

**Devon County Council (DCC) Adult & Community Services (ACS)
Public Information & Communication Team (PIC) -
Step by step process for issues raised by
Devon LINK (Local Involvement Network)**

1. Issues will be received from the **East Devon** Volunteer Support Agency (EDVSA); the co-ordinators of the Devon LINK. The issues will be sent by email to steller@devon.gov.uk, and this mailbox will be checked daily. Such emails will be clearly titled by the EDVSA as 'A Devon LINK Issue'.
2. The DCC staff member best placed to respond to the issue will be identified by PIC.
(If unclear, ask Alison Lear / Paul Giblin for advice.)
3. PIC to acknowledge the request (via email), notifying the EDVSA co-ordinator of the DCC staff member who will respond to the issue. Provide the DCC staff member's contact details (telephone number and email). Quote your reference in the acknowledgement, which should be the 1st/2nd/3rd etc. request of the day plus the date of the request, e.g. 01/250109, 02/250109, 03/250109
4. PIC to save the EDVSA email and the acknowledgement onto the P drive. Create and open a file on the P drive, under DEVON LINK and under the correct month and year. Save the file as the letters reference (e.g. 1st/2nd/3rd request of the day plus the date of the request – 01/250109, 02/250109, 03/250109.
5. Any additional emails generated in relation to an issue need to be saved in the respective file on the p-drive.
6. PIC to forward the EDVSA email to the relevant person in DCC who will consider the request and provide the information directly to the EDVSA. This person is known as the DCC Handling Officer.
7. PIC to inform the Handling Officer that they have 20 working days (from the date the request was received by steller@devon.gov.uk) to respond directly to the EDVSA. Refer staff to the LINK web page to clarify DCC Handling Officer role if required.
8. PIC will not chase the Handling Officer for a response. The issue is now between the Handling Officer and the EDVSA and will encourage dialogue between our two organisations.
9. Any email response from the Handling Officer to the EDVSA, which is also copied to steller@devon.gov.uk , should be saved on the p-drive, in the file created for the request.