

Appendix A - Extracts and outcomes of complaint investigations

01 April 2010 till 30 June 2010

STAGE 2 & 3 COMPLAINTS

SERVICE	TOPIC	OUTCOMES	CORRECTIVE ACTIONS
Surrey Highways	Overhanging Vegetation	Ensure overhanging vegetation on the highway is cut back	Appropriate action is taken by highways to ensure overhanging vegetation is cut back on the neighbouring properties to maintain sightlines and complainant kept informed of the progress. Deadline 31/08/10, in progress.
Surrey Highways	Location of vehicle activated signs	Vehicle activation sign to be re-sited	Highways to review the location of the vehicle activated signs and to keep complainant informed of progress. Deadline 02/06/10 Overdue
Surrey Highways	Fitting of a replacement sign	Delay in the sign being replaced	Ensure parking restriction sign on the opposite side of the road has been replaced as promised by Spelthorne BC. Deadline 02/06/10 Overdue
Surrey Highways	Street lights not working on Woodcote Park Road	Repair of streetlights in Woodcote Park Road	Ensure required work has been undertaken by EDF and streetlights in this road are working. Deadline 31/05/10, overdue.
Surrey Highways	Flooding	No regular cleaning of soakaway resulting in localised flooding. Consideration of disabilities issues in assessment criteria for road prioritisation programmes	Highways to consider a regular clearance programme for this soakaway. Highways to review the process and criteria for 'wetspot' and 'road prioritisation' schemes to ensure that any identified disability issues are formally considered and documented. Deadline 31/08/10, in progress.
Surrey Highways	Vehicle Crossover	Develop approval guidance and implement	Additional guidance to be developed and circulated to Highways officers regarding the consideration of requests for vehicle crossovers standard widths. Explaining where discretion may be applied along with supporting criteria reasons for approval/refusal should be recorded on applications. Deadline 31/08/10, in progress.
Surrey Highways	Vehicle Crossover	Obstruction of Highway	Highways to check Mid Street, South Nutfield for any regular or permanent obstruction of the highway and if appropriate consider action under section 137 of the Highway Act 1980. Deadline 31/08/10, in progress.
Surrey Highways	Vehicle Crossover	Consideration of the installation of a 'drop off' or 'pick up' bay	Highways to advise if this request can be actioned. Deadline 31/08/10, in progress.
Surrey Highways	Resurfacing of road	Request to reprofile road to prevent flooding/mud splash to complainants property	Quote for cost to be obtained and check if complainant can pay for the work. Deadline 31/07/10.
Libraries	Handling of customer enquires	Review of the guidance used by library staff on handling enquires for internet searches	Areas to be covered, 1. amount of time front line library staff are able to spend searching the internet 2. handling customers dissatisfaction with the information provided 3. ensure staff can signpost enquirers to Enquiries Direct. Deadline 31/08/10, in progress.
Families - CAP's			
Adults	Adult Social Care	Advocate Consent	Consider the merits of sending out a blank consent form to advocate and complainant, asking for it to be signed before proceeding with complaints process. Amend the guidance to reflect any changes implemented from this. Completed 21/06/10.

Adults	Communication	Kingston Hospital should have sent a 'section 5' with the OT referral to social care services. Kingston Hospital should have sent the OT referral to the Epsom General Hospital team for processing. The only referrals which would come directly from Kingston Hospital to the AOs at Esher would be referrals for the IRS team only. The Advisory Officers at the Esher Social Care team failed to record the OT referral on their spreadsheet at point of receipt. There is also no evidence that AOs took appropriate 'checking up' action in relation to the OT referral.	Hospital SC team manager has discussed these points/outcomes within team.
Childrens	CRB	The reasons underpinning specific actions such as the CRB check requirement are made at the outset by the front line staff who receive the enquiry.	Service manager reminded team managers of the importance of explaining the reasons. Completed 04/06/10
Childrens	CRB	The explanations are clear and that the staff involved confirm that the other party understands the explanation before ending the conversation.	Service manager reminded team managers of the importance of explaining the reasons. Completed 04/06/10.
Childrens	CRB	Future records of telephone conversations are clear and reflect the true nature of the conversation particularly if it was a difficult or challenging conversation	Service manager reminded team managers of the importance of explaining the reasons. Completed 04/06/10.
Childrens	CRB	Conversations are followed up in writing as appropriate	Service manager reminded team managers of the importance of explaining the reasons. Completed 04/06/10.
Childrens	Regularity of statutory visits not maintained due to staff absence	Managers to ensure that adequate cover provision is made to address periods of absence whether planned leave or otherwise. Much closer monitoring of statutory visits with regular weekly reports to remind managers and ensure compliance by teams.	Completed 07/06/10.
Childrens	Delays in distribution of minutes	Staff to be reminded of the need to ensure that minutes are an accurate reflection of the meetings/conferences and that these are circulated in a timely manner. This has also been discussed with Safeguarding to ensure that a better and more consistent distribution of minutes is in place	Completed 07/06/10.
Childrens	Case notes perceived to be inaccurate and misleading	Staff to be reminded of need to ensure records are accurate and true reflection of fact as distinguished from professional opinion. This is ongoing with the regular auditing of staff's files in supervision to improve quality.	Completed 07/06/10.

Childrens	Poor communication with family during the ongoing CP enquiries	Staff to be reminded to maintain contact with families and updates provided as regards ongoing investigations even if only to state that there is no progress to report. Processes revised to ensure that families are informed with the relevant literature of the processes at a much earlier stage, so that they do not feel confused.	Completed 07/06/10.
Childrens Schools & Learning	Response not received from key staff within the target response date	Customer relations team have updated the acknowledgement letter to indicate that Team Managers will arrange responses at Stage 1 of the process as opposed to be responding in person themselves – this to allow flexibility for ATM's to sign off responses as appropriate	Completed May 2010
Schools & Learning	Lack of admissions policy for SEN schools admissions that sets out clear guidance in terms of establishing residency in Surrey and thus access to services	SEN service to develop and publish clear guidance/policy.	Completion date yet to be confirmed.
Children's	The Service needs to be clearer when explaining how carers assessments fit in to Children's Services.	Ensure county website is updated as it refers to legislation and regulations around carer's assessments without perhaps making it clear that these relate to Adult Services.	outstanding
Children's	Ensuring parents are aware of need for professional opinion to form part of the assessment process and further that parents are provided with opportunity to express and formally record their own disagreement with any professional opinions expressed as appropriate	Agenda item at next team meeting Agenda item at next Service Manager meeting	completed June 10
Childrens	Ensure that families are aware of complexity of CP process and are provided with opportunity to query and check understanding	Agenda item at next team and service manager meeting	completed June 10
Childrens	Agenda item at next team and service manager meeting	Audit of LAC plans to be carried out by Quality Audit Manager .Findings will be provided to Senior Managers with a view to informing improvements in Service.The audit of LAC plans has been included in the Children's Service annual audit programme for agreement by CSMT in April 10. Up-date on the timescale and methodology following agreement of the audit.	Full completion yet to be confirmed
Childrens	Health Assessments for LAC not carried out in accordance with guidance	Audit of LAC plans to be carried out by Quality Audit Manager. Findings will be provided to Senior Managers with a view to informing improvements in Service	Full completion yet to be confirmed