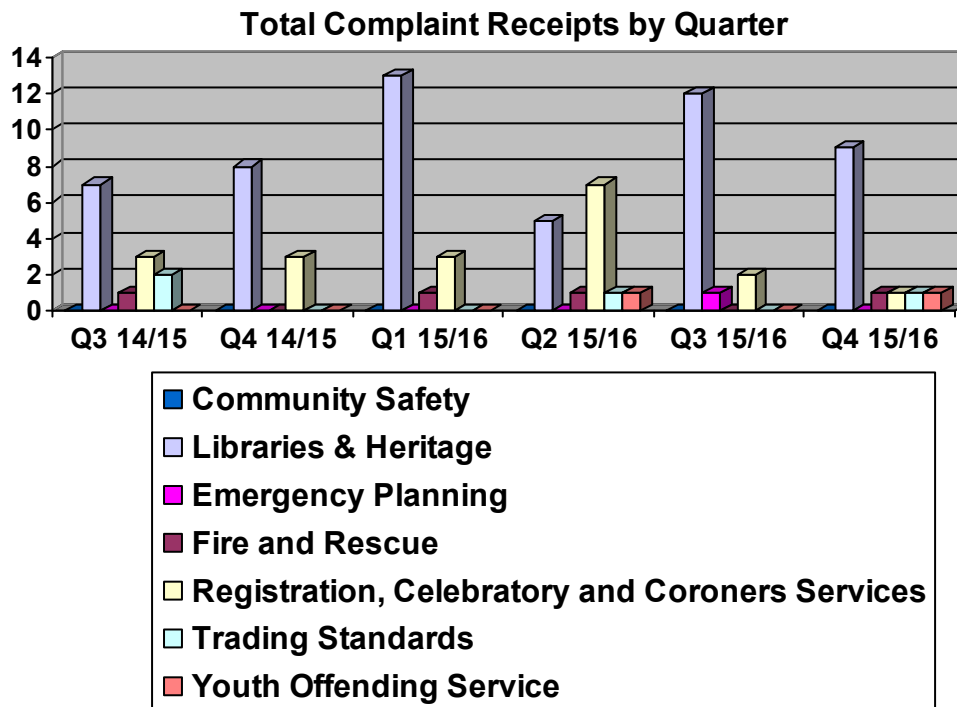


Customer Satisfaction Information – Scrutiny Committees

Community and Public Safety Scrutiny Committee		
Date Range for Report	1 st of January 2016 – 31 st of March 2016 (1 st October – 31 st December 2015)	
Total number of complaints received across all LCC service area.	181 (152)* individual school complaints not included.	
Total number of complaints relating to <u>Communities Scrutiny Committee</u>	13 (14)	
Total number of compliments relating to <u>Communities Scrutiny Committee</u>	23 (15)	
Total Service Area Complaints	Community Safety	0 (0)
	Community Cohesion	0 (0)
	Emergency Planning	0 (1)
	Fire and Rescue	1 (0)
	Registration, Celebratory and Coroners Services	1 (1)
	Trading Standards	1 (0)
	Youth Offending Service	1 (0)
	Public Health	0 (0)
	Libraries & Heritage	9 (12)
Libraries and Heritage Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (4)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (0)
	Disagree with policy	2 (2)
	Disagree with Procedure	0 (2)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (1)
	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	4 (2)
	Procedural – other	3 (0)
	Procedure not followed	0 (1)
	Service Delay	0 (0)
Fire & Rescue Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed Assessment of Service Request	0 (0)

	Disagree with Procedure	1 (0)
	Disagree with Policy	0 (0)
	Insufficient Information Provided	0 (0)
	Procedure Not Followed	0 (0)
	Procedural - Other	0 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
Registration, Celebratory and Coroners Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed assessment of a service request	0 (1)
	Disagree with policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient Information Provided	0 (0)
	Service delay	0 (0)
	Policy - Other	0 (0)
	Procedure not followed	0 (0)
	Procedural - Other	0 (0)
	Professional – Other	1 (0)
Trading Standards Complaint Reasons	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 (0)
	Procedure not followed	0 (0)
	Professional	1 (0)
Youth Offending Complaint Reasons	Conduct/Attitude/Rudeness of staff	0 (0)
	Procedural – Other	0 (0)
	Professional – Other	1 (0)
	Lack of Information/Communication	0 (0)
Public Health Complaint Reasons	Breach of Confidence	0 (0)
Emergency Planning Complaint Reasons	Disagree with Procedure	0 (1)
Service Area Compliments	Community Safety	0 (0)
	Libraries and Heritage	8 (5)
	Emergency planning	0 (0)
	Fire and Rescue	5 (3)
	Registration, Celebratory and Coroners Services	10 (7)
	Trading Standards	0 (0)
	Youth Offending Service	0 (0)

