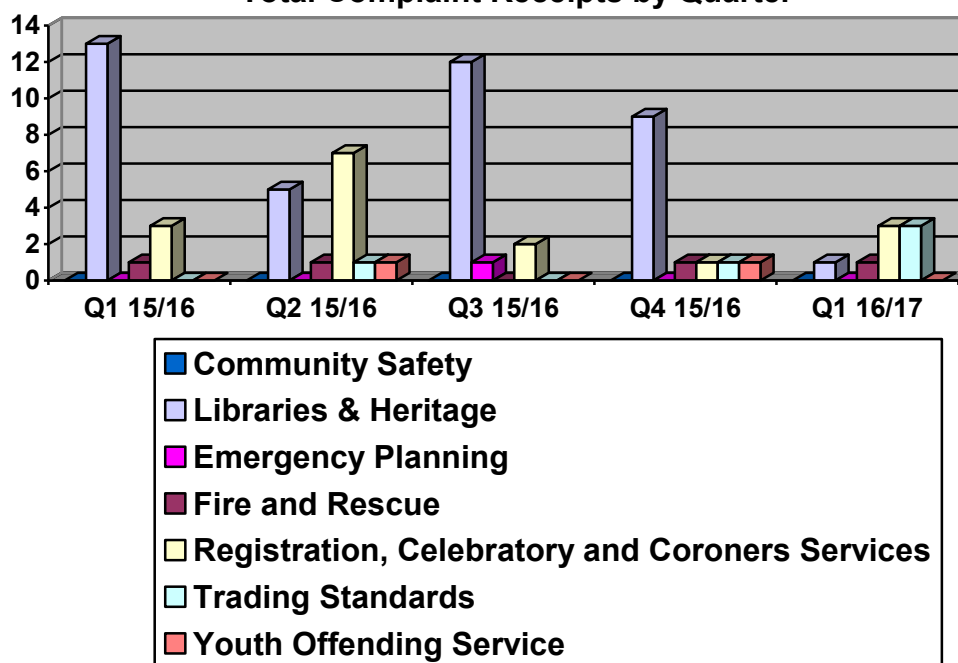


Customer Satisfaction Information – Community and Public Safety Scrutiny Committee

Date Range for Report	1 st April – 30 th June 2016 (1 st January – 31 st March 2016)	
Total number of complaints received across all LCC service area.	152 (181)* individual school complaints not included.	
Total number of complaints relating to <u>Communities Scrutiny Committee</u>	8 (13)	
Total number of compliments relating to <u>Communities Scrutiny Committee</u>	23 (23)	
Total Service Area Complaints	Community Safety	0 (0)
	Community Cohesion	0 (0)
	Emergency Planning	0 (0)
	Fire and Rescue	1 (1)
	Registration, Celebratory and Coroners Services	3 (1)
	Trading Standards	3 (1)
	Youth Offending Service	0 (1)
	Public Health	0 (0)
	Libraries & Heritage	1 (9)
Libraries and Heritage Complaint Reasons	Age	0 (0)
	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (0)
	Disagree with Policy	0 (2)
	Disagree with Procedure	0 (0)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (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	0 (4)
	Procedural – other	0 (3)
	Procedure not followed	0 (0)
	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	0 (1)

	Disagree with Policy	0 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Procedure Not Followed	0 (0)
	Procedural - Other	0 (0)
	Professional - Other	1 (0)
	Service Delay	0 (0)
Registration, Celebratory and Coroners Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Disagree with policy	0 (0)
	Disagree with Procedure	1 (0)
	Insufficient Information Provided	0 (0)
	Service delay	0 (0)
	Policy - Other	0 (0)
	Procedure not followed	0 (0)
	Professional – Other	1 (1)
Trading Standards Complaint Reasons	Conduct/Attitude/Rudeness of staff	1 (0)
	Delayed Assessment of Service Request	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	2 (0)
	Procedure not followed	0 (1)
Youth Offending Complaint Reasons	Conduct/Attitude/Rudeness of staff	0 (0)
	Other	0 (0)
	Procedural – Other	0 (0)
	Professional – Other	0 (1)
	Lack of Information/Communication	0 (0)
Public Health Complaint Reasons	Breach of Confidence	0 (0)
Service Area Compliments	Community Safety	0 (0)
	Libraries and Heritage	8 (8)
	Emergency planning	0 (0)
	Fire and Rescue	6 (5)
	Registration, Celebratory and Coroners Services	9 (10)
	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		4 (8)
Number of complaints referred to Ombudsman		7 (10)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q1) shows a 19.7% decrease on the previous Quarter (Q4). When comparing this Quarter with Q1 2015/16, there is a 31% increase, when 105 complaints were received.

