



**Audit & Governance Committee  
25 September 2017**

**Annual Complaints Performance Report**

**Purpose of the report:**

The purpose of this report is to give the Audit & Governance Committee an overview of the council's performance in relation to complaint handling in 2016/17 and to demonstrate how feedback from customers has been used to improve services.

**Recommendations:**

It is recommended that:

1. The Audit & Governance Committee note the council's complaint handling performance in 2016/17 and how feedback from customers has been used to improve services.
2. The Audit & Governance Committee agree arrangements for reporting on Local Government & Social Care Ombudsman (LGO) decisions and recommendations.

**Introduction:**

3. The council has three formal complaints procedures, one for Children Schools and Families, one for Adult Social Care and one for all other council services. The procedures for dealing with complaints about children's and adult's social work services are set out in statute. The corporate complaints procedure (covering all other council services) is based on best practice. This report gives an overview of complaint management for all three procedures.
4. Adult Social Care and Children Schools and Families produce separate annual reports where more detailed information and analysis about the types of complaints received about these services, outcomes and

improvement actions can be found.

5. The Local Government and Social Care Ombudsman (LGO) is the final point for complaints about councils and some other organisations providing local public services. Customers can refer their complaint to the LGO for external independent investigation if they remain unhappy; normally once they have completed the council's complaints procedure.
6. This report also sets out LGO findings on complaints about Surrey County Council. The LGO figures included in this report are based on those given in the LGO's Annual Review letter issued on 20 July 2017 and so differ from those in the Surrey County Council Annual Report which predates this and is based on council held data.

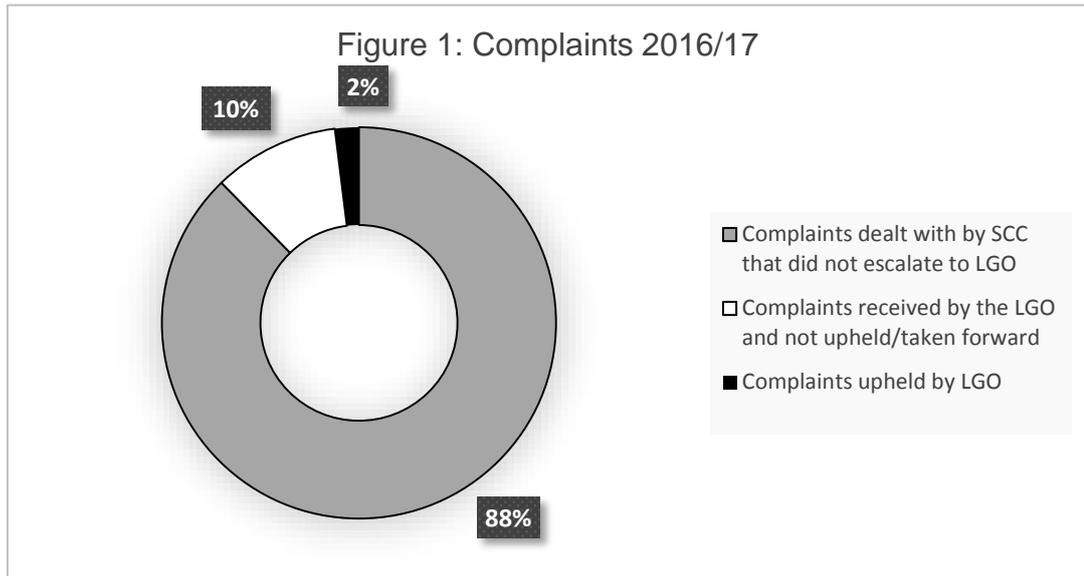
#### **Background to complaints handling in Surrey County Council:**

7. The council recognises that effective complaint handling is critical to delivering good customer service and in keeping the council's Customer Promise. As well as putting things right for the customer, every complaint presents a potential opportunity to learn and improve.
8. Where fault is found Corrective Action Plans (CAPs) / improvement actions are put in place to resolve the complaint for the customer and improve service. Specific examples are highlighted later in this report.
9. Even if a complaint is not upheld, there is always the opportunity to learn about why the customer has made a complaint, and a need to understand their motives and feelings.
10. Where there is an alternative route for resolution e.g. legal recourse or formal appeal, such matters are not handled under the complaints procedure. For example, Schools and Learning have other routes that parents are expected to take for resolution of certain types of dispute; such as Special Educational Needs (SEN) tribunals and school transport appeals panels.
11. It is important to capture a balanced view of services and to recognise and learn from good service, which is why compliments and comments received by customers are also recorded and are also referenced in this report.

