

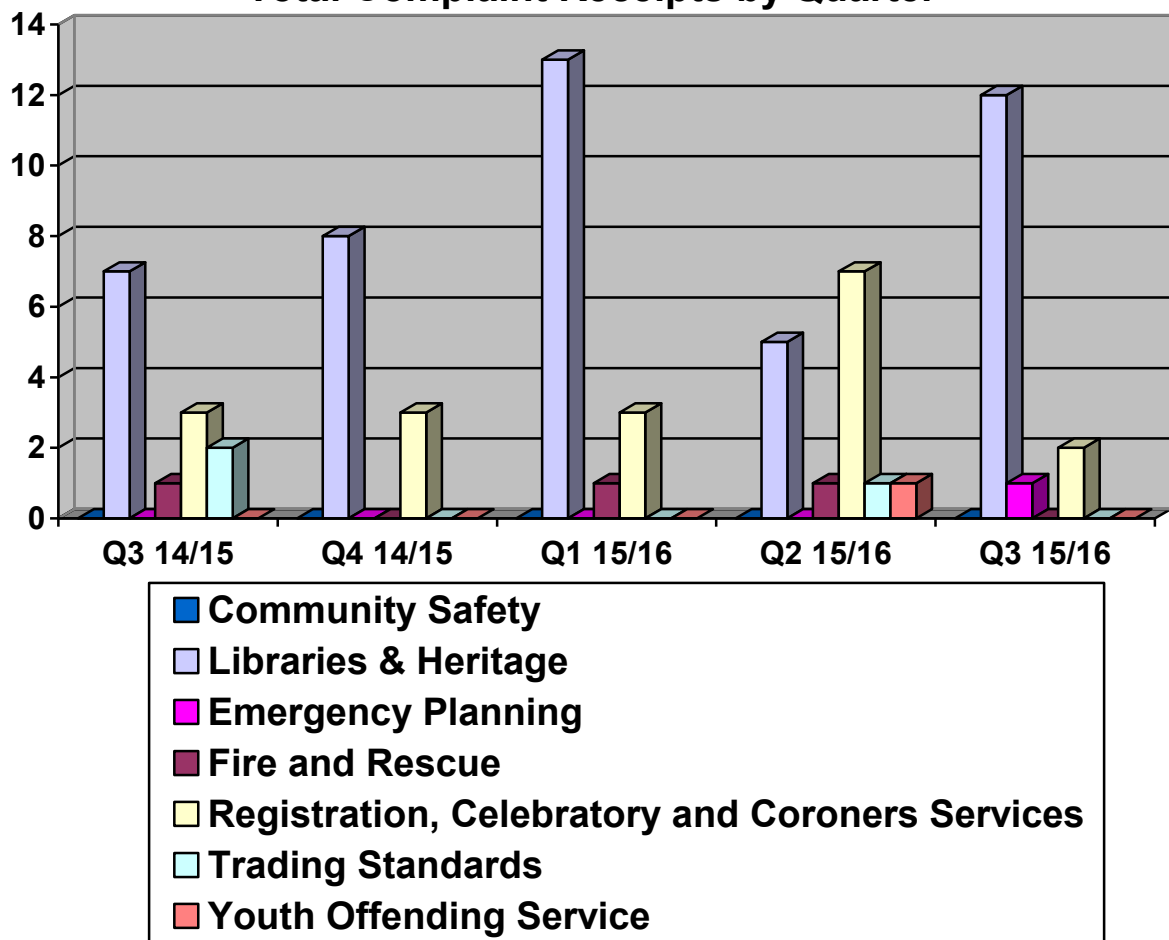
## Customer Satisfaction Information – Scrutiny Committees

<b>Community and Public Safety Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> October – 31 <sup>st</sup> December 2015 (1 <sup>st</sup> July – 30 <sup>th</sup> September 2015)	
<b>Total number of complaints received across all LCC service area.</b>	152 (149)* individual school complaints not included.	
<b>Total number of complaints relating to Communities Scrutiny Committee</b>	14 (15)	
<b>Total number of compliments relating to Communities Scrutiny Committee</b>	15 (43)	
<b>Total Service Area Complaints</b>	Community Safety	0 (0)
	Community Cohesion	0 (0)
	Emergency Planning	1 (0)
	Fire and Rescue	0 (1)
	Registration, Celebratory and Coroners Services	1 (7)
	Trading Standards	0 (1)
	Youth Offending Service	0 (1)
	Public Health	0 (0)
	Libraries & Heritage	12 (5)
<b>Libraries and Heritage Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	4 (0)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (1)
	Disagree with policy	2 (1)
	Disagree with Procedure	2 (0)
	Geographic Location	0 (0)
	Insufficient Information Provided	1 (0)
	Lack of Choice	0 (0)
	Policy of LCC not to provide service	0 (0)
	Policy - Other	0 (0)
	Racism	0 (0)
	Religion/Belief	0 (0)
	Other	0 (0)
	Professional - other	2 (2)
	Procedural – other	0 (0)
	Procedure not followed	1 (1)
	Service Delay	0 (0)

