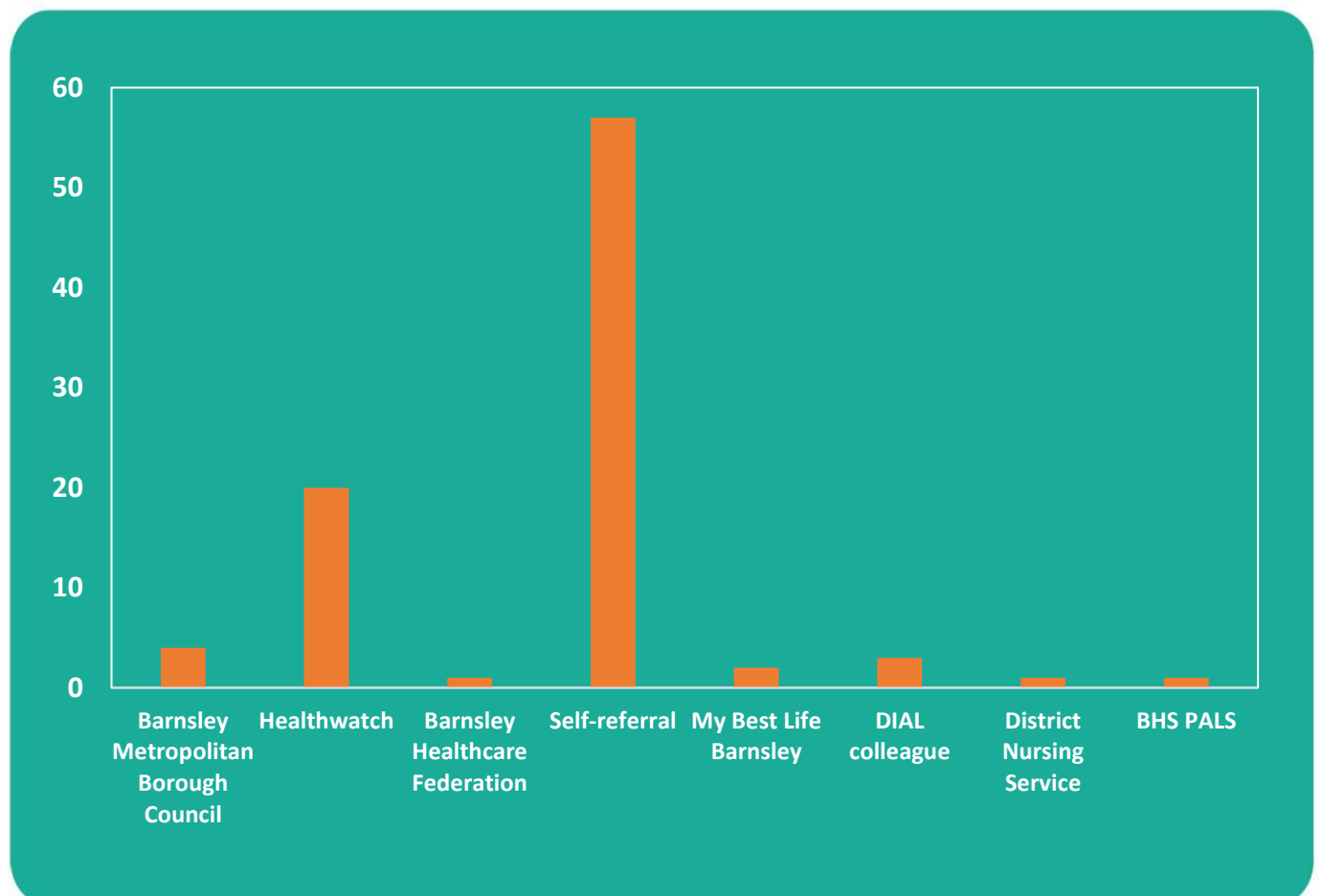
## **In 2019/20:**

- 89 individual clients requested assistance to make an official complaint about services that they, or family members, had received.
- 90 have been closed during the period.
- 3 cases were inappropriately referred to the ICAS service and, after receiving face to face advice; one client chose not to pursue an official complaint.
- 2 referrals decided not to proceed
- 2 referrals were made to the NHS ombudsman
- 2 referrals were made to Adult Safeguarding
- 30 cases are open and continuing through the investigation process.
- 5 of the clients who were supported had complaints involving more than one provider and one of these involved 4 different NHS Services

