

## **CUSTOMER FEEDBACK MONITORING REPORT FOR QUARTERS 1 & 2 2016/2017**

Report of the Head of Digital Transformation and Business Support

### **1. Recommendation**

- 1.1 It is recommended that Members 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.

### **2. Purpose**

- 2.1 This report provides a quarterly update 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 2016-2017 (1<sup>st</sup> June – 30th September 2016):

- \*Number of non statutory complaints all stages 287 (Q1 308)
- \*Number of statutory social care Adult Services Complaints 45 (Q1 68)
- \*Number of statutory social care Children's Services complaints 101 (Q1 113)

**\*Total complaints received in Q2 433 (Q1 489)**

\* This is the figure for all complaints received from all sources & at all stages including the LGO

- Number of non social care (corporate) compliments 167 (Q1 179)
- Number of social care Adult Services compliments 121 (Q1 96)
- Number of social care Children's Services compliments 40 (Q1 35)

**Total compliments received in Q2 328 (Q1 310)**

- Number of non social care (corporate) MP letters 148 (Q3 145)
- Number of social care adult services MP letters 15 (Q1 14)
- Number of social care children's MP Letters 10 (Q1 18)

**Total MP Letters received in Q2 173 (Q1 177)**

- Number of other non social care representations 207 (Q1 182)
- Number of social care adult representations 11 (Q1 14)
- Number of social care children's services representations 13 (Q1 15)

**Total Representations received in Q2 231 (Q1 211)**

- Number of Councillor Enquiries (non social care) 3 (Q1 1)
- Number of Councillor enquiries (social Care) 7 (Q1 4)

**Total Councillor Enquiries received in Q2 10 (Q1 5)**

- **Total number of individual items of feedback in Q2 16-17 1175 (Q1 1192)**

- 3.2 Throughout Q2 the Council has received 1175 items of feedback which is a slight decrease of 17 items on Q1 (1192 items).

- 3.3 There have been 56 fewer complaints received across the Council in Q2 than in Q1 (433 compared to 489) which is an 11% decrease. Complaints decreased in all service areas in this quarter. Children's Social Care fell from 113 to 101 complaints received at all stages (11% decrease), Adult Social Care from 68 to 45 (34% decrease) and complaints in the non social care areas fell from 179 to 167 (7% decrease)

- 3.4** The total number of compliments received has increased slightly in this quarter by 18 (from 310 to 328) which is a 6% increase. There has been an increase in both Children's Social Care Compliments rising by 5 to 40 in Q2 and Adult Social Care compliments rising by 25 to 121 in Q2, however, in the non social care services there was a fall of 12 to 167 in Q2.
- 3.5** The number of MP Letters received in Q2 has remained almost static in the first six months of this year at 177 in Q1 and 173 in Q2. The small difference between the two quarters was accounted for by non social care MP letters rising from 145 in Q1 to 148 in Q2, Adult Social Care MP letters increasing by 1 from 14 to 15 and MP letters in Children's Social Care falling by 8 to 10 in Q2 (18 in Q1). It is to be expected that the majority of MP letters are about non social care services as the public are more reluctant to share details of their own and their families social care needs with an MP than they are to share concerns about less personal aspects that affect their lives.
- 3.6** There were 231 other representations to the Council in Q2 which is an increase of 20 representations compared to Q1. The increase was due to 25 additional Representations in the non social care services and this was offset by a decrease in the Social Care areas of 2 in Children's Services and 3 in Adult Services.
- 3.7** In Q2 the Council received a total of 10 enquiries from Councillors which was 5 more than in Q1. 7 of these were regarding social care services and 3 non social care 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 96% of complaints received were acknowledged within time by the Customer Relations team, which is an improvement on the previous quarter and meets the target KPI (95%).
- 4.1.4** It is not possible to achieve a 100% acknowledgement rate, as some complainants write direct to services and the three days have elapsed before the complaint reaches the Customer Relations Team.

##### **4.2 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 Q1 and Q2. It does not include those that were NFA for various legitimate reasons. Across the whole Council there were 405 complaints investigated in Q1 and 357 complaints investigated in Q2; which is a decrease of 48 on the 405 investigated in Q1 (12% decrease)

**4.2.2** Individual service areas saw increases and decreases as follows:

- Adult Social Care 34 complaints in Q2 compared to 46 in Q1 a 26% decrease
- Business Strategy & Support 12 complaints in Q2 compared to 27 in Q1 a 55% decrease
- County Solicitors 2 complaints in Q2 compared to 5 in Q1, a 60% decrease
- Children's Social Care Services 75 complaints in Q2 compared to 80 in Q1, a 6% decrease
- Planning, transportation & environment 5 complaints in Q2 compared to 7 in Q1, a decrease of 29%.
- Education & Learning 29 complaints in Q2 compared to 25 in Q1, an increase of 14%
- Services for Communities (Place) received 20 complaints in Q2 compared to 18 in Q1, a 10% increase.
- County Treasurers received 3 complaints in Q2 compared to 1 in Q1 an increase of 66%
- All other services maintained a level comparable to the previous quarter.

