

**Customer Satisfaction Information**  
**Environment & Economy Scrutiny Committee Q1**  
**Date range for report 1<sup>st</sup> April 2017 – 30<sup>th</sup> June 2017**

**LCC Overview of compliments**

**Overall Compliments**

The overall compliments received for Environment & Economy shows a decrease of 12.5% this Quarter, with 7 compliments being received compared to 8 received last Quarter.

<b>Total number of compliments relating to <u>Environment &amp; Economy Scrutiny Committee</u></b>	<b>Current Q1</b>	<b>Q4</b>	<b>Q3</b>	<b>Q2</b>	<b>Q1</b>
	7	8	14	6	12

**Environment & Economy Compliments**

Environment & Economy have received 7 compliments this Quarter. The compliments were:

6 x Environmental

- 3 x HWRC praise
- 2 x Countryside in relation to Public Footpath / Rights of Way
- 1 x Assistance with Ramblers group leaflet

1 x Economic Development

- Praise for a presentation delivered to New College, Stamford

**LCC Overview of complaints**

The total number of LCC complaints received this Quarter (Q1) shows a 6% decrease on the previous quarter (Q4). When comparing this Quarter with Q1 of 2016/17, there is a 5% increase when 152 complaints were received.

<b>Total number of complaints received across all LCC service area.</b>	<b>Current Q1 17/18</b>	<b>Q4 16/17</b>	<b>Q3 16/17</b>	<b>Q2 16/17</b>	<b>Q1 16/17</b>
	159	169	143	117	152
<b>Total number of complaints relating to <u>Environment &amp; Economy Scrutiny Committee</u></b>	4	4	4	8	12
<b>Total Service Area Complaints broken down</b>					
<b>Environmental Management</b>	4	2	4	8	12
<b>Planning</b>	0	2	0	0	0
<b>Number of complaint escalations</b>	1	0	<b>Data not previously reported</b>		
<b>How many LCC Corporate complaints have not been resolved within service standard</b>	0	1	6	8	4
<b>Number of complaints referred to ombudsman</b>	9	7	8	17	5

This Quarter Environment & Economy has received 4 complaints which is the same as last Quarter when they received 4 complaints. When comparing this Quarter with Q1 2016/17, there is 67% decrease with 12 complaints being received.

### **Environmental management**

This Quarter Environmental Management has received 4 complaints which is an increase of 2 from last Quarter when 2 were received. The complaints were regarding:

- Louth HWRC
- Lincoln HWRC
- The use of a footpath
- An overhanging hedge

The 2 HWRC complaints were partly substantiated and the other 2 complaints were not substantiated.

### **Planning**

This Quarter Planning has received 0 complaints which is a decrease of 2 from last Quarter when 2 were received.

### **Complaint escalations**

In Quarter 1 of 2017/18 there were a total of 12 complaint escalations for LCC. 1 of these related to Environment & Economy.

This was in relation to a lack of response to comments. This was unsubstantiated.

### **Ombudsman Complaints**

In Quarter 1 of 2017/18, 9 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Environment & Economy.