

Adult Social Care Compliments and Complaints

Annual report 2022-2023



Introduction

It is a statutory requirement under section 18 of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 to produce this annual report. This report reviews the effectiveness of the comments, compliments and complaints process and provides a summary of all feedback received during the previous financial year.

This report also explains the difference that feedback has made to the service that we provide to all Adults using our Social Care services in Milton Keynes.

This report will present the following information:

- the number of complaints at each stage of the complaints procedure and any that were investigated by the Local Government Ombudsman
- the types of complaints that were made, the outcomes and compliance with timescales
- the compliments that were received
- the customer groups that provided feedback



Complaints procedure

Stage	Working days
Acknowledgement/Triage	5 working days
Stage 1	20 working days plus 10 working days for complex cases
Stage 2 Corporate	20 working days plus 10 working days for complex cases
Stage 2 Statutory Children's Social Care	25 working days plus a maximum of 65 for complex cases
Stage 3 Statutory Children's Social Care	50 working days to complete the process

Stage 1 – Local Resolution

Complaints at Stage 1 can be made to a social worker directly or to the Customer Feedback Team. Complaints received about Adult Social Care are acknowledged within five working days and responded to within twenty working days.

Stage 2 – Review

Complaints that have not been resolved at Stage 1 can be escalated to Stage 2. At Stage 2, a senior manager from Adult Social Care is appointed to investigate and respond to the complaint within twenty working days. To request a review, the complainant is asked to contact the Council within twenty working days of the Stage 1 response, setting out their reasons for dissatisfaction with the outcome at Stage 1. This information will then be reviewed, taking into consideration what has been investigated at Stage 1 and the complainant's reasons as to why this has not fulfilled their expectations. If it is deemed that the Council's response will stay the same, we may confirm a final decision at Stage 1. However, if we agree that a more detailed review is required then the matter will be escalated to Stage 2. The appropriate senior manager will review and reply within twenty working days. If additional time is needed, we will discuss this with the complainant and agree a date for our response.

This is the final stage of the complaints procedure.

On completion of Stage 2, customers are advised of their right to approach the Local Government & Social Care Ombudsman, PO BOX 4771, Coventry, CV4 0EH if they do not feel their complaint has been resolved.

Some complaints are dealt with via the Council's Corporate Complaint policy. More information can be found on our website about this complaints process at <https://www.miltonkeynes.gov.uk/your-council-and-elections/comments-compliments-and-complaints/complaintsand-compliments>

