

Customer Feedback Monitoring Report for Quarter 3 2017-2018 **Report of the Head of Digital Transformation & Business Support**

1. Recommendations

1.1 It is recommended that Members and Cabinet/LG7 note the levels of customer feedback received regarding all service areas of Devon County Council and the Council's performance in responding to this feedback.

1.2 This report will be presented to Standards Committee when it next meets.

2. Purpose

2.1 This report provides a quarterly update to Cabinet/LG7 on the volumes and themes for all types of customer feedback (Compliments, Comments and Complaints), Letters from Members of Parliament and Complaints being dealt with by the Local Government Ombudsman about Devon County Council. In addition, it provides information regarding the Council's performance in responding to and learning from the outcomes of complaints.

3. Key Messages

3.1 Overall Customer Feedback statistics for Quarter 2017-2018 (1st October – 31st December 2017)

	Q3	Q2
• *Number of non-statutory complaints all stages	258	301
• *Number of statutory Adult Care & Health Complaints	70	73
• *Number of statutory Children's Social Care Complaints	84	93
*Total complaints received	412	467
• Number of non-social care (corporate) compliments	147	101
• Number of Adult Care & Health compliments	86	94
• Number of Children's Social Care compliments	32	29
Total compliments received	265	224
• Number of non-social care (corporate) MP letters	114	163
• Number of Adult Care & Health MP letters	19	34
• Number of children's Social Care MP Letters	9	11
Total MP Letters received	142	208
• Number of other non-social care representations	38	37
• Number of Adult Care & Health representations	24	16
• Number of Children's Social Care representations	4	2
Total Representations received	66	55
• Number of Councillor Enquiries (non-social care)	6	9
• Number of Councillor enquiries (social Care)	3	8
Total Councillor Enquiries	9	17
• Total number of individual items of feedback	894	971

**The numbers of complaints received is number at all stages including LGO & No Further Action (NFA).*

3.2 Throughout Q3 the Council has received 894 items of feedback which is a decrease of 77 items on Q2.

- 3.3** There have been 55 fewer complaints received across the Council in Q3 compared to Q2 (412 compared to 467) Complaints about Children's Social Care decreased from 93 received at all stages in Q2 to 84 in Q3, in Adult Care & Health they decreased from 73 received at all stages in Q2 to 70 in Q3. Complaints in the non-social care areas decreased from 301 at all stages in Q2 to 258 in Q3.
- 3.4** The total number of compliments received has increased in this quarter from 224 in Q2 to 265 in Q3. Children's Social Care Compliments rose very slightly from 29 in Q2 to 32 in this quarter. There was a drop in Adult Social Care & Health compliments from 94 in Q2 to 86 in Q3. However, in all other service areas the total number of compliments increased from 101 in Q2 to 147 in Q3. Across all areas this represents an increase of 17% in compliments received.
- 3.5** The number of MP Letters received in Q3 has fallen significantly in compared to Q2. In Q3 there were 142 MP Letters received compared to the 208 received in Q2. Non-social care MP letters decreased from 163 in Q2 to 114 in Q3, Adult Care & Health MP letters decreased from 34 in Q2 to 19 in Q3 and MP Letters regarding Children's Social Care remained almost the same with just 9 letters received in Q3 which was 2 less than in Q2.
- 3.6** There have been 66 Representations received in Q3 which is an increase of 11 on Q2. In Adult Care & Health the number increased from 16 received in Q2 to 24 received in Q3, in Children's Social Care there was an increase of 2 Representations (From 2 received in Q2 to 4 received in Q3) and in the non-social care service areas the total number of Representations just increased by 1 representation from 37 in Q2 to 38 in Q3.
- 3.7** In Q3 the Council received a total of 9 enquiries from Councillors which was a decrease of 8 enquiries compared to Q2. 6 of these related to non-social care/Health services and 3 related to social care / health services. It has been noted that this is almost definitely not an accurate reflection of Councillor – staff correspondence and as such members of Standards Committee suggested that it would be beneficial to exclude this information from future reports, in view of this it is intended to not include enquiries from Councillors from 2018-2019 onwards.

4. Stage One Complaints

4.1 Stage 1 Acknowledgements

- 4.1.1** The Council's aim is to acknowledge all stage 1 complaints within three working days of receipt by the Authority. This is in line with the statutory timescale within the Social Care Complaint Regulations and provides for a consistency of performance across all service areas.
- 4.1.2** In Q3 97% of complaints received were acknowledged within time by the Customer Relations team, which meets the target KPI (95%).

4.2 Stage 1 Complaints received

- 4.2.1** **Table 1** on the next page provides a breakdown of all complaints received and looked into at Stage 1 across all areas of the Council in Q3. It does not include those that were NFA for various legitimate reasons.
- 4.2.2** Across the whole Council there were 335 complaints investigated in Q3; which is 50 complaints less than in Q2. 5 services across the Council experienced an increase in the number of complaints in Q3; 6 services experienced a fall in the number of complaints received and 1 service received no complaints which was the same as in Q2.
- 4.2.3** Individual service areas saw increases and decreases as follows:
- Adult Care Operations & Health 54 complaints in Q3 compared to 49 in Q2 (increase of 5)
 - Adult Commissioning 2 complaints in Q3 compared to 4 in Q2 (decrease of 2)
 - Children's Social Care Services 70 complaints in Q3 compared to 76 in Q2 (decrease of 6)
 - Education & Learning 14 complaints in Q3 compared to 9 in Q2 (increase of 5)
 - Highways, Infrastructure Development & Waste 150 complaints in Q3 compared to 207 in Q2 (decrease of 57)
 - Economy, Enterprise & Skills 4 complaints in Q3 compared to 5 in Q2 (decrease of 1)
 - Public Health didn't receive any complaints in Q3 (same as Q2)
 - Planning, Transportation & Environment received 25 complaints in Q3 compared to 17 in Q2 (increase of 8)
 - Communities received 3 complaints in Q3 compared to 2 in Q2 (increase of 1)
 - Legal Services & Communications 3 complaints in Q3 compared to 2 in Q2 (increase of 1)
 - Digital Transformation & business Support 7 complaints in Q3 compared to 12 in Q2 (decrease of 5)
 - Devon Finance Services received 3 complaints in Q3 compared to 1 in Q2 (increase of 2)

- Organisational Development didn't receive any complaints in Q3 compared to 1 complaint in Q2 (decrease of 1)

Table 1 – Stage 1 Complaints by Direct Report

Children's Services						
Service Area	Team	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Children's Social Care -	Children's Social Work (North) - Fran Giblin	11	10	16	0	37
	Children's Social Work (Mid & East) - Karen Morris	15	14	9	0	38
	Children's Social Work (South), EDT & CWD - Andrea Morris	16	27	24	0	67
	Children's Social Work (Exeter), Early Help, MASH & REACH - Rachel Gillott	19	20	12	0	51
	Fostering & Permanence, Youth Offending and Atkinson - Kath Drescher	10	3	8	0	21
	Commissioning - Fiona Fleming	1	1	1	0	3
	Safeguarding Children - Jean Kelly	2	1	0	0	3
Total Children's Social Care		74	76	70	0	220
Education & Learning - Dawn Stabb	SEN 0-25 - Julia Foster	4	4	9	0	17
	Contract Performance - Educational Commissioning - Alison Withnell	0	0	0	0	0
	Admissions - Simon Niles	2	1	5	0	8
	Early Years and Childcare - Claire Rockcliffe	1	1	0	0	2
	School Improvement - Dawn Stabb	1	3	0	0	4
	Total Education and Learning		8	9	14	0
Total Children's Services		82	85	84	0	251
Adult Care & Health						
Service Area	Team	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Adult Care Operations & Health - Keri Storey	North Community Health & Social Care Teams - Stella Doble	12	9	10	0	31
	East Community Health & Social Care Teams - Gary Patch	21	30	26	0	77
	South Community Health & Social Care Teams - Lee Baxter	15	7	12	0	34
	Social Care Provision - Keri Storey	3	1	0	0	4
	Countywide Services	0	0	6	0	6
	Adult Mental Health - Jane King	4	2	0	0	6
	Total Adult Care & Health		55	49	54	0
Adult Commissioning & Health	Policy, Performance & Involvement - Damian Furniss	0	0	0	0	0
	Market Management - Ian Hobbs	0	0	1	0	1
	Disability & Mental Health Commissioning - Rebecca Hudson	0	0	0	0	0
	Older People Commissioning - Solveig Sansom	0	0	0	0	0
	Transformation - Giles Colton	1	3	0	0	4
	Safeguarding Adult Board & QAIT - Geraldine Benson	9	1	0	0	10
	Commissioned services (external care providers)	1	0	1	0	2
	Total Adult Commissioning & Health		11	4	2	0
Total Adult Care & Health		66	53	56	0	175
Communities, Public Health, Environment and Prosperity						
Service Area	Team	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Public Health - Dr Virginia Pearson	Public Health	1	0	0	0	1
	Total Public Health	1	0	0	0	1
Planning, Transportation and Environment - Dave Black	Transportation Planning and Road Safety - Jamie Hulland	4	1	1	0	6
	Development Management Highways- Brian Hensley	3	0	2	0	5
	Chief Planner - Joe Keech	2	3	10	0	15
	Environment - Peter Chamberlain	0	0	0	0	0
	Transport Coordination Services (TCS) - Damien Jones	12	13	12	0	37
	Total Planning, Transportation and Environment		21	17	25	0
Economy, Enterprise & Skills - Keri Denton	Business Support - Vacant	0	0	0	0	0
	Development & Infrastructure - Melanie Sealey	0	0	0	0	0
	Partnerships, Policy & Funding - Sofie Francis	0	1	0	0	1
	Skills & Employment - Jamie Evans	0	0	0	0	0
	Trading Standards - Paul Thomas	2	3	2	0	7
	Learn Devon - Paul Thomas	3	1	2	0	6
	Post 16 Strategy & Commissioning - Kristine Norton	0	0	0	0	0
	Total Economy, Enterprise & Skills		5	5	4	0
Communities - Simon Kitchen	Communities	2	2	3	0	7
	Total Communities	2	2	3	0	7
Total Communities, Public Health, Environment & Prosperity		29	24	32	0	85
Highways, Infrastructure Development and Waste						
Service Area	Team	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Highways, Infrastructure Development and Waste - Meg Booth	Infrastructure Development - Rob Richards	0	0	0	0	0
	Highways - Meg Booth	156	175	128	0	459
	Bridges and Structures - Kevin Dentith	0	0	0	0	0
	Waste - Wendy Barratt	63	32	22	0	117
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste		219	207	150	0
Corporate Services						
Organisational Development - John Smith	Organisational Development - John Smith	0	1	0	0	1
	Total Organisational Development	0	1	0	0	1
Digital Transformation & Business Support - Rob Parkhouse	Business Infrastructures - Matthew Jones	9	12	6	0	27
	Strategic Procurement - Justin Bennetts	0	0	0	0	0
	Strategic Property - Matthews Jones	0	0	1	0	1
	IT Strategic Commissioning - Gary Dempster	0	0	0	0	0
	Total Digital Transformation & Business Support	9	12	7	0	28
Legal Services & Communications - Jan Shadbolt	Legal Services - Simon Clarey	0	0	1	0	1
	Registration - Trish Harrogate	2	2	1	0	5
	Communications & Media - Tony Parker	0	0	1	0	1
Total Legal Services & Communications	2	2	3	0	7	
Devon Finance Services - Mary Davies	Accounting Services - Nicola Allen	0	0	0	0	0
	Financial Systems and Processes - Martin Oram	5	1	3	0	9
	Investment and Treasury - Mark Gayler	0	0	0	0	0
	Strategy & Compliance - Angie Sinclair	0	0	0	0	0
	Devon Audit Partnership - Robert Hutchings	0	0	0	0	0
	Total Devon Finance Services	5	1	3	0	9
Total Corporate Services		16	16	13	0	45
Total All Services		412	385	335	0	1132