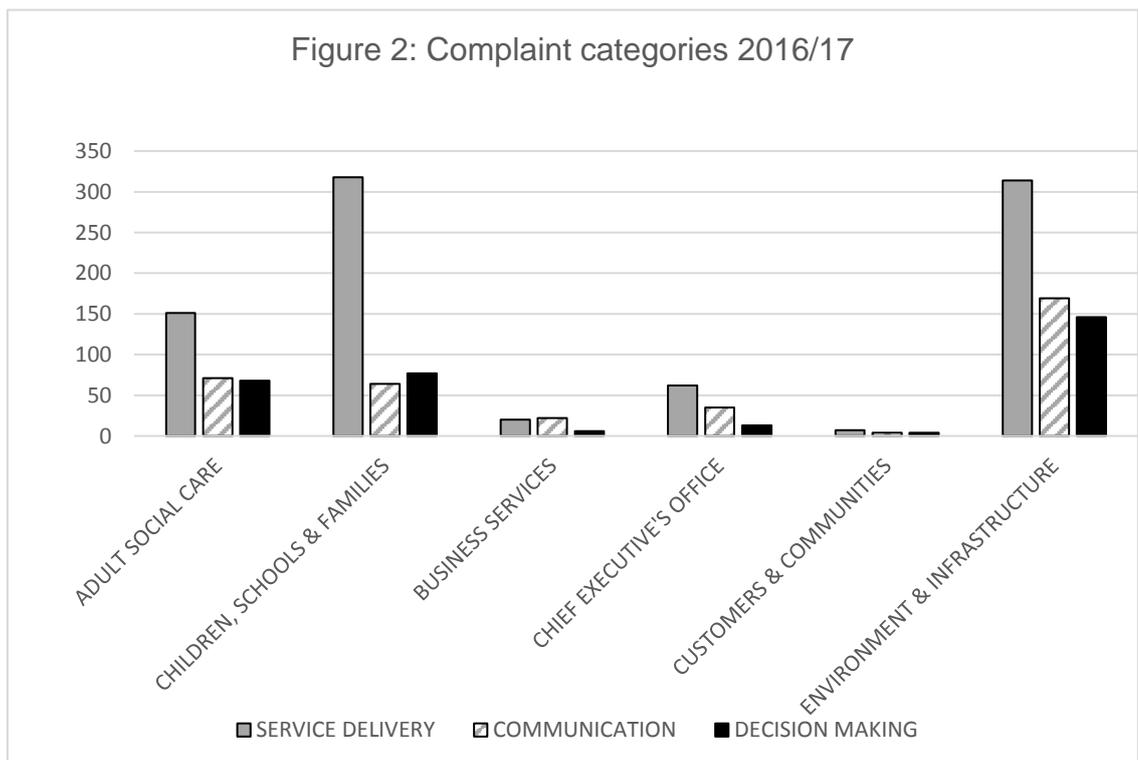
#### **Complaint categories and performance in 2016/17:**

12. During the year 2016/17, Surrey County Council received 1,569 complaints, a 9% increase from the previous year (1,434).
13. 35 complaints were upheld by the LGO following investigation. This represents only 2% of the total number of complaints received by the council. This suggests that, in the main, complaints are being handled well and that services are correctly following policies and procedures and providing explanations to customers where preferred outcomes cannot

be delivered. See figure 1.



