

Customer Relations Snapshot

Quarterly report covering all complaints teams

April - June 2023

TOTAL COMPLIMENTS



CFLL

43

ASC

117

Corporate

154

TOTAL

314

TOTAL COMPLAINTS



Stage 1

(CFLL, ASC, Corp)

698

Stage 2

(CFLL & Corp)

195

Stage 3

(CSC only)

3

Ombudsman decisions

(CFLL, ASC, Corp)

81

RESPONSE TO TIMESCALE (AVERAGE)



Stage 1
(CFLL, ASC, Corp)

63%

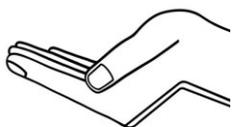
Stage 2
(CFLL & Corp)

60%

Stage 3
(CSC only)

100%

UPHELD BY OMBUDSMAN



CFLL

25

ASC

4

Corporate

0

TOTAL

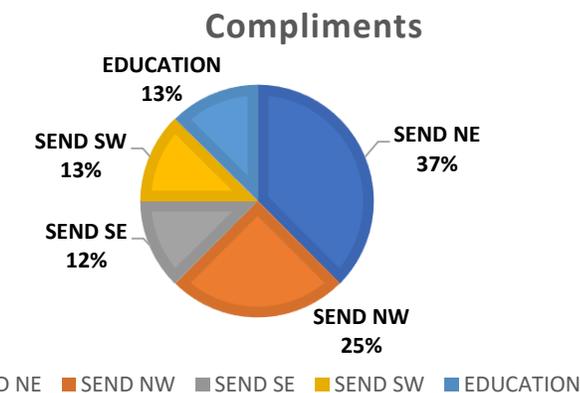
29

COMPLIMENTS



• Dear J,

Thank you so much for chairing the meeting yesterday. Yes we felt it was such a collegial process, to get the best for I. Can we just give our huge thanks to you for all your support (above and beyond your remit) to help us through this awful time. We feel very lucky you have stepped in..



COMPLAINTS

Page 60



Stage 1

- 314 complaints received
- 45% of complaints investigated were partially upheld/upheld
- 24% were responded to within timescale

Stage 2

- 120 complaints received
- 91% of complaints investigated were partially upheld/upheld
- 71% were responded to within timescale

Ombudsman decisions

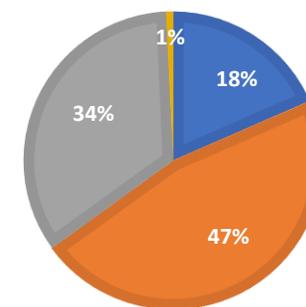
- 8LGSCO Decisions
- 8 Upheld – fault with injustice

COMPLAINT THEMES



Root Causes

■ Communication ■ Delay ■ Decision Making ■ Staff Conduct



COMPLIMENTS

There were no new compliments recorded in the 1st quarter.



COMPLAINTS

Page 61



Stage 1

- 9 complaints received
- 30% of complaints investigated were partially upheld/upheld
- 100% were responded to within timescale

Stage 2

- There were no escalations to the second stage of the complaint process in the reporting period

Ombudsman decisions

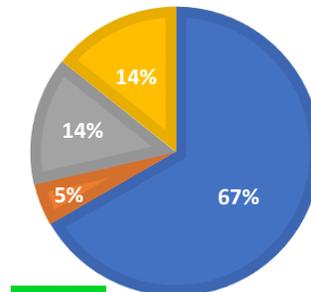
- There were no enquiries received from the LGSCO during the reporting period

