

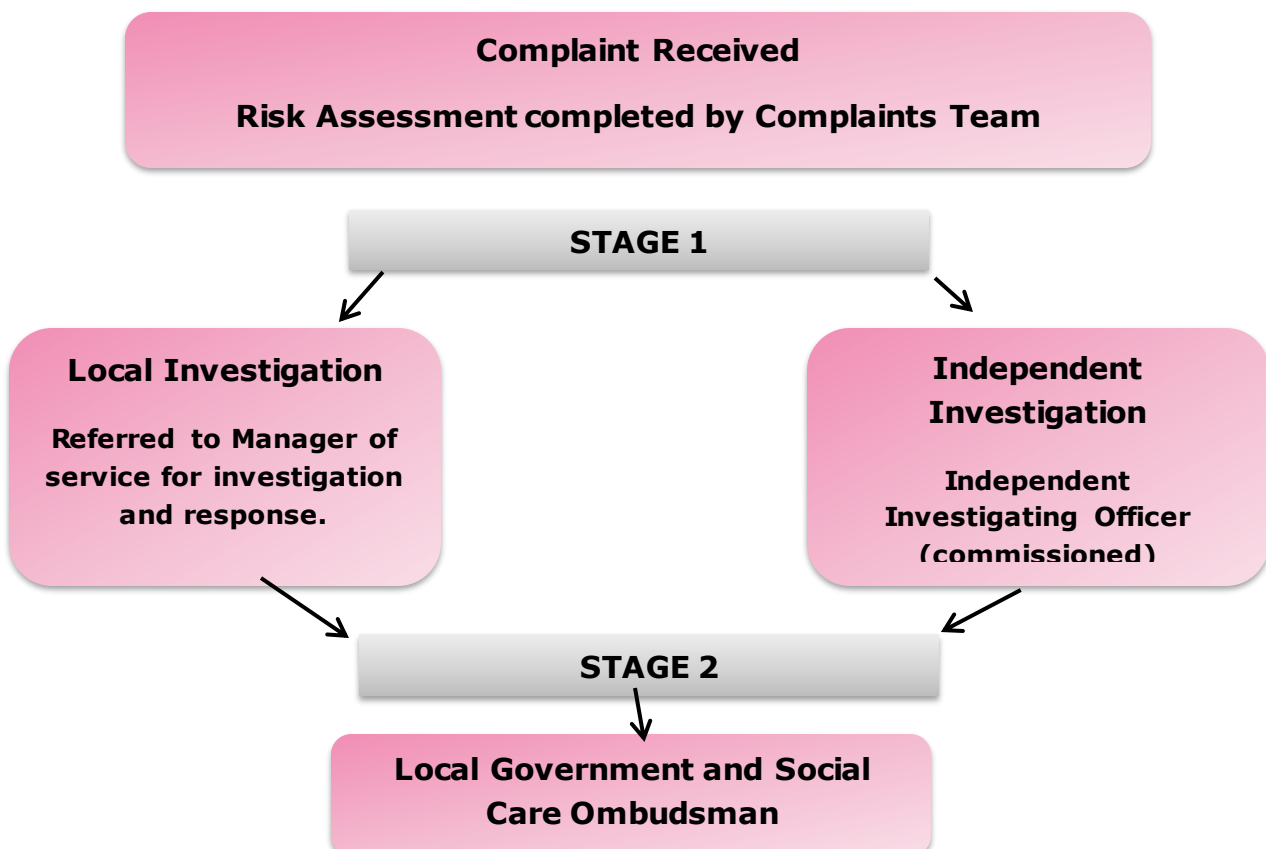
Introduction

This report provides information about complaints made during the twelve months between the 1 April 2021 and the 31 March 2022 under the complaints and representations procedures established under the NHS and Community Care Act 1990 and the Local Authority Act 1970.

From April 2012 Adult Social Care, Older People’s front line services were transferred over to Midland Partnership NHS Foundation Trust (formally Staffordshire and Stoke-on-Trent NHS Partnership Trust). From April 2017 the Trust co-ordinates all statutory complaints which relate to Adult Social Care services provided by the Trust.

The Statutory Complaints Procedure

The Council has a statutory obligation to operate a complaints procedure concerning statutory provision for adults. This is in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. These regulations set expectations for the handling of complaints by Councils, NHS bodies, Primary Care providers and independent sector providers responsible for the provision of NHS and Social Care.



Criteria for Accessing the Statutory Complaints Procedure

Who can Complain?

The NHS and Community Care Act 1990 and the Local Authority Act 1970 places the following restrictions on who can access this procedure:

- Complaints under these procedures must be made by or on behalf of an eligible person and must be in respect of that person
- An eligible person is anyone for whom the Council has a power or duty to provide, or secure the provision of a service, and this need or possible need has come to the attention of the Council
- Complaints can be made on behalf of an eligible person where the eligible person lacks capacity to make the complaint themselves (In accordance with the Mental Capacity Act 2008 or has given explicit and verified consent for the Complainant to act on their behalf

Time Limit:

Section 12 of the statutory regulations advise that the complaint must be made no later than 12 months after the date in which the matter which is the subject of the complaint came to the notice of the complainant, unless the complainant has good reason for not making the complaint within this time limit.

Overview

Careful consideration is given to the operation of the Complaints Procedure to ensure an appropriate and proportionate response is provided. Communication, coordination and information sharing are critical and ensure that safeguarding measures are applied where necessary. In addition, liaison with the Council's Care Commissioning and Midland Partnership Foundation NHS Trust ensures a coordinated response to concerns about commissioned services. Similarly, dialogue with the office of the Local Government and Social Care Ombudsman ensures that the Local Authority is able to take steps to resolve complaints locally where possible.

Key Numbers



145

**Statutory Stage 1
Complaints**



25

**Local Government
and Social Care
Complaints**



2

**Statutory
Independent
Investigations**



283

**Complaints
handled
informally**

TOP 3 areas of complaint

Delay in receiving service

Poor communication

Financial Assessment – assessed
charge

The total amount of monies
paid to complainants as an
outcome of an

Ombudsman

investigation is **£250** in
recognition for the time and
trouble in raising the complaint
and any distress caused

Comparison with Preceding Year

In comparison with the previous years, we have seen a reduction in Stage 1 complaints recorded for this financial year, however there has been an increase in complaints which been resolved informally with support from the Complaints Team.

The Complaints Team takes into account that for this reporting year some clients may have chosen / or not been able to receive some services as a consequence of the Covid-19 pandemic and the subsequent lock-down restrictions. Such as home care, direct payments for support and respite services.

The Complaints Team has continued to be operational during this time, however the availability of staff within the service areas has impacted on the response timescales due to staff resource being targeted towards providing essential services and supporting communities.

SCC Adult Social Care Services			
	2019/20	2020/21	2021/22
Local Investigation	187	145	145
Independent Investigation	0	1	2
Local Government Ombudsman	35	23	25

Staffordshire County Council Adult Social Care Services

Stage 1 – Local Investigation – Breakdown

The complaints procedure aims to resolve complaints at a local level within 20 days. This is not a statutory time limit but a goal for effective complaints management. According to the complexity and needs for an effective investigation, this timescale can be extended by agreement with the complainant.