**Table 1 – Stage 1 Complaints by Direct Report**

Stage 1 Complaints						
Service Area	Team	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Total 16-17
Children's Social Care	Children's Social Work (North/Mid & ICS) - Marian Martin	40	33	0	0	73
	Children's Social Work (Exeter/South) - Karen Morris	27	32	0	0	59
	Looked After Children - Rachel Gillott	5	3	0	0	8
	Early Help Provision - Philippa Court	0	0	0	0	0
	Commissioning - Fiona Fleming	0	0	0	0	0
	Safeguarding Children - Nicky Scutt	2	6	0	0	8
	MASH and Early Help & Access - Andrea Morris	6	1	0	0	7
<b>Total Children's Social Care</b>		<b>80</b>	<b>75</b>	<b>0</b>	<b>0</b>	<b>155</b>
Adult Care Operations & Health	North Community Health & Social Care Teams - Stella Doble	6	4	0	0	10
	East Community Health & Social Care Teams - Gary Patch	22	20	0	0	42
	South Community Health & Social Care Teams - Lee Baxter	15	7	0	0	22
	Social Care Provision - Keri Storey	2	3	0	0	5
	Adult Mental Health - Sherrie Hitchin	1	0	0	0	1
<b>Total Adult Care &amp; Health</b>		<b>46</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>80</b>
Adult Commissioning & Health	Quality Assurance - Damian Furniss	0	0	0	0	0
	Strategic Planning and Commissioning - Ian Hobbs	1	2	0	0	3
	Change Delivery - Giles Colton	0	0	0	0	0
	Safeguarding Adult Board - Geraldine Benson	0	0	0	0	0
	Commissioned services	6	5	0	0	11
<b>Total Adult Commissioning &amp; Health</b>		<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>14</b>
Education & Learning	Strategic Commissioning (Education) - Julia Foster	11	11	0	0	22
	Employment & Skills - John Peart	0	0	0	0	0
	Contract Performance (Education) - Richard Belcher	0	0	0	0	0
	Admissions - Simon Niles	2	8	0	0	10
	Early Years and Childcare - Claire Rockcliffe	0	2	0	0	2
	School Improvement - Dawn Stabb	12	8	0	0	20
<b>Total Education and Learning</b>		<b>25</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>54</b>
Highways, Capital Development and Waste	Capital Development - Rob Richards	0	0	0	0	0
	Highways - Meg Booth	151	140	0	0	291
	Bridges and Structures - Kevin Dentith	0	3	0	0	3
	Waste - Wendy Barratt	37	27	0	0	64
	Built Environments - Chris Dyer	0	0	0	0	0
<b>Total Highways, Capital Development and Waste</b>		<b>188</b>	<b>170</b>	<b>0</b>	<b>0</b>	<b>358</b>
Planning, Transportation and Environment	Transportation Planning and Road Safety - Jamie Hulland	1	2	0	0	3
	Development Management - Brian Hensley	2	3	0	0	5
	Chief Planner - Joe Keech	4	0	0	0	4
	Environment - Peter Chamberlain	0	0	0	0	0
<b>Total Planning, Transportation and Environment</b>		<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>12</b>
Economy & Enterprise	Business Support and Innovation	0	0	0	0	0
	Strategic Development & Infrastructure	0	0	0	0	0
	Economic Analysis, Funding and Partnerships	0	0	0	0	0
<b>Total Economy and Enterprise</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Services for Communities (Place)	Adult & Community Learning - Paul Thomas	5	5	0	0	10
	Trading Standards - Paul Thomas	4	1	0	0	5
	Active Devon - Matt Evans	0	0	0	0	0
	Communities - Simon Kitchen	0	1	0	0	1
	Libraries - Ciara Eastell	0	1	0	0	1
	Transport Coordination Services (TCS) - Damien Jones	9	12	0	0	21
<b>Total Services for Communities (Place)</b>		<b>18</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>38</b>
Services for Communities (Corporate)	Human Resources - Jacky Wilson	1	0	0	0	1
	<b>Total Services for Communities (Corp)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Business Strategy & Support	Business Infrastructures - Colin Mackenzie	26	12	0	0	38
	Corporate Assets - Matthew Jones	0	0	0	0	0
	IT Strategic Commissioning - Gary Dempster	0	0	0	0	0
	Strategic Procurement - Justin Bennett	1	0	0	0	1
	<b>Total Business Strategy &amp; Support</b>		<b>27</b>	<b>12</b>	<b>0</b>	<b>0</b>
County Solicitors	Legal Services - Simon Clarey	2	0	0	0	2
	Registration - Trish Harrogate	3	2	0	0	5
	Communications & Media - Tony Parker	0	0	0	0	0
<b>Total County Solicitors</b>		<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>7</b>
County Treasurer	People Finance - John Holme	1	3	0	0	4
	Place Finance - Nicky Allen	0	0	0	0	0
	Corporate Finance - Martin Oram	0	0	0	0	0
	Investment & Treasury - Mark Gayler	0	0	0	0	0
	Devon Audit Partnership - Robert Hutchings	0	0	0	0	0
	Systems and Change - Chris Phillips	0	0	0	0	0
	Strategy & Compliance - Angie Sinclair	0	0	0	0	0
<b>Total County Treasurers</b>		<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>
Public Health	Children, Young People and families (Becky Carmichael)	0	0	0	0	0
	Sexual Health (Julia Loveluck)	0	0	0	0	0
	Substance misuse and DSVa (Kristian Tomblin)	0	0	0	0	0
	Health improvement & reducing health inequalities (Tina Henry)	0	0	0	0	0
	Health protection (Mark Kealy)	0	0	0	0	0
	Public Health Intelligence (Simon Chant)	0	0	0	0	0
Core Officer (Tracey Polak)	0	0	0	0	0	
<b>Total Public Health</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total All Services Stage 1 Complaints</b>		<b>405</b>	<b>357</b>	<b>0</b>	<b>0</b>	<b>762</b>

### 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. Adult Social Care 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 Social Care complaints.

4.3.2 In Q1 396 stage 1 complaints were responded to of which 280 (71%) responses were within defined timescales. In Q2 there was a slight improvement as 73% (259 complaints) of the 354 complaints responded to were on time.

4.3.4 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**

CLT	Quarter 1 16-17				Quarter 2 16-17				Quarter 3 16-17				Quarter 4 16-17				Total YTD 16-17			
	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale
<b>Stage 1 Complaint Response times - all Services</b>																				
<b>Service Area</b>	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale	Within timescale	Outside timescale	Total responded to	% within timescale
<b>People Services</b>																				
Children's Social Care	47	65	112	42%	40	43	83	48%									87	108	195	45%
Adult Care Operations & Health	25	12	37	68%	32	12	44	73%									57	24	81	70%
Adult Commissioning & Health	0	0	0	n/a	5	3	8	63%									5	3	8	63%
Education and Learning	8	5	13	62%	14	5	19	74%									22	10	32	69%
<b>Total People Services</b>	<b>80</b>	<b>82</b>	<b>162</b>	<b>49%</b>	<b>91</b>	<b>63</b>	<b>154</b>	<b>59%</b>									<b>171</b>	<b>145</b>	<b>316</b>	<b>54%</b>
<b>Place Services</b>																				
Highways, Capital Development and Waste	155	21	176	88%	134	26	160	84%									289	47	336	86%
Planning, Transportation and Environment	7	2	9	78%	6	0	6	100%									13	2	15	87%
Economy and Enterprise	0	0	0	n/a	0	0	0	n/a									0	0	0	n/a
Services for Communities - Place	13	4	17	76%	21	2	23	91%									34	6	40	85%
<b>Total Place Services</b>	<b>175</b>	<b>27</b>	<b>202</b>	<b>87%</b>	<b>161</b>	<b>28</b>	<b>189</b>	<b>85%</b>									<b>336</b>	<b>55</b>	<b>391</b>	<b>86%</b>
<b>Corporate Services</b>																				
Services for Communities - Corporate	1	0	1	100%	0	0	0	n/a									1	0	1	100%
Business Strategy and Support	20	4	24	83%	6	3	9	67%									26	7	33	79%
Legal Services	3	3	6	50%	0	0	0	n/a									3	3	6	50%
Finance	1	0	1	100%	1	1	2	50%									2	1	3	67%
Public Health	0	0	0	n/a	0	0	0	n/a									0	0	0	n/a
<b>Total Corporate Services</b>	<b>25</b>	<b>7</b>	<b>32</b>	<b>78%</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>64%</b>									<b>32</b>	<b>11</b>	<b>43</b>	<b>74%</b>
<b>Total All Services Stage 1 Response Times</b>	<b>280</b>	<b>116</b>	<b>396</b>	<b>71%</b>	<b>511</b>	<b>186</b>	<b>697</b>	<b>73%</b>									<b>1046</b>	<b>411</b>	<b>1457</b>	<b>72%</b>

4.3.5 People Services are the service area with the lowest performance currently with only 49% of complaints responded to within timescale in Q1 and 59% in Q2. None of the service areas within People reached 70% in Q1 but Adult Care and Education & Learning did in Q2.

4.3.6 Place Services responded to 202 complaints in Q1 of which 87% were within timescale (175) and in Q2 there was a slight drop to 85% which was 161 out of 189 complaints responded to. All service areas were above 75% in Q1 and in Q2 with Planning, Transportation & Environment reaching 100% (6 out of 6 complaints responded to)

4.3.7 Corporate Services responded to 32 complaints in Q1 of which 78% (25) were within timescale and in Q2 the figure was 64% (7 out of 11 complaints responded to).

4.3.8 Across the Council in the year to date there have been 750 complaints responded to at Stage 1 of which 539 have been within timescale, which is 72%.

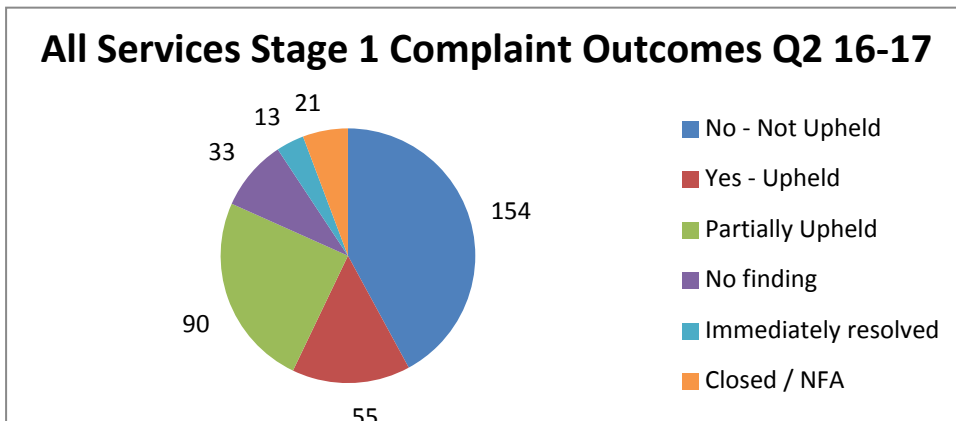
4.3.9 The Customer Relations Team monitors the progress of services and provides fortnightly complaint status reports to all services in order that individuals with complaints assigned to them and managers are aware of deadlines and complaint responses that are overdue.

