



ADULTS & HEALTH SELECT COMMITTEE

6 DECEMBER 2022

ASC COMPLAINTS APRIL - SEPTEMBER 2022

Purpose of report: To provide a detailed summary of complaints, Ombudsman investigations and compliments in Adult Social Care for the period April - September 2022.

Introduction

1. This report details all Adult Social Care complaints, Ombudsman investigations and compliments in the period April - September 2022 (Q1 and Q2). The report is provided to Select Committee on a six-monthly basis.
2. Surrey's Adult Social Care complaints are managed in accordance with the Statutory Social Care Complaints Procedure, which is governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Any complaint which does not fall within these regulations will usually be considered in accordance with the Council's corporate complaints procedure.
3. When a complaint has completed the Adult statutory complaints procedure, a person can take their complaint to the Local Government & Social Care Ombudsman (LGSCO) for their advice and assistance.

Executive Summary

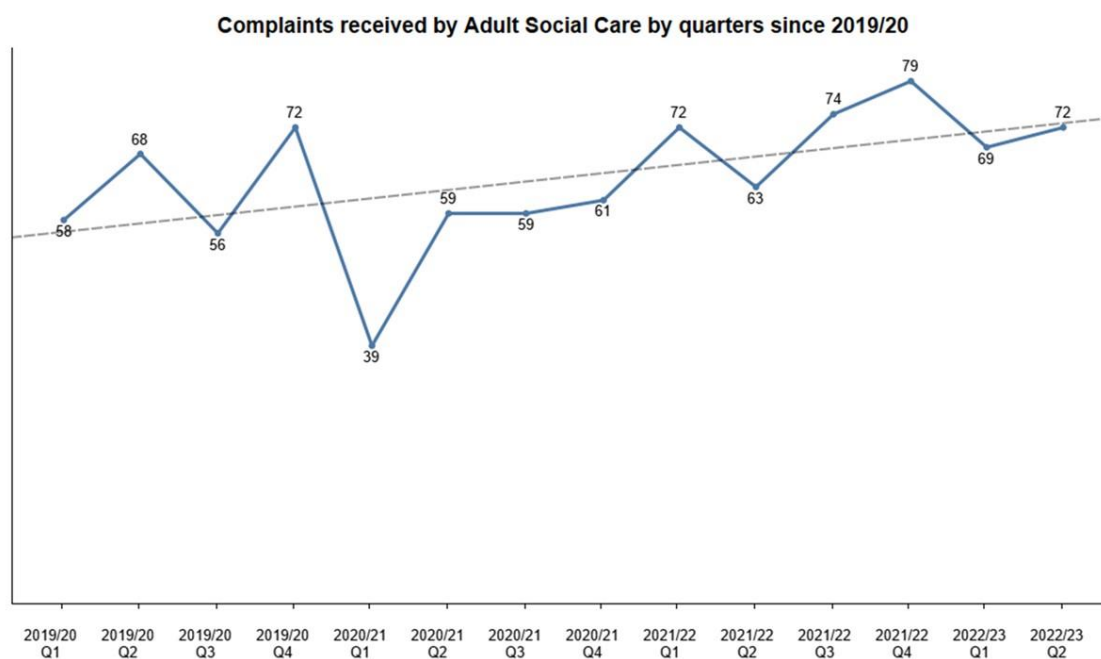
4. During Q1 and Q2, Adult Social Care received 141 complaints and investigated/responded to 109 complaints. 84% of complaints were responded to within the agreed timescale. 67% of the complaints were upheld in full or partially and 33% were not upheld.
5. The most common issues raised in complaints related to staff attitude/conduct, poor communication and the assessment process. The key learning themes from complaints for this reporting period were communication around charging including top up fees, timeliness of assessments/ reviews and record keeping.
6. During Q1 and Q2, the Ombudsman made decisions on 13 complaints, of which three were upheld, with one awarded a financial remedy.
7. Comparison with other local authorities of similar size and nature, shows that Surrey was towards the bottom of the ranking for the number of complaints received in 2021/22 and in middle of the ranking for complaints upheld at 59%.
8. Analysis of the protected characteristics of people from whom we received complaints shows we received more complaints from people aged 18-24, 25-34 and 85+ relative to the number of open cases in these age bands. The profile of complaints is representative of the race profile of open cases. We receive significantly fewer complaints from carers, relative to the number of open cases for carers.

9. Adult Social Care received 215 compliments across the services during Q1 and Q2 with most people wanting to say thank you, complimenting teams on their communication and staff behaviour/competence.
10. Going forward, the focus remains on ensuring complaints are addressed effectively with good quality responses and using the learning for continued service improvement.

Complaints received

11. Complaints are a valuable source of data and help us improve services. Figure 1 shows the number of complaints received by Adult Social Care since 2019/20. This upward trend could reflect the increasing complexity of need of many of the people we support, on-going workforce recruitment and retention challenges as well as the pandemic and subsequent recovery. Over time we have also made it easier for people to complain with the introduction of the Council’s on-line web portal which accounted for 31% of Adult Social Care complaints in 2021/22, the publication of the new Listening to Your Views leaflet and making it easy to navigate to ‘how to make a complaint about adult social care’ on the Council’s website .
12. The upward trend is likely to continue as the cost of living crisis impacts many of the people we support. Charities and campaign groups have said the impact is worse for households on lower incomes and is associated with a reduction in wellbeing, including increased anxiety and worsening mental health.