The current guidance suggests that the majority of complaints should be resolved locally, and frontline managers are encouraged to meet with complainants and attempt to address complaints in a swift and effective manner.

145 complaints were recorded under Stage 1 – Local Investigation during 2021-22. This is consistent with the previous year.

Service	District (if applicable)	Number
Adult Learning Disability Team		
	<i>South Staffordshire</i>	<i>16</i>
	<i>North Staffordshire</i>	<i>4</i>
	<i>Young Adults Team</i>	<i>8</i>
	<i>TOTAL</i>	<i>28</i>
Adult Social Care First Contact		<u>9</u>
Care Commissioning in Adult Social Care;		
- Brokerage Service		20
- All Age Disability & Mental Health		0
- Older People & Physical Disabilities		3
- Care Provider – Home Care agency		4
- Care Provider – Residential / Nursing		2
- Provider Incident and Management Support		1
	<i>TOTAL</i>	<i>30</i>
Contact Centre – Staffordshire Cares		<u>3</u>
Deprivation of Liberty Safeguards (DoLS)		<u>2</u>
Financial Services;		
- Debt Recovery		7
- Direct Payments Team		2
- Non-Residential		14
- Residential		8
- Welfare Benefits & Fairer Charging		38
	<i>TOTAL</i>	<i>69</i>
Fixed Equipment Team (Dolphin lifts)		<u>2</u>
Adult Safeguarding		<u>2</u>
Total		<u>145</u>

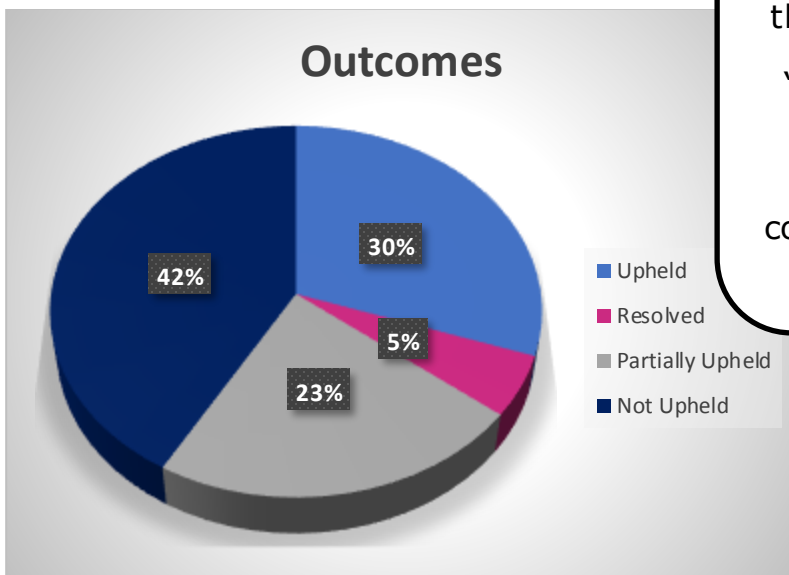
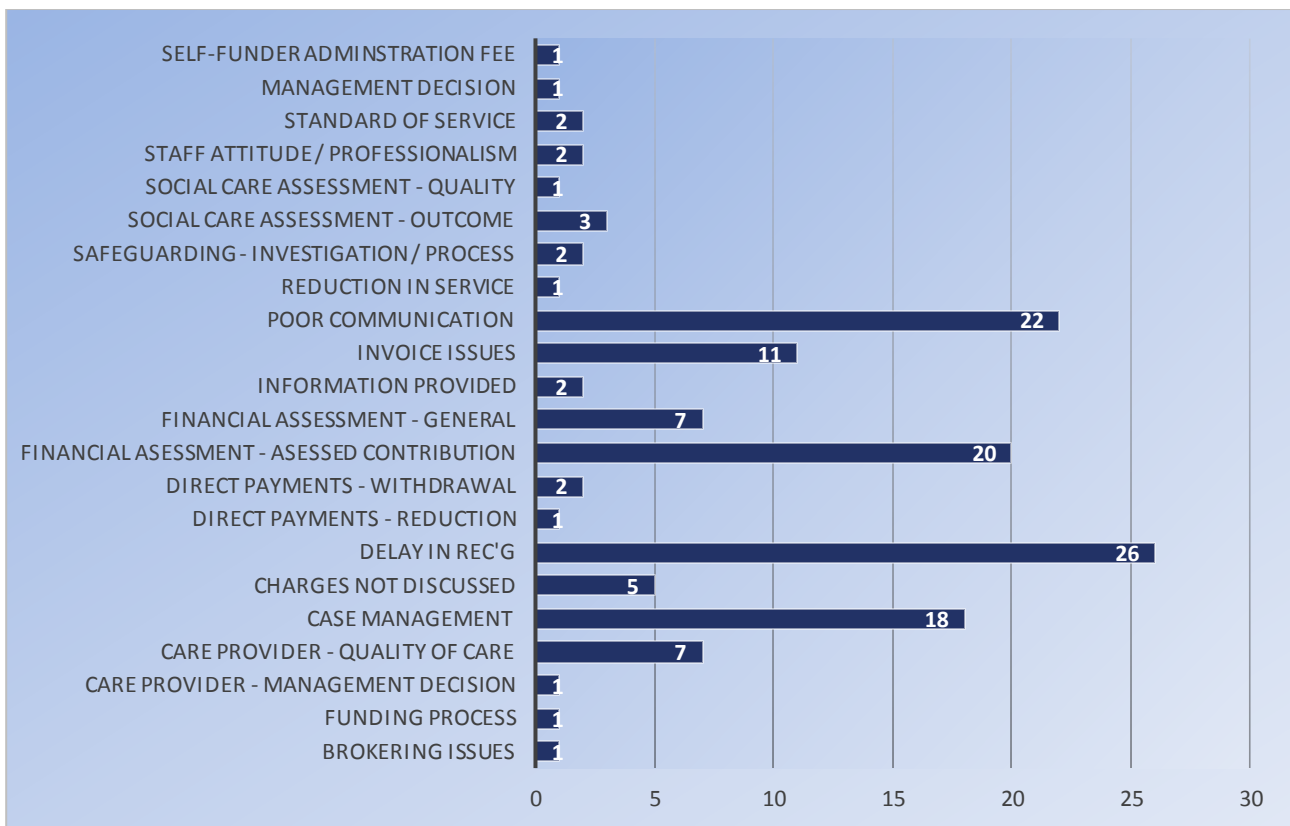
It is important to note that some complaints concern more than one service area and therefore require a joint response. However, each service area is recorded separately in the table above in order to capture all areas of complaint.

48% of the Stage 1 Complaints received were in respect of Financial Services. This was mainly concerning the outcome of a financial assessment and the length of time taken to conclude. This figure is consistent with previous years and continues to be an area of concern for the client and / or their representation.

Last financial year, the Brokerage Service investigated 7 Stage 1 Complaints. This financial year has seen the figure increase to 20 Stage 1 Complaints. This was due to the demand for sourcing placements / home care packages following hospital discharge.

