

Customer Feedback Monitoring Report for Quarter 2 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 in regard to 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 2 2017-2018 (1st July – 30th September 2017)

	Q2	Q1
<ul style="list-style-type: none"> *Number of non statutory complaints all stages 	301	312
<ul style="list-style-type: none"> *Number of statutory Adult Care & Health Complaints 	71	75
<ul style="list-style-type: none"> *Number of statutory Children's Social Care Complaints 	93	92
*Total complaints received	465	479
<ul style="list-style-type: none"> Number of non social care (corporate) compliments 	101	69
<ul style="list-style-type: none"> Number of Adult Care & Health compliments 	94	120
<ul style="list-style-type: none"> Number of Children's Social Care compliments 	29	47
Total compliments received	224	236
<ul style="list-style-type: none"> Number of non social care (corporate) MP letters 	163	55
<ul style="list-style-type: none"> Number of Adult Care & Health MP letters 	34	15
<ul style="list-style-type: none"> Number of children's Social Care MP Letters 	11	10
Total MP Letters received	208	80
<ul style="list-style-type: none"> Number of other non social care representations 	37	52
<ul style="list-style-type: none"> Number of Adult Care & Health representations 	16	16
<ul style="list-style-type: none"> Number of Children's Social Care representations 	2	8
Total Representations received	55	76
<ul style="list-style-type: none"> Number of Councillor Enquiries (non social care) 	9	2
<ul style="list-style-type: none"> Number of Councillor enquiries (social Care) 	8	9
Total Councillor Enquiries	17	11
Total number of individual items of feedback	969	882

**The numbers for all complaints received is number at all stages including the LGO & those that end up being No Further Action (NFA).*

- 3.2** Throughout Q2 the Council has received 969 items of feedback which is an increase of 87 items on Q1 and is a reversal of the downward trend over the last 15 months.
- 3.3** There have been 14 fewer complaints received across the Council in Q2 compared to Q1 (465 compared to 479) Complaints about Children's Social Care increased from 92 to 93 received at all stages, in Adult Care & Health they decreased from 75 to 71. Complaints in the non social care areas decreased from 312 to 301.
- 3.4** The total number of compliments received has decreased slightly in this quarter from 236 in Q1 to 224 in Q2. This is a further drop on the 342 in Q4. Children's Social Care Compliments dropped from 47 in Q1 to 29 in this quarter. There was a drop in Adult Social Care & Health compliments also from 120 in Q1 to 94 in Q2. However in all other service areas the total number of compliments increased from 69 in Q1 to 101 in Q2. Across all areas this represents a further decrease of 5% in compliments received on top of the 34% decrease in Q1 compared to Q4 16/17.
- 3.5** The number of MP Letters received in Q2 has risen significantly in the last quarter; there were 208 MP Letters received compared to the 80 received in Q1, this is the highest number in a single quarter for some time. Non social care MP letters increased from 55 in Q1 to 163 in Q2, Adult Care & Health MP letters increased from 15 in Q1 to 34 in Q2 but MP Letters in regard to Children's Social Care remained almost the same with just 11 letters received in Q2 which was 1 more than in Q1.
- 3.6** There have been 55 Representations received in Q2 which is a decrease of 21 on the Q1 number of 76 and continues the downward trend of the latter half of 2016/2017. In Adult Care & Health the number remained constant at 16 received, in Children's Social Care there was a significant decrease from 8 in Q1 to only 2 in Q2 and in the non social care service areas the total number of Representations received dropped from 52 in Q1 to 37 in this quarter.
- 3.7** In Q2 the Council received a total of 17 enquiries from Councillors which was an increase of 6 enquiries compared to Q1. 9 of these related to non social care/Health services and 8 related to social care / health services.

4. Stage One Complaints

4.1 Stage 1 Acknowledgements

- 4.1.1** All complaints that are received by Devon County Council should be forwarded immediately to the Customer Relations Team to acknowledge and manage.
- 4.1.2** 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.
- 4.1.3** In Q2 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 Q2. It does not include those that were NFA for various legitimate reasons.
- 4.2.2** Across the whole Council there were 383 complaints investigated in Q2; which is a fall of just 23 complaints on the 408 investigated in Q1. 4 services across the Council experienced a slight increase in the number of complaints in Q2, 6 services experienced a fall in the number of complaints received and 3 services saw the same number of complaints received as in Q1.
- 4.2.3** Individual service areas saw increases and decreases as follows:
- Adult Care Operations & Health 47 complaints in Q2 compared to 51 in Q1 (decrease of 4)
 - Adult Commissioning 4 complaints in Q2 compared to 11 in Q1 (decrease of 7)
 - Children's Social Care Services 76 complaints in Q2 compared to 74 in Q1 (increase of 2)
 - Education & Learning 9 complaints in Q2 compared to 8 in Q1 (increase of 1)
 - Highways, Infrastructure Development & Waste 207 complaints in Q2 compared to 219 in Q1 (decrease of 12)
 - Economy, Enterprise & Skills 5 complaints in Q2 which is the same number as in Q1 (no change)
 - Public Health didn't receive any complaints in Q2 (decrease of 1)
 - Planning, Transportation & Environment received 17 complaints in Q2 compared to 21 in Q1 (decrease of 4)
 - Communities received 2 complaints in Q2 which is the same as in Q1 (no change)