Figure 1 – Number of complaints received by year in Adult Social Care



13. During Q1 and Q2, Adult Social Care received 141 new complaints, responded to 109 complaints and ended 37 complaints. The largest number of complaints were received by Learning Disability & Autism and Transition (39) and the North West Surrey and Surrey Heath Area (28). These teams have large caseloads – North West Surrey and Surrey Heath has a caseload of 4,357 (21% of the total ASC

caseload of 20,477¹) and received 20% of complaints, whilst Learning Disability & Autism and Transition has a caseload of 5,536 (27% of total ASC caseload) and received 28% of complaints. The higher number of complaints in these service areas is proportional to their caseload.

14. Establishing a specialist Learning Disability & Autism Service has delivered significant service improvements over the last few years although the number of complaints received remains proportional to their caseload. People using this service will often have complex needs, some people with autism have a propensity to repeat their complaints and to struggle with nuance, and young people transitioning to adulthood will be experiencing significant change in their life and packages of care. This area also has on-going recruitment and retention challenges which can unfortunately impact on the timeliness of our communications and responsiveness.

Figure 2 – Number of complaints received and responded to in Q1 and Q2 2022/23

	Number of complaints received in the period	Responded* to	Responded to within deadline	Responses Within Deadline (%)	Number of complaints ended** in the period
East Surrey	9	9	6	67%	0
Guildford & Waverley	13	12	11	92%	3
Mid Surrey	19	17	15	88%	5
NWS & SH	28	19	17	89%	9
PLD, Autism & Transition	39	30	25	83%	8
Mental Health	13	10	8	80%	2
Countywide	15	8	6	75%	8
Service Delivery	5	4	4	100%	2
Total	141	109	92	84%	37

*Countywide complaints include Commissioning, Continuing Health Care, Emergency Duty, Financial Assessment & Income Collection, MASH and the support teams.

15. Figure 3 shows how the numbers of complaints received each month during Q1 and Q2 oscillated with a dip in August. The dip in August is likely to reflect the holiday period.

¹ LAS 3 October 2022

Figure 3 – Complaints received by month and service in Q1 and Q2 2022/23

	2022/23 Q1				2022/23 Q2				Period total
	Apr 22	May 22	Jun 22	Quarter Total	Jul 22	Aug 22	Sep 22	Quarter Total	
East Surrey	2	1	1	4	1	1	3	5	9
Guildford & Waverley	1	2	3	6	5	0	2	7	13
Mid Surrey	4	6	3	13	2	1	3	6	19
NWS & SH	3	2	5	10	7	7	4	18	28
PLD, Autism & Transition	5	6	5	16	9	4	10	23	39
Mental Health	4	4	2	10	1	1	1	3	13
Countywide	2	5	1	8	1	2	4	7	15
Service Delivery	0	2	0	2	1	2	0	3	5
Total	21	28	20	69	27	18	27	72	141

16. Of the 141 new complaints received in Q1 and Q2, nine related to commissioned home-based care and five to commissioned residential/nursing care - these are included in 'countywide' figures.
17. We received most complaints via e-mail (63), although use of the Council's on-line web portal (51) is growing.

Figure 4 - How complaints were received in Q1 and Q2 2022/23

How received	Q1	Q2
Email	36	27
Letter	2	2
Telephone	16	7
Web	15	36
Total	69	72

18. Figure 5 shows the themes raised in complaints received in Q1 and Q2, with the most frequently raised being:
 - Communication - quality of information and advice provided to people who use services and their families, together with the timeliness of responses to queries and concerns.
 - Staff attitude or conduct - dissatisfaction with a worker's involvement and decision making in the case.
 - Assessment process – timeliness of the assessment.

Figure 5 - Theme of complaints received in Q1 and Q2 2022/23*

	Staff	Communication	Financial	Assessment process	Service provision	Safeguarding	Decision making	Policy/Procedures	Number of complaints received
East Surrey	4	2	1	3	3	0	3	0	9
Guildford & Waverley	3	4	3	1	1	1	4	1	13
Mid Surrey	6	7	1	5	5	2	4	1	19
NWS & SH	4	7	9	9	2	4	7	0	28
PLD, Autism & Transition	13	13	3	13	9	7	8	0	39
Mental Health	6	5	1	3	2	0	3	0	13
Countywide	1	5	9	2	1	1	1	1	15
Service Delivery	1	2	0	1	2	0	4	0	5
Total	38	45	27	37	25	15	34	3	141

* Complaints may be about more than one theme, so the numbers recorded in the above table will be higher than the number of complaints received.

