

**Adult Social Care and Health Select Committee**

**16 December 2025**

**STOCKTON-ON-TEES INDEPENDENT COMPLAINTS ADVOCACY – ANNUAL REPORT**

**Summary**

The Committee is requested to consider a presentation regarding the Independent Complaints Advocacy service for Stockton-on-Tees.

**Detail**

1. Earlier in 2025, and with a view to extending its oversight of health and care quality assurance matters, the Committee approached the Carers Federation which delivers the North East NHS Independent Complaints Advocacy (ICA) service in Stockton-on-Tees (for further details, see <https://www.carersfederation.co.uk/services/north-east-ica-service/>). A request was subsequently made for feedback from this service in terms of its offer and the themes that were emerging in relation to complaints about local health and care provision.
2. A presentation has been provided in advance and is included within these meeting papers. The Operations Manager from the Carers Federation is scheduled to be in attendance to provide a summary and address any Member comments / questions.

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