

Our Ref: PW/TLR/FOI/0924/1009

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

22<sup>nd</sup> October 2024

Sent by email

Telephone: 0300 123 1461

Dear

**FOI-0924-1009**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on Thursday 26<sup>th</sup> September 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

*I am writing under the terms of the Freedom of Information Act (2000).*

**The following questions cover both the ICB's delegated responsibility, from 1 July 2023, for Primary Care complaints handling and the ICB's handling of complaints about ICB-commissioned Hospital and Community Services. These duties are set out variously in The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations) and delegated functions for primary care complaints handling under the Health and Social Care Act 2022.**

*I would like to request the following information:*

1. ***How does your Integrated Care Board deliver its complaints handling function? Please select all that apply.***
  - a. ***The Integrated Care Board directly provides both the primary care and hospital and community health services complaints handling responsibilities.***
  - b. ***The Integrated Care Board directly provides only the primary care complaints handling responsibility.***
  - c. ***The Integrated Care Board directly provides only the hospital and community health services complaints handling responsibility.***
  - d. ***The Integrated Care Board delegates both primary care and hospital and community health services complaints handling responsibilities to a host organisation (i.e. another ICB or a Commissioning Support Unit).***
  - e. ***The Integrated Care Board delegates only the primary care complaints handling responsibility to a host organisation (i.e. another ICB or a Commissioning Support Unit).***
  - f. ***The Integrated Care Board delegates only the hospital and community health services complaints handling responsibility to a host organisation (i.e. another ICB or a Commissioning Support Unit).***
  - g. ***Other (please specify).***

Response to this question is C, E and G the ICB handles its own complaints for issues regarding ICB functions.

2. **What budget (in £) did your Integrated Care Board allocate to complaints handling in the financial year 2023/4 (1 April 2023 to 31 March 2024)? This could include the value of any sub-contracts you have made to commissioning support units or other ICBs to manage complaints handling on your behalf. If it is not possible for you to source this information, please provide an estimate.**

The budget is £199,758.

3. **How many staff (FTE) were employed by your Integrated Care Board to handle complaints on 1 March 2024 (or the nearest possible date, please state what this date is)? If it is not possible for you to source this information, please provide an estimate.**

4.65 WTE

4. **Does your ICB have a target response time for responding to complaints? If so, please state the target response time.**

The ICB aims to respond to formal complaints regarding ICB functions within 40 working days.

For those complaints that the ICB handles relating to provider complaints (hospitals and other commissioned services) the provider will provide the ICB with a response according to their own timescales for handling complaints which may exceed 40 days. As well as that, those responses are also reviewed within the ICB prior to them being shared with the complainant which may extend the timescale further

5. **What was the average complaint response time in the financial year 2023/4 (1 April 2023 to 31 March 2024)**

The average response time for all complaints, both ICB and other providers, as per point 4 above was 55 days

#### **To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; [staffsstokeFOI@staffsstoke.icb.nhs.uk](mailto:staffsstokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**