### 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 39.5% (154 complaints) compared to 46% (192 complaints) in Q1.
- Within People Services 43% of complaints responded to in Q2 (72 complaints) were either fully or partially upheld, this compares to 44% (79 complaints) in Q1
  - Within Place Services 36% (68 complaints) of complaints responded to in Q2 were either fully or partially upheld, this was the same percentage as Q1 (94 complaints)
  - Within Corporate Services 50% (5 complaints) of complaints responded to in Q2 were either fully or partially upheld, this compares to 56% (18 complaints) in Q1.



- 4.4.3** In the reporting year to date across all services 336 of the 782 complaints responded to have been either fully or partially upheld, this represents 43%. In addition a further 309 complaints have not been upheld, this represents 40% of the total complaints responded to this year to date. Details can be viewed in **Table 3** below

Stage 1 complaint outcomes by Service						
Service		Q1	Q2	Q3	Q4	YTD
People	No - Not Upheld	65	59	0	0	124
	Yes - Upheld	25	17	0	0	42
	Partially Upheld	54	55	0	0	109
	No finding	5	6	0	0	11
	Immediately resolved	8	10	0	0	18
	Closed / NFA	24	20	0	0	44
	<b>Total</b>	<b>181</b>	<b>167</b>	<b>0</b>	<b>0</b>	<b>348</b>
Place	No - Not Upheld	81	92	0	0	173
	Yes - Upheld	47	34	0	0	81
	Partially Upheld	47	34	0	0	81
	No finding	15	26	0	0	41
	Immediately resolved	11	3	0	0	14
	Closed / NFA	1	1	0	0	2
	<b>Total</b>	<b>202</b>	<b>190</b>	<b>0</b>	<b>0</b>	<b>392</b>
Corporate	No - Not Upheld	9	3	0	0	12
	Yes - Upheld	7	4	0	0	11
	Partially Upheld	11	1	0	0	12
	No finding	3	2	0	0	5
	Immediately resolved	1	0	0	0	1
	Closed / NFA	1	0	0	0	1
	<b>Total</b>	<b>32</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>42</b>
<b>Overall Totals</b>	<b>415</b>	<b>367</b>	<b>0</b>	<b>0</b>	<b>782</b>	

## 4.5 Themes & Root Causes of Complaints at Stage 1

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 The details below in **Table 4** reflect the most common complaint issues in the year to date (Q1 & Q2). It should be noted that these are recorded by individual issue within a complaint and there are often more than one issue within a complaint.

**Table 4 – Summary of Themes / Root Causes across the Council**

Category	YTD 16-17																							
	Delivery									Staff					Documents			Other			Finance			
	Quality of service provided	Delay in providing service	Timings of service offered	Refusal to provide service/eligibility issues	Failure or delay in referring issue	Cancellation or withdrawal of agreed service	Inappropriate action or service	Policy/Procedure not followed	Objecting to intended/future service offered	Lack of response from staff member	Attitude/rudeness/inappropriate comments	Inappropriate activity	Missed appointment	Poor communication (to customer)	Poor communication (internal processes)	Written communication unclear	Egress issue	Dispute of records/documentation	Health and safety issue report	Discrimination report	Information Security alert	Prices/charges objection	Funding not approved/reduced	Agreed funding not provided
Total Children's Social Care	41	15	6	4	4	2	32	6	7	26	53	48	5	73	5	2	0	25	0	0	1	1	4	2
Total Adult Care Operations & Health	25	22	2	6	4	4	18	7	4	19	25	14	3	23	0	2	0	6	1	0	0	5	2	4
Total Adult Commissioning & Health	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0
Total Education and Learning	15	1	1	3	3	0	2	7	3	1	1	4	0	3	0	0	0	4	0	0	1	0	1	0
Total Highways, Capital Development and Waste	79	75	12	17	5	0	16	8	7	55	71	7	1	54	0	1	0	4	4	0	0	11	0	0
Total Planning, Transportation and Environment	4	6	0	0	0	0	2	0	2	1	3	1	0	1	0	0	0	0	0	0	0	0	0	0
Total Services for Communities - Place	13	4	3	7	1	1	2	1	1	3	2	2	0	11	0	1	0	0	1	0	0	5	3	0
Total Services for Communities - Corporate	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total Business Strategy and Support	12	2	3	3	3	0	2	1	0	1	7	2	0	5	0	0	0	5	0	0	0	0	0	0
Total Legal Services	0	0	1	0	0	0	2	0	1	0	1	1	0	0	0	0	0	0	0	0	0	2	0	0
Total Finance	1	0	0	0	1	0	1	0	0	0	1	0	0	2	1	0	0	0	0	0	0	0	1	0
Total All Services	191	125	28	40	21	7	77	30	25	106	164	80	9	174	6	6	0	45	6	0	2	25	10	6
Ranking Position	1	4	11	9	14	17	7	10	12=	5	3	6	16	2	18=	18=	8	18=	19	12=	15	18=	18=	

4.5.3 From **Table 4** it can be concluded that the quality of services provided by the Council is the most frequently complained about issue (191 incidences logged in 6 months), closely followed by poor communication with our customers (174 incidences logged in 6 months). The third most common issues complained about is the Attitude / rudeness/ inappropriate comments made by our staff (164 incidences logged in 6 months).

4.5.4 It is of particular note that the instances of complaints about Attitude / Rudeness / Inappropriate Comments by staff had been decreasing quarter on quarter last year (Q1 103, Q2 93, Q3 64 and Q4 56) but have now started to increase again.

4.5.5 This part of our reports is being developed and in Q3 it is hoped to be able to include analysis of what percentage of these issues for the top 6 themes are upheld, partially upheld or not upheld.

## 5 Stage 2 Complaints

### 5.1 Complaints Received

5.1.1 At Stage 2 within Children's Social Care investigations are 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 Q1 there have been 15 complaints escalated to Stage 2 under the Children's Social Care Statutory Procedures. This is the highest number in any one quarter for over 12 months (Q1 0, Q2 4, Q3 5 Q4 12). The current low numbers of Stage 1 responses being made within statutory timescales and the changes that have had to be implemented in order for the council to comply with the statutory complaints regulations have had a bearing on this increase.

**5.1.3** The level of statutory Children’s Social Care Stage 2 investigations could not be sustained as there is both a significant cost if an external investigator is commissioned and the high number in Q3, Q4 and Q1 had already more than accounted for the budget and the contingency of using area managers to undertake these investigations is not proving viable due to capacity and the realisation that these investigations take a considerable amount of time. For this reason the decision was taken to revert back to the Customer Relations Manager making every attempt to resolve dissatisfaction after Stage 1 by engaging senior managers in meeting with complainants, if they are agreeable, in order to attempt a resolution without the need to escalate to a full blown stage 2. This is having a positive impact and there was only 1 statutory Stage 2 complaint in Q2. The situation is being closely monitored.

**5.1.4** There have been 26 stage 2 complaints under the Corporate Complaints Procedure in Q1 (there were 44 in Q4), 2 in Children’s Social Care, 20 in Highways, 2 in Planning, Transportation & Environment, 1 in Adult & Community Learning and 1 in Information Governance. This level has been improved upon in Q2 where there have been only 20 non statutory Stage 2 complaints; 5 in Education & Learning, 3 in Children’s Social Care, 6 in Highways, 1 in development management highways, 2 in Transport Co-ordination Services, 1 in Information Governance and 1 in Legal Services.

