

Highways Complaints Report

Quarter 2; 2022/23

October 2022

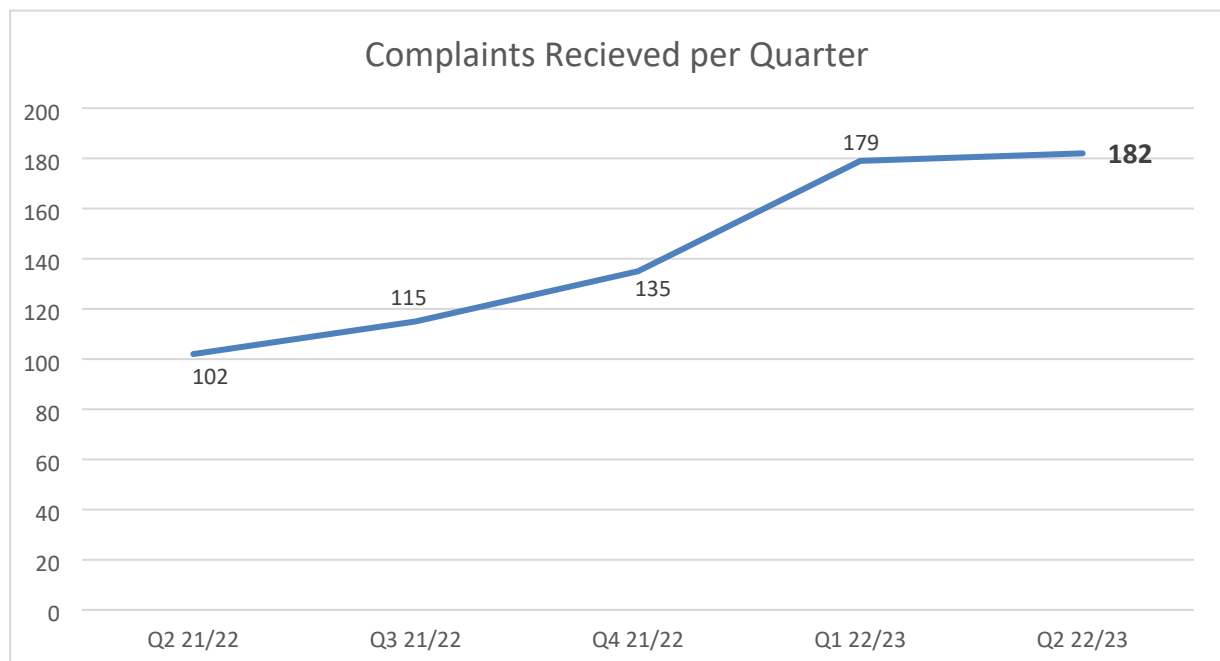
Introduction

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

Q2 Overview

Lincolnshire County Council received a total of 5,982 Fix My Street contacts, 11,007 Customer Service Centre (CSC) calls and 2,022 CSC emails in relation to the Highway service. Out of these 19,011 contacts, LCC received a total of 232 Complaints to the Customer Relations Team in the second quarter of 2022/2023, equating to less than 1% of all contacts received. Out of these 232 contacts, 182 entered the formal complaints process, this equates to 78% of all complaints received. The remainder were resolved informally through early resolution. The number of complaints entering the formal process has increased by 1.6% this quarter in comparison to the previous quarter and 77% in comparison to the same quarter last year.

