

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q1
Date range for report 1st April 2018 – 30th June 2018

LCC Overview of compliments

Overall Compliments

The overall compliments received for Public Protections and Communities shows an increase of 80% on last Quarter with 18 compliments received compared to 10 in the last quarter.

Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u>	Current Q1	Q4	Q3	Q2	Q1
	18	10	30	17	21

Public Protections and Communities Compliments

Public Protections and Communities have received 18 compliments this Quarter which were as follows:

7 x Lincolnshire Fire & Rescue

- These included 4 compliments to Crews for their response to emergencies, support with training for Lincs Police and assistance to EMAS for reunion and promotion of services, 3 compliments to individual staff for information provided and assistance.

7 x Registration

- These included 4 compliments to staff for assistance with organising civil ceremonies, 2 compliments to staff for registration of deaths and 1 for the Coroners Service.

2 x Heritage

- Both of these are compliments to the Archives and staff for assistance in research.

1 x LFR Business Support

- For their assistance with the Logistics Cell

1 x Heritage Business Support

- For assistance in returning lost property

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q1) shows a 4% decrease on the previous quarter (Q4). When comparing this Quarter with Q1 of 2017/18, there is a 17% increase when 159 (excluding school complaints figures) complaints were received.

Total number of complaints received across all LCC service area.	Current Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18
	186	193	241	219	159

Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u>	4	1	6	3	7
Total Service Area Complaints broken down					
Community Safety	0	0	0	0	0
Community Cohesion	0	0	0	0	0
Emergency Planning	0	0	0	0	0
Fire and Rescue	0	0	0	2	2
Registration, Celebratory and Coroners Services	3	1	4	0	5
Trading Standards	1	0	1	1	0
Public Health	0	0	0	0	0
Libraries & Heritage	0	0	1	0	0
Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	0	0	2	0	0
How many LCC Corporate complaints have not been resolved within service standard	3	9	4	10	0
Number of complaints referred to ombudsman	15	16	10	11	9

This Quarter Public Protections and Communities have received 4 complaints which is a increase of 75% on last Quarter when they received 1 complaint. When comparing this Quarter with Q1 2016/17, there is a 43% change when 7 complaints were received.

Registration, Celebratory and Coroners Services

This Quarter, Registration has received 3 complaints regarding Coroners Services. 2 were partly substantiated and 1 was not substantiated.

Trading Standards (Safer Communities)

This Quarter, Trading Standards received 1 complaint regarding an Auto and Tyre Centre in Boston. The complaint was not substantiated.

Complaint escalations

In Quarter 1 of 2018/19 there were a total of 29 complaint escalations for LCC. None of these related to Public Protection and Communities.

Ombudsman Complaints

In Quarter 4 of 2017/18, 15 LCC complaints were registered with the Ombudsman. One of these complaints was recorded against Public Protection and Communities regarding the Council refusing to reinstate a stop tap at the side of a property. This was not investigated by the LGO as unable to reach an outcome the complainant desired.