

Highways and Transport Complaints Report

Quarter 4; 2022

April 2022

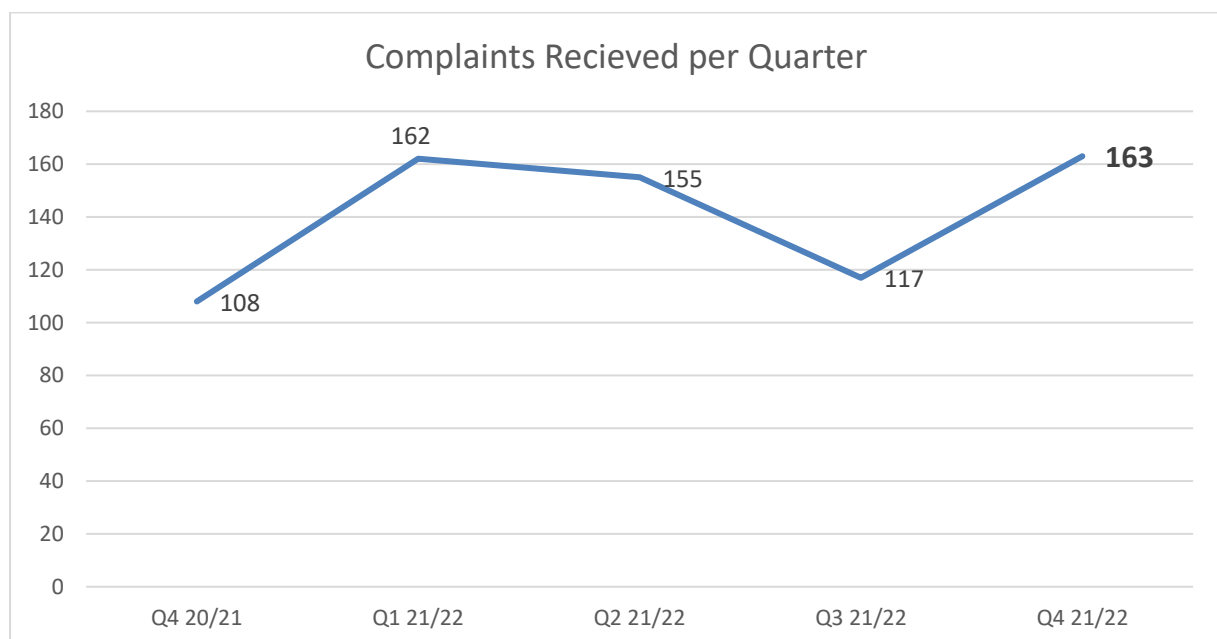
Introduction

The following report is a summary of findings from the complaints raised in the 4th 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.

In this report the figures for each department will be broken down to provide a more in-depth look at the main issues we are currently experiencing.

Q4 Overview

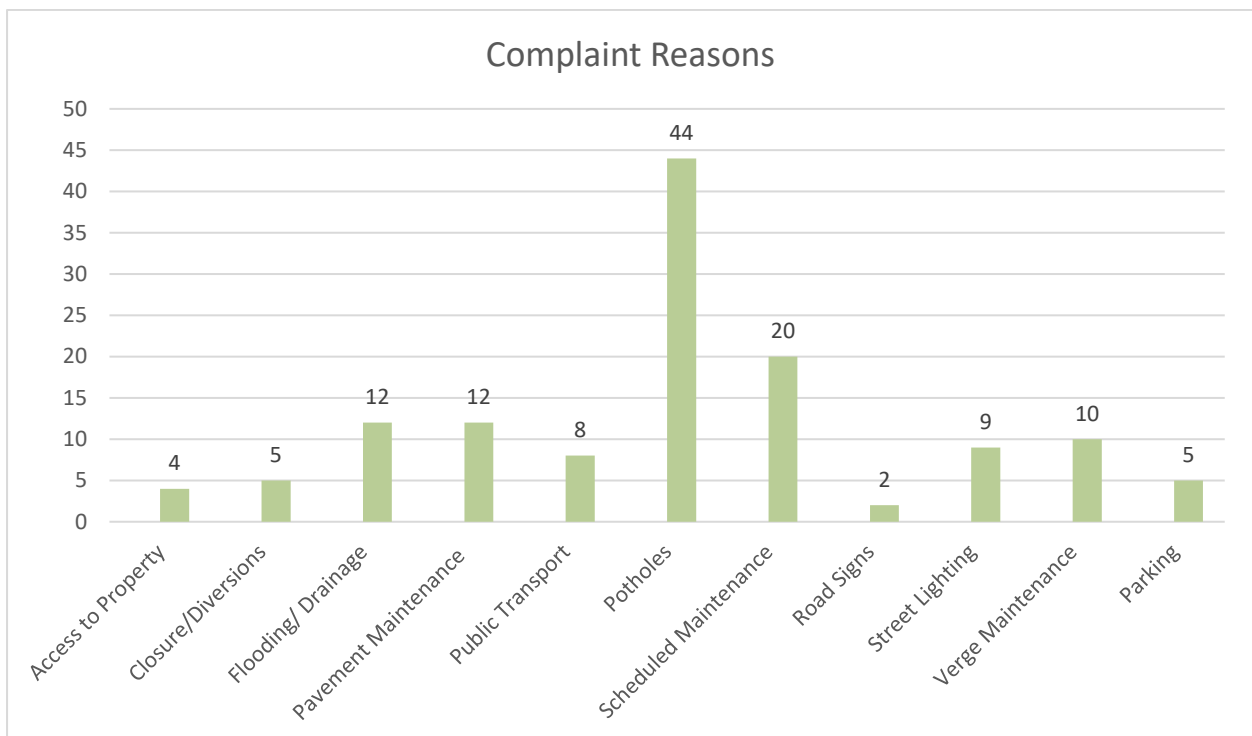
Highways received 9189 Fix My Street contacts, 8782 CSC calls, 2758 CSC emails and the Customer Relations Team received 224 contacts totalling 20953 in the fourth quarter of 2021/2022, from individuals wishing to give feedback, report issues or complain about various services. Out of these 20953 contacts, 163 entered the formal complaints process, this equates to just over 1% of all contacts received (73% of contacts received by CRT entered the formal process), the remainder were actioned and resolved informally. The number of complaints entering the formal process has seen a 25% decrease in comparison to the previous quarter.