4.3 Stage 1 Responses

4.3.1 At Stage 1 of the Corporate and Children’s Social Care complaint procedures, Devon County Council aims to respond to complaints within 20 working days. The NHS & Adult Social Care (England) Statutory regulations do not prescribe a set timescale for responses, rather that the complainant and council agree a timescale for responses on a case by case basis. However, for the purposes of this report, where Stage 1 is referred to this does include Adult Care Operations & Health and Adult Commissioning.

4.3.2 In Q3 370 stage 1 complaints were responded to of which 293 (79%) responses were within defined timescales; this performance is on par with that of Q2 but is still a decrease in performance compared to Q1 (87%) of 7%.

Table 2 provides a breakdown in responses within and outside defined timescales by Head of Service direct report areas

Table 2 – Stage 1 complaint responses – timescales by Head of Service direct reports

Stage 1 Complaint performance by Direct Report		Quarter 1 17-18				Quarter 2 17-18				Quarter 3 17-18				Quarter 4 17-18				Total YTD 17-18			
Realm	Service Area	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale
All Services																					
Children's Services Jo Olsson	Children's Social Care - Mark Lines	46	21	67	69%	61	19	78	78%	58	28	86	67%			165	68	231	71%		
	Education & Learning - Dawn Stabb	6	4	10	60%	4	3	7	57%	13	3	16	81%			23	10	33	70%		
	Total Children's Services	52	25	77	68%	65	22	85	76%	71	31	102	70%			188	78	264	71%		
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	51	0	51	100%	33	7	40	83%	38	11	49	78%			120	15	135	89%		
	Adult Commissioning & Health - Tim Golby	0	0	0	n/a	0	9	9	0%	1	4	5	20%			1	13	14	7%		
	Commissioned Services (External Providers)	1	0	1	n/a	0	1	1	0%	0	0	0	n/a			1	1	2	50%		
	Total Adult Care & Health	52	0	52	100%	33	17	50	66%	39	15	54	72%			122	29	151	81%		
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health - Dr Virginia Pearson	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a			0	0	0	n/a		
	Planning, Transportation and Environment - Dave Black	18	0	18	100%	14	1	15	93%	24	1	25	97%			56	2	58	97%		
	Economy, Enterprise & Skills - Keri Denton	5	1	6	83%	1	0	1	100%	6	0	6	100%			12	1	13	92%		
	Communities - Simon Kitchen	2	0	2	n/a	2	0	2	100%	5	0	5	100%			9	0	9	100%		
	Total Communities, Public Health, Environment and Prosperity	25	1	26	96%	17	1	18	94%	35	1	36	97%			77	3	80	96%		
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a			0	0	0	n/a		
	Highways - Meg Booth	125	17	142	88%	136	30	166	82%	118	23	141	84%			380	70	450	84%		
	Bridges and Structures - Kevin Dentith	0	0	0	n/a	0	0	0	n/a	1	0	1	100%			1	0	1	100%		
	Waste - Wendy Barratt	47	2	49	96%	17	0	17	100%	19	0	19	100%			83	2	85	98%		
	Built Environments - Chris Dyer	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a			0	0	0	n/a		
	Total Highways, Infrastructure Development and Waste	172	19	191	90%	153	30	183	84%	138	23	161	86%			464	72	536	87%		
Corporate Services Phil Norrey	Organisational Development + HR - John Smith	1	0	1	100%	1	0	1	100%	0	0	0	n/a			2	0	2	100%		
	Digital Transformation & Business Support - Rob Parkhouse	5	0	5	100%	8	1	8	100%	4	4	8	50%			17	4	21	81%		
	Legal Services & Communications - Jan Shadbolt	4	1	5	80%	1	0	1	100%	3	3	6	50%			8	4	12	67%		
	Devon Finance Services - Mary Davis	5	1	6	83%	2	0	2	100%	3	0	3	100%			10	1	11	91%		
	Total Corporate Services	15	2	17	88%	12	1	12	100%	10	7	17	59%			37	9	46	80%		
Total All Services		316	47	363	87%	280	71	348	80%	293	77	370	79%			888	191	1077	82%		

4.3.3 In Q3 Children’s Services achieved a response rate of 70% on time (71 out of 102 complaints responded to), which is a fall in performance of 6% on the level in Q2 (76%). Children’s Social responded to 86 complaints of which 67% were within the statutory timescale; a decline of 11% on Q2 and Education & Learning responded to 16 complaints of which 81% were within the timescales an improvement of 24% on Q2.

4.3.4 Adult Care and Health Services responded to 54 complaints in Q23of which 72% were within timescale, this is an improvement of 6% compared to Q2. 49 of these responses were regarding Adult Care Operations & Health and 78% were within agreed timescales (38 out of 49 responses), 5 responses were regarding Adult Commissioning & Health but only 1 was within timescale (20% in time) this was an improvement on the previous quarter.

- 4.3.5 Community Health, Environment & Prosperity responded to 36 complaints in Q3 of which 97% (35 complaints) responses were within prescribed timescales; a slight increase on the 94% in Q2. Planning, Transportation & Environment were responsible for 25 of these responses and 24 of these them were within timescale (97%). 6 were regarding Economy, Enterprise & Skills and all 6 were within timescale (100%) which maintains their 100% achievement from Q2. 5 were regarding Communities and 100% were responded to within timescales maintaining the standard from Q1 & Q2.
- 4.3.6 Highways, Infrastructure Development & waste responded to 161 complaints in Q3 of which 86% were within timescale (138 responses) this is a slight improvement in performance compared to Q2. Highways were responsible for 141 of these responses of which 84% (118) responses were within time compared to 82% in Q2; Waste were responsible for 19 all of which (100%) were responded to within timescales and Bridges & Structures responded to 1 complaint which was on time (100%) both maintaining the standard achieved in Q2.
- 4.3.7 Corporate Services responded to 17 complaints in Q3 of which only 59% were within timescale which is a significant decline from the 100% in Q2. 8 responses were in relation to complaints to Digital Transformation & Business Support and 6 responses in relation to Legal Service & Communications both services only responded to 50% of these within deadline which was a significant decline from the 100% both achieved in Q2. Finance Services responded to 3 complaints and achieved a 100% performance within deadlines, maintaining this from Q2.
- 4.3.8 The Customer Relations Team monitors the progress of services and provides fortnightly complaint status reports to all services in order that individuals with complaints assigned to them and managers are aware of deadlines and complaint responses that are overdue.

