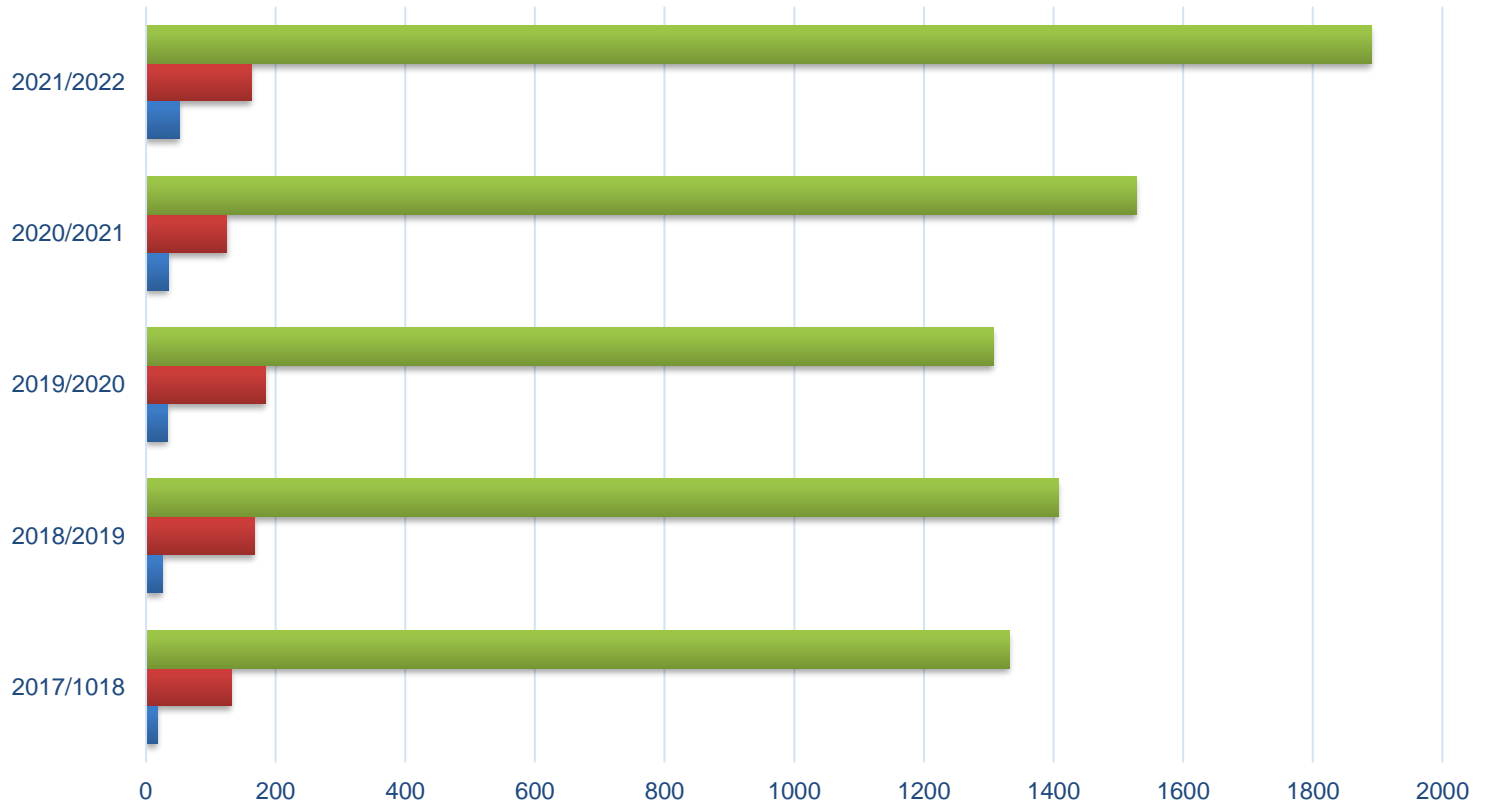


Annex 1: SCC complaints and escalation to Ombudsman 2017-2022

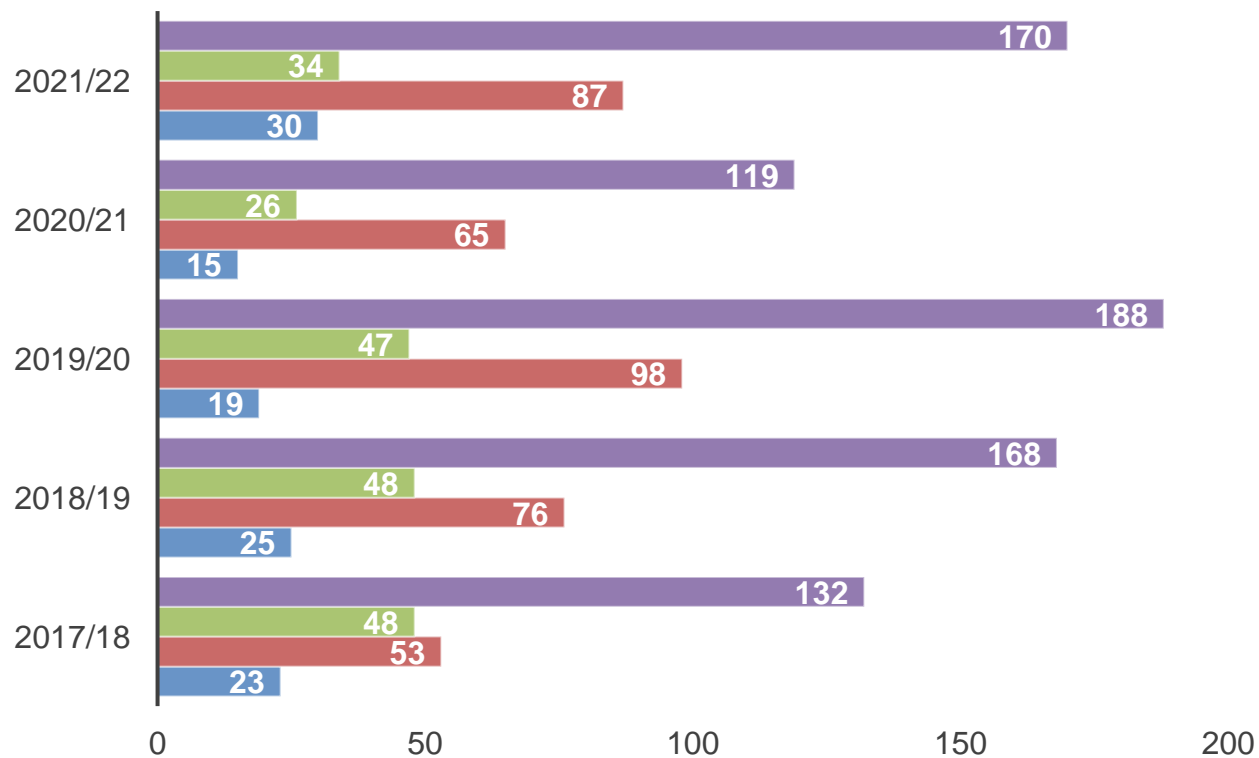
Escalation rate:

2021/22: 9%
2020/21: 8%
2019/20:14%
2018/19:12%
2017/18:10%



	2017/1018	2018/2019	2019/2020	2020/2021	2021/2022
Total complaints received by SCC	1332	1407	1307	1528	1890
Escalated to Ombudsman	132	168	185	125	163
Upheld by Ombudsman	18	26	33	34	52