Of the 163 complaints formally investigated, only one case was escalated and explored at a stage 2 of the complaints process. Upon reviewing, the case was not upheld as the concerns raised showed there was not a fault found in the delivery of the services received.

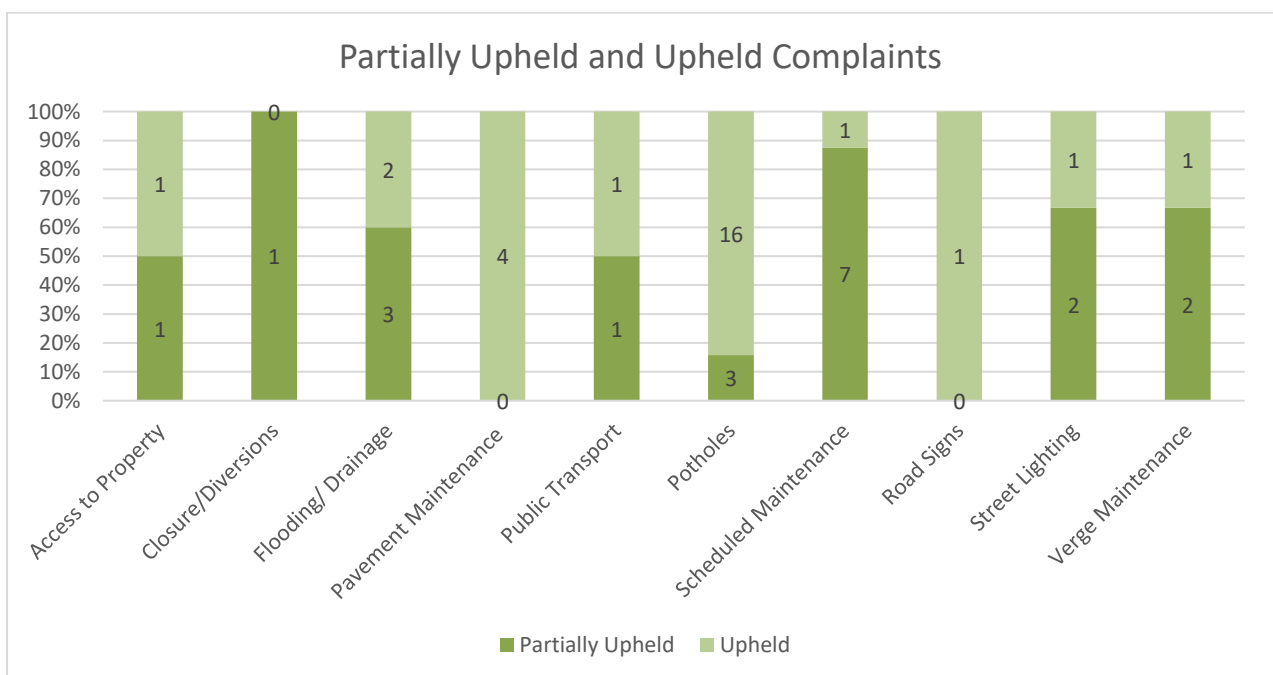
Given the significant volume of enquiries/contacts the highways service received for this quarter against the receipt of 163 complaints with only an escalation of 1.23% cases, reflects the positive work being done on receipt of the concerns raised. The positive approach in providing thorough responses and suitable remedy where appropriate, and in line with the Local Government Ombudsman (LGO). Whilst cases have been escalated to the LGO, none of these have seen fault found in either the way in which the service was delivered, or the responses provided to individuals raising complaints.