- 14. Given the significant budget pressures facing the public sector and the need to meet this challenge by changing how services are delivered, it is perhaps not surprising that the number of complaints has increased.
- 15. Every complaint is assigned one or more categories which describe the nature of the complaint. Complaints by Directorate and the assigned categories are shown in Figure 2 below. Service delivery followed by communication are the most popular complaint categories.



<b>Complaint Trends &amp; Performance:</b>
--

16. A breakdown of complaints received and response times per service for 2016/17 compared to 2015/16 can be found in annex 1 to this report. The following was noted:
- 9% increase in total number of complaints
  - Fewer complaints received about Environment & Infrastructure, and Business Services
  - Increase in complaints for all other areas compared to 2015/16, including significant increases in Customer & Communities (48%), Schools & Learning (40%), Adult Social Care complaints (27%) and Children's Social Care (22%).
17. Not unsurprisingly given the high demand on Surrey's roads, Environment & Infrastructure continued to receive the highest number of complaints. It should though be highlighted that there has been a 9% decrease in the number of complaints received from 2015/16, reflecting the improvement work Surrey Highways has been undertaking including the increased proactive messaging around highway works by the Works Communication Team. Complaints about Highways in fact only account for 0.5% of the total number of enquiries that they received over this reporting period.
18. Looking at the three complaints procedures, the main subjects of complaints for each in 2016/17 were as follows:

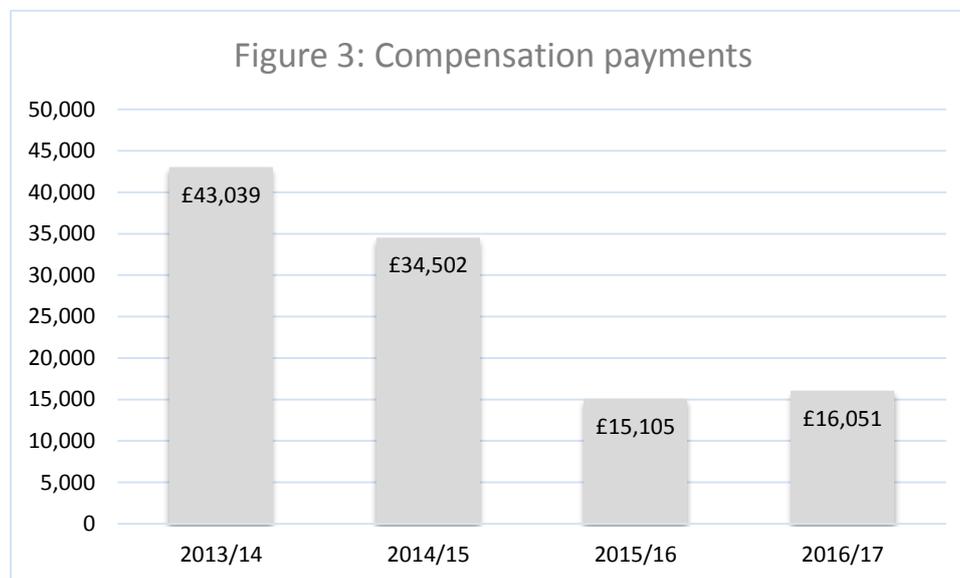
<b>CORPORATE</b>	<b>CHILDREN, SCHOOLS &amp; FAMILIES</b>	<b>ADULT SOCIAL CARE</b>
Lack of contact	Lack of contact	Service quality
Roadworks	Social worker – behaviour / decisions	Financial / funding
Customer Care	Inaccurate information in social care records	Assessment process
Vegetation	Delay in issuing Education, Health and Care (EHC) Plan	Poor communication
Resurfacing	Delivery of Education, Health and Care (EHC) Plan	Appropriateness of service offered

19. Despite the overall increase in the total number of complaints, response times improved across all services with the exception of Business Services, Customer & Communities and Children's Social Care. This led to an average of 86% of complaints responded to within timescale, compared to 83% for 2015/16. Adult Social Care achieved a response rate of 98% of complaints responded to within their target (normally 20 working days but extendable for longer with agreement by the

complainant), an improvement of 12% on the previous year.