- Legal Services & Communications 2 complaints in Q2 which is the same as in Q1 (no change)
- Digital Transformation & business Support 12 complaints in Q2 compared to 9 in Q1 (increase of 3)
- Devon Finance Services received 1 complaint in Q2 compared to 5 in Q1 (decrease of 4)
- Organisational Development received 1 complaint in Q2 whereas there were none received in Q1 (increase 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 - Mark Lines	Children's Social Work (North) - Claire Hummerstone	11	10	0	0	21
	Children's Social Work (Mid & East) - Karen Morris	15	14	0	0	29
	Children's Social Work (South), EDT & CWD - Andrea Morris	16	27	0	0	43
	Children's Social Work (Exeter), Early Help, MASH & REACH - Rachel Gillott	19	20	0	0	39
	Fostering & Permanence, Youth Offending and Atkinson - Kath Drescher	10	3	0	0	13
	Commissioning - Fiona Fleming	1	1	0	0	2
	Safeguarding Children - Jean Kelly	2	1	0	0	3
	Total Children's Social Care	74	76	0	0	150
Education & Learning - Dawn Stabb	SEN 0-25 - Julia Foster	4	4	0	0	8
	Contract Performance - Educational Commissioning - Alison Withnell	0	0	0	0	0
	Admissions - Simon Niles	2	1	0	0	3
	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	0	0	17
Total Children's Services		82	85	0	0	167
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	0	0	21
	East Community Health & Social Care Teams - Gary Patch	21	30	0	0	51
	South Community Health & Social Care Teams - Lee Baxter	15	7	0	0	22
	Social Care Provision - Keri Storey	3	1	0	0	4
	Adult Mental Health - Jane King	0	0	0	0	0
	Total Adult Care & Health	51	47	0	0	98
	Total Adult Care & Health	51	47	0	0	98
Adult Commissioning & Health	Policy, Performance & Involvement - Damian Furniss	0	0	0	0	0
	Market Management - Ian Hobbs	0	0	0	0	0
	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	0	0	1
	Total Adult Commissioning & Health	11	4	0	0	15
Total Adult Care & Health		62	51	0	0	113
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	0	0	5
	Development Management Highways- Brian Hensley	3	0	0	0	3
	Chief Planner - Joe Keech	2	3	0	0	5
	Environment - Peter Chamberlain	0	0	0	0	0
	Transport Coordination Services (TCS) - Damien Jones	12	13	0	0	25
	Total Planning, Transportation and Environment	21	17	0	0	38
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	0	0	5
	Learn Devon - Paul Thomas	3	1	0	0	4
	Post 16 Strategy & Commissioning - Kristine Norton	0	0	0	0	0
	Total Economy, Enterprise & Skills	5	5	0	0	10
Communities - Simon Kitchen	Communities	2	2	0	0	4
	Total Communities	2	2	0	0	4
Total Communities, Public Health, Environment & Prosperity		29	24	0	0	53
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	0	0	331
	Bridges and Structures - Kevin Dentith	0	0	0	0	0
	Waste - Wendy Barratt	63	32	0	0	95
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	219	207	0	0	426
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	0	0	21
	Strategic Procurement - Justin Bennetts	0	0	0	0	0
	Strategic Property - Matthews Jones	0	0	0	0	0
	IT Strategic Commissioning - Gary Dempster	0	0	0	0	0
	Total Digital Transformation & Business Support	9	12	0	0	21
Legal Services & Communications - Jan Shadbolt	Legal Services - Simon Clarey	0	0	0	0	0
	Registration - Trish Harrogate	2	2	0	0	4
	Communications & Media - Tony Parker	0	0	0	0	0
	Total Legal Services & Communications	2	2	0	0	4
Devon Finance Services - Mary Davies	Accounting Services - Nicola Allen	0	0	0	0	0
	Financial Systems and Processes - Martin Oram	5	1	0	0	6
	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	0	0	6
Total Corporate Services		16	16	0	0	32
Total All Services		408	383	0	0	791

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 Q2 348 stage 1 complaints were responded to of which 278 (80%) responses were within defined timescales, this is 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				Total YTD 17-18			
		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
Realm	Service Area												
Children's Services Jo Olsson	Children's Social Care - Mark Lines	46	21	67	69%	59	19	78	76%	105	40	145	72%
	Education & Learning - Dawn Stabb	6	4	10	60%	4	3	7	57%	10	7	17	59%
	Total Children's Services	52	25	77	68%	63	22	85	74%	115	47	162	71%
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	51	0	51	100%	33	7	40	83%	84	7	91	92%
	Adult Commissioning & Health - Tim Golby	0	0	0	n/a	0	9	9	0%	0	9	9	0%
	Commissioned Services (External Providers)	1	0	1	n/a	0	1	1	0%	1	1	2	50%
	Total Adult Care & Health	52	0	52	100%	33	17	50	66%	85	17	102	83%
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
	Planning, Transportation and Environment - Dave Black	18	0	18	100%	14	1	15	93%	32	1	33	97%
	Economy, Enterprise & Skills - Keri Denton	5	1	6	83%	1	0	1	100%	6	1	7	86%
	Communities - Simon Kitchen	2	0	2	n/a	2	0	2	100%	4	0	4	100%
	Total Communities, Public Health, Environment and Prosperity	25	1	26	96%	17	1	18	94%	42	2	44	95%
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
	Highways - Meg Booth	125	17	142	88%	136	30	166	82%	261	47	308	86%
	Bridges and Structures - Kevin Dentith	0	0	0	n/a	0	0	0	n/a	0	0	0	n/a
	Waste - Wendy Barratt	47	2	49	96%	17	0	17	100%	64	2	66	97%
	Built Environments - Chris Dyer	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%	325	49	371	88%
Corporate Services Phil Norrey	Organisational Development + HR - John Smith	1	0	1	100%	1	0	1	100%	2	0	2	100%
	Digital Transformation & Business Support - Rob Parkhouse	5	0	5	100%	8	0	8	100%	13	0	13	100%
	Legal Services & Communications - Jan Shadbolt	4	1	5	80%	1	0	1	100%	5	1	6	83%
	Devon Finance Services - Mary Davis	5	1	6	83%	2	0	2	100%	7	1	8	88%
	Total Corporate Services	15	2	17	88%	12	0	12	100%	27	2	29	93%
Total All Services		316	47	363	87%	278	70	348	80%	594	117	708	84%

- 4.3.3** In Q2 Childrens Services achieved a response rate of 74% on time (63 out of 85 complaints responded to), which is an improvement of 6% on the level in Q1 (68% in Q1). Children's Social responded to 78 complaints of which 76% were within the statutory timescale; an improvement of 7% on Q1 and Education & Learning responded to 7 complaints of which 57% were within the timescales a drop of 3% on Q1.
- 4.3.4** Adult Care and Health Services responded to 50 complaints in Q2 of which 66% were within timescale, this is a fall of 34% compared to the 100% achievement in Q1. 40 of these responses were regarding Adult Care Operations & Health and 83% were within agreed timescales (33 out of 40 responses), 9 responses were regarding Adult Commissioning & Health but none of them were within timescale (0% in time) and 1 response was in regard to Commissioned services (External Providers) that was outside of timescales also (0% in time).
- 4.3.5** Community Health, Environment & Prosperity responded to 18 complaints in Q2 of which 94% (17 complaints) responses were within prescribed timescales; a very slight decrease on the 96% in Q1. Planning, Transportation & Environment were responsible for 14 of these responses and 13 of these them were within timescale (93%). 1 was regarding Economy, Enterprise & Skills and was within timerscale (100%) which is an improvement from the 83% in Q1 and 2 were regarding Communities and 100% were responded to within timescales maintaining the standard from Q1.
- 4.3.6** Highways, Infrastructure Development & waste responded to 183 complaints in Q2 of which 84% were within timescale (153 responses) this was a drop in performance of just 6% compared to Q1. Highways were responsible for 166 of these responses of which 82% (136) responses were within time compared to 88% in Q1 and Waste were responsible for the remaining 17 of which all 17 (100%) were responded to within timescales which was an improvement on the 96% in Q1.
- 4.3.7** Corporate Services responded to 12 complaints in Q2 of which 100% were within timescale and improvement on the 88% within time in Q1. 8 responses were in relation to complaints to Digital Transformation & Business Support and 1 response in relation to Organisational Development with both service areas maintaining the 100% responses within timescale from Q1, Finance Services responded to 2 complaints and improved upon the 83% within tim,escale from Q1 and Legal Services responded to 1 complaint again improving on the 80% within timescale in Q1.

