



Highways Complaints Report

Quarter 3

2023/24

January 2024

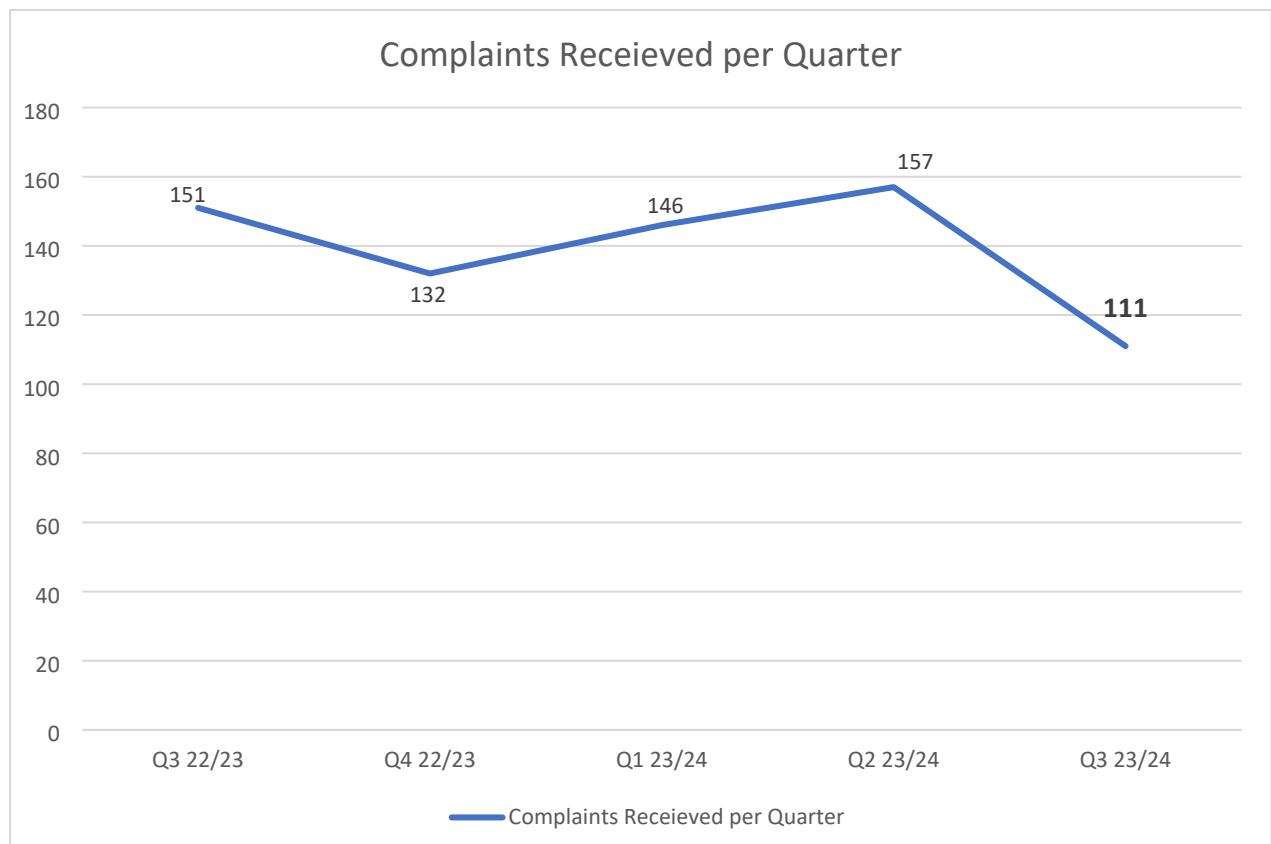
Introduction

The following report is a summary of findings from the complaints raised in the 3rd Quarter of 2023/2024 for Highways. Details on any common themes within complaints and overall figures for numbers received and the outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

In this report the figures for each department will be broken down to provide a more in-depth look at the main issues we are currently experiencing.

