

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q3
Date range for report 1st October 2018 – 31st December 2018

LCC overview of compliments

Overall Compliments

Overall compliments received for Public Protections and Communities show a decrease of approximately 48% on last Quarter with 11 compliments received compared to 21 previously.

Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u>	Current Q3	Q2	Q1	Q4	Q3
	11	21	18	10	30

Public Protections and Communities Compliments

Public Protections and Communities have received 11 compliments this Quarter which were as follows:

10 x Registration compliments which include 8 compliments to Registrars and Registration Staff for recent wedding ceremonies, information provided with regards licensing of venues etc. Praise from Nottinghamshire Registration Service to Donna Sharp for information sharing and a thankyou specifically for Beverly Cotterill for her assistance with a death registration.

1 x Heritage compliment from Heritage Lincolnshire to the Enterprise Funding Team for their hard work and success in securing funding for 'The Old Kings Head' project.

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q3) shows an increase of approximately 5% on the previous quarter (Q2) with 161 complaints received this Quarter compared to 153 last Quarter. When comparing this Quarter with Q3 of 2017/18, there is a decrease of approximately 33% where 241 complaints were received.

Total number of complaints received across all LCC service area.	Current Q3	Q2	Q1	Q4	Q3
	161	153	186	193	241
Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u>	2	2	4	61	6
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	0	0
Registration, Celebratory and	2	0	3	1	4

Coroners Services					
Trading Standards	0	2	1	0	1
Public Health	0	0	0	0	0
Libraries & Heritage	0	0	0	0	1
Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	1	0	0	0	2
How many LCC Corporate complaints have not been resolved within service standard	1	2	3	9	4
Number of complaints referred to ombudsman	12	17	15	16	10

Public Protections and Communities

This Quarter Public Protections and Communities have received 2 complaints which is the same as last Quarter. When comparing this Quarter with Q3 2017/18, there is a 67% decrease when 6 complaints were received.

Registration, Celebratory and Coroners Services

Registration, Celebratory and Coroners Services received 2 complaints this Quarter.

The first was in relation to the 'Tell us Once Service'. This complaint was unsubstantiated.

The 2nd complaint was in relation to the Coroner's service (inquest). This complaint was partly substantiated however, this was also escalated to Stage 2.

Complaint escalations

In Quarter 3 of 2018/19 there were a total of 15 complaint escalations for LCC. One of these related to Public Protection and Communities.

Ombudsman Complaints

In Quarter 3 of 2018/19, 12 LCC complaints were registered with the Ombudsman.

3 in relation to Children's Services
3 in relation to Adult Social Care
2 in relation to Education
2 in relation to Highways
2 in relation to Planning

Addendum

This Quarter (Q3) there were 13 further corporate complaints which cannot be effectively reported on. These complaints were not logged via IMP due to the nature of the complaints (i.e. Service Area's involved do not use IMP)