

Phil Norrey
Chief Executive

To: The Chair and Members of the
Standards Committee

County Hall
Topsham Road
Exeter
Devon
EX2 4QD

(See below)

Your ref :
Our ref :

Date : 8 July 2019
Please ask for : Karen Strahan 01392 382264

Email: karen.strahan@devon.gov.uk

STANDARDS COMMITTEE

Tuesday, 16th July, 2019

A meeting of the Standards Committee is to be held on the above date at 2.15 pm in the Committee Suite - County Hall to consider the following matters.

P NORREY
Chief Executive

AGENDA

PART I - OPEN COMMITTEE

1 Appointment of Chair

In the absence of the Chair, the Committee will need to appoint a Chair for this meeting.

2 Apologies for absence

3 Minutes

Minutes of the meeting of the Committee held on 4 April 2019, previously circulated and the Assessment Sub Committee held on 10 June 2019, attached.

4 Items Requiring Urgent Attention

Items which in the opinion of the Chair should be considered at the meeting as a matter of urgency.

STANDING ITEMS

5 Customer Feedback Monitoring Report (Pages 1 - 12)

Report of the Head of Digital Transformation & Business Support on feedback, compliments, representations and complaints received and handled by the County Council for the first quarter of 2019, attached.

6 Ethical Governance Framework: Monitoring (Pages 13 - 14)

Report of the County Solicitor (CS/19/19) on co-opted members' attendance at meetings of the Council, Cabinet and Committee meetings, monitoring compliance with the Council's ethical governance framework, attached.

MATTERS FOR INFORMATION

7 Local Determination of Complaints

County Solicitor to report on complaints or allegations of a breach of the Council's Members' Code of Conduct received since the last meeting, if any.

PART II - ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF PRESS AND PUBLIC ON THE GROUNDS THAT EXEMPT INFORMATION MAY BE DISCLOSED

8 Exclusion of Press and Public

Recommendation: that the press and public be excluded from the meeting for the following items of business under Section 100(A)(4) of the Local Government Act 1972 on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 and 2 of Schedule 12A of the Act namely, information relating to an individual and information likely to reveal the identity of an individual and in accordance with Section 36 of the Freedom of Information Act 2000, by virtue of the fact that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.


9 Allegation of Breach of Members' Code of Conduct (Pages 15 - 36)

Report of the Deputy County Solicitor and Deputy Monitoring Officer, attached.

Electoral Divisions(s): All Divisions

Members are reminded that Part II Reports contain confidential information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s).

Members are also reminded of the need to dispose of such reports carefully and are therefore urged to return them to the Committee Secretary at the conclusion of the meeting for disposal

Membership
County Councillors Councillors J Mathews (Chair), M Asvachin, R Bloxham, P Colthorpe, A Connett, C Slade and P Twiss Co-opted Member Sir Simon Day, I Hipkin, R Hodgins, A Mayes and R Saltmarsh
Declaration of Interests
Members are reminded that they must declare any interest they may have in any item to be considered at this meeting, prior to any discussion taking place on that item.
Access to Information
Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact Karen Strahan 01392 382264. Agenda and minutes of the Committee are published on the Council's Website and can also be accessed via the Modern.Gov app, available from the usual stores..
Webcasting, Recording or Reporting of Meetings and Proceedings
The proceedings of this meeting may be recorded for broadcasting live on the internet via the 'Democracy Centre' on the County Council's website. The whole of the meeting may be broadcast apart from any confidential items which may need to be considered in the absence of the press and public. For more information go to: http://www.devoncc.public-i.tv/core/
In addition, anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chair. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.
Members of the public may also use Facebook and Twitter or other forms of social media to report on proceedings at this meeting. An open, publicly available Wi-Fi network (i.e. DCC) is normally available for meetings held in the Committee Suite at County Hall. For information on Wi-Fi availability at other locations, please contact the Officer identified above.
Emergencies
In the event of the fire alarm sounding leave the building immediately by the nearest available exit, following the fire exit signs. If doors fail to unlock press the Green break glass next to the door. Do not stop to collect personal belongings, do not use the lifts, do not re-enter the building until told to do so.
Mobile Phones
Please switch off all mobile phones before entering the Committee Room or Council Chamber
If you need a copy of this Agenda and/or a Report in another format (e.g. large print, audio tape, Braille or other languages), please contact the Information Centre on 01392 380101 or email to: centre@devon.gov.uk or write to the Democratic and Scrutiny Secretariat at County Hall, Exeter, EX2 4QD.
 Induction loop system available

NOTES FOR VISITORS

All visitors to County Hall, including visitors to the Committee Suite and the Coaver Club conference and meeting rooms are requested to report to Main Reception on arrival. If visitors have any specific requirements or needs they should contact County Hall reception on 01392 382504 beforehand. Further information about how to get here can be found at: <https://new.devon.gov.uk/help/visiting-county-hall/>. Please note that visitor car parking on campus is limited and space cannot be guaranteed. Where possible, we encourage visitors to travel to County Hall by other means.