4.4 Stage 1 Outcomes

- 4.4.1 The outcomes of complaints are important for the Council as they give information regarding the justification of customer concerns, i.e. whether the Council is at fault and could do things better / different. In these circumstances it is important to ensure that the Council does whatever it can to rectify what has gone wrong, apply appropriate redress and implement measures to instigate improvements and disseminate learning.
- 4.4.2 The percentage of complaints investigated and responded to at stage 1 in Q3 that were either upheld or partially upheld was 35% (132 complaints out of 376 responded to). This is an increase of 10% on Q2. See Graph 1 below. In Q3 51% of complaints responded to were Not Upheld compared to 45% in Q2.; a further 9% (34 complaints) were concluded with No Finding; 2% (7 complaints) were immediately resolved and 3% (11 complaints) were Closed with No Further Action.
- 4.4.3 Graph 1 and Table 3 below provide this information in greater detail

Graph 1 – Stage 1 Complaint Outcomes

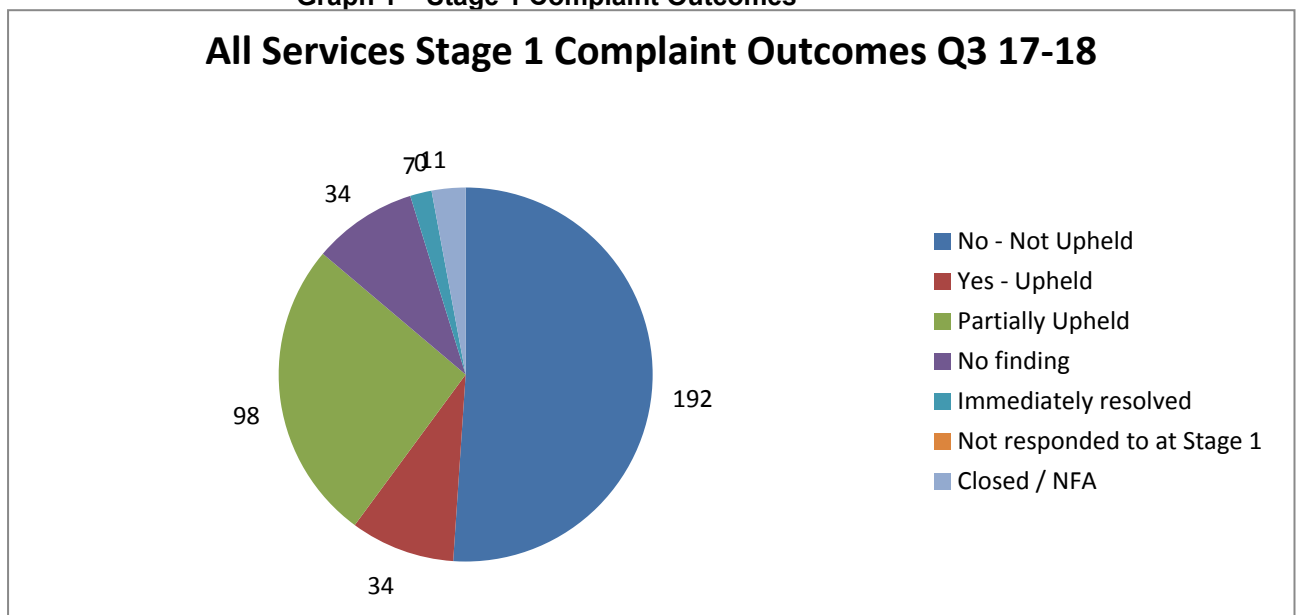


Table 3 – Stage 1 Complaint Outcomes

Stage 1 complaint outcomes by Service						
Service		Q1	Q2	Q3	Q4	YTD
Children's Social Care (stat & non stat)	No - Not Upheld	26	31	32	0	89
	Yes - Upheld	5	8	2	0	15
	Partially Upheld	27	31	47	0	105
	No finding	5	5	1	0	11
	Immediately resolved	2	2	4	0	8
	Not responded to at Stage 1	0	1	0	0	1
	Closed / NFA	3	5	0	0	8
	Total	68	83	86	0	237
Education and Learning	No - Not Upheld	4	3	3	0	10
	Yes - Upheld	1	1	2	0	4
	Partially Upheld	3	3	10	0	16
	No finding	1	0	1	0	2
	Immediately resolved	1	0	0	0	1
	Closed / NFA	0	0	0	0	0
	Total	10	7	16	0	33
	Adult Care Operations & Health	No - Not Upheld	22	20	21	0
Yes - Upheld		5	5	9	0	19
Partially Upheld		22	11	17	0	50
No finding		0	1	0	0	1
Immediately resolved		2	4	1	0	7
Closed / NFA		5	14	7	0	26
Total		56	55	55	0	166
Adult Commissioning & Health		No - Not Upheld	0	1	1	0
	Yes - Upheld	0	3	3	0	6
	Partially Upheld	1	6	1	0	8
	No finding	0	0	0	0	0
	Immediately resolved	0	0	0	0	0
	Closed / NFA	1	0	0	0	1
	Total	2	10	5	0	17
	Public Health	No - Not Upheld	0	0	0	0
Yes - Upheld		0	0	0	0	0
Partially Upheld		0	0	0	0	0
No finding		0	0	0	0	0
Immediately resolved		0	0	0	0	0
Closed / NFA		0	0	0	0	0
Total		0	0	0	0	0
Planning, Transportation and Environment		No - Not Upheld	12	7	15	0
	Yes - Upheld	3	0	3	0	6
	Partially Upheld	2	3	3	0	8
	No finding	1	2	3	0	6
	Immediately resolved	0	3	0	0	3
	Closed / NFA	0	1	1	1	3
	Total	18	16	25	1	60
	Economy and Enterprise	No - Not Upheld	3	1	2	0
Yes - Upheld		0	0	0	0	0
Partially Upheld		3	0	2	0	5
No finding		0	0	1	0	1
Immediately resolved		0	0	1	0	1
Closed / NFA		0	2	0	0	2
Total		6	3	6	0	15
Communities		No - Not Upheld	2	0	3	0
	Yes - Upheld	0	1	1	0	2
	Partially Upheld	0	0	0	0	0
	No finding	0	1	0	0	1
	Immediately resolved	0	0	0	0	0
	Closed / NFA	0	0	1	0	1
	Total	2	2	5	0	9
	Highways, Infrastructure Development and Waste	No - Not Upheld	119	103	108	0
Yes - Upheld		18	4	10	0	32
Partially Upheld		39	12	14	0	65
No finding		13	62	26	0	101
Immediately resolved		2	2	1	0	5
Closed / NFA		2	4	2	0	8
Total		193	187	161	0	541
Organisational Change		No - Not Upheld	0	0	0	0
	Yes - Upheld	0	0	0	0	0
	Partially Upheld	1	1	0	0	2
	No finding	0	0	0	0	0
	Immediately resolved	0	0	0	0	0
	Closed / NFA	0	0	0	0	0
	Total	1	1	0	0	2
	Digital Transformation & Business Support	No - Not Upheld	2	3	2	0
Yes - Upheld		1	1	3	0	5
Partially Upheld		2	3	3	0	8
No finding		0	0	0	0	0
Not responded to at Stage 1		0	1	0	0	1
Immediately resolved		0	0	0	0	0
Closed / NFA		0	0	0	0	0
Total		5	8	8	0	21
Legal Services & Communications	No - Not Upheld	5	0	4	0	9
	Yes - Upheld	0	0	0	0	0
	Partially Upheld	0	1	0	0	1
	No finding	0	0	2	0	2
	Immediately resolved	0	0	0	0	0
	Closed / NFA	0	0	0	0	0
	Total	5	1	6	0	12
	Devon Finance Services	No - Not Upheld	2	1	1	0
Yes - Upheld		0	0	1	0	1
Partially Upheld		4	0	1	0	5
No finding		0	1	0	0	1
Immediately resolved		0	0	0	0	0
Closed / NFA		0	0	0	0	0
Total		6	2	3	0	11
Total all areas		No - Not Upheld	197	170	192	0
	Yes - Upheld	33	23	34	0	90
	Partially Upheld	104	71	98	0	273
	No finding	20	72	34	0	126
	Immediately resolved	7	12	7	0	26
	Not responded to at Stage 1	0	2	0	0	2
	Closed / NFA	11	27	11	1	50
	All Services TOTAL	372	377	376	1	1126

4.4.4 The outcome of complaints varies quite considerably across the different service areas within the council in respect of the numbers that are Upheld / Partially Upheld and Not Upheld with the percentages ranging from 0% to 80% Upheld and 14% to 67% Not Upheld. Details by service are in table 3 and also here.