20. The complexities of complaints in Children's Social Care continue to impact on their ability to respond within the statutory timescales.
21. Where the council is found at fault, financial redress can be paid if deemed appropriate. All financial awards are approved by the relevant Head of Service and, if greater than £1,000, in consultation with the portfolio holder. There was a slight increase (6%) in the amount of compensation paid in 2016/17 compared to 2015/16. However this was still significantly less than previous years, as shown in Figure 3.

<b>COMPENSATION 2016/17</b>	
Adult Social Care	£6,353
Children, Schools & Families	£9,653
Corporate	£45
<b>SCC Total</b>	<b>£16,051</b>



22. The three highest financial redress payments were:
- £2,503 to compensate for the lack of respite and sitting services because of a six month delay in assessing needs as a carer
  - £2,365 reimbursement of the costs of school fees and any school transport costs that would have been met if a final Education, Health and Care Plan had been in place in time
  - £2,150 to compensate for failure to provide full-time suitable education for a child of compulsory school age

<b>Complaint Escalation:</b>
------------------------------

23. We aim to resolve complaints satisfactorily at the earliest opportunity; however customers who remain dissatisfied can escalate their complaint, both to the next stage of the council's complaints process (where this option applies) and to the LGO for external investigation. Escalation rates are a good indicator of how successfully complaints are being handled at point of service.
24. 19% of complaints escalated to Stage 2 of the council's corporate complaints procedure in 2016/17, an increase from the previous year (14%). Given the current financial situation and that this year has seen resulting changes in how some services are delivered, an increase in complaint escalation was not unexpected as this meant it has not always been possible to deliver the customer's preferred outcome at stage 1.
25. Escalation to stage 2 within Children, Schools and Families has remained static at 4%.
26. Adult Social Care is required by statute to have a one stage complaint procedure. This unfortunately means that there is not the opportunity to measure escalation rates in Adult Social Care compared to Children, Schools and Families and corporate complaints.
27. The LGO issues an annual letter to local authorities providing statistics on complaints made to them about the respective local authority. This year, the LGO asked councils to consider how Ombudsman findings and recommendations are reported. Currently, this information is included in the annual report to the Audit and Governance Committee. Individual upheld cases are shared with the Head of Service and relevant managers. The Committee may wish to ensure that they are also shared with the relevant portfolio holder. A summary of upheld decisions will also in future be sent quarterly to the Monitoring Officer.
28. In their annual report the LGO reported that they received 185 complaints and enquiries about Surrey County Council, which was slightly more than the previous year in terms of actual numbers. However, the percentage of complaints escalating to the LGO remained static around 12%. For 2016/17 this represents 2% of the total number of complaints received. The three most common LGO enquiry areas were Adult Social Care, Children's Services and Highways & Transport. The summary figures provided by the LGO are given in annex 4.
29. It is not unusual to see a higher number of complaints relating to Adult Social Care escalating to the LGO as they are required by statute to have a one stage complaint procedure, giving less opportunity for internal resolution than the two stage procedure for corporate complaints and the three stage statutory procedure used by Children's Social Care.
30. The LGO can choose to close complaints as invalid or incomplete, or after initial enquiries if there is no evidence of maladministration or

service failure, or can decide to carry out detailed investigations. Surrey County Council had a higher percentage of complaints going to detailed investigation (an increase from 22% to 30%) than in the previous year, and a higher percentage of complaints being upheld (an increase from 56% to 63%). The LGO also proposed a remedy (where injustice was found) in a higher percentage of cases this year, increasing from 11% to 15%. Of those complaints upheld, 21 were related to Adult Care Services, 10 were Education and Children's Services, and 4 were Highways & Transport.