Overall Communities Complaints

This Quarter Communities has received 8 complaints which is a 59% decrease on the previous Quarter (Q4). Libraries and Heritage received 12.5% of the Communities complaints this Quarter compared to 69% last Quarter.

Libraries and Heritage Complaints

This Quarter Libraries and Heritage received 1 complaint; this is a decrease of 8 complaints compared to the previous Quarter when they received 9 complaints. The complaint was regarding a lack of customer services at the Lincolnshire Archives offices. This complaint was recorded as partly substantiated.

Registration, Celebratory and Coroners Complaints

This Quarter, Registration, Celebratory and Coroners received 3 complaints which is an increase of 2 complaints compared to last quarter. 1 of these complaints received was regarding a delay in service/lack of customer service from the coroner's office and this was recorded as partly substantiated. 1 complaint was regarding the lack of customer service from a civil celebrant. This complaint was also partly substantiated. The 3rd complaint was regarding the level of service provided at an enhanced wedding ceremony. There has been no outcome registered against this complaint.

Fire and Rescue Complaints

Fire and Rescue received 1 complaint this Quarter, which is the same amount as last Quarter. This complaint was regarding the driver of a fire car driving "recklessly and dangerously". This complaint was recorded as not substantiated.

Youth Offending Complaints

Youth Offending received no complaints this Quarter.

Public Health Complaints

Public Health received no complaints this Quarter.

Trading Standards Complaints

Trading Standards have received 3 complaints this Quarter. 2 of these complaints were regarding the Trading Standards use of social media. Both of these complaints were recorded as not substantiated. 1 complaint was regarding Trading Standards declining to investigate a business. This complaint was recorded as partly substantiated.

Overall Communities Compliments

This Quarter, Communities received 23 compliments which is equal to the number of complaints received last Quarter when 23 were also received.

Libraries and Heritage Compliments

Libraries and Heritage received a number of compliments this Quarter with 8 being received. The Libraries and Heritage compliments are:

- 4 compliments for the archives regarding information supplied. Including two for an Archives staff member Robert Waddington.
- 3 compliments were received for visits to Lincoln Castle.
- 1 compliment was for a birthday party that was held at The Collection.

Registration, Celebratory and Coroners Compliments

Registration, Celebratory and Coroners has received 9 compliments this Quarter. This is a decrease of 1 compliment from the previous Quarter when 10 were received.

The compliments are:

- 4 notes of thanks for wedding/civil partnership ceremonies.
- 2 notes of thanks for support during death registrations and services.
- 3 compliments of general thanks.

Community Safety Compliments

This Quarter, Community Safety has received no compliments.

Fire & Rescue Compliments

This Quarter, Fire & Rescue received 6 compliments; this is an increase of 1 compliment from last Quarter when 5 were received.

The compliments are:

- 1 compliment received from EMAS crew for assistance with a cardiac arrest in Bourne.
- 1 compliment received from a driver involved in an RTC to thank the crews for freeing them.
- 1 compliment from the Chief Executive of Grantham Hospital for Fire and Rescue services attendance at a fire.
- 1 compliment from a member of public for "saving his house" from a fire.
- 1 compliment from a member of public who had to have a wedding ring removed after sustaining an injury.
- 1 compliment for Saxilby crew for assisting a member of the public in establishing why their alarm kept going off.
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Ombudsman Complaints

In Quarter 1 of 2016/17, 7 LCC complaints were registered with the Ombudsman. Communities and Public safety received no complaints that were considered by the Ombudsman.