19. We understand some residents may be fearful to complain believing it may affect the care and support services they receive. We try to make it as easy as possible for residents to make a complaint by offering a variety of channels through which they can make their complaint, as well as accepting complaints made on their behalf by another party or anonymously. Residents are also able to approach Healthwatch Surrey and our network of user and carer groups who can raise issues on their behalf. Adult Social Care welcomes complaints as a learning opportunity.

Complaint responses and outcomes

20. There is no statutory timescale for responding to a complaint within the Statutory Social Care Complaints Procedure, although a complaint should be fully completed within six months. This enables a more customer centred and flexible approach to addressing complaints, including those that are complex or require multi-agency involvement with external agencies such as health. The focus is on establishing a consistent approach to getting it right and putting things right. The Council and Adult Social Care has adopted 20 working days as a response target.
21. Under the Statutory Procedure, Adult Social Care operates a single stage complaint procedure - there is no formal escalation stage as in Children's Services. This means that in our response to a complaint, we will explain that if the complainant is dissatisfied with any aspects of the response, they can contact the investigating manager or the Customer Relations Team who will ask the service to look again at their areas of dissatisfaction. This allows for more flexibility to respond to a complaint and timescales can be extended if required. Residents can also ask the Local Government and Social Care Ombudsman to review their complaint once it has been closed if they remain dissatisfied.
22. Adult Social Care has a performance target of 90% for responding to complaints on time. Whilst the Council has adopted a timescale of 20 working days as an initial response timeframe, this can be extended depending on the circumstances of the issues being investigated, which can often be complex and/or involve partners.

23. The response within deadline is detailed in Figure 2 and show that of the 109 complaints that were investigated and received a response during Q1 and Q2, 92 (84%) complaints were within the deadline date.
24. Figure 6 sets out the outcomes of the 146 complaints investigated and responded to or ended in Q1 and Q2. It shows that 67% of the complaints were upheld in full or partially (24 upheld and 49 partially upheld complaints) and 33% were not upheld.

Figure 6 - Outcomes of complaints responded to and ended in Q1 and Q2 2022/23

	Responded			Ended		Total
	Not upheld	Partial upheld	Upheld	Resolved outside the process	Withdrawn	
East Surrey	4	2	3	0	0	9
Guildford & Waverley	3	7	2	3	0	15
Mid Surrey	4	9	4	4	1	22
NWS & SH	7	7	5	9	0	28
PLD, Autism & Transition	7	15	8	8	0	38
Mental Health	6	4	0	2	0	12
Countywide	3	3	2	7	1	16
Service Delivery	2	2	0	2	0	6
Total	36	49	24	35	2	146
% Total	33%	45%	22%			

25. A further 35 complaints were resolved outside the complaint procedure and are summarised in Appendix 2. This will often be where a relatively simple complaint has been made verbally and can be resolved within one day to the resident's satisfaction. Complaints resolved outside of the procedure are still tracked but will not have a formal investigation. This approach is supported by the statutory procedure² and the Ombudsman also actively encourages early resolution. Two complaints were withdrawn during Q1 and Q2.

Ombudsman complaints

26. Where a complainant remains dissatisfied following completion of the Adult Social Care process, they can refer their complaint to the Ombudsman, and it may result in an investigation. Figure 7 shows the number of decisions made by the Ombudsman in Q1 and Q2.

² The Statutory Social Care Complaints Procedure, para 8 (1) 'complaints are not required to be dealt with in accordance with the Regulations where ... (c) a complaint which— (i) is made orally; and (ii) is resolved to the complainant's satisfaction not later than the next working day after the day on which the complaint was made'.

Figure 7 - Ombudsman decisions made in Q1 and Q2

	2022/23 Q1	2022/23 Q2	Grand Total	Grand Total
Completed - Not upheld		2	2	15%
Completed - Upheld	2	1	3	23%
Closed - Out of jurisdiction	1	1	2	15%
Closed - No further action	1	5	6	46%
Grand Total	4	9	13	100%

27. During Q1 and Q2, the Ombudsman made decisions on 13 complaints, of which three (23%) were upheld, with one awarded a financial remedy as follows:

Figure 8 – Ombudsman decisions upheld in Q1 and Q2 with financial remedy

East Area Reigate & Banstead Locality Team: Q1 (Upheld: Maladministration and Injustice)	
Fault by the Council because it failed to identify promptly that a different council was responsible for funding care and support.	
To hold a discussion between officers and Mrs Y and her family about whether they want a referral to West Sussex. If so, the Council should make the formal referral.	
Pay £250 to Mrs Y and £150 to Mr X for the avoidable distress	
Total	£400

28. The Ombudsman issued a national [Our Annual Review of Adult Social Care](#) for 2021/22 in October 2022. The key messages were:
- Complaints about adult social care are increasingly due to funding constraints.
 - Over the past year, we have upheld 70% of the cases we have investigated about adult social care – a figure higher than the 66% average uphold rate across all areas³ we investigate.
29. Michael King, Local Government and Social Care Ombudsman, said:
- “The issues we are investigating are neither new nor surprising but do indicate a system with a growing disconnect between the care to which people are entitled, and the ability of councils to meet those needs”*
- “Care assessments, care planning and charging for care have been key features of our cases this year and a common theme is councils failing to provide care, or limiting it, and justifying this because of the cost. We appreciate budgets are becoming increasingly stretched but authorities’ duties under the Care Act remain and we will continue to hold authorities to account for what they should be doing rather than what they can afford to do”*
30. The Ombudsman’s 2021/22 Annual Review Letter for Surrey County Council was received in July 2022 and set out the following key messages:

