

Customer Satisfaction Information
Environment & Economy Scrutiny Committee Q2
Date range for report 1st July 2017 – 30th September 2017

LCC Overview of compliments

Overall Compliments

The overall compliments received for Environment & Economy shows an increase of 57% this Quarter, with 11 compliments being received compared to 7 received last Quarter.

Total number of compliments relating to <u>Environment & Economy Scrutiny Committee</u>	Current Q2	Q1	Q4	Q3	Q2
	11	7	8	14	6

Environment & Economy Compliments

Environment & Economy have received 11 compliments this Quarter. The compliments were:

7 x Environmental

- 6 x HWRC's praise
- 1 x Countryside in relation to a bridge repair

4 x Economic Development

- Skate Park (X-Site)
- Sutton Bridge Marina
- 2 x Staff compliments

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q2) shows a 38% increase on the previous quarter (Q1). When comparing this Quarter with Q2 of 2016/17, there is an 87% increase when 117 complaints were received.

Total number of complaints received across all LCC service area.	Current Q2 17/18	Q1 17/18	Q4 16/17	Q3 16/17	Q2 16/17
	219	159	169	143	117
Total number of complaints relating to <u>Environment & Economy Scrutiny Committee</u>	23	4	4	4	8
Total Service Area Complaints broken down					
Environmental Management	3	4	2	4	8
Planning	20	0	2	0	0
Number of complaint escalations	4	0	0		
How many LCC Corporate complaints have not been resolved within service standard	10	0	1	6	8
Number of complaints referred to ombudsman	11	9	7	8	17

This Quarter Environment & Economy has received 23 complaints which is an increase of 19 as last Quarter they received 4 complaints. When comparing this Quarter with Q2 2016/17, there is an increase of 15 with 8 complaints being received for that period.

Environmental management

This Quarter Environmental Management has received 3 complaints which is a decrease of 1 from last Quarter when 4 were received. The complaints were regarding:

- Illegal caravans and trading, Marsh Yard
- Overhanging trees, Stow
- An allotment footpath

All 3 complaints were partly substantiated.

Planning

This Quarter Planning has received 20 complaints which is an increase of 20 from last Quarter when none were received.

All were in relation to the Hazardous waste recycling site at South Hykeham, Lincoln.

18 of which were Unsubstantiated.

2 of which remain open.

Complaint escalations

In Quarter 2 of 2017/18 there were a total of 22 complaint escalations for LCC.

4 of these related to Environment & Economy.

2 x Planning:

These were both in relation to the Hazardous waste recycling site.

2 x Environmental Management:

- An ongoing Investigation into who is responsible for trees
- An overgrown rural footpath

Ombudsman Complaints

In Quarter 2 of 2017/18, 11 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Environment & Economy.