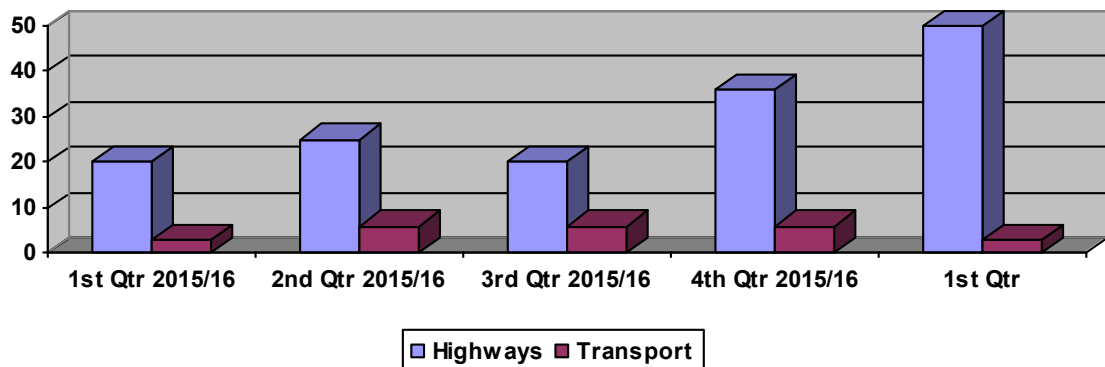


Customer Satisfaction Information – Scrutiny Committees

Highways and Transport Scrutiny Committee		
Date Range for Report	1 st of April – 30 th of June 2016 (1st of January – 31st of March 2016)	
Total number of complaints received across all LCC service area.	152 (181)* individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	53 (42)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	57 (40)	
Total Service Area Complaints	Highways	50 (36)
	Transport	3 (6)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	6 (0)
	Delayed Assessment of Service Request	2 (0)
	Disability	1 (0)
	Disagree with Policy	20 (4)
	Disagree with Procedure	12 (0)
	Gender	0 (0)
	Insufficient Information Provided	2 (0)
	Lack Of Choice	0 (0)
	Other	0 (0)
	Policy of LCC to not provide service	1 (0)
	Procedural – Other	1 (32)
	Procedure Not Followed	0 (0)
	Professional - Other	0 (0)
	Service Delay	5 (0)
Transport Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (2)
	Delayed assessment of a service request	0 (0)
	Disability	0 (0)
	Disagree with Policy	1 (1)

	Disagree with Procedure	0 (3)
	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	1 (0)
	Procedure not followed	0 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
Service Area Compliments	Highways	56 (40)
	Transport	1 (0)
How many LCC Corporate complaints have not been resolved within service standard		4 (8)
Number of complaints referred to Ombudsman		5 (10)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q1 shows a 19.7% decrease on the previous quarter (Q4). When comparing this Quarter with Q1 of 2015/16, there is a 31% increase when 105 complaints were received.

Highways Complaints

This Quarter Highways has received 50 complaints which is a 38.8% increase from last Quarter when they received 36 complaints. When comparing this Quarter with Q4 2014/15, there is a difference of 30 complaints when 20 were received.

The outcomes of the 36 complaints were:

- 1 complaint was substantiated
- 12 complaints were partially substantiated
- 37 complaints were not substantiated

The substantiated complaint was regarding poor/incorrect information provided regarding a road closure.

The 12 partially substantiated complaints were regarding:

- 5 complaints were relating to road works and repairing of potholes
- 1 complaint was regarding drainage not working properly
- 1 complaint was regarding a letter received following a road traffic collision that damaged highways property
- 1 complaint was regarding the speed limit on the B1205
- 1 complaint was regarding the conduct of a traffic enforcement officer
- 1 complaint was regarding the conduct of a highways officer
- 1 complaint was regarding the lack of response to an email that was sent
- 1 complaint was regarding an overgrown hedge on the highway

Of The 37 not substantiated complaints 21 complaints were regarding Lincolnshire County Councils change in street lighting policy. 8 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 3 complaints which is 3 less than last Quarter when they received 6 complaints. There is also a decrease of 3 complaints from Quarter 1 of 2015/16 when 6 complaints were received.

The outcomes of the 3 complaints were:

- 2 complaints were substantiated
- 1 complaint was partially substantiated

Of the 2 complaints that was substantiated one of the complaints was regarding a delay in producing a concessionary bus pass and the second complaint was regarding an inspector on a school bus.

The partially substantiated complaint was regarding the criteria to apply for a concessionary bus pass.

Overall Compliments

The overall compliments received for Highways and Transport shows an increase of 42.5% this Quarter, with 57 compliments being received compared to 40 received last Quarter.

Highway Compliments

Highways received 56 compliments this Quarter. The compliments were:

- 42 compliments regarding maintenance work that has been carried out
- 9 compliments were regarding hedge/ verge cutting
- 1 compliment was regarding bridge repair work
- 4 compliments were for named officers

Transport Compliments

Transport received 1 compliments this Quarter. This was regarding a Max Respect Officer

Ombudsman Complaints

In Quarter 1 of 2016/17, 5 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Highways and Transport.

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