- a) Adult Social Care – 73 complaints, of which 21 were upheld. Upheld complaints relate to Assessment and Care Plans (11), and safeguarding (3). Single complaints were upheld relating to following subjects: charging, direct payments, disabled facilities grants, use of a care agency, supported living placement. 2 cases are under further investigation.
  - b) Education and Children's Services – 58 complaints, of which 10 were upheld. Upheld complaints relate to Special Education Needs (7), Looked After Children (2) and handling of an complaint (1).
  - c) Highways & Transport – 35 complaints, of which 4 were upheld. Upheld complaints relate to Rights of Way (2) and highway repair and maintenance (2).
31. Surrey County Council had a 100% compliance rate in remedying LGO complaints. There was also a decrease in premature complaints (i.e. those that had not completed our complaints procedure escalating to the LGO). The percentage of complaints closed after initial enquiries (where the LGO took no action) also increased. Case studies of LGO decisions can be found at Annex 5.

#### **Learning from complaints:**

32. Every complaint presents an opportunity to put things right for the complainant and also learn and improve. An individual complaint may result in corrective action being identified that is specific to that complaint, or a number of complaints about the same service may identify a need to review a process or the information provided to customers. Specific examples are given in annex 2.

#### **Compliments:**

33. It is important to present a balanced view of services and recognise and learn from good service. Throughout the year Surrey residents and customers have taken the time to contact the council to compliment the standard of service they have received. In 2016/17 Children, Schools and Families recorded 167 compliments, Adult Social Care recorded 1006 compliments. The remainder of the council recorded 3009 compliments about its services. This meant that for 2016/17 more compliments than complaints were recorded.

34. We are working to ensure more consistency in recording of compliments going forward e.g. through a standard definition. Children, Schools and Families in particular are looking at ways to ensure compliments are routinely logged on the database when received. Extracts from compliments received are given in annex 3.

<b>Conclusions:</b>
---------------------

35. What are we doing well?
- a) Customer Services now provides training on the council's Customer Promise at the 'Welcome to Surrey' induction event for new staff, underlining the importance of providing excellent customer service and the standards the council expects of its employees when dealing with customers.
  - b) Customer Services is redeveloping a course on successful communication with customers to provide practical advice and support in managing customer expectations.
  - c) Adult Social Care staff are committed to valuing customer complaints and staff are clear on their duties when discussing complaints with customers. This includes receiving complaints, advising customers of their right to complain or, crucially, resolving the complaint as soon as possible.
  - d) Adult Social Care has set high expectations for staff around promptly responding to, and accurately recording, complaints as well as understanding the crucial importance of learning and improving services based on complaint outcomes. Staff are supported by guidance, an online toolkit and regular training.
  - e) The Children's Rights Service maintains a regular slot at service wide meetings to enable discussion around the nature of complaints received and the learning arising from complaints with a view to informing service delivery at a countywide level, in line with the Safer Surrey Signs of Safety approach; working with families to support them.
  - f) Children's Rights Service has developed closer working links with Healthwatch; identifying common themes and trends to inform service delivery.
  - g) The Corporate Customer Relations Team continues to provide high quality advice and support on how best to manage unreasonable customer behaviour and on general complaint handling matters.
  - h) The Corporate Customer Relations Team has been continuing to work with Surrey Highways to improve the monitoring and management of corrective actions arising from complaints to ensure actions are implemented within agreed timescales.

- i) The Corporate Customer Relations Team produces monthly customer feedback reports and quarterly improvement reports to help inform service improvement.

36. What do we need to continue to work on?

- a) Adult Social Care is committed to continuous improvement and is always seeking ways to improve both the delivery of frontline social work and also the support functions, including our complaints process. Adult Social Care is developing a new training tool for managers and staff involved in complex responses to complaints. This will address forensic responses to complaints, managing unreasonable expectations and building learning from complaints into practice.
- b) Due to the nature of the Adult Social Care service, a large number of customers are vulnerable and are also with the Department for many years. This can create anxiety for customers and staff about the nature of our dealings with them and in handling complaints. This is an ongoing issue that the Customer Relations Team supports staff with.
- c) The Children's Rights Service is continuing to work with Children's Services to promote:
  - o Clear messages for parents when explaining reasons for not sharing information with them
  - o Improved maintenance of records to avoid errors leading to potential breaches of confidentiality
  - o Improved day to day application of policies and procedures for Care Leavers
- d) The Corporate Customer Relations Team is continuing to work with Surrey Highways to build on learning from complaints to identify opportunities for service improvements.
- e) The Corporate Customer Relations Team is reviewing the corporate complaints procedure to ensure that it is fit for purpose and proportionate to the resources available.
- f) The Corporate Customer Relations Team is reviewing the guidance on the management of challenging behaviours to help with the delivery of unwelcome messages and to prevent relationships with customers deteriorating.

