

# Customer Relations Snapshot

Quarterly report covering all complaints teams

July - September 2023

**TOTAL COMPLIMENTS**



CFL

ASC

Corporate

TOTAL

19

148

127

294

**TOTAL COMPLAINTS**



Stage 1

Stage 2

Stage 3

Ombudsman decisions

(CFL, ASC, Corp)

(CFL & Corp)

(CSC only)

(CFL, ASC, Corp)

523

140

0

30

**RESPONSE TO TIMESCALE (AVERAGE)**



Stage 1

Stage 2

Stage 3

(CFL, ASC, Corp)

(CFL & Corp)

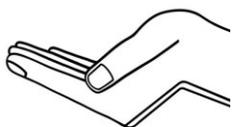
(CSC only)

71%

81%

None Due

**UPHELD BY OMBUDSMAN**



CFL

ASC

Corporate

TOTAL

23

4

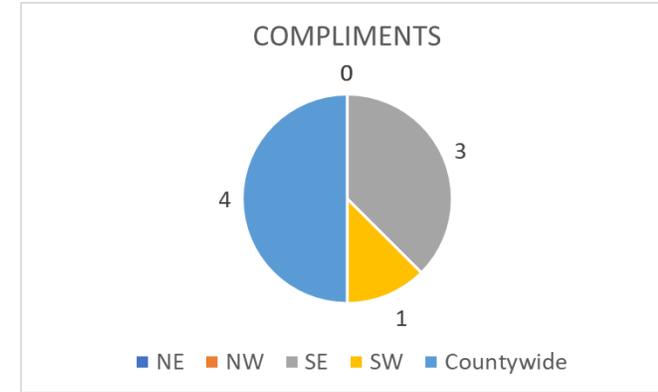
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27

### COMPLIMENTS



- Our new social worker is just wonderful, everything a SW should be. I'm always hearing horror stories from other carers, not just in Surrey but nationwide & I think she deserves some recognition for just being great and going above & beyond. She has helped transport my little one to nursery whilst my foot recovers, offers of help with shopping. She absolutely called out a lie from a CSW and she's on my team. She had big boots to fill after our previous SW who was just the greatest, but she's filling them and is making my world a little easier. It's all too easy to recognise the bad, but the great need some recognition too.
- Our SW has obviously taken the time to read the previous reports and given a lot of thought into what is really needed for us. The fact that she had managed to get our housing officer and both my ex partners to attend was somewhat of a miracle. It is the first time in the five years I have been working with social workers that this has happened.



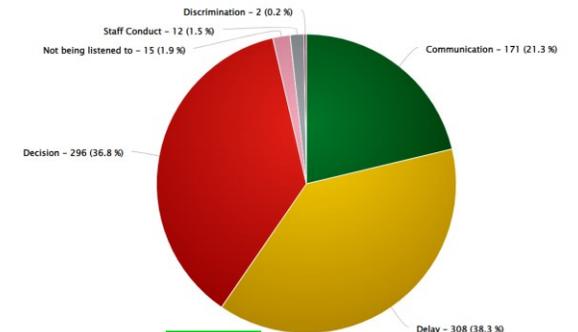
### COMPLAINTS

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Stage 1	Stage 2	Stage 3	Ombudsman decisions
<ul style="list-style-type: none"> <li>• 96 complaints received</li> <li>• 25% of complaints responded to were partially upheld/upheld</li> <li>• 70% were responded to within timescale</li> </ul>	<ul style="list-style-type: none"> <li>• 11 complaints investigated</li> <li>• 33% of complaints investigated were partially upheld/upheld</li> <li>• 70% were responded to within timescale</li> </ul>	<ul style="list-style-type: none"> <li>• 0 complaints considered at stage 3</li> </ul>	<ul style="list-style-type: none"> <li>• 5 LGSCO Decisions</li> <li>• 2 Upheld – fault identified with injustice</li> <li>• 1 closed with no further action as not within LGSCO jurisdiction</li> </ul>

### COMPLAINT THEMES AND ROOT CAUSES





### COMPLIMENTS

There were no new compliments recorded in this quarter



### COMPLAINTS

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#### Stage 1

- 23 complaints received
- 65% of complaints responded to were partially upheld/upheld
- 100% were responded to within timescale