Stage 1 – Local Investigation Adults Social Care (Council) – Overview of Nature of Complaint and Outcomes

The charts below provides an overview of the nature of complaints received during 2021-22 and the outcome of the complaints investigated.



34% of complaints received were the 'delay in receiving' a service and 'poor communication'. **15%** of complaints were regarding the assessed weekly financial contribution following the outcome of a financial assessment

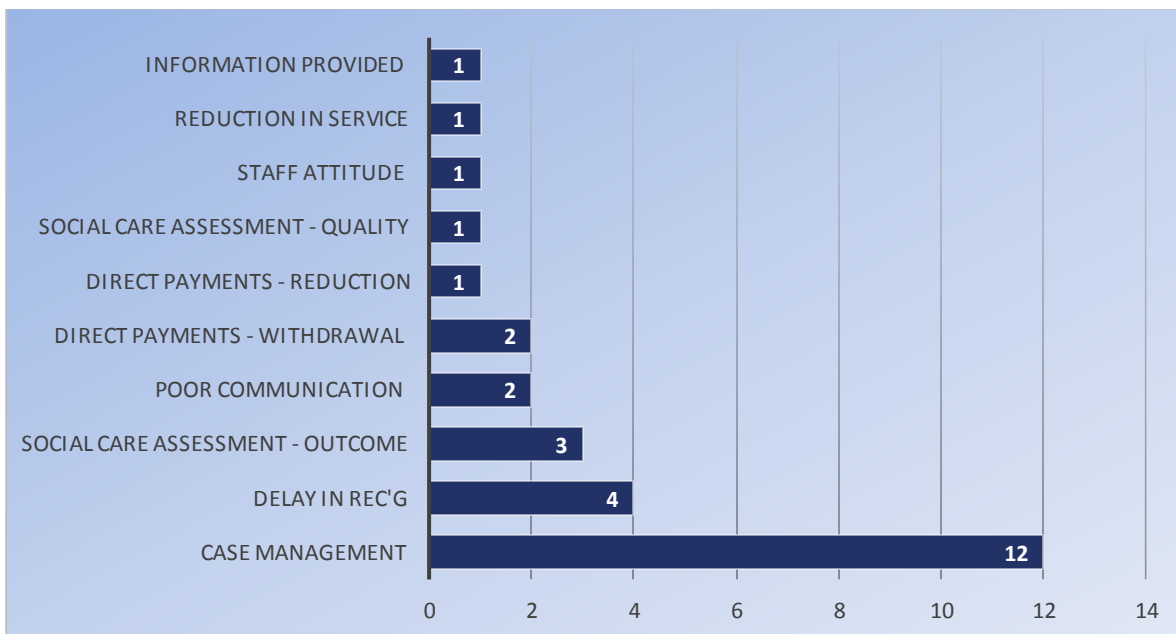
Stage 1 – Local Investigation Adult Social Care (Council) – Breakdown by Service

The charts below show the nature of complaint and outcome for services areas within Staffordshire County Council during 2021/22.

Adult Learning Disability Team

The number of complaints received for Adult Learning Disability Team's this reporting year is consistent in comparison with the previous year. 28 complaints were registered last financial year compared to **28** this year. The service carried out **221** assessments of new people and **1,384** reviews of people who are already receiving care 2021/22

Nature of Complaint



43% of complaints were regarding

Case Management by practitioners. This includes the management of an individual person's case by the allocated worker. This is consistent with the previous year whereby 39% of complaints were regarding case management

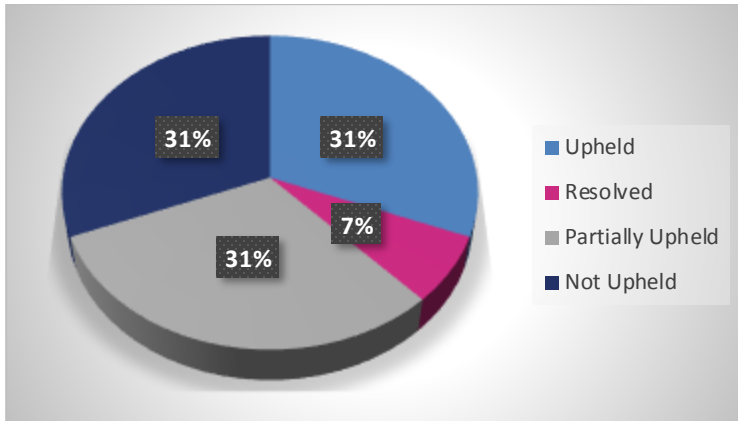
29% of complaints were regarding **Social Care**

Assessments – this includes the quality of an assessment and / or the outcome which has resulted in a reduction in services and / or direct payments .

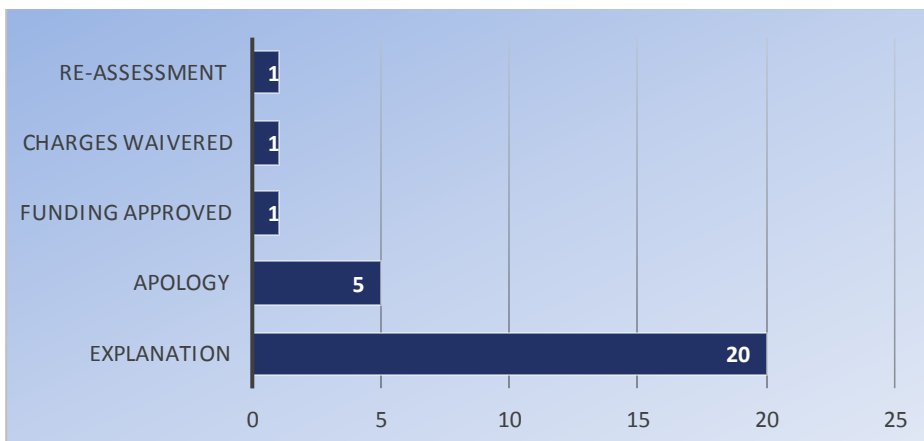
Outcome of Complaint

The data below show the outcome of the complaints investigated for the Adult Learning Disability Teams during 2021/22.

Finding



Recommendation / Learning Action



Organisational Learning and Recommendations

- Apology provided where complaints were Upheld.
- Explanation of events provided to complainant.
- Advocate appointed to assist during assessment process.
- Adult learning Disabilities Service to develop a thorough and rolling programme of training for all members of the team. A skills gap analysis to be completed initially to enable training to be identified to ensure that the workforce are skilled in completing assessments with relevant knowledge to the areas they are working in.
- Staffordshire County Council does have a manager and supervisors training programme and it is recommended that all Senior social workers ensure that they complete this course.
- Reinforce existing processes in respect of communication with service users and / or their representative.