COMPLAINT THEMES



Root Causes

■ Decisions ■ Staff Conduct ■ Delay ■ Communication

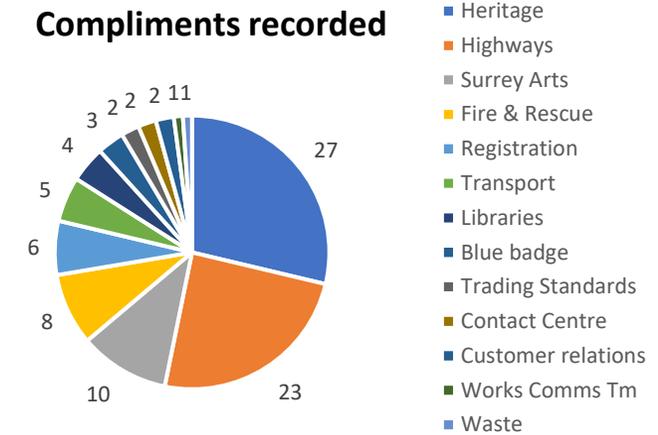


COMPLIMENTS



Surrey Fire & Rescue: Yesterday 20/06/23 at around 7pm, I cannot remember their names, but members of the fire and rescue Surrey department stopped to help us on the way back home from their job! These men honestly could have left it to other services as we were on the phone to them however, they took it upon themselves to stay with us and ensure that we were safe, comfortable and that we were not majorly injured, I was astonished with their actions and kindness towards us. This four men I think it was deserve the upmost praise and honestly if this gets to you...From the bottom of my heart THANK YOU...thank you so much for making sure me and my friend were okay and for even going out of your way to follow my friend's car to hospital in case anything worse happened... God bless all of you! I pray this makes it you to! I will never forget the kindness and support you demonstrated. Please take care of yourselves!

Compliments recorded



COMPLAINTS



Stage 1

- 160 complaints received
- 57% of complaints investigated were partially upheld/upheld
- 54% were responded to within timescale (Target is 90%.)

Stage 2

- 25 complaints received
- 32% of complaints investigated were partially upheld/upheld
- 53% were responded to within timescale (Target is 80%)

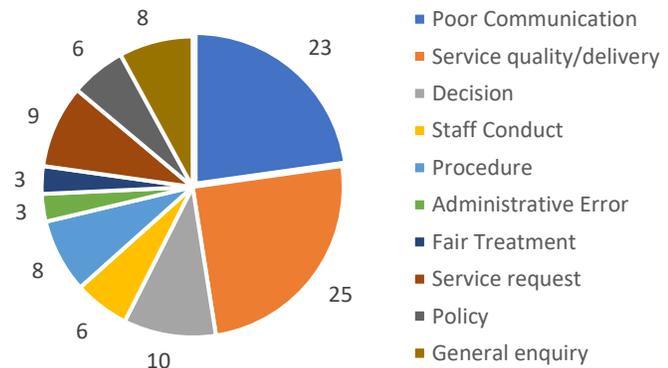
Ombudsman decisions

- There were no Ombudsman decisions recorded in the period

COMPLAINT THEMES



Stage 1 - Underlying causes of complaints



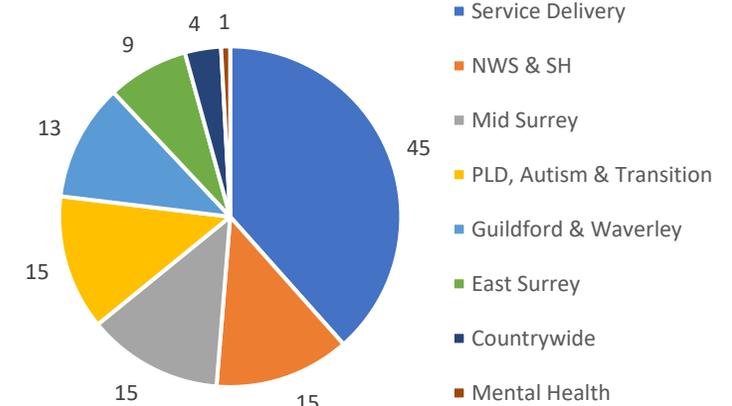
COMPLIMENTS

Highlighting Compliments for Adult Social Care



- Over the last 2 weeks I have been visited by 6 very different but lovely ladies. I found them all to be kind, gentle, helpful, thoughtful and friendly. I am happy that you have given me much help to enable me to return to my old normal life.
- I just wanted to reach out to give praise for the help that John Morley-Clarke has given me. John was patient and thoughtful with his endeavours to provide suggestions and is responsive, thorough and most of all kind, and I, and my family are extremely grateful.
- Great support from Shelia Nelson and help throughout the care and finance procedures. Took time to answer all calls and emails to guide us through forms and procedures at a difficult time in our lives.

Compliments



* Several compliments for June are still being processed, so have not been included in this snapshot.

COMPLAINTS

Stage 1 (one stage process)

- 98 complaints received
- 57% of complaints investigated were partially upheld/upheld
- 95% were responded to within timescale

Ombudsman decisions

- **11 x LGSCO decisions;**
- 3 x Closed after initial enquiries - no further action
- 2 x Closed after initial enquiries - out of jurisdiction.
- 2 x Not upheld: No Fault,
- 4 x Upheld: Fault & Injustice

