

Highways and Transport Complaints Report

Quarter 3;
2020/2021

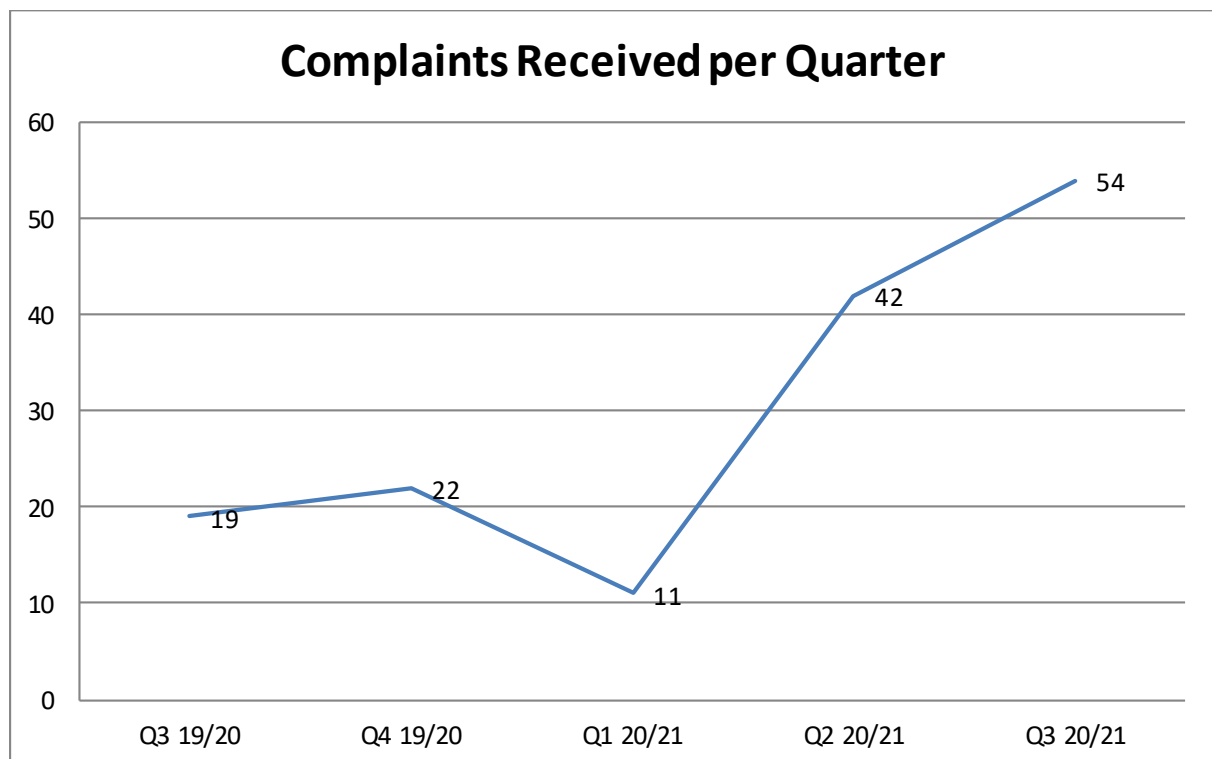
February 2021

Introduction

The following report is a summary of findings from the complaints raised in the second quarter of 2020/2021 for Highways and Transport. Details on any common themes within complaints and overall figures for numbers received and outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