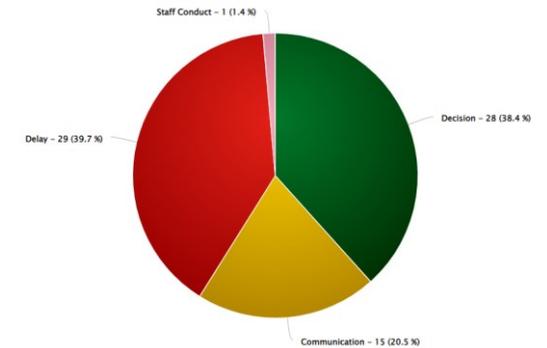
#### Stage 2

- 2 complaints escalated to stage 2
- 100% of complaints investigated were partially upheld/upheld
- 100% were responded to on time

#### Ombudsman decisions

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

### COMPLAINT THEMES AND ROOT CAUSES



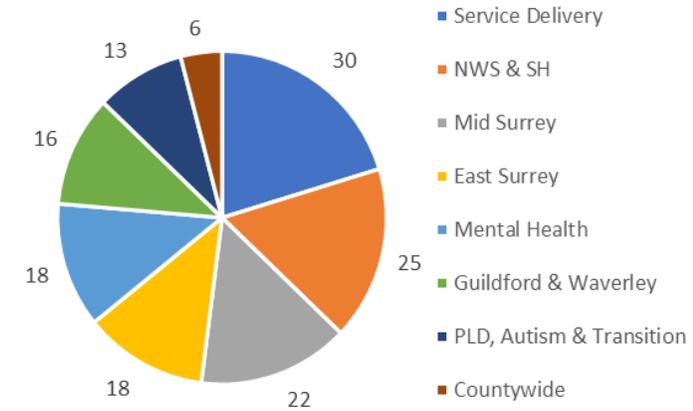
COMPLIMENTS

Highlighting Compliments for this quarter



- **Service Delivery** - Excellent Service, all carers were very helpful and Extremely pleasant, I enjoyed meeting them. Thank You So Much
- **Countywide** - Paul & Charlotte have been incredibly. Supportive & patient. I haven't made it easy! Feeling a lot more confident
- **Mental Health** - Thanks to Kim I am able to do things like, public transport, that I would not do before but can do now.
- **East Surrey** - I just wanted to express how amazing Gemma was with sorting out the funding for my Dad. I really felt she had his best interests at heart. Her communication was great, and she kept me updated constantly. What a lovely genuine person.

Compliments



COMPLAINTS

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Stage 1 (one stage process)

- 90 complaints received
- 52% of complaints investigated were partially upheld/upheld
- 98% were responded to within timescale

Ombudsman decisions

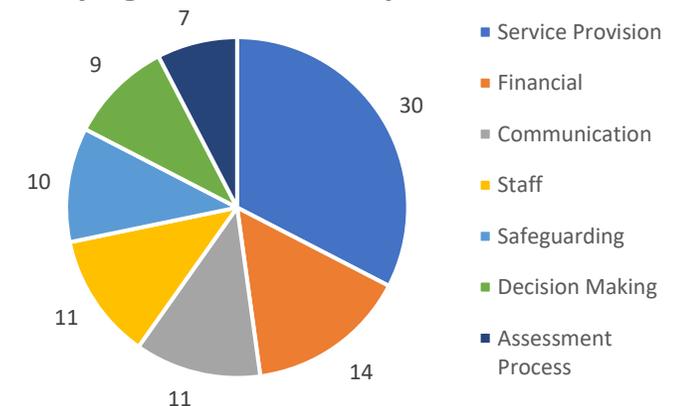
- 12 x LGSCO decisions;
- 3 x Upheld: Fault & Injustice;
- 1 x Upheld: Fault & No Injustice;
- 5 x Not Upheld;
- 3 x Closed after initial enquiries - no further action.

