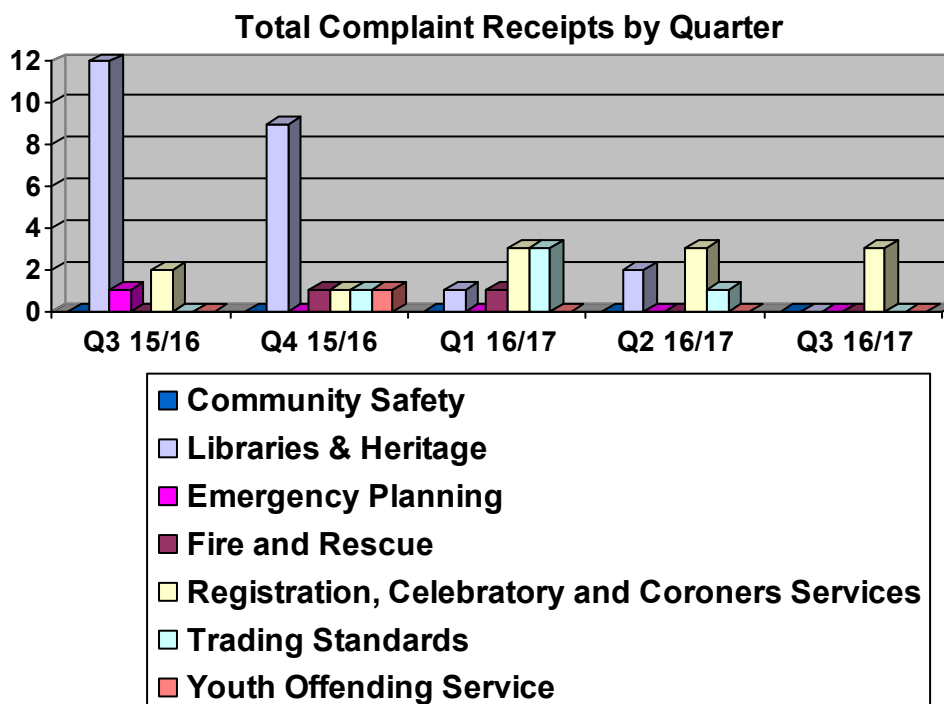


Customer Satisfaction Information – Scrutiny Committees

Community and Public Safety Scrutiny Committee		
Date Range for Report	1st of October – 31st of December (1st of July – 30th of September)	
Total number of complaints received across all LCC service area.	143 (117)* individual school complaints not included.	
Total number of complaints relating to <u>Communities Scrutiny Committee</u>	3 (6)	
Total number of compliments relating to <u>Communities Scrutiny Committee</u>	47 (26)	
Total Service Area Complaints	Community Safety	0 (0)
	Community Cohesion	0 (0)
	Emergency Planning	0 (0)
	Fire and Rescue	0 (0)
	Registration, Celebratory and Coroners Services	3 (3)
	Trading Standards	0 (1)
	Youth Offending Service	0 (0)
	Public Health	0 (0)
	Libraries & Heritage	0 (2)
Libraries and Heritage Complaint Reasons	Age	0 (0)
	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (0)
	Disagree with Policy	0 (1)
	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 (1)
	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 (0)
	Service Delay	0 (0)
Registration, Celebratory and Coroners Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (2)
	Disagree with policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient Information Provided	2 (0)
	Service delay	0 (1)
	Policy - Other	0 (0)
	Procedure not followed	0 (0)
	Professional – Other	0 (0)
Trading Standards Complaint Reasons	Conduct/Attitude/Rudeness of staff	0 (0)
	Delayed Assessment of Service Request	0 (0)
	Disagree with Policy	0 (1)
	Disagree with Procedure	0 (0)
	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	8 (0)
	Libraries and Heritage	18 (6)
	Emergency planning	0 (0)
	Fire and Rescue	11 (8)
	Registration, Celebratory and Coroners Services	10 (12)
	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		6 (8)
Number of complaints referred to Ombudsman		8 (8)



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q3) shows a 18% increase on the previous quarter (Q2). When comparing this Quarter with Q3 of 2015/16, there is a 6% decrease when 152 complaints were received.

Overall Communities Complaints

This Quarter Communities has received 3 complaints which is a 50% decrease on the previous Quarter (Q1).

Libraries and Heritage Complaints

This Quarter Libraries and Heritage received 0 complaints.

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.

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 received no complaints this Quarter.

Overall Communities Compliments

This Quarter, Communities received 46 compliments which is an increase of 21 compliments to the number of compliments received last Quarter when 26 were received.

Libraries and Heritage Compliments

Libraries and Heritage received 17 compliments this Quarter. The Libraries and Heritage compliments are:

- 9 compliments were for the archives services.
- 6 compliments were received for visits to Lincoln Castle, including thanks for the Castle improvements, the Somme event and praise for the Lincoln Castle Staff.
- 2 compliments were received in relation to Grantham library staff.

Registration, Celebratory and Coroners Compliments

Registration, Celebratory and Coroners has received 10 compliments this Quarter. This is an decrease of 2 compliments from the previous Quarter when 12 were received.

The compliments are:

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

Community Safety Compliments

This Quarter, Community Safety has received 8 compliments. These were all in relation to the "Ask Angela" campaign

Fire & Rescue Compliments

This Quarter, Fire & Rescue received 11 compliments; this is an increase of 3 compliments from last Quarter when 8 were received.

The compliments are:

- 5 compliments received for a fire Responder who attended medical emergencies
- 1 compliment from a member of the public on installation of their fire alarm.
- 1 compliment from Shropshire fire service on the training facility
- 2 compliments were received for attendance at minor house fires
- 1 compliment was received from a class who visited a fire station
- 1 compliment was received from Skegness library in relation to a pre Christmas fire safety event.

Ombudsman Complaints

In Quarter 3 of 2016/17, 8 LCC complaints were registered with the Ombudsman. Communities and Public safety received no complaints that were considered by the Ombudsman.