

Customer Satisfaction Information
Highways and Transport Scrutiny Committee Q4
Date range for report 1st January 2019 – 31st March 2019

LCC overview of compliments

The overall compliments received for Highways and Transport show a decrease of approximately 38% with 11 compliments being received this Quarter compared to 18 last quarter. This is also a decrease of 15% on Q4 last year which saw 13 compliments.

Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	Current Q4	Q3	Q2	Q1	Q4
	11	18	19	13	13

Highways and Transport Compliments

Highways and Transport have received 11 compliments this Quarter. These were:

3x for road resurfacing and the job that was done well and promptly

1x in regards to the repair of reported broken streetlights

1x on the repair of a footbridge and how quickly this was done

1x from the Head Teacher of St. Christopher's School, Lincoln, in regards to training that was given for Transport

1x due to a new footpath being provided in an area that required it

1x thanking the team for arranging the repair of a damaged driveway and the speed with which this was undertaken

1x regarding the removal of fallen trees

1x from a resident thanking team for the provision of grit bins

1x thanking staff for the prompt action taken in regards to the street works permitting

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q4) shows an decrease of approximately 6% on the previous quarter (Q3) with 151 complaints received this Quarter compared to 161 last Quarter. When comparing this Quarter with Q4 of 2017/18, there is a decrease of approximately 22% where 193 complaints were received

Total number of complaints received across all LCC service area.	Current Q4	Q3	Q2	Q1	Q4
	151	161	153	186	193
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	43	30	40	63	52
Total Service Area Complaints broken down					
Highways	40	28	33	59	49
Transport	3	2	7	4	3
Number of complaint escalations relating to <u>Highways and Transport Scrutiny Committee</u>	6	12	11	19	9
How many LCC Corporate complaints have not been resolved within service standard	0	1	2	3	9
Number of complaints referred to ombudsman	9	12	17	15	16

Highways Complaints

This Quarter Highways and Transport has received 43 complaints which is an increase of approximately 43% on last Quarter where 30 complaints were received. When comparing this Quarter with Q4 2017/18, there is a decrease of approximately 17% where 52 complaints were received.

The outcomes of the 30 Complaints were:

- 6 complaints was substantiated
- 13 were partly substantiated
- 24 were unsubstantiated

4 of the 6 substantiated complaints were in regards to advice given to customers around the timeframes that potholes were going to be fixed and these timeframes not being met. 3 of the complainants advised that they had not been told that there was going to be a delay in the potholes being fixed despite being told that they would be informed if this occurred.

1 of these substantiated complaints concerned damage to a pavement done when a road was being mended.

The final substantiated complaint related to equipment which was left behind by workers once a road had been fixed.

Transport Complaints

This Quarter Transport has received 3 complaints which is 1 more than the previous quarter where 2 complaints were received. This quarter sees neither an increase nor a decrease compared to Q4 of 17/18 which saw the same number of complaints.

The outcomes of the 3 complaints saw one complaint being partly substantiated and the other two unsubstantiated.

Complaint escalations

In this quarter 4 complaints escalated to stage 2 of the corporate complaints process. All 4 of these complaints remain open at the writing of this report but are within the required timescale.

Ombudsman Complaints

In Quarter 4 of 2018/19, 9 LCC complaints were registered with the Ombudsman. None of these related to Highways and Transport.

4 in relation to Children's Services
3 in relation to Adult Social Care
2 in relation to Education

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