

# Highways Complaints Report

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Quarter 1; 2022

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July 2022

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## Introduction

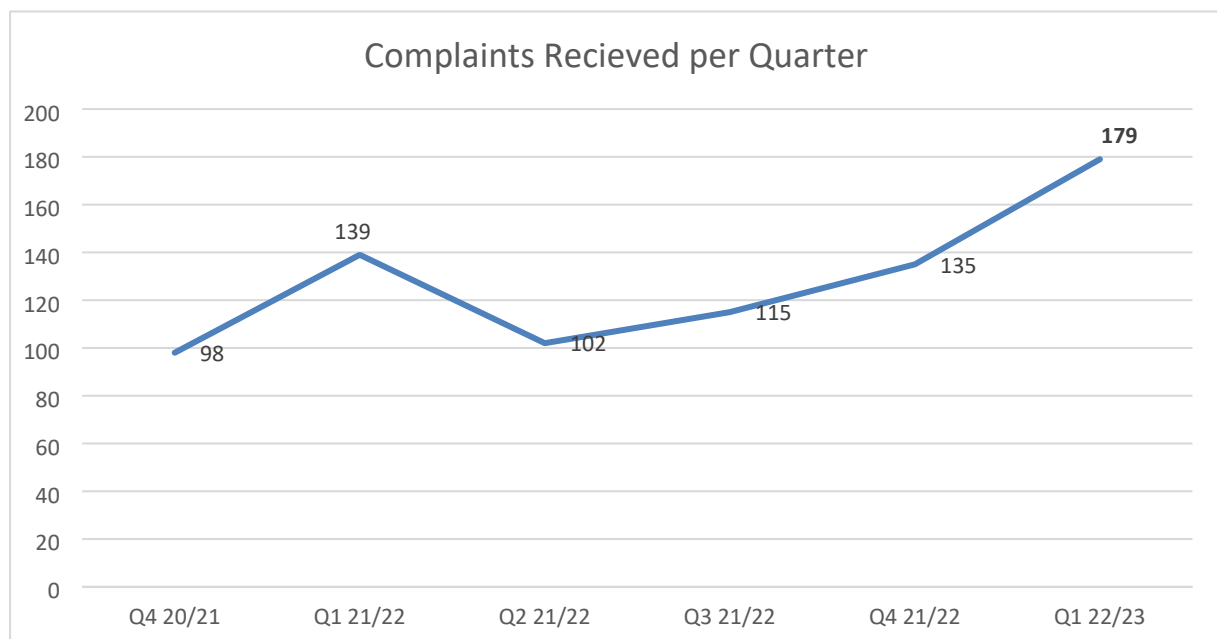
The following report is a summary of findings from the complaints raised in the 1st quarter of 2022/2023 for Highways. Details on any common themes within complaints and overall figures for numbers received and the outcomes will be provided. This report will be incorporated into reports provided to the 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. This is first standalone Highways report to not include transport data.

## Q1 Overview

Lincolnshire County Council received 5,873 Fix My Street contacts, 11,644 CSC calls and 2,582 CSC emails.\*

Highways received a total of 233 contacts to the Customer Relations Team in the first quarter of 2022/2023, from individuals wishing to give feedback, report issues or complain about various services. Out of these 233 contacts, 179 entered the formal complaints process, this equates to 77% of all contacts received. The remainder were resolved informally through early resolution. The number of complaints entering the formal process has increased by 32% this quarter in comparison to the previous quarter and 28% in comparison to the same quarter last year.

