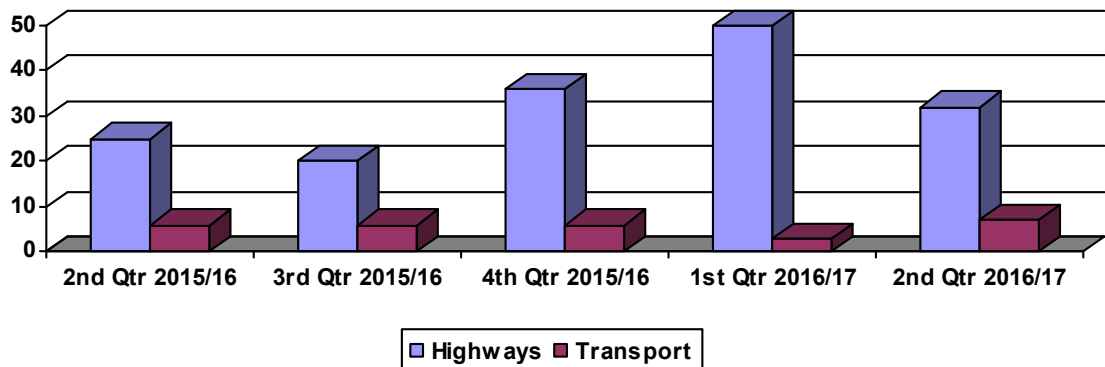


## Customer Satisfaction Information

<b>Highways and Transport Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> of July – 30 <sup>th</sup> of September (1 <sup>st</sup> of April – 30 <sup>th</sup> of June 2016)	
<b>Total number of complaints received across all LCC service area.</b>	117 (152)* individual school complaints not included.	
<b>Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u></b>	39 (53)	
<b>Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u></b>	44 (57)	
<b>Total Service Area Complaints</b>	Highways	32(50)
	Transport	7 (3)
<b>Highways Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	2 (6)
	Delayed Assessment of Service Request	4 (2)
	Disability	0 (1)
	Disagree with Policy	5 (20)
	Disagree with Procedure	15 (12)
	Gender	0 (0)
	Insufficient Information Provided	1 (2)
	Lack Of Choice	0 (0)
	Other	0 (0)
	Policy of LCC to not provide service	0 (1)
	Procedural – Other	2 (1)
	Procedure Not Followed	0 (0)
	Professional – Breach of confidence	1 (0)
	Professional - Other	1 (0)
	Service Delay	1 (5)
<b>Transport Complaint Reasons</b>	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (1)
	Delayed assessment of a service request	0 (0)
	Disability	0 (0)

	Disagree with Policy	2 (1)
	Disagree with Procedure	1 (0)
	Geographic Location	0 (0)
	Insufficient Information Provided	1 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	1 (0)
	Policy – Other	1 (0)
	Procedural – Other	0 (1)
	Procedure not followed	0 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
<b>Service Area Compliments</b>	Highways	42 (56)
	Transport	2 (1)
<b>How many LCC Corporate complaints have not been resolved within service standard</b>		8 (4)
<b>Number of complaints referred to Ombudsman</b>		8 (5)

### Total Complaint Receipts by Quarter



### Summary

#### LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q2) shows a 23% decrease on the previous quarter (Q1). When comparing this Quarter with Q2 of 2015/16, there is a 21% decrease when 149 complaints were received.

#### Highways Complaints

This Quarter Highways has received 32 complaints which is a 36% decrease from last Quarter when they received 50 complaints. When comparing this Quarter with Q2 2015/16, there is a difference of 1 complaint when 31 were received.

The outcomes of the 32 complaints were:

- 2 complaints were substantiated
- 8 complaints were partially substantiated
- 22 complaints were not substantiated

The 2 substantiated complaints were regarding noise caused by footway works on Cross O'Cliff Hill and also follow up sweeping after road resurfacing.

The 8 partially substantiated complaints were regarding:

- 4 complaints were relating to road works and repairing of potholes
- 2 complaints was regarding footpath maintenance
- 1 complaint was regarding the conduct of a highways officer
- 1 complaint was regarding a breach of data

Of the 22 not substantiated complaints 6 complaints were regarding Lincolnshire County Councils change in street lighting policy. 9 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 7 complaints which is 4 more than last Quarter when they received 3 complaints. There is an increase of 1 complaint from Quarter 2 of 2015/16 when 6 complaints were received.

The outcomes of the 7 complaints were:

- 1 complaint was substantiated
- 6 complaints were not substantiated

The 1 complaint that was substantiated was regarding an application for school transport where the student was awarded transport and then this was refused.

Of the 6 not substantiated complaints 3 complaints were regarding the change to a school bus route, 1 was regarding a Callconnect driver, 1 was regarding a concessionary bus pass not working and 1 was regarding a carer being unable to receive a free pass to travel with the disabled passenger.

#### Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 22.8% this Quarter, with 44 compliments being received compared to 57 received last Quarter.

#### Highway Compliments

Highways received 42 compliments this Quarter. The compliments were:

- 41 compliments regarding maintenance work that has been carried out
- 1 compliment was regarding streetlight repairs

#### Transport Compliments

Transport received 2 compliments this Quarter. These were both regarding school transport drivers.

#### Ombudsman Complaints

In Quarter 2 of 2016/17, 8 LCC complaints were registered with the Ombudsman. 6 of these complaints were recorded against Highways and Transport. These are still active investigations.

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