- Within Children’s Social Care 86 complaints were responded to of which 37% were Not Upheld (32 complaints) and 57% were either Fully or Partially Upheld (49 complaints)
- Within Education & Learning 16 complaints were responded to of which 14% were Not upheld (3 complaints) and 75% were either Fully or Partially Upheld (12 complaints)
- Within Adult Care Operations & Health 55 complaints were responded to of which 38% were Not upheld (21 complaints) and 47% were either Fully or Partially Upheld (26 complaints)
- Within Adult Services Commissioning & Health 5 complaints were responded to of which 20% were Not Upheld (1 complaint) and 80% were either Fully or Partially Upheld (4 complaints)
- Within Planning, Transportation & Environment 25 complaints were responded to of which 60% were Not upheld (15 complaints) and 24% were either Fully or Partially Upheld (6 complaints)
- Within Economy, Enterprise & Skills 6 complaints were responded to of which 33% were Not upheld (2 complaints) and 33% were either Fully or Partially Upheld (2 complaints).
- Within Communities 5 complaints were responded to of which 60% were Not upheld (3 complaints) and 20% were either fully or partially upheld (2 complaints)
- Within Highways, Infrastructure development & Waste 161 complaints were responded to of which 67% were Not upheld (108 complaints) and 15% were either Fully or Partially Upheld (24 complaints).
- Within Digital Transformation & Business Support 8 complaints were responded to of which 25% were Not upheld (2 complaints) and 75% were either Fully or Partially Upheld (6 complaints)
- Within Legal Services & Communications 6 complaints were responded to of which 66% were Not Upheld (4 complaints) and none were fully or partially upheld (0%)
- Within Devon finance Services 3 complaints were responded to of which 33% were Not upheld (1 complaint) and 66% were either Fully or Partially Upheld (2 complaints)

4.4.5 Sometimes it is not possible to conclude one way or another following an investigation and in these cases, there should be an outcome of No Finding and this occurred in 34 of the 376 complaint responses in Q3 (9%). Furthermore 11 complaints were closed requiring no further action (were not investigated beyond triage) (3%) and 7 complaints were able to be immediately resolved (2%).

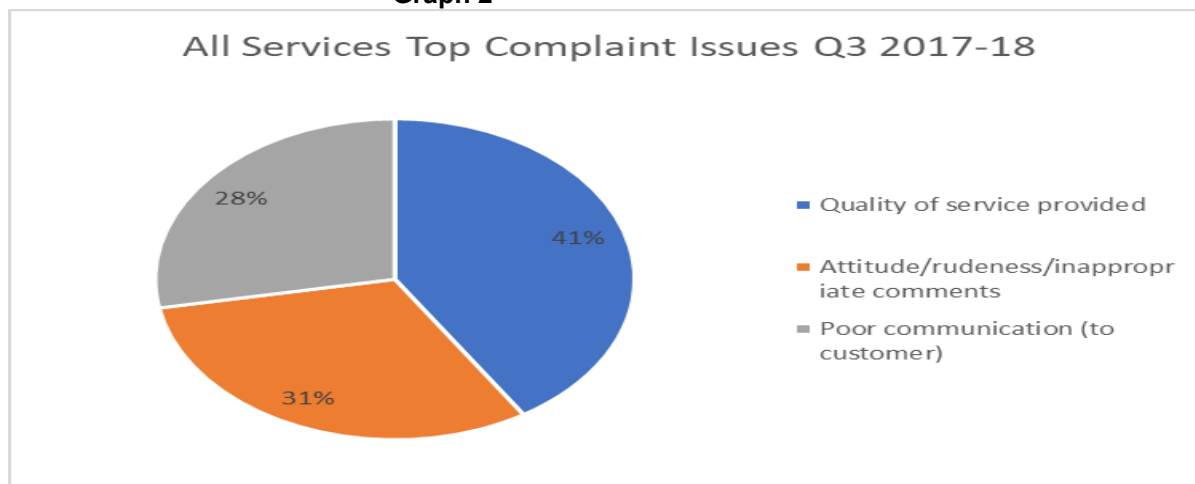
4.5 Stage 1 Complaint Most Common Themes and Actions arising from Upheld Complaints

4.5.1 There are many different reasons why our customers make complaints and in many cases a customer raises more than one issue within a complaint. All complaints and the individual complaint issues within each complaint are logged onto the Council’s Complaints Management System, I Casework.

4.5.2 There were 370 Stage 1 complaints responded to across the Council in Q3, consisting of 616 issues. The 3 most common themes across all services (but not necessarily the most common themes in each individual service) related to Quality of service provided (100 separate instances), Attitude/rudeness/inappropriate comments (76 separate instances), and poor communication to the customer (68 separate incidences); these top themes constituted 244 of the 616 issues raised (40%).

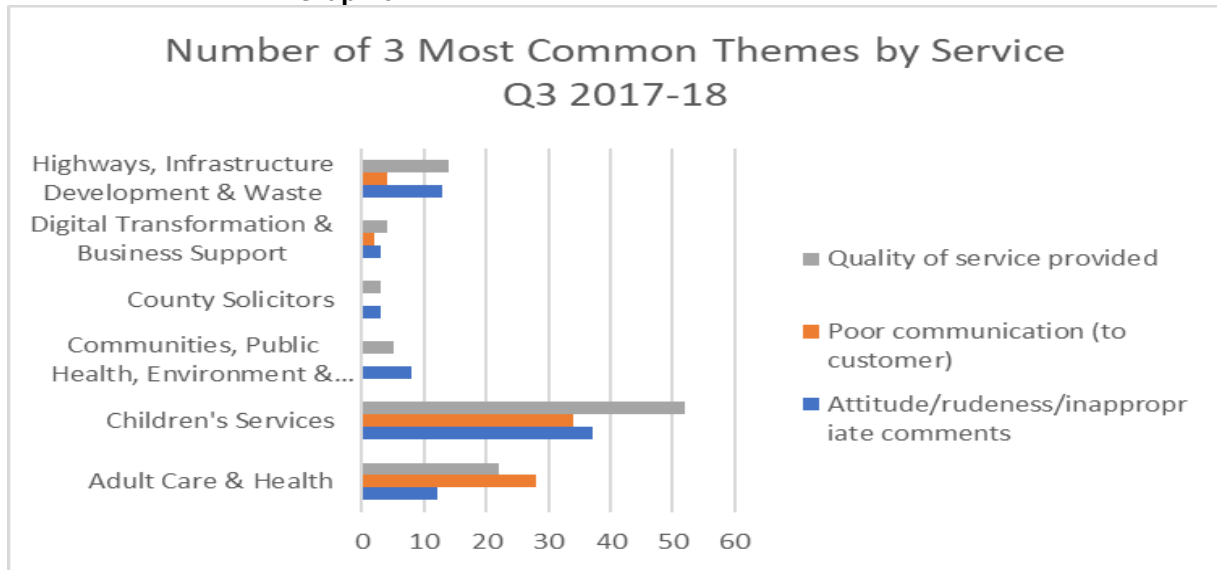
Graph 2 reflects the 3 most common complaint issues in the year and the percentage of each compared against each other.

Graph 2



4.5.3 **Graph 3** below details the number of each of these 3 most common themes that each service area received in Q3

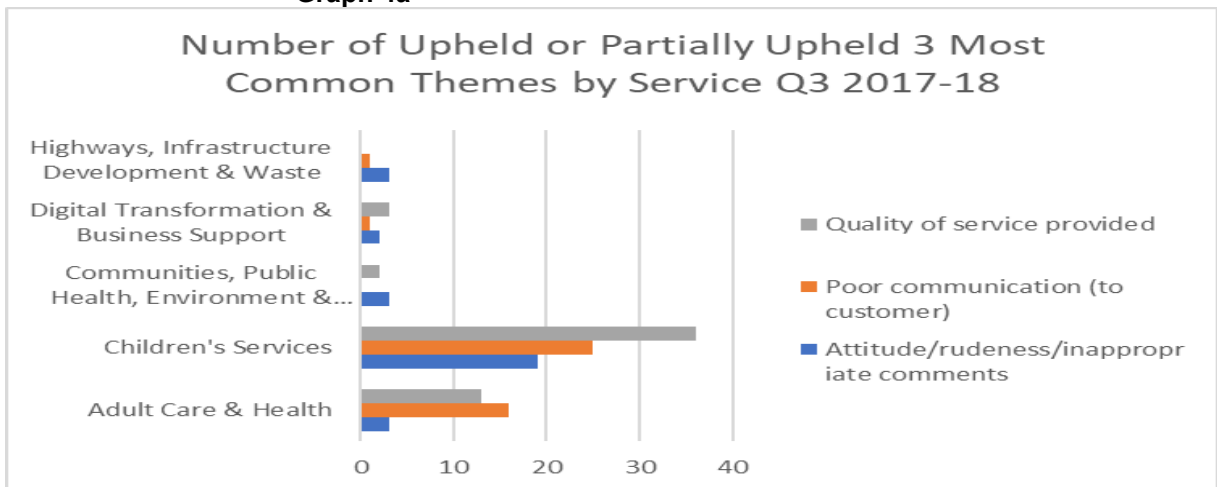
Graph 3



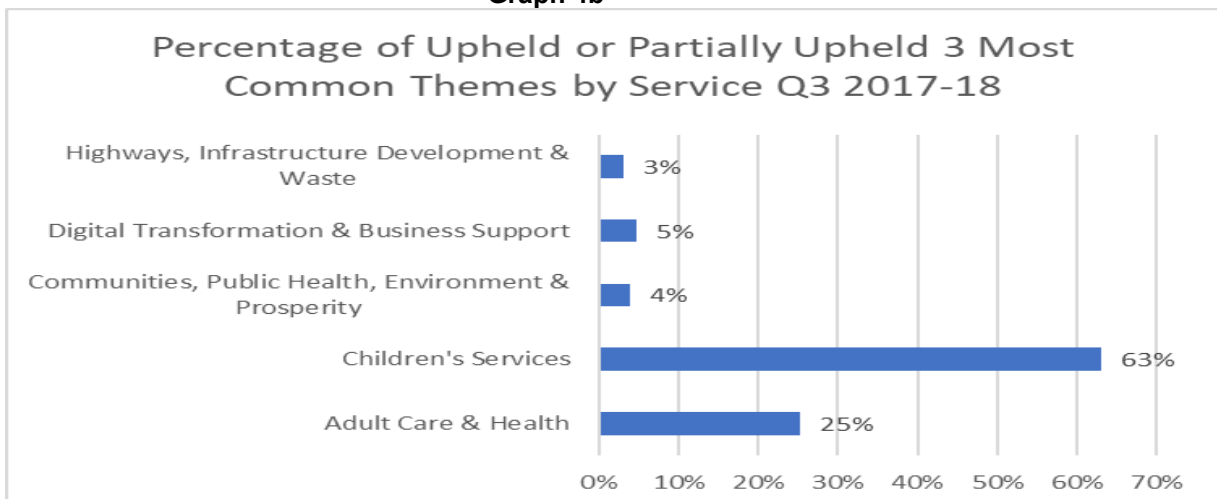
4.5.4 Following investigation, 127 of the instances out of the 244 instances regarding these 3 most common themes were fully or partially upheld (that is 52%); 54 instances of Quality of service provided were upheld or partially upheld, 30 of those about Attitude/rudeness/inappropriate comments and 43 of those about poor communication with the customer.