Adults and Children’s Financial Services (ACFS)

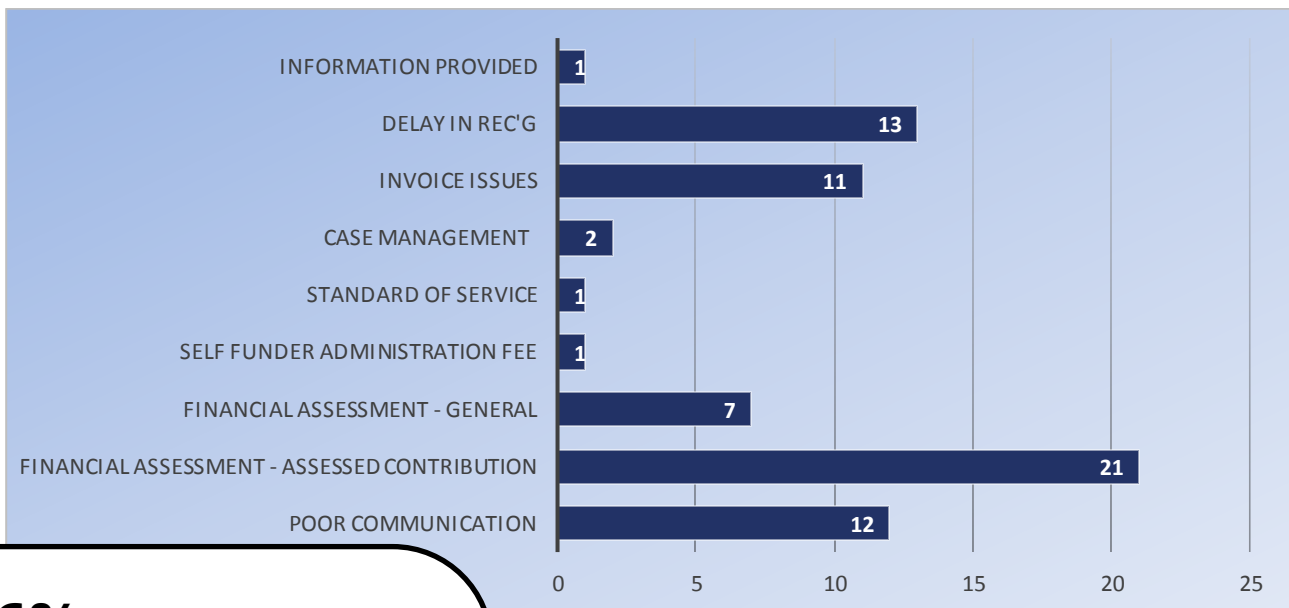
The detail below includes the following service areas;

- **Welfare Benefits and Fairer Charging Services;**
- **Residential and Non-Residential Finance Team;**
- **Debt Recovery;**
- **Direct Payments.**

ACFS completed 4865 financial assessments this financial year annually. Of those, 1994 were financial reassessments.

The number of complaints received for ACFS this reporting year slightly increased by **18%** in comparison to last financial year. **57** complaints were registered last financial year compared to **69** this year

Nature of Complaint

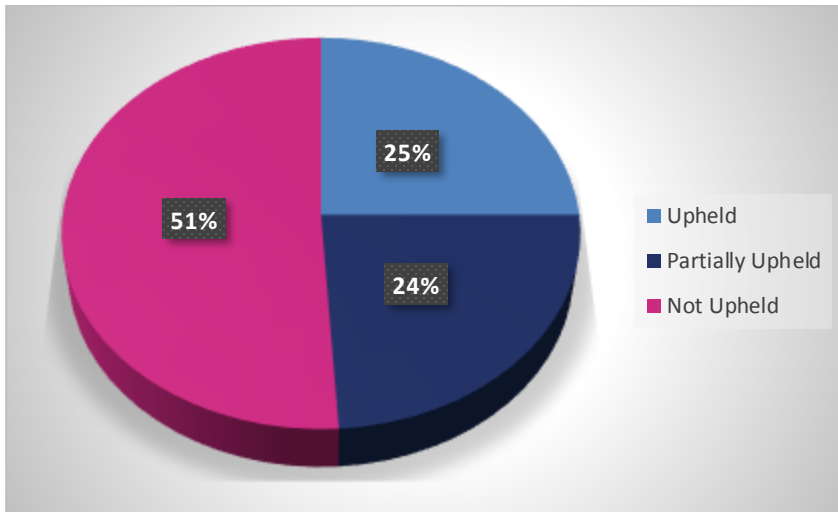


36% of complaints received were regarding **poor communication** and **delay in receiving** a service. This also includes length of time for contact to be made with the citizen following receipt of a financial assessment request. This is an increase of 8 complaints regarding this area in comparison to last year.

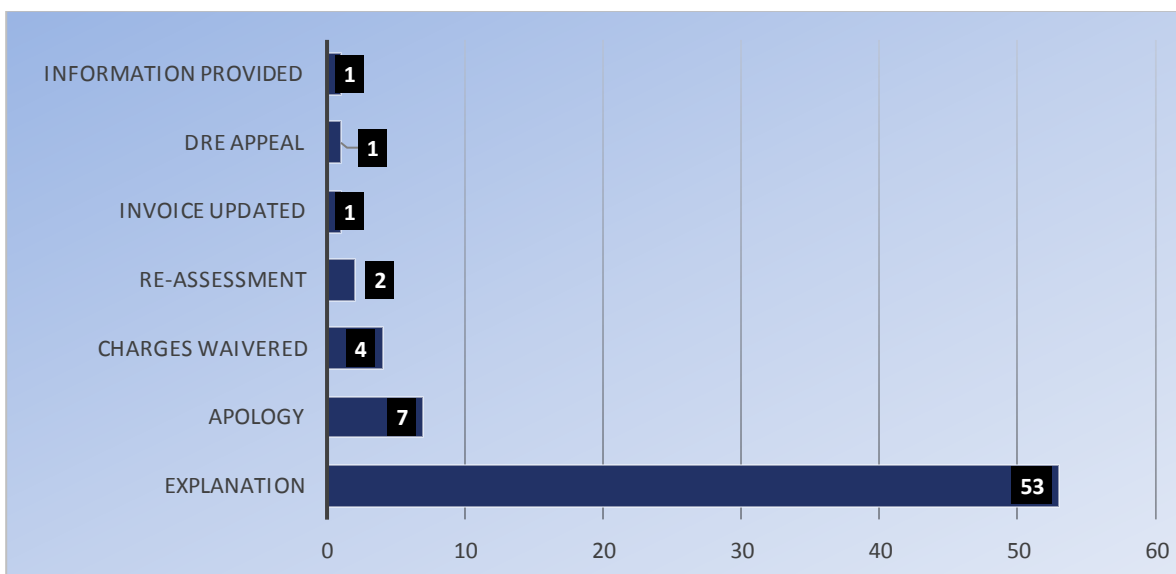
30% of the complaints received were regarding the **assessed weekly client contribution**. This was due to the weekly charge increasing following an assessment / re-assessment in line with the Care Act.

