

Annexe 2 - Extracts and outcomes of complaint investigations

June 09 to October 09

STAGE 2 & 3 COMPLAINTS

SERVICE	TOPIC	OUTCOMES	CORRECTIVE ACTIONS & DEADLINES
Libraries and Cultures	Rearrangement of Leatherhead Library layout without consulting library members, prior to the changes.	The investigation found possible improvements to the library layout. A consultation to take place prior to any future changes being made. A public library user survey to be carried out.	Consider the viability of upgrading the lighting and low level sound proof screening. Improving library consultation arrangements. Consider the viability of establishing a regular user group for the library. Deadline January 2010
Enviornment - Planning	Rights of way issue, blocked access on a public footpath causing encroachment and obstruction issues.	The gate on the footpath had been authorised in error which was causing encroachment and obstruction issues.	Appropriate action for secure removal of the gate causing the obstruction. Service to provide guidance to officers on encroachment/obstructions on rights of way to ensure consistent enforcement throughout the county. Deadline August 2009
Enviornment - Planning	Screening application process of a small power plant in Redhill	Review of the current screening process.	Consider the impact of the members protocol and if appropriate update procedures & guidance. - Deadline September 2009
Enviornment - Planning	Supervision of third party supplier used by SCC	Clarify Council's position for all stakeholders on supervision of work undertaken by third party suppliers on public rights of way.	Review procedures introducing more robust control if needed, particularly if there is a history of disbute. Deadline December 2009.
Highways	Application process for vehicle crossovers	Add a new section on the SCC website which clarifies the application process and review the vehicle crossover criteria.	Vehicle crossover criteria being reviewed. Deadline November 2009
Highways	Failure to unblock gullies	Supplementary jetting to be completed as soon as possible, with routine maintenance and updated information to be included on the SCC website as well as reviewing the customer enquiry process.	Complete planned current supplementary jetting and ad hoc jetting and prioritise gully emptying. Routine mantainence to be considered depending on budgetary constraints. Information on the SCC public website to reviewed and updated with the schedule of gully cleaning for the public. Deadline November 2009
Highways	Application process for vehicle crossovers	Review and implementation of improvements to the vehicle crossover application process	Recommence customer application without additional payment. Vehicle crossover slip of acceptance to be updated to specify period of validity. Highways staff reminded to update database records when customer makes contact by telephone as well initial and date stamping all notes on Confirm Database. Deadline October 2009

Highways	Delay in the reinstatement of a Highways Parking Restriction sign	Review of customer enquiry procedure and agency agreement with Spelthorne Borough Council.	To review customer enquiry process, produce clear responsibilities for feeding back updates from Community Highways Officers. Make better use of the information on the SCC Website to set customer expectations in relation to timescales and processes. Review working arrangements in place for agency agreements in accepting timescales and maintenance of signs and consider existing oversight arrangements are adequate. Deadline November 2009
Shared Service Centre	Overpayment of a suppliers invoice	Better management of Vendor information	Develop vendor archiving policy and procedures. Deadline December 2009
Childrens	Staff not aware that telephone lines can be made visible to service users by dialling 141 ahead of the actual telephone number	Apologies and Explanations	Staff to be reminded that facility is available once CC policy on matter has been confirmed
Childrens	Complaint concerned errors of material fact contained within the core assessment	Apologies and Explanations	Offer to amend core assessment and re issue to the family
ADULTS COMPLAINTS - Note: From June 09 adults complaints now have only a one stage process			
Adults	Poor communication in that there was a lack of explanation provided as to periods of delay relative to the provision of support and decisions about the care provision in itself	Apology	In future, Care Manager to provide an estimated timescale together with the detail of who should complete the task as well as the advocate and family, to ensure that the service user is provided with regular information and an explanation on work being undertaken on his behalf.
Adults	Failure to share the completed CCA with the advocate	Apology	Reconsider ongoing risk issues in consultation with Advocate and family - provide copy of CCA
Adults	Failures in the follow through of activities and review of safeguarding issues in respect of the service user	Apology	Particular emphasis, over the next twelve months will be specific training for managers to improve the management, monitoring of progress and delivery of outcomes to address risk
Adults	Failure to provided appropriate interpreting services for a person who is hearing impaired	Apology	Care management teams to be made aware that such requests should be dealt with promptly and further that the associated costs are routed through the team rather than through care package budgets.
Adults	A referral for advocacy wasn't undertaken as speedily as it should be, following the safeguarding conference	Apology	The care management team to be reminded of the importance of pursuing all safeguarding recommendations in a timely fashion and if appropriate refresher training provided for pertinent staff
Adults	Delay in determining mental capacity	Apology	Review of guidance
Adults	Lack of facilitation of contact with family members	Apology	Training for pertinent staff as appropriate
Adults	Lack of consultation with family members relative to care management	Apology	Family invited to nominate a key contact for future consultation

LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS			
SERVICE	TOPIC	OUTCOMES	CORRECTIVE ACTIONS & DEADLINES