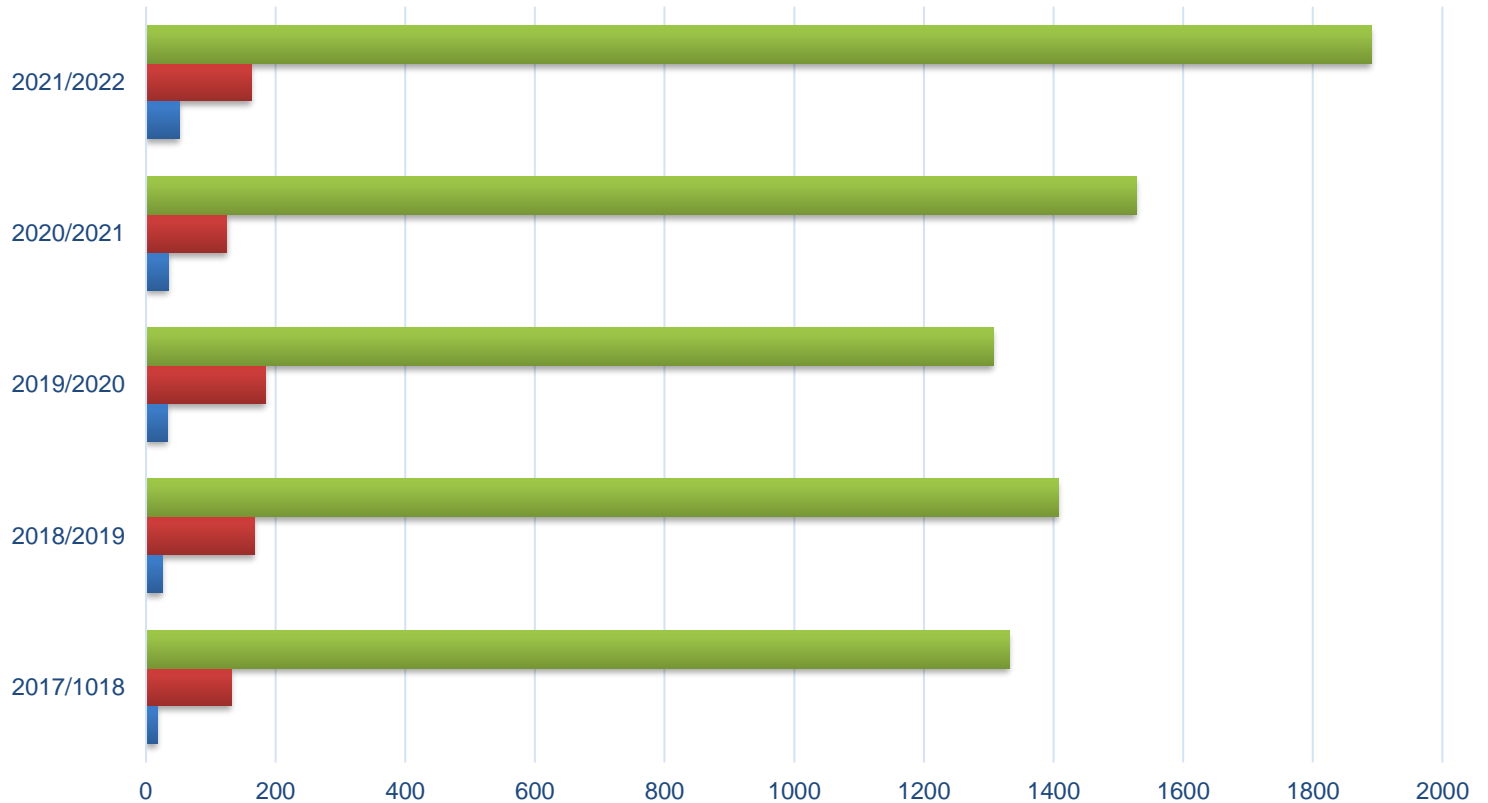


# Annex 1: SCC complaints and escalation to Ombudsman 2017-2022

## Escalation rate:

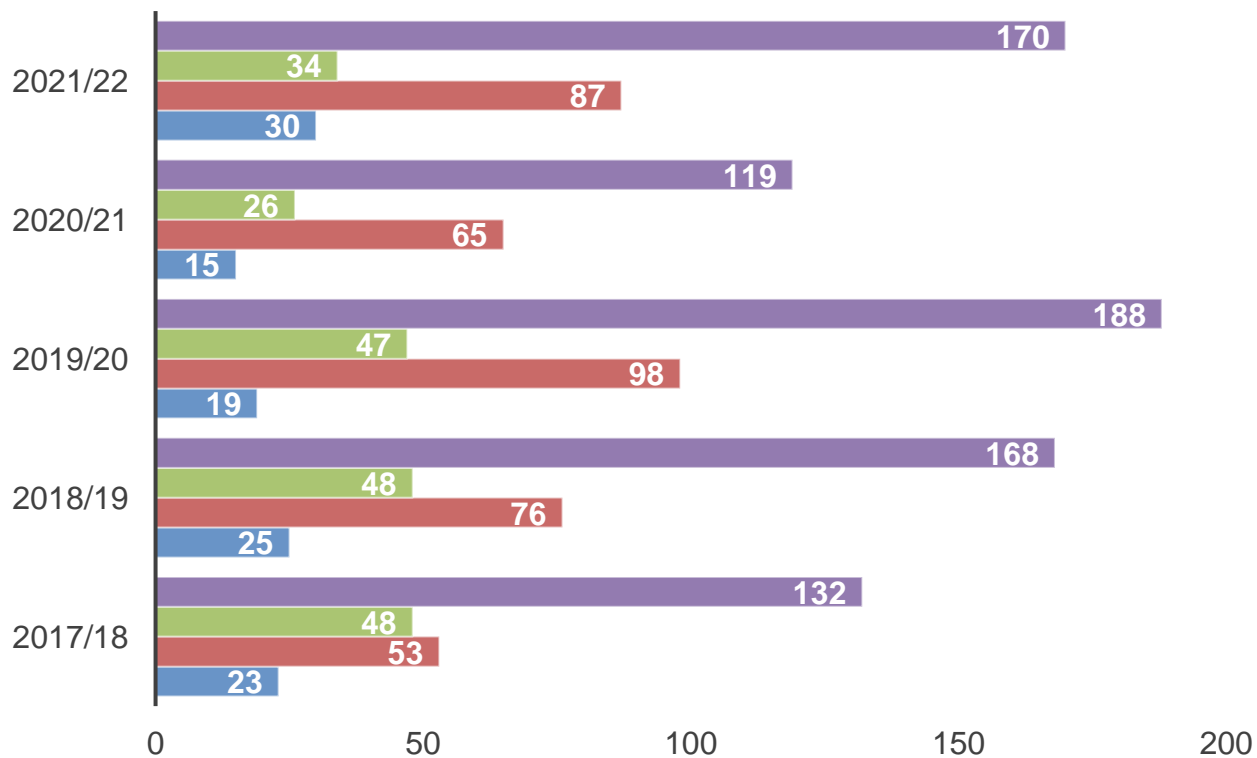
**2021/22: 9%**  
**2020/21: 8%**  
**2019/20:14%**  
**2018/19:12%**  
**2017/18:10%**



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|                                  | 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        |