³ Local Government and Social Care Ombudsman investigates complaints for Adult Social Care; Children’s Social Care Services; Education; Council Housing Services; Benefits and Tax; Planning and Building Control; Environment, Regulation and Waste services; Transport and Highways; Leisure and Culture; Corporate services (elected members and personnel)

- Surrey County Council (ASC, CFL, ETI) had an uphold rate of 84%. This is a decrease from the previous year (89%). The national average is 71% for county councils. This compares to 66% for East Sussex, 67% for Essex, 68% for Kent, 76% for Hertfordshire and 83% for Hampshire.
- The Ombudsman's letter noted the Council's positive liaison with them and that the Council has been proactive in providing timely, comprehensive and well organised responses to their enquiries.
- Complaint escalation to the Ombudsman decreased from the previous year to 9% (low in context of total complaints Surrey County Council receives per year).

Learning from complaints

31. Adult Social Care continues to focus on putting things right in response to complaints and ensuring services are improved. The Customer Relations Team works closely with teams to ensure learning from complaints is successfully implemented and this will continue to be a key objective going forward.
32. The main learning themes from complaints during Q1 and Q2 were:
 - Communication – Ensuring that expectations are set with clear communication around charging including top up fees.
 - Timeliness - Avoiding unnecessary delays in completing assessments/ reviews by reallocation of urgent cases when a member of staff is away.
 - Record keeping - Training to ensure staff keep up to date, clear records and they respond to clients in line with the Council's standards.
 - Decision Making - Clearly explaining from the outset with those assessed as being liable to pay a contribution towards the costs of care and support.
33. Members of the Adult Leadership Team receive a monthly update on complaints in their area of responsibility together with learning identified for action.
34. The Customer Relations Team run periodic drop-in sessions on lessons learnt from complaints. A session sharing lessons from an LGSCO complaint was held in July and over 120 staff attended. We looked at where we could have done better in our consideration of an individual's human rights in complying with data protection legislation and ensuring information was accurate.
35. The Customer Relations Manager meets with the leads from the Quality Assurance and Commissioning services to review issues in relation to provider complaints on a quarterly basis.
36. A Quality of Practice dashboard has been implemented in Adult Social Care to promote a culture of continuous improvement, learning and sharing. It brings together qualitative and quantitative measures including complaints and compliments, case file audits and reflective practice.
37. In November, the Customer Relations Manager and Officer will be attending an LGSCO course designed for Councils and social care providers with a focus on accepting, investigating and deciding complaints. We will then seek approval from Adult Leadership Team to fund and roll out the training across Adult Social Care.

38. The Customer Relations Manager attends the Southern Complaints regional meetings with leads from other local authorities. We have also recently joined the Surrey ICS Complaints Network. These forums provide an opportunity to discuss policy issues, share best practice, learning and training resources, co-ordinate complaint handling across the Surrey system and to build a support network.

Equality, Diversion and Inclusion

39. We analyse the protected characteristics of people from whom we receive complaints /on their behalf relative to the number of open cases. The analysis for Q1 and Q2 is included in Appendix 1 and shows that:

- Age – Adult Social Care received more complaints from/on behalf of people aged 18-24, 25-34 and 85+, and fewer from/on behalf of people in the other age bands, relative to the number of open cases. This is likely to reflect young people transitioning to adulthood. People aged 85+ are likely to have multiple needs, will often be in receipt of care and support for the first time and they and their family may not appreciate that social care is means tested with assessed contributions etc.
- Race - The profile of complaints received appears representative of the race profile of open cases.
- Disability - Adult Social Care received more complaints from/on behalf of people with a learning/physical disability but significantly fewer from carers, relative to the number of open cases for these disability groups. Carers made up 13.6% of open cases but only submitted 1.5% of complaints in their own right as a carer.

40. These results suggest that whilst our complaints process is accessible, carers perhaps don't feel confident or know how to make complaints, or indeed may not wish to do so. In response to this finding we will continue to make it easier for carers to complain by:

- Ensuring the carers services we commission are aware of, and able to signpost carers to our complaints process.
- Briefing our social care practitioners to ensure they are confident to advise and signpost carers wishing to make a complaint.
- Discussing the carers dashboard at the Carers Partnership Board in December highlighting the low number of complaints from carers in their own rights to identify and address any barriers of which members of the Board might be aware.
- Raising our concerns about how representative the complaints data is with our 'Giving Carers a Voice' provider HealthWatch to scrutinise and make recommendations.
- Updating the carers pages on Surrey Heartland and Surrey County Council website to include reference to the complaints process.
- Refreshed staff guidance was issued in Autumn 2022 to ensure smooth pathways for support for carers. This will lead to closer links between carers and social workers which may improve their ability to ensure their voice is heard.

