

Highways and Transport Complaints Report

Quarter 2;
2020/2021

October 2020

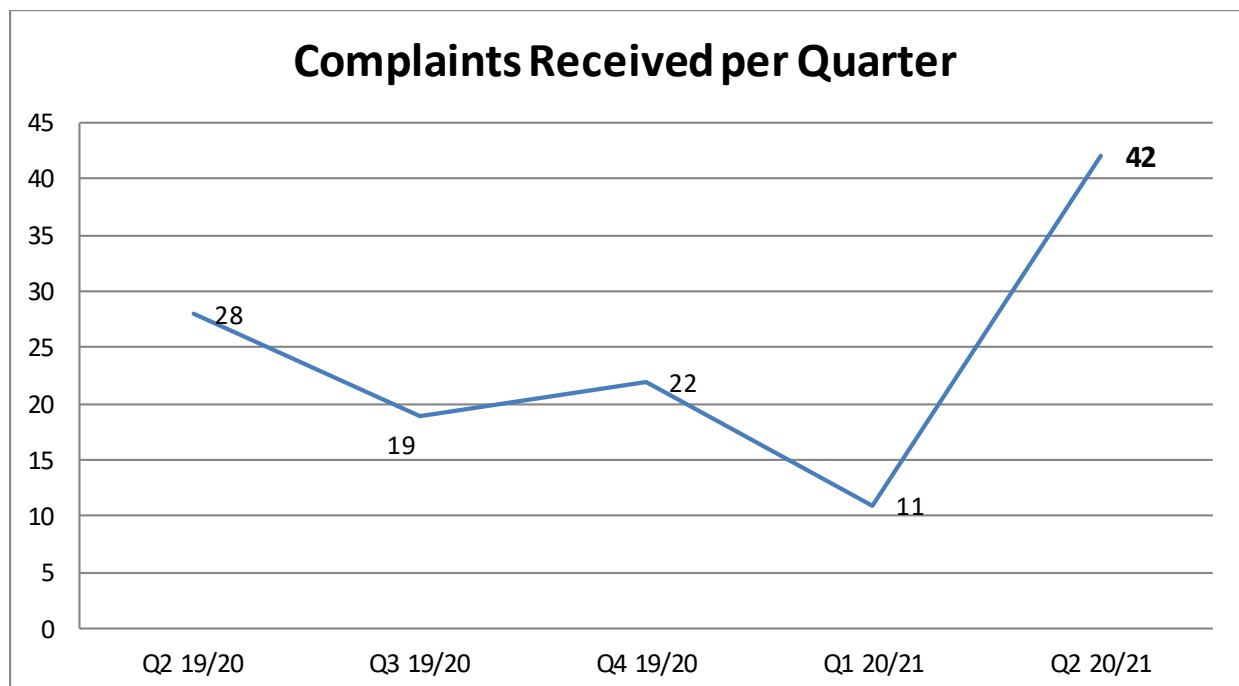
Introduction

The following report is a summary of findings from the complaints raised in the second quarter of 2020/2021 for Highways and Transport. Details on any common themes within complaints and overall figures for numbers received and outcomes will be provided. This report will be incorporated into reports provided to the Audit Committee and CLT.

Q1 Overview

Highways and Transport received 145 contacts in the second quarter of 2020/2021, from individuals wishing to complain about various services. Out of these 145 contacts 42 entered the formal complaints process; the remaining 103 were resolved outside of this process in Early Resolution. This equates to 71% of all contacts received. The number of contacts received in the second quarter has risen by 79% when compared to the previous quarter; this accounts for the increase in the overall number which entered the formal process.