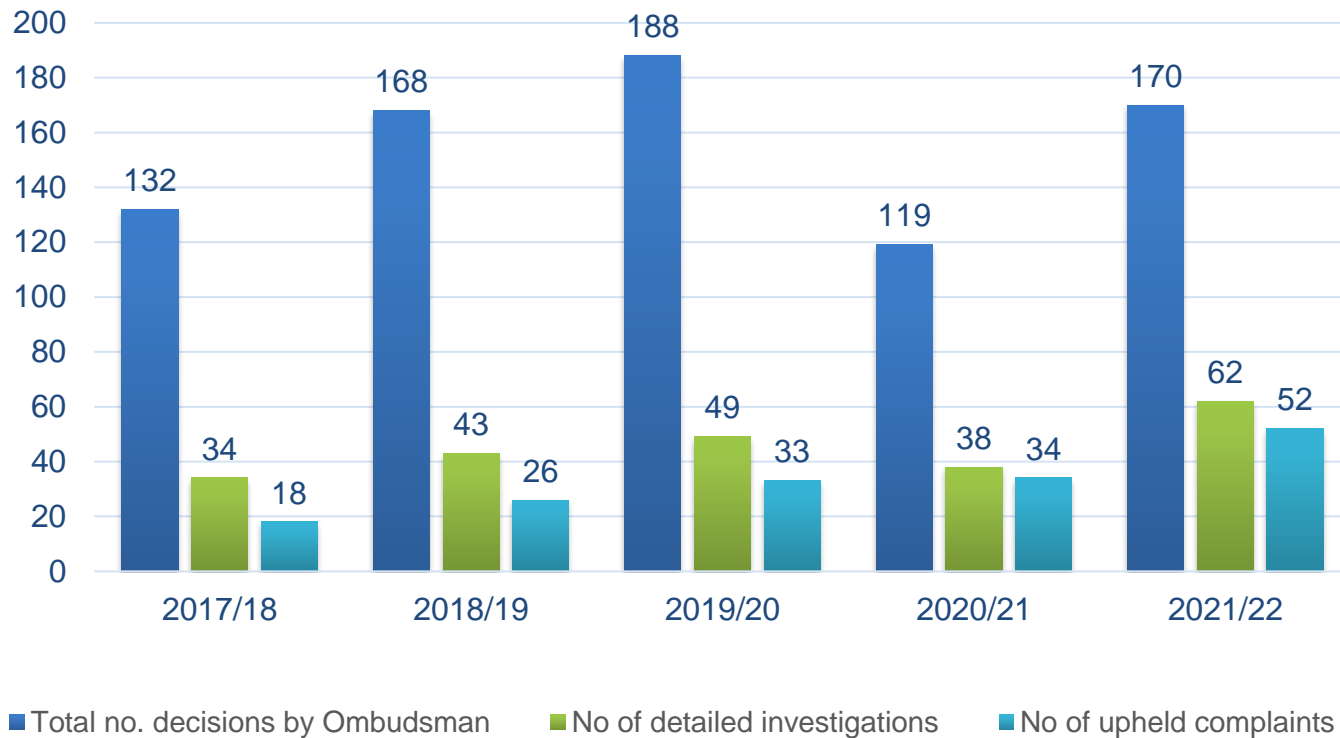
# Annex 2: top 3 categories of complaint to Ombudsman



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

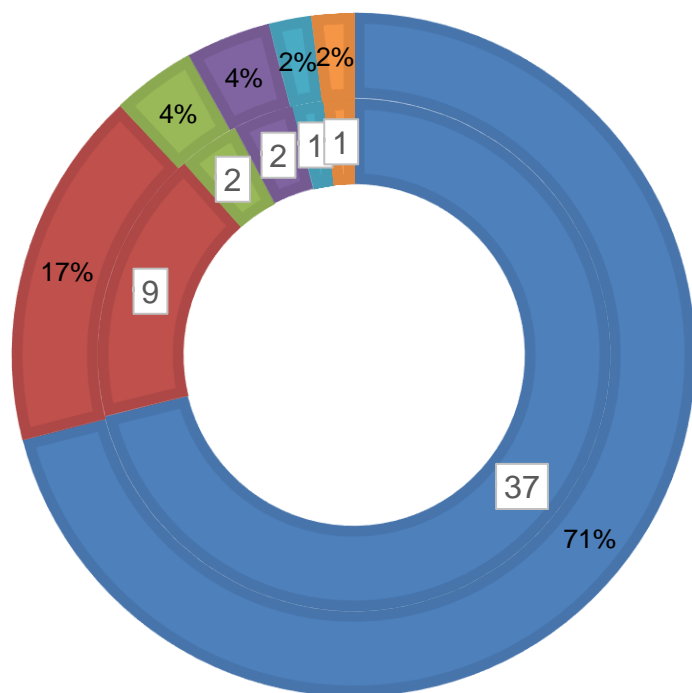
# Annex 3: Detailed investigations & upholds