4.5.5 and **Graphs 4a & 4b** the number and percentage Upheld or Partially Upheld of these by service area

Graph 4a



Graph 4b



4.5.6 The information below relates to the 3 most common themes in complaints for each individual service area as opposed to the collective 3 most common themes (as such numbers do not directly relate to those in the graphs above)

Adult Care & Health

There were 54 complaints responded to within Adult Care & Health in Q3, consisting of 111 issues. The 3 most common issues related to poor communication (27), the quality of the service provided (20), and attitude/rudeness/inappropriate comments from staff (11); these issues constituted 58 of the 111 issues raised (52%).

Following investigation, 29 of these 58 issues were fully or partially upheld (50%).

Children's Services

There were 102 complaints responded to within Children's Services in Q3, consisting of 266 issues. The 3 most common issues related to quality of the service provided (52), inappropriate activity by individual staff member (43), and attitude/rudeness/inappropriate comments (37); these issues constituted 132 of the 266 issues raised (50%).

Following investigation, 84 of these 132 issues were fully or partially upheld (64%).

Communities, Public Health, Environment & Prosperity

There were 36 Stage 1 complaints responded to within Communities, Public Health, Environment & Prosperity in Q3, consisting of 41 issues. The most common issues related to Attitude/rudeness/inappropriate comments (8), dispute of records (8) and Objecting to intended/future service offered (7); these issues constituted 23 of the 41 issues raised (17%).

Following investigation, 4 of these 23 issues were fully or partially upheld (20%).

County Solicitors

There were 6 Stage 1 complaints responded to within County Solicitors in Q3, consisting of 8 issues. These issues related to quality of service provided (3), attitude/rudeness/inappropriate comments (3), timings of service offered (1), and policy/procedure not followed (1).

Following investigation, none of these issues were fully or partially upheld (0%).

Digital Transformation and Business Support

There were 8 Stage 1 complaints responded to within Digital Transformation and Business Support in Q3, consisting of 15 issues. The 3 most common issues related to Quality of service provided (4), attitude/rudeness/inappropriate comments (3), and poor communication (2); these issues constituted 9 of the 15 issues raised (60%).

Following investigation, 6 of these 9 issues were fully or partially upheld (67%).

Highways, Infrastructure Development and Waste

There were 161 Stage 1 complaints responded to within Highways, Infrastructure Development and Waste in Q3, consisting of 171 issues. The 3 most common issues related to Delay in providing service (29), Refusal to provide service/eligibility issue (28), and Objecting to intended/future service offered (25); these issues constituted 82 of the 171 issues raised (48%).

Following investigation, 11 of these 82 issues were fully or partially upheld (13%).

5 Stage 2 Complaints

5.1 Stage 2 Complaints Received

5.1.1 At Stage 2 within Children's Social Care investigations are being undertaken by externally commissioned investigating officers and externally appointed Independent Persons in line with the requirements of the Statutory Complaints Regulations.

All other Non-Statutory Stage 2 investigations are undertaken by senior staff within the Customer Relations Team.

5.1.2 In Q3 there have been 4 complaints escalated to Stage 2 under the Children's Social Care Statutory Procedures.

5.1.3 There have been 39 stage 2 complaints under the Corporate Complaints Procedure in Q3; 3 in Children's Social Care, 3 in Education & Learning, 3 in Planning, Transportation & Environment, 1 in Economy, Enterprise & Skills, 26 in Highways, 2 in Waste and 1 in Legal Services & Communications

5.1.4 Table 5 below gives breakdown of the Stage 2 complaints received by senior leadership team areas

Stage 2 Complaint investigations by Direct Report						
All Services						
Realm	Service Area	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Children's Services Jo Olsson	Children's Social Care - Vivien Lines	9	7	7	0	23
	Education & Learning - Dawn Stabb	1	1	3	0	5
	Total Children's Services	10	8	10	0	28
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	0	0	0	0	0
	Adult Commissioning & Health - Tim Golby	0	0	0	0	0
	Commissioned Services	0	0	0	0	0
	Total Adult Care & Health	0	0	0	0	0
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	0	0	0	0	0
	Planning, Transportation and Environment	2	2	3	0	7
	Economy, Enterprise & Skills	0	0	1	0	1
	Communities	2	0	0	0	2
	Total Communities, Public Health, Environment and Prosperity	4	2	4	0	10
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	0	1	0	0	1
	Highways - Meg Booth	19	22	26	0	67
	Bridges and Structures - Kevin Dentith	0	1	0	0	1
	Waste - Wendy Barratt	3	0	2	0	5
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	22	24	28	0	74
Corporate Services Phil Norrey	Organisational Development	0	0	0	0	0
	Digital Transformation & Business Support	1	0	0	0	1
	Legal Services & Communications	0	1	1	0	2
	Devon Finance Services	0	0	0	0	0
	Total Corporate Services	1	1	1	0	3
Total All Services		37	35	43	0	115

5.1 Stage 2 Complaint Responses and Outcomes

5.2.1 In Q3 there were 7 Statutory Children's Social Care Stage 2 complaints concluded.

5.2.2 31 Non- Statutory Stage 2 complaints were completed in Q3 of which only 42% were completed & responded to within the published timescales;

5.2.3 Of the 38 Stage 2 complaints concluded in Q3; 21 were not upheld, 3 were Upheld, 12 were partially upheld, 1 immediately resolved and 1 Withdrawn (NFA)

5.2.3 In cases whereby services are not providing provision in line with their published procedure the Non- Statutory Stage 2 investigation process is particularly useful in that it challenges services to realign or reassess their published procedures in line with what can reasonably be delivered. In cases whereby, legislative requirements are not fulfilled, the Council is required to uphold the complaint.

5.2.5 Where the complaint is upheld or partially upheld the CRT will pull together an action plan with the Head of Service and individuals will be assigned actions to undertake and evidence of completion should be provided to the CRT as proof of learning and service improvement.

5.2.6 Table 6 below provides a breakdown of the Stage 2 complaint outcomes for all complaints (Statutory & Non-Statutory) responded to in Q3

Table 6 – All Stage 2 Complaint Outcomes

Stage 2 Complaint Outcomes - responded to in Quarter						
Service		Q1	Q2	Q3	Q4	YTD
Children's Social Care (stat & non stat)	No - Not Upheld	3	6	1		10
	Yes - Upheld	0	4	1		5
	Partially Upheld	2	2	6		10
	No finding	0	0	0		0
	Immediately resolved	0	0	1		1
	Closed / NFA	0	0	0		0
		5	12	9	0	26
Education and Learning	No - Not Upheld	0	1	1		2
	Yes - Upheld	0	0	1		1
	Partially Upheld	0	0	0		0
	No finding	0	0	0		0
	Immediately resolved	0	0	0		0
	Closed / NFA	0	0	0		0
		0	1	2	0	3
Communities, Public Health, Environment & Prosperity	No - Not Upheld	5	1	2		8
	Yes - Upheld	0	0	0		0
	Partially Upheld	0	1	0		1
	No finding	0	0	0		0
	Immediately resolved	0	0	0		0
	Closed / NFA	0	0	0		0
		5	2	2	0	9
Highways, Infrastructure Development and Waste	No - Not Upheld	13	17	16		46
	Yes - Upheld	0	0	0		0
	Partially Upheld	1	3	6		10
	No finding	0	0	0		0
	Immediately resolved	0	0	0		0
	Closed / NFA	0	0	1		1
		14	20	23	0	57
Digital Transformation & Business Support	No - Not Upheld	0	0	0		0
	Yes - Upheld	0	0	0		0
	Partially Upheld	0	0	0		0
	No finding	0	0	0		0
	Immediately resolved	0	0	0		0
	Closed / NFA	0	0	0		0
		0	0	0	0	0
Legal Services & Communications	No - Not Upheld	0	0	1		1
	Yes - Upheld	0	0	1		1
	Partially Upheld	0	0	0		0
	No finding	0	0	0		0
	Immediately resolved	0	0	0		0
	Closed / NFA	0	0	0		0
		0	0	2	0	2
Total all areas	No - Not Upheld	21	25	21		67
	Yes - Upheld	0	4	3		7
	Partially Upheld	3	6	12		21
	No finding	0	0	0		0
	Immediately resolved	0	0	1		1
	Closed / NFA	0	0	1		1
	All Services TOTAL	24	35	38	0	97

5.3 Stage 2 Complaints Learning

5.3.1 The main learning points arising from the complaints resolved in Q3 are detailed below. All complaints investigated and upheld should have specific actions and learning associated with them and these are drafted as an action plan in conjunction with senior managers and individual actions assigned to an appropriate person to complete and provide evidence of that completion to the Senior Customer Relations Officer who has case managed the complaint. This will ensure a full audit trail and a single point for collation of such actions & learning.