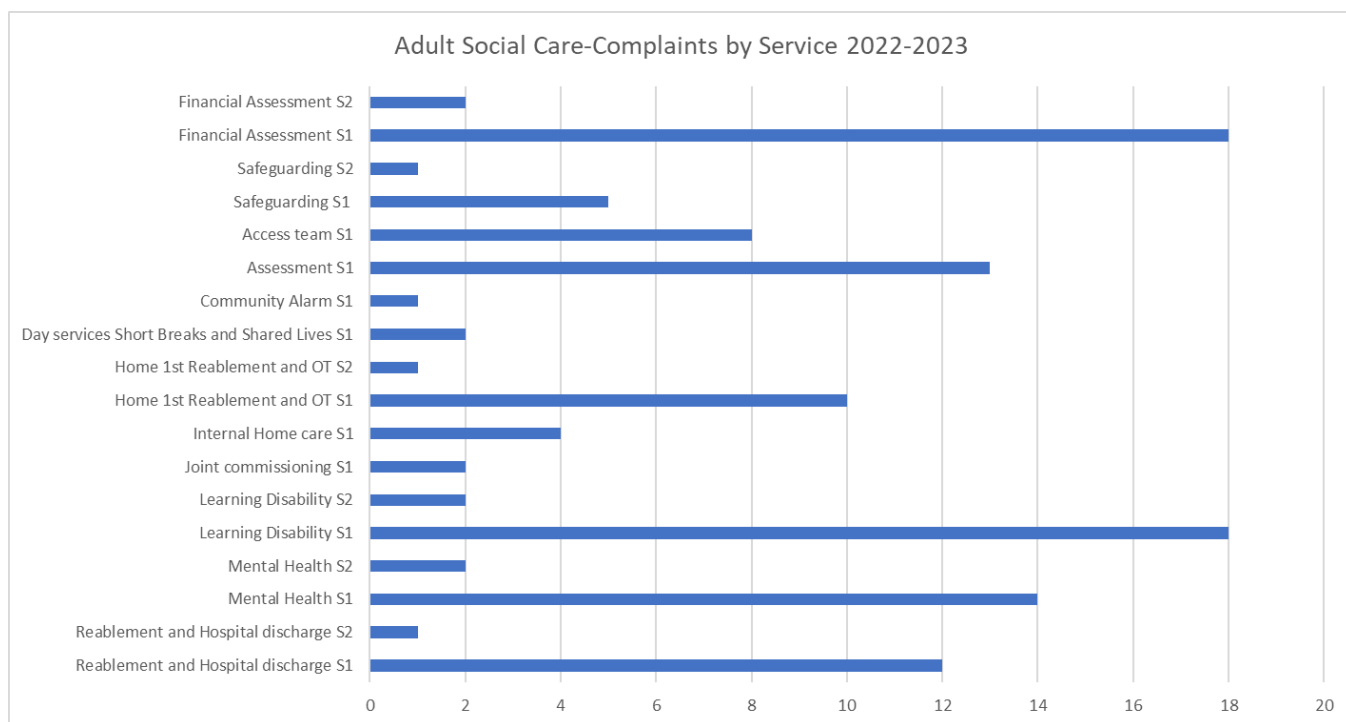
Summary data for 2022-2023

- 96 complaints were received, compared to 70 complaints in 2021-2022
- 90% of complaints were resolved at Stage 1
- 9 complaints were escalated to Stage 2 compared to 13 during 2021-2022
- 39 enquiries were made to Milton Keynes City Council by the Local Government and Social Care Ombudsman. 16 complaints were upheld
- 70+ compliments were received, compared to 68 recorded during 2021-2022



