

Highways and Transport Complaints Report

Quarter 2; 2021/22

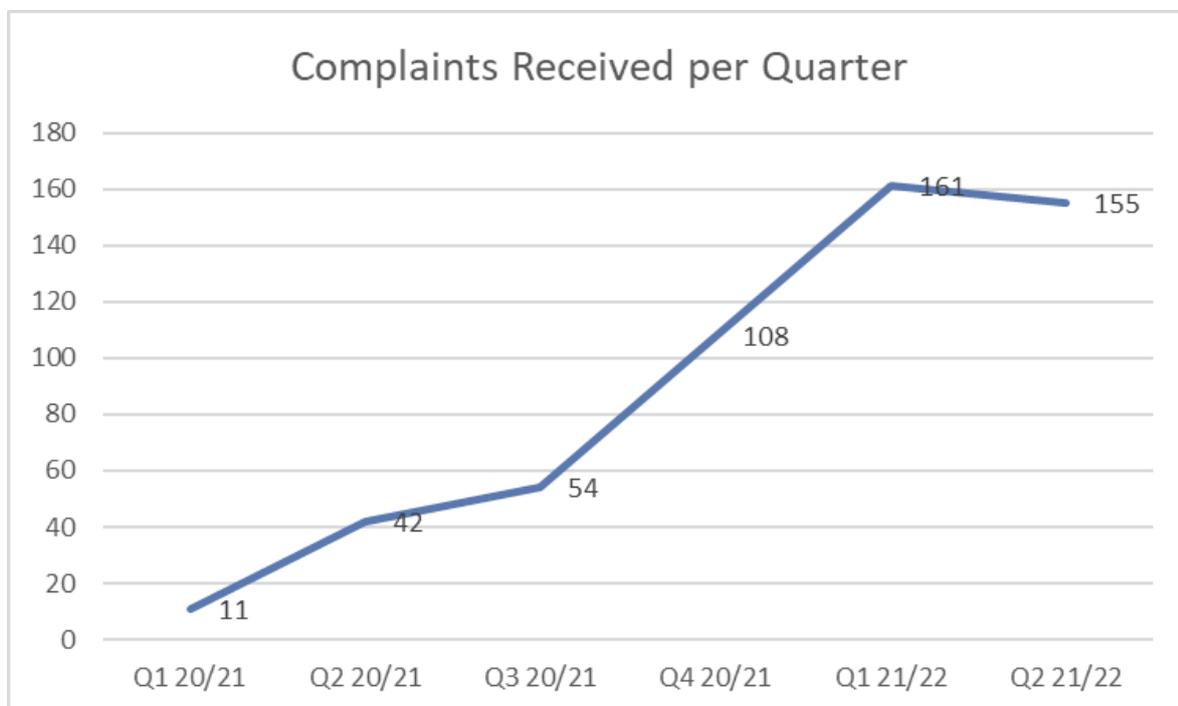
November 2021

Introduction

The following report is a summary of findings from the complaints raised in the 2nd quarter of 2021/2022 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.