	Public Health	0 (0)
How many LCC Corporate complaints have not been resolved within service standard		2 (10)
Number of complaints referred to Ombudsman		10 (7)



Summary

LCC Overview of Complaints

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q4) shows a 19.1% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2014/15, there is a 48% increase when 122 were received.

Overall Communities Complaints

This Quarter Communities has received 13 complaints which is one less than the previous Quarter (Q3). Libraries and Heritage received 69% of the Communities complaints this Quarter compared to 86% last Quarter.

Libraries and Heritage Complaints

This Quarter Libraries and Heritage received 9 complaints; this is a decrease of 3 complaints compared to the previous Quarter when they received 12 complaints. The complaints were regarding:

- BBMF visitor centre staff customer service.
- No response from library at offer of items for collection.
- Termination of Merlin Tea Room contract at BBMF.
- Librarians manner, not directed at customer but customer overheard.
- Library computer system when checking out books.
- Mobile library service not arriving.
- Library card expired customer experienced difficulties in renewing.
- Louth Library staff.
- Mablethorpe library customer services.

5 of these complaints were recorded as substantiated. 3 were partly substantiated

Registration, Celebratory and Coroners Complaints

This Quarter, Registration, Celebratory and Coroners received 1 complaint which is equal to last Quarter. The complaint was regarding an error that occurred when registering a death when checking with the DOLS team. This was recorded as substantiated.

Fire and Rescue Complaints

Fire and Rescue received 1 complaint this Quarter, which is equal to last Quarter when 1 was received. The complaint was regarding the public meetings for Integrated Management Planning.

Emergency Planning Complaints

Emergency planning received 0 complaints this Quarter, which is a decrease of 1 complaint from last Quarter.

Youth Offending Complaints

Youth Offending received 1 complaint this Quarter, which is equal to last Quarter when 1 was received. This was regarding the alleged inappropriate actions of a worker.

Public Health Complaints

Public Health received no complaints this Quarter.

Trading Standards Complaints

Trading Standards received 1 complaint this Quarter, which is an increase from last Quarter when 0 were received. This was regarding the conduct and attitude of a member of staff whilst on a telephone call. This was not substantiated.

Overall Communities Compliments

This Quarter, Communities received 23 compliments which is an increase of 8 compliments from last Quarter when 15 were received.

Libraries and Heritage Compliments

Libraries and Heritage received 8 compliments this Quarter which is an increase of 3 compliments from last Quarter when 5 were received.

The Libraries and Heritage compliments are:

- 1 compliment for Grantham library staff after visit.
- 1 compliment for Market Rasen library.
- 1 compliment from Children Links for Market Rasen library.
- 1 compliment for Lincoln Central Library regarding an exhibition held at the library.
- 1 compliment for a staff member assisting a member of the public in securing a job.
- 1 compliment for the Harry Potter event at Lincoln Central library.
- 1 compliment regarding the Siemens event at Lincoln Castle.

Registration, Celebratory and Coroners Compliments

Registration, Celebratory and Coroners has received 10 compliments this Quarter. This is an increase of 3 compliments from the previous Quarter when 7 were received.

The compliments are:

- 5 notes of thanks for various types of ceremonies.
- 2 compliments for death registrations.
- 1 for the Tell Us Once service.
- 1 compliment regarding registering by declaration.
- 1 compliment regarding the staff and the process of dealing with an invoice.

Community Safety Compliments

This Quarter, Community Safety has received no compliments.

Fire & Rescue Compliments

This Quarter, Fire & Rescue received 5 compliments; this is an increase of 2 compliments from last Quarter when 3 was received. The compliments are:

- 1 compliment from Cumbria police for flood assistance.
- 2 compliments for school visits.
- 1 compliment regarding assistance at RTC.
- 1 compliment from a paramedic with assistance at a medical emergency.

Ombudsman Complaints

In Quarter 4 of 2015/16, In Quarter 4 of 2015/16, 10 complaints were registered with the Ombudsman. 0 of these complaints were recorded against the Community and Public Safety Scrutiny Committee.

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