



# Improving Service Quality and Transparency

Surrey County Council's Digital Transformation Journey with CaseTracker

## BACKGROUND

Surrey County Council, recognised as a leader in local government services, is committed to delivering flexible, responsive, and efficient services that meet resident needs. A focus on integrating processes, data, and technology is helping it to achieve this.

## THE CHALLENGE

As part of its digital-first strategy, Surrey County Council recognised the impact of effective complaints management on its reputation and service improvement programmes.

The Council aimed to replace its existing customer feedback system with a single, unified recording and reporting solution that could be used across all its services.



“CaseTracker has reduced the amount of effort needed for creating and sharing reports with senior management.”

**Jessica Brooke**  
Customer Relations Manager  
at Surrey County Council

**The Council's commitment to a digital-first approach and the implementation of an efficient complaints management system have led to real enhancements in transparency, responsiveness, and service quality.**

"It's the fact that we can challenge GovMetric to continuously improve accessibility according to our needs that makes their service great."

### **Customer feedback and experience improvement solutions built for the public sector**

GovMetric helps public service providers to design and deliver better services for citizens and communities.

Trusted by dozens of local authorities, housing associations, police forces and national agencies, the GovMetric CX platform is the leading customer feedback and experience improvement solution designed exclusively for the public sector.

**Learn more at [govmetric.com](https://govmetric.com)**



## **THE SOLUTION**





Following an evaluation process, Surrey County Council partnered with GovMetric to implement CaseTracker, a powerful complaints management system. Close collaboration ensured clear timelines and expectations, and CaseTracker was tailored to the Council's needs, enabling enhanced data collection and customised reporting.

## **OUTCOMES**

The successful implementation of the new complaints system has streamlined processes within the corporate side of the organisation. It has enabled efficient tracking and resolution of complaints, ensuring prompt response and resident satisfaction. Building on this success, the system has been extended to Surrey County Council's Children's Social Care department, resulting in effective complaint handling, faster response times, and improved communication with stakeholders.

Expanding further, CaseTracker has been integrated into the Adult Social Care department, enhancing complaint management capabilities, and enabling timely issue resolution and support. The integration has also facilitated efficient handling of complaints related to Coroners' Services, fostering transparency and responsiveness in this critical area.

In the past year, Surrey Council successfully resolved over 6,500 enquiries, achieving the following:

-  Streamlining case workflow with a robust and auditable process.
-  Coordinating case input across multiple services and communicated with customers through a secure two-way message centre.
-  Gaining a comprehensive overview of case status, ownership, tasks, and deadlines.
-  Easily compiling performance data and improving overall customer experience.