SatNav – Postcode EX2 4QD

Walking and Cycling Facilities

County Hall is a pleasant twenty minute walk from Exeter City Centre. Exeter is also one of six National Cycle demonstration towns and has an excellent network of dedicated cycle routes – a map can be found at: <https://new.devon.gov.uk/travel/cycle/>. Cycle stands are outside County Hall Main Reception and Lucombe House

Access to County Hall and Public Transport Links

Bus Services K, J, T and S operate from the High Street to County Hall (Topsham Road). To return to the High Street use Services K, J, T and R. Local Services to and from Dawlish, Teignmouth, Newton Abbot, Exmouth, Plymouth and Torbay all stop in Barrack Road which is a 5 minute walk from County Hall. Park and Ride Services operate from Sowton, Marsh Barton and Honiton Road with bus services direct to the High Street.

The nearest mainline railway stations are Exeter Central (5 minutes from the High Street) and St David's and St Thomas's both of which have regular bus services to the High Street. Bus Service H (which runs from St David's Station to the High Street) continues and stops in Wonford Road (at the top of Matford Lane shown on the map) a 2/3 minute walk from County Hall, en route to the RD&E Hospital (approximately a 10 minutes walk from County Hall, through Gras Lawn on Barrack Road).

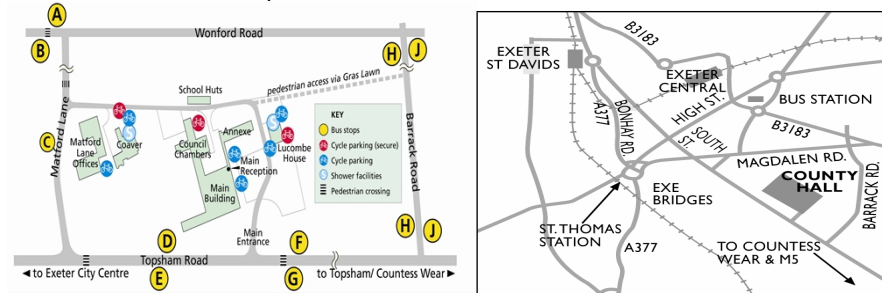
Car Sharing

Carsharing allows people to benefit from the convenience of the car, whilst alleviating the associated problems of congestion and pollution. For more information see: <https://liftshare.com/uk/community/devon>.

Car Parking and Security

There is a pay and display car park, exclusively for the use of visitors, entered via Topsham Road. Current charges are: Up to 30 minutes – free; 1 hour - £1.10; 2 hours - £2.20; 4 hours - £4.40; 8 hours - £7. Please note that County Hall reception staff are not able to provide change for the parking meters.

As indicated above, parking cannot be guaranteed and visitors should allow themselves enough time to find alternative parking if necessary. Public car parking can be found at the Cathedral Quay or Magdalen Road Car Parks (approx. 20 minutes walk). There are two disabled parking bays within the visitor car park. Additional disabled parking bays are available in the staff car park. These can be accessed via the intercom at the entrance barrier to the staff car park.



NB   Denotes bus stops

Fire/Emergency Instructions

In the event of a fire or other emergency please note the following instructions. If you discover a fire, immediately inform the nearest member of staff and/or operate the nearest fire alarm. On hearing a fire alarm leave the building by the nearest available exit. The County Hall Stewardesses will help direct you. Do not stop to collect personal belongings and do not use the lifts. Assemble either on the cobbled car parking area adjacent to the administrative buildings or in the car park behind Bellair, as shown on the site map above. Please remain at the assembly point until you receive further instructions. Do not re-enter the building without being told to do so.

First Aid

Contact Main Reception (extension 2504) for a trained first aider.

Customer Feedback Monitoring Report for Quarter 4 (January – March 2019)

1. Purpose

- 1.1 This report provides a quarterly update to Standards Committee 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 and Social Care 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.

2. Activity overview

- 2.1 Please see appendix 1 for a summary of feedback related activity within the reporting year to date. Please notes that "complaints – local" refers to any complaint dealt with locally e.g. by a service manager. "Complaints – escalated" is any complaint escalated to any stage within the relevant procedure.