**5.1.5** Throughout the year to date there have been 16 Statutory Children’s Social Care Stage 2 Complaints and 46 non statutory Stage 2 complaints. This represents an escalation rate of 8% in both Statutory and Non Statutory complaints.

**5.1.6** Table 5 below gives further breakdown of the exact teams involved across the whole year

**Note: Only Teams that have received stage 2 complaints are listed in the table**

Stage 2 Complaints						
Service Area	Team	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Total 16-17
Children's Social Care (Including non statutory)	Children's Social Work (North/Mid & ICS) - Marian Martin	8	3			11
	Children's Social Work (Exeter/South) - Karen Morris	6	1			7
	Looked After Children - Rachel Gillott	0	1			1
	Early Help Provision - Philippa Court	0	0			0
	Commissioning - Fiona Fleming	0	0			0
	Safeguarding Children - Nicky Scutt	2	0			2
	MASH and Early Help & Access - Andrea Morris	1	0			1
	<b>Total Children's Social Care (Stat &amp; Non Stat)</b>	<b>17</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>22</b>
Education & Learning	Strategic Commissioning (Education) (Julia Foster)	0	4			4
	Skills & Employment (John Peart)	0	0			0
	Contract Perf - Educational Commissioning (Alison Withnell)	0	0			0
	Access Strategy, Admissions & School Place Planning (Simon Niles)	0	1			1
	Early Years and Childcare (Claire Rockcliffe)	0	0			0
	School Improvement Strategy (Dawn Stabb)	0	0			0
<b>Total Education and Learning</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>	
Highways, Capital Development and Waste	Capital Development (Rob Richards)	0	0			0
	Highways (Meg Booth)	20	6			26
	Bridges and Structures (Kevin Dentith)	0	0			0
	Waste (Wendy Barratt)	0	0			0
	Built Environments (Chris Dyer)	0	0			0
<b>Total Highways, Capital Development and Waste</b>	<b>20</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>26</b>	
Planning, Transportation and Environment	Transportation Planning and Road Safety (Jamie Hulland)	1	0			1
	Development Management Highways (Brian Hensley)	0	1			1
	Chief Planner (Joe Keech)	1	0			1
	Environment (Peter Chamberlain)	0	0			0
<b>Total Planning, Transportation and Environment</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	
Services for Communities (Place)	Adult & Community Learning (Paul Thomas)	1	0			1
	Trading Standards (Paul Thomas)	0	0			0
	Active Devon (Matt Evans)	0	0			0
	Communities (Simon Kitchin)	0	0			0
	Libraries	0	0			0
	Transport Coordination Services (Damien Jones)	0	2			2
<b>Total Services for Communities (Place)</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	
Business Strategy & Support	Business Support (Colin Mackenzie)	0	0			0
	Blue Badge Service (Colin Mackenzie)	0	0			0
	Information Governance (Colin Mackenzie)	1	1			2
	Customer Relations Team (Colin Mackenzie)	0	0			0
	Customer Service Centre (Colin Mackenzie)	0	0			0
	Corporate Assets (Matthew Jones)	0	0			0
	IT Strategic Commissioning - (Gary Dempster)	0	0			0
	Procurement - (Justin Bennett)	0	0			0
<b>Total Business Strategy &amp; Support</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	
County Solicitors	Legal Services and Insurance (Simon Clarey)	0	1			1
	Registration Services (Trish Harrogate)	0	0			0
	Communications & Media (Tony Parker)	0	0			0
	<b>Total County Solicitors</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>All Services Stage 2 Complaints</b>		<b>41</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>62</b>

## 5.2 Stage 2 Complaint Responses and Outcomes

**5.2.1** There were 25 Non Statutory Stage 2 complaints responded to in both Q1 and Q2 of which 30 (60%) were within the 25 working day timescale, a 20% decline in performance on Q4 last year.

- 5.2.2** In Q1 only 1 Statutory Children's Social Care Stage 2 complaint concluded and it was partially upheld. In Q2 12 concluded. 11 were partially upheld and 1 was not upheld.
- 5.2.3** Of the 50 Non Statutory Stage 2 complaints completed in Q1 and Q2 16 were not upheld, 10 were fully upheld, 12 were partially upheld, 3 were withdrawn and 9 were referred to the Local Government Ombudsman
- 5.2.4** 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.

## **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 Q1 the council received 310 compliments and in Q2 328 compliments
- 6.3** It is really encouraging to note that compliments within Children's Social Care, increased in both these quarters on the levels in the previous year.
- 6.4** The four services that have received the most compliments within the year to date are Adult Care Services with 214 most of these (142) were about the Council's provision services, Highways, Capital Development & Waste with 157 most of these were about Highways (86) and Waste (66), Business Strategy & Support with 89 most of these about Business Infrastructures (88) and Children's Social Care Services with 75 most of these being about the Social Work Teams (65).
- 6.5** It is notable that Highways, Capital Development & Waste and Children's Services are not only one of the services that receive the most compliments but are also the services that are the subject of the most complaints.
- 6.6** **Table 8** details the number of compliments received by Head of Service direct report areas cross the Council.