**Financial and value for money implications**

- 37. Payment of compensation, as outlined in paragraphs 21 and 22 of this report, is a financial implication of complaint handling. This has reduced considerably from previous years. Responding to complaints quickly and getting issues resolved early ensures complaints do not escalate unnecessarily through the process and minimises the requirement to pay financial redress.

## Equalities and Diversity Implications

38. Ensuring we maintain good complaint handling processes enables our service to remain accessible to all. We continually review ease of access to all three complaints procedures to ensure particular groups are not disadvantaged. Should an Equality and Diversity issue be identified through a complaint investigation, this will be addressed with the service concerned.

## Risk Management Implications

39. The complaints process does not have any direct risk management implications; however complaints do carry a risk to the council's reputation if not handled appropriately. We routinely review and report on complaints data to ensure our processes are effective and to minimise any risk.

<b>Next steps:</b>
--------------------

40. The Audit & Governance Committee to receive information on operation of the council's complaints procedures on an annual basis.

-----

**Report contact:** Sarah E.M Bogunovic, Customer Relations Manager and Service Improvement Manager, Customer Services

**Contact details:** 01372 833871, [sarah.bogunovic@surreycc.gov.uk](mailto:sarah.bogunovic@surreycc.gov.uk)

### Annexes:

1. Complaint handling performance comparing 2015/16 and 2016/17
2. Examples of learning identified through complaints
3. Extracts of compliments received
4. Figures from the Local Government and Social Care Ombudsman's (LGO) Annual letter for 2016/17
5. Example case studies of LGO decisions (upheld vs not upheld)

### Sources/background papers:

- Surrey County Council complaints database, Adult Social Care Customer Relations Team, Children's Rights and Advocacy Team.
- Local Government & Social Care Ombudsman Annual Review Letter 2016/17 for Surrey County Council - available on their [website](#)
- Decision Notices available on LGO [website](#)

## Annex 1: Complaint handling performance comparing 2015/16 and 2016/17

Area	Response target	2015/16		2016/17	
		Complaints received	Performance against response target	Complaints received	Performance against response target
Business Services	90% in 10 working days	57	98%	43	95%
Chief Executive's		117	76%	141	86%
Customer & Communities		21	84%	31	81%
Environment & Infrastructure		614	88%	561	91%
Adult's Social Care	90% in 20 working days (or longer by agreement)	201	86%	255	98%
Schools & Learning and Services to Young People	80% in 10 working days (extendable to 20 if necessary)	116	70% (within 10 working days) 82% (within 20 working days)	162	59% (within 10 working days) 85% (within 20 working days)
Children's Social Care	80% in 10 working days (extendable to 20 if necessary)	309	41% (within 10 working days) 69% (within 20 working days)	376	42% (within 10 working days) 64% (within 20 working days)
<b>Total/weighted average</b>		<b>1,434</b>	<b>83%</b>	<b>1,569</b>	<b>86%</b>

## Annex 2: Examples of learning identified through complaints

1. **Customers said:** Adult Social Care did not give sufficient notice before withdrawing Direct Payments

**We did:** staff now provide notice before altering Direct Payment arrangements and discuss alternative ways for individuals to fund their care when payments are stopped

2. **Customers said:** a care agency had not provided consistent care, and that a suitable nursing care home had not been identified quickly enough

**We did:** Adult Social Care staff now review their deadlines for completing assessments and ensure that key people in assessments (service users, their family members and carers etc) are actively consulted to support good communication. Supervisors use a check list tool to undertake random file audits to ensure good practice is being followed

3. **Customers said:** care leavers did not regularly meet with their Personal Advisor (PA) or receive support regarding finance and accommodation