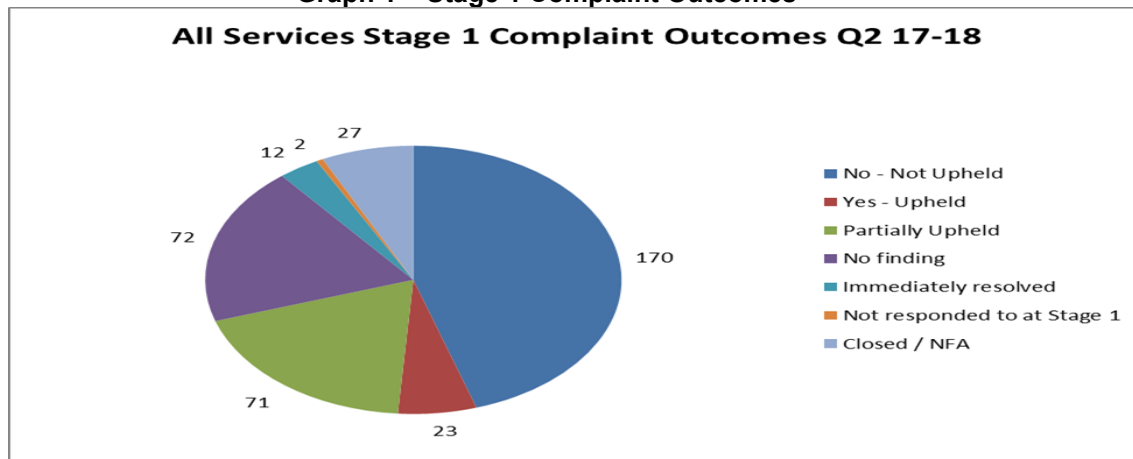
4.3.8 The Customer Relations Team monitors the progress of services and provides fortnightly complaint status reports to all services in order that individuals with complaints assigned to them and managers are aware of deadlines and complaint responses that are overdue.

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 Q2 that were either upheld or partially upheld was 30% (94 complaints out of 377 responded to). This is a decrease of 7% on Q1. See Graph 1 below.

Graph 1 – Stage 1 Complaint Outcomes



4.4.3 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 100% Upheld and 0% to 55% Not Upheld. Details by service are in table 3 and also here.

- Within Children's Social Care 83 complaints were responded to of which 37% were Not Upheld (31 complaints) and 47% were either Fully or Partially Upheld (32 complaint)
- Within Education & Learning 7 complaints were responded to of which 43% were Not upheld (3 complaints) and 57% were either Fully or Partially Upheld (4 complaints)
- Within Adult Care Operations & Health 55 complaints were responded to of which 36% were Not upheld (20 complaints) and 29% were either Fully or Partially Upheld (16 complaints)
- Within Adult Services Commissioning & Health 10 complaints were responded to of which 10% were Not Upheld (1 complaint) and 90% were either Fully or Partially Upheld (9 complaints)
- Within Planning, Transportation & Environment 16 complaints were responded to of which 44% were Not upheld (7 complaints) and 19% were either Fully or Partially Upheld (3 complaints)
- Within Economy, Enterprise & Skills 3 complaints were responded to of which 33% were Not upheld (1 complaint) and no complaints were either Fully or Partially Upheld.
- Within Communities 2 complaints were responded to of which neither were Not upheld (0%) and 50% were either fully or partially upheld (1 complaint)
- Within Highways, Infrastructure development & Waste 187 complaints were responded to of which 55% were Not upheld (103 complaints) and 9% were either Fully or Partially Upheld (16 complaints).
- Within Organisational Change 1 complaint was responded to and it was partially upheld (100%)
- Within Digital Transformation & Business Support 8 complaints were responded to of which 38% were Not upheld (3 complaints) and 50% were either Fully or Partially Upheld (4 complaints)
- Within Legal Services & Communications 1 complaint was responded to and it was partially upheld (100%)
- Within Devon finance Services 2 complaints were responded to of which 50% were Not upheld (1 complaint) and none were either Fully or Partially Upheld.

4.4.5 Sometimes it is not possible to come to a conclusion one way or another following an investigation and in these cases there has to be an outcome of No Finding and this occurred in 72 of the 377 complaint responses in Q2. Furthermore 27 complaints were closed requiring no further action (were not investigated beyond triage), 2 complaints were not responded to at Stage 1 but instead escalated to Stage 2 and 12 complaints were able to be immediately resolved.