3. Feedback to Leadership Group/Cabinet

- 3.1 Following a report of customer feedback (quarter 3) being presented to Standards Committee on 4 April 2019, the following request was made: '*That the issues of high levels of perceived staff rudeness and timeliness in responding to stage 2 complaints be considered in more detail by the Leadership Group as part of their management oversight of the process*'.
- 3.2 The feedback was provided to Cabinet/Leadership Group and discussed at a meeting on 24 June 2019.
- 3.3 The issue of staff rudeness being raised by complainants was discussed and Cabinet/Leadership Group were reassured that whilst difficult messages being delivered by staff may be perceived as rude by customers, the level of issues which were upheld or partially upheld over the reporting year was relatively low (appendix 2 – table 6) and that appropriate training and guidance (3.5 below) is in place and being developed by the Customer Relations Team in conjunction with the services.
- 3.4 A discussion was also held about Stage 2 response timescales. It was suggested that consideration be given to extending Stage 2 timescales where possible, which the Customer Relations Manager agreed to review.
- 3.5 The following actions are being taken by Customer Relations to support services to improve their complaint handling:
- Regular complaint handling workshops with staff
 - CRT attendance at service team meetings to discuss learning from complaints.
 - Specific case reminders to staff from the Customer Relations Team
 - Messages about response times are included in quarterly reports where provided
 - Learning events facilitated by the Customer Relations Team for complex complaints
 - Where rudeness/attitude of staff has been cited by complainants, the CRT highlight this with the relevant service manager to identify learning points and any training requirements
 - Plans to create staff guidance and e-learning
 - Further consideration of providing more meaningful information to services regarding the root causes of complaints

4. Stage 1 complaints

Agenda Item 5

- 4.1 We have seen a continuous reduction in the number of Stage 1 complaints received quarter on quarter this reporting year until quarter 3; there has however been an increase in Adult Social Care complaints between quarters 3 and 4, although this does not appear to be attributable to any particular service or activity (Appendix 2 – table 3).
- 4.2 There has been a slight increase in overall performance in quarter 4 compared to quarter 3. It should be noted that in Adult Care and Health the adult complaint regulations allow for a negotiation to the deadline for response to be made with the customer, and therefore all responses could realistically be made within time. Despite this, the service achieved only 66% of responses in time (Appendix 2 – table 4).
- 4.3 In quarter 4 services upheld or partially upheld 35% of Stage 1 complaints. The percentage of upheld complaints is not in itself an indicator of poor performance however if this increases significantly in future it may suggest that a further review of the activity within that service is required (Appendix 2 – table 5).
- 4.4 Appendix 2 – table 6 shows the most prevalent issues raised within complaints across all services, the percentage upheld or partially upheld in each quarter, and an overall summary across the reporting year. It remains a concern that the perceived attitude or rudeness of staff continues to feature in the top 3 issues, particularly as 39% of complaints where this issue was raised were upheld in quarter 4.
- 4.5 The quality of service provided features highly in the top issues. This may be to be expected in times where services are experiencing cuts and public expectation remains higher than services are able to deliver.

5. Stage 2 Complaints

- 5.1 There has been a continual decrease in Stage 2 complaints received quarter on quarter in this reporting year, however the numbers being received per quarter are still higher on average than each quarter in 2017-18. Children's Services were the exception until quarter 3, experiencing increases in numbers received throughout the reporting year until that time, however there have been significantly lower numbers of Stage 2 complaints received in relation to Children's Services in quarter 4. It is hoped that this is a direct result of improved Stage 1 responses and earlier intervention by managers. The comparative increase across all services between 2017-18 and 2018-19 is not necessarily an indicator of poor service. Alternatively, it may suggest increased access to or awareness of the complaints procedure (Appendix 2 – table 7).
- 5.2 There were 35 Stage 2 complaints closed in quarter 4, however only 57% of the responses were sent in time (Appendix 2 – table 8). Whilst this is an improvement on quarter 3, additional work is required. The delays largely relate to difficulty in obtaining relevant information from services within the investigation. Customer Relations escalate this where necessary in order to progress investigations in a more timely manner.
- 5.3 As in quarters 2 and 3, in quarter 4 there has continued to be a significant increase in the percentage of complaints upheld compared to those upheld at Stage 1. This is concerning as it demonstrates that independent scrutiny of the complaints at Stage 2 is producing a different outcome than Stage 1 (Appendix 2 – table 9).

6. Local Government and Social Care Ombudsman Complaints

- 6.1 The Local Government and Social Care Ombudsman (LGSCO) investigate complaints about councils, adult social care providers, including care homes and agencies, and some other organisations providing local public services. They assess for fault and make findings in relation to maladministration of process and subsequent injustice to the customer. The Council is required by

law to cooperate with the Ombudsman's investigations and provide the requested information within given timeframes. The Customer Relations Manager acts as the LGSCO Link Officer and coordinates all communication between the LGSCO and the Council.