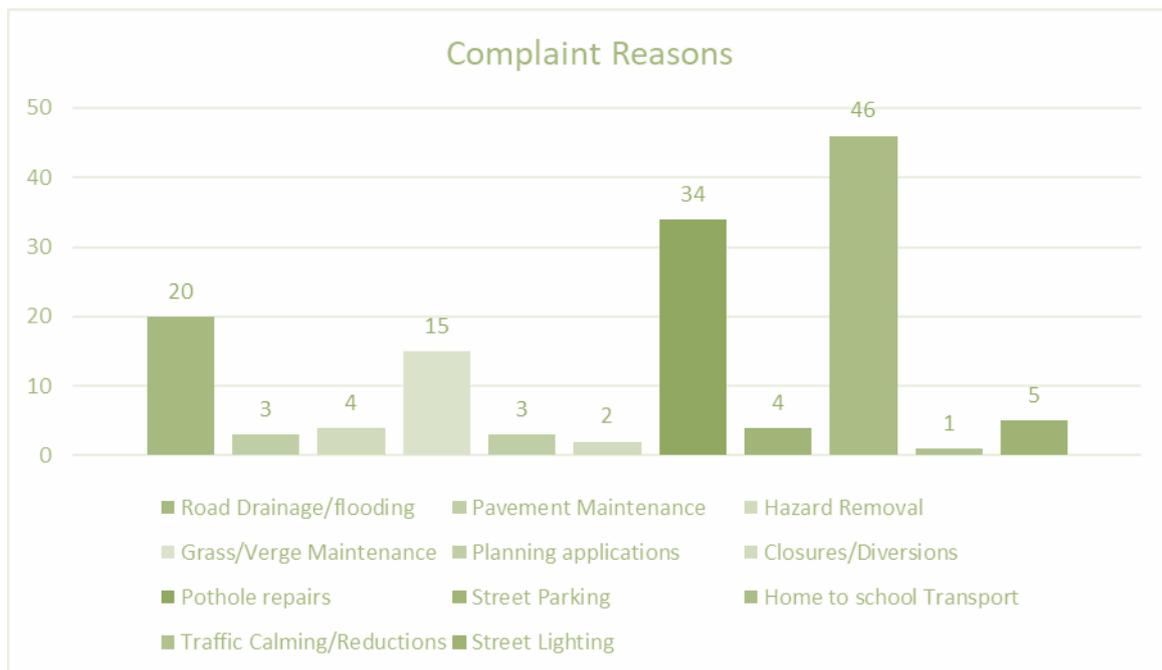
Q2 Overview

Highways and Transport received 433 contacts, inclusive of enquiries, in the second quarter of 2021/2022, from individuals wishing to complain about various services. Out of these 433 contacts 155 entered the formal complaints process, this equates to 36% of all contacts received, the remainder were actioned and resolved informally. The number of complaints entering the formal process has remained similar to the previous quarter figures. Outcomes of complaints show that there is no significant increase in areas where fault was found only that the numbers being received increased.



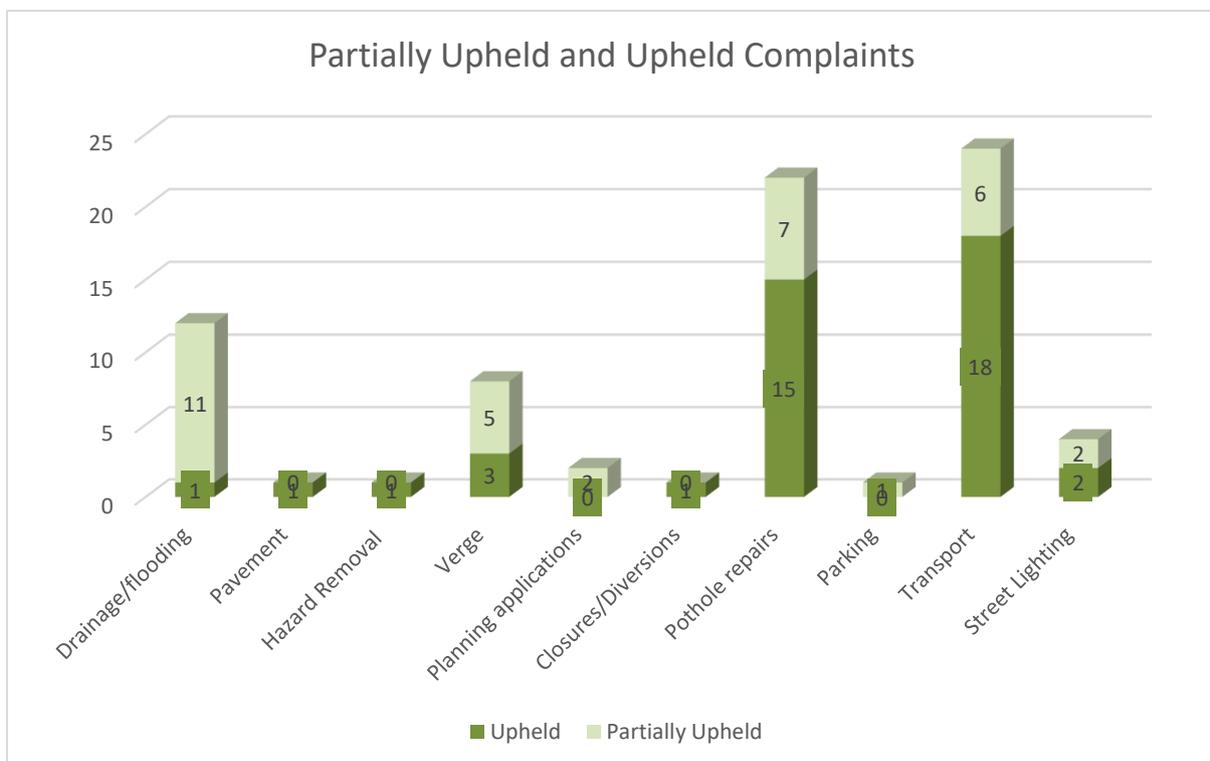
The 2nd quarter saw 5 complaints escalated to the second stage of the complaints process, of these 5, none of these escalated complaints were upheld, 3 were partially upheld and 2 not upheld. Given the large increase in the number of contacts received and the number of cases entering the formal process, having only 5 escalations 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;



With a large increase in the number of complaints raised there has also been an increase in the number of complaints being partially or fully upheld. The positive in this is that it has allowed the service to effectively respond to concerns and rectify any issues. This can be observed in the lack of any cases being escalated to the next stage of the complaints process.

