

**Customer Satisfaction Information**  
**Public Protections and Communities 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 Public Protections and Communities shows a decrease of 19% this Quarter, with 21 compliments being received compared to 26 received last Quarter.

<b>Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	<b>Current Q1</b>	<b>Q4</b>	<b>Q3</b>	<b>Q2</b>	<b>Q1</b>
	21	26	47	26	23

**Public Protections and Communities Compliments**

Public Protections and Communities have received 21 compliments this Quarter. The compliments were:

7 x Fire and Rescue

- These were relating an emergency responses, visits, staff presentations & the Training Centre

10 x Registration, Celebratory and Coroners Service

- These were in relation to staff compliments & praise for ceremonies.

4 x Heritage

- These were all in relation for Lincoln Castle visits & events

**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>Public Protections and Communities Scrutiny Committee</u></b>	7	6	3	6	8
<b>Total Service Area Complaints broken down</b>					
<b>Community Safety</b>	0	0	0	0	0
<b>Community Cohesion</b>	0	0	0	0	0
<b>Emergency Planning</b>	0	0	0	0	0
<b>Fire and Rescue</b>	2	0	0	0	1
<b>Registration, Celebratory and Coroners Services</b>	5	6	3	3	3
<b>Trading Standards</b>	0	0	0	1	3
<b>Public Health</b>	0	0	0	0	0
<b>Libraries &amp; Heritage</b>	0	0	0	2	1

<b>Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	0	0	Data not previously reported		
<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 Public Protections and Communities has received 7 complaints which is an increase of 17% on last Quarter when they received 6 complaints. When comparing this Quarter with Q1 2016/17, there is 12.5% decrease with 8 complaints being received.

### **Registration, Celebratory and Coroners**

This Quarter Registration, Celebratory and Coroners has received 5 complaints which is decrease of 1 from last Quarter when 6 were received. The complaints were regarding:

- 2 x staff conduct complaints
- Condition & surroundings of Registry Office
- 2 x treatment of families by Coroner's Service

3 of these complaints were substantiated and 2 were partly substantiated.

### **Fire & Rescue**

This Quarter Fire & Rescue has received has received 2 complaints which is an increase of 2 from last Quarter when 0 were received. The complaints were regarding:

- Conduct of Audit Officers
- Pressure exerted to extend examination deadlines

These were both partly substantiated

### **Complaint escalations**

In Quarter 1 of 2017/18 there were a total of 12 complaint escalations for LCC. None of these related to Public Protection and Communities.

### **Ombudsman Complaints**

In Quarter 1 of 2017/18, 9 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.