Table 3 – Stage 1 Complaint Outcomes

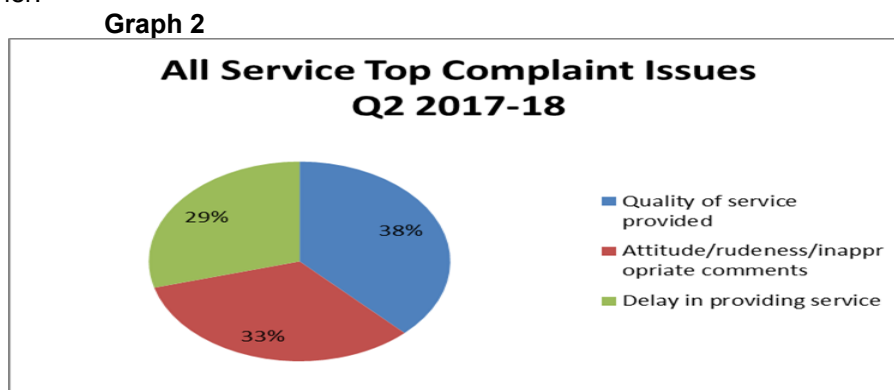
Service		Q1	Q2	Q3	Q4	YTD
Children's Social Care (stat & non stat)	No - Not Upheld	26	31	0	0	57
	Yes - Upheld	5	8	0	0	13
	Partially Upheld	27	31	0	0	58
	No finding	5	5	0	0	10
	Immediately resolved	2	2	0	0	4
	Not responded to at Stage 1	0	1	0	0	1
	Closed / NFA	3	5	0	0	8
	Total	68	83	0	0	151
Education and Learning	No - Not Upheld	4	3	0	0	7
	Yes - Upheld	1	1	0	0	2
	Partially Upheld	3	3	0	0	6
	No finding	1	0	0	0	1
	Immediately resolved	1	0	0	0	1
	Closed / NFA	0	0	0	0	0
	Total	10	7	0	0	17
Adult Care Operations & Health	No - Not Upheld	22	20	0	0	42
	Yes - Upheld	5	5	0	0	10
	Partially Upheld	22	11	0	0	33
	No finding	0	1	0	0	1
	Immediately resolved	2	4	0	0	6
	Closed / NFA	5	14	0	0	19
	Total	56	55	0	0	111
Adult Commissioning & Health	No - Not Upheld	0	1	0	0	1
	Yes - Upheld	0	3	0	0	3
	Partially Upheld	1	6	0	0	7
	No finding	0	0	0	0	0
	Immediately resolved	0	0	0	0	0
	Closed / NFA	1	0	0	0	1
	Total	2	10	0	0	12
Public Health	No - Not Upheld	0	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	0	0	19
	Yes - Upheld	3	0	0	0	3
	Partially Upheld	2	3	0	0	5
	No finding	1	2	0	0	3
	Immediately resolved	0	3	0	0	3
	Closed / NFA	0	1	0	1	2
	Total	18	16	0	1	35
Economy and Enterprise	No - Not Upheld	3	1	0	0	4
	Yes - Upheld	0	0	0	0	0
	Partially Upheld	3	0	0	0	3
	No finding	0	0	0	0	0
	Immediately resolved	0	0	0	0	0
	Closed / NFA	0	2	0	0	2
	Total	6	3	0	0	9
Communities	No - Not Upheld	2	0	0	0	2
	Yes - Upheld	0	1	0	0	1
	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	0	0	0
	Total	2	2	0	0	4
Highways, Infrastructure Development and Waste	No - Not Upheld	119	103	0	0	222
	Yes - Upheld	18	4	0	0	22
	Partially Upheld	39	12	0	0	51
	No finding	13	62	0	0	75
	Immediately resolved	2	2	0	0	4
	Closed / NFA	2	4	0	2	8
	Total	193	187	0	2	382
Organisational Change	No - Not Upheld	0	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	0	0	5
	Yes - Upheld	1	1	0	0	2
	Partially Upheld	2	3	0	0	5
	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	0	0	13
Legal Services & Communications	No - Not Upheld	5	0	0	0	5
	Yes - Upheld	0	0	0	0	0
	Partially Upheld	0	1	0	0	1
	No finding	0	0	0	0	0
	Immediately resolved	0	0	0	0	0
	Closed / NFA	0	0	0	0	0
	Total	5	1	0	0	6
Devon Finance Services	No - Not Upheld	2	1	0	0	3
	Yes - Upheld	0	0	0	0	0
	Partially Upheld	4	0	0	0	4
	No finding	0	1	0	0	1
	Immediately resolved	0	0	0	0	0
	Closed / NFA	0	0	0	0	0
	Total	6	2	0	0	8
Total all areas	No - Not Upheld	197	170	0	0	367
	Yes - Upheld	33	23	0	0	56
	Partially Upheld	104	71	0	0	175
	No finding	20	72	0	0	92
	Immediately resolved	7	12	0	0	19
	Not responded to at Stage 1	0	2	0	0	2
	Closed / NFA	11	27	0	3	41
	All Services TOTAL	372	377	0	3	752

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

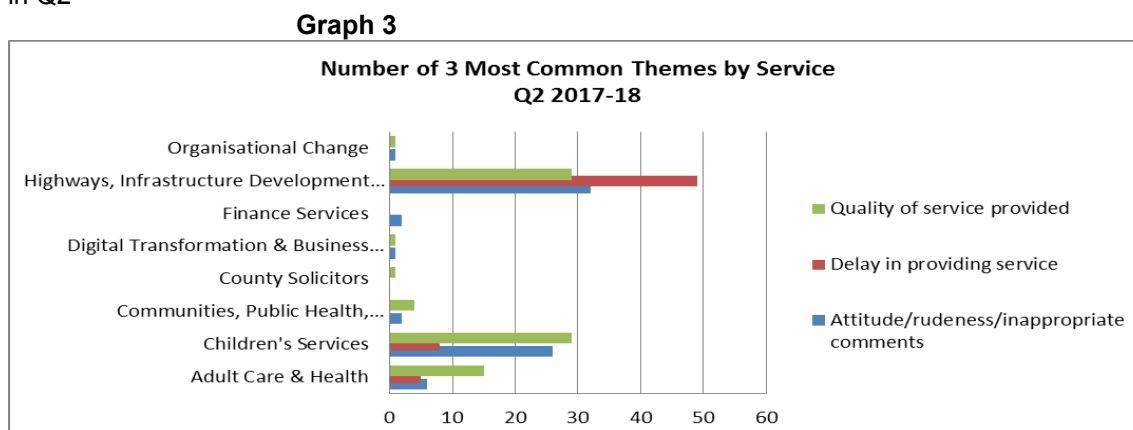
4.5.1 There are many different reasons why our customers make complaints and in many cases a customer raises more than one issue within a complaint. All complaints and the individual complaint issues within each complaint are logged onto the Council's Complaints Management System, iCasework.

4.5.2 There were 348 Stage 1 complaints responded to across the Council in Q2, consisting of 536 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 (80 separate instances), Attitude/rudeness/inappropriate comments (70 separate instances), and delay in providing a service (62 separate incidences); these top themes constituted 212 of the 536 issues raised (40%).

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

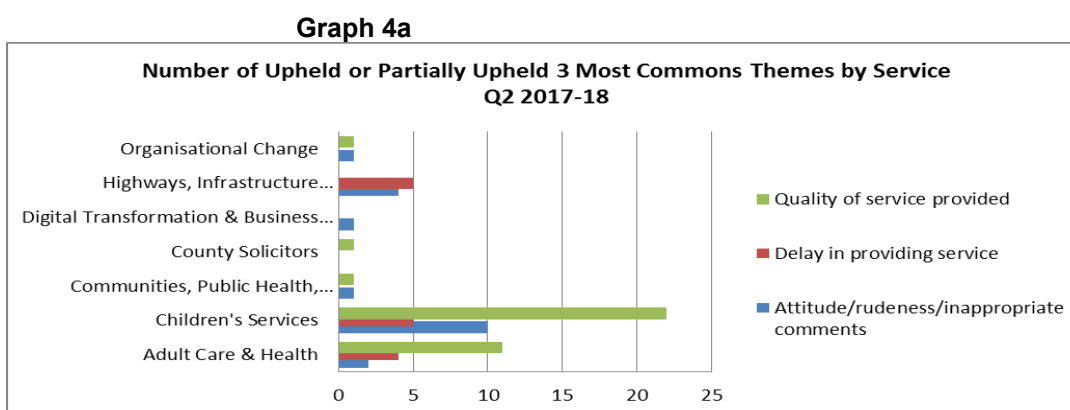


4.5.3 **Graph 3** below details the number of each of these 3 most common themes that each service area received in Q2