Compliments						
Service Area	Team	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Total 16-17
		Children's Social Care (Jo Olsson)	Children's Social Work (North/Mid & ICS) - Marian Martin	17	11	
Children's Social Work (Exeter/South) - Karen Morris	11		19			30
Looked After Children - Rachel Gillott	2		5			7
Early Help Provision - Philippa Court	0		2			2
Commissioning - Fiona Fleming	0		0			0
Safeguarding Children - Nicky Scutt	2		2			4
MASH and Early Help & Access - Andrea Morris	3		1			4
<b>Total Children's Social Care</b>	<b>35</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>75</b>	
Adult Care Operations & Health (Keri Storey)	North Community Health & Social Care Teams - Stella Doble	1	2			3
	East Community Health & Social Care Teams - Gary Patch	21	19			40
	South Community Health & Social Care Teams - Lee Baxter	8	21			29
	Social Care Provision - Keri Storey	65	77			142
	Adult Mental Health - Sherrie Hitchin	0	0			0
	<b>Total Adult Care Operations &amp; Health</b>	<b>95</b>	<b>119</b>	<b>0</b>	<b>0</b>	<b>214</b>
Adult Commissioning & Health (Tim Golby)	Strategy, Policy and Performance - Damian Furniss	0	1			1
	Strategic Planning and Commissioning - Ian Hobbs	0	0			0
	Change Delivery - Giles Colton	0	0			0
	Safeguarding Adult Board - Geraldine Benson	0	1			1
	Commissioned services	1	0			1
	<b>Total Adult Commissioning &amp; Health</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
Education & Learning (Dawn Stabb)	Strategic Commissioning (Education) - Julia Foster	6	0			6
	Employment & Skills (John Peart)	0	0			0
	Contract Performance (Education) -	0	0			0
	Admissions - Simon Niles	1	1			2
	Early Years and Childcare - Claire Rockcliffe	0	0			0
	School Improvement - Dawn Stabb	3	1			4
	<b>Total Education and Learning</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>12</b>
Highways, Capital Development and Waste	Capital Development - Rob Richards	0	0			0
	Highways - Meg Booth	41	45			86
	Bridges and Structures - Kevin Dentith	0	5			5
	Waste - Wendy Barratt	50	16			66
	Built Environments - Chris Dyer	0	0			0
<b>Total Highways, Capital Development and Waste</b>	<b>91</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>157</b>	
Planning, Transportation and Environment	Transportation Planning and Road Safety - Jamie Hulland	4	0			4
	Development Management Highways- Brian Hensley	0	0			0
	Chief Planner - Joe Keech	0	0			0
	Environment - Peter Chamberlain	2	1			3
<b>Total Planning, Transportation and Environment</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Economy & Enterprise	Business Support and Innovation (Steve Turner)	0	0			0
	Strategic Development & Infrastructure (Peter Quincey)	0	0			0
	Economic Analysis, Funding and Partnerships (Sophie Francis)	0	0			0
	<b>Total Economy and Enterprise</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Services for Communities (Place)	Adult & Community Learning - Paul Thomas	6	8			14
	Trading Standards - Paul Thomas	4				
	Active Devon - Matt Evans	0	0			0
	Communities - Simon Kitchen	0	0			0
	Libraries Unlimited	0	0			0
	Transport Coordination Services (TCS) - Damien Jones	9	4			13
<b>Total Services for Communities (Place)</b>	<b>19</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>31</b>	
Services for Communities (Corp)	Human Resources - Jacky Wilson	0	0			0
	<b>Total Services for Communities (Corporate)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Business Strategy & Support	Business Infrastructures - Colin Mackenzie	32	56			88
	Strategic Procurement - Justin Bennett	0	1			
	Corporate Assets - Matthew Jones	0	0			0
	IT Strategic Commissioning - Gary Dempster	0	0			0
	<b>Total Business Strategy &amp; Support</b>	<b>32</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>89</b>
County Solicitors	Legal Services - Simon Clarey	0	0			0
	Registration - Trish Harrogate	17	14			31
	Communications & Media - Tony Parker	0	1			1
	<b>Total County Solicitors</b>	<b>17</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>32</b>
County Treasurer	People Finance - John Holme	1	2			3
	Place Finance - Nicky Allen	3	0			3
	Corporate Finance - Martin Oram	0	0			0
	Investment & Treasury - Mark Gayler	0	0			0
	Devon Audit Partnership - Robert Hutchings	0	0			0
	Systems and Change - Chris Phillips	0	0			0
	Strategy & Compliance - Angie Sinclair	0	0			0
<b>Total County Treasurers</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Public Health	Children, Young People and families (Becky Carmichael)	0	0			0
	Sexual Health (Julia Loveluck)	0	0			0
	Substance misuse and DSVAs (Kristian Tomblin)	0	0			0
	Health improvement & reducing health inequalities (Tina Henry)	0	0			0
	Health protection (Mark Kealy)	0	0			0
	Public Health Intelligence (Simon Chant)	0	0			0
	Core Officer (Tracey Polak)	0	0			0
<b>Total Public Health</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>12</b>	
<b>Total All Services Compliments</b>		<b>310</b>	<b>328</b>			<b>638</b>

## 7. MP Letters Received

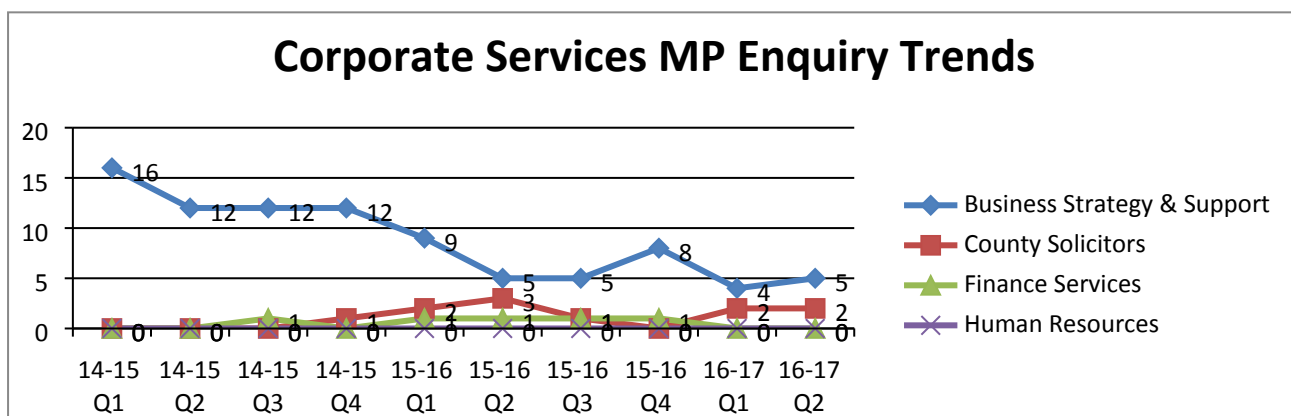
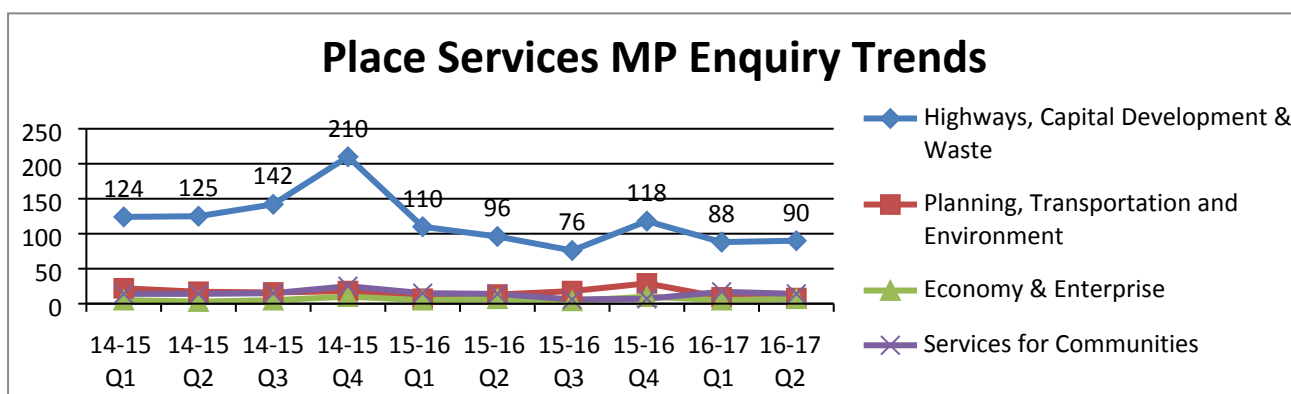
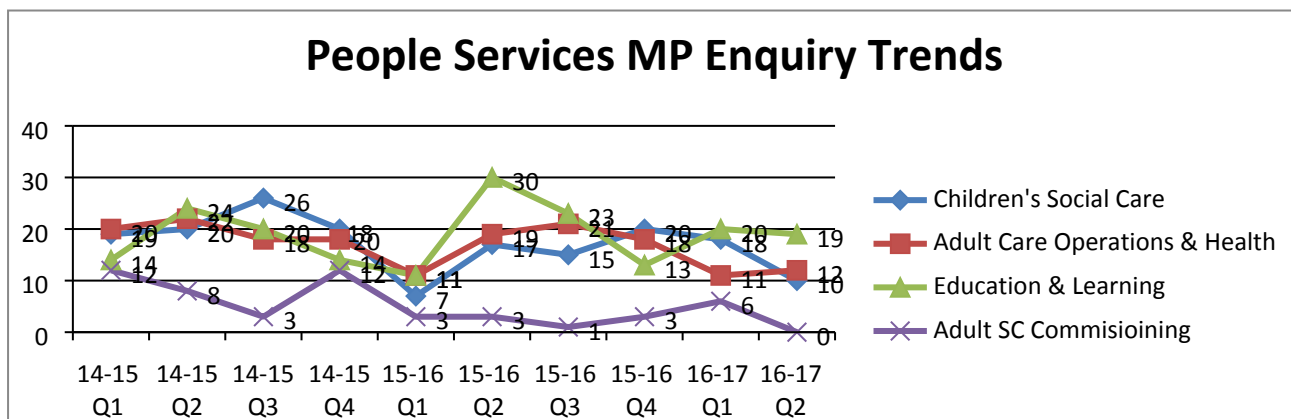
7.1.1 In Q1 the council received 177 letters from MPs and a further 173 in Q2. In the year to date the Council has received 350 letters from MPs.