5.3.2 A Highways complaint was partially upheld due to the lack of consultation around a temporary Traffic Order. The Council apologised and accepted that a wider consultation, time permitting would have been more appropriate.

5.3.3 A complaint was received about damage caused to a private driveway due to prolonged rain. The complainant also had to clear a gully on the highway to prevent further damage to the driveway. Whilst the gully had been cleared in line with the council's maintenance schedule the following actions were agreed: The council to clear and re-establish the highway ditches, install a permanent water bar and undertake a full inspection of the highway in question to include siding works to uncover the full drainage limits of the Highway. The complainant has also claimed against the council for damage to the driveway.

5.3.4 A complaint made to Highways about a tree damaging the complainant's property initially resulted in a response stating that due to the offending tree not meeting the Council safety defect criteria no action would be taken. However, following further contact from the complainant, a more detailed investigation revealed that the tree was the responsibility of a neighbouring college; as it sat on their boundary. The council met with the college who agreed to fell the tree.

This complaint has highlighted to Senior Managers the need for the council to be clear about complex land ownership issues to ensure customers receive clear responses. This is particularly pertinent when there is potential for legal action

5.3.5 A complaint was made about the lack of enforcement of DCC's 'A' board policy which then resulted in the following actions:

- DCC moved the A-boards to an acceptable location and the owners were informed of their responsibilities and the potential for future enforcement action.
- DCC observed that all signs present were within Policy.

This is the second complaint about 'A' Boards received in the reporting year and has highlighted to senior managers within the service the need for all staff to be aware of the Council's statutory enforcement obligations regarding A Boards and regarding the Equalities Act.

5.3.6 A complaint was received from a school in respect of additional admissions and was fully upheld because the education service did not inform the school that the council was implementing a new criterion earlier than anticipated and this resulted in the school's maximum class size being exceeded.

The complaint was further upheld due to a request for financial assistance being ignored in the initial response.

As a result, a member of DCC staff met with the school to offer detailed explanation and to apology. Furthermore, each of the Admissions Officers has been made fully aware of the current guidance and they have been instructed not to apply this policy until the consultation has been completed and all schools given clear expectations and timescales or local agreement has been secured in advance. Clarity was issued provided to the school around the financial issue.

5.3.7 A complaint was raised at Stage 2 within Children's Social Care by a grandparent who raised concerns regarding the service's interaction with them, comments that were made by staff about them as people and the lack of contact with the grandchildren.

The service spoke with the complainant and was able to successfully resolve the concerns and this was followed up in writing as a Stage 2 response. This written response reiterated the fact that the complainant was advised she could pick up clothes and toys from the children's mother, that there the service was correct to act on concerns regarding the use of alcohol and commented on the balance required to achieve contact for all relevant family members.

5.3.8 The complainant raised concerns regarding the conduct of a worker within Children's Services; such as allegations of being biased and combative, that the worker lied in relation to contacting the GP and refused to consider the provision of counselling.

The Stage 2 investigation identified that there was a misunderstanding at Stage 1 regarding the offer, or otherwise, of mediation; the Stage 2 response clarified that either way this was a matter for court, not the Local Authority.

In addition, the Stage 2 response identified that an issue of concern for the complainant, in respect of the worker's alleged use of a certain word, should have been dealt with more thoroughly at Stage 1.

5.3.9 The complainant is a Special Guardian and complained regarding the amount of financial support being received, along with the decisions to reduce it.

All three of the complaints raised were upheld, although the adjudicator disagreed with one finding, in relation to whether the complainant was advised that financial support for the child would be received until they turned 18, believing it to be more appropriately partially upheld. As an outcome of the investigation, several recommendations were made by the independent investigator. Despite initial reluctance from the Local Authority, these recommendations were subsequently all accepted.

- Due to the service the complainant received and the inconsistent advice also received, and as a measure of goodwill, we will continue the allowance at its current rate until the child reaches 18.
- Due to the delays in service and poor communication, the head of Adoption and Permanence will contact the complainant to ensure that the support being provided is appropriate and consistent moving forwards.
- A guide will be available for all prospective Guardians which will make clear the financial policy and legal requirements for gaining an allowance. This will be completed by the 30th November. This guide will be placed on the council's web site.
- Training and direction will be given to the team to ensure that they are clear about the policy and procedures and can communicate this effectively.
- All Guardians will be sent a financial contract prior to Order so that they are aware of what they will be paid, when and for what duration.
- All support plans will be completed within 6 weeks of the assessment starting so that they are agreed earlier with clarity given prior to the Court date.
- The financial policy will be put on the web site to ensure that this information is available.

5.3.10 The complainant, a mother of a child placed under Section 20, complained that the process was mishandled, that there was poor communication to her and to the placement, and that meetings around the placement were also mishandled.

1 of the 8 complaints raised was partially upheld, 4 were not upheld, and 3 were upheld. A number of actions were agreed as a result:

- A working group was created involving people from the relevant services, to look at best practice and to ensure everyone attending knew their roles and responsibilities. There has also been a review held about the planning process for children who are due to leave secure accommodation.
- The process for minuting meetings and circulating these minutes to the appropriate people is reviewed, that there is a clear process for when children leave secure accommodation to avoid delays in appropriate support being provided. The Council has recently produced some internal guidance regarding Secure Review Meetings that makes it clear that parents can have their views heard, along with clarifying the process for minuting and circulation of minutes, and the process for children leaving secure accommodation.
- An offer was made to the complainant for the appropriate Area Manager to meet and discuss this issue/offer apologies

5.3.11 The Complainants are family members of a child open to our services, and are acting with the consent of the mother of the child. The complaint centres upon a lack of support in relation to the child who exhibits risky behaviours, with a vulnerable and distressed mother who also requires support.

2 of the 6 complaints raised were partially upheld, 3 were not upheld, and 1 was upheld. As a result, a number of actions were agreed:

- A discussion was held across the service regarding timely completion of assessments
- Customer Relations to work directly with services on an on-going basis to improve resolution of complaints at Stage 1
- A written recognition of the support offered by the complainants to the family
- To cascade current training regarding understanding and addressing adolescent violence to social workers

5.3.12 The complainant, a young person, complained about the timeliness of decisions in relation to their foster placement outside of the UK, and that he wasn't being listened to.

1 complaint raised was upheld, 1 was not upheld, and 1 had no finding. The follow actions were agreed:

- The Locality Director met with the young person to apologise personally for the delays in the case.

A new policy is being written that will cover the eventuality that Foster Carers wish to move abroad with a foster child, to ensure the same experience won't be repeated

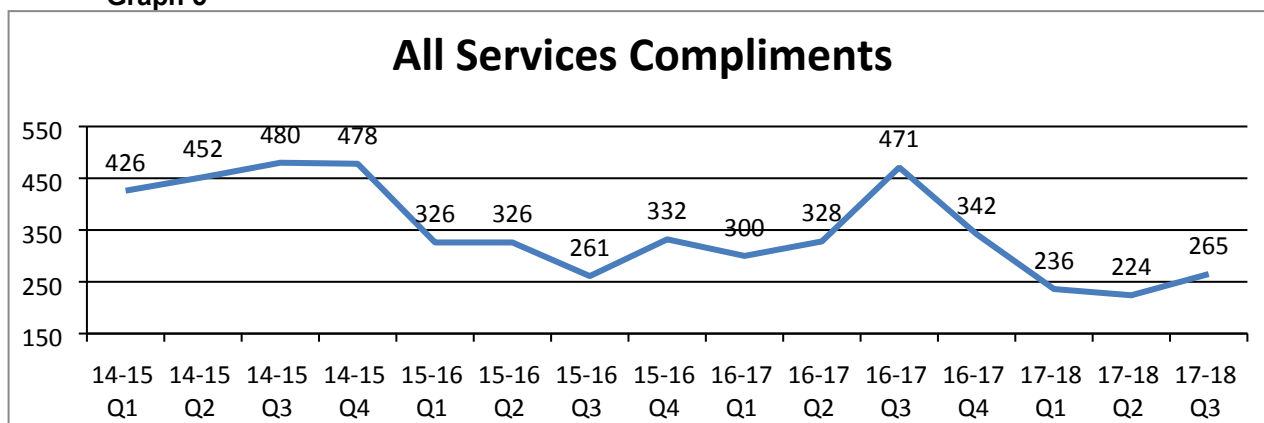
6. Compliments Received

6.1 Capturing compliments is important for the Council, as they serve to acknowledge provision of excellent service, enable staff to be recognised and the Council to build upon good practice.

6.2 In Q3 the council received 265 compliments which an increase on the 224 received in Q2 and reverses the downward trend over the last 6 months.

6.3 **Graph 5** provides detail of the Compliments received over the last 3 years

Graph 5



6.4 The four services that have received the most compliments in Q3 are Adult Care & Health Operations with 82, Digital Transformation & Business Support received 38 compliments, Highways 33 compliments and Children's Social Care services received 32 compliments.