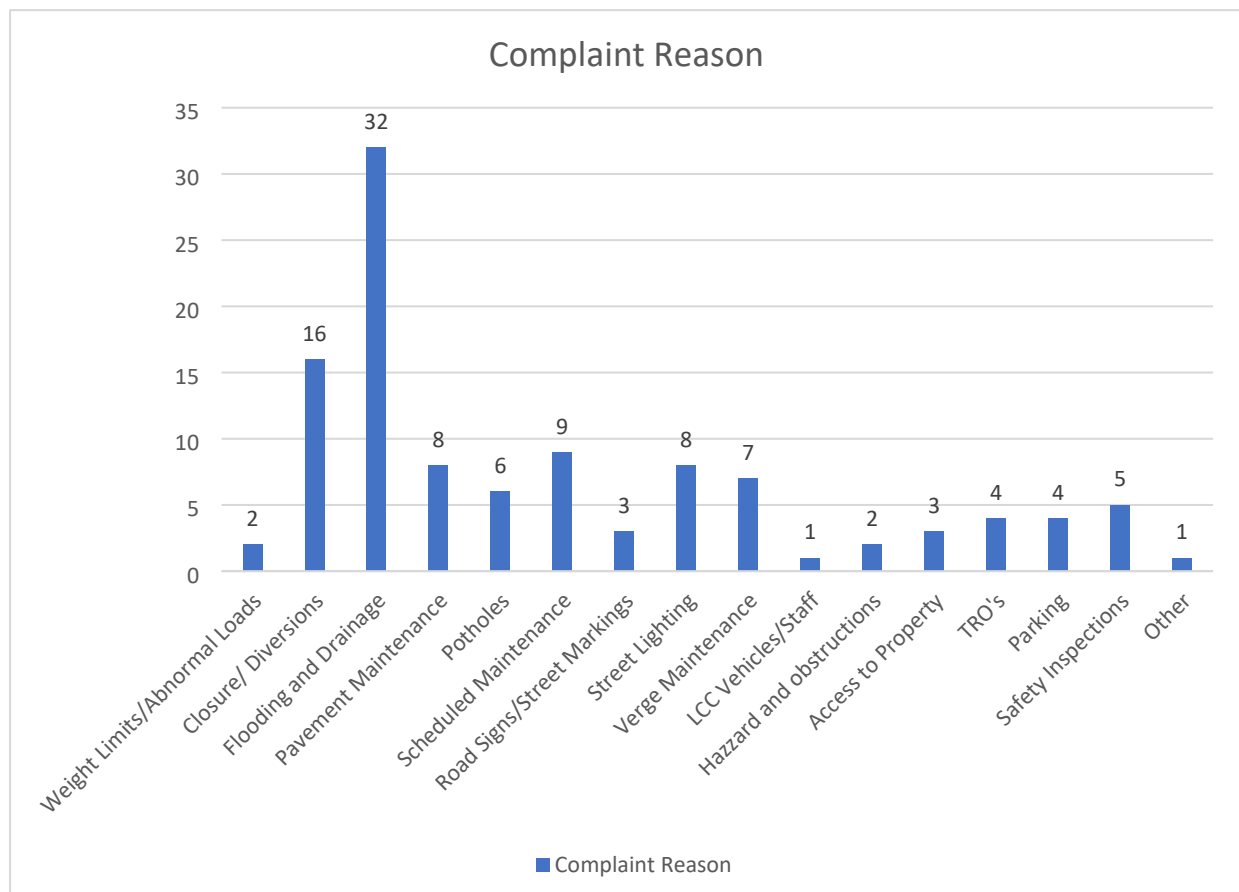
Q3 Overview

During Quarter 3 the highways service received a total of 12,674 Fix My Street enquiries. At the time of drafting the report, call and email data was not available from the Customer Service Centre. During the same time period, the Customer Relations Team received a total of 218 contacts in the third quarter of 2023/2024, from individuals wishing to give feedback, report issues or complain about various services. Of these 218 contacts, 111 entered the formal complaints process, this equates to 51% of all contacts received. The remainder were resolved informally through early resolution. The number of complaints entering the formal process has decreased by 29% this quarter in comparison to the previous quarter and has decreased by 26% in comparison to the same quarter as last year.



Of the 111 complaints formally investigated, 5 cases were escalated to the next stage of the complaints process and required further investigation. 4 cases resulted in no fault being identified and 1 case resulted in a partially upheld outcome as works need to be prioritised to clear required gulleys.

