

Customer Feedback Monitoring Report for Quarter 2 (July 2018 – September 2018)
Report of the Head of Digital Transformation and Business Support

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

- 1.1 Please see appendix 1 for a summary of feedback related activity within the reporting year to date.

3. Stage 1 complaints

- 3.1 Between quarters 1 and 2 we have seen a significant drop in the number of Stage 1 complaints received; the only exception to this is in Adult Social Care which has seen an increase (Appendix 2 – table 3).
- 3.2 Services have either maintained or slightly improved their performance regarding Stage 1 complaint responses between quarters 1 and 2. It should however 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. (Appendix 2 – table 4).
- 3.3 In quarter 2 services upheld or partially upheld 25% 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).
- 3.4 Appendix 2 – table 6 shows the most prevalent issues raised within complaints across all services, and the percentage upheld or partially upheld. 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 1. The quality of service provided features highly in the top issues however there was a lower percentage upheld in quarter 2 than quarter 1.

4. Stage 2 Complaints

- 4.1 Overall there has been a decrease in Stage 2 complaints received in quarter 2 compared to quarter 1, however the numbers being received per quarter are still higher on average than each quarter in 2017-18. This increase is not necessarily an indicator of poor service. Alternatively, it may suggest increased access to the complaints procedure (Appendix 2 – table 7).
- 4.2 The majority of service areas did not resolve any Stage 2 complaints in quarter 2, however all those that did achieved a significant improvement in response rate from the previous quarter (Appendix 2 – table 8).
- 4.3 Overall in quarter 2 there has been 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).

5. Local Government and Social Care Ombudsman Complaints

- 5.1 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.
- 5.2 Whilst there was a gradual decline in numbers of LGSCO complaints received in 2017-18, the numbers received are increasing again in 2018-19 (Appendix 2 – table 10).
- 5.3 There has however been a decrease in maladministration and injustice findings within 2018-19 compared to 2017-18, which is positive although there has been a significant drop in any findings being made by the LGSCO in quarter 2. Only 18% of the complaints were upheld over the previous reporting year; this compares to 33% across the first half of 2018-19 and may suggest a worrying 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 (Appendix 2 – table 11).
- 5.4 The Council has mostly maintained an excellent response rate to the LGSCO throughout the reporting year to date, although there were some delays in services providing the relevant information which caused delays in some cases (Appendix 2 – table 12).
- 5.5 All LGSCO final decisions can be viewed on the LGSCO website – www.lgo.org.uk
- 5.6 The Council has been required to pay financial remedies totalling £1,150 to complainants as a result of recommendations made by the Ombudsman in the reporting year to date (Appendix 3).

6. Compliments

- 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 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 unfortunately dropped off again in 2018-19 (Appendix 2 – graph 1).

7. MP Enquiries

- 7.1 The number of MP Enquiries received in quarter 2 2018-19 showed a decrease compared to the previous quarter (Appendix 2 – graph 2).
- 7.2 Several service areas experienced a decrease in their MP Enquiry response performance in quarter 2 compared to quarter 1, although DTBS maintained a 100% response rate and Highways, Infrastructure Development & Waste showed an improvement between quarters (Appendix 2 – table 13).
- 7.3 There is however a need for improvement in response times to MP Enquiries for the majority of services.

8. Representations

- 8.1 A representation is a comment or concern that is not intended or eligible to be a formal complaint but requires a formal response.
- 8.2 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 2.5 years was recorded in quarter 2 2018-19. This is likely to be partially 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).
- 8.3 Several services achieved a high response rate to Representations in quarter 2, or made improvements from quarter 1, although some improvements are required. (Appendix 2 – table 14).

Helen Wyatt
Customer Relations Manager

Appendix 1

Table 1

ACTIVITY TYPE	Year 2018-19					
	Qtr 1 17-18	Qtr 2 17-18	Qtr 3 17-18	Qtr 4 17-18	YTD 17-18	% activity in year
Stage 1 complaints	411	352			763	19%
Stage 2 complaints	57	48			105	3%
Stage 3 complaints	1	0			1	0%
LGO Complaints	17	20			37	1%
Compliments	260	257			517	13%
MP Letters	189	153			342	9%
Representations	77	51			128	3%
TOTAL	1012	881	0	0	1893	
% overall activity	26%	22%	0%	0%		