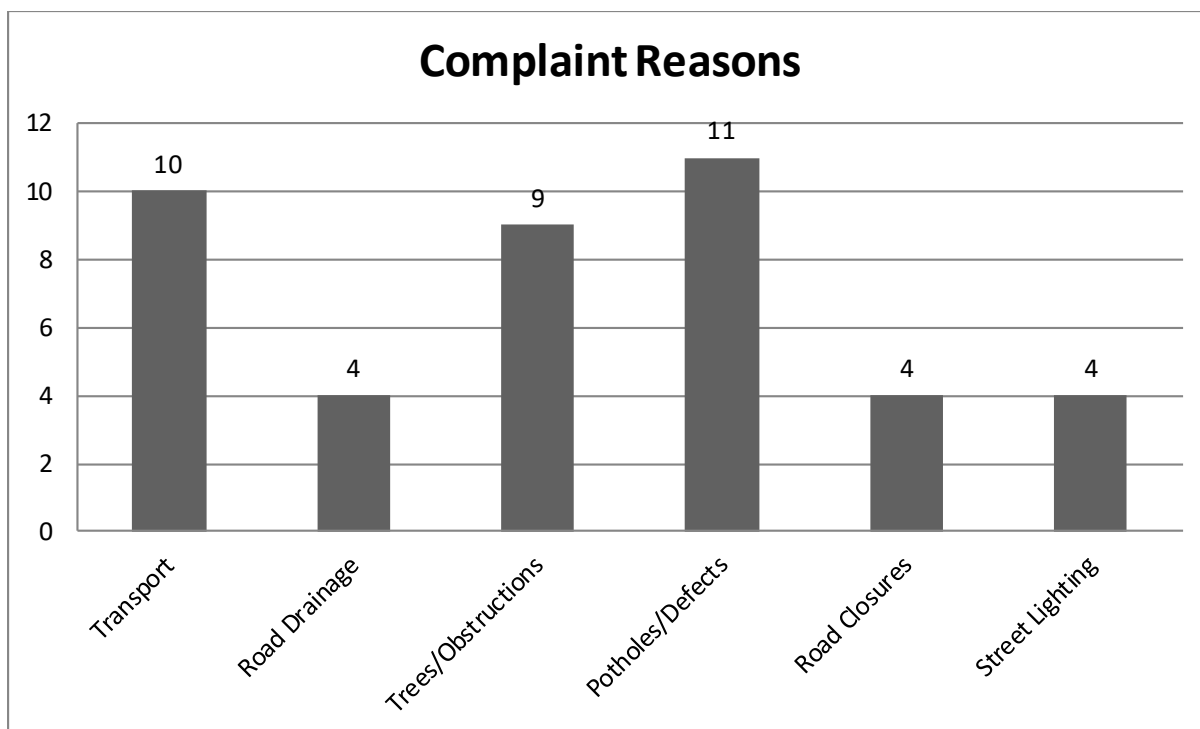
When comparing the second quarter of this year to the same quarter of the previous year there has been an increase of 50% in complaints.



The second quarter has seen one complaint escalate to the 2nd stage of the complaints process. This was due to an area of the complaint not having received a response at stage 1. In line with the policy this had to be escalated in order to respond to the single outstanding issue.

Given the large increase in the number of contacts received and the number of cases entering the formal process a single escalation to the next stage continues to reflect the success of the strategy in place in dealing with complaints and early resolutions.

Complaints raised were in relation to the following areas;



This quarter has seen an increase in the number of complaints raised in relation to transport. It should be noted that transport has been affected by Covid-19 regulations and how these services are being provided.

Out of the 42 complaints which were received and investigated 3 had an outcome of partially upheld and 11 had an outcome of upheld. The remaining 28 complaints were not upheld.