Outcomes

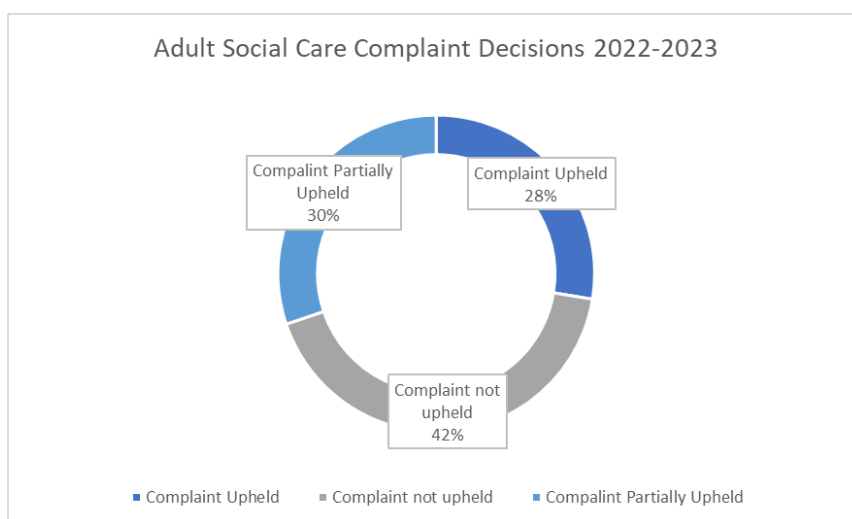
Adult Social Care complaints summary



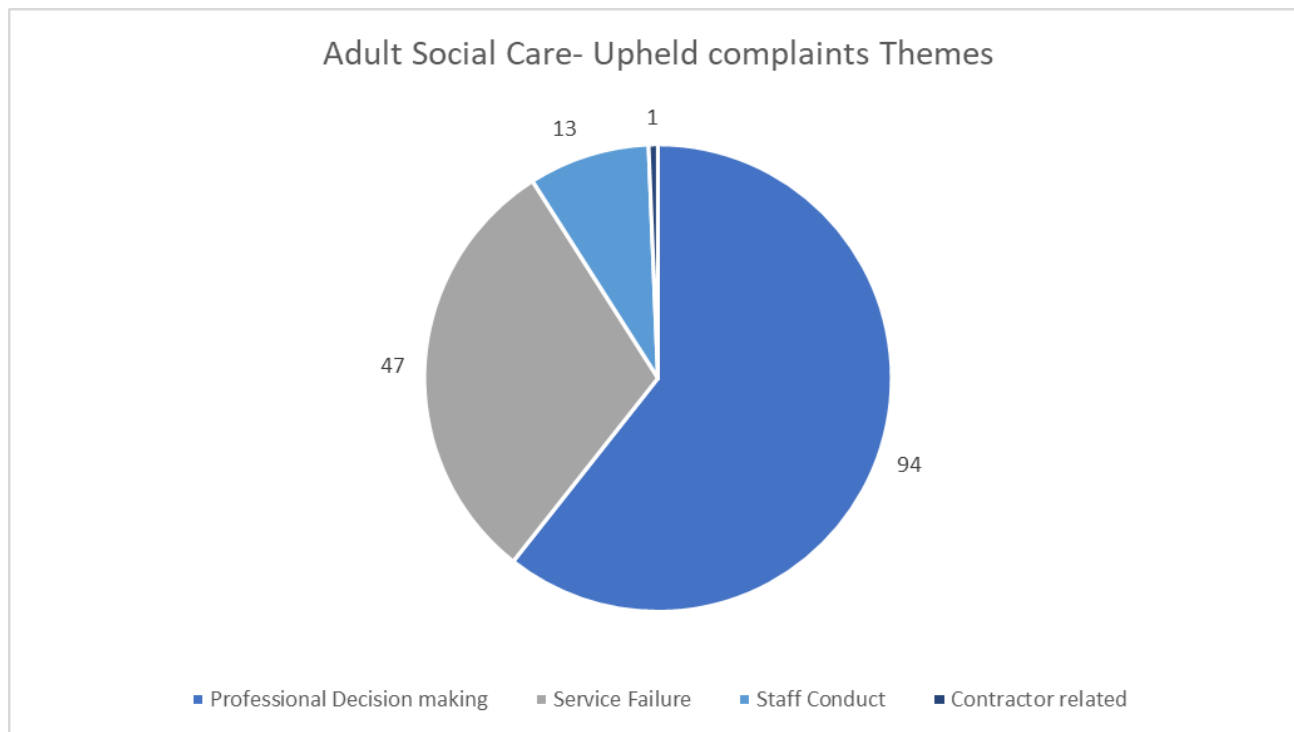
Complaint Record Type	Number raised
Stage 1 complaints	107
Stage 2 complaints	9
MP enquiries	9

Service Area	MP Enquiries
AS Safeguarding – Stage 1	1
Assessment – Stage 1	2
Joint Commissioning – Stage 1	1
Learning Disability Team – Stage 1	5

The chart below provides a summary of the complaint decisions taken for Adult Social Care complaints during the financial year 2022-2023.



We recognise the value of customer complaints and welcome them as an important source of feedback on our services. We use the information from complaints to learn and drive forward improvements to respond positively to our customers’ needs and expectations. During 2022-2023 the key areas of feedback received through complaints related to:



The table below illustrates the number of times this categorisation was added to a complaint or MP enquiry. NB: It is possible to add up to four categories to a complaint record.

Professional Decision making	94
Service Failure	47
Staff Conduct	13
Contractor related	1

35% of complaints closed during 2022-2023 were responded to within the response timescale.

The complaints that were responded to outside of the timescale were due to additional time that was required for complex complaints or due to key staff being absent from work and service pressures which caused a delay in the investigation. In these cases, the person making the complaint was contacted with an explanation for the delays.

What we have learnt from feedback

Local Government & Social Care Ombudsman

The Local Government & Social Care Ombudsman Annual Review letter was received on 19 July 2023. This letter covers the work of The Local Government and Social Care Ombudsman (LGSCO) for the year ending 31 March 2023. The information offers us a valuable insight into the complaints we are receiving and how we manage them.

The data used in this annual assessment looks at Enquiries, Decisions and Remedies completed in the 12-month period from 1 April 2022 to 31 March 2023. Statistics in this report focus on three key areas that help to assess our commitment to putting things right when they go wrong:

Complaints upheld – The LGSCO uphold complaints when they find fault in an organisation’s actions, including when fault has been accepted before they investigate. The upheld rate looks at the total number of investigations completed to provide important context for the statistic.

The LGSCO has changed its processes to be more selective about the complaints they look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for the Ombudsman to work, it has meant that changes in upheld rates this year are not solely down to the nature of the cases submitted to them. The Ombudsman will carry out investigations on cases where there is more likely to be a clear fault finding, so they are naturally finding a higher proportion of fault overall. The average upheld rate for all local authorities has increased this year, as is the case for MKCC. Because of this change in procedure and methodology we cannot compare this year’s ‘complaints upheld’ to previous years but have included benchmarking for this year with twelve of our comparators/nearest neighbours for comparison.