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

Service Area	Team	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Total 16-17
Children's Social Care	Children's Social Work (North/Mid & ICS) - Marian Martin	6	6			12
	Children's Social Work (Exeter/South) - Karen Morris	7	1			8
	Looked After Children - Rachel Gillott	4	3			7
	Early Help Provision - Philippa Court	0	0			0
	Commissioning - Fiona Fleming	1	0			1
	Safeguarding Children - Nicky Scutt	0	0			0
	MASH and Early Help & Access - Andrea Morris	0	0			0
	<b>Total Children's Social Care (Stat &amp; Non Stat)</b>	<b>18</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>28</b>
Education & Learning	Strategic Commissioning (Education) (Julia Foster)	10	12			22
	Employment & Skills (John Peart)	0	0			0
	Contract Perf - Educational Commissioning (Alison Withnell)	0	0			0
	Access Strategy, Admissions & School Place Planning (Simon Niles)	4	5			9
	Early Years and Childcare (Claire Rockcliffe)	1	1			2
	School Improvement Strategy (Dawn Stabb)	5	1			6
	<b>Total Education and Learning</b>	<b>20</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>39</b>
Adult Care Operations & Health	NORTH CHSCs and Care Direct Plus (Stella Doble)	0	1			1
	EAST CHSCs & Care Direct Plus (Gary Patch)	6	9			15
	SOUTH CHSCs & Care Direct Plus (Lee Baxter)	5	2			7
	Social Care Provision (Keri Storey)	0	0			0
	Mental Health	0	0			0
	<b>Total Adult Care Operations &amp; Health</b>	<b>11</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>23</b>
Adult Commissioning & Health	Strategy, Policy and Performance (Damian Furniss)	0	0			0
	Strategic Planning and Commissioning (Ian Hobbs)	3	3			6
	Change Delivery (Giles Colton)	0	0			0
	Safeguarding Adult Board - Geraldine Benson	0	0			0
	Commissioned services	0	0			0
	<b>Total Adult Commissioning &amp; Health</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>6</b>
Highways, Capital Development and Waste	Capital Development (Rob Richards)	1	0			1
	Highways (Meg Booth)	86	85			171
	Bridges and Structures (Kevin Dentith)	1	2			3
	Waste (Wendy Barratt)	0	3			3
	Built Environments (Chris Dyer)	0	0			0
	<b>Total Highways, Capital Development and Waste</b>	<b>88</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>178</b>
Planning, Transportation and Environment	Transportation Planning and Road Safety (Jamie Hulland)	6	4			10
	Development Management Highways (Brian Hensley)	1	0			1
	Chief Planner (Joe Keech)	2	2			4
	Environment (Peter Chamberlain)	0	2			2
	<b>Total Planning, Transportation and Environment</b>	<b>9</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>17</b>
Economy & Enterprise	Business Support and Innovation	0	0			0
	Strategic Development & Infrastructure	0	1			1
	Economic Analysis, Funding and Partnerships	5	6			11
	<b>Total Economy and Enterprise</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>12</b>
Services for Communities (Place)	Adult & Community Learning (Paul Thomas)	0	0			0
	Trading Standards (Paul Thomas)	2	0			2
	Active Devon (Matt Evans)	0	0			0
	Communities (Simon Kitchin)	1	2			3
	Libraries	0	0			0
	Transport Coordination Services (Damien Jones)	14	12			26
	<b>Total Services for Communities (Place)</b>	<b>17</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>31</b>
Public Health	Children, Young People and families (Becky Carmichael)	0	0			0
	Sexual Health (Julia Loveluck)	0	0			0
	Substance misuse and DSVa (Kristian Tomblin)	0	0			0
	Health improvement & reducing health inequalities (Tina Henry)	0	0			0
	Health protection (Mark Kealy)	0	0			0
	Public Health Intelligence (Simon Chant)	0	0			0
	Core Officer (Tracey Polak)	0	0			0
	<b>Total Public Health</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>
Services for Communities (Corporate)	Human Resources (Jacky Wilson)	0	0	0	0	0
<b>Total Services for Communities (Corporate)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Business Strategy & Support	Customer Service Centre and IT helpdesk (Roger Jenkins)	0	0			0
	Blue Badge Service (Carol Reece)	3	1			4
	Business Services (Melanie Wellard)	1	0			1
	Business Support (Mary Primrose)	0	0			0
	SCOMIS (Nicky England)	0	0			0
	Customer Relations (Carol Reece)	0	0			0
	Information Governance (Carol Reece)	0	1			1
	Procurement - Justin Bennett	0	0			0
	Corporate Assets - Matthew Jones	0	3			3
	IT Commissioning - Gary Dempster	0	0			0
	<b>Total Business Strategy &amp; Support</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>9</b>
	County Solicitors	Legal Services and Insurance (Simon Clarey)	2	2		
Registration Services (Trish Harrogate)		0	0			0
Communications & Media (Tony Parker)		0	0			0
<b>Total County Solicitors</b>		<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>
County Treasurer	People Finance (John Holme)	0	0			0
	Place Finance (Nicola Allen)	0	0			0
	Corporate Finance (Martin Oram)	0	0			0
	Investment & Treasury (Mark Gayler)	0	0			0
	Devon Audit Partnership (Robert Hutchings)	0	0			0
	Systems and Change (Chris Phillips)	0	0			0
	Strategy & Compliance (Angie Sinclair)	0	0			0
	<b>Total County Treasurers</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>All Services MP Enquiries</b>	<b>177</b>	<b>173</b>	<b>0</b>	<b>0</b>	<b>350</b>	

7.1.3 Highway issues continue to dominate communication from MPs with 88 letters in Q1 and 90 in Q2. They account for 50% of all MP Letters received in Q1 and 52% in Q2.

7.1.4 The **three graphs below** give a more detailed position in regard to the trend in numbers of MP Letters received over the last 3 years for each of People, Place and Corporate Services.



## 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 80% in Q1 and 83% in Q2. This represents 669 of the 822 MP letters responded to so far in this reporting year.

7.2.2 In the year to date the service areas responded within time as follows: Children's Social Care 72% (26 out of 36 responses on time), Adult Social Care 78% (18 out of 23 responses on time), Adult Social Care Commissioning 80% (4 out of 5 responses in time), Education & Learning 92% (34 out of 37 responses on time), Highways 77% (139 out of 181 on time), Planning 84% (21 out of 25 responses on time), Economy & Enterprise 67% (6 out of 9 responses on time), Communities Place 94% (31 out of 33 responses on time), Business Strategy & Support 64% (7 out of 11 responses in time), neither Legal Services 100% (4 out of 4 responded to) and Public Health 100% (2 out of 2 letters responded to).

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.

