

OPG Annual customer survey 2016

Lay financial guardian survey

Early intervention pilot

We targeted

- 200 lay financial guardians who made their application between December 2015 & April 2016 and fell under our early intervention pilot
- 49 replied = 24.5% response rate
- Questionnaires sent out via e-mail and post [44 replied by post]
- We were interested to find out about the timing and usefulness of our telephone calls

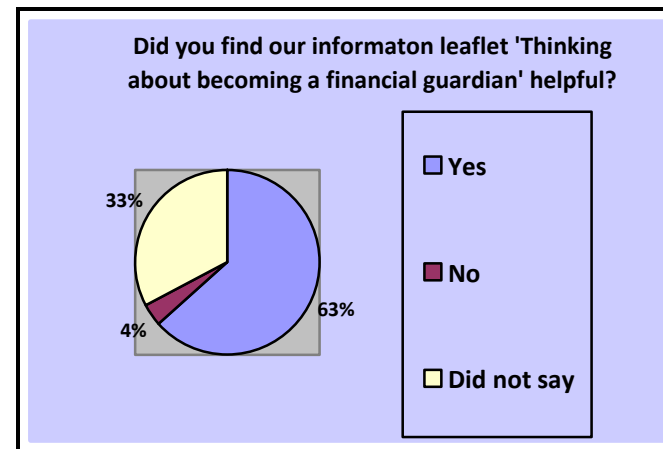
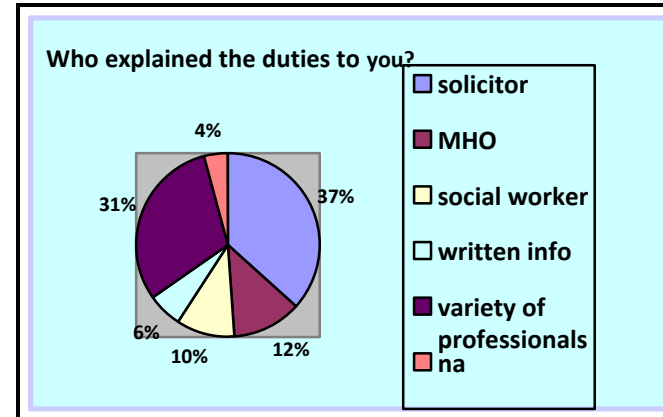
Before you made an application to become a guardian:

11 contacted us for advice on what the most suitable intervention was to fit their situation

19 visited our website to find out more about applying for an order, although, 2 did not find the information helpful

28 said that other options to make legal decisions for the adult were discussed with them

36 said they were aware of their duties of a financial guardian



About our leaflet, you said...

The costs could be made more mention of

Explain how to contact DWP

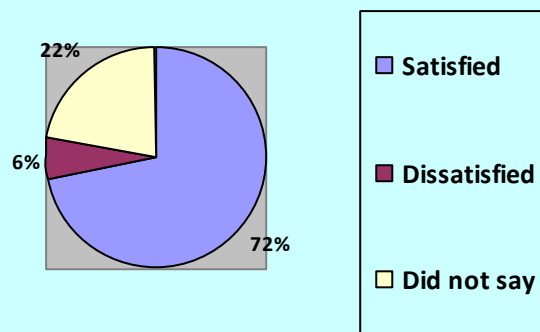
It was very informative

By pointing out the hazards and explaining how difficult it would be to implement i.e. very few organisations recognise the power of guardianship

We aimed to telephone you before the hearing date at the sheriff court? You said...

- 27 said they received a telephone call, as a result
- 24 found this contact useful
- 23 understood our supervision role
- 22 said we explained the duties role of a financial guardian
- 21 were informed as to what would be expected
- 26 would still have applied for an order even when aware of what was involved
- 25 said the call was made at the right time
- 24 said we provided enough support

How satisfied were you with our level of contact before you were appointed?



When you were appointed, we sent you a letter and documents to complete. We also made a second telephone to you. You said...

27 said we provided enough information in our letters, 2 disagreed
25 said we contacted at them at the right time (by letter or phone)
22 said the call was helpful to complete the inventory and management plan, 3 said it didn't help
30 said as a result of the call they were able to complete the inventory and management plan in the time we set, 10 disagreed
15 said we provided enough support, 4 said we didn't

What could we improve?

Make sure the 2nd call is made so any queries can be sorted out

Form for caution was not sent. I had to phone to request this

I found the document very repetitive and unrealistic i.e. how much is my mother's house contents worth

All dealings are slightly slow

Be more understanding; put yourself in my position instead of reading from a manual.

I have not had a telephone call since I was appointed in January

You could have explained that unlike power of attorney, guardianship is not that well known in Ireland they did not recognise it

Costs – large – not made clear

When we sent the certificate of appointment to you, you said...

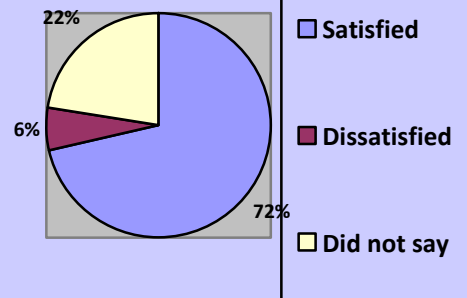
22 understood they could only pay for day to day living expenses until the inventory and management plan had been approved.

25 found our letter helped because it explained what to do next

Thinking back about your appointment, is there anything we could have done better or differently?

- The length of time taken took far too long
- Management plan very confusing when filling in for spouse as mixed expenses come into it. Shared and also personal.
- Explained that 2 separate costs were due for the inventory and management plan
- Made more aware of costs, can these be lowered?
- I'm not aware of any telephone calls

How satisfied are you with our level of service?



Next steps

We will publish the summary

Our actions: we will.....

1. Include reference to costs in our pre-appointment leaflets and update the website and guidance material with information about costs involved with guardianship
2. Raise awareness with financial guardians that they should contact us if organisations not recognising their authority. We will also do some work on raising awareness with financial institutions.
3. Make sure caution forms are sent out on time with letter
4. Consider changes for new versions of inventory form around estimating costs of household items
5. Advise about availability of fee exemptions if meet criteria