Outcome of Complaint

Finding



Recommendation / Learning Action



Resolutions and Organisation Learning;

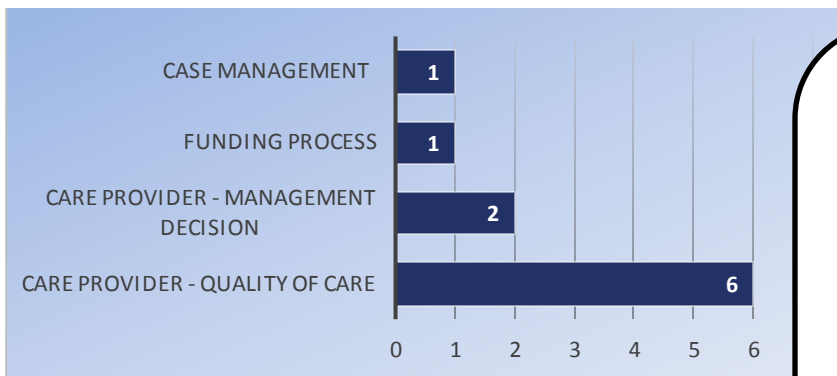
- Apology provided where complaints were Upheld
- Explanation of events provided to complainant.
- Explanation of financial assessment process and DRE that is included.
- Explanation of invoice and charges.
- 4 complaints resulted in charges being written off, including £400 administration fee for self-funders.
- DRE appeal offered.
- Invoice updated to reflect care received
- Review of the existing process for notice periods.

Care Commissioning in Adult Social Care

The detail below includes the following services:

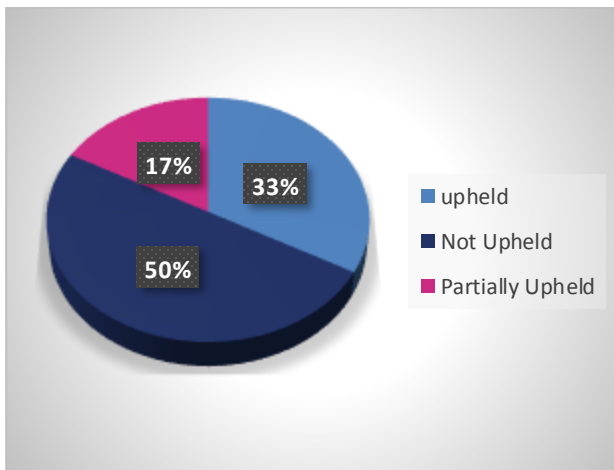
- Older People and Physical Disability and Sensory Impairment
- All Age Disability & Adult Mental Health (AD&AMH)
- Care Providers e.g. Home Care Agency and Residential Homes
- Supported Living / Extra Care
- Provider Incident and Management Support

Nature of complaint



60% of complaints received for Care Commissioning were regarding the **service provided by a Care Provider**. The Council becomes involved with the complaint if the complainant is unhappy with responses previously received by management of the Care Provider.

Outcome



Resolutions and Organisation Learning

- Reviewed the data provided by the provider has found out that the care company did not spend more than 15 minutes when they were required to stay for 30 minutes. Found that the support plan cannot be delivered in this amount of time. Apology provided and the outcome addressed with the care company to prevent it happening in the future.
- Apology / Explanation provided following contact with the home care agency in respect of the complaint raised.
- Apology provided for an administrative error which resulted in a letter being sent to a recently deceased citizen.

Care Commissioning continued.

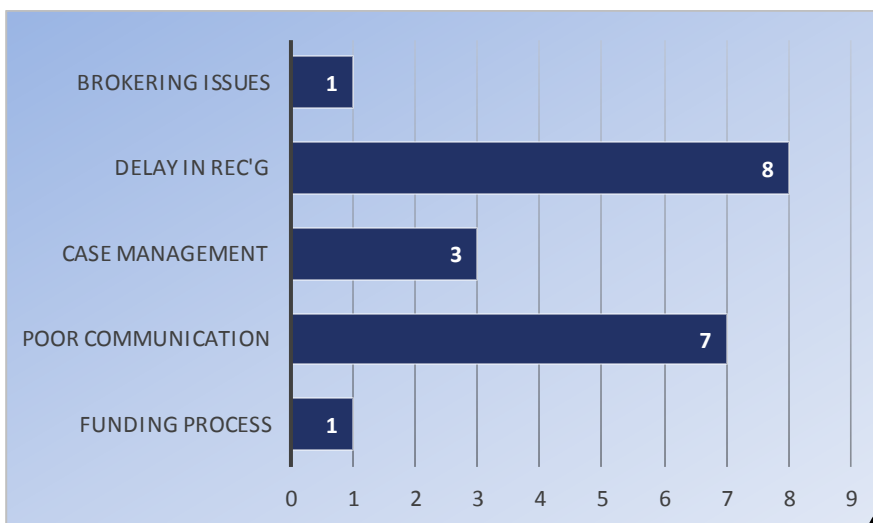
Brokerage Service

The Brokerage Service are responsible for sourcing a provider for home care and residential establishments for service users following a social care assessment when a service has been identified. It is important to note that some complaints investigated by Brokerage also required input from MPFT in order to provide a full answer to the complaint raised. This is because MPFT undertake the social care assessment.

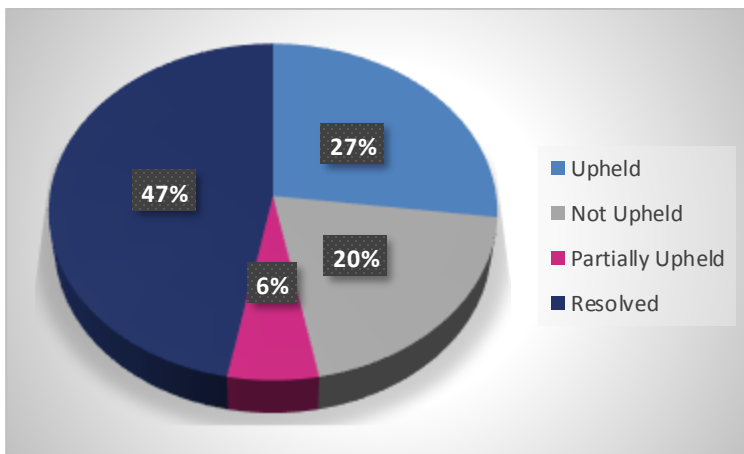
During 2021/22, the Brokerage Service actioned / sourced 8,628 care packages and placement requests

Last financial year, the Brokerage Service investigated **7** Stage 1 Complaints. This financial year has seen the figure increase to **20** Stage 1 Complaints. This was due to the demand for sourcing placements / home care packages following hospital discharge

Nature of complaint and Outcome



40% of complaints were regarding the **'delay'** in sourcing a care provider following the outcome of a social care assessment.



35% of complaints were in relation to **Poor Communication** from the Brokerage Service. This includes telephone calls not returned and lack of updates provided to families.