# Referrals

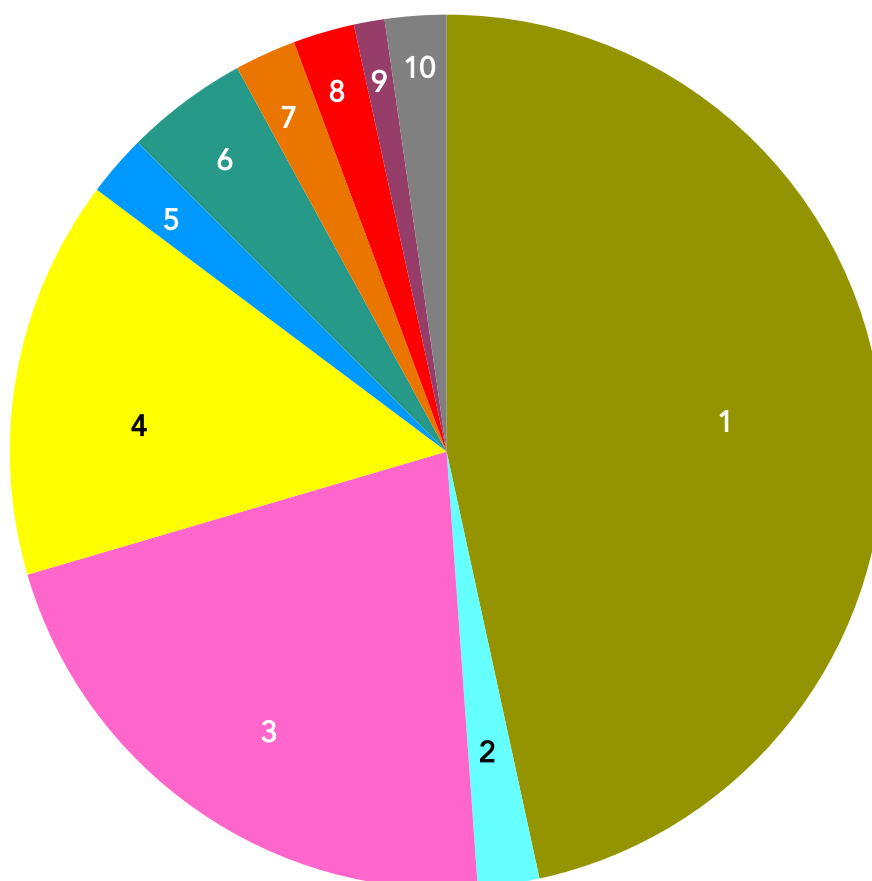
By the end of March 2020, ICAS received **89** individual referrals. Out of this number, **57** clients made self-referrals after obtaining information about ICAS from leaflets and posters in the community, from friends and family, or via the DIAL website.

Referral Routes	Qty
Barnsley Metropolitan Borough Council	4
Healthwatch	20
Barnsley Healthcare Federation	1
Self-referral	57
My Best Life Barnsley	2
DIAL colleague	3
District Nursing Service	1
BHS PALS	1



# Graph showing complaint by organisation

Organisation	Qty
1. Barnsley Hospital NHS Foundation Trust	41
2. Sheffield Teaching Hospitals NHS Partnership Trust	2
3. General Practitioner	19
4. South West Yorkshire NHS Foundation Trust	13
5. NHS Medicar Transport	2
6. BMBC, Adult Social Services	4
7. BMBC, Children's Social Services/Disability Team	2
8. BMBC, Shared Lives	2
9. Yorkshire Ambulance Service	1
10. NHS Dentist	2



See table above for colour-coded chart segments



# Monitoring and Evaluation

Of those clients who provided feedback on the ICAS provision:

- 94% of clients rated the ICAS service they received as scoring 10 on a scale of 1-10 when asked how satisfied they were with this.
- 95% of clients rated the ICAS service as having provided them with a positive experience in relation to resolving their complaint.
- 64% of clients said that they now feel more confident in making a complaint independently about the NHS or Social Care.

"I felt so relieved. I didn't know where to start and the advocate put everything in order"

"By making my complaint, I was helped to say what I thought and get the answers I needed"

"If I hadn't been supported by ICAS, I don't think I would have gone through with it all"

## Case Study

A client contacted ICAS for support with a complaint relating to respite provision for her adult disabled daughter. The contract for providing this had been re-tendered and the new providers of the service were unable to meet the deadlines to accommodate pre-booked care. As a result of making this complaint, BMBC agreed that adequate time had not been allowed to ensure a smooth transition and have, consequently, implemented a new tendering process for this area of provision that will ensure continuity of service during any handover period. The client was extremely satisfied with this outcome for her own daughter and acquaintances who were in the same position.





## Plans for the Future

ICAS is continuing to grow with the recruitment and training of new volunteer advocates during the coming months.

After re-evaluating the ICAS peer support group that ran in 2019, we discovered that going forward, we would offer the peer support group service to all new clients. This will give clients an opportunity to share their experiences and gain mutual support from others who have had similar issues.

ICAS will continue to work closely with Healthwatch Barnsley throughout 2020 to promote both services to the population of the Barnsley borough with ongoing referrals and through joint meetings.



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