Table 2

	Q1				Q2				Q3				Q4				17-18 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								195	60	16	72	
Adult Care & Health	45	115	39	17	62	103	19	19								107	218	58	36	
Communities, PH, Environment and Prosperity	26	12	10	14	24	6	16	33								50	18	26	47	
Highways, Infrastructure Development and Waste	290	87	10	103	228	85	9	69								518	172	19	172	
Legal, Communications, and Human Resources	5	12	2	2	8	30	1	1								13	42	3	3	
Devon Finance Services	0	0	0	1	0	0	0	0								0	0	0	1	
Digital Transformation & Business Support	18	6	5	10	5	1	1	1								23	7	6	11	
Total	486	260	77	189	420	257	51	153	0	0	0	0	0	0	0	906	517	128	342	

Appendix 2

Table 3

Stage 1 complaints received 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	80	73			153
Adult Care & Health	37	55			92
Communities, Public Health, Environment and Prosperity	26	20			46
Highways, Infrastructure Development and Waste	246	194			440
Legal, Communications, and Human Resources	5	6			11
Devon Finance Services	0	0			0
Digital Transformation & Business Support	17	4			21
All services	411	352			763

Table 4

Stage 1 responses - % within 20 working days 2018-19			
Department	Q1	Q2	Total
Children's Services	65% (51/79)	64% (47/74)	64% (98/153)
Adult Social Care	69% (25/36)	72% (28/39)	71% (53/75)
CoPHEP	100% (24/24)	91% (21/23)	96% (45/47)
County Solicitors	50% (2/4)	60% (3/5)	56% (5/9)
Digital Transformation & Business Support	80% (12/15)	82% (9/11)	81% (21/26)
Highways, Infrastructure Development & Waste	81% (216/266)	82% (166/203)	81% (382/469)
Finance Services	n/a (0/0)	100% (1/1)	100% (1/1)
Total	78% (330/424)	77% (275/356)	78% (605/780)

Table 5

Stage 1 Outcome 2018-19	Q1	Q2	Total
No Finding	94	70	164
No response at Stage 1	3	7	10
Not upheld	208	188	396
Partly upheld	84	66	150
Resolved upon receipt	3	2	5
Upheld	32	23	55
Total	424	356	780

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%

Table 7

Stage 2 complaints received 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	14	19			33
Adult Care & Health	0	0			0
Communities, Public Health, Environment and Prosperity	0	0			0
Highways, Infrastructure Development and Waste	42	30			72
Legal, Communications, and Human Resources	0	2			2
Devon Finance Services	0	0			0
Digital Transformation & Business Support	1	1			2
All services	57	52			109

Table 8

Stage 2 complaint responses - % in time 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	0%	33%			22%
Adult Care & Health	n/a	n/a			n/a
Communities, Public Health, Environment and Prosperity	n/a	n/a			n/a
Highways, Infrastructure Development and Waste	60%	83%			76%
Legal, Communications, and Human Resources	n/a	n/a			n/a
Devon Finance Services	n/a	n/a			n/a
Digital Transformation & Business Support	n/a	n/a			n/a
Total	40%	71%			61%

Table 9

Stage 2 complaint outcomes - % upheld or partially upheld 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	20%	80%			50%
Adult Care & Health	n/a	n/a			n/a
Communities, PH, Environment and Prosperity	n/a	n/a			n/a
Highways, Infrastructure Development and Waste	13%	42%			34%
Legal, Communications, and Human Resources	n/a	n/a			n/a
Devon Finance Services	n/a	n/a			n/a
Digital Transformation & Business Support	n/a	100%			100%
Total	15%	50%			40%

Table 10

LGSCO complaints received 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	6	5			11
Adult Care & Health	8	7			15
Communities, Public Health, Environment and Prosperity	0	2			2
Highways, Infrastructure Development and Waste	2	6			8
Legal, Communications, and Human Resources	0	0			0
Devon Finance Services	0	0			0
Digital Transformation & Business Support	0	0			0
All services	16	20			36

Table 11

LGSCO outcome 2018-19	Q1	Q2	Q3	Q4	YTD
Upheld - maladministration & injustice	3	2			5
Upheld - maladministration No Injustice	1	0			1
Not Upheld - No Further Action	2	1			3
Not Upheld - No Maladministration	3	1			4
Closed after initial enquiries - no further action	3	1			4
Closed after initial enquiries - out of jurisdiction	0	0			0
Premature	0	1			1
Total	12	6	0	0	18

