

Customer Satisfaction Information
Environment & Economy Scrutiny Committee Q3
Date range for report 1st October 2018 – 31st December 2018

LCC Overview of compliments

Overall Compliments

Environment & Economy shows a consistent trend this Quarter with 5 compliments received.

Total number of compliments relating to <u>Environment & Economy Scrutiny Committee</u>	Current Q3	Q2	Q1	Q4	Q3
	5	5	1	6	2

Environment & Economy Compliments

Environment & Economy received 5 compliments this Quarter. These were:

4 x Compliments for the Countryside Access Team and 2 specifically for Jonathan Stockdale. These include various clearing/improvements to PRow from residents across Lincolnshire.

1 x Staff at the Market Rasen HWRC.

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q3) shows an increase of approximately 5% on the previous quarter (Q2) with 161 complaints received this Quarter compared to 153 last Quarter. When comparing this Quarter with Q3 of 2017/18, there is a decrease of approximately 33% where 241 complaints were received.

Total number of complaints received across all LCC service area.	Current Q3	Q2	Q1	Q4	Q3
	161	153	186	193	241
Total number of complaints relating to <u>Environment & Economy Scrutiny Committee</u>	5	9	11	4	56

Total Service Area Complaints broken down					
Environmental Management	3	8	10	3	2
Planning	2	1	1	1	54
Number of complaint escalations relating to <u>Environment & Economy Scrutiny Committee</u>	0	2	0	1	18
How many LCC Corporate complaints have not been resolved within service standard	1	2	3	9	4
Number of complaints referred to Ombudsman	12	17	15	16	10

This Quarter Environment & Economy has received 5 complaints. This is a decrease of 4 on last Quarter which resulted in a total of 9 complaints for the area. We see a decrease of 51 when comparing this to the same Quarter last year which saw 56 complaints received for the area.

Environmental management

This Quarter Environmental Management has received 3 complaints which is a decrease of 5 from last Quarter when 8 were received.

- 1 x use/access of land for footbridge repairs causing alleged damage to crops - unsubstantiated
- 1 x footpath creation order - unsubstantiated
- 1 x footbridge trip hazard - substantiated.

Planning

This Quarter Planning has received 2 complaints which is an increase of 1 on the previous Quarter. The first of these complaints was in relation to a planning application for access to a site across an 'unsuitable road' and request for all contact to come via County Councillor. This complaint was unsubstantiated.

The 2nd complaint was with regards an accident on Council Property and the way this was reported/recorded/dealt with by staff. This complaint was also unsubstantiated.

Complaint escalations

In Quarter 3 of 2018/19 there were a total of 15 complaint escalations for LCC none of which related to Environment & Economy.

Ombudsman Complaints

In Quarter 3 of 2018/19, 12 LCC complaints were registered with the Ombudsman.

- 3 in relation to Children's Services
- 3 in relation to Adult Social Care
- 2 in relation to Education
- 2 in relation to Highways
- 2 in relation to Planning

Addendum

This Quarter (Q3) there were 13 further corporate complaints which cannot be effectively reported on. These complaints were not logged via IMP due to the nature of the complaints (i.e. Service Area's involved do not use IMP)

This page is intentionally left blank