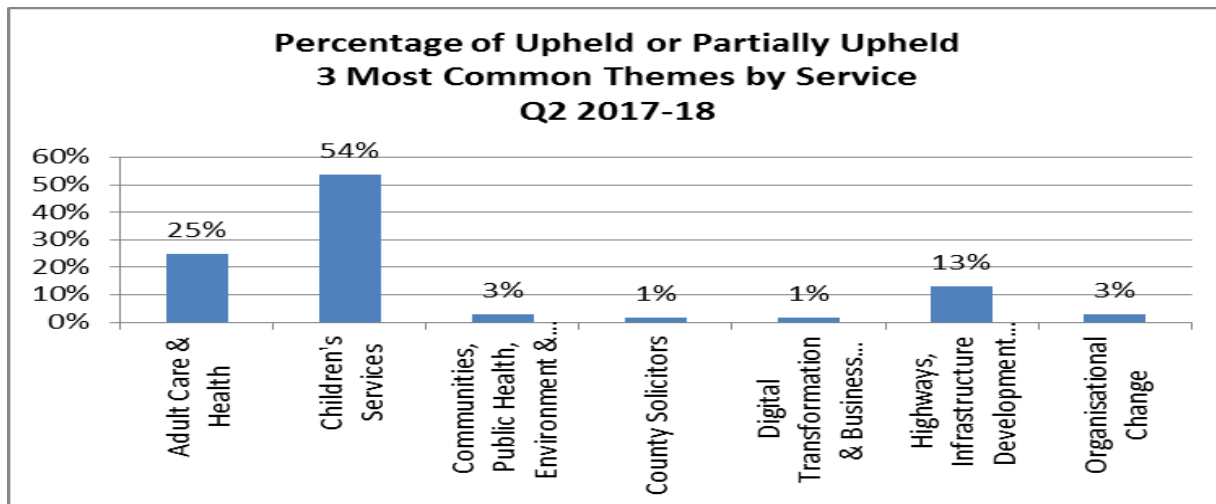


4.5.4 Following investigation, 69 of the instances out of the 212 instances in regards to these 3 most common themes were considered to be fully or partially upheld (that is 33%); 36 instances of Quality of service provided were upheld or partially upheld, 19 of those about Attitude/rudeness/inappropriate comments and 14 of those about Inappropriate action or service.

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



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 50 complaints responded to within Adult Care & Health in Q2, consisting of 88 issues. The 3 most common issues related to the quality of the service provided (15), poor communication (14), and lack of response from staff member 10); these issues constituted 39 of the 88 issues raised (44%).

Following investigation, 20 of these 39 issues were considered to be fully or partially upheld (51%).

Children's Services

There were 85 Stage 1 complaints responded to within Children's Services in Q2, and these were made up of 204 issues. The 3 most common issues related to inappropriate activity by individual staff member (40), the quality of service provided (29), and inappropriate action or service by the team (28); these issues constituted 97 of the 204 issues raised (48%).

Following investigation, 58 of these 97 issues were considered to be fully or partially upheld (60%).

Communities, Public Health, Environment & Prosperity

There were 18 Stage 1 complaints responded to within Communities, Public Health, Environment & Prosperity in Q2, consisting of 20 issues. The most common issues related to Refusal to provide service/eligibility issue (4), Quality of service provided (4), Poor communication (2), Lack of response from staff member (2), Attitude/rudeness/inappropriate comments (2), and Objecting to intended/future service offered (2); these issues constituted 16 of the 20 issues raised (80%).

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

County Solicitors

There was 1 Stage 1 complaint responded to within Legal Services in Q2, consisting of 1 issue. This related to Quality of service provided.

Following investigation, this issue was considered to be partially upheld.

Digital Transformation and Business Support

There were 8 complaints responded to within Digital Transformation & Business Support in Q2 and these raised 11 issues of which 10 were different so there is no real top 3 concerns. There were:

- Inappropriate action or service - 2
- Dispute of records/documentation - 1
- Poor communication (with customer) - 1
- Poor communication (to customer) - 1
- Egress Issue - 1
- Prices/charges objection - 1
- Quality of service provided - 1
- Timings of service offered - 1
- Attitude/rudeness/inappropriate comments - 1
- Lack of response from staff member - 1

Following investigation, 7 of these 11 issues were considered to be fully or partially upheld (58%).

Highways, Infrastructure Development and Waste

There were 183 Stage 1 complaints responded to within Highways, Infrastructure Development and Waste in Q2, consisting of 207 issues. The 3 most common issues related to Delay in providing service (49); Attitude/rudeness/inappropriate comments (32) and Quality of service provided (29); these issues constituted 110 of the 207 issues raised (53%).

Following investigation, 9 of these 110 issues were considered to be fully or partially upheld (8%).

Organisational Development

There was 1 Stage 1 complaint responded to within Organisational Change in Q2, consisting of 3 issues (Attitude/rudeness/inappropriate comments, Quality of service provided, Poor communication with customer).

Following investigation, all 3 issues were considered to be partially upheld (100%).

County Treasurers

There were 2 Stage 1 complaints responded to within Devon Finance Services in Q2, both relating to Attitude/rudeness/inappropriate comments.

Following investigation, neither of the issues were upheld (0%).

5 Stage 2 Complaints

5.1 Stage 2 Complaints Received

5.1.1 At Stage 2 within Children's Social Care most investigations are being undertaken by managers from within a different team to the one being complained about together with an externally commissioned Independent Person, which is a requirement of the statutory regulations. This is in order to mitigate for the overspend in the budget that came about due to the spike there was in Stage 2 complaints in previous quarters. Normally they would be 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 Q2 there have not been any complaints escalated to Stage 2 under the Children's Social Care Statutory Procedures.

5.1.3 There have been 35 stage 2 complaints under the Corporate Complaints Procedure in Q2; 7 in Children's Social Care, 1 in Education & Learning, 2 in Planning, Transportation & Environment, 22 in Highways, 1 in Infrastructure Development; 1 in Bridges & Structures 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	0	0	16
	Education & Learning - Dawn Stabb	1	1	0	0	2
	Total Children's Services	10	8	0	0	18
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	0	0	4
	Economy, Enterprise & Skills	0	0	0	0	0
	Communities	2	0	0	0	2
	Total Communities, Public Health, Environment and Prosperity	4	2	0	0	6
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	0	1	0	0	1
	Highways - Meg Booth	19	22	0	0	41
	Bridges and Structures - Kevin Dentith	0	1	0	0	1
	Waste - Wendy Barratt	3	0	0	0	3
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	22	24	0	0	46
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	0	0	1
	Devon Finance Services	0	0	0	0	0
	Total Corporate Services	1	1	0	0	2
Total All Services		37	35	0	0	72