Resolutions and Organisation Learning

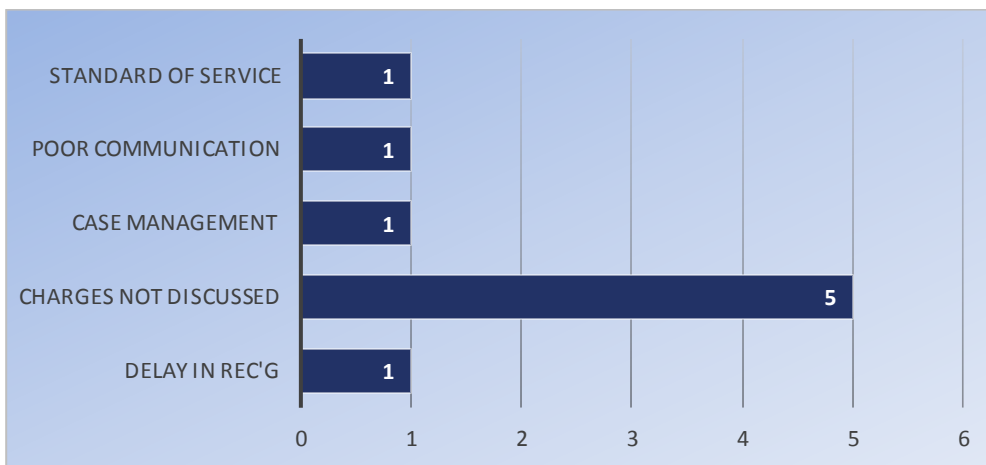
- Explanation of events provided, and processes followed by Brokerage.
- Complaints closed as 'resolved' were due to a provider being sourced during the complaints process.
- Apology provided for the delay's incurred during the brokering process.

Adult Social Care First Contact Team

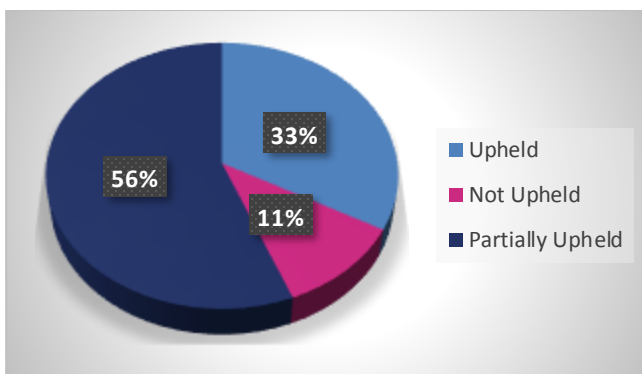
The service is point of contact for citizens who wish to request social care assistance and initial assessments are undertaken in order to establish whether a referral is made to MPFT or sign-posting to other services. During this financial year the service resolved 4,558 assessments from a total of 8,926 referrals.

The service received **9** complaints which were investigated under Stage 1 of the complaints process. There has been a **33%** decrease in complaints received for the First Contact Team in comparison to last financial year.

Nature of complaint



Outcome



55% of complaint's received were regarding **charges not being discussed** during the assessment process.

Resolutions and Organisation Learning

- Apology provided to those complaints upheld and partially upheld.
- Explanation provided in respect of whether charging was discussed with the service user.
- The first 4 weeks of the invoice waived - due to delays in financial assessment being sent out and lack of information provided by First Contact Team. £250 time and trouble payment for time taken in pursuing complaint and further delays with the invoice being sent out.

Stage 1 – Independent Investigation Adults Social Care

Independent investigation is initiated in circumstances where a complaint is complex and / or a level of seriousness is identified. This is often in circumstances of multi-agency involvement. The independent investigation is conducted by a commissioned external Investigating Officer.

A report of investigation is produced that details conclusions reached and recommends action to both resolve the complaint and make improvements for the organisation. The relevant Senior Officer adjudicates the report and provides the Council's formal response to the complainant.

The timescale under this part of the procedure is 25 days, although there is facility to agree with the complainant an extension up to 65 days. (Again, this is not a statutory requirement but an operational goal that may be subject to negotiation)

There have been **2** complaints independently investigated during 2021/22.

The first complaint was regarding an overcharge for home care, and about the quality of the care provided. The complaint also concerned Adult Social Care professionals at Midland Partnership NHS Foundation Trust (MPFT).

The complaints were directed to Staffordshire County Council as the public body with statutory responsibility for adult social care provision.

Recommendations

- **It is recommended that the Senior Officers responsible for complaints at both MPFT and SCC use this Complaint Investigation as a learning exercise and consider the need for the better sharing of information on the outcomes of complaints relating to SCC commissioned services, and what steps can be taken to improve service delivery and avoid further complaints e.g. as a result it might be jointly agreed to offer MPFT Adult Social Care staff training on the role of the Debt Recovery Team in recovering unpaid care fees.**

The Council and MPFT review all complaint feedback monthly to inform guidance and training; and training has been completed on debt recovery processes.

- **It is Recommended that the Finance Team offer an apology to the complainant for the delay experienced in resolving the complaint about her mother being overcharged for her care.**
- **It is recommended that an apology be offered to the complainant for the references made to involving the Police if the outstanding Care fees were not settled.**

The **second complaint** investigation was undertaken on behalf of Midlands Partnership NHS Foundation Trust (MPFT). The investigation focused on a safeguarding enquiry which was led by MPFT following concerns raised by family members in respect of their mother regarding alleged financial, emotional and psychological abuse.

Recommendations

Following a full investigation and access to the safeguarding documents the complaint investigation found no fault with the findings of the safeguarding investigation.

Stage 2 - Local Government and Social Care Ombudsman Complaints (to include Staffordshire County Council and Midlands Partnership NHS Foundation Trust - MPFT)

The Local Government and Social Care Ombudsman (LGSCO) is empowered to investigate where it appears that a Council's own investigations have not resolved the complaint. Whilst anyone can approach the Ombudsman at any time, the Complainant is usually required to first take up their complaint with the relevant Council to allow a local response. However, if the Complainant remains dissatisfied following local or independent investigation by the Council they then have the right to pursue the matter with the Local Government and Social Care Ombudsman.

The Local Authority has received 25 complaints which have been referred to the LGSCO, 13 complaints were fully investigated by the LGSCO and 3 were referred back to the local authority for investigation. 9 complaints were closed after enquiries were made with the Council and it was concluded that the Council was not at fault / and or outside of the LGSCO's jurisdiction.

Compared to last financial year, the numbers of complaint considered by the Ombudsman have reduced from **18** to **13** full investigations.

Summary of Local Government and Social Care Ombudsman Complaints

Service	Nature	Outcome	Recommendation
Care Commissioning	Mr X complained on behalf of (the late) Mr P. Mr X complained the care provider contracted by the Council failed to provide some of the care Mr P needed and failed to stay for the agreed 30minutes. Mr X said the Council also failed to consider paying compensation for the lack of care provided by the care provider. Mr X also complained the Council failed to change the care provider when he asked for this.	Upheld – Maladministration and injustice	Provide an apology to Mr X. Share the lessons learned with its staff, especially around how to deal with a request for a financial remedy following a safeguarding investigation and how to respond to requests to change care provider. SCC have obtained all the records from the provider, and this shows that the carers did not stay the full time. A refund of £3884.00 to be made to Mr X
Care Commissioning	Mrs X complains on behalf of her mother, Mrs Y. She complains the care home organised by the Council failed to look after Mrs Y's belongings and a number	Upheld – Maladministration and injustice	The Council should arrange for Mrs X to make a claim to the care provider directly for the items Mrs Y lost. The lack of the original inventory