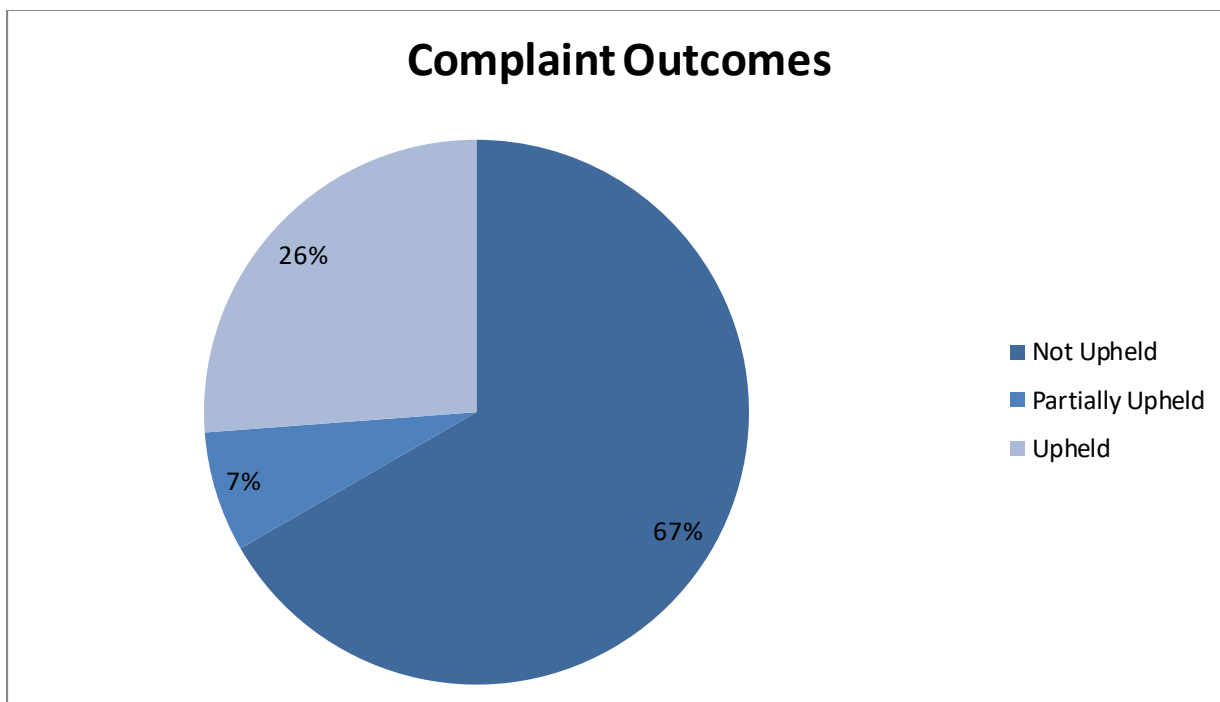
These complaints were reviewed further in order to establish any cause for concern.

Of the 10 complaints raised in relation to Transport 1 had an outcome of upheld and one partially upheld. The reason for both was a lack of communication/ a delay in responding. As stated above the areas has seen a large increase in work, given new and changing regulations being implemented and this is a potential cause for delay.

Of the 11 complaints raised in relation to Potholes/Defects 4 had an outcome of partially upheld and 2 had an outcome of upheld. The reasons here varied, with 3 being due the lack of detail/action, considered by the complainant, after having reported a defect. One was in relation to a delay in communication with the complainant. 2 partially upheld complaints were in relation to complainant being unhappy with the information given on intervention levels.

4 of the 9 complaints raised in relation to Trees/Obstructions were upheld. All were in relation to a delay in communication and information about action which would be taken.

The remaining 2 upheld cases were in relation to Road Drainage. 1 was due the complainants dissatisfaction with decision made and advice given and the 2nd was due to a delay in communication.



Summary

It is difficult to pinpoint the precise reason for the increase in the number of contacts received. This has been the case for all areas across the council during the 2nd quarter. Given the increase it is positive to note that this area has worked hard to maintain the large percentages it achieves in resolving cases informally, and teams should be commended for their work. Whilst there are a few mentions of delays in relation to the complaints raised, it is important to note the increase in communication across all areas of the council and the effect this is currently having on workloads. This will be monitored.

Given the unexpected increase in cases, recommendations for improvement would not be suitable until the 3rd quarter's data has been analysed. This will allow an assessment on whether the increased contacts were specific to the quarter, given the national situation, or are an on-going matter which needs to be addressed.