Comparisons with Similar Local Authorities

41. Customer Relations has gathered comparator data from other local authorities of similar size and nature. Figure 9 shows that Surrey is towards the bottom of the ranking for the number of complaints received in 2021/22. Surrey is in middle of the ranking for complaints upheld - Surrey upheld 59% of complaints, whilst at the top Cambridgeshire upheld 67% and at the bottom West Sussex upheld 29%. It is important to understand that local authorities may have different ways of managing and recording complaints so this comparator data is indicative only.

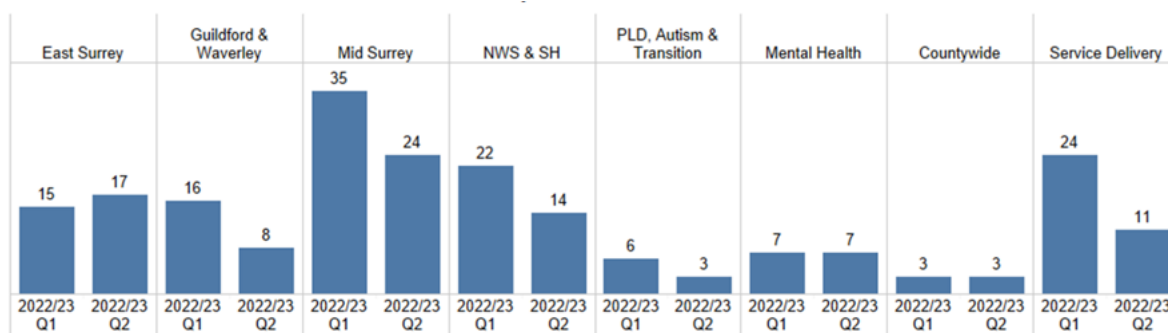
Figure 9 – Performance compared with other similar local authorities 2021/22

County Council	Complaints received	Complaints Upheld	Complaints Partially Upheld	Complaints Not Upheld	Total upheld, not upheld or partially upheld	Average working days to respond
Kent	739	167	202	206	575	19
		29%	35%	36%		
West Sussex	404	119	0	285	404	
		29%	0%	71%		
North Yorkshire	372	78	77	181	336	
		23%	23%	54%		
East Sussex	342	149	0	193	342	37
		44%	0%	56%		
Hertfordshire	310	73	54	96	223	
		33%	24%	43%		
Surrey	288	42	78	83	203	24
		21%	38%	41%		
Cambridgeshire	226	27	73	49	149	25
		18%	49%	33%		
Warwickshire	189	21	32	34	87	32
		24%	37%	39%		

Compliments

42. Compliments provide an insight into what's working well in services and a measure of customer satisfaction. Figure 10 shows the 215 compliments received across the services in Adult Social Care during Q1 and Q2, with Mid Area receiving the highest number.
43. Adult Social Care receives good feedback and staff are encouraged to report and share their compliments in their teams. Commencing in September, every member of staff in receipt of a compliment will receive a personal letter of congratulations from Liz Bruce, Joint Executive Director Adult Social Care & Integrated Commissioning and Councillor Nuti, Cabinet Member for Adults and Health. Compliments will be shared with the Adult Leadership Team and included in the next edition of E-Brief.

Figure 10 – Number of compliments received in Q1 and Q2 2022/23



44. Learning Disability & Autism and Transition received a total of 9 compliments, which represents 4% of the 215 compliments received across Adult Social Care during Q1 and Q2. This is lower than we would hope for, as this area has 27% of the ASC caseload. It is however important to understand that people may be with this service for their lifetime so perhaps less likely to make a compliment and will often have complex needs and need to rely on others to support them to make a compliment. We will actively encourage staff to report all the compliments they receive to see if this impacts on performance in this area.
45. We have started to record the nature of compliments received so teams can understand where they are doing well and share best practice. Figure 11 shows we received 215 compliments during Q1 and Q2 with the most popular being people wanting to say thank you (64), complimenting teams on their communication (45) and staff behaviour/competence (43).

Figure 11 – Nature of compliments received in Q1 and Q2 2021/22

	Business Operations	Communication	Decision Making	Finance	Placement	Service Quality	Staff behaviour/competence	Thank you	Timeliness of response/service	Grand Total
East Surrey		6	1			7	7	9	2	32
Guildford & Waverley		5	1		1	5	5	5	2	24
Mid Surrey	1	12	4		1	8	12	19	2	59
NWS & SH		8			1	5	7	11	4	36
PLD, Autism & Transition		2	1			2	1	3		9
Mental Health		3	1			2	3	4	1	14
Countywide		3		1		1		1		6
Service Delivery		6			1	7	8	12	1	35
Grand Total	1	45	8	1	4	37	43	64	12	215

Issues of concern

46. Select Committee has expressed an interest in understanding more about 'issues of concern' raised by residents which don't get treated as a complaint. For example, patterns of unfavourable comments about a member of staff or process, recurring errors, where people are unhappy but don't use the language of 'complaint'.