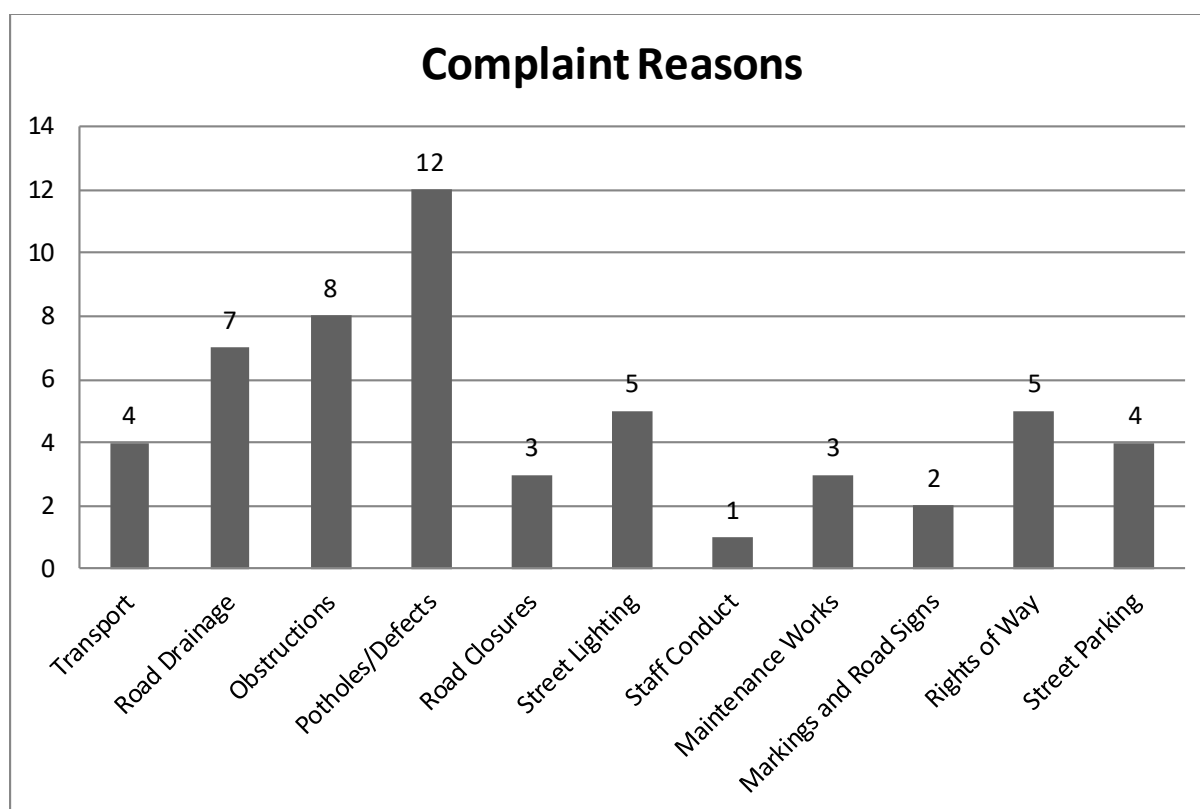
Q3 Overview

Highways and Transport received 150 contacts in the third quarter of 2020/2021, from individuals wishing to complain about various services. Out of these 150 contacts 54 entered the formal complaints process; the remaining 96 were resolved outside of this process in Early Resolution. This equates to 64% of all contacts received. The number of contacts received in the third quarter has risen by a further 4% from the 79% increase seen in quarter two; this accounts for the increase in the overall number which entered the formal process. Evidence from communications received suggests that there is a direct link between Coronavirus related national lockdowns and the general increase seen in communications being received, raising concerns around services delivered.



The third quarter saw no complaints escalated to the second stage of the complaints process. Given the large increase in the number of contacts received and the number of cases entering the formal process no escalations to the next stage continues to reflect the success of the strategy in place in dealing with complaints and early resolutions.

Complaints raised were in relation to the following areas;



There has been a drop in the number of cases involving transport in the third quarter. Given the increase in the number of complaints entering the formal process it is positive that complaints in relation to Potholes/Defects have remained similar. When comparing complaints for the same reason these have more or less remained at similar figures; instead we have seen the reasons for complaints widen.

Out of the 54 complaints which were received and investigated 9 had an outcome of partially upheld and 8 and outcome of upheld. The remaining 37 saw no fault in the service which had been delivered.

Complaints where fault was found were reviewed further in order to establish any cause for concern.