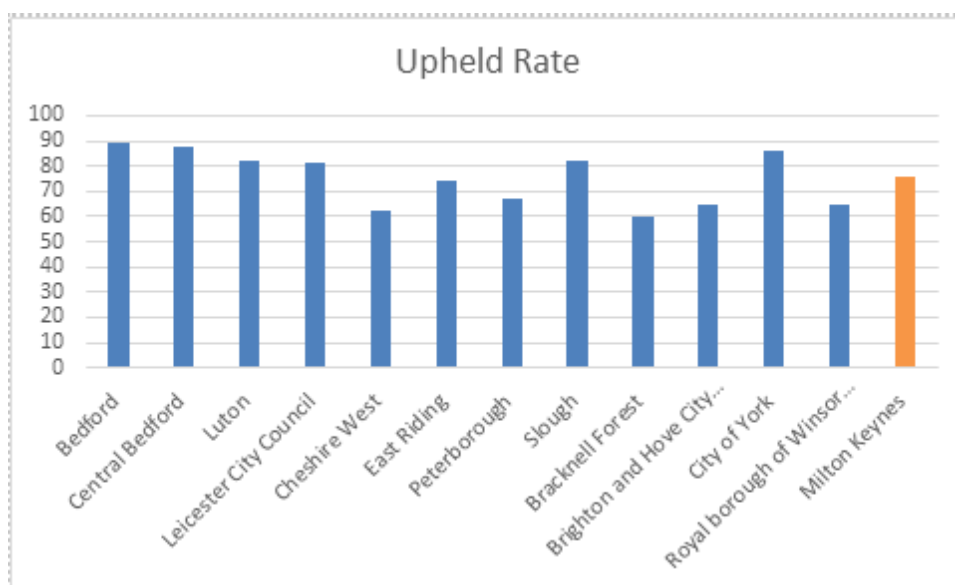
Compliance with recommendations – The LGSCO recommends ways for organisations to put things right when faults have caused injustice and will monitor compliance with these recommendations, setting deadlines for completion.

Satisfactory remedy provided by the authority – The LGSCO looks at complaints where the local authority upheld the complaint and the LGSCO was satisfied with how it offered to put things right. The LGSCO encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

The LGSCO then compares our performance on these three statistics to other unitary/similar authorities.

Key statistics

MKCC upheld rate is 76.1% - this is based on the total number of 16 complaints upheld.



How do we compare

This compares to an average of 72% in similar authorities.

Notable Adult Social care LGSCO complaints

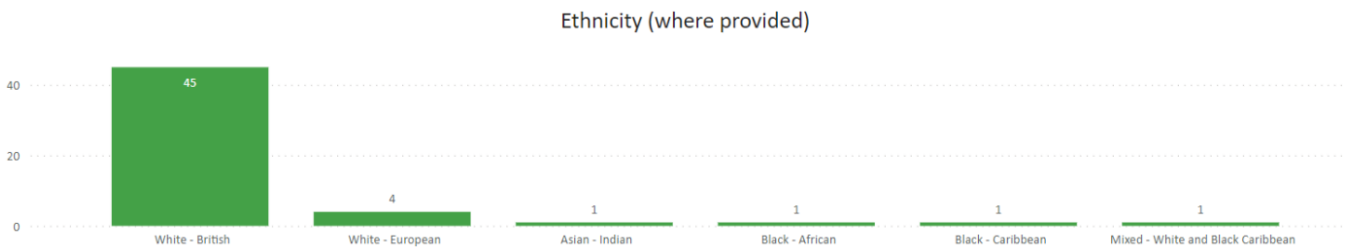
22005430 - Summary: Mr X complains about the Council’s handling of the charges for his mother’s care, which he says put them to unnecessary time and trouble. The Council accepts it charged Mrs Y for care she did not receive. It has apologised and made changes to its process to prevent this from happening again. The Council was not at fault over the way it calculated the refund for the care Mrs Y did not receive.

21018684 - Summary: Mrs B complained that the Council terminated her son’s day care service without good reason and failed to offer any alternative provision. On the evidence available we found the Council was providing services on behalf of the NHS and so we cannot consider the complaint. Mrs B should complain to the Parliamentary and Health Service Ombudsman (PHSO).

