

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q2
Date range for report 1st July 2018 – 30th September 2018

LCC overview of compliments

Overall Compliments

The overall compliments received for Public Protections and Communities shows an increase of approximately 28% on last Quarter with 23 compliments received compared to 18 previously.

Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u>	Current Q2	Q1	Q4	Q3	Q2
	23	18	10	30	17

Public Protections and Communities Compliments

Public Protections and Communities have received 21 compliments this Quarter which were as follows:

19 x Registration compliments which include 10 compliments to Registrars from recently married couples.

4 mentions of thanks with regards death registrations.

2 compliments to Repository staff and 3 with reference to the Coroners Service, Citizenship Service and funeral service advice.

Many of these compliments named individual Registration staff.

1 x Heritage compliment for Archives staff for their assistance in local research.

1 x Compliment for Gainsborough Library staff for being helpful and friendly.

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q2) shows an 18% decrease on the previous quarter (Q1). When comparing this Quarter with Q2 of 2017/18, there is a 30% decrease when 159 (excluding school complaints figures) complaints were received.

Total number of complaints received across all LCC service area.	Current Q2	Q1	Q4	Q3	Q2
	153	186	193	241	219

Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u>	2	4	1	6	3
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	0	0	0	0	2
Registration, Celebratory and Coroners Services	0	3	1	4	0
Trading Standards	2	1	0	1	1
Public Health	0	0	0	0	0
Libraries & Heritage	0	0	0	1	0
Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	0	0	0	2	0
How many LCC Corporate complaints have not been resolved within service standard	2	3	9	4	10
Number of complaints referred to ombudsman	17	15	16	10	11

This Quarter Public Protections and Communities have received 2 complaints which is a decrease of 50% on last Quarter when they received 4 complaints. When comparing this Quarter with Q2 2017/18, there is a 33% decrease when 3 complaints were received.

Trading Standards (Safer Communities)

This Quarter, Trading Standards received 2 complaints. 1 was in relation to a website that was closed down incorrectly resulting in loss of earnings. Outcome to be confirmed.
1 complaint was in relation to changes to the service due to cost savings which was partially substantiated.

Complaint escalations

In Quarter 2 of 2018/19 there were a total of 15 complaint escalations for LCC. None of these related to Public Protection and Communities.

Ombudsman Complaints

In Quarter 2 of 2018/19, 17 LCC complaints were registered with the Ombudsman. None of these complaints was recorded against Public Protection and Communities.