5.1 Stage 2 Complaint Responses and Outcomes

- 5.2.1** In Q2 there were no Statutory Children's Social Care Stage 2 complaints concluded.
- 5.2.2** 31 Non Statutory Stage 2 complaints were completed in Q2; 22 were not upheld, 4 were Upheld and 5 were partially upheld
- 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 responded to in Q2

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	3			6
	Yes - Upheld	0	4			4
	Partially Upheld	2	1			3
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
		5	8	0	0	13
Education and Learning	No - Not Upheld	0	1			1
	Yes - Upheld	0	0			0
	Partially Upheld	0	0			0
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
		0	1	0	0	1
Communities, Public Health, Environment & Prosperity	No - Not Upheld	5	1			6
	Yes - Upheld	0	0			0
	Partially Upheld	0	1			1
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
		5	2	0	0	7
Highways, Infrastructure Development and Waste	No - Not Upheld	13	17			30
	Yes - Upheld	0	0			0
	Partially Upheld	1	3			4
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
		14	20	0	0	34
Digital Transformation & Business Support	No - Not Upheld	0	0			0
	Yes - Upheld	0	0			0
	Partially Upheld	0	0			0
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
		0	0	0	0	0
Devon Finance Services	No - Not Upheld	0	0			0
	Yes - Upheld	0	0			0
	Partially Upheld	0	0			0
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
		0	0	0	0	0
Total all areas	No - Not Upheld	21	22			43
	Yes - Upheld	0	4			4
	Partially Upheld	3	5			8
	No finding	0	0			0
	Immediately resolved	0	0			0
	Closed / NFA	0	0			0
	All Services TOTAL	24	31	0	0	55

5.3 Stage 2 Complaints Learning

5.3.1 The main learning points arising from complaints resolved in Q2 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 non statutory complaint about the Independent Reviewing Unit in Children's Services concluded in Q2 related to a family member receiving information that another family member felt he should not be receiving.

The investigation concluded that the complaint was not upheld but there was a recommendation that:

- Conference Chairs need to be very clear with families what information will be shared with all parties in both minutes and family plans following meetings, so that if there is any particular information that an individual may view as sensitive has the opportunity to highlight this for consideration.

5.3.3 A Complaint at Stage 2 in regard to Devon County Council's A Board Policy was investigated and it concluded that this policy was in breach of the Equality Act in that A Boards were being allowed to be displayed in the street in a hazardous manner representing a risk to the visually impaired.

Actions

- The service concerned has now worked with the relevant business improvement district to highlight this problem and has made sure that businesses are aware of the legal requirement to provide sufficient space for pedestrians
- The Council has ensured that all businesses were made aware of the policy and checked that signs and street furniture is moved so that compliance with the policy is demonstrated.
- A further survey has since been carried out and all businesses were found to be in compliance with the policy and as such with the Equality Act.

5.3.4 A complainant contacted the council to highlight a discrepancy in the provision of free school transport, pointing out that a family was receiving this in error as the council had told the complainant that they were ineligible despite the fact that they were living further away than the other family. This was found to be correct.

Action:

- The Council has apologised to the complainant
- The Council has had to issue notice to the family receiving free school transport in error explaining that this will need to be revoked in order to ensure that the Policy is being equitably applied.

5.3.5 A provider complained about the way in which the Council ended a contract alleging that the terms of the contract were not adhered to. The investigation found that this was the case.

Action:

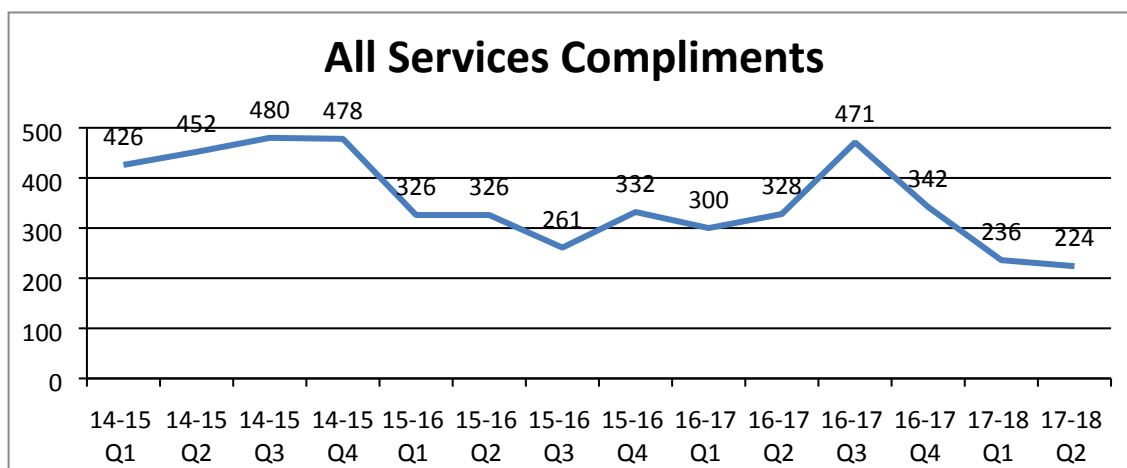
- A payment was made to the provider for the planned days of support they were to offer that were cancelled
- The contract to be discussed at a team meeting in order that all relevant parties were clear on the Council's obligations

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 Q2 the council received 224 compliments which is a slight decrease on the 236 received in Q1 and continues the downward trend over the last 12 months. This is the lowest number of compliments received in a quarter in the last 3 years.

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



6.4 The four services that have received the most compliments in Q2 are Adult Care & Health with 94 most of these were about the Council's Adult Care Operations & Health Services (93 compliments), Childrens Social Care services received 29 compliments, Legal Services & Communications received 23 compliments and Highways 21 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.