- 6.2 Whilst there was a gradual decline in numbers of LGSCO complaints received in 2017-18, the numbers received increased between quarters 1 and 3 of 2018-19. We have however seen a reduction of numbers received in quarter 4. (Appendix 2 – table 10).
- 6.3 There has also been a decrease in maladministration and injustice findings within 2018-19 compared to 2017-18; this is positive although there was a significant drop in any findings being made by the LGSCO in quarters 2 and 4. Only 18% of the complaints were upheld over the previous reporting year; this compares to 30% across 2018-19 and may suggest an upward trend. This is however not a high number and reflects that while customers do not agree with the Council's decisions, scrutiny by the Ombudsman shows that we are generally following due policy and process as the majority of complaints continue to be closed with no further action required (Appendix 2 – table 11).
- 6.4 In quarters 1 and 2, the Council mostly maintained an excellent response rate to the LGSCO. In quarter 3 this dropped significantly and was mainly attributable to delays in services providing the relevant information. Following mitigating action being taken, such as ensuring that wherever possible deadlines are extended and services reminded of the need to provide information in a timely manner, performance in quarter 4 has seen an improvement to 81% in time (Appendix 2 – table 12).
- 6.5 All LGSCO final decisions can be viewed on the LGSCO website – www.lgo.org.uk
- 6.6 The Council has been required to pay financial remedies totalling £4,100 to complainants as a result of recommendations made by the Ombudsman in quarter 4 (Appendix 3).

7. Compliments

- 7.1 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.
- 7.2 It should be noted that the Customer Relations Team is unable to report on compliments that are not shared with us and therefore this is only likely to be a partial picture. Compliments experienced an increase over the previous reporting year, however this has generally remained lower in 2018-19 (Appendix 2 – graph 1).

8. MP Enquiries

- 8.1 The number of MP Enquiries has reduced quarter on quarter throughout 2018-19 (Appendix 2 – graph 2).
- 8.2 All MP Enquiries should be responded to within 20 working days of receipt. MP Enquiry response performance has remained fairly static throughout 2018-19, although both Adults and Children's Social Care require significant improvement (Appendix 2 – table 13).

9. Representations

- 9.1 A representation is a comment or concern that is not intended or eligible to be a formal complaint but requires a formal response.
- 9.2 The Council continues to see a significantly lower number of representations received than in previous years, and the lowest number of representations received in the last 3 years was recorded in quarter 4 2018-19, with only 22 recorded. The general reduction is likely to be partially

Agenda Item 5

attributable to Highways managing their own representations rather than Customer Relations handling or logging them in any way. This information is therefore unlikely to give the full picture of all levels of representations being received within the Council (Appendix 2 – graph 3).

- 9.3 All Representations should be responded to within 20 working days of receipt. As with MP Enquiries, response performance has remained fairly static throughout 2018-19, although both Adults and Children's Social Care, and Digital Transformation and Business Support require significant improvement (Appendix 2 – table 14).

Helen Wyatt
Customer Relations Manager

Appendix 1

Table 1

Period	2018 Q1	2018 Q2	2018 Q3	2018 Q4	Total
Complaints - local	444	377	327	364	1512
Complaints - escalated	50	41	47	35	173
Complaints - Ombudsman	13	19	18	13	67
Compliments	260	257	220	241	987
MP Enquiries	196	156	141	112	605
Representations	78	52	60	22	212
Total	1041	902	813	787	3543

Table 2

	Q1				Q2				Q3				Q4				18-19 YTD			
	Complaints	Compliments	Representations	MP Enquiries	Complaints	Compliments	Representations	MP Enquiries	Complaints	Compliments	Representations	MP Enquiries	Complaints	Compliments	Representations	MP Enquiries	Complaints	Compliments	Representations	MP Enquiries
Children's Services	102	28	11	42	93	32	5	30	119	40	6	46	103	34	3	30	417	134	25	148
Adult Care & Health	45	115	39	17	62	103	19	19	39	91	12	19	71	87	13	9	217	396	83	64
Communities, PH, Environment and Prosperity	26	12	10	14	24	6	16	33	33	11	11	21	31	10	0	15	114	39	37	83
Highways, Infrastructure Development and Waste	290	87	10	103	228	85	9	69	195	55	17	51	194	69	0	56	907	296	36	279
Legal, Communications, and Human Resources	5	12	2	2	8	30	1	1	1	13	1	0	6	27	0	0	20	82	4	3
Devon Finance Services	0	0	0	1	0	0	0	0	0	5	0	0	0	3	0	0	0	8	0	1
Digital Transformation & Business Support	18	6	5	10	5	1	1	1	5	5	13	4	7	11	6	2	35	23	25	17
Total	486	260	77	189	420	257	51	153	392	220	60	141	412	241	22	112	1710	978	210	595