Given the significant volume of enquiries/contacts that teams in this area received in the quarter, the receipt of 111 complaints with an escalation of 4.5% of cases, reflects the positive work being completed on stage one of the complaints process and the response provided. The positive approach in providing thorough responses and suitable remedy, where appropriate, whilst remaining in line with the Local Government Ombudsman (LGO) resulted in no cases raised where the LGO investigation resulted in further action being required from the Local Authority.

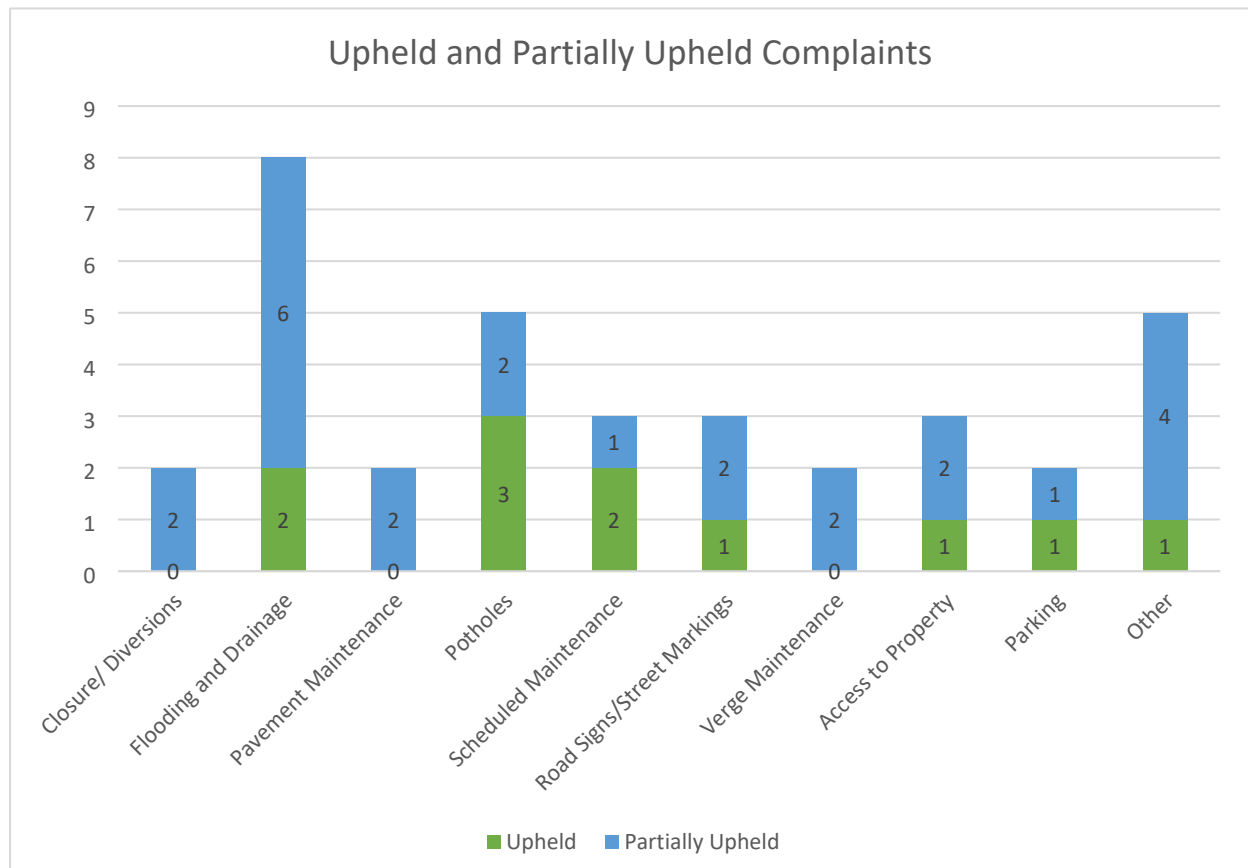


As evident, the highest concern from the public is flooding and drainage. Due to the current inclement weather and preceding storms such as storm Henk and Storm Babet, resources have been stretched responding to incidences countywide.