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



# Annex 4: Breakdown of upheld complaints 2021/22

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



## 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:

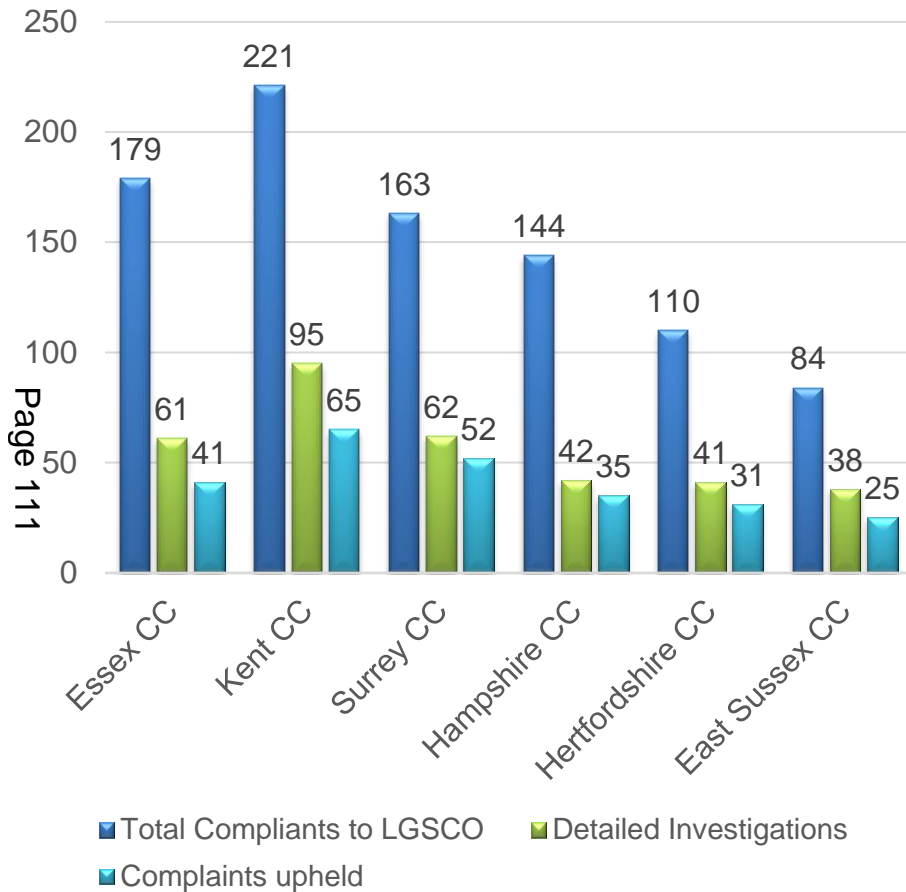
- SEND – failure to provide suitable alternative education; delay in re assessment of needs; delay in issuing EHCP
- Child Protection – lack of communication
- School transport: failure to consider parent and child’s needs; failures in decision making on free school transport

### Corporate, Highways and Planning:

- Poor communication

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.
- The county with the lowest population, East Sussex had the highest number of LGSCO complaints per 1,000 population (0.15); however minimal difference between all sample councils on this measure.
- 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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