

Customer Satisfaction Information
Highways and Transport Scrutiny Committee Q2
Date range for report 1st July 2017 – 30th September 2017

LCC Overview of compliments

Overall Compliments

The overall compliments received for Highways and Transport shows an increase of 5% this Quarter, with 22 compliments being received compared to 21 received last Quarter.

Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	Current Q2	Q1	Q4	Q3	Q2
		22	21	23	30

Highways and Transport Compliments

Highways and Transport have received 22 compliments this Quarter. The compliments were in mostly in relation to repairs / resurfacing / surface dressing, Speed Awareness Course, traffic light refurbishment, staff compliments and a compliment in relation to a complaint.

There were 6 specific compliments in relation to Transport, which were a compliment about Travel Trainers, cycle storage facility, amendment to a taxi rota and a staff compliment.

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q2) shows a 38% increase on the previous quarter (Q1). When comparing this Quarter with Q2 of 2016/17, there is an 87% increase when 117 complaints were received.

Total number of complaints received across all LCC service area.	Current Q2 17/18	Q1 17/18	Q4 16/17	Q3 16/17	Q2 16/17
	219	159	169	143	117
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	78	46	64	62	39
Total Service Area Complaints broken down					
Highways	64	44	55	56	32
Transport	14	2	9	6	7
Number of complaint escalations relating to <u>Highways and Transport Scrutiny Committee</u>	8	5	2		
How many LCC Corporate complaints have not been resolved within service standard	10	0	1	6	8
Number of complaints referred to ombudsman	11	9	7	8	17

This Quarter Highways and Transport has received 78 complaints which is an increase of 70% on last Quarter when they received 46 complaints. When comparing this Quarter with Q2 2016/17, there is 100% increase with 39 complaints being received.

Highways Complaints

This Quarter Highways has received 64 complaints which is a 45% increase from last Quarter when they received 44 complaints. When comparing this Quarter with Q2 2016/17, there is a difference of 32 complaints when 32 were received.

The outcomes of the 64 Complaints were:

- 1 Complaint was substantiated
- 61 were partly substantiated
- 0 were unsubstantiated
- 1 was closed with no outcome recorded.
- 1 complaint remains open

The 1 substantiated complaint was in relation to the digging up of a pavement outside a customer's front door.

The partly substantiated complaints were generally in relation to the condition of the highway, road works / maintenance / resurfacing. Others included grass cutting / vegetation, parking issues, blocked drains / gullies.

Transport Complaints

This Quarter Transport has received 14 complaints which is 12 more than last Quarter when they received 2 complaints. When comparing this Quarter with Q2 2016/17, there is a difference of 7 complaints when 7 were received.

The outcomes of the 14 complaints were:

- All 14 Partly Substantiated

9 were in relation to education transport matters
 3 were in relation to Concessionary bus passes
 1 about the Bikeability scheme effectiveness
 1 regarding planning for the Rental Bike scheme.

Complaint escalations

In Quarter 2 of 2017/18 there were a total of 22 complaint escalations for LCC.
 8 of these related to Highways and Transport (all Highways)

Ombudsman Complaints

In Quarter 2 of 2017/18, 11 LCC complaints were registered with the Ombudsman. 1 of which related to Highways & Transport, however, this was classed as premature by the LGO and referred to the complaint procedure.