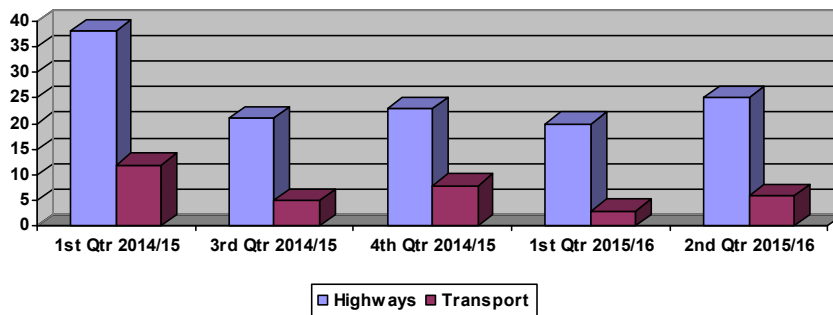


Customer Satisfaction Information – Scrutiny Committees

Highways and Transport Scrutiny Committee		
Date Range for Report	1 st July – 30 th September 2015 (1 st April – 30 th June 2015)	
Total number of complaints received across all LCC service area.	149 (105)* individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	31 (23)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	48 (35)	
Total Service Area Complaints	Highways	25 (20)
	Transport	6 (3)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	1 (0)
	Conduct/Attitude/Rudeness of staff	2 (0)
	Delayed Assessment of Service Request	1 (1)
	Disability	0 (0)
	Disagree with Policy	2 (1)
	Disagree with Procedure	4 (7)
	Gender	0 (0)
	Insufficient Information Provided	2 (1)
	Lack Of Choice	0 (0)
	Other	0 (0)
	Procedural – Other	3 (2)
	Procedure Not Followed	6 (3)
	Professional - Other	0 (4)
	Service Delay	4 (1)
Transport Complaint Reasons	Age	0 (0)
	Assessment of a service request	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Disability	0 (0)
	Disagree with Policy	4 (0)
	Disagree with Procedure	1 (0)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (0)

	Lack of Choice	0 (0)
	Other	0 (1)
	Policy of LCC not to provide service	0 (0)
	Policy – Other	0 (0)
	Procedural – Other	0 (1)
	Procedure not followed	0 (0)
	Professional - Other	0 (1)
	Service Delay	0 (0)
Service Area Compliments	Highways	47 (31)
	Transport	1 (4)
How many LCC Corporate complaints have not been resolved within service standard		8 (8)
Number of complaints referred to Ombudsman		12 (7)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q2) shows a 42% increase on the previous Quarter (Q1). When comparing this Quarter with Q2 2014/15, there is a 3% increase, when 145 complaints were received.

Overall Highways Complaints

This Quarter Highways has received 25 complaints which is a 25% increase from last Quarter when they received 20 complaints. This is a 42% decrease from Quarter 2 of 2014/15 when 43 were received.

The outcomes of the 20 complaints were:

- 1 complaint was substantiated
- 3 complaints were partially substantiated
- 21 complaints were not substantiated

The substantiated complaint was regarding a delay in replacing a parking sign in a timely manner.

The three partly substantiated complaints were regarding:

- Nature/content of letter to member of public
- Delay in replacement parking signage
- Delay in removing part of a dangerous sign post

Of the 21 not substantiated complaints, 6 complaints were regarding parking restrictions/permits and enforcement. There are no other themes to the not substantiated complaints.

Overall Transport Complaints

This Quarter Transport has received 6 complaints which is an increase of 3 from last Quarter when they received 3 complaints. This is a decrease of 1 complaint from Quarter 2 of 2014/15 when 7 were received.

The outcomes of the 3 complaints were:

- 1 complaint was substantiated
- 5 complaints were not substantiated

The substantiated complaint was regarding a delay in arranging transport to college.

Of the 5 non substantiated complaints, 4 complaints were regarding the allocation and transport arrangements and 1 complaint was regarding the tendering process.

Overall Compliments

The overall compliments received for Highways and Transport shows an increase of 37% this Quarter, with 48 compliments being received compared to 35 received last Quarter.

Highway Compliments

Highways received 47 compliments this Quarter. The compliments were:

- 46 compliments regarding maintenance work that has been carried out
- 1 compliment for the Lincolnshire Road Safety Partnership for a visit they hosted

Transport Compliments

Transport received 1 compliment this Quarter and was regarding arranging transport quickly for a child in foster care.

Ombudsman Complaints

In Quarter 2 of 2015/16, 12 LCC complaints were registered with the ombudsman. 1 of these complaints was recorded against Highways and was in relation to speed limit and condition of highway. This was recorded as outside jurisdiction (to peruse court action) and unlikely to find fault with decision.

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