	of items were lost when she moved to a new care home.		should not be detrimental to Mrs X's claim. To facilitate the claim the care provider should write to Mrs X and explain who to send her claim to. The Council (or the care provider on its behalf) should pay Mrs Y £250 to recognise the impact of the lost items and the time and trouble that Mrs X and Mrs Y were put to in making their complaint.
Care commissioning	Mrs D complains about Staffordshire County Council (the Council) and a care provider on behalf of her son, Mr E. She complains about the care provided to her son between May 2019 and March 2021. Mrs D says the failings meant Mr E was left distressed and unsafe, causing her worry. She says he had an 8 stone weight gain in 22 months and was left in pain with his foot condition, that later needed private treatment. Mrs D says Mr E's car was also badly damaged.	Upheld – Maladministration and injustice	Care provider has agreed to pay Mr E's insurance excess for the claim related to damage that happened when he was a resident, if an excess was payable. Mrs D will need to provide evidence to provider of the excess amount and that this has been paid. Within one month of the date of the Ombudsmen's final decision statement the provider will contact Mrs D to ask for evidence an excess has been paid by Mr E related to this claim. it can then repay this amount to Mr E.
Adult Learning Disability Team	Mr D complained about the Council's intention to move his brother (Mr X) to a residential care home and make changes to his care. As a result, Mr D is concerned his brother's needs would not be properly met. He also said his brother would experience distress from a change of setting.	Decision not to investigate	The investigation into this complaint will be discontinued. This is because the changes complained about has not happened or been decided. There is therefore no injustice to consider.
Adults and Children's Financial Services	Mrs X complains about the outcome of her father's financial assessment in relation to care charges, which was carried out in 2016.	Decision not to investigate	Closed after initial enquiries - out of jurisdiction
Midlands Partnership NHS Foundation Trust	Mr K complains that the Council failed to properly carry out a care assessment and financial	Under investigation	Under investigation

	assessment of Mr Derek Johnson. He says the Council also delayed dealing with his complaint and did not provide an appropriate resolution.		
Legal Services	SCC refusal to remove legal charge from property. Charge is a loan.	Decision not to investigate	Complaint closed - Decision not to investigate - outside of jurisdiction
Care Commissioning	Mrs X complains about the home care provided to her late mother (Mrs B) by a private care agency arranged by the Council. In particular, Mrs X complains about: a) Mrs B being left unsafe and neglected. b) Being told not to visit her mother during the Covid-19 lockdown. c) Mrs B being asked for money to pay for cleaning. d) The attitude and conduct of the Agency manager towards her.	Awaiting Final Statement	Awaiting Final Statement
Care Commissioning	Ms X complains the Council told her to remove her conservatory ahead of works to adapt her home then denied doing so. She says she has lost property value due to removing the conservatory	Decision not to investigate	Complaint closed - Decision not to investigate - outside of jurisdiction
Midlands Partnership NHS Foundation Trust	Mr T complains about the way the Council decided that the care and support needs of his brother could be met at his home, and he therefore did not qualify for a Deferred Payment Agreement. Mr T also complains about delays by the Council and its failure to provide information and reply to his correspondence	Under investigation	Under investigation
Adults and Children's Financial Services Deprivation of Liberty Safeguards (DoLS)	Mr and Mrs W complain about the way the Council completed a financial assessment when mother was no longer eligible for healthcare funding. They also complain about the way the Council completed the Deprivation of Liberty Safeguards (DoLS) process. They say the Council's communication	Premature complaint	Referred back to Council for investigation via Stage 1 of the complaints process

	was poor and it did not provide written information about the financial assessment process and this has left them with uncertainty about what information it took into account.		
Midlands Partnership NHS Foundation Trust	Mr X complained Staffordshire County Council reduced his care despite his needs and circumstances not changing. 2. Mr X said this caused him avoidable distress and a financial loss because he is paying for some care and activities from his own money.	Not Upheld – No maladministration	The Council acted in line with Care and Support Statutory Guidance before reducing Mr X's care hours and direct payment. So there was no fault
Care Commissioning	Standard of care provided to service user by provider	Premature complaint	Referred back to Council for investigation.
Adults and Children's Financial Services	Mr X complains there was fault in the way the Council calculated his DRE (for heating costs). He says this caused him a financial loss because his care costs are more than they should be and he has an outstanding debt of unpaid charges	Not Upheld – No Maladministration	There is no fault in the way the Council assessed Mr X's disability expenses. I have completed the investigation.
Adult First Contact Team	Mrs X complained the Council failed to meet her late father, Mr Y's social care needs. She says it failed to provide him with a wheelchair and other equipment and failed to support them with finding care services. As a result, he was not allowed to die in comfort and dignity which caused her and the family significant distress.	Upheld – Maladministration and injustice	Apology to Mrs X for the distress caused to her by its failure to complete a holistic assessment of Mr Y's needs. The Council has agreed to provide evidence of the procedural changes it has made to improve contact with referrers and to ensure referrers are made aware of the outcome of an assessment.
Prisons and Approved Premises Social Work Team	Ms X complained about Staffordshire County Council (Staffordshire) and Birmingham City Council (Birmingham.) She said both councils failed to support her late father Mr Y when he was released from prison. 2. Ms X said the councils' failings caused Mr Y and his family avoidable distress. She	Under investigation	Under investigation

	said on the day Mr Y was released from prison, she had to sit in the car with Mr Y, who had autism and was seriously ill, not knowing where he was going to live or who was going to provide his care.		
Midlands Partnership NHS Foundation Trust	Mrs Y's family complain on her behalf that the Council has failed to carry out proper safeguarding investigations into circumstances surrounding her mother's care. The family says the Council has not shared information with them or properly responded to concerns raised by the family	Decision not to investigate	Discontinued investigation into the family's complaint because Mrs Y does not consent to the family complaining on her behalf and does not wish to pursue a complaint herself.
Care Commissioning	Mr Z says the Council took six months to discharge him from a home following an assessment in 2017. This led to charges of £4,186.99 which he thinks are unfair because he was ready to go home as soon as the assessment was done.	Decision not to investigate	Closed after initial enquiries - out of jurisdiction
Adults and Children's Financial Services	Mrs X complains on behalf of her husband, Mr X. She says the Council has increased Mr X's care fees by without justification. She says this has caused him financial pressure and stress. She wants the Council to reduce the costs and be clear and transparent with the information it provides in the future.	Upheld - Maladministration and injustice	To apologise to Mr Y for the injustice caused by the faults identified. The Council complete the following: <ul style="list-style-type: none"> • Improve the quality of charging information and advice provided to the Council's residents with non-residential care needs by directing them to the Council's charging policy and the Statutory Guidance in charging letters; • Review all charging complaints and respond to the ones which were raised more than 12 weeks from the date of the final decision. The Council will complete the above within three months of the final decision. Final decision

