

CUSTOMER SATISFACTION INFORMATION
Highways and Transport Scrutiny Committee Q4
1st January 2017 – 31st March 2017

COMPLIMENTS

The overall compliments received for Highways and Transport shows a decrease of 23% this Quarter, with 23 compliments being received compared to 30 received last Quarter.

Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	Current Q4	Q3	Q2	Q1	Q4
	23	30	44	57	40

Highways and Transport have received 23 compliments this Quarter. The compliments were in mostly in relation to works repairs and Staff compliments. In addition, there was also positive feedback regarding Speed Awareness Courses and parking enforcement.

There was 1 specific compliment in relation to Transport, which was a compliment about a Max Respect Officer.

COMPLAINTS

The total number of LCC complaints received this Quarter (Q4) shows a 18% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2015/16, there is a 7% decrease when 181 complaints were received. This Quarter Highways and Transport has received 64 complaints which is an increase of 3% on last Quarter when they received 62 complaints. When comparing this Quarter with Q4 2015/16, there is 34% increase with 42 complaints being received.

Highways Complaints

This Quarter Highways has received 55 complaints which is a 2% increase from last Quarter when they received 56 complaints. When comparing this Quarter with Q4 2015/16, there is a difference of 19 complaints when 36 were received

The outcomes of the 55 Complaints were:

- 0 Complaints were substantiated
- 10 were partly substantiated
- 45 were not substantiated

The partly substantiated complaints were regarding:

4 x faults / potholes
 2 x web reporting / feedback
 2 x lack of response / action
 1 x loss of business
 1 x parking issue

Of the 45 not substantiated complaints, 23 were in relation to Lincolnshire County Council Street Lighting policy. 8 were in relation general condition of roads / roadworks. 2 were in relation to advertising in the Highway. 4 were in relation to parking related issues. There were no other themes to the not substantiated complaints.

Transport Complaints

This Quarter Transport has received 9 complaints which is 3 more than last Quarter when they received 6 complaints. When comparing this Quarter with Q4 2015/16, there is a difference of 3 complaints when 6 were received.

The outcomes of the 9 complaints were:

- 1 was substantiated
- 1 was partly substantiated
- 7 were not substantiated

The 1 substantiated complaint was in relation to CallConnect vehicles collecting passengers from a specific road.

The 1 partly substantiated complaint was in relation to the withdrawal of a bus service. Of the 7 unsubstantiated complaints 2 were in relation to school bus services, 2 were in relation to CallConnect, 2 were in relation to bus passes, and the other in relation to a bus service.

Complaint Escalations

In Quarter 4 of 2016/17 there were a total of 11 complaint escalations for LCC. 2 of these related to Highways and Transport.

Ombudsman Complaints

In Quarter 4 of 2016/17, 7 LCC complaints were registered with the Ombudsman. 2 of these complaints were recorded against Highways and Transportation.

1 was in relation to the road leading to a customer's home. The other was in relation to a strip of land outside customer's property.

	Current Q4 16/17	Q3 16/17	Q2 16/17	Q1 16/17	Q4 15/16
Total number of complaints received across all LCC service area.	169	143	117	152	181
Total number of complaints relating to <u>Highways</u> and <u>Transport Scrutiny Committee</u>	64	62	39	53	42
Total Service Area Complaints broken down					
Highways	55	56	32	50	36
Transport	9	6	7	3	6
Number of complaint escalations relating to <u>Highways</u> and <u>Transport Scrutiny Committee</u>	2	Data not previously reported upon			
How many LCC Corporate complaints have not been resolved within service standard	1	6	8	4	2
Number of complaints referred to ombudsman	7	8	17	5	10