47. Our aim is to be a responsive Council, open to feedback and resolving any concerns as close to the point of service as possible, because that delivers the best outcomes for residents and staff. We also recognise that people may not always want to use the complaints procedure to make us aware of issues or concerns they might have. Any 'issue of concern' will always be addressed by members of staff at the time it is raised by a resident and recorded in a case note as appropriate. We will be making significant changes to how we interact with the public in preparation for the Adult Social Care Charging Reforms and will investigate how we might be able to capture issues of concern as part of that process, without introducing a resource intensive process.
48. The Council's Digital Design Team is currently working on a user centred design to support a new Relationship Management and Insights Programme. This programme, which is being led by Sarah Bogunovic, Head of Customer Strategy, will identify how we can gain better insights (data) to inform how we engage with residents in Surrey. It will identify the technology needed to improve the customer experience (including customer relationship management (CRM) and digital channels), as well as improvements to processes and opportunities to work better with other council services and partners. Research has been conducted to understand what our customers want and need, and these insights will be used to scope the technology and systems required to make it easier for people to get support in the way they want it across a range of contact channels, including phone, online, SMS, social media and more.

Conclusions

49. The Customer Relations Team continues to work closely with teams across Adult Social Care to ensure effective complaints handling and that learning from complaints is implemented across all teams.

Recommendations:

50. The report to be noted by all members of the Select Committee.

Next steps:

51. An informal briefing session for Adults & Health Select Committee has been arranged on 18 January 2023 to share an overview of the Relationship Management and Insights Programme and changes planned to the Adult Social Care front door.

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Sources:

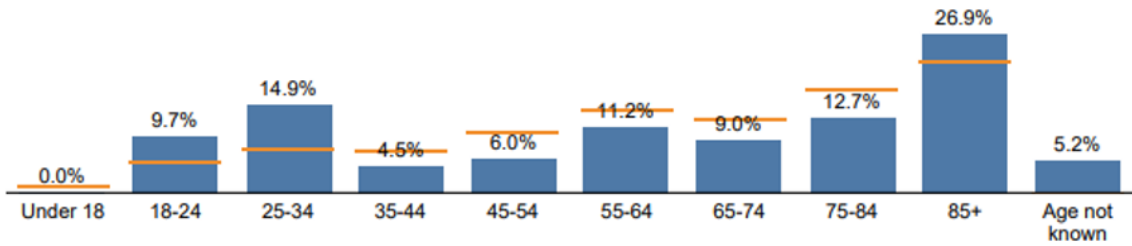
- LGSCO Annual Review of Adult Social Care Complaints 2021-2022
- LGSCO Annual Review Letter for Surrey County Council - July 2022

- [Adult Social Care Complaints and Compliments Annual Report \(2020-2021\)](#)

Complaints received analysed by protected characteristics in Q1 and Q2

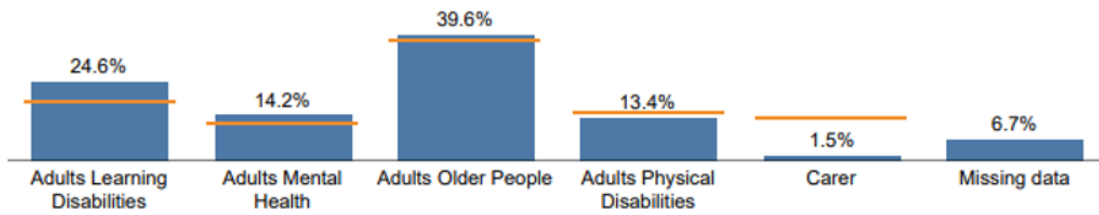
Age

Legend
■ % of Caselist
■ % of Complaints



Disability

Legend
■ % of Caselist
■ % of Complaints



Race

Legend
■ % of Caselist
■ % of Complaints



Complaints Resolved Outside the Complaints Process Q1 and Q2

Area	Root Cause	Summary	Outcome	Date Opened	Date Closed
1. Mid Surrey	Service provision	Concerns about the care received by complainant's nan at care home	Conclusions of the safeguarding enquiries resolved all of the concerns and issues raised	26/11/2021	18/07/2022
2. NWS & SH	Safeguarding and Service provision	Daughter wrote in about her 79 year old mother with dementia and Lewy Bodies Parkinsonism. She had recently been assigned live-in carer from an agency she wasn't consulted about and was not happy with care provided	Conclusions of the safeguarding enquiries resolved all of her concerns and issues raised. Assured that we work closely with providers of care to improve services when we are made aware of difficulties or poor service delivery	14/02/2022	17/06/2022
3. Countywide	Financial	Mother complained about misappropriation of assets concerning her son who is a service user	An indemnity form was signed by the mother and that meant we could pay her instead of her son	24/03/2022	22/04/2022
4. Countywide	Financial and Staff	Complainant asked us respond urgently in relation to the instruction of the district valuer. In addition, requested we refrain from sending any further demands for payment until you have done so	Agreement to temporarily adjust the financial assessment to reflect Mrs C's capital and income as an 'interim' and 'temporary' measure only, pending the outcome of the scheduled court hearing	25/03/2022	20/06/2022
5. Mid Surrey	Assessment process, Decision making and Service provision	Daughter requested care packages for both parents that does not take three months to arrange	Team Manager phoned complainant and confirmed that she was satisfied with arrangements to ensure her mother's care needs are being met in interim and there was a forward plan being put in place for both parents	31/03/2022	01/04/2022
6. NWS & SH	Staff	Complaint re carers throwing their masks over gardens and associated rubbish in neighbouring bins	Team Manager discussed the concerns with the care agency. The care agency asked the carer workers to use the correct bins associated with the property and not discard face masks outside the property	11/04/2022	14/04/2022

