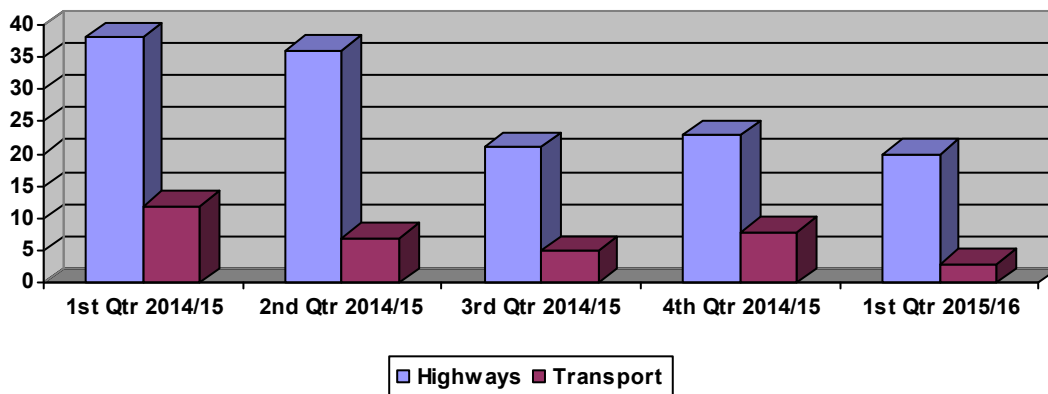


## Customer Satisfaction Information – Scrutiny Committees

<b>Highways and Transport Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> April – 30 <sup>th</sup> June 2015 (1 <sup>st</sup> January – 31 <sup>st</sup> March 2015)	
<b>Total number of complaints received across all LCC service areas.</b>	105 (122) * individual school complaints not included.	
<b>Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u></b>	23 (31)	
<b>Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u></b>	35 (48)	
<b>Total Service Area Complaints</b>	Highways	20 (23)
	Transport	3 (8)
<b>Highways Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed Assessment of Service Request	1 (0)
	Disability	0 (0)
	Disagree with Policy	1 (3)
	Disagree with Procedure	7 (4)
	Gender	0 (0)
	Insufficient Information Provided	1 (0)
	Lack Of Choice	0 (0)
	Other	0 (0)
	Procedural – Other	2 (0)
	Procedure Not Followed	3 (14)
	Professional - Other	4 (2)
	Service Delay	1 (0)
<b>Transport Complaint Reasons</b>	Age	0 (0)
	Assessment of a service request	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (2)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (2)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (1)

	Lack of Choice	0 (0)
	Other	1 (0)
	Policy of LCC not to provide service	0 (0)
	Policy – Other	0 (1)
	Procedural – Other	1 (0)
	Procedure not followed	0 (1)
	Professional - Other	1 (1)
	Service Delay	0 (0)
<b>Service Area Compliments</b>	Highways	31 (48)
	Transport	4 (0)
<b>How many LCC Corporate complaints have not been resolved within service standard</b>		8 (10)
<b>Number of complaints referred to Ombudsman</b>		7 (6)

### Total Complaint Receipts by Quarter



### Summary

#### LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q1) shows a 14% decrease on the previous Quarter (Q4). When comparing this Quarter with Q1 2014/15, there is a 33% decrease, when 157 complaints were received.

#### Overall Highways Complaints

This Quarter Highways has received 20 complaints which is a 13% decrease from last Quarter when they received 23 complaints. This is a 47% decrease from Quarter 1 of 2014/15 when 38 were received.

The outcomes of the 20 complaints were:

- 1 complaint was substantiated.
- 6 complaints were partially substantiated.
- 13 complaints were not substantiated.

The substantiated complaint was regarding a delay in reinstatement of private property after flood alleviation works.

#### Overall Transport Complaints

This Quarter Transport has received 3 complaints which is a decrease of 5 from last Quarter when they received 8 complaints. This is a decrease of 9 complaints from Quarter 1 of 2014/15 when 12 were received.

The outcomes of the 3 complaints were:

- 1 complaint was substantiated.
- 2 complaints were not substantiated.

The substantiated complaint was regarding the level of service from a transport operator on a school contract.

#### Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 27% this Quarter, with 35 compliments being received compared to 48 received last quarter.

#### Highway Compliments

Highways received 31 compliments this Quarter. The compliments were:

- 28 compliments regarding maintenance work that has been carried out.
- 1 compliment for the A15 Northorpe work programme.
- 1 compliment for a street light repair.
- 1 compliment for the Lincolnshire Road Safety Partnership course.

#### Transport Compliments

Transport received 4 compliments this Quarter. All 4 compliments were for the Smarter Choices & Accessibility Team regarding a recent rail event in London.

#### Ombudsman Complaints

In Quarter 1 of 2015/16, 7 LCC complaints were registered with the ombudsman. 1 of these complaints was recorded against Highways and was in relation to a highways councillor meeting.

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