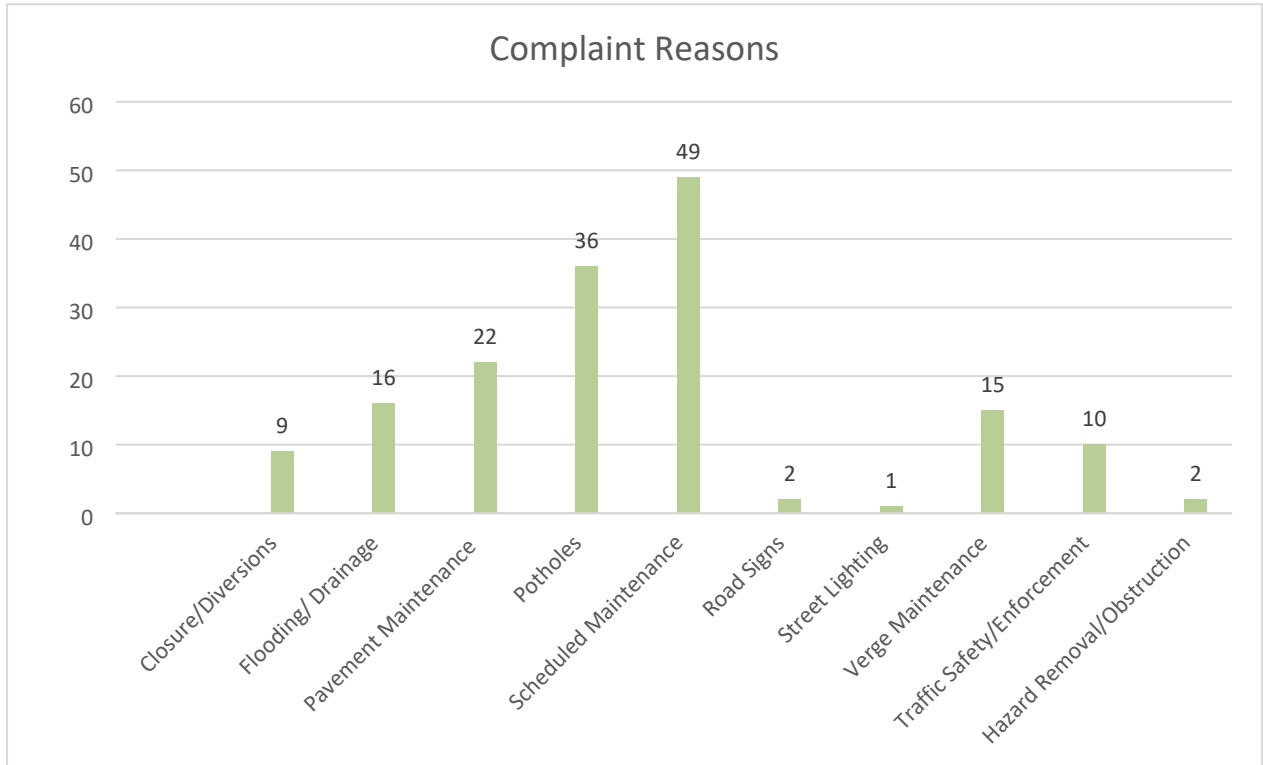


Of the 179 complaints formally investigated, 5 cases were escalated to the next stage of the complaints process and reinvestigated. All cases that were escalated resulted in a finding of not upheld as the concerns raised showed there was not a fault in the delivery of the services received.

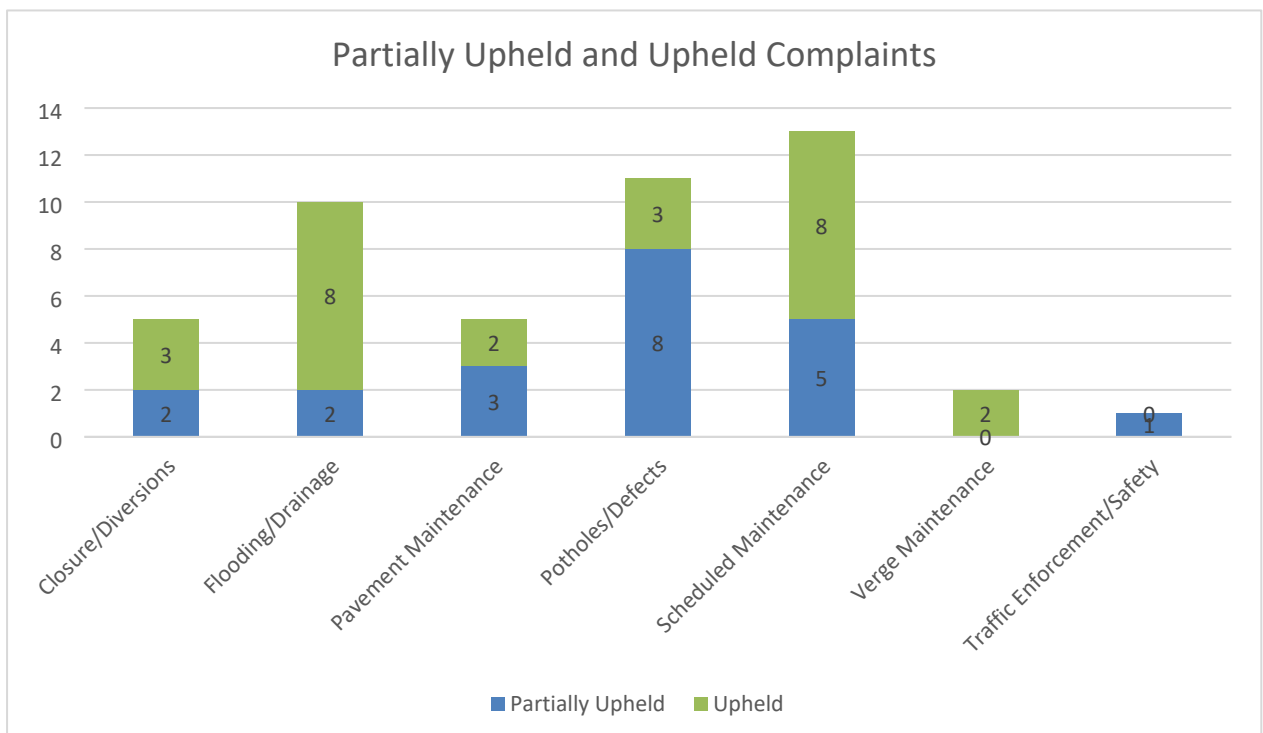
Given the significant volume of enquiries/contacts that teams in this area received in this quarter, the receipt of 179 complaints with an escalation of 2.8% of cases, reflects the positive work being done on receipt of the concerns raised. The positive approach in providing thorough responses and suitable remedy, where appropriate, whilst remaining 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;