Agenda Item 5

Appendix 2

Table 3

Stage 1 complaints received 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	80	73	89	90	332
Adult Care & Health	37	55	36	65	193
Communities, Public Health, Environment and Prosperity	26	20	25	26	97
Highways, Infrastructure Development and Waste	246	194	172	174	786
Legal, Communications, and Human Resources	5	6	1	4	16
Devon Finance Services	0	0	0	0	0
Digital Transformation & Business Support	17	4	4	5	30
All services	411	352	327	364	1454

Table 4

Stage 1 responses - % within 20 working days 2018-19					
Department	Q1	Q2	Q3	Q4	Total
Children's Services	65% (51/79)	64% (47/74)	60% (47/78)	58% (52/89)	62% (197/320)
Adult Social Care	69% (25/36)	72% (28/39)	64% (28/44)	66% (33/50)	67% (114/169)
CoPHEP	100% (24/24)	91% (21/23)	92% (24/26)	95% (21/22)	95% (90/95)
County Solicitors	50% (2/4)	60% (3/5)	50% (1/2)	100% (3/3)	55% (9/14)
Digital Transformation & Business Support	80% (12/15)	82% (9/11)	100% (5/5)	80% (4/5)	83% (30/36)
Highways, Infrastructure Development & Waste	81% (216/266)	82% (166/203)	68% (117/171)	77% (129/168)	78% (628/808)
Finance Services	n/a (0/0)	100% (1/1)	n/a (0/0)	n/a (0/0)	100% (1/1)
Total	78% (330/424)	77% (275/356)	68% (222/326)	72% (242/337)	85% (1069/1261)

Table 5

Stage 1 Outcome 2018-19	Q1	Q2	Q3	Q4	Total
No Finding	94	70	29	39	232
No response at Stage 1	3	7	1	1	12
Not upheld	208	188	160	173	729
Partly upheld	84	66	65	91	306
Resolved upon receipt	3	2	4	2	11
Upheld	32	23	33	27	115
Total	424	356	292	333	1072

Table 6

Most common complaint issues & % upheld 2018-19		
Q1	Delay in providing service	16%
	Attitude/rudeness/inappropriate comments	39%
	Quality of service provided	44%
Q2	Delay in providing service	19%
	Inappropriate action or service	31%
	Quality of service provided	24%
Q3	Quality of service provided	38%
	Inappropriate action or service by team	44%
	Attitude/rudeness/inappropriate comments	38%
Q4	Quality of service provided	40%
	Inappropriate action or service by team	44%
	Attitude/rudeness/inappropriate comments	39%
YTD	Quality of service provided	38%
	Attitude/rudeness/inappropriate comments	37%
	Inappropriate action or service by team	41%

Table 7

Stage 2 complaints received 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	14	19	20	8	61
Adult Care & Health	0	0	0	0	0
Communities, Public Health, Environment and Prosperity	0	0	7	5	12
Highways, Infrastructure Development and Waste	42	30	20	18	110
Legal, Communications, and Human Resources	0	2	0	2	4
Devon Finance Services	0	0	0	0	0
Digital Transformation & Business Support	1	1	0	0	2
All services	57	52	47	33	189

Table 8

Stage 2 complaint responses - % in time 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	0%	33%	0%	25%	14%
Adult Care & Health	n/a	n/a	n/a	n/a	n/a
Communities, Public Health, Environment and Prosperity	n/a	n/a	50%	100%	88%
Highways, Infrastructure Development and Waste	60%	83%	41%	55%	62%
Legal, Communications, and Human Resources	n/a	n/a	100%	100%	100%
Devon Finance Services	n/a	n/a	n/a	n/a	n/a
Digital Transformation & Business Support	n/a	n/a	n/a	n/a	n/a
Total	40%	71%	34%	57%	53%

Agenda Item 5

Table 9

Stage 2 complaint outcomes - % upheld or partially upheld 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	20%	80%	90%	75%	71%
Adult Care & Health	n/a	n/a	n/a	n/a	n/a
Communities, PH, Environment and Prosperity	n/a	n/a	0%	33%	25%
Highways, Infrastructure Development and Waste	13%	42%	35%	30%	33%
Legal, Communications, and Human Resources	n/a	n/a	100%	100%	100%
Devon Finance Services	n/a	n/a	n/a	n/a	n/a
Digital Transformation & Business Support	n/a	100%	n/a	n/a	100%
Total	15%	50%	54%	43%	45%