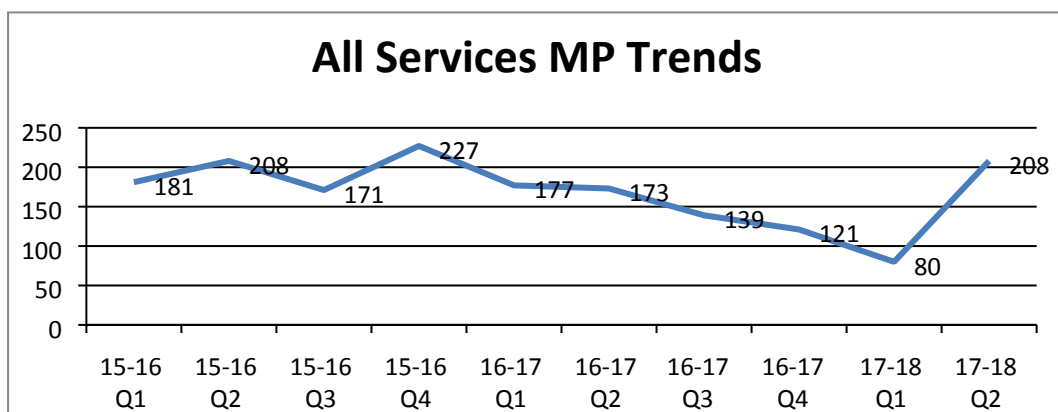
Compliments by Direct Report						
All Services						
Realm	Service Area	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Children's Services Jo Olsson	Children's Social Care - Vivien Lines	47	29	0	0	76
	Education & Learning - Dawn Stabb	0	1	0	0	1
	Total Children's Services	47	30	0	0	77
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	116	93	0	0	209
	Adult Commissioning & Health - Tim Golby	4	1	0	0	5
	Commissioned Services	0	0	0	0	0
	Total Adult Care & Health	120	94	0	0	214
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	9	11	0	0	20
	Planning, Transportation and Environment	3	11	0	0	14
	Economy, Enterprise & Skills	5	5	0	0	10
	Communities	3	5	0	0	8
	Total Communities, Public Health, Environment and Prosperity	20	32	0	0	52
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	0	0	0	0	0
	Highways - Meg Booth	22	21	0	0	43
	Bridges and Structures - Kevin Dentith	0	0	0	0	0
	Waste - Wendy Barratt	2	7	0	0	9
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	24	28	0	0	52
Corporate Services Phil Norrey	Organisational Development	0	0	0	0	0
	Digital Transformation & Business Support	20	16	0	0	36
	Legal Services & Communications	4	23	0	0	27
	Devon Finance Services	1	1	0	0	2
	Total Corporate Services	25	40	0	0	65
Total All Services		236	224	0	0	460

7. MP Letters Received

7.1.1 In Q2 the council received 208 letters from MPs which has significantly reversed the the downward trend over the last 15 months. In Q1 there were only 80 MP Letters received

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

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	0	0	21
	Education & Learning - Dawn Stabb	6	16	0	0	22
	Total Children's Services	16	27	0	0	43
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	13	34	0	0	47
	Adult Commissioning & Health - Tim Golby	0	0	0	0	0
	Commissioned Services	2	0	0	0	2
	Total Adult Care & Health	15	34	0	0	49
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	1	5	0	0	6
	Planning, Transportation and Environment	8	24	0	0	32
	Economy, Enterprise & Skills	0	7	0	0	7
	Communities	1	3	0	0	4
	Total Communities, Public Health, Environment and Prosperity	10	39	0	0	49
Highways, Infrastructure Development and Waste Meg Booth	Infrastructure Development - Rob Richards	0	0	0	0	0
	Highways - Meg Booth	32	92	0	0	124
	Bridges and Structures - Kevin Dentith	0	0	0	0	0
	Waste - Wendy Barratt	1	5	0	0	6
	Built Environments - Chris Dyer	0	0	0	0	0
	Total Highways, Infrastructure Development and Waste	33	97	0	0	130
Corporate Services Phil Norrey	Organisational Development	0	0	0	0	0
	Digital Transformation & Business Support	4	7	0	0	11
	Legal Services & Communications	1	3	0	0	4
	Devon Finance Services	1	1	0	0	2
	Total Corporate Services	6	11	0	0	17
Total All Services		80	208	0	0	288

7.1.4 Highway issues continue to dominate communication from MPs with 92 letters (32 in Q1) received in the quarter (44% of all letters received). Adult Care Operations & Health received 34 MP letters (13 in Q1) this quarter (16% of all letters received), Planning Transportation & Environment received 24 MP Letters(8 in Q1) in the quarter (11.5% of total received) and Education Services received 16 MP letters (6 in Q1) (8% of total letters 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 90% in Q2 which is an improvement on the 85% in Q1. This represents 177 of the 197 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 79% (11 out of 14 responses), Education & Learning 94% (16 out of 17 responses), Adult Care Operations & Health 94% (29 out of 31 responses), Adult Care Commissioning 33% (1 out of 3 responses), Planning Transportation & Environment 93% (26 out of 28 responses), Economy & Enterprise 60% (3 out of 5 responses), Services for Communities 100% (3 responses), Highways 91% (85 out of 93 responses), Digital Transformation & Business Support 100% (5 responses), Legal Services 100%(2 responses) and Devon Finance Services 100% (1 response)

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%			84%
	CIr Enquiries	n/a	n/a			n/a
	Others	70%	50%			67%
	Total	80%	75%			77%
Education and Learning	MP Letters	100%	94%			95%
	CIr Enquiries	0%	100%			33%
	Others	100%	n/a			100%
	Total	78%	94%			89%
Adult Care Operations & Health	MP Letters	88%	94%			92%
	CIr Enquiries	100%	100%			100%
	Others	100%	93%			96%
	Total	96%	94%			95%
Adult Commissioning & Health	MP Letters	100%	33%			60%
	CIr Enquiries	n/a	n/a			n/a
	Others	67%	100%			80%
	Total	80%	60%			70%
Public Health	MP Letters	100%	n/a			100%
	CIr Enquiries	n/a	n/a			n/a
	Others	100%	100%			100%
	Total	100%	100%			100%
Planning, Transportation and Environment	MP Letters	71%	93%			89%
	CIr Enquiries	n/a	100%			100%
	Others	100%	83%			91%
	Total	83%	91%			89%
Economy and Enterprise	MP Letters	100%	60%			71%
	CIr Enquiries	n/a	n/a			n/a
	Others	80%	100%			86%
	Total	86%	71%			79%
Highways, Infrastructure Development and Waste	MP Letters	80%	91%			89%
	CIr Enquiries	n/a	50%			50%
	Others	100%	93%			97%
	Total	88%	90%			90%
Communities	MP Letters	50%	100%			80%
	CIr Enquiries	n/a	n/a			n/a
	Others	100%	100%			100%
	Total	86%	100%			92%
Digital Transformation & Business Support	MP Letters	100%	100%			100%
	CIr Enquiries	100%	100%			100%
	Others	80%	93%			88%
	Total	85%	95%			91%
Legal Services & Communications	MP Letters	100%	100%			100%
	CIr Enquiries	n/a	n/a			n/a
	Others	50%	50%			50%
	Total	67%	75%			71%
Devon Finance Services	MP Letters	100%	100%			100%
	CIr Enquiries	n/a	0%			0%
	Others	n/a	100%			100%
	Total	100%	67%			75%
Total All Services	MP Letters	85%	90%			89%
	CIr Enquiries	82%	75%			78%
	Others	90%	90%			90%
	Total	87%	89%			88%