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

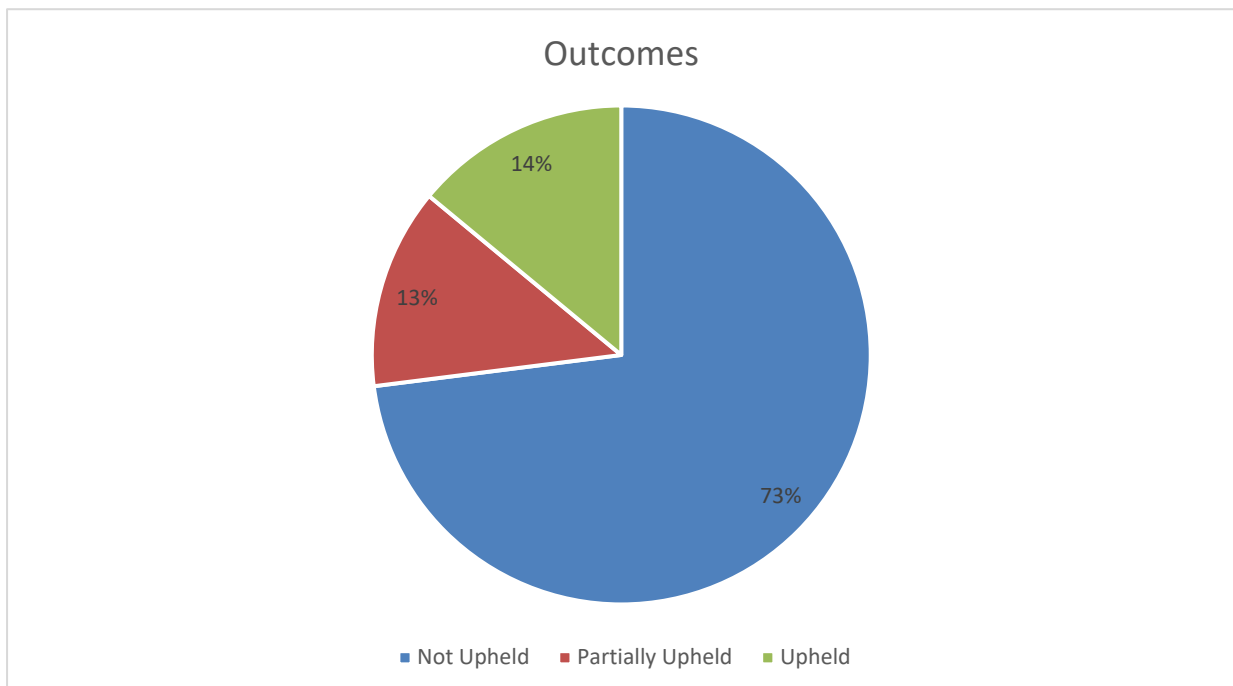


As evident, the highest concerns from the public is the need to repair road defects and scheduled ongoing roadworks. The main cause of this is the public's perception that the need to repair is greater than agreed with the intervention levels within our HIAMP and the poor results seen from repairs that have been made by contractors.

