

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q2
Date range for report 1st July 2017 – 30th September 2017

LCC Overview of compliments

Overall Compliments

The overall compliments received for Public Protections and Communities shows a decrease of 19% this Quarter, with 17 compliments being received compared to 21 received last Quarter.

Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u>	Current Q2	Q1	Q4	Q3	Q2
	17	21	26	47	26

Public Protections and Communities Compliments

Public Protections and Communities have received 17 compliments this Quarter. The compliments were:

7 x Fire and Rescue

- These were relating incident responses, event attendance & contribution to National Operational Guidance.

3 x Registration, Celebratory and Coroners Service

- These were in relation to praise received for wedding ceremonies.

7 x Heritage

- These were in relation to Archives staff, The Collection Exhibition & staff.

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

Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	0	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 Public Protections and Communities have received 3 complaints which is a decrease of 57% on last Quarter when they received 7 complaints. When comparing this Quarter with Q2 2016/17, there is a 50% decrease with 6 complaints being received.

Trading Standards

This Quarter Trading Standards has received 1 complaint which is increase of 1 from last Quarter when 0 were received.

The complaints were regarding a customer who felt Trading Standards should have assisted in a trader dispute, rather than a signpost to CAB.

This complaint was partly substantiated.

Fire & Rescue

This Quarter Fire & Rescue has received has received 2 complaints which is the same as last Quarter. The complaints were regarding:

- Misuse of public property – appliance being used to transport children to an event.
This was Substantiated
- Attendance at a fire – time taken to attend & locate hydrant
This was Unsubstantiated

Complaint escalations

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

None of these related to Public Protection and Communities.

Ombudsman Complaints

In Quarter 2 of 2017/18, 11 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.