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	7	5	26	1	0	8	4	48	0	6	0	2	0	107
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	6	5	4	0	0	3	0	21	0	0	0	0	0	39
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	1	2	0	0	4	1	11	0	0	0	0	0	20
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	0	0	0	0	0	0	0
	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	9	0	1	0	0	0	11
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	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	3	3	1	0	4	0	1	0	0	0	0	0	13
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	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	0	1	1	0	0	3	1	3	0	1	1	0	0	11
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	0	4	2	1	0	7	0	23	0	1	3	0	1	42
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	4	3	1	0	0	3	0	11	2	2	0	0	1	27
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	0	0	8	0	0	0	0	2	0	0	0	0	0	10
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	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	1	0	0	0	0	0	0	1	0	0	0	0	0	2
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	17-18 YTD	20	22	48	3	1	32	6	130	2	11	4	2	2	283

7.3.2 From this table it can be seen that Ben Bradshaw MP remains the most prolific communicator with the Council writing 83 times in Q2 (24 times in Q1). Mel Stride MP is the second most frequent communicator writing 32 times in Q2 (10 times in Q1) and followed by Geoffrey Cox MP who has written 26 times in Q2 (13 times in Q1).

8 Local Government Ombudsman

8.1 Complaints received about Devon County Council

8.1.1 In Q2, the council received 20 new cases from the Local Government Ombudsman. (There were 22 received in Q1)

8.1.2 These complaints were in regards to the following services: 6 about Adult Care & Health, 5 regarding Highways, 5 regarding Children's Social Care, 3 regarding Planning, Transportation & Environment and 1 about Economy, Enterprise & Skills.

8.1.3 Of these new complaints from the LGO in Q2 17 were at the assessment stage and 3 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		
	Education & Learning - Dawn Stabb	Education & Children's Services	2	0		
	Total Children's Services		8	5		
Adult Care & Health Jennie Stephens	Adult Care Operations & Health - Keri Storey	Adult Care services	7	6		
	Adult Commissioning & Health - Tim Golby	Adult Care services	0	0		
	Commissioned Services	Adult Care services	0	0		
	Total Adult Care & Health		7	6		
Communities, Public Health, Environment and Prosperity Virginia Pearson	Public Health	Corporate & Other Services	0	0		
	Planning, Transportation and Environment	Planning & Development / Highways & Transport	1	3		
	Economy, Enterprise & Skills	Planning & Development / Corporate Services	0	1		
	Communities	Corporate & Other Services	0	0		
	Total Communities, Public Health, Environment and Prosperity		1	4		
Highways, Infrastructure Development and Waste	Infrastructure Development - Rob Richards	Highways and Transport	0	0		
	Highways - Meg Booth		3	5		
	Bridges and Structures - Kevin Dentith		0	0		
	Waste - Wendy Barratt		1	0		
	Built Environments - Chris Dyer		0	0		
	Total Highways, Infrastructure Development and Waste		4	5		
Corporate Services Phil Norrey	Organisational Development	Corporate & Other Services	0	0		
	Digital Transformation & Business Support	Corporate & Other Services	0	0		
	Blue Badge Service	Adult Care services	1	0		
	Legal Services & Communications	Corporate & Other Services	0	0		
	Devon Finance Services	Corporate & Other Services	1	0		
	Total Corporate Services		2	0		
Total all LGO Complaints Received			22	20		

8.2 Decisions on complaints by the LGO

8.2.1 In Q2 there have been 23 decisions made by the LGO on complaints about the council. The decisions were categorised as follows:

Upheld – maladministration & injustice	1 complaint
Upheld – maladministration with no injustice	1 complaint
Not Upheld – no maladministration	5 complaints
Closed after initial enquiries (Assessment Stage)	8 complaints
Closed after initial enquiries (out of jurisdiction)	3 complaints
Moved to full investigation after assessment stage	5 complaints
Total	23

8.2.2 Table 13 below provides details of the 2 complaints that resulted in a final decision of Upheld in Q2

Table 13 – Local Government Ombudsman Decisions – Quarter 2 17/18

LGO reference	LGO Service category	Summary of complaint & LGO decision	Decision
16016426	Adult Care Services	<p>Complaint: complainant alleges that there are failings on the part of the council in regard to a social care assessment</p> <p>Outcome: The Council's assessment of the care needs was not affected by fault. The Council delayed providing a copy of the assessment & failed to reply to some telephone calls. An apology is a satisfactory remedy for the injustice caused</p>	<p>Decision: Upheld - Maladministration & Injustice</p> <p>Action: An apology to the complainant is deemed a satisfactory remedy</p>
16017323	Adult Care Services	<p>Complaint: complainant accused DCC of mismanaging Direct Payments: said they would be withdrawn then said would get a Devon Card and then visited in hospital when too unwell to engage effectively</p> <p>Outcome: there is no evidence of fault in the way the council decided to investigate & suspend the Direct Payments, and no evidence that the complainant suffered injustice as a result of the way in which the council previously failed to monitor the Direct Payments usage properly. The Council should have monitored the complainants DP spending more closely before 2015 and then he would not have become accustomed to mis spending the DP.</p>	<p>Decision: Upheld – maladministration with no injustice</p> <p>Action: The Council has apologised for this shortcoming but that is no reason for the council not to ensure appropriate use of DPs now. The complainant cannot be said to have suffered injustice as a result of the fault before 2015.</p>

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 Q2 the Council has received 9 complaints from Children and Young People.

- 2 of these were received via our advocacy contract with NYAS
- 7 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 where via MOMO, 4 direct from the Young Person to the complaints team and 1 via an IRO.

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, 2 resulted in there being No Finding, 1 was immediately resolved and 1 not upheld.

9.1.4 The 3 tables below provide details of these complaints.

Table 14a – Complaints from Young People

	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
No. of complaints direct from children	7	7			14
<i>No. of those took up offer of advocacy</i>	0	0			0
No. of NYAS/other advocacy complaints	2	2			4
Total No. of all complaints from children inc advocacy	9	9	0	0	18

Table 14b – Complaints from Young People

Route of complaint to CRT	Q1	Q2	Q3	Q4	YTD
Via IRO	0	1			1
Via Sworker	0	0			0
Atkinson Unit	2	1			3
MOMO	5	2			7
Direct from YP (not via MOMO)	0	3			3
Advocate	2	2			4
Total	9	9	0	0	18

Table 14c – Young People Complaint Outcomes

	Q1 17-18	Q2 17-18	Q3 17-18	Q4 17-18	Total 17-18
Upheld	2	0			2
Partially Upheld	2	3			5
Not Upheld	0	1			1
No Finding	2	2			4
Immediately resolved	2	1			3
Withdrawn	0	0			0
<i>Rejected awaiting advocate complaint</i>	0	0			0
<i>Rejected as not for DCC</i>	0	0			0
<i>Complaint still open</i>	1	2			3
Total	9	9	0	0	18

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

10.2.1 If 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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