Adults and Children's Financial Services	Ms Q complains on behalf of her aunt, A, that her care charges have unfairly been increased, and that she has not had an updated financial assessment.	Decision not to investigate	Decision not to investigate. This is because any minor fault by the Council has been acknowledged, and did not cause significant injustice.
Midlands Partnership NHS Foundation Trust	Ms X complains the Council failed to provide help when she tried to restart her meals-on-wheels service after coming out of hospital and during a period when the service stopped without notice. Ms X also complains the Council provided no care or support after her discharge from hospital. Ms X says because of the Council's fault she suffered unnecessary time, costs and upset during an already difficult time and damage to her previously good relationship with her doctor	Under investigation	Under investigation
Care Commissioning	Complaint regarding Architect fees for plans that were drawn up and presented to Planning at Millbrook. Such plans were found to be flawed as the wheelchair access arrangements on those plans were found to be not suitable for wheelchair access.	Premature complaint	Premature complaint. Complaint to be investigated via home improvement agency in first instance.
Adults and Children's Financial Services	Complaint regarding an invoice received for residential care. Family were under the impression that the care was fully funded.	Awaiting allocation	Awaiting allocation
Care Commissioning	Mrs D says that two carers for her husband behaved inappropriately in their interaction with him. She says the behaviour was inconsistent with the contract she has with the care provide	Decision not to investigate	Decision not to investigate because Mrs D has not provided evidence of consent or authority to complaint on behalf of her husband. Additionally, the alleged injustice is insufficient to warrant investigation.
Midlands Partnership NHS Foundation Trust	Mrs X complains the Council has failed to carry out proper safeguarding investigations into circumstances surrounding	Decision not to investigate	Decision not to investigate Mr X's complaint because she has not been caused an injustice as a result of the Council's actions and

her mother's care. Mrs X says the Council has not shared information with her or properly responded to concerns raised by the family.

she has a right to take the matter to court.

Other Activity

In addition to the recording and administering of Statutory Complaints, the Customer Feedback and Complaint Service have formally acknowledged and monitored an additional **283** enquiries each requiring redirection to other organisations/authorities or action into other procedures.

Dealt with by Complaints Team*	138
Referred to Adult Social Care (MPFT)**	52
Joint Statutory Stage 1 response with other organisation / NHS	6
Referral to another Organisation / Provider for action / investigation	13
MP Enquiry (Adult Social Care)	69
Safeguarding referral initiated	5
Total	<u>283</u>

*Complaints / enquiries which are handled by the Complaints Team consist of liaising with the service team in order to resolve the complainants concerns or the Complaints Team solely investigating the complaint and providing a response to the complainant. Depending on the nature and complexity of the concern raised this can take 24 hours to complete or several weeks of investigative work in order to fully conclude.

** The Council's Complaints Team refer a complaint to MPFT when the complaint solely concerns the actions of a social worker or social care assessment (Adult Social Care Team's managed by MPFT).

29% of duty matters were resolved with the **Financial Services**. This often included a telephone call to the complainant to explain an invoice / charges. This also includes resolving concerns raised regarding charging for home care provision when the visit has been missed or delayed.

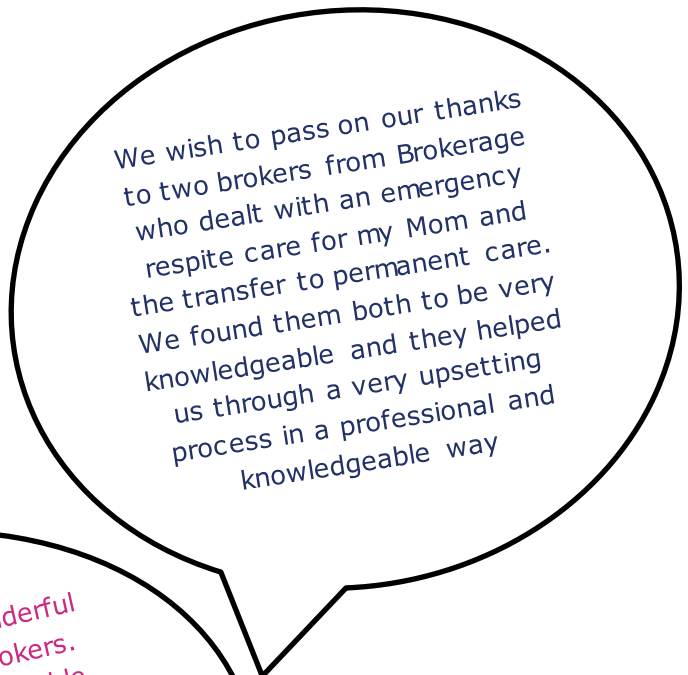
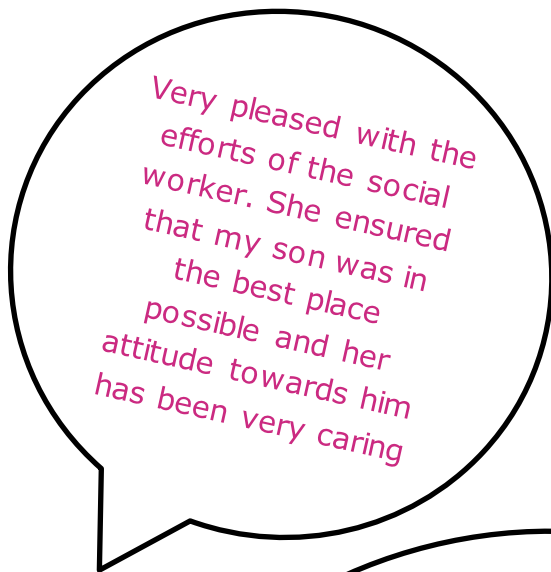
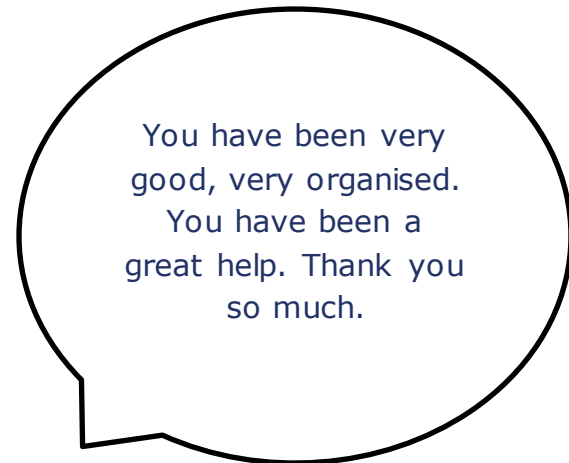
8% of duty matters were resolved directly with the **Care Provider**. This involves working with the provider to resolve the concerns raised.

18% of complaints received were referred to **Adult Social Care (MPFT)**. Generally, concerns were regarding the information provided by a social worker in respect of charges for services when a care is arranged.

Compliments

During 2021/22 a total of **21** compliments were recorded with the Customer Feedback and Complaints Team which related to Adults Social Care. This figure may not represent all the compliments received as some staff members may have received a compliment directly.

Services provided by Staffordshire County Council	No. Rec'd
Adult Learning Disability Team	16
Brokerage Service	4
Staffordshire Adult Safeguarding Team	1
TOTAL	21



Service Approach for 2021/2022

- Continue greater emphasis on quality of Stage 1 responses to complainants and the importance of discussing the complaint details with the complainant during each investigation.
- To develop processes within the Complaints Team and services areas to ensure recommendations / lessons learnt are captured and reported to senior management on a monthly basis.
- To continue to develop and enhance reporting processes and requirements with colleagues within Staffordshire County Council in order to provide complaint data regularly to senior management.