6.5 Table 8 details the number of compliments received by Head of Service direct report areas cross the Council.

Compliments by Head of Service direct reports.

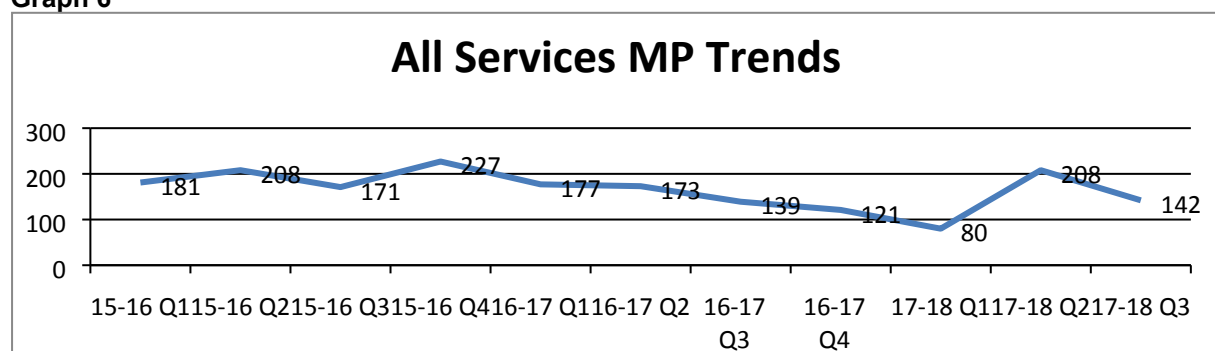
Compliments by Direct Report						
All Services						
Realm	Service Area	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Children's Services Jo Olsson	Children's Social Care - Vivien Lines	47	29	32	0	108
	Education & Learning - Dawn Stabb	0	1	1	0	2
	Total Children's Services	47	30	33	0	110
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	116	93	82	0	291
	Adult Commissioning & Health - Tim Golby	4	1	4	0	9
	Commissioned Services	0	0	0	0	0
Total Adult Care & Health	120	94	86	0	300	
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	9	11	8	0	28
	Planning, Transportation and Environment	3	11	4	0	18
	Economy, Enterprise & Skills	5	5	7	0	17
	Communities	3	5	6	0	14
Total Communities, Public Health, Environment and Prosperity	20	32	25	0	77	
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	0	0	0	0	0
	Highways - Meg Booth	22	21	33	0	76
	Bridges and Structures - Kevin Dentith	0	0	0	0	0
	Waste - Wendy Barratt	2	7	29	0	38
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	24	28	62	0	114
Corporate Services Phil Norrey	Organisational Development	0	0	0	0	0
	Digital Transformation & Business Support	20	16	38	2	76
	Legal Services & Communications	4	23	21	0	48
	Devon Finance Services	1	1	0	0	2
	Total Corporate Services	25	40	59	2	126
Total All Services		236	224	265	2	727

7. MP Letters Received

7.1.1 In Q3 the council received 142 letters from MPs which is a significant decline on the 208 received in Q2

7.1.2 The graph 6 below indicates the trend in numbers of MP Letters received over the last 3 years for the Council

Graph 6



7.1.3 Table 9 below provides detail on the enquiries received from Members of Parliament for each service area.

Table 9 – MP Letters by Head of Service / Direct Report

MP Enquiries by Direct Report						
All Services						
Realm	Service Area	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Children's Services Jo Olsson	Children's Social Care - Vivien Lines	10	11	9	0	30
	Education & Learning - Dawn Stabb	6	16	19	0	41
	Total Children's Services	16	27	28	0	71
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	13	34	17	0	64
	Adult Commissioning & Health - Tim Golby	0	0	1	0	1
	Commissioned Services	2	0	1	0	3
Total Adult Care & Health	15	34	19	0	68	
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	1	5	1	0	7
	Planning, Transportation and Environment	8	24	12	0	44
	Economy, Enterprise & Skills	0	7	5	0	12
	Communities	1	3	0	0	4
Total Communities, Public Health, Environment and Prosperity	10	39	18	0	67	
Highways, Infrastructure Development and Waste David Whitton	Infrastructure Development - Rob Richards	0	0	0	0	0
	Highways - Meg Booth	32	92	65	0	189
	Bridges and Structures - Kevin Dentith	0	0	0	0	0
	Waste - Wendy Barratt	1	5	1	0	7
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	33	97	66	0	196
Corporate Services Phil Norrey	Organisational Development	0	0	0	0	0
	Digital Transformation & Business Support	4	7	2	0	13
	Legal Services & Communications	1	3	5	0	9
	Devon Finance Services	1	1	4	0	6
	Total Corporate Services	6	11	11	0	28
Total All Services		80	208	142	0	430

7.1.4 Highway issues continue to dominate communication from MPs with 65 letters received in the quarter (46% of all letters received). Education Services received 16 MP letters (13% of total letters received), Adult Care Operations & Health received 17 MP letters this quarter (12% of all letters received) and Planning Transportation & Environment received 12 MP Letters in the quarter (8.5% of total received).

7.2 MP Letter Responses

7.2.1 The number of letters from MPs that were closed following a response within 20 working days was 81% in Q3 which is a decline in performance on the 90% in Q2. This represents 125 of the 155 MP letters responded to in the quarter.

7.2.2 In the quarter the service areas responded within time as follows: Children's Social Care 78% (7 out of 9 responses), Education & Learning 84% (16 out of 19 responses), Adult Care Operations & Health 55% (11 out of 20 responses), Adult Care Commissioning 0% (0 out of 1 responses), Planning Transportation & Environment 83% (10 out of 12 responses), Economy & Enterprise 75% (3 out of 4 responses), Services for Communities 100% (3 responses), Highways 85% (69 out of 81 responses), Digital Transformation & Business Support 50% (1 out of 2 responses), Legal Services 100% (6 responses) and Devon Finance Services 100% (2 responses)

7.2.3 As well as MP Letters the council also receives enquiries from Councillors and others from our customers, these are all logged as Representations and treated in exactly the same way as MP Letters. **Table 10 below** provides details of all types of Representations received across the years and the response times to these by each service area.

Table 10 – All Representations responded to by service area

		2017-18 Representation Response times				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total YTD
Children's Social Care	MP Letters	100%	79%	78%		82%
	CIr Enquiries	n/a	n/a	n/a		n/a
	Others	70%	50%	60%		65%
	Total	80%	75%	71%		76%
Education and Learning	MP Letters	100%	94%	84%		90%
	CIr Enquiries	0%	100%	n/a		33%
	Others	100%	n/a	100%		100%
	Total	78%	94%	87%		88%
Adult Care Operations & Health	MP Letters	88%	94%	55%		80%
	CIr Enquiries	100%	100%	100%		100%
	Others	100%	93%	86%		92%
	Total	96%	94%	73%		87%
Adult Commissioning & Health	MP Letters	100%	33%	0%		50%
	CIr Enquiries	n/a	n/a	n/a		n/a
	Others	67%	100%	100%		93%
	Total	80%	60%	90%		80%
Public Health	MP Letters	100%	n/a	n/a		100%
	CIr Enquiries	n/a	n/a	n/a		n/a
	Others	100%	100%	n/a		100%
	Total	100%	100%	n/a		100%
Planning, Transportation and Environment	MP Letters	71%	93%	83%		87%
	CIr Enquiries	n/a	100%	n/a		100%
	Others	100%	83%	100%		93%
	Total	83%	91%	88%		89%
Economy and Enterprise	MP Letters	100%	60%	75%		73%
	CIr Enquiries	n/a	n/a	n/a		n/a
	Others	80%	100%	100%		89%
	Total	86%	71%	83%		80%
Highways, Infrastructure Development and Waste	MP Letters	80%	91%	85%		87%
	CIr Enquiries	n/a	50%	67%		57%
	Others	100%	93%	89%		95%
	Total	88%	90%	85%		88%
Communities	MP Letters	50%	100%	n/a		80%
	CIr Enquiries	n/a	n/a	n/a		n/a
	Others	100%	100%	75%		92%
	Total	86%	100%	75%		88%
Digital Transformation & Business Support	MP Letters	100%	100%	50%		89%
	CIr Enquiries	100%	100%	100%		100%
	Others	80%	93%	89%		88%
	Total	85%	95%	83%		89%
Legal Services & Communications	MP Letters	100%	100%	100%		100%
	CIr Enquiries	n/a	n/a	n/a		n/a
	Others	50%	50%	100%		60%
	Total	67%	75%	100%		86%
Devon Finance Services	MP Letters	100%	100%	100%		100%
	CIr Enquiries	n/a	0%	n/a		0%
	Others	n/a	100%	n/a		100%
	Total	100%	67%	100%		83%
Total All Services	MP Letters	85%	90%	81%		86%
	CIr Enquiries	82%	75%	90%		82%
	Others	90%	90%	88%		89%
	Total	87%	89%	83%		87%