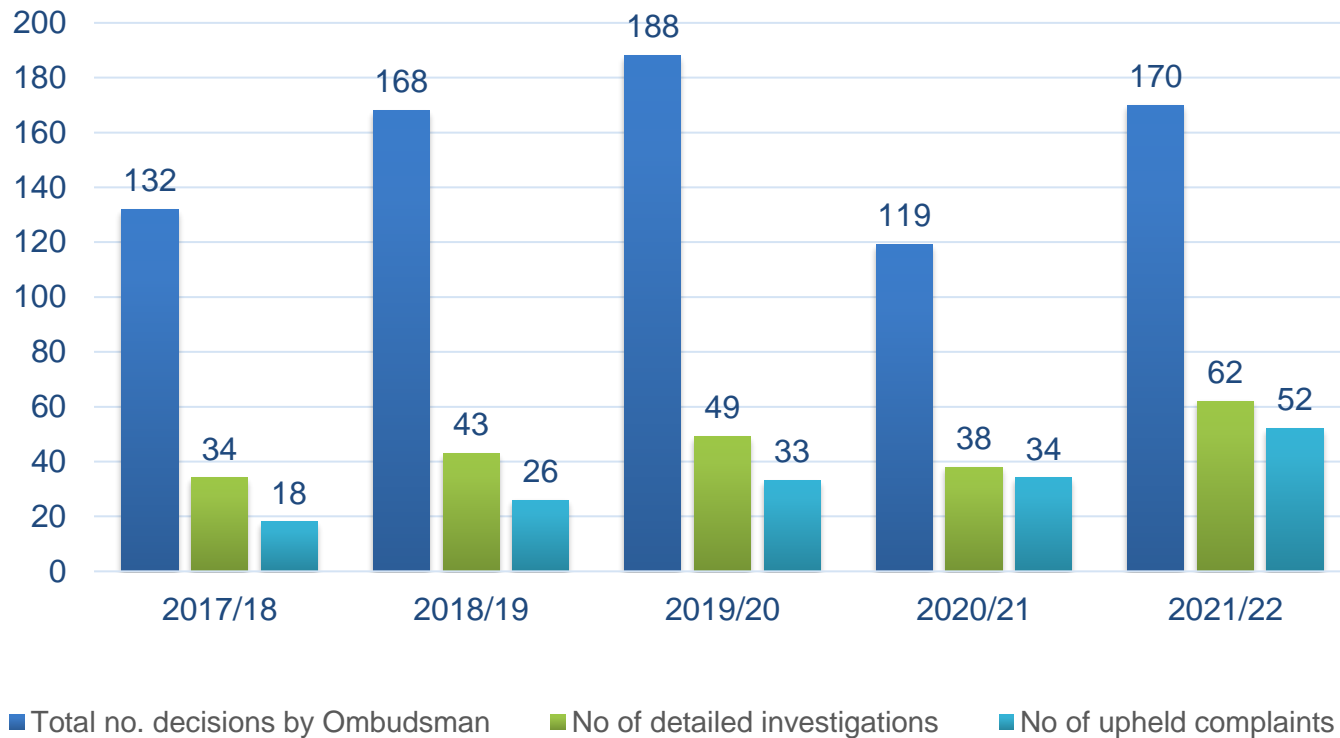
Annex 2: top 3 categories of complaint to Ombudsman



■ Total no. decisions by Ombudsman ■ ASC ■ Education & Children's ■ Highways & Transport

Annex 3: Detailed investigations & upholds

Uphold rates against a county council average of 71%:
2017/18: 53%; 2018/19: 60% 2019/20: 67%;
2020/21: 89%, 2021/22: 84%



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Annex 4: Breakdown of upheld complaints 2021/22

- Education & Children's
- ASC
- Highways
- Corporate & Other Services
- Planning & Development
- Public Protection

Department	Count	Percentage
Education & Children's	37	71%
ASC	9	17%
Highways	2	4%
Corporate & Other Services	2	4%
Planning & Development	1	2%
Public Protection	1	2%

Top three headlines where the Ombudsman found fault.

