

**Customer Satisfaction Information**  
**Public Protections and Communities Scrutiny Committee Q3**  
**Date range for report 1<sup>st</sup> October 2017 – 31<sup>st</sup> December 2017**

**LCC Overview of compliments**

**Overall Compliments**

The overall compliments received for Public Protections and Communities shows an increase of 76% this Quarter, with 30 compliments being received compared to 17 received last Quarter.

<b>Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	<b>Current Q3</b>	<b>Q2</b>	<b>Q1</b>	<b>Q4</b>	<b>Q3</b>
	30	17	21	26	47

**Public Protections and Communities Compliments**

Public Protections and Communities have received 30 compliments this Quarter. The compliments were:

10 x Fire and Rescue

- These were relating to incident responses, Fire Hydrant Installation, Training Exercise attendance & reception staff member at Nettleham.

18 x Registration, Celebratory and Coroners Service

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

1 x Heritage

- This was in relation to Archives staff.

1 x Trading Standards

- This was in relation to advice regarding a rogue trader matter.

**LCC Overview of complaints**

The total number of LCC complaints received this Quarter (Q3) shows a 10% increase on the previous quarter (Q2). When comparing this Quarter with Q3 of 2016/17, there is an 68% increase when 143 complaints were received.

<b>Total number of complaints received across all LCC service area.</b>	<b>Current Q3 17/18</b>	<b>Q2 17/18</b>	<b>Q1 17/18</b>	<b>Q4 16/17</b>	<b>Q3 16/17</b>
	241	219	159	169	143
<b>Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	6	3	7	6	6
<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>	0	2	2	0	0
<b>Registration, Celebratory and Coroners Services</b>	4	0	5	6	3
<b>Trading Standards</b>	1	1	0	0	0
<b>Public Health</b>	0	0	0	0	0

<b>Libraries &amp; Heritage</b>	1	0	0	0	0
<b>Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u></b>	2	0	0	0	
<b>How many LCC Corporate complaints have not been resolved within service standard</b>	4	10	0	1	6
<b>Number of complaints referred to ombudsman</b>	10	11	9	7	8

This Quarter Public Protections and Communities have received 6 complaints which is a increase of 50% on last Quarter when they received 3 complaints. When comparing this Quarter with Q3 2016/17, there is a 0% change with 6 complaints also being received.

#### **Trading Standards**

This Quarter Trading Standards has received 1 complaint which is the same as last Quarter when 1 was received.

The complaint was regarding difficulty in contacting a Trading Standards officer.

This complaint was not substantiated.

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

This Quarter Registration has received 4 complaints. None were received last Quarter. The complaints were regarding:

- Noise levels at Boston Registration Office.  
This was Partly Substantiated
- Not being informed of extra cost for duplicate certificates.  
This was Partly Substantiated
- Registrar payment  
This was Substantiated
- Attitude and manner of Boston Coroner  
This was Partly Substantiated

#### **Libraries and Heritage**

This Quarter Libraries and Heritage received 1 complaint. None were received last Quarter.

The complaint was regarding BBMF café that was closed after they had paid for a hangar visit.

- This was Partly Substantiated.

#### **Complaint escalations**

In Quarter 3 of 2017/18 there were a total of 32 complaint escalations for LCC.

2 of these related to Public Protection and Communities.

- One was a Trading Standards matter in relation to a Lincolnshire Estate Agent
- One was in relation to the attitude and the manner of a Boston Coroner.

#### **Ombudsman Complaints**

In Quarter 3 of 2017/18, 10 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.