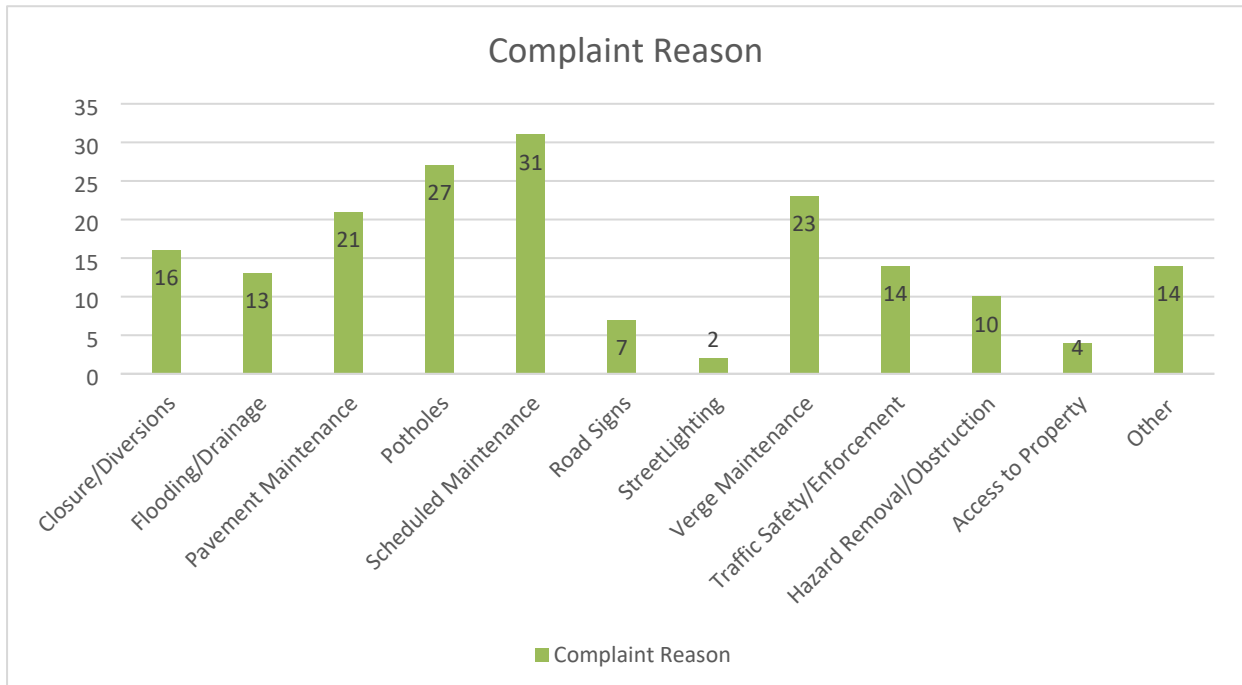


Of the 182 complaints formally investigated, 5 cases were escalated to the next stage of the complaints process and required a further investigation. 1 case was upheld, 2 were partially upheld and 2 resulted in no fault being identified. The upheld case was as a result of a lack of communication in keeping the customer informed of delays that were agreed in the stage 1 response.

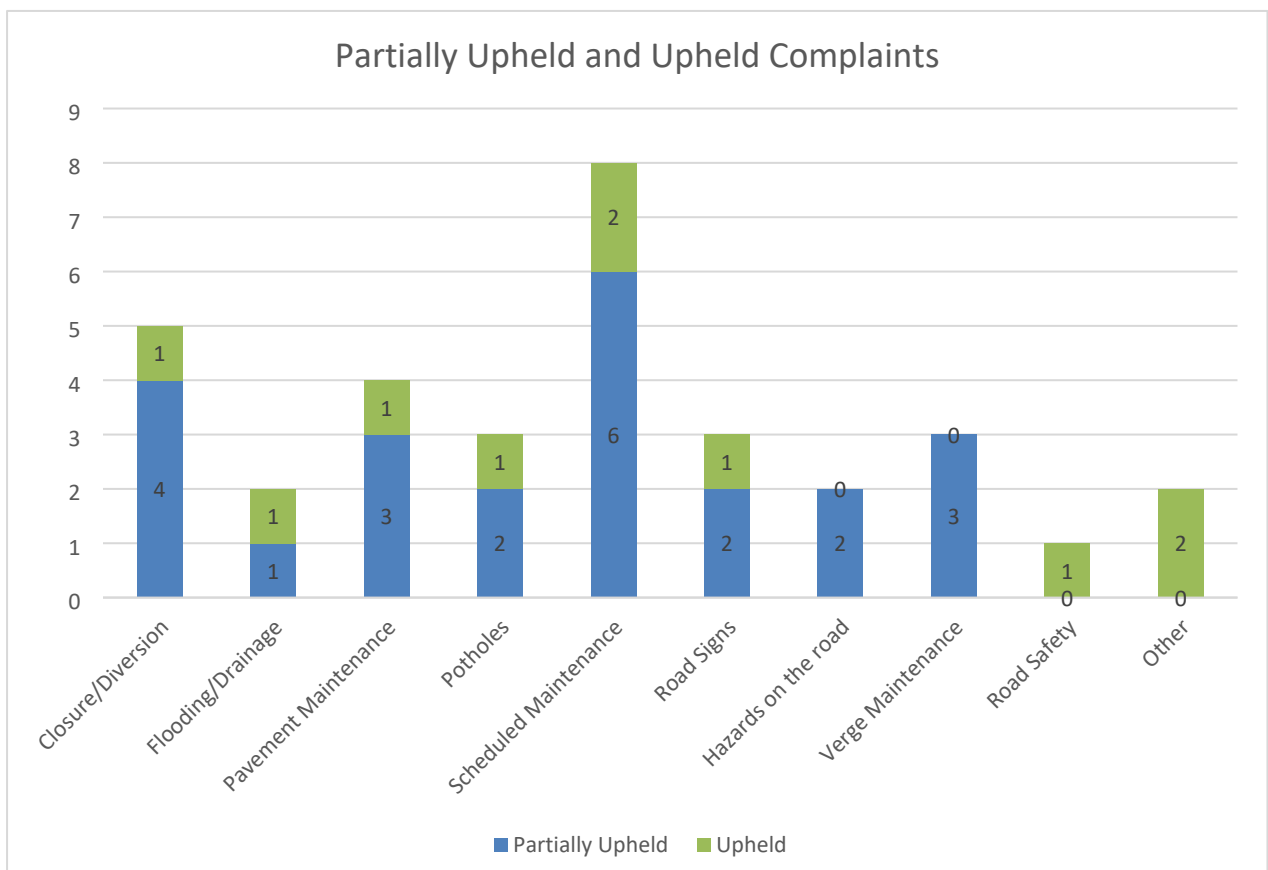
Given the significant volume of enquiries/contacts that teams in this area received in the quarter, the receipt of 182 complaints with an escalation of 2.75% of cases, reflects the positive work being done on addressing the concerns raised. The positive approach in providing thorough responses and