Complaints raised were in relation to the following areas;



With an increase in the number of complaints raised there has also been an increase in the number of complaints being partially or fully upheld. This means that the service effectively responding to concerns and rectifying issues raised. 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;

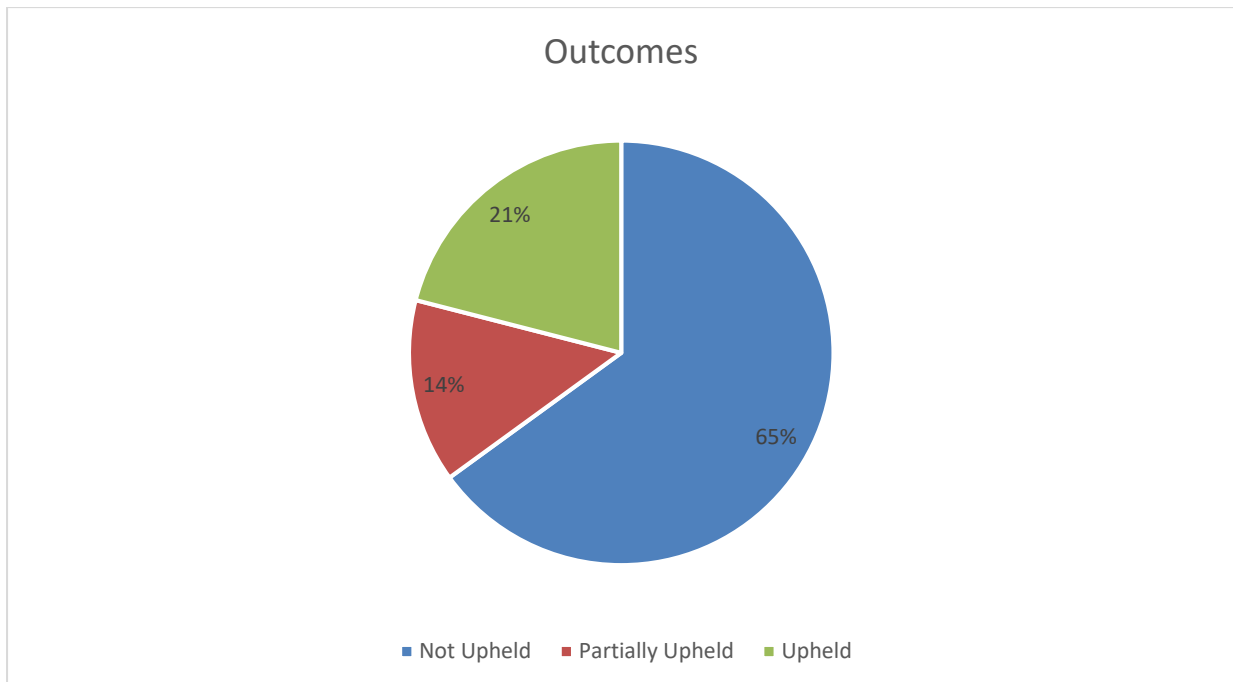


As evident, the highest concern from the public is the need to repair road defects. The main cause of this is the public's perception that the need to repair is greater than agreed with the intervention levels within our HIAMP.

During this Quarter, Outer Circle road was closed whilst works were carried out at Wicks Retailer. This led to several contacts regarding the diversion route that was being used and local residents were unhappy with the decision to fully close the road.

There has also been a high number of contacts made regarding the traffic management along the A17 Swing bridge/Sutton bridge. Numerous residents have expressed their upset for the delays they have been facing and no improvement seen.

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



Summary

Whilst numbers remain higher than pre-pandemic levels, they should not be considered in isolation given the 20953 enquiries / contacts were received, the numbers of stage 1 complaints have remained relatively parallel over the last year. It is positive that the service continues to see a high number of contacts being resolved informally to the complainant's satisfaction with a significant low number of cases being escalated to the next stage of the process.

The main concern from the public is regarding road maintenance. It has been noted that many responses stated that delays experienced were down to the contractors delivering working on behalf of Lincolnshire County Council. Another known issue in delays has been the difficulties in the availability and sourcing of construction materials.