However there has been a decrease in scheduled maintenance concerns, this has dropped from 33 cases last quarter to 9 cases. There has however been an increase in other areas such as street lighting, in which more contacts have been made in comparison to the single

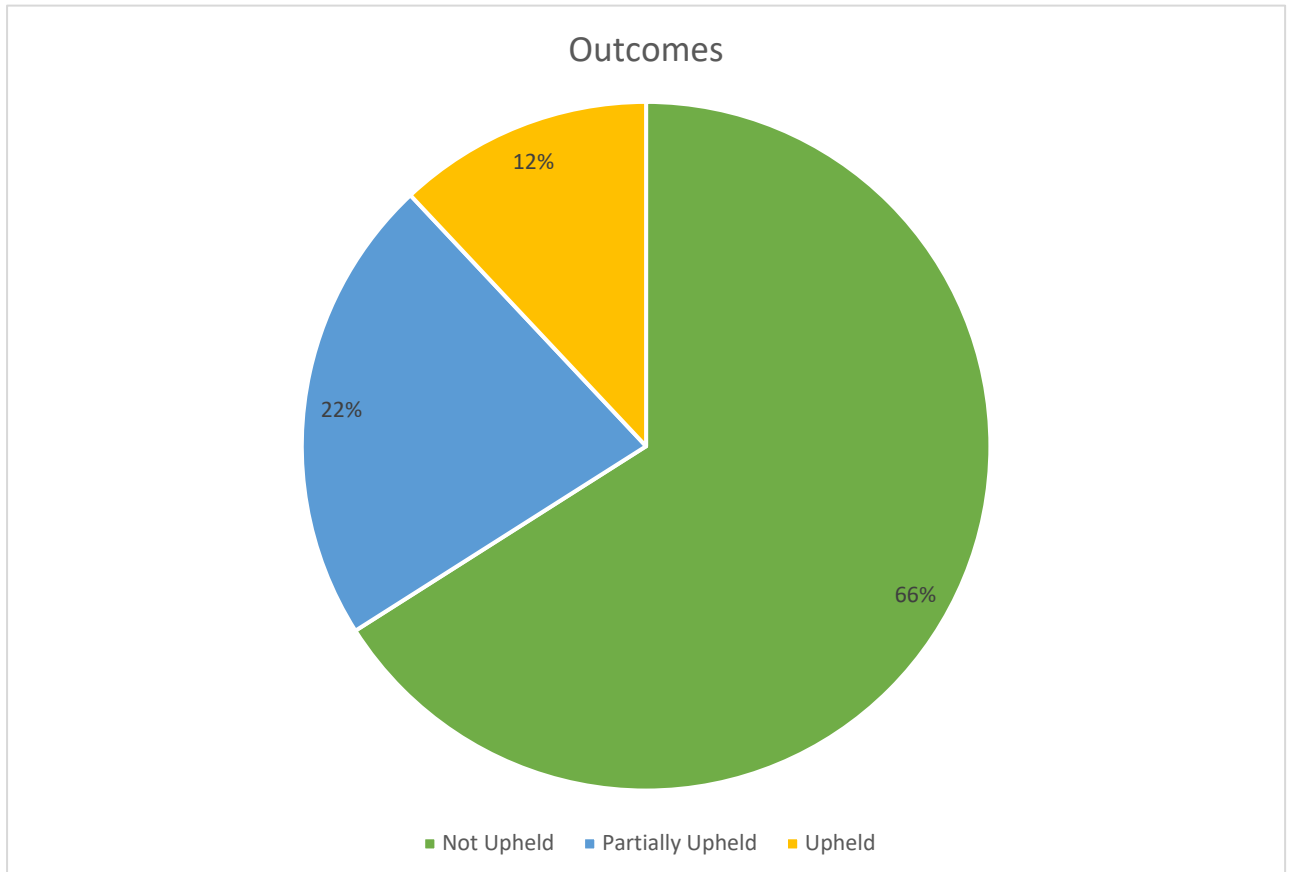
case received in the previous quarter. This rise in street lighting concerns is due to an increase in electricity faults left outstanding, and despite LCC contacting Northern PowerGrid, there has been no response regarding the details or timescales involved with the works necessary in restoring the electricity supply.

The following shows the areas in which complaints were either fully or partially upheld; of 111 cases, 35 were partially upheld or fully upheld, this is a decrease of 38% from last quarter.



