

Customer Satisfaction Information
Highways and Transport Scrutiny Committee Q1
Date range for report 1st April 2017 – 30th June 2017

LCC Overview of compliments

Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 9% this Quarter, with 21 compliments being received compared to 23 received last Quarter.

Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	Current Q1	Q4	Q3	Q2	Q1
	21	23	30	44	57

Highways and Transport Compliments

Highways and Transport have received 21 compliments this Quarter. The compliments were in mostly in relation to the Lincoln Bailgate 10K signage, general works and improvements praise, grass cutting & grass verge conservation and parking enforcement.

There were 3 specific compliments in relation to Transport, which were a compliment about a Travel Trainer, a Max Respect Officer & member of PTU staff.

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.

Total number of complaints received across all LCC service area.	Current Q1 17/18	Q4 16/17	Q3 16/17	Q2 16/17	Q1 15/16
	159	169	143	117	152
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	46	64	62	39	53
Total Service Area Complaints broken down					
Highways	44	55	56	32	50
Transport	2	9	6	7	3
Number of complaint escalations relating to <u>Highways and Transport Scrutiny Committee</u>	5	2	Data not previously reported		
How many LCC Corporate complaints have not been resolved within service standard	0	1	6	8	4
Number of complaints referred to ombudsman	9	7	8	17	5

This Quarter Highways and Transport has received 46 complaints which is a decrease of 28% on last Quarter when they received 64 complaints. When comparing this Quarter with Q1 2016/17, there is 13% decrease with 53 complaints being received.

Highways Complaints

This Quarter Highways has received 44 complaints which is a 20% decrease from last Quarter when they received 55 complaints. When comparing this Quarter with Q1 2016/17, there is a difference of 6 complaints when 50 were received.

The outcomes of the 44 Complaints were:

- 0 Complaints were substantiated
- 31 were partly substantiated
- 13 were not substantiated

The partly substantiated complaints included:

15 x Grass cutting / vegetation

6 x Street lighting

Others included general condition of the highway, road works, staff conduct, and Lincoln Grand Prix event.

Of the 13 not substantiated complaints, 3 were in relation to grass cutting / vegetation, 3 were in relation to Streetlighting, 3 were regarding a lack of communication / action of reports / problems, the others included an event, a proposed restricted zone and highway.

Transport Complaints

This Quarter Transport has received 2 complaints which is 7 less than last Quarter when they received 9 complaints. When comparing this Quarter with Q1 2016/17, there is a difference of 1 complaint when 3 were received.

The outcomes of the 2 complaints were:

- 1 was partly substantiated
- 1 was not substantiated

The 1 partly substantiated complaint was in relation a school transport matter.

The 1 unsubstantiated complaint was in relation to the withdrawal of a Stagecoach bus service.

Complaint escalations

In Quarter 1 of 2017/18 there were a total of 12 complaint escalations for LCC.

5 of these related to Highways and Transport. (4 Highways & 1 Transport)

Ombudsman Complaints

In Quarter 1 of 2017/18, 9 LCC complaints were registered with the Ombudsman. None of which related to Highways & Transport.