**We did:** PAs now have a standing agenda item for meetings with care leavers to include discussions around accommodation and finance

4. **Customers said:** their confidentiality had been breached

**We did:** delivered a programme of workshops about good records management within Children's Services

5. **Customers said:** information was not being shared with parents as a consequence of young people in care actively refusing consent to share

**We did:** explained that Children's Services routinely assess the best interest element of these decisions in terms of the longer term impact on the young person balanced against the ongoing professional and trusting relationship between the young person and the key worker

6. **Customers said:** they were unhappy with the way in which a blue badge application had been handled

**We did:** improved information on the council's website to clarify that further medical information could be provided

7. **Customers said:** they were unhappy with delays in fixing noisy manhole covers

**We did:** ensured that customer complaints were fed in to ongoing work in Surrey Highways to review and improve the process for handling these types of reports

8. **Customers said:** there was a delay in replacing road signs

**We did:** improved the information on the council's website to explain the timescales for replacing road signs to manage customer expectations

### Annex 3: Extracts of compliments received

I must thank all the carers who came to help me after I left Kingston Hospital. They have not only provided professional help when I really needed it, but also were very friendly and concerned with my position as a ninety two year old widower living on my own. Elmbridge is fortunate in having such a good service for aftercare for those leaving hospital and I am sure it must be one of the best in the country.

The help I was given by the Epsom and Ewell Locality Team was excellent with visits by two care workers twice a day and frequent visits by the District Nurse. All the staff who took part were helpful and kind and my treatment could not be faulted.

The Waverley Reablement carers were all superb and so good with my father (who is 90 years of age). After his stroke, he is not good on his legs and has limited speech. He was able to communicate well with all of them and they took the time to listen, and due to their patience and care I cannot praise them high enough, fantastic team.

We were all very impressed with how you run the children's home, and your insights and comments were extremely insightful and useful.

It has far exceeded any expectations we had. X is very happy at RH and is always happy to return after his visits home. X is very well cared for at RH and the accommodation is fantastic. The staff have worked hard to get to know X and is kept occupied doing things he enjoys. The structured environment has reduced his anxiety over the summer holidays which is usually a difficult time.

Up until the summer Y (one of our young people) was attending your service. My belief is that the attitude, interest and care shown to her coupled with your Services drive to put Y's individual needs at the heart of a resulting 'imaginative' and flexible plan significantly contributed to her achieving the academic qualifications necessary for her chosen Apprenticeship.

I just wanted to pass on my hugest thanks for the fabulous Trumpet workshop yesterday - my son had a wonderful day and came away exhausted but very inspired! The concert at the end was fabulous ...

We would like to send our thanks to the staff at the Mansion House Registry Office ... We held our daughter's wedding there ... It was truly a lovely experience and this was greatly due to the kindness and caring of your staff...

Last year I reported root damage to the road, kerb and pavement outside my house. Last week this was all repaired. I would like to take this opportunity to say thank you and congratulate all of the staff for how polite, courteous and helpful they were when assessing the damage...

Resurfacing: we wish to pass on our compliments to the works team who carried out the work in our road over the last few weeks. They have been professional, polite, and have done a great job, with as little disruption to us as could be helped. If you can call roadworks a pleasure, then it has been.

## Annex 4: Figures from the Local Government and Social Care Ombudsman's Annual Review letter

**Local Authority Report:** Surrey County Council

**For the Period Ending:** 31/03/2017. Statistics for the period ending 31/3/2016 given in brackets.

For further information on how to interpret our statistics, please visit our website:

<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

### Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
73 (69)	0 (0)	9 (5)	58 (57)	7 (4)	35 (29)	1 (0)	1 (3)	1 (0)	185 (167)

### Decisions made

Incomplete or Invalid	Advice Given	Referred back for local Resolution	Closed After Initial Enquiries	Not Upheld	Detailed Investigations		Uphold Rate	Total
					Upheld			
8 (10)	1 (0)	60 (71)	63 (46)	21 (16)	35 (20)		63% (56%)	188 (163)
<b>Notes</b> Our uphold rate is calculated in relation to the total number of detailed investigations.  The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.					Complaints Remedied			
					By LGO	Satisfactorily by Authority before LGO involvement		
					28 (18)	2 (0)		