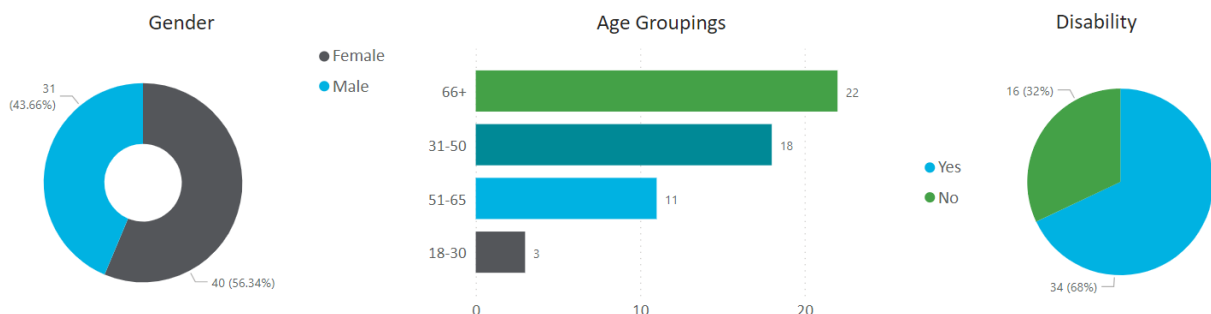
Customer data

We only collect demographic data from those customers who have signed up for “my account” (an online account with the City Council) and sharing that data with us is voluntary. This information is treated confidentially and helps us to monitor if everyone is able to give us feedback. This information also enables us to provide additional support where required, such as through providing an interpreter or providing information in braille or another format.

Ethnic Background



The chart above shows that individuals who described themselves as White British made up the majority of all complaints received by Adult Social Care during 2022-2023. However, a high proportion of customers chose not to disclose their ethnic background. (The ethnic groups above comply with the ethnic groups recommended by the Office for National Statistics)



Positive feedback

Compliments received between April 2022 and March 2023:

"I just wanted to say thank you for your perseverance and help today with getting some help in the pipeline for my parents".

CU417322115 – "Things have been getting worse for a while and suddenly we find ourselves in this horrible situation and totally unsure of what we need to do. It's such a stressful time that it can be difficult to take on board all that's said, however, I think you made great progress for us today and that's very much appreciated".

CU436161022 – "The admiral nurse I spoke to today was reassuring and supported me through a difficult situation. Ms X was very understanding and very patient with me. I cannot express my gratitude for the advice I received today".

CU464074638 – "Firstly, just wanted to thank you for making us feel so comfortable yesterday, your support and knowledge was so helpful and much appreciated, not just from myself but from mum too. She kept talking about you after we left and I think your support yesterday made it seem real to her! I can't thank you enough for this. After speaking with mum yesterday about moving, she's taken the idea pretty well, so I put the application in yesterday. As we agreed, if we did put this through to let you know".

CU464594141 – "I just wanted to formally thank you for all of your efforts in resolving the care home situation for my Dad. He is so much happier at Milton Court and I can't tell you how much this means to our family. We now have confidence he is being looked after how he deserves to be. As a consequence of this care, he has bounced back quickly from what was a very serious condition at the start of the summer when he was admitted to hospital. I appreciate your role in ensuring my Dad's needs were being managed through this time and the way you have dealt with keeping myself and my Mum informed at all stages. This has been a huge relief to us".

CU468500455 – "I wanted to contact you to feedback how impressed we were with the service Ms B provided today. My partner and I contacted your department with concerns about our brother-in-law/ brother. Even though he was no longer in Milton Keynes, Ms B gathered information, passed on information to the relevant authority, and to fed back to us what she could (within GDPR restrictions)".

"My partner, and I are both social workers in adults' services. I work for a London local authority, and train in safeguarding adults, so my expectations are, no doubt, very high. Ms B was very efficient, knowledgeable and competent in her role. I have to say also, that this has not been the experience we have had with other local authorities that we have tried to refer our brother-in-law to, so Milton Keynes Adults' Safeguarding Team really stood out for us as a professional and caring service. Our concerns were taken seriously, Lisa gave us plenty of time to explain and ask any questions we wanted to. We were both impressed with her and wanted to pass on our thanks. As this coming week is, coincidentally, Adults' Safeguarding week, I am especially pleased to be able to send this email and, indeed, to have observed this very good example of excellent safeguarding work!"