



Open Report on behalf of Andrew Crookham, Executive Director - Resources

Report to:	Audit Committee
Date:	13 June 2022
Subject:	Corporate and Statutory Annual Complaints Report 2021/22

Summary:

This report provides an analysis of corporate and statutory complaints received by Lincolnshire County Council during the year 2021/2022. A countywide overview will determine any recurring themes across the council and additional analysis per service area will aim to pinpoint any specific areas of work to reduce complaints.

Whilst we strive to reduce levels of dissatisfaction around services being delivered to our customers the significant increase in complaints, we have experienced provides additional data from which we are able to learn and improve. As a result, a renewed focus is to be placed on early resolution of concerns.

Recommendation(s):

Overview and Scrutiny Management Board (OSMB) are requested to acknowledge the findings of the report to enable it to be published externally as required by the Local Government and Social Care Ombudsman (LGSCO).

Background

The Annual Corporate and Statutory complaints report provides an analysis of contacts and complaints received by Lincolnshire County Council during the year 2021/2022.

The countywide overview details any recurring themes across the council and additional analysis is provided for specific service areas pinpointing any specific areas of work to address issues.

The report also provides recommendations as to how services, inclusive of Customer Relations, can be improved.

Conclusion

As restrictions resulting from the pandemic have been eased, services are seeing a return in most areas to pre-pandemic delivery levels. This has had its own challenges. In addition, it is of note that there is an increased focus in respect of the provision of public services, particularly from the media.

Whilst we strive to bring down the dissatisfaction with services being delivered the increase provides additional data from which we can learn and improve. As a result of the figures, and as mentioned in this report, it is vital that a renewed focus be placed by services on the early resolution of concerns.

With difficulties faced during the year in the volume of contacts and complaints, compliance against Key Performance Indicators (KPIs) has seen a steady decline and is now being monitored closely, with a drive to improve this figure. This data is being shared with relevant Heads of Service to achieve the required KPIs.

Consultation

a) Risks and Impact Analysis

N/A

Appendices

These are listed below and attached at the back of the report	
Appendix A	Corporate and Statutory Annual Complaints Report

Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Corporate and Statutory Complaint Report 2021/2022	Published on LCC Website

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