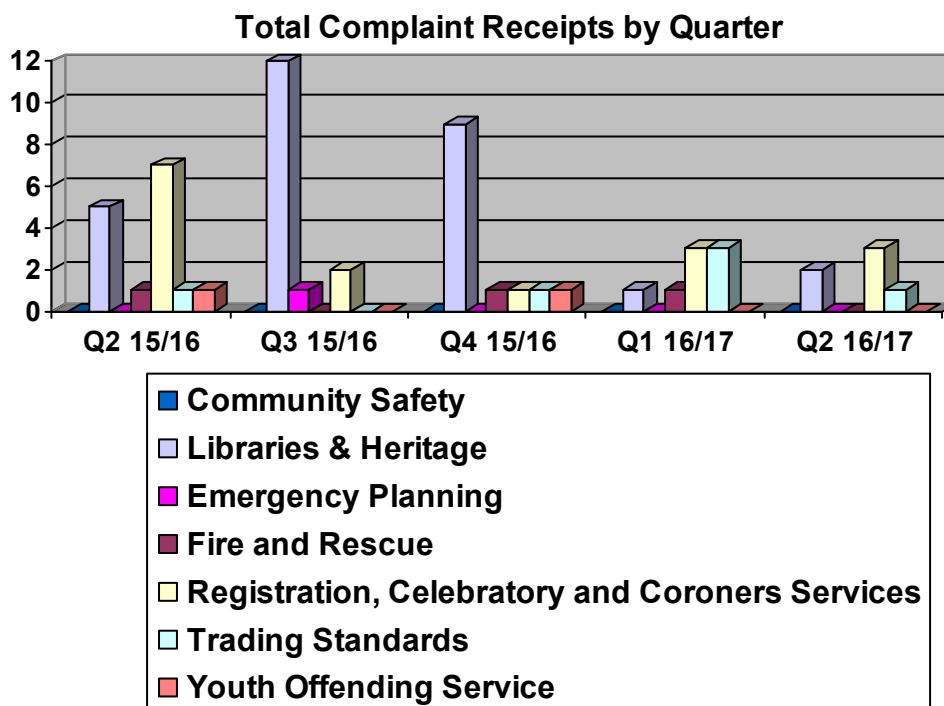


Customer Satisfaction Information – Scrutiny Committees

Community and Public Safety Scrutiny Committee		
Date Range for Report	1st of July – 30th of September (1st April – 30th June 2016)	
Total number of complaints received across all LCC service area.	117 (152)* individual school complaints not included.	
Total number of complaints relating to <u>Communities Scrutiny Committee</u>	6 (8)	
Total number of compliments relating to <u>Communities Scrutiny Committee</u>	26 (23)	
Total Service Area Complaints	Community Safety	0 (0)
	Community Cohesion	0 (0)
	Emergency Planning	0 (0)
	Fire and Rescue	0 (1)
	Registration, Celebratory and Coroners Services	3 (3)
	Trading Standards	1 (3)
	Youth Offending Service	0 (0)
	Public Health	0 (0)
	Libraries & Heritage	2 (1)
Libraries and Heritage Complaint Reasons	Age	0 (0)
	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (1)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (0)
	Disagree with Policy	1 (0)
	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	1 (0)
	Procedural – other	0 (0)
	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 (0)
	Disagree with Policy	0 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Procedure Not Followed	0 (0)
	Procedural - Other	0 (0)
	Professional - Other	0 (1)
	Service Delay	0 (0)
Registration, Celebratory and Coroners Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	2 (1)
	Disagree with policy	0 (0)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Service delay	1 (0)
	Policy - Other	0 (0)
	Procedure not followed	0 (0)
	Professional – Other	0 (1)
Trading Standards Complaint Reasons	Conduct/Attitude/Rudeness of staff	0 (1)
	Delayed Assessment of Service Request	0 (0)
	Disagree with Policy	1 (0)
	Disagree with Procedure	0 (2)
	Procedure not followed	0 (0)
Youth Offending Complaint Reasons	Conduct/Attitude/Rudeness of staff	0 (0)
	Other	0 (0)
	Procedural – Other	0 (0)
	Professional – Other	0 (0)
	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	6 (8)
	Emergency planning	0 (0)
	Fire and Rescue	8 (6)
	Registration, Celebratory and Coroners Services	12 (9)
	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		8 (4)
Number of complaints referred to Ombudsman		8 (5)



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q2) shows a 23% decrease on the previous quarter (Q1). When comparing this Quarter with Q2 of 2015/16, there is a 21% decrease when 149 complaints were received.

Overall Communities Complaints

This Quarter Communities has received 6 complaints which is a 25% decrease on the previous Quarter (Q1).

Libraries and Heritage Complaints

This Quarter Libraries and Heritage received 2 complaints; this is an increase of 1 complaint compared to the previous Quarter when they received 1 complaint. The complaints were regarding the advertising for the Castle shuttle bus appearing on the LCC website and also the decision not to allow dogs into the castle grounds. I am unable to determine the outcome of these complaints due to them not being closed on the system.

Registration, Celebratory and Coroners Complaints

This Quarter, Registration, Celebratory and Coroners received 3 complaints which is the same as last quarter. 1 of these complaints received was regarding a member of the complainants estranged family conducted the wedding ceremony to his new wife. This was recorded as partly substantiated. 1 complaint was regarding the appearance and manner of a registrar. There has been no outcome registered against this complaint. The 3rd complaint was regarding delays with the coroners' service. There has been no outcome registered against this complaint.

Fire and Rescue Complaints

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

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 1 complaint this Quarter. This complaint was regarding cuts to Trading Standards Services and the inability to investigate all reports. This complaint was recorded as not substantiated.

Overall Communities Compliments

This Quarter, Communities received 26 compliments which is an increase of 3 compliments to the number of compliments received last Quarter when 23 were received.

Libraries and Heritage Compliments

Libraries and Heritage received a number of compliments this Quarter with 6 being received. The Libraries and Heritage compliments are:

- 1 compliment was for a member of the archives customer services team.
- 4 compliments were received for visits to Lincoln Castle, including thanks for the Castle improvements, the Somme event and praise for the Lincoln Castle Staff.
- 1 compliment was from a Scout club who visited The Collection.

Registration, Celebratory and Coroners Compliments

Registration, Celebratory and Coroners has received 12 compliments this Quarter. This is an increase of 3 compliments from the previous Quarter when 9 were received.

The compliments are:

- 8 notes of thanks for wedding/civil partnership ceremonies.
- 4 notes of thanks for support during death registrations and services.

Community Safety Compliments

This Quarter, Community Safety has received no compliments.

Fire & Rescue Compliments

This Quarter, Fire & Rescue received 8 compliments; this is an increase of 2 compliments from last Quarter when 6 were received.

The compliments are:

- 2 compliments received for a fire Responder who attended medical emergencies
- 1 compliment received "for care and professionalism" shown by Grantham crews at an RTC on the A1
- 1 compliment from a member of the public on installation of their fire alarm.
- 1 compliment from a Cllr on the fire services attendance at Louth football ground
- 1 compliment from a parent of a small child in relation to a crews time to wave and put blues on for the child in a car park
- 1 compliment received from the IAM Secretary regarding a tour of Waddington training facility
- 1 compliment received regarding LFR attendance at a training exercise in Manchester

Ombudsman Complaints

In Quarter 2 of 2016/17, 8 LCC complaints were registered with the Ombudsman. Communities and Public safety received no complaints that were considered by the Ombudsman.