7.2 Letters Received by Individual MP

7.3.1 Table 11 provides details of the volume of communication received from each individual MP.

Table 11 Letters received by Individual MP

	Service Area	Children's Social Care	Education and Learning	Adult Care Operations & Health	Adult Commissioning & Health	Public Health	Planning, Transportation and Environment	Economy, Enterprise & Skills	Highways, Infrastructure Development and Waste	Organisations Development	Digital Transformation & Business Support	Legal Services & Communications	Communities	Devon Finance Services	Total
Bradshaw	Q1	2	1	8	0	0	1	0	10	0	2	0	0	0	24
	Q2	5	4	18	1	0	7	4	38	0	4	0	2	0	83
	Q3	4	3	7	0	0	5	2	18	0	2	1	0	0	42
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	11	8	33	1	0	13	6	66	0	8	1	2	0	149
Cox	Q1	3	2	1	0	0	3	0	4	0	0	0	0	0	13
	Q2	3	3	3	0	0	0	0	17	0	0	0	0	0	26
	Q3	1	2	3	2	0	0	0	10	0	0	1	0	0	19
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	7	7	7	2	0	3	0	31	0	0	1	0	0	58
Heaton-Jones	Q1	1	0	1	0	0	2	0	5	0	0	0	0	0	9
	Q2	0	1	1	0	0	2	1	6	0	0	0	0	0	11
	Q3	1	3	1	0	0	3	0	13	0	0	0	0	0	21
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	2	4	3	0	0	7	1	24	0	0	0	0	0	41
Morris	Q1	0	0	0	0	0	0	0	3	0	0	0	0	0	3
	Q2	0	0	1	0	0	0	0	6	0	1	0	0	0	8
	Q3	0	0	0	0	0	0	0	4	0	0	0	0	0	4
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	0	0	1	0	0	0	0	13	0	1	0	0	0	15
Parish	Q1	1	0	1	1	0	0	0	1	0	0	0	0	0	4
	Q2	0	3	2	0	0	4	0	0	0	0	0	0	0	9
	Q3	0	3	3	0	0	0	0	2	0	0	0	0	0	8
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	6	6	1	0	4	0	3	0	0	0	0	0	21
Streeter	Q1	0	1	0	0	0	0	0	1	0	0	0	0	0	2
	Q2	0	0	1	0	0	3	1	2	0	1	1	0	0	9
	Q3	0	1	3	0	0	1	1	2	0	0	0	0	0	8
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	0	2	4	0	0	4	2	5	0	1	1	0	0	19
Stride	Q1	0	2	0	1	0	1	0	5	0	0	1	0	0	10
	Q2	0	2	2	0	0	6	0	18	0	1	2	0	1	32
	Q3	1	1	0	0	0	0	1	11	0	0	2	0	0	16
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	5	2	1	0	7	1	34	0	1	5	0	1	58
Swire	Q1	2	0	0	0	0	1	0	3	1	1	0	0	1	9
	Q2	2	3	1	0	0	2	0	8	1	1	0	0	0	18
	Q3	1	5	0	0	0	2	0	2	0	0	0	0	0	10
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	5	8	1	0	0	5	0	13	2	2	0	0	1	37
Wollaston	Q1	0	0	3	0	0	0	0	0	0	0	0	0	0	3
	Q2	0	0	5	0	0	0	0	2	0	0	0	0	0	7
	Q3	1	0	4	0	0	1	1	4	0	0	0	0	0	11
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	0	12	0	0	1	1	6	0	0	0	0	0	21
Out of County	Q1	1	0	0	0	0	0	0	1	0	0	0	0	0	2
	Q2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q3	0	1	0	0	0	0	0	0	0	0	1	0	0	2
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	1	0	0	0	0	0	1	0	0	1	0	0	4
All MPs	Q1	10	6	14	2	1	8	0	33	1	3	1	0	1	80
	Q2	10	16	34	1	0	24	6	97	1	8	3	2	1	203
	Q3	9	19	21	2	1	12	5	66	0	2	5	0	0	142
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	29	41	69	5	2	44	11	196	2	13	9	2	2	425

7.3.2 From this table it can be seen that Ben Bradshaw MP remains the most prolific communicator with the Council writing 42 times in Q3 (30% of all MP Letters received in Q3). Peter Heaton-Jones was the second most frequent communicator in Q3 writing 21 times.(15% of all MP Letters received in Q3) and Geoffrey Cox MP who has written 19 times in Q3 (13% of all MP Letters received in Q3).

8 Local Government Ombudsman

8.1 Complaints received about Devon County Council

8.1.1 In Q3, the council received 18 new cases from the Local Government Ombudsman. (There were 20 received in Q2)

8.1.2 These complaints were regarding the following services: 6 about Adult Care & Health, 3 regarding Highways, 3 regarding Planning, Transportation & Environment, 2 regarding Children's Social Care, and 1 each about Education & Learning, Adult Commissioning & Health, Legal Services & Devon Finance

8.1.3 Of these new complaints from the LGO in Q3 12 were at the assessment stage and 6 have gone straight to full investigation.

8.1.4 Table 12 provides detail of cases received by Council Service Area

Table 12 – Complaints received from LGO

All Services						
Realm	Service Area	LGO SERVICE CATEGORY	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18
Children's Services Jo Olsson	Children's Social Care - Jo Olsson	Education & Children's Services	6	5	2	
	Education & Learning - Dawn Stabb	Education & Children's Services	2	0	1	
	Total Children's Services		8	5	3	
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	Adult Care services	7	6	6	
	Adult Commissioning & Health - Tim Golby	Adult Care services	0	0	1	
	Commissioned Services	Adult Care services	0	0	0	
	Total Adult Care & Health		7	6	7	
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	Corporate & Other Services	0	0	0	
	Planning, Transportation and Environment	Planning & Development / Highways & Transport	1	3	3	
	Economy, Enterprise & Skills	Planning & Development / Corporate Services	0	1	0	
	Communities	Corporate & Other Services	0	0	0	
	Total Communities, Public Health, Environment and Prosperity		1	4	3	
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	Highways and Transport	0	0	0	
	Highways - Meg Booth		3	5	3	
	Bridges and Structures - Kevin Dentith		0	0	0	
	Waste - Wendy Barratt		1	0	0	
	Built Environments - Chris Dyer		0	0	0	
	Total Highways, Infrastructure Development and Waste		4	5	3	
Corporate Services Phil Norrey	Organisational Development	Corporate & Other Services	0	0	0	
	Digital Transformation & Business Support	Corporate & Other Services	0	0	0	
	Blue Badge Service	Adult Care services	1	0	0	
	Legal Services & Communications	Corporate & Other Services	0	0	1	
	Devon Finance Services	Corporate & Other Services	1	0	1	
	Total Corporate Services		2	0	2	
Total all LGO Complaints Received			22	20	18	

8.2 Decisions on complaints by the LGO

8.2.1 In Q3 there have been 16 decisions made by the LGO on complaints about the council. The decisions were categorised as follows:

Not Upheld – no maladministration	4 complaints
Closed after initial enquiries (out of jurisdiction)	4 complaints
Closed after initial enquiries (No Further Action)	4 complaints
Premature – put through DCC Procedures	4 complaints
Total	16

8.2.2 As there have been no complaints upheld in this quarter there have been no actions required of the council

8.2.3 All LGO final decisions by can be viewed on the LGO website.

9. Additional Information

9.1 Complaints from Children and Young People

9.1.1 The Council is still working to improve engagement with Young People and encouraging feedback to the Council is a key part of this. The MOMO (Mind of my Own) application is becoming more widely used by Young People across all of its functions.

9.1.2 In Q3 the Council has received 9 complaints from Children and Young People.

- 3 of these were received via our advocacy contract with NYAS
- 6 came direct from a Child or Young Person (they were then offered an advocate if they wanted one by none took up that offer). Of these 2 were via MOMO, 2 direct from the Young Person to the complaints team and 3 via an Advocate.

9.1.3 7 of these complaints have been concluded in the quarter and 2 remain open. Of the 7 concluded; 3 were partially upheld, 1 was Upheld, 2 were immediately resolved and 1 not upheld.

9.1.4 The 3 tables below provide details of these complaints.

Table 14a – Complaints from Young People

Complaints from Children and Young People inc. Advocacy					
	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
No. of complaints direct from children	7	7	6		20
No. of those took up offer of advocacy	0	0	1		1
No. of NYAS/other advocacy complaints	2	2	3		7
Total No. of all complaints from children inc advocacy	9	9	9	0	27

Table 14b – Complaints from Young People

Route of complaint to CRT	Q1	Q2	Q3	Q4	YTD
Via IRO	0	1	0		1
Via Sworker	0	0	0		0
Atkinson Unit	2	1	2		5
MOMO	5	2	2		9
Direct from YP (not via MOMO)	0	3	2		5
Advocate	2	2	3		7
Total	9	9	9	0	27

Table 14c – Young People Complaint Outcomes

Outcomes of investigated YP complaints					
	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Upheld	2	0	1		3
Partially Upheld	2	3	3		8
Not Upheld	0	1	1		2
No Finding	2	2	0		4
Immediately resolved	2	1	2		5
Withdrawn	0	0	1		1
Rejected awaiting advocate complaint	0	0	1		1
Rejected as not for DCC	0	0	0		0
Complaint still open	1	2	0		3
Total	9	9	9	0	27

Note the process for Yps that accept offer of advocacy is that the original complaint is closed as rejected, then the complaint from the advocate is logged as a new complaint when received

10.2 General Information

10.2.11f there is any aspect of customer feedback that Cabinet/LG7 feels would be especially useful to be included in the report in future if contact could be made via the Customer Relations Manager all consideration will be given to whether it is possible.

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Rob Parkhouse
Head of Digital Transformation & Business Support