		2016-17 Representation Response times				Total YTD
		Percentage within 20 working days				
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Children's Social Care	MP Letters	72%	73%			72%
	Cllr Enquiries	n/a	67%			67%
	Others	57%	54%			55%
	<b>Total</b>	69%	63%			66%
Adult Care Operations & Health	MP Letters	69%	90%			78%
	Cllr Enquiries	100%	100%			100%
	Others	80%	82%			81%
	<b>Total</b>	76%	88%			82%
Adult Commissioning & Health	MP Letters	100%	50%			80%
	Cllr Enquiries	n/a	n/a			n/a
	Others	67%	83%			78%
	<b>Total</b>	83%	75%			79%
Education and Learning	MP Letters	86%	100%			92%
	Cllr Enquiries	100%	n/a			100%
	Others	69%	83%			79%
	<b>Total</b>	80%	89%			85%
Highways, Capital Development and Waste	MP Letters	79%	75%			77%
	Cllr Enquiries	n/a	n/a			n/a
	Others	85%	89%			86%
	<b>Total</b>	82%	83%			83%
Planning, Transportation and Environment	MP Letters	79%	100%			84%
	Cllr Enquiries	n/a	n/a			n/a
	Others	60%	75%			67%
	<b>Total</b>	72%	86%			77%
Economy and Enterprise	MP Letters	63%	100%			67%
	Cllr Enquiries	n/a	n/a			n/a
	Others	n/a	n/a			n/a
	<b>Total</b>	63%	100%			67%
Services for Communities (Place)	MP Letters	94%	93%			94%
	Cllr Enquiries	n/a	n/a			n/a
	Others	63%	56%			58%
	<b>Total</b>	85%	74%			79%
Business Strategy & Support	MP Letters	57%	75%			64%
	Cllr Enquiries	n/a	100%			100%
	Others	70%	64%			66%
	<b>Total</b>	65%	67%			66%
Legal Services	MP Letters	100%	100%			100%
	Cllr Enquiries	n/a	n/a			n/a
	Others	50%	67%			57%
	<b>Total</b>	67%	80%			73%
Finance	MP Letters	n/a	n/a			n/a
	Cllr Enquiries	n/a	n/a			n/a
	Others	100%	n/a			n/a
	<b>Total</b>	100%	n/a			100%
Public Health	MP Letters	n/a	100%			100%
	Cllr Enquiries	n/a	n/a			n/a
	Others	n/a	100%			n/a
	<b>Total</b>	n/a	100%			100%
<b>Total All Services</b>	<b>MP Letters</b>	79%	81%			80%
	<b>Cllr Enquiries</b>	100%	86%			90%
	<b>Others</b>	80%	84%			82%
	<b>Total</b>	80%	83%			81%

### 7.3 Letters Received by 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	Adult Care Operations & Health	Adult Commissioning & Health	Education and Learning	Highways, Capital Development and Waste	Planning, Transportation and Environment	Economy and Enterprise	Services for Communities	Business Strategy and Support	Legal Services	Finance	Public Health	Total
Bradshaw	Q1	5	5	0	5	34	6	0	2	2	0	0	0	59
	Q2	2	4	0	5	26	1	0	4	3	0	0	0	45
	Q3													0
	Q4													0
	YTD	7	9	0	10	60	7	0	6	5	0	0	0	104
Cox	Q1	5	4	0	2	18	0	0	5	0	0	0	0	34
	Q2	0	1	0	3	15	0	0	1	0	0	0	0	20
	Q3													0
	Q4													0
	YTD	5	5	0	5	33	0	0	6	0	0	0	0	54
Heaton-Jones	Q1	2	0	0	1	10	0	0	0	0	1	0	0	14
	Q2	1	1	0	1	7	2	0	1	1	0	0	0	14
	Q3													0
	Q4													0
	YTD	3	1	0	2	17	2	0	1	1	1	0	0	28
Morris	Q1	0	0	0	2	0	0	0	1	0	0	0	0	3
	Q2	0	2	0	4	8	1	1	0	0	0	0	3	19
	Q3													0
	Q4													0
	YTD	0	2	0	6	8	1	1	1	0	0	0	3	22
Parish	Q1	0	0	0	2	4	0	0	2	0	0	0	0	8
	Q2	1	0	0	5	8	0	0	0	0	0	0	0	14
	Q3													0
	Q4													0
	YTD	1	0	0	7	12	0	0	2	0	0	0	0	22
Streeter	Q1	0	2	0	1	0	0	0	3	0	0	0	0	6
	Q2	0	0	0	3	1	1	0	0	0	0	0	0	5
	Q3													0
	Q4													0
	YTD	0	2	0	4	1	1	0	3	0	0	0	0	11
Stride	Q1	3	1	0	1	13	3	0	1	0	1	0	0	23
	Q2	3	1	0	3	12	2	0	0	0	1	0	0	22
	Q3													0
	Q4													0
	YTD	6	2	0	4	25	5	0	1	0	2	0	0	45
Swire	Q1	3	2	0	2	4	0	4	1	1	0	0	0	17
	Q2	2	4	0	1	9	0	5	2	0	1	0	0	24
	Q3													0
	Q4													0
	YTD	5	6	0	3	13	0	9	3	1	1	0	0	41
Wollaston	Q1	0	2	0	3	4	0	0	0	1	0	0	1	11
	Q2	0	3	0	0	4	1	0	0	0	0	0	0	8
	Q3													0
	Q4													0
	YTD	0	5	0	3	8	1	0	0	1	0	0	1	19
Out of County	Q1	0	0	0	1	1	0	1	2	0	0	0	0	5
	Q2	1	0	0	0	0	0	1	0	0	0	0	0	2
	Q3													0
	Q4													0
	YTD	1	0	0	1	1	0	2	2	0	0	0	0	7
All MPs	Q1	18	16	0	20	88	9	5	17	4	2	0	1	180
	Q2	10	16	0	25	90	8	7	8	4	2	0	3	173
	Q3													0
	Q4													0
	YTD	28	32	0	45	178	17	12	25	8	4	0	4	353

**7.3.2** From this table it can be seen that Ben Bradshaw MP is the most prolific communicator with the Council writing 104 times in the first two quarters of this year. Geoffrey Cox MP is the second and has written 54 times in the year to date followed by Mel Stride who has written 45 times to date..

## 8. Local Government Ombudsman

### 8.1 Complaints received about Devon County Council

- 8.1.1** In Q1, the council received 15 new cases from the Local Government Ombudsman and a further 27 in Q2. This is a significant decrease from the previous six months where there were 41 in Q3 and 48 in Q4 and sees a return to the levels of the first six months of 15/16.
- 8.1.2** In Q1 there were 4 regarding Highways, Capital Development & Waste and also Adult Social Care. 3 regarding Children's Social Care and 2 each regarding Education & Learning and Planning, Transportation & Environment.
- 8.1.3** In Q2 there were 11 regarding Children's Social Care, 4 regarding Highways, Capital Development & Waste, 3 each regarding Adult Care Services and Services for Communities Place, 2 each regarding Education & Learning and Planning and 1 each regarding Blue Badge Scheme and Adult Social Care Commissioning.
- 8.1.4** Of these new complaints from the LGO In Q1 14 were at the assessment stage and 1 was a full investigation. In Q2 19 of the 27 were at the assessment stage and 8 at full investigation.
- 8.1.5** Tables 12 provides detail of cases received by Council Service Area

**Table 12 – Complaints received from LGO**

LGO Complaints by Team (received)						
LGO Complaints Received by Service 2016-17						
People LGO Complaints	LGO Service Category	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Total 16-17
Children's Social Care	Education & Children's Services	3	11			14
Adult Care Operations & Health	Adult Care Services	4	3			7
Adult Commissioning & Health	Adult Care Services	0	1			1
Education and Learning	Education & Children's Services	2	2			4
<b>Total People LGO Complaints</b>		<b>9</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>26</b>
<b>Place LGO Complaints</b>						
Highways, Capital Development & Waste	Highways & Transport	4	4			8
Planning Transportation & Environment	Highways & Transport	2	2			4
Economy & Enterprise	Planning & Development	0	0			0
Services for Communities (Place)	Corporate & Other Services	0	3			3
<b>Total Place LGO Complaints</b>		<b>6</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b>Corporate LGO Complaints</b>						
Services for Communities (Corporate)	Corporate & Other Services	0	0			0
Business Strategy and Support	Corporate & Other Services	0	0			0
BSS - Blue Badge	Adult Care Services	0	1			1
County Solicitor	Corporate & Other Services	0	0			0
County Treasurer	Corporate & Other Services	0	0			0
Public Health		0	0			0
<b>Total Corporate LGO Complaints</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>All LGO Complaints Received</b>		<b>15</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>42</b>

