

OPG Annual customer survey 2016

Lay financial guardian survey – Renewing Guardianship order

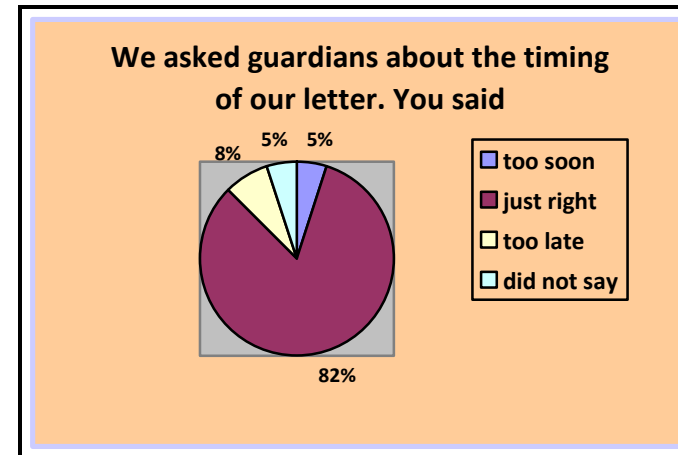
We targeted

- 107 lay financial guardians who renewed their guardianship order
- 41 replied = 38% response rate
- Questionnaires sent out via e-mail and post [38 replied by post]
- We were interested to find out feedback on our communication

What type of guardianship powers do you have?

- 01 said welfare only
- 02 financial only
- 38 said welfare & financial

We remind guardians in writing that their appointment is due to come to an end 6 months before the expiry



You said ...

We gave plenty of time to organise appointment with solicitor
9 months would provide more time to gather professional reports etc.
2-3 months would be sufficient timing
A reminder around 9 months would provide more time to gather professional reports etc.

In deciding whether or not to apply for renewal did you consider or discuss with you solicitor any of the following:

You said...

- 25 reviewed the adult's circumstances
- 29 discussed the continued need for guardianship
- 8 considered options other than guardianship
- 24 reviewed the powers needed
- 21 considered whether they were best placed to be guardian
- 12 considered the appointment of someone else as joint or substitute

You said...

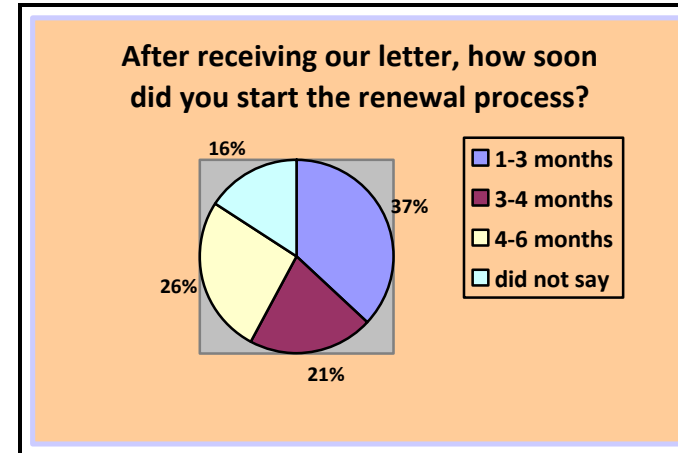
Renewal was a natural obvious progression

My son will take after me

Always has been joint to cover any eventuality

I wasn't allowed to put our son on as joint guardianship. We were told the officials wouldn't like it

If you decided to apply to renew your appointment, how soon after receiving our letter did you start the renewal process e.g. consulting your solicitor?



You said...

- The solicitor told you it was too soon
- I had consulted my solicitor before the renewal about a month or 6 weeks before receiving your letter
- Personal experience more than 1-3 months, solicitor can forget thereby delaying progress

Thinking back about your guardianship appointment as a whole, is there anything that we could have done better or differently?

- Happy with it all
- No, any help required was offered timeously and effectively
- No, I have always been treated as a person from staff members. Nothing is any trouble when I have required advice and help to fill in questions I have required help with.
- Quicker response to submission of annual accounts
- Help with annual accounts (advice)
- It took 6 months to get it renewed
- Confirmation that records were updated correctly
- Checklist of stages & steps required to be taken
- 16-20 weeks turnaround for processing guardianship accounts

We will publish this summary on our website and send copies to those who requested it

Our actions – suggested

- Keep sending reminder at 6 months stage
- Tackle the waiting time for annual accounts
- Look at how we provide confirmation that records are updated
- Update information leaflets and website with diagram of the stages and steps