Table 10

LGSCO complaints received 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	6	5	10	3	24
Adult Care & Health	8	7	3	6	24
Communities, Public Health, Environment and Prosperity	0	2	1	0	3
Highways, Infrastructure Development and Waste	2	6	3	2	13
Legal, Communications, and Human Resources	0	0	0	0	0
Devon Finance Services	0	0	0	0	0
Digital Transformation & Business Support	0	0	1	2	3
All services	16	20	18	13	67

Table 11

LGSCO outcome 2018-19	Q1	Q2	Q3	Q4	YTD
Upheld - maladministration & injustice	3	2	4	3	12
Upheld - maladministration No Injustice	1	0	0	0	1
Not Upheld - No Further Action	2	1	0	0	3
Not Upheld - No Maladministration	3	1	2	1	7
Closed after initial enquiries - no further action	3	1	4	3	11
Closed after initial enquiries - out of jurisdiction	0	0	2	0	2
Premature	0	1	5	1	7
Total	12	6	17	8	43

Table 12

LGSCO complaint responses - % in time 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	100%	88%	42%	100%	70%
Adult Care & Health	100%	100%	50%	67%	81%
Communities, Public Health, Environment and Prosperity	n/a	100%	n/a	n/a	100%
Highways, Infrastructure Development and Waste	100%	67%	100%	100%	86%
Legal, Communications, and Human Resources	n/a	n/a	n/a	n/a	n/a
Devon Finance Services	n/a	n/a	n/a	n/a	n/a
Digital Transformation & Business Support	100%	100%	100%	100%	100%
Total	100%	91%	50%	81%	79%

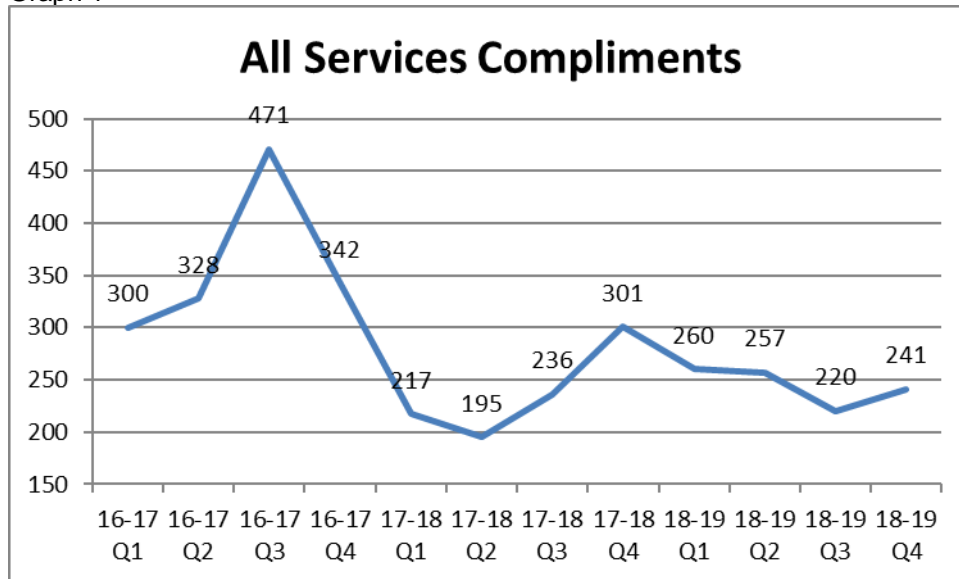
Table 13

MP Enquiry responses - % within 20 working days 2018-19					
Department	Q1	Q2	Q3	Q4	Total
Children's Services	84% (36/43)	74% (25/34)	63% (25/40)	56% (18/32)	70% (104/149)
Adult Social Care	90% (19/21)	92% (12/13)	74% (14/19)	62% (8/13)	80% (53/66)
CoPHEP	89% (17/19)	96% (26/27)	91% (21/23)	87% (13/15)	92% (77/84)
County Solicitors	100% (1/1)	0% (0/2)	n/a (0/0)	n/a (0/0)	33% (1/3)
Digital Transformation & Business Support	100% (11/11)	100% (2/2)	75% (3/4)	100% (2/2)	95% (18/19)
Highways, Infrastructure Development & Waste	79% (85/108)	82% (70/85)	71% (39/55)	88% (42/48)	80% (236/296)
Finance Services	100% (1/1)	n/a (0/0)	n/a (0/0)	n/a (0/0)	100% (1/1)
Total	83% (170/204)	83% (135/163)	72% (102/141)	75% (83/110)	79% (490/618)

