

**Customer Satisfaction Information**  
**Highways and Transport 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 Highways and Transport shows an decrease of 18% this Quarter, with 18 compliments being received compared to 22 received last Quarter.

<b>Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u></b>	<b>Current Q3</b>	<b>Q2</b>	<b>Q1</b>	<b>Q4</b>	<b>Q3</b>
	18	22	21	23	30

**Highways and Transport Compliments**

Highways and Transport have received 18 compliments this Quarter. The compliments were in mostly in relation to repairs / resurfacing / surface dressing, Contractor compliment, Scampton Airshow thanks and staff compliment regarding tree works.

There was 1 specific compliment in relation to Transport, which was a compliment about a Travel Trainer.

**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>Highways and Transport Scrutiny Committee</u></b>	62	78	46	64	62
<b>Total Service Area Complaints broken down</b>					
<b>Highways</b>	53	64	44	55	56
<b>Transport</b>	9	2	9	6	7
<b>Number of complaint escalations relating to <u>Highways and Transport Scrutiny Committee</u></b>	8	8	5	2	
<b>How many LCC Corporate complaints have not been resolved within service standard</b>					
<b>Number of complaints referred to ombudsman</b>	10	11	9	7	8

This Quarter Highways and Transport has received 62 complaints which is a decrease of 20% on last Quarter when they received 78 complaints. When comparing this Quarter with Q3 2016/17, there is no difference with 62 complaints also being received.

### **Highways Complaints**

This Quarter Highways has received 53 complaints which is a 17% decrease from last Quarter when they received 64 complaints. When comparing this Quarter with Q3 2016/17, there is a difference of 3 complaints when 56 were received.

The outcomes of the 53 Complaints were:

- 4 Complaints was substantiated
- 42 were partly substantiated
- 5 were unsubstantiated
- 2 remain open

The 4 substantiated complaints were in relation to excess road dressing materials, pedestrian zone works in Lincoln High St, a lack of response from Highways and damage to water mains on property.

The partly substantiated complaints were generally in relation to the condition of the highway, road works / maintenance / resurfacing / closures. Others included parking issues, lack of gritting and street lighting.

### **Transport Complaints**

This Quarter Transport has received 9 complaints which is 5 less than last Quarter when they received 14 complaints. When comparing this Quarter with Q3 2016/17, there is a difference of 3 complaints when 6 were received.

The outcomes of the 9 complaints were:

- 8 were Partly Substantiated
- 1 was Not Substantiated

2 were in relation to Call Connect

4 were in relation to School Transport

1 about a bus timetable

2 regarding transport for children with additional needs.

### **Complaint escalations**

In Quarter 2 of 2017/18 there were a total of 32 complaint escalations for LCC.

8 of these related to Highways and Transport (all Highways)

### **Ombudsman Complaints**

In Quarter 3 of 2017/18, 10 LCC complaints were registered with the Ombudsman. 1 of which related to Highways & Transport, however, this appears to be a legal matter that should be resolved in court in relation to a claim.