### 8.2 Decisions on complaints by the LGO

- 8.2.1** In Q1 there have been 22 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	4 complaints
Not Upheld – no maladministration	4 complaints
Closed after initial enquiries (Assessment Stage)	6 complaints
Outside the LGO jurisdiction	3 complaints
Premature complaint (DCC to investigate)	4 complaints
Moved to full investigation after assessment stage	4 complaints
<b>Total</b>	<b>22</b>

- 8.2.2** In Q2 there have been 21 decisions made by the LGO on complaints about the council. The decisions were categorised as follows:

Upheld – maladministration & injustice	2 complaints
Upheld – maladministration with no injustice	1 complaint
Not Upheld – no maladministration	1 complaint
Closed after initial enquiries (Assessment Stage)	11 complaints
Outside the LGO jurisdiction	1 complaint
Moved to full investigation after assessment stage	5 complaints
<b>Total</b>	<b>21</b>

8.2.3 Table 13 below provides details of the 8 complaints that resulted in a final decision of Upheld in Q1 & Q2

**Table 13 – Local Government Ombudsman Decisions – Quarters 1 & 2 16/17**

LGO reference	LGO Service category	Summary of complaint & LGO decision	Decision
15010800	Adult Social Care	<p><b>Complaint:</b> The complainant complains about the standard of residential respite care provided to her late mother which she says contributed to her death</p> <p><b>Outcome:</b> The complaint is about respite care arranged by the Council. I have found fault with parts of the respite arrangements and with the Council’s response to the complaint. The Council has agreed to my recommendations.</p>	<p><b>Decision:</b> Upheld - maladministration &amp; injustice</p> <p><b>Action:</b> In response to the Ombudsman’s investigation, the Council has met the complainant &amp; family. As a follow up to the meeting the Council should write to the complainant apologising &amp; set out in writing what actions and changes the complaint has helped to inform. Council pay the complainant £200 for unnecessary distress that had to be dealt with.</p>
15011892	Children’s Social Care	<p><b>Complaint:</b> Apology for failings not sufficient, failure to treat foster carer fairly, officer acted inappropriately, failure to conduct appropriate complaint investigation</p> <p><b>Outcome:</b> When dealing with a fostering placement and allegations of abuse the Council failed to provide information on placing a child with a family, handle sensitively the need to remove foster children from the person alleged to pose a risk and avoid delay in deciding on the family’s continued fostering registration.</p>	<p><b>Decision:</b> Upheld - maladministration &amp; injustice</p> <p><b>Action:</b> Apologise for poor handling of the deregistration process and pay complainant £1000 to reflect the impact of the failure to share all relevant information on a child's placement; to meet with the complainant to explain the complaint &amp; his options for remaining in his home and the avoidable delay in the deregistration process and his time &amp; inconvenience in bringing his complaint.</p>
14008851	Children’s Social Care	<p><b>Complaint:</b> Issues around the support from DCC and PCC to the complainants as foster carers</p> <p><b>Outcome:</b> - The Council's own investigation found significant fault in the handling of arrangements for the complainant’s to foster family members. The Council apologised and took steps to learn from the mistakes that the findings of the RPH call into question the Council's decision to de-register them as foster carers is not found.</p>	<p><b>Decision:</b> Upheld - Maladministration and injustice</p> <p><b>Action:</b> None as LGO satisfied with those already undertaken at Stage 2 and Stage 3</p>

15012991	Adult Social Care	<p><b>Complaint:</b> complainant is dissatisfied with the social care assessment process. She feels that the resulting personal budget does not take into account the amount of hours required to support her needs.</p> <p><b>Outcome:</b> Although there have been faults by the Council, they have not caused enough injustice to warrant a financial remedy.</p>	<p><b>Decision:</b> Upheld - Maladministration - no injustice</p> <p><b>Action:</b> The Council have agreed to: not seek to recover DP monies used to access residential care to the current date and to do a new assessment of care &amp; support needs &amp; work with complainant to develop a support plan and personal budget to meet the eligible needs.</p>
14019170	Legal Services	<p><b>Complaint:</b> complaint about the way in which a rural playing field was passed from one organisation to another.</p> <p><b>Outcome:</b> There was fault by the Council in failing to contact the trustees of the playing field when it made its offer to transfer the land back to the parent and teacher association prior to the school closing. This error caused frustration and uncertainty from being excluded from the process, but the outcome would not have been any different had the error not occurred</p>	<p><b>Decision:</b> Maladministration, no injustice</p> <p><b>Action:</b> None required</p>
15015680	Blue Badge Scheme	<p><b>Complaint:</b> failure to approve renewal of child's blue badge</p> <p><b>Outcome:</b> DCC reviewed application and approved. No need for further LGO involvement</p>	<p><b>Decision:</b> Upheld</p> <p><b>Actions:</b> NFA</p>
15017900	Highways	<p><b>Complaint:</b> Unreasonable maintenance of advisory disabled parking spaces in a street when residents living nearby do not qualify for such bays.</p> <p><b>Outcome:</b> The Council will remove the disabled parking bay.</p>	<p><b>Decision:</b> Upheld - no further comment</p> <p><b>Action:</b> NFA</p>
15018328	Blue Badge Scheme	<p><b>Complaint:</b> Refusal to renew Blue Badge</p> <p><b>Outcome:</b> There is no evidence of fault in how the Council assessed</p>	<p><b>Decision:</b> Upheld, Maladministration, no injustice</p> <p><b>Action:</b> NFA</p>



		the eligibility for a blue badge. It did fail to properly communicate its appeal decision but this did not result in any significant injustice.	
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**8.2.4** 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** There has been a drive to encourage feedback to the Council from Children and Young People over the last few months, including the introduction of the MOMO (Mind of my Own) application and a renegotiation of our Advocacy Contract.

**9.1.2** In Q1 the Council received 7 complaints from Children and Young People and 11 in Q2.

- In each quarter 3 of these were received via our advocacy contract with NYAS
- 5 came direct from a Child or Young Person (3 in Q1 and 2 in Q2). They were then offered an advocate if they wanted one.
- Encouragingly 1 complaint in Q1 and 6 in Q2 came via MOMO

**9.1.3** These figures are maintaining the level of direct contact from Young People who want to complain and have their voice heard but it would be a positive indicator if this number were to increase slightly. The Council has worked hard on engaging with Young People and encouraging them to feedback their views, both positive and negative.

**9.1.4** **Table 14** below indicates the routes that are used by Young People to provide their feedback

**Table 14 – Complaints from Young People**

Route of complaint to CRT	Q1	Q2	Q3	Q4	YTD
Via IRO	0	0			0
Via Sworker	0	0			0
Atkinson Unit	0	0			0
MOMO	1	6			7
Direct from YP (not via MOMO)	3	2			5
Advocate	3	3			6
<b>Total</b>	<b>7</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>18</b>

**9.1.5** **Table 15** below provides detail of the outcome of the complaints received from Young People

**Table 15 – Young People Complaint Outcomes**

Outcomes of investigated YP complaints	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17	Total 16-17
Upheld	0	0			0
Partially Upheld	3	5			8
Not Upheld	1	2			3
No Finding	0	0			0
Withdrawn	1	1			2
<i>Rejected awaiting advocate complaint</i>	1	2			3
<i>Rejected as not for DCC</i>	0	0			0
<i>Complaint still open</i>	1	1			2
<b>Total</b>	<b>7</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>18</b>

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

## 9.2 General Information

- 9.2.1 If there is any aspect of customer feedback that CLT / Cabinet 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.  
Carol Reece – Customer Relations Manager - [carol.reece@devon.gov.uk](mailto:carol.reece@devon.gov.uk) - Tel: 01392 383624
10. 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.

Rob Parkhouse  
Head of Digital Transformation & Business Support

[Electoral Divisions: All]

### Local Government Act 1972: List of Background Papers

Contact for Enquiries: C Reece

Tel No: 01392 38300 Room:

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