Table 14

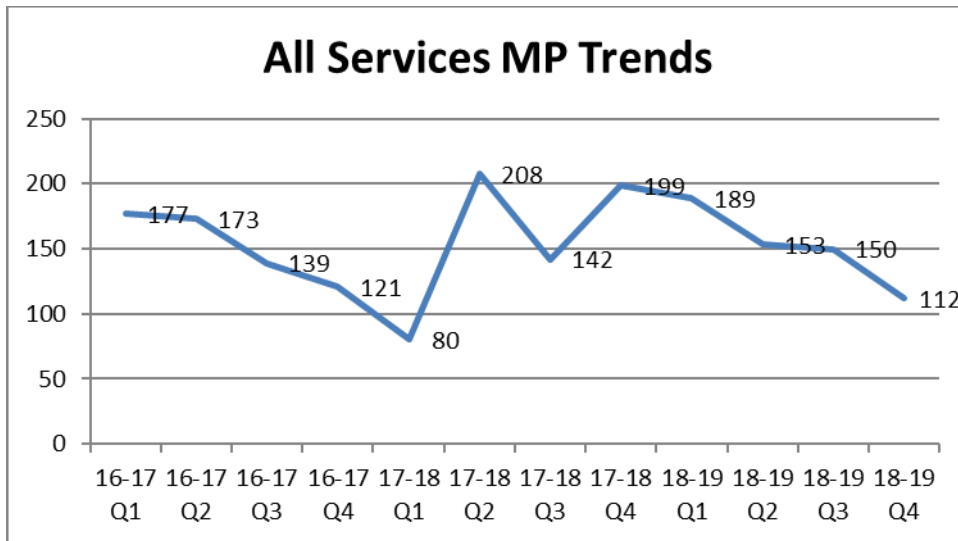
Representation responses - % within 20 working days 2018-19					
Department	Q1	Q2	Q3	Q4	Total
Children's Services	64% (7/11)	67% (6/9)	50% (2/4)	33% (2/6)	57% (17/30)
Adult Social Care	64% (9/14)	45% (5/11)	55% (6/11)	69% (9/13)	59% (29/49)
CoPHEP	88% (7/8)	94% (15/16)	92% (11/12)	100% (12/12)	94% (45/48)
County Solicitors	n/a (0/0)	50% (1/2)	n/a (0/0)	100% (1/1)	67% (2/3)
Digital Transformation & Business Support	80% (4/5)	86% (12/14)	100% (2/2)	63% (5/8)	79% (23/29)
Highways, Infrastructure Development & Waste	80% (4/5)	100% (9/9)	93% (14/15)	81% (17/21)	88% (44/50)
Finance Services	n/a (0/0)	n/a (0/0)	n/a (0/0)	n/a (0/0)	n/a (0/0)
Total	72% (31/43)	79% (48/61)	80% (35/44)	75% (46/61)	77% (160/209)

Graph 1

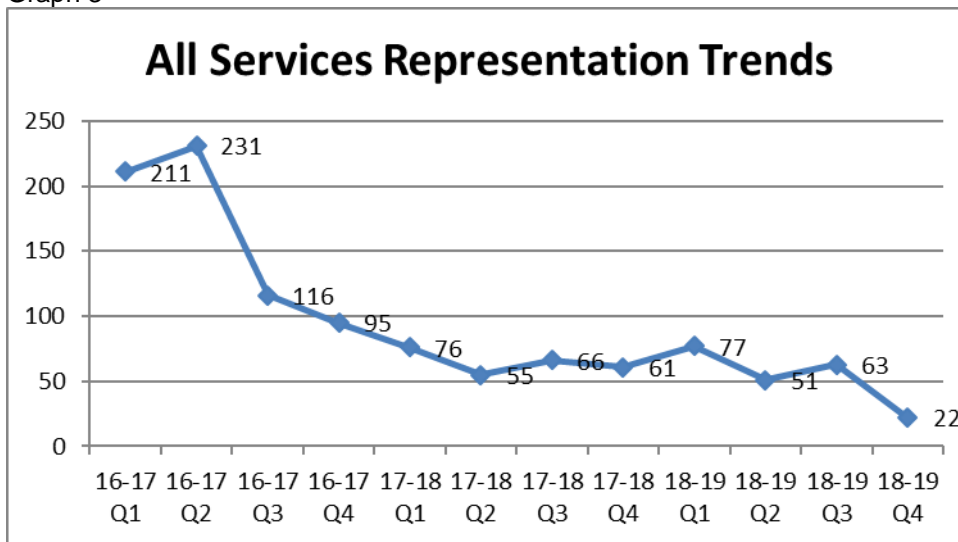


Graph 2

Agenda Item 5



Graph 3



Appendix 3

Local Government and Social Care Ombudsman Recommendations – Q4 2018-19

Adult Care and Health:

Complaint 1:

- The Council should offer and carry out a functional assessment to review Ms X's needs and depending on the outcome should update her care and support plan, and consider whether there is any need to backdate any increased personal budget.