7. Countywide	Communication and Financial	Daughter complained after several months of contacting social services re incorrect invoices and providing all hospitalised dates but not getting any response only another invoice. Complainant sent payment which was for the time Mr K was at home	A conversation has been had with Mrs H. The team agreed to refund £91.80 that she paid on behalf of the late Mr M for services he may not have had	15/04/2022	19/04/2022
8. NWS & SH	Decision making	Son called to advise that his Dad is not coping very well at home since discharge from St Peters Hospital	We advised that based on the complaint we didn't believe they relate to ASC, but suggested that Central Surrey Health who the original complaint was sent to would advise if related to them or St Peters Hospital Trust	22/04/2022	27/05/2022
9. PLD, Autism & Transition	Decision making and Safeguarding	Parents raised concerns through a solicitor about their son J, his ability to make care, support and financial decisions for himself, and his ability to keep himself safe	Son had been clear to his social worker, that he does not wish to share information with his parents. Therefore we could not progress this complaint through the Council's complaints process and it was closed down.	27/04/2022	07/06/2022
10. Countywide	Financial	Mr M is unhappy with the assessed charges and disputes them. He feels SCC have discriminated against him due to his disability and ethnicity and not factored in transport, other disability-related costs, chemist, clothing and petrol costs	Team Manager advised following a full review, Mr M has been financially reassessed to receive non-residential care services, which included supported living placement.	11/05/2022	17/06/2022
11. Countywide	Financial	Received an invoice stating a large amount is owed. Despite phoning to resolve, the complainant was advised there is a back log and must wait until an officer is allocated	Complainant financially reassessed to receive non-residential care services, which included supported living placement	12/05/2022	17/06/2022
12. NWS & SH	Safeguarding	Mother was placed in care and was subjected to neglect	Team cannot answer until safeguarding concludes, informed family and provided info for them to get back in touch if it does not address their concerns fully	16/05/2022	17/05/2022

13. Guildford & Waverley	Decision making	Neighbour raised concerns that she believes it was a bad decision to send Ms L home from. She sadly died in a house fire. Ms X advises this could have had implications for the entire row of houses	This complaint was closed as safeguarding enquiry was opened and if appropriate to do so, subject to data protection rules the outcome would be shared with the person raising the concerns	16/05/2022	20/05/2022
14. Mental Health	Financial	Carer worked for Shared Life and was told she would receive payment for food and utilities at £74.25 pw and rent at £201.37pw, 5 months past and no payment was received	The complaint was resolved quickly as a copy of the invoice given to Customer Relations was shared with the right team who arranged payment. The complainant was satisfied	16/05/2022	17/05/2022
15. PLD, Autism & Transition	Service provision	Mother struggling to get the support they need for son put in place. Alleges they are not giving her any support at all. Mum has a lot of health problems herself and her daughter is nine, with conditions including ADHD, bowel problems and mental health problems	Not accepted, same issues as a previous complaint	30/05/2022	07/06/2022
16. PLD, Autism & Transition	Assessment process	As a complaint from Mr X, received at the same time as his wife Mrs X complaint	Mr X agreed his complaint could be closed, as the issues merged with his wife's complaint. Earlier response upheld due to inaccuracy in the wording of a statement, where the complainant son was described as not having needs. Advised we will amend this statement and apologised for error	01/06/2022	06/06/2022
17. PLD, Autism & Transition	Assessment process and Staff	Resident applied for adult social care and despite being promised a case worker will be assigned has heard nothing back for months	Complaint resolved. Whilst he is waiting for assessment, we are referring him for social prescribing and reablement support	20/06/2022	27/06/2022
18. NWS & SH	Assessment process	Querying invoice he didn't expect, he only wanted the care that was free upon discharge. Complainant told me at nearly 90 years of age getting to a bank was problematic	Team waived fees and this was communicated back to complainant via a phone call	22/06/2022	23/06/2022