The following shows the areas in which complaints were either fully or partially upheld;

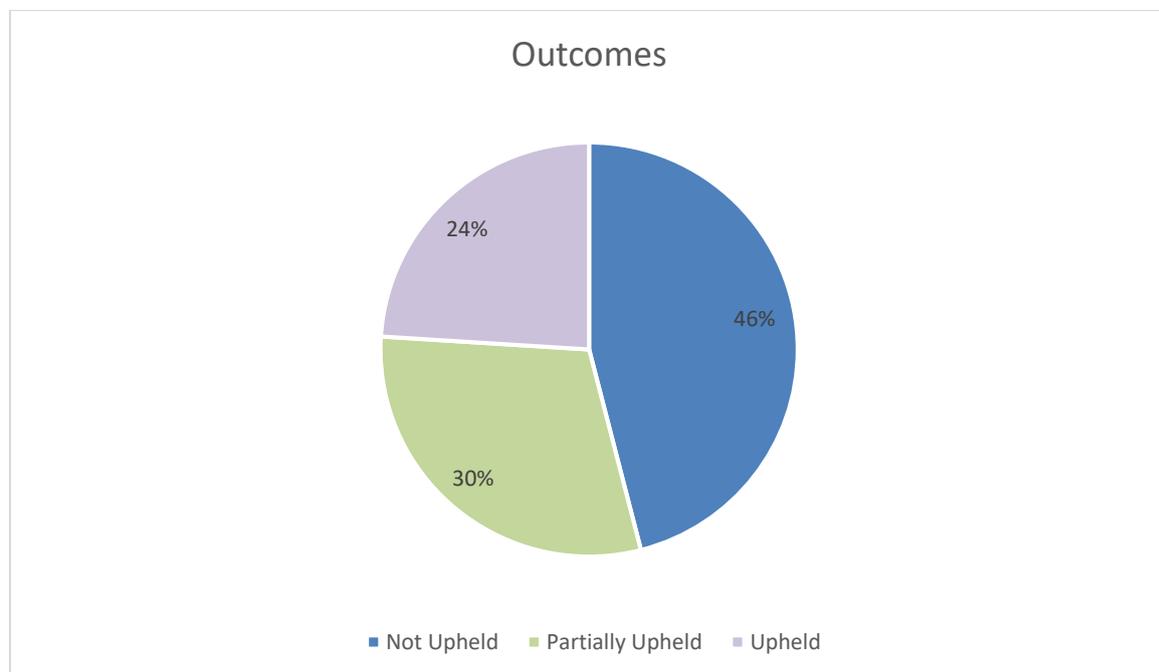


Out of the flooding complaints that have been partially upheld, 4 of the 11 complaints are from the same location in Scotter around the same issue. Delays in communication and job completion have been the cause of the remainder.

In transport there has been an increase in Home to school transport complaints. 18 out of the 46 were upheld and 6 were partially upheld. 57% of all transport complaints included poor communication. This is due to the unprecedented number of enquiries received for the start of the new educational year, and the known issues around the service provided.

14 of the 34 complaints where fault was found in relation to potholes/defects, were as a result of resourcing unable to meet agreed timescales.

The following shows an overall breakdown of the outcomes of complaints. Whilst the numbers of concerns being reported are significantly higher, the percentage breakdown of outcomes in comparison to previous quarters is not significantly changed.



Summary

During quarter 2 we have received a higher number of Transport complaints in comparison to previous quarters, out of the 46 complaints, 10 cases were overdue, however no reason for the delays have been provided. We are aware that the Transport Department have been experiencing unparalleled challenges in procuring home to school transport this year as Transport Operators have a shortage of drivers and are therefore unable to commit to taking on the work. In addition to the procuring difficulties, due to the high volume of contacts, there has been delays in communication from the Transport Team to address the enquires that were received, this has led to further complaints.

We have witnessed an increase in complaints relating to bus operator Black Cat Travel especially received from parents of Sir Robert Pattinson Academy Secondary School. An Independent Risk

Assessment has been carried to out to assist with the concerns raised by the parents and the Operator is under review for future contracts.

208 contacts that have come through to us have been addressed by the team before the need to be logged as a formal stage 1 and that all areas have assisted with providing adequate information to provide to the public so that they remain satisfied with the outcome with their enquiries.

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