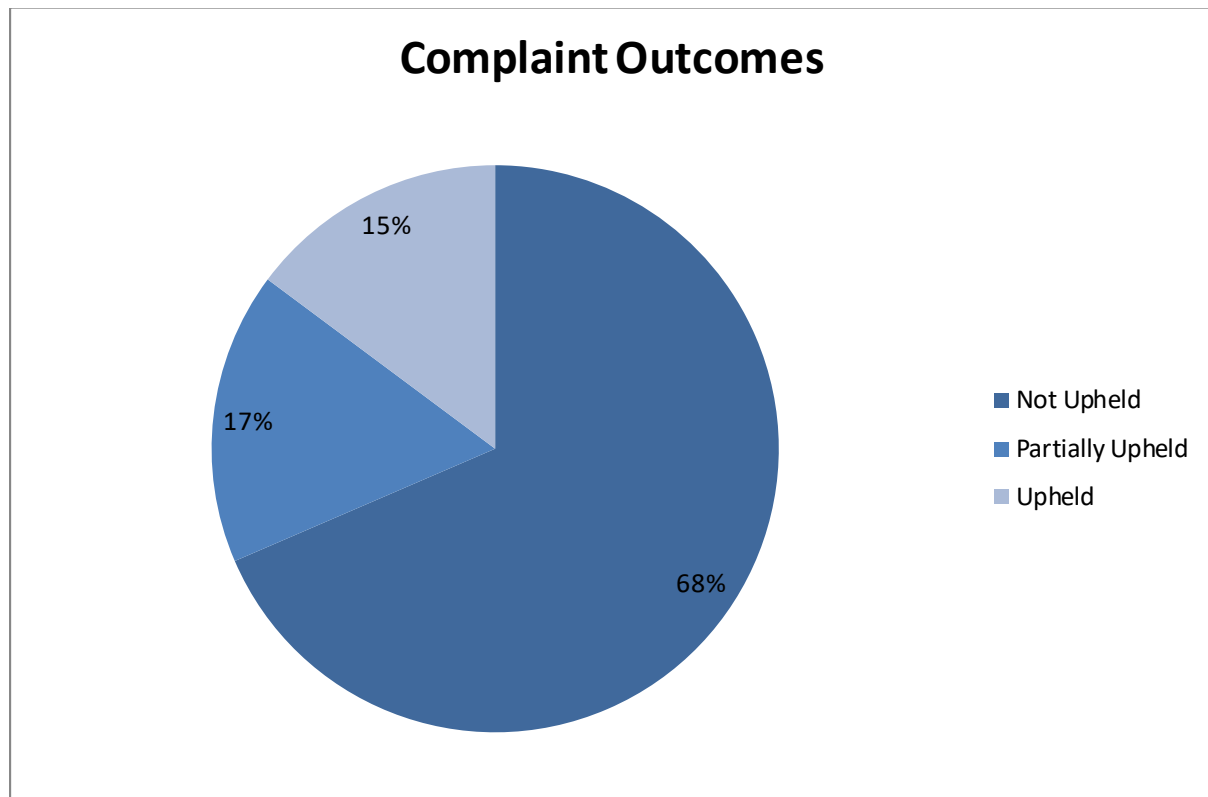
Of the 9 complaints in which the final outcome saw the complaint partially upheld the reasons were as follows:

- 3 delay in communication
- 2 delay in doing something
- 2 incorrect information given to the customer
- 2 Work not completed to the expected standard

Of the 8 complaints in which the final outcome saw the complaint upheld in full, the reasons were as follows;

- 3 delays in communication
- 3 delays in doing something
- 2 work not to the expected standard

All areas of the council have seen a considerable strain on its teams due to the effects of Covid 19 on the county and recent adverse weather. This is also noted in the increased variety of complaint reasons and the variation in the areas where fault is found



Summary

Over the course of the 3rd quarter it has become apparent that the national lockdowns imposed due to the pandemic have had a significant impact on the sheer volumes of complaints being received in all areas. This is also evidenced in various social media posts, by members of the public, advising that they have the time to submit numerous complaints.

Given the increase, it is positive to note that this area has worked hard to maintain the large percentages it achieves in resolving cases informally, and teams should be commended for their work. Whilst there are a few mentions of delays in relation to the complaints raised, it is important to note the increase in communication across all areas of the council and the effect this is currently having on workloads. As the county has also suffered from adverse weather conditions, resources have also had to be diverted to more urgent areas in order to manage this. Whilst we continue to monitor this there is likely to be little to no change in this until we see easing of restrictions and a return to some semblance of normality in regards to expected workloads.