19.	Guildford & Waverley	Communication and Policy/Procedures	Husband raised concerns around conflicting information given to him by Crossroads and SCC regarding the service to him for a break as a carer ending and how he can help his wife access the new 'carer passport'	Team manager phoned and answered all questions. The complainant advised that it was more of a query as opposed to a complaint and agreed to the complaint being closed	22/06/2022	12/08/2022
20.	NWS & SH	Safeguarding and Staff	Daughters raised serious safeguarding concerns about their mother being subjected to a sexual assault whilst a resident at a care home	Daughters were happy with the immediate actions taken by ASC. We visited the home and this reassured them of the actions that we are taking to safeguard their mother. A safeguarding enquiry was opened and complaint closed on that basis	01/07/2022	06/07/2022
21.	Mental Health	Communication and Staff	Mr G is the carer for his wife. Complained about not being given any feedback about the safeguarding investigation into potential neglect by the GP Surgery. No one had contacted him to give information about his wife's care and support needs	Complainant withdrew his complaint. Staff spoke with him about the concerns raised. He was satisfied with the feedback around the safeguarding issues, and felt he had a better understanding of the process and the difficulties around consent and confidentiality in the GP practice setting	02/07/2022	22/07/2022
22.	PLD, Autism & Transition	Safeguarding and Service provision	Mother raised concerns about a provider who she claims have neglected, abused, coerced and failed to action personnel care plan for her daughter	Complaint was closed as a safeguarding enquiry was opened	08/07/2022	19/07/2022
23.	NWS & SH	Financial	Daughter wrote on behalf of her father who receives a direct payment for his care visits at home. She noticed that he has received a reduction of £300 and had absolutely no explanation why. She telephoned and received a call back advising it would be dealt with. Then she has heard nothing since. She told Customer Relations	Advised complainant that Direct Payment was suspended whilst dad was in hospital but account had been reactivated and he would receive a back payment on next payment run. This resolved the complaint to Daughter's satisfaction	09/07/2022	13/07/2022

		this is not acceptable as father should not be paying an assessed charge			
24. NWS & SH	Safeguarding and Service provision	Grandson told us his grandad was neglected in a nursing home, someone had been looking into it and he believed they hadn't done their job correctly	Informed the complainant that the complaint is being closed whilst ongoing safeguarding investigations are underway	12/07/2022	14/07/2022
25. PLD, Autism & Transition	Communication, Decision making and Staff	Disagreement on how Mental Capacity Assessment was done and the second MCA has not been forthcoming	Complaint was raised online. After triaging the complaint Customer Relations wrote back and closed the complaint as per our procedures as it was a repeat issue that had already exhausted the complaints process	12/07/2022	14/07/2022
26. PLD, Autism & Transition	Assessment process	Disagreement on how Mental Capacity Assessment was done and the second MCA has not been forthcoming	Second complaint was also raised online. After triaging the complaint Customer Relations wrote back and closed the complaint as per our procedures as it was a repeat issue that had already exhausted the complaints process	15/07/2022	26/07/2022
27. PLD, Autism & Transition	Communication and Staff	Mother complained on behalf of her son about not being able to speak to her son's Social Worker for over five weeks. Her son's health and wellbeing has deteriorated to the point she was considering legal action on his behalf. She believed SCC had failed to act on her concerns and those of others, including health professionals, that massively contributed to his poor health	Interim AD spoke to the complainant and offered assurances about what ASC are doing for her son. She apologised for delays and on the proviso that SCC will act as agreed during her phone call, the complainant told Customer Relations we could close the complaint	13/07/2022	19/07/2022
28. Guildford & Waverley	Financial	Not informed in advance of the one-off charge and monthly admin fee for SCC to pay her mother's care home whilst family apply for Power of Attorney for finance	Closed complaint as team waived charge. This was accepted as satisfactory conclusion by complainant	22/07/2022	09/08/2022

29.	Service Delivery	Decision making	Niece raised concerns that since Uncle's discharge there was an insufficient package of care put in place	Complaint was resolved as her Uncle had a new carer put promptly in place. Customer Relations spoke to niece and she confirmed her desired remedy was achieved	26/07/2022	01/08/2022
30.	Service Delivery	Communication and Decision making	Daughter and next of kin to Ms B made complaint on her behalf because of the withdrawal of support from the Spelthorne Reablement Service	Daughter received a phone call and explanation about the reablement service, an apology for the lack of communication and agreed that she should have been updated sooner	15/08/2022	16/08/2022
31.	Countywide	Communication	Decision to pay for Sight For Surrey services and the errors in assessment leading to disability discrimination	Closed complaint on the basis this complaint had previously been investigated by the Council. The other issues we were not aware of and needed an opportunity to resolve	09/08/2022	12/08/2022
32.	Countywide	Financial	No response to emails over unsubstantiated charges	Telephone assessment agreed and this action resolved the complaint	01/09/2022	12/09/2022
33.	Mid Surrey	Financial	Complaint was in relation to care charges	Team Manager had a phone call with complainant as it appeared that the complaint stemmed from a letter sent from finance team that needed explaining. This resolved the complaint as he then understood the charges	09/09/2022	15/09/2022
34.	NWS & SH	Financial	Niece complained about the funding of her Aunt's care	Explained that new arrangements made privately are not covered under the Discharge to Assess pathway. Niece was satisfied with the response	06/09/2022	23/09/2022
35.	Mid Surrey	Communication	Daughter has raised complaint as she has found it very difficult to get the answers and support she needed to oversee her Mother's affairs	Phone call from Customer Relations resolved the complaint to daughter's satisfaction. We requested that someone in the Deputyship team make contact, this offered complainant the reassurance she sought	23/09/2022	28/09/2022