<b>Fire &amp; Rescue Complaint Reasons</b>	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed Assessment of Service Request	0 (0)
	Disagree with Procedure	0 (0)
	Disagree with Policy	0 (0)
	Insufficient Information Provided	0 (0)
	Procedure Not Followed	0 (0)
	Procedural - Other	0 (0)
	Professional - Other	0 (1)
	Service Delay	0 (0)
<b>Registration, Celebratory and Coroners Complaint Reasons</b>	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (1)
	Delayed assessment of a service request	1 (0)
	Disagree with policy	0 (0)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Service delay	0 (1)
	Policy - Other	0 (0)
	Procedure not followed	0 (0)
	Procedural - Other	0 (1)
	Professional – Other	0 (3)
<b>Trading Standards Complaint Reasons</b>	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed Assessment of Service Request	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient Information Provided	0 (1)
	Procedure not followed	0 (0)
<b>Youth Offending Complaint Reasons</b>	Conduct/Attitude/Rudeness of staff	0 (0)
	Procedural – Other	0 (1)
	Professional – Other	0 (0)
	Lack of Information/Communication	0 (0)
<b>Public Health Complaint Reasons</b>	Breach of Confidence	0 (0)

<b>Emergency Planning Complaint Reasons</b>	Disagree with Procedure	1 (0)
<b>Service Area Compliments</b>	Community Safety	0 (0)
	Libraries and Heritage	5 (19)
	Emergency planning	0 (0)
	Fire and Rescue	3 (6)
	Registration, Celebratory and Coroners Services	7 (18)
	Trading Standards	0 (0)
	Youth Offending Service	0 (0)
	Public Health	0 (0)
<b>How many LCC Corporate complaints have not been resolved within service standard</b>		10 (8)
<b>Number of complaints referred to Ombudsman</b>		7 (12)

**Total Complaint Receipts by Quarter**



## **Summary**

### LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q3) shows a 2% increase on the previous Quarter (Q2). When comparing this Quarter with Q3 2014/15, there is a 20% increase, when 127 complaints were received.

### Overall Communities Complaints

This Quarter Communities has received 14 complaints which is one less than the previous Quarter (Q2). Libraries and Heritage received 86% of the Communities complaints this Quarter compared to 33% last Quarter.

### Libraries and Heritage Complaints

This Quarter Libraries and Heritage received 12 complaints; this is an increase of 7 complaints compared to the previous Quarter when they received 5 complaints. The complaints were regarding:

- Castle admission charge during Sausage festival.
- Email sent regarding reminders for outstanding books.
- Boutham Library no longer stocking DVDs.
- Conduct and attitude of library delivery driver.
- Complaint about lack of planes in the hanger at BBMF.
- Not using local contractors for library repairs.
- Conduct/attitude of library staff at Stamford.
- Conduct/attitude of Lincoln library security staff.
- Length of time North Hykeham was closed during transition.
- Complaint about the closure of Deeping Library.
- Conduct of the commissionaire at Boston Library.
- Condition of furniture at the Lincoln library.

7 of these complaints were recorded as substantiated. 5 were partly substantiated

### Registration, Celebratory and Coroners Complaints

This Quarter, Registration, Celebratory and Coroners received 1 complaint which is a decrease of 6 complaints from last Quarter. The complaint was regarding lack of contact from the coroners regarding a case. This was recorded as partially substantiated.

### Fire and Rescue Complaints

Fire and Rescue received no complaints this Quarter, which is one less than last Quarter when 1 was received.

### Emergency Planning Complaints

Emergency planning received 1 complaint this Quarter, which is an increase of 1 complaint from last Quarter. This was regarding the Emergency Evacuation Route signage. No outcome was recorded for this complaint.

### Youth Offending Complaints

Youth Offending received no complaints this Quarter, which is equal to last Quarter when none were received.

### Public Health Complaints

Public Health received no complaints this Quarter.

### Trading Standards Complaints

Trading Standards received no complaints this Quarter, which is a decrease from last Quarter when 1 was received.

### Overall Communities Compliments

This Quarter, Communities received 15 compliments which is a decrease of 28 compliments from last Quarter when 43 were received.

### Libraries and Heritage Compliments

Libraries and Heritage received 5 compliments this Quarter.

The Libraries and Heritage compliments are:

- 2 compliments regarding staff at Gainsborough Library.
- 1 compliment for Lincoln Central Library regarding a school visit.
- 1 compliment for Christmas experience event at Lincoln Castle.
- 1 compliment for a member of staff at The Collection.

### Registration, Celebratory and Coroners Compliments

Registration, Celebratory and Coroners has received 7 compliments this Quarter. This is a decrease of 11 compliments from the previous Quarter when 18 were received. The compliments are:

- 3 notes of thanks for various types of ceremonies.
- 1 compliment for information about the nationality checking service.
- 1 for processing a credit note for Tattershall Castle.
- 1 compliment of general thanks.
- 1 compliment to a member of staff for assistance in arranging a civil partnership.

### Community Safety Compliments

This Quarter, Community Safety has received no compliments.

### Fire & Rescue Compliments

This Quarter, Fire & Rescue received 3 compliments; this is a decrease of 3 compliments from last Quarter when 6 was received. The compliments are:

- 1 compliment for Sleaford fire crew attending a fire alarm.
- 2 compliments for attendance at RTCs.

### Ombudsman Complaints

In Quarter 3 of 2015/16, 7 LCC complaints were registered with the Ombudsman. Community and Public Safety received no complaints that were considered by the Ombudsman.

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