Table 12

LGSCO complaint responses - % in time 2018-19					
Service Area	Q1	Q2	Q3	Q4	YTD
Children's Services	100%	88%			91%
Adult Care & Health	100%	100%			100%
Communities, Public Health, Environment and Prosperity	n/a	100%			100%
Highways, Infrastructure Development and Waste	100%	67%			75%
Legal, Communications, and Human Resources	n/a	n/a			n/a
Devon Finance Services	n/a	n/a			n/a
Digital Transformation & Business Support	100%	100%			100%
Total	100%	91%			95%

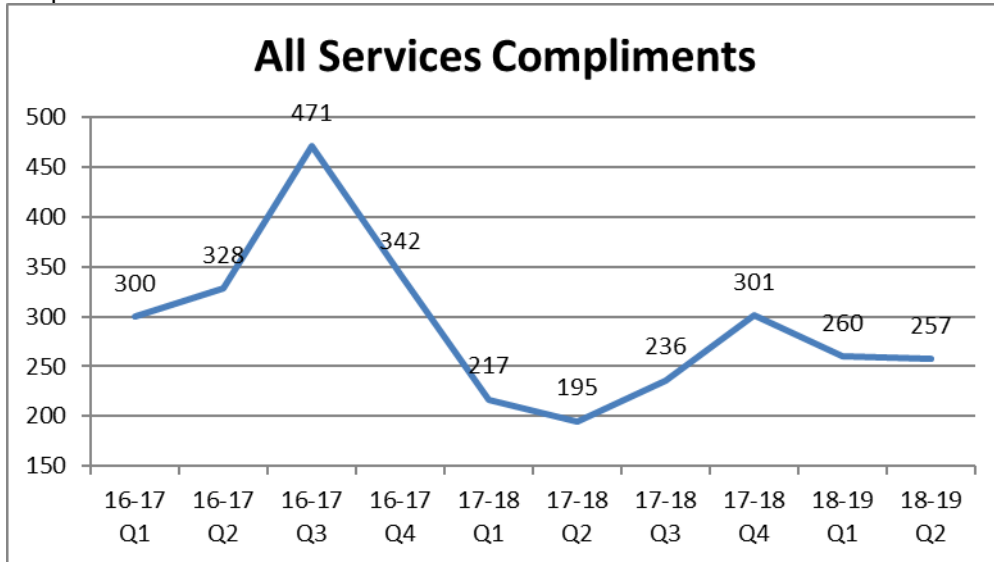
Table 13

MP Enquiry responses - % within 20 working days 2018-19			
Department	Q1	Q2	Total
Children's Services	84% (32/38)	75% (33/44)	79% (65/82)
Adult Social Care	93% (27/29)	75% (15/20)	86% (42/49)
CoPHEP	96% (23/24)	87% (20/23)	91% (43/47)
County Solicitors	100% (2/2)	0% (0/2)	50% (2/4)
Digital Transformation & Business Support	100% (10/10)	100% (3/3)	100% (13/13)
Highways, Infrastructure Development & Waste	81% (87/108)	88% (68/77)	84% (155/185)
Finance Services	100% (1/1)	n/a (0/0)	100% (1/1)
Total	86% (182/212)	82% (139/169)	84% (321/381)