## **Annex 5: Example case studies of Local Government and Social Care Ombudsman decisions (upheld vs not upheld)**

### **Adult care services – Assessment and care plan: Upheld**

Mr X complained that the Council had failed to ensure he receives the advocacy support specified in his support plan. Mr X received an advocacy service for some time due to his difficulty communicating and relied on the advocate to read his post to him and deal with any resultant correspondence or tasks. Much of this does not require an advocate. The Council arranged a letter reading service to deal with the correspondence and leave anything that required an advocate. The Ombudsman found that the council was at fault as Mr X's support plan only listed an advocacy service to deal with his correspondence. It did not mention the letter reading service and therefore Mr X was justified in expecting an advocate. The Ombudsman recommended that the Council; i) complete an assessment of Mr X's needs under the Care Act 2014; ii) ensure the care and support plan sets out clearly how Mr X can achieve the outcomes agreed; iii) make a payment to Mr X recognising his time and trouble in pursuing the complaint.

### **Adult care services – Assessment and care plan: Not upheld**

Mr X complained that the council wrongly decided that he and his father reduced his father's assets in order to lower the amount his father could be charged for his care. The Ombudsman did not find fault with the process followed by the council in reaching its decision and was satisfied that there was reasoned justification for the council's decision.

### **Education - Special educational needs: Upheld**

Mrs X complained that the council was at fault in the way it dealt with transferring her son (Y) from a statement of special educational needs to an Education, Health and Care (EHC) Plan. She said the council did not meet statutory timescales, failed to assess his needs properly and also did not deal with her complaint about this matter properly. The Ombudsman found that there was delay in transferring Y to an EHC Plan. This meant the final plan was not produced until after the start of the school year and Mrs X started Y at an independent school in the meantime. It also delayed Mrs X's chance to appeal. As a result, Mrs X incurred unnecessary costs and experienced uncertainty and distress.

The council apologised to Mrs X and introduced a new procedure to ensure parents and young people are consulted about the need to carry out new assessments as part of the transfer process and their views are recorded. The Ombudsman also recommended that the council; i) reimburse Mrs X the cost of the school fees and any school transport costs it would have met if the EHC Plan had been in place in time; ii) make a payment to Mrs X to recognise the anxiety and uncertainty she experienced due to the delay in issuing a final EHC Plan; iii) make a payment to Mrs X recognising her time and trouble in pursuing her complaint.

**Education – School transport: Not upheld**

Mrs X complained about the council's decision to refuse her request for free transport to school for her son, on the basis that he was not attending his nearest school. Mrs X argued that the school the council referred to is an out of county school and therefore she did not apply. She also feels the council did not consider Y's medical conditions. The Ombudsman found no evidence of fault in the council's decision as Y is not attending his nearest qualifying school, or his nearest Surrey school, and the decision was in line with council policy. The council followed its process when reviewing its decision.

**Highways & Transport – Highway repair and maintenance: Upheld**

Mr A complained that the council reneged on its agreement to reconstruct the vehicle crossover outside his home. Mr A said the council agreed to this work along with repairs to the adjoining pavement in March 2015. Mr A further stated the council failed to look at all the evidence when considering his complaint. The Ombudsman found that, overall, the council acted in line with its procedures but it did misinform Mr A on one occasion. As a result, the complaint was upheld but the Ombudsman did not identify any outstanding injustice so no remedy was identified.

**Highways & Transport – Highway repair and maintenance: Not upheld.**

Mr K complained that the council failed to properly action and prioritise his report of a nearby manhole cover that regularly floods; as a result, it continues to present a hazard to pedestrians. The Ombudsman found no fault. The council responded appropriately to his report and assessed the location under its prioritisation scoring system. However, the council agreed to update its website and insert links to information about the prioritisation process, how priority figures are calculated, and the relevance of the threshold above which incidents are investigated