

Appendix A - Extracts and outcomes of complaint investigations

October 09 to December 09			
STAGE 2 & 3 COMPLAINTS			
SERVICE	TOPIC	OUTCOMES	CORRECTIVE ACTIONS & DEADLINES
Environment	Bridleway widening	Clarity for all stakeholders on the Council's position on supervision of work undertaken by third parties on public rights of way	Review Procedures to consider whether the council should introduce more robust controls, particularly if there is a history of dispute. Deadline 11/12/09
Surrey Highways	Management of parking complaint	Handling of objections to on-street parking schemes and complaint management.	Consider use of template for acknowledgment of objections, giving contact details, where relevant forewarn if limitations exist over what can be considered. Review of complaint handling, Highways to ensure contact details are on acknowledgements sent out. Customer Relations ensure that customers can speak to someone in person during office hours, rather than the answer phone. Deadline 30/01/10
Surrey Highways	Complaint handling of Highway Schemes	A review of the Schemes process and how enquires and complaints are managed.	To ensure there is robust tracking arrangements in place to monitor progress and manage unreasonable delays. Review of how enquires and complaints are managed and processed to ensure compliance with the corporate Complaints procedure and SCC Standards. Deadline 31/01/10
Surrey Highways	Controlled Parking Zones	Parking Team to produce and publish clear guidelines to clarify what constitutes an off-street parking space to ensure there is consistency and transparency in decision-making	Guidelines to include clarity on average car size and minimum space required. Deadline 31/01/10
Surrey Highways	Blocked gully and flooding	Apology and time and trouble payment	Apology and payment of £100 issued for time and trouble. Wet spot reinstate on the drainage capital scheme budget. Carry out survey to evaluate impact of flooding on Griffin Way and use this information to review existing draft. Regularly monitor and identify if drainage is blocked and requires supplementary jetting and consider for more frequent cyclic cleaning. Deadline 01/02/10
Surrey Highways	Footpath prioritisation	The routine maintenance inspection of the footpath	Details of the works to be carried out should be provided to the complainants along with an indication of timescales. Deadline 1/3/10
Surrey Highways	Vehicle Crossover Application Process	Review Vehicle crossover application process and information management process followed by the team.	Vehicle crossover slip to show the period of validity and reminder to staff on updating customer contact information on the Confirm Database. Deadline 30/10/09. Action completed.
Surrey Highways	Supplementary jetting of gullies	To review the current supplementary jetting process and where appropriate update procedures and guidance	This has previously been identified and acted on as a recommendation arising from previous complaint. Deadline December 2009, this has been actioned

Surrey Highways	Customer Enquiry Process	Review the customer enquiry process and the working agreement.	Ensure customers requested call back are not missed and produce clear process and defined responsibilities for feeding back information from enquiry investigations from Highway Officers. Timescales agreed for maintenance of signs and consider existing oversight arrangements are adequate. Deadline 31/01/10 - Action has been completed
Shared Services	Vendor Information Management	Vendor Information Management	Develop vendor archiving policy and procedures. Deadline 31/12/09

October 2009 to December 2009

STAGE 2 & 3 COMPLAINTS

SERVICE	TOPIC	OUTCOMES	CORRECTIVE ACTIONS & DEADLINES
Childrens	Transition planning process including funding arrangements and review mechanisms are flawed	Upheld	Reivew to include consideration of: Timeliness of reviews and montioring to ensure deadlines are set and adhered to and the YP is consulted and informed
Childrens	Poor supervision of social worker	Upheld	Reminder to all managers to ensure that supervision is carried out in accordance with accepted standards and recorded accordingly
Childrens	The planning and support mechanisms for children in need should be urgently clarified. This is especially relevant to young women where emphasis is placed on the baby's safety and protection to the exclusion of the mother where the mother is evidently a child in need in her own right.	Upheld	This matter will be brought to the urgent attention of the team managers in the area and the child in need planning process will be brought into line with best practice and with the same standards as those for children subject to Child Protection Plans
Childrens	Responsibility for the implementation of recommendations resulting from an audit exercise should be formally assigned. Progress with implementation should be checked to ensure that action has been taken to correct gaps in good practice.	Upheld	There is an ongoing audit of files in the county on a monthly basis and this is being used to implement improved standards. Regular Performance Management Meetings have been established and the new manager for the Child in Need team will be asked to undertake work to implement good practice in this area.
Childrens	The Adoption and Permanency Service should continue the support work that they have started with Nicola and plan how best to support her need for both post-adoption counselling and psychotherapeutic support over a longer period of time.	Upheld	The Adoption and Permanency Team has started work with the YP and adjudicator will ensure that this continues.

Adults	The failure to make proper arrangements for Older Persons care and accommodation in a timely manner and at the correct fee level resulting in her son having to pay a top-up that had not been previously agreed to.	Upheld	Propose to arrange for a new contract to be put in place reflecting the full current fee level of £603.21pw. Request that the care home stop sending any more top-up invoices Will reimburse in full for the top-up paid from 1 June 2008 to date, and pay interest on this sum. [Circa £2500] Redress offer - £500
Adults	The confusing correspondence around charging and related matters accept that the correspondence from the Council was confusing and should have been much clearer following the decision to fund the placement.	Upheld	An assessment to be carried out on the basis that Older Person would have started paying the charge from 1 October 2007 as well as a retrospective assessment based on her current income and savings. We will then be able to make a comparative assessment and undertake that Older Person would not be financially disadvantaged by the retrospective calculation compared to what she would have been charged had there been no administrative errors on the part of Council. Benefits and Charging Team Manager to contact son directly to arrange a convenient time to meet to review Older Person's financial records and circumstances and complete the necessary assessment form. Apology and redress offer £500
	The previous offer to waive statutory charges was not an appropriate or justifiable remedy	Upheld	Learning outcomes meeting with Policy Manager to consider: - Why not appropriate - Limitations of waiver process - Potential impact on the service [legal implications against statutory duty to charge] - Possible alternatives to waiver if similar circumstances should arise Redress payment offered - £500

LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS

SERVICE	TOPIC	OUTCOMES	CORRECTIVE ACTIONS & DEADLINES
Childrens	Assessment and Provison of Services for Child with Disability	Local Settlement Proposed	Redress £500