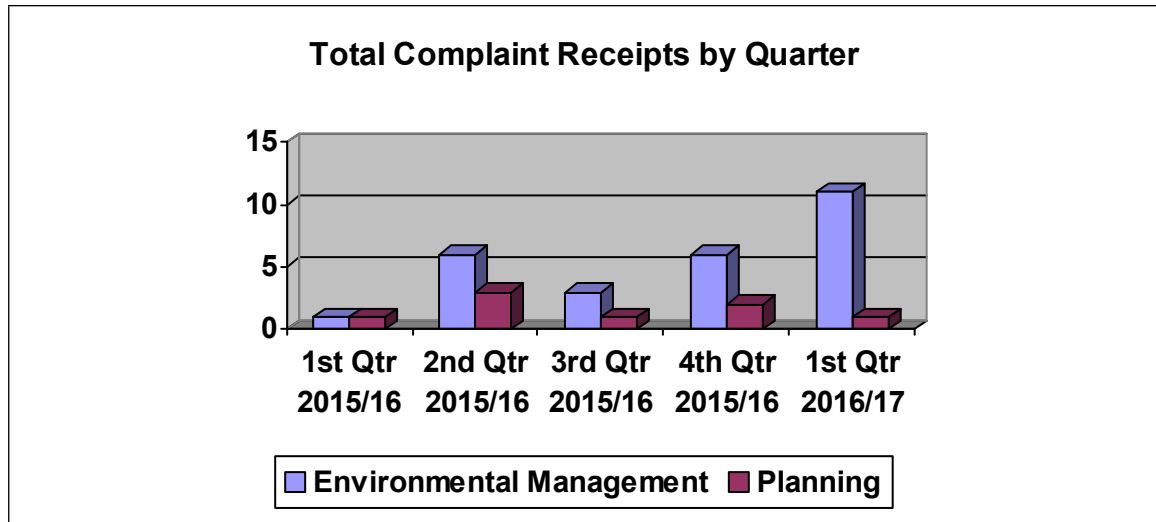


**APPENDIX B**

**Customer Satisfaction Information – Scrutiny Committees**

|  |  |        |
|--|--|--------|
| <b>Environmental Scrutiny Committee</b>  |  |        |
| <b>Date Range for Report</b>   | 1 <sup>st</sup> of April – 30 <sup>th</sup> of June 2016 (1st of January – 31st of March 2016) |        |
| <b>Total number of complaints received across all LCC service area.</b>                | 152 (181)* individual school complaints not included   |        |
| <b>Total number of complaints relating to <u>Environmental Scrutiny Committee</u></b>  | 12 (8)   |        |
| <b>Total number of compliments relating to <u>Environmental Scrutiny Committee</u></b> | 12 (7)   |        |
| <b>Total Service Area Complaints</b>   | Environmental Management   | 11 (6) |
|  | Planning   | 1 (2)  |
|  |  |        |
| <b>Service Area Environmental Management Complaint Reasons</b>                         | Breach of Confidence   | 0 (0)  |
|  | Conduct/Attitude/Rudeness of staff   | 1 (0)  |
|  | Disability   | 0 (0)  |
|  | Disagree with Policy   | 5 (1)  |
|  | Disagree with Procedure  | 2 (3)  |
|  | Insufficient Information Provided  | 0 (0)  |
|  | Other  | 0 (0)  |
|  | Policy of LCC not to Provide Service (L)   | 0 (2)  |
|  | Procedural - other   | 3 (0)  |
|  | Procedure not followed   | 0 (0)  |
|  | Race   | 0 (0)  |
|  | Service Delay  | 0 (0)  |
|  |  |        |
| <b>Service Area Planning Complaint Reasons</b>   | Breach of Confidence   | 0 (0)  |
|  | Conduct/Attitude/Rudeness of staff   | 0 (0)  |
|  | Disability   | 0 (0)  |
|  | Disagree with Policy   | 0 (0)  |
|  | Disagree with Procedure  | 0 (1)  |
|  | Insufficient Information Provided  | 0 (0)  |
|  | Lack of Choice   | 0 (0)  |
|  | Other  | 0 (1)  |
|  | Procedural - other   | 0 (0)  |
|  | Professional - other   | 0 (0)  |
|  | Service Delay  | 1 (0)  |
|  |  |        |
| <b>Service Area Compliments</b>  | Environmental Management   | 12 (6) |
|  | Planning   | 0 (1)  |

|   |        |
|---|--------|
| <b>How many LCC Corporate complaints have not been resolved within service standard</b> | 4 (8)  |
| <b>Number of complaints referred to Ombudsman</b>                                       | 5 (10) |



#### 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 Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has increased by 4 complaints compared to the previous Quarter (Q4), when 8 were received. In Quarter 1 2015/16 there were 2 complaints.

##### Environmental Management Complaints

This Quarter Environmental Management has received 11 complaints which is an increase of 5 from last Quarter when 6 were received. The complaints were regarding:

- 3 complaints were regarding the new household waste recycling site in Bourne and the confusion on site.
- 2 complaints were regarding the removal of Saturday waste collection in Crowland and Stamford.
- 1 complaint was regarding the illegal trading, camping and quad biking at Moggs Eye near Anderby Creek.
- 2 complaints were regarding the disposal of trade waste. 1 was not satisfied with the charge, the other was regarding being prevented from disposing due to concerns they were disposing of trade waste.
- 2 complaints were regarding the closure of Leadenham and Whisby household waste recycling site.
- 1 complaint was regarding a member of staff at Spalding waste recycling centre.

Out of the 11 complaints, 10 were recorded as not substantiated and 1 was recorded as partly substantiated.

#### Planning Complaints

This Quarter Planning received 1 complaint which is a decrease of 1 from last Quarter when 2 were received. The complaint was regarding:

- Failure to refund the final road adoption bond balance.

This complaint was recorded as not substantiated.

#### Overall Compliments

The overall compliments received for Environmental Management and Planning has increased by 5 compliments this Quarter when they received 12. Last Quarter, 7 compliments were received.

#### Environmental Management Compliments

Environmental Management received 12 compliments this Quarter.

The compliments were:

- 11 compliments were regarding the removal of obstructions and restoration of public footpaths.
- 1 compliment was regarding helpful and friendly staff at Market Rasen household waste recycling site.

#### Planning Compliments

Planning received 0 compliments this Quarter.

#### Ombudsman Complaints

In Quarter 1 of 2016/17, 5 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Environmental services.

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