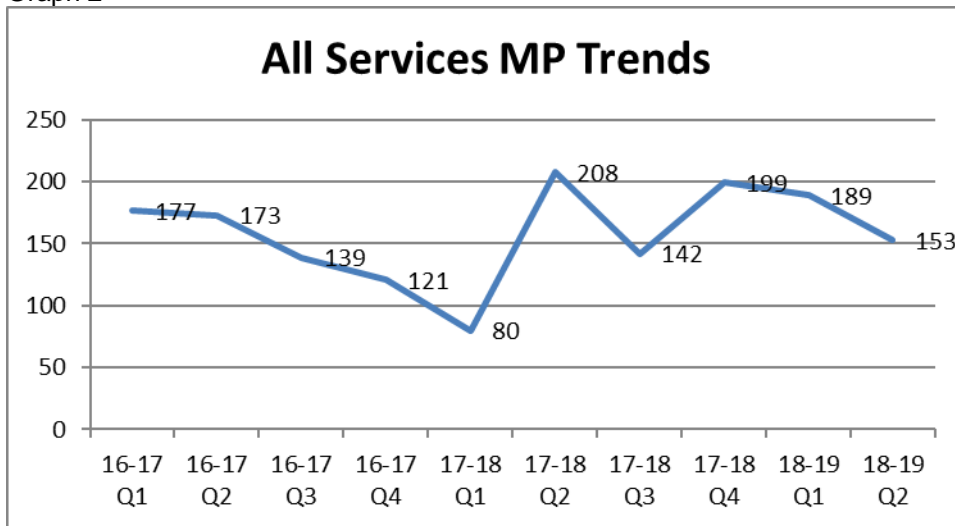
Table 14

Representation responses - % within 20 working days 2018-19			
Department	Q1	Q2	Total
Children's Services	80% (8/10)	70% (7/10)	75% (15/20)
Adult Social Care	81% (34/42)	68% (17/25)	76% (51/67)
CoPHEP	100% (8/8)	93% (13/14)	95% (21/22)
County Solicitors	0% (0/1)	50% (1/2)	33% (1/3)
Digital Transformation & Business Support	80% (4/5)	100% (1/1)	83% (5/6)
Highways, Infrastructure Development & Waste	78% (7/9)	83% (10/12)	81% (17/21)
Finance Services	n/a (0/0)	n/a (0/0)	n/a (0/0)
Total	81% (61/75)	77% (49/64)	79% (110/139)

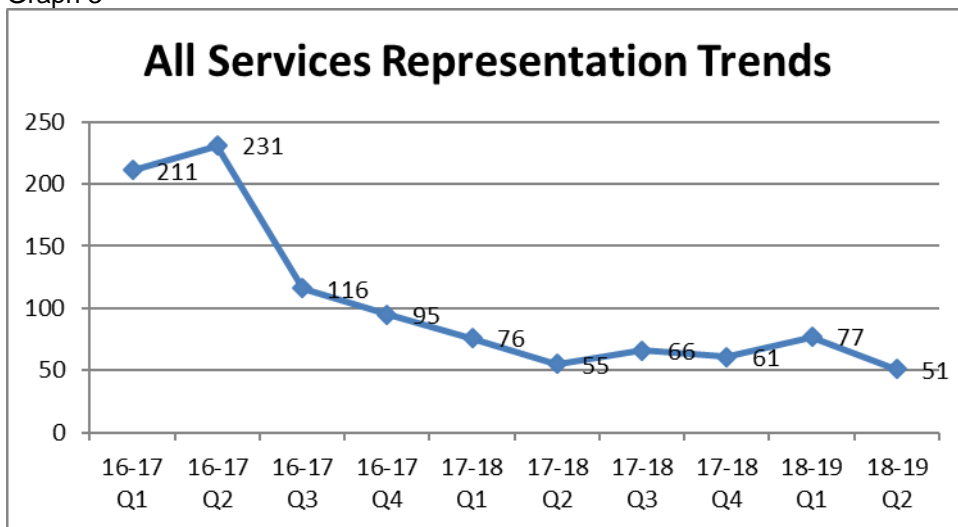
Graph 1



Graph 2



Graph 3



Appendix 3

Local Government and Social Care Ombudsman Recommendations – Q1 & Q2 2018-19

Adult Care and Health:

Quarter 1 2018-19

- The Council should apologise to the complainants for the distress caused by the Nursing Home's poor record keeping, poor quality of the service user's personal hygiene care and the lack of fluids.
- The Council should pay the complainant **£100** to recognise the distress above caused by the Nursing Home
- The Council should review its procedures to ensure that residents fluid and personal hygiene needs, and any action taken, are properly recorded in their respective charts and care plans.
- The Nursing Home should pay the complainant **£100** to recognise the distress caused by the Nursing Home
- The Council should apologise to the complainant for the way in which it imposed the introduction of assistive technology.
- The Council should pay the complainant **£500** in recognition of the distress caused to him during the period of assessment in relation to assistive technology. It will also offer a payment of **£250** to the complainant's parents for their time and trouble in making this complaint.
- To discuss facilitating behaviour management courses with the complainant, and to document the discussion

Quarter 2 2018-19

- The Council should apologise to the complainant and reinstate the respite provision and support package that were agreed in the June 2017 care and support plan

Children's Services:

Quarter 1 2018-19

No recommendations made.

Quarter 2 2018-19

- Apologise to the complainant for not complying with the stage 2 recommendation that it should consider making a small payment for her daughter to pursue her interests to reflect the lack of support it gave her prior to her diagnosis;
- Pay the complainant **£200** for the benefit of her daughter.
- Remind its investigating officers to include their recommendations in one section in their final report to reduce the risk the Council will overlook a recommendation.

Highways, Infrastructure Development, and Waste

Quarter 1 2018-19

No recommendations made.

Quarter 2 2018-19

To allow the complainant to purchase a resident parking permit in his street or a neighbouring street for the duration of the family's occupation of the property.