There has 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 in this.

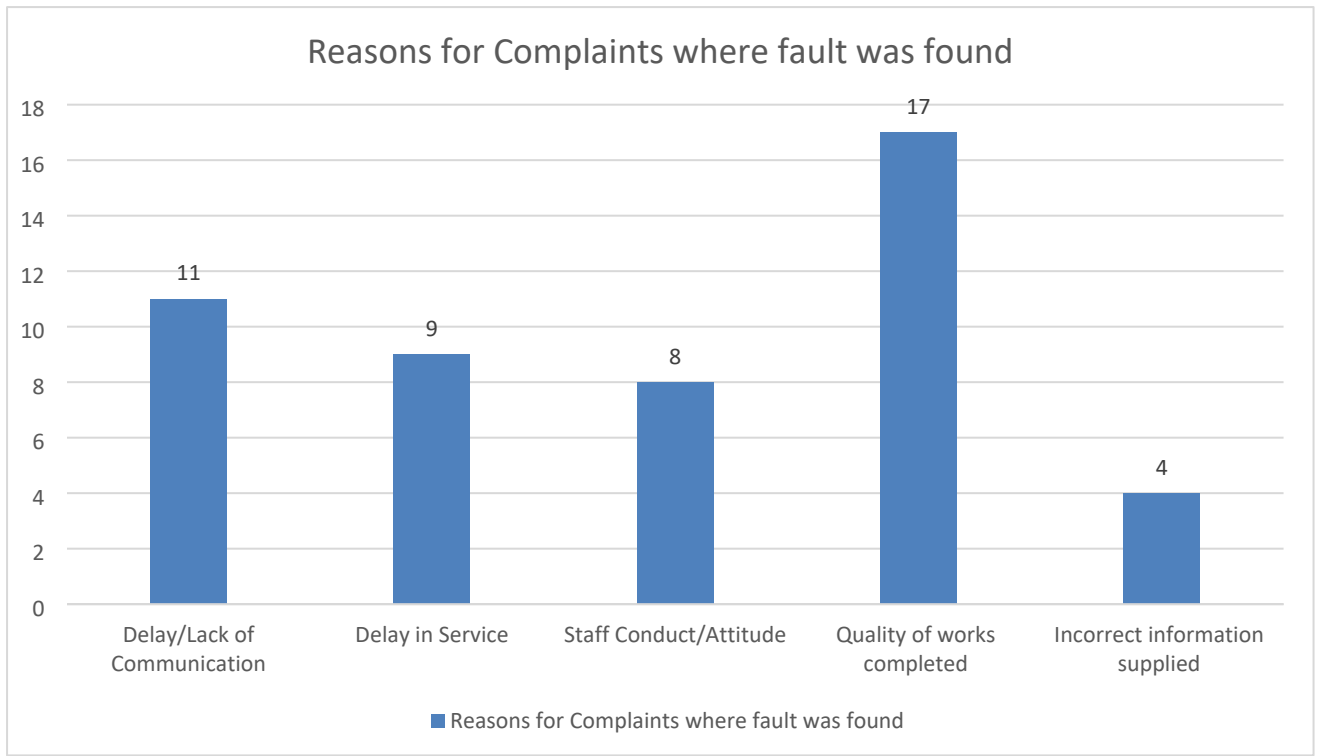
The closure at Kirton in Boston has also caused a high amount of contact, with residents sharing their dissatisfaction about the diversions and length of time for the ongoing works to be completed.

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 has show an increase of complaint not upheld. 130 complaints were found to have no service failing.



### **Partially and Fully Upheld Complaints**

The following shows a breakdown of the main reasons for complaints received where the Council agreed that the service provided was not to the standard expected and has upheld/ partially upheld the complaint;



**Summary**

Numbers remain higher than pre-pandemic levels, the numbers of stage 1 complaints have seen a steady increase since last year. It is positive however, that even with an increase of stage 1 complaints we have seen a decrease in complaints being upheld and partially upheld. The main reason for the 27% of cases where fault was found, was due to not completing works satisfactory. Upon reviewing the upheld complaints, it has been highlighted that works completed were not to a good quality and remedial works required.

\*This information has been provided by the Target Cost and Performance Manager.

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