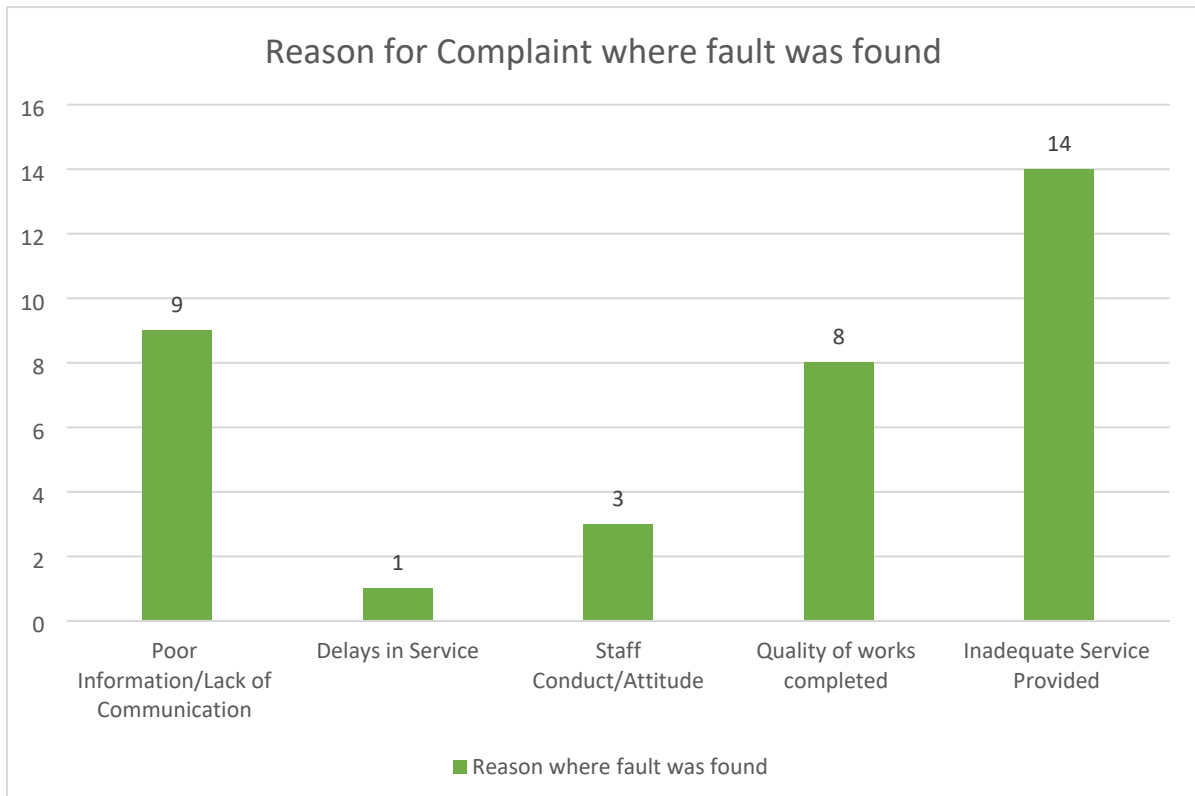
We have seen an increase in the number of concerns relating to flooding and drainage which have been either upheld or partially upheld in comparison to the previous quarter. These have included complex issues causing delays in resolving blocked gullies and checks of rectification works that were not carried out. These checks would have identified defects. Additionally we have seen cases relating to dissatisfactory communication through FMS updates.

The following shows an overall breakdown of the outcomes of complaints. The number of concerns being reported have decreased this quarter, it is evident that the percentage breakdown of outcomes of complaints of upheld and partially upheld cases have also decreased.



Partially and Fully Upheld Complaints

The following shows a breakdown of the main reasons for complaints received where the Council agreed that the service provided was not to the standard expected and, as such, resulted in an outcome of upheld or partially upheld.



This quarter we have seen a higher volume of cases regarding poor information and lack of communication. However we have seen a decline in the number of cases relating to staff conduct and attitude which is positive. We have also seen similar figures as last quarter regarding inadequate service provided which has decreased slightly from 19 to 14 cases.

Summary

This quarter Highways have seen a significant decrease in contacts made to those which have entered the formal process; with 66% of cases finding no fault found. As Quarter 3 falls during the winter months it is expected that an increase in cases will be seen and this has been evident in previous years. However, even after the significant stretch of resourcing to handle to recent unprecedented storms and flooding, the number of cases has remained low. This is a result of improved communication and improving customer expectations through csc, officer contact and FMS.