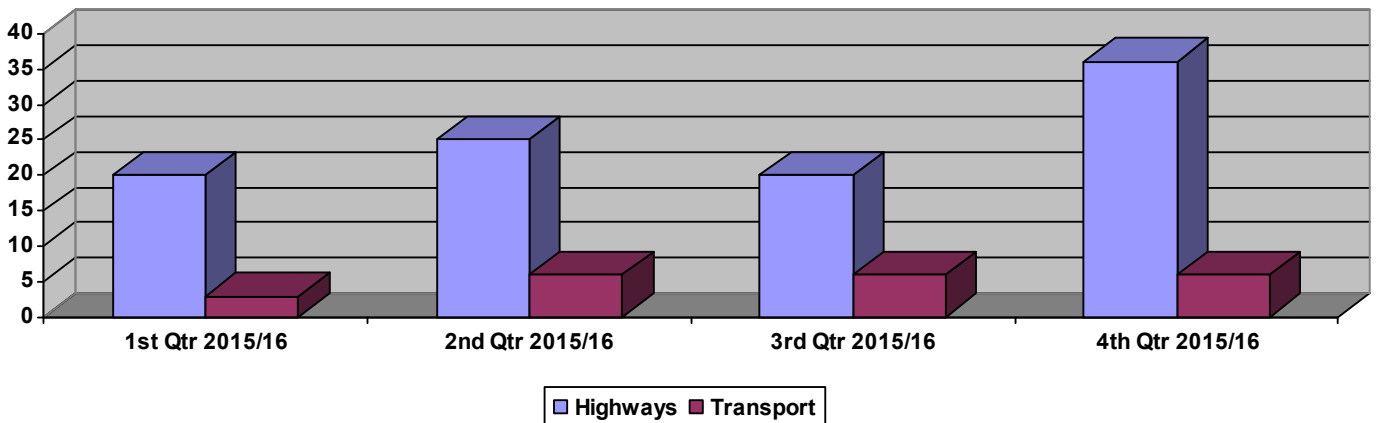


Customer Satisfaction Survey – Scrutiny Committees

<b>Highways and Transport Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> of January – 31 <sup>st</sup> of March 2016 (1 <sup>st</sup> of October – 31 <sup>st</sup> December)	
<b>Total number of complaints received across all LCC service area.</b>	181 (152)* individual school complaints not included.	
<b>Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u></b>	42 (26)	
<b>Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u></b>	40 (42)	
<b>Total Service Area Complaints</b>	Highways	36 (20)
	Transport	6 (6)
<b>Highways Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	0 (2)
	Delayed Assessment of Service Request	0 (0)
	Disability	0 (0)
	Disagree with Policy	4 (2)
	Disagree with Procedure	0 (7)
	Gender	0 (0)
	Insufficient Information Provided	0 (0)
	Lack Of Choice	0 (1)
	Other	0 (1)
	Procedural – Other	32 (1)
	Procedure Not Followed	0 (4)
	Professional - Other	0 (1)
	Service Delay	0 (1)
<b>Transport Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	2 (3)
	Delayed assessment of a service request	0 (1)
	Disability	0 (0)
	Disagree with Policy	1 (2)

	Disagree with Procedure	3 (0)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (0)
	Policy – Other	0 (0)
	Procedural – Other	0 (0)
	Procedure not followed	0 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
<b>Service Area Compliments</b>	Highways	40 (42)
	Transport	0 (0)
<b>How many LCC Corporate complaints have not been resolved within service standard</b>		2 (10)
<b>Number of complaints referred to Ombudsman</b>		10 (7)

### Total Complaint Receipts by Quarter



### Summary

#### LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q4) shows a 19.1% increase on the previous quarter (Q3). When comparing this Quarter with Q4 of 2014/15, there is a 48% increase when 122 were received.

#### Highways Complaints

This Quarter Highways has received 36 complaints which is a 44.4% increase from last Quarter when they received 20 complaints. When comparing this Quarter with Q4 2014/15, there is a difference of 13 complaints when 23 were received.

The outcomes of the 20 complaints were:

- 5 complaint was substantiated
- 6 complaints were partially substantiated
- 24 complaints were not substantiated
- 1 complaint has no outcome recorded

The substantiated complaints were regarding:

- Damage to a floor in a retail shop
- Lack of response to an email
- 2 complaints regarding road conditions of a road in Aswardby
- 1 was regarding parking services using the disabled toilets.

Of the partly substantiated complaints 4 were relating to road conditions such as potholes. One was regarding drainage not working properly and the last was regarding street lights being out of order.

Of the 24 not substantiated complaints, 2 complaints were regarding parking restrictions/permits and enforcement. 11 were regarding potholes and the general condition of roads. There are no other themes to the not substantiated complaints.

#### Transport Complaints

This Quarter Transport has received 6 complaints which is the same as last Quarter when they received 6 complaints. This is a decrease of 2 complaints from Quarter 4 of 2014/15 when 8 were received.

The outcomes of the 6 complaints were:

- 1 complaint was substantiated
- 2 complaints were partly substantiated
- 3 complaints were not substantiated

Of the 1 complaint that was substantiated the complaint was regarding the attitude of a Callconnect driver.

Of the 2 complaints that were partially substantiated both were regarding the specialist transport provision.

Of the 3 non substantiated complaints, 2 complaints were regarding the change of a bus pick up point, and one was regarding inconsiderate bus parking.

#### Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 5% this Quarter, with 40 compliments being received compared to 42 received last Quarter.

#### Highway Compliments

Highways received 40 compliments this Quarter. The compliments were:

- 38 compliments regarding maintenance work that has been carried out
- 2 compliments were for the Lincolnshire Road Safety Partnership for the speed awareness course.

#### Transport Compliments

Transport received 0 compliments this Quarter.

#### Ombudsman Complaints

In Quarter 4 of 2015/16, 10 LCC complaints were registered with the Ombudsman. 2 of these complaints were recorded against Highways. Both of these complaints are still awaiting a decision.

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