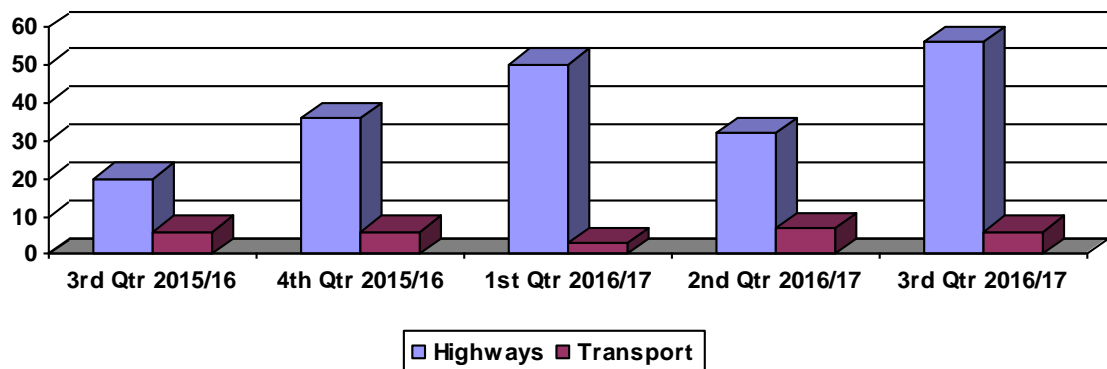


Customer Satisfaction Information – Scrutiny Committees

Highways and Transport Scrutiny Committee		
Date Range for Report	1st of October – 31st of December (1st of July – 30th of September)	
Total number of complaints received across all LCC service area.	143 (117)* individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	62 (39)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	30 (44)	
Total Service Area Complaints	Highways	56 (32)
	Transport	6 (7)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	5 (2)
	Delayed Assessment of Service Request	7 (4)
	Disability	0 (0)
	Disagree with Policy	20 (5)
	Disagree with Procedure	11 (15)
	Gender	0 (0)
	Insufficient Information Provided	1 (1)
	Lack Of Choice	0 (0)
	Other	0 (0)
	Policy of LCC to not provide service	1 (0)
	Procedural – Other	6 (2)
	Procedure Not Followed	1 (0)
	Professional – Breach of confidence	0 (1)
	Professional - Other	2 (1)
Service Delay	2 (1)	
Transport Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (1)
	Delayed assessment of a service request	0 (0)

	Disability	0 (0)
	Disagree with Policy	2 (2)
	Disagree with Procedure	2 (1)
	Geographic Location	0 (0)
	Insufficient Information Provided	0 (1)
	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (1)
	Policy – Other	0 (1)
	Procedural – Other	1 (0)
	Procedure not followed	1 (0)
	Professional - Other	0 (0)
	Service Delay	0 (0)
Service Area Compliments	Highways	30 (42)
	Transport	1 (2)
How many LCC Corporate complaints have not been resolved within service standard		6 (8)
Number of complaints referred to Ombudsman		8 (8)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received this Quarter (Q3) shows a 18% increase on the previous quarter (Q2). When comparing this Quarter with Q3 of 2015/16, there is a 6% decrease when 152 complaints were received.

Highways Complaints

This Quarter Highways has received 56 complaints which is a 43% increase from last Quarter when they received 32 complaints. When comparing this Quarter with Q3 2015/16, there is a difference of 36 complaints when 20 were received.

The outcomes of the 56 complaints were:

- 5 complaints were substantiated
- 8 complaints were partially substantiated
- 43 complaints were not substantiated

The 5 substantiated complaints were regarding:

- 1 complaint was regarding the lack of notices regarding roadworks on the A153
- 1 complaint was regarding contractor staff
- 1 complaint was regarding East West link road fault on Portland Street
- 1 complaint was regarding the inconsiderate parking of a Highways Alliance vehicle
- 1 complaint was regarding the delay in repairing a street light

The 8 partially substantiated complaints were regarding:

- 6 complaints were regarding highways reports relating to street lights that hadn't been actioned
- 1 complaint was regarding a Bikeability instructor
- 1 complaint was regarding street works being completed after midnight.

Of the 43 not substantiated complaints 20 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 6 complaints which is 1 less than last Quarter when they received 7 complaints. There has been no change in the number of complaints received from Quarter 3 of 2015/16 when 6 complaints were received.

The outcomes of the 6 complaints were:

- 1 complaint was partly substantiated
- 5 complaints were not substantiated

The 1 complaint that was partly substantiated was regarding an application for school transport where 1 student was awarded transport due to medical reasons and the sibling was refused.

Of the 5 not substantiated complaints 4 complaints were regarding the change to a school bus route, and 1 was regarding Lincolnshire County Councils policy to not provide concessionary travel for carers.

Overall Compliments

The overall compliments received for Highways and Transport shows a decrease of 30% this Quarter, with 30 compliments being received compared to 44 received last Quarter.

Highway Compliments

Highways received 29 compliments this Quarter. The compliments were:

- 28 compliments regarding maintenance work that has been carried out
- 2 compliments were regarding streetlight repairs

Transport Compliments

Transport received 1 compliment this Quarter. This was regarding independent travel training

Ombudsman Complaints

In Quarter 3 of 2016/17, 8 LCC complaints were registered with the Ombudsman. 5 of these complaints were recorded against Highways and Transport. These are still active investigations.

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