COMPLAINT THEMES



Staff  
 Financial  
 Policy/Procedures  
 Decision Making  
**Service Provision**  
 Communication  
 Assessment Process  
 Safeguarding

Underlying Causes for Complaints





**CFL**

- 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**

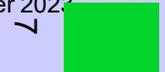
- Proposal to establish a Task and Finish group to conduct a 6 week programme of work starting in November 2023 to review the organisation-wide approach to complaints handling including learning from complaints across all three complaints teams and procedures.
- This to establish clear, consistent standards and expectations; embedding this into operational practice.

**ASC**

- ASC Management – Complaint response training sessions given.
- LGSCO Webinar attended by ASC Customer Relations Manager.
- Case Tracker Improvements to improve efficiency of complaint management system.

SERVICE	ACTIONS AGREED	THEMES
Children’s Social Care	• Direct Payment Policy Reviewed and Revised	Lack of flexibility in the application of DPs
Education Services	• 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	• Improve process for allocation of transport	Delays
Highways	• Review communication to residents re pavement works	Communication
Highways	• Training update on intervention levels for defects on VCOs	Training
Planning, Land & Property	• Complaint input into workshops and Service Level Agreement between the Planning Department and Land & Property	Procedures
Adult Social Care	• Up and coming LGSCO learning spaces for Team Managers and staff to attend a learning session covering a review of upheld LGSCO cases, in which it was felt we could have done better in our record keeping.	Record Keeping

<p><b>CFL</b> Customer Relations Summary Update</p>	<p>The CFLL directorate is currently focusing efforts upstream on a more sustainable, restorative approach that aims to resolve family’s concerns as early as possible. The Customer Relations team is partnering with service teams to jointly:</p> <ol style="list-style-type: none"> <li>1. Improve service delivery in response to learning from complaints and user voice.</li> <li>2. Improve proactive communication with families.</li> <li>3. Engage in Early Resolution wherever possible</li> <li>4. Ensure complaints are resolved fully at Stage 1</li> </ol> <p>Additional staff in the Customer Relations team and in Inclusion services taking up post in September 2023 will enable more concerns to be dealt with outside of the complaint process, greater quality and consistency in complaint responses at Stage 1 and an improved customer experience. We expect to see escalation rates gradually dropping in early 2024.</p> <p>The Customer Relations Steering Group in Education services is driving service improvements across key complaint themes, as well as a strategic communications plan to improve customer experience and reduce complaint volumes. Training on restorative practice is due to be rolled out across the wider Education services in early 2024.</p>
<p>Page 75 <b>AS</b> Customer Relations Summary Update</p>	<p>In Adult Services the volumes of complaints recorded have increased by over 25% over the past two years. The increase is associated with the increasing complexity of the support provided by front line services within Adult Social Care Services</p> <p>To address the impact of this for the ASC Customer Relations Team, approval was sought to create an additional administrative support role within the ASC Customer Relations Team. The request was approved as the volumes of complaints recorded evidenced the need to ensure that demand to support services in responding together with ensuring that the quality of service within the Customer Relations Team was not compromised by the increased volume and complexity of complaints being recorded.</p>
<p><b>Corporate</b> Customer Relations Summary Update</p>	<p>The Corporate Customer Relations Team has faced staffing resourcing challenges since the start of the current financial year. This was exacerbated by the challenge in recruiting a new Team Manager from April 2023.</p> <p>The challenges included the:</p> <ul style="list-style-type: none"> <li>• Long term absence of a Customer Service and Relationships Officer due to ill health</li> <li>• Maternity Leave for another of the Customer Service and Relationships Officers</li> </ul> <p>In October 2023 the new Customer Relations Team Manager took up post, the officer on long term absence returned to duty, an officer was appointed as maternity cover and the Team successfully recruited to a new and fourth Customer Service and Relationships Officer role within the Team. In the same month:</p> <p>The new Team Manager has focused on training the new officers and in developing a ‘recovery plan’ to address the acknowledged delays in responding to complaints at the second stage of the process The recovery plan includes the Team embracing the joint approach by the Local Government and Social Care Ombudsman in conjunction with the Housing Ombudsman. With this revised approach in mind, it is anticipated that the complaint reviews at the second stage of the complaint process will be up to date by 31 December 2023</p>



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