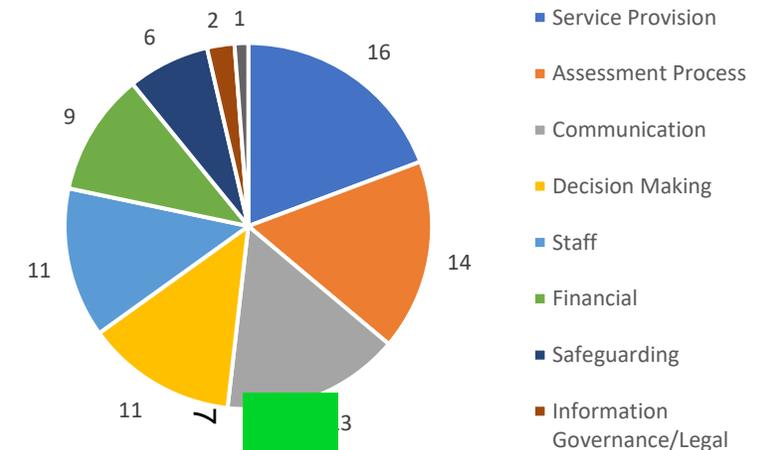
Page 63



COMPLAINT THEMES



Financial
Staff Safeguarding
Decision Making
Service Provision
Policy Procedures
Assessment Process
Communication
Information Governance Legal



- The Ombudsman recorded 215 complaints naming SCC for the year 2022/23.
- 81 (37.7%) of the total complaints received were investigated.
- 68 (31.6%) of the total complaints received were upheld.
- Most upheld complaints relate to services within the CFLL Directorate.
- 15 of the 215 complaints were recorded about Childrens Social Care with 5 of these (30%) recorded as upheld by the Ombudsman.
- 120 of the 215 complaints recorded were about Education Services with 54 of these (45%) recorded as upheld by the Ombudsman.
- The Annual Letter reflects that some investigation outcomes reflect those reached at the second stage of the local complaint process; essentially these denote the Ombudsman agreeing with the fault and injustice identified by local complaint investigations
- The Ombudsman reached decisions on 193 complaints during the year; some of the decisions relate to complaints recorded in the previous 24 months.
- Surrey is better than average in terms of satisfactory remedies before the Ombudsman investigation (8.8% (12 investigations). A key driver of this is SCC's robust local redress practice.
- The most common root cause for complaints is perceived poor standards of communication, underpinned by delay in putting services in place or services not being delivered as appropriate.

CFLL

- All upheld complaints attract actions to remedy injustice
- Corporate Learning identified is detailed in the table below
- Practice Challenge Meetings are informed by learning shared for children's services
- Customer Service Steering Group for Education and Transport are informed by learning arising from complaints

Corporate

- Where complaints are upheld, we will work with the service to identify appropriate remedies including action plans
- 6 action plans have been agreed in this period, identifying improvement actions
- Customer feedback survey under review

ASC

- We share outcomes with the Adult Social Care Senior Leadership Team on a quarterly basis using Information that is shared monthly with the area Directors in Adult Social Care
- The Quality Improvement Group meet monthly and discuss the extent to which learning reviews need to take place.
- We hold Learning Space Sessions, to review complaints with staff and the learning arising, these events are open to all Adult Social Care staff.

SERVICE	KEY ACTIONS AGREED	THEMES
Children's Social Care	<ul style="list-style-type: none"> • Direct Payment Policy Reviewed and Revised 	Lack of flexibility in the application of DPs
Education Services	<ul style="list-style-type: none"> • Review process for identifying children at risk of missing education due to non-attendance for Health and other reasons 	Delays Communication
Home to School Transport	<ul style="list-style-type: none"> • Improve process for allocation of transport 	Delays
Highways	<ul style="list-style-type: none"> • Update to the officer Network Safety Reactive Defect Manual to clarify the intervention levels for VCOs 	Communication
Highways	<ul style="list-style-type: none"> • Training update on intervention levels for defects on VCOs 	Training
Highways	<ul style="list-style-type: none"> • Review of the internal process relating to notifying residents of night-time street works 	Procedures
Adult Social Care	<ul style="list-style-type: none"> • Improve information supplied when people contact Adult Social Care, they must be provided with information around a carer assessment or signposted to the website for self-assessment if this is identified as a possible 	Assessment process - Carer



COLLABORATION

- Continued and increasing collaboration between the three Customer Relations Teams
- Good practice workshop to be delivered collaboratively on a countywide basis during Autumn/Winter 2023

TRAINING

- Countywide training on [Effective Complaints Handling via LGSCO](#) commissioned for officers accountable for responding to complaints at the first stage of the complaint process
- Continued programme of workshops for local Councillors to advise and inform on complaint and enquiry management, on a 'no wrong door' basis, emphasising the key role they play in [Handling Complaints for Service Improvement](#)