Complaint 2:

- The Council should write to Mr X, via his representative Ms Z, to apologise for the fault identified in how it handled his transition arrangements, not putting in place a formal staying put agreement and in the allocation of personal advisers.
- The Council should pay Mr X £250 in recognition of the uncertainty caused to him and those caring from him by that fault.
- The Council has agreed to remind relevant social workers and managers in the children's services department of the need to invite adult social care to meetings and involve them at the earliest possible opportunity when it starts considering transition arrangements for young people.

Complaint 3:

- The Council has offered to waive the outstanding charges and apologise to Miss W.

Children's Services:

Complaint 1:

- The Council has offered to pay Mr B £1800 towards Mr B's counselling.
- The Council has offered to pay Mr B £500 in recognition of the distress caused by SW1's actions.
- The Council has offered to pay Mr B £200 to reflect the time and trouble taken to pursue his complaint.
- The Council has offered to pay Mr B £1000 to reflect that Child C was put at risk of harm."
- "Pay Mr B an additional £150 in recognition of the distress caused by the Council's failure to properly manage SW1.
- Pay Mr B an additional £100 to reflect the time and trouble taken to pursue his entire complaint including the repeated stage 2 investigations and the failure of both stage 2 and stage 3 to fully consider his complaint.

Complaint 2:

- The Council has agreed to hold a Review Panel Hearing (Stage 3)
- The Council has agreed to offer Ms X a £100 time and trouble payment

Complaint 3:

- The Council has agreed to consider what steps it can take to speed up its complaints procedure.

Agenda Item 6

CSO/19/19
Standards Committee
16 July 2019

ETHICAL GOVERNANCE FRAMEWORK MONITORING

Report of the County Solicitor

Recommendation: that the report be noted.

1. The Standards Committee agreed previously that the independent, co-opted, members of the Committee should attend meetings of the Council, the Cabinet and Committees on an ad-hoc basis to observe and monitor compliance with the Council's ethical governance framework, in line with the agreed protocol.
2. Members have, since the report to the previous meeting, attended the following meetings and their views/feedback are summarised below.

Meeting	Date	Co-opted Member/Observer
South Hams HATOC	5 April 2019	Anne Mayes
Devon Authorities Strategic Waste	19 June 2019	Ray Hodgins
Corporate Infrastructure and Regulatory Services Committee	27 June 2019	Ian Hipkin

3. The table overleaf summarises feedback received from Members on a number of general issues common to all meetings.

Observations:	<i>1 = Very Poor and 5 = Very Good</i>				
	1	2	3	4	5
Punctuality and Attendance of Members				✓	✓✓
Appearance and presentation					✓✓✓
Speeches: clear, relevant, understandable, audio levels, use of microphones etc.,			✓ (Mic's)		✓✓
Use of appropriate language					✓✓✓
Members' Conduct & Behaviour					✓✓✓

Agenda Item 6

Clear identification and declaration of interests (<i>where so declared</i>)					✓✓✓
Effective Chairmanship/conduct of meeting					✓✓✓
Adherence to Agenda					✓✓✓
Listening and responding to advice (from Officers)					✓✓✓

4. While there were a number of other issues raised by co-opted members in their observations, as set out below, there were no reports of any specific actions or behaviors that might be felt to have resulted in a potential breach of the Code or warranted further action .

- Meeting took place in a small room which meant that everyone sat at the table and discussion flowed easily, no need for microphones;
- A very well organized meeting;
- Chair of Committee was knowledgeable about the topics discussed and the meeting was well chaired; and
- Sound system was again problematic. It is difficult to hear what specialists are saying and Councillors had difficulty switching on microphones. The Chair expressed hope that the sound system was to be improved.

6. This Report has no specific equality, sustainability, legal or public health implications that have not already been assessed and appropriate safeguards and/or actions taken or included within the detailed policies or practices or requirements relating to the conduct of meetings, to safeguard the Council's position.

JAN SHADBOLT

[Electoral Divisions: All]

Local Government Act 1972: List of Background Papers

Contact for Enquiries: K Strahan

Tel No: 01392 382264 Room: G31

<u>Background Paper</u>	<u>Date</u>	<u>File Reference</u>
--------------------------------	--------------------	------------------------------

Nil

By virtue of paragraph(s) 1, 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