ASC:

- Assessment and care plans – inadequacies in reviews of care needs
- Charging and personalised allowances
- Safeguarding – failure in the council’s handling of safeguarding concerns

Education and Children’s:

- SEND – failure to provide suitable alternative education; delay in re assessment of needs; delay in issuing EHCP
- Child Protection – lack of communication
- School transport: failure to consider parent and child’s needs; failures in decision making on free school transport

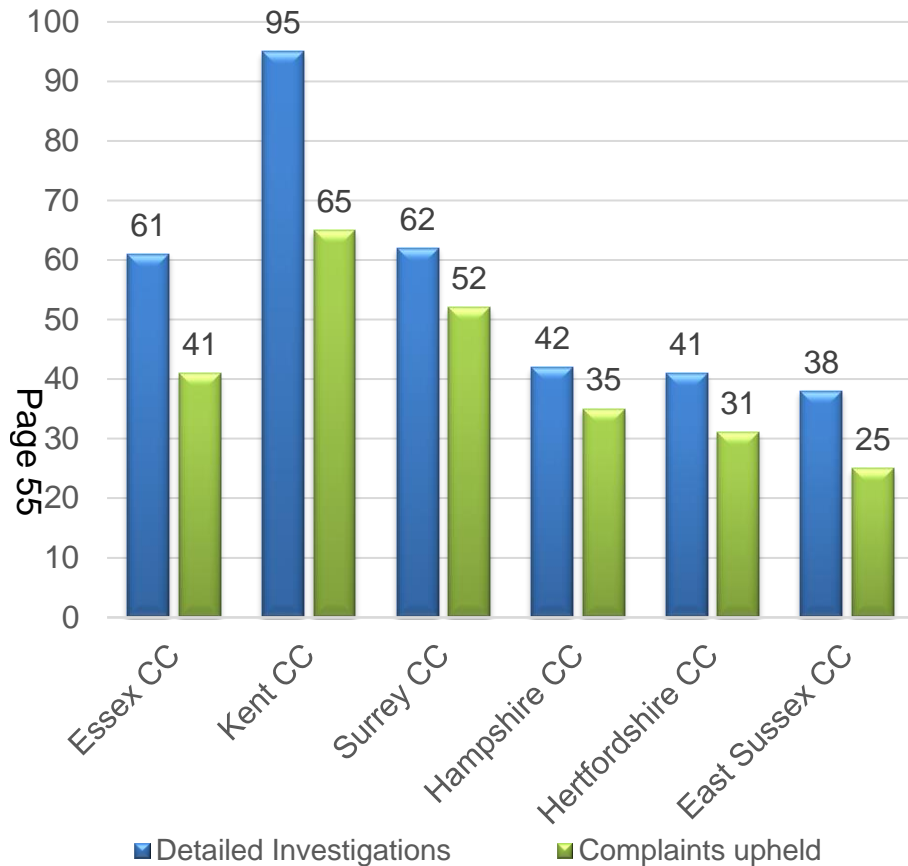
Corporate, Highways and Planning:

- Poor communication

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Financial redress recommended in 75% of upheld cases

Annex 5: Benchmarking 2021/22



Points to note from benchmarking:

- Top areas of complaint for all the benchmarked county councils are: Adult Social Care, Education & Children’s Social Care and Highways and Transport
- 37% of complaints referred to the Ombudsman progressed to detailed investigation. This compared to 29% for Hampshire, 32% for Essex, 35% for Hertfordshire, 40% for Kent and 66% for East Sussex.
- SCC 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, 77% for Essex, 68% for Kent, 76% for Herts and 83% for Hants
- The Ombudsman will uphold complaints when they find fault, even where the authority previously accepted fault before the Ombudsman investigated. Their decision will state simply that the complaint is upheld; this does not reflect whether some elements of the complaint have not been upheld. In Surrey, in 82% of cases the complaint had been upheld by the council before escalation to the Ombudsman.

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