suitable remedy, where appropriate, whilst remaining in line with the Local Government Ombudsman (LGO). No cases raised with LGO have resulted in further action being required from the Local Authority.

Complaints raised were in relation to the following areas;



The following shows the areas in which complaints were either fully or partially upheld, out of 182



cases, 33 were partially upheld or fully upheld;

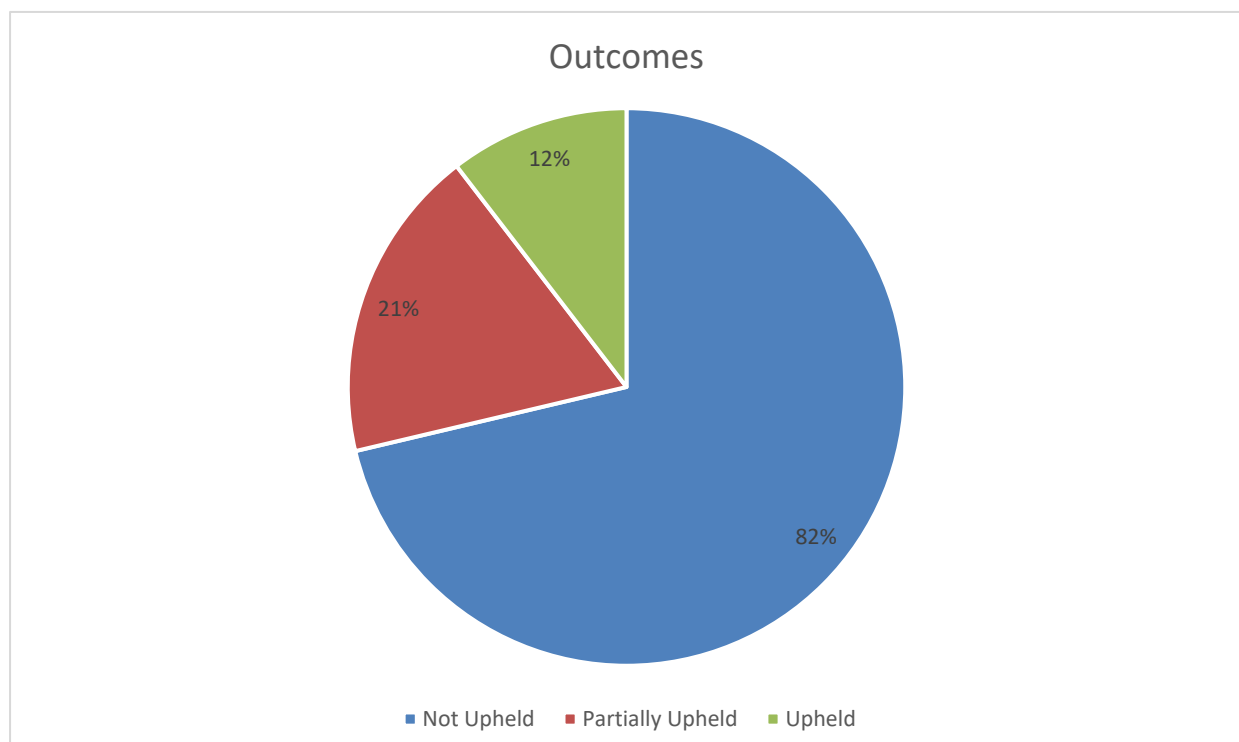
The area which received the highest number of concerns, raised by the public, was the repair to road defects and scheduled ongoing roadworks. The main cause of this is the public's perception that the need for repair is greater than the intervention levels agreed in the Highways Infrastructure Asset Management Plan and the quality of repairs that have been completed by contractors.

The active travel scheme in Louth, with the installation of the parklets along Mercer Row, saw 15 new cases of concerns raised by the public, however as this was a scheme that was still in the initial stages, there were no upheld cases as all feedback was noted for the outcome of the scheme.

There has been a high number of contacts made regarding scheduled maintenance, this has not resulted in a single location being of note. We have seen an increase in concerns around works being completed during the night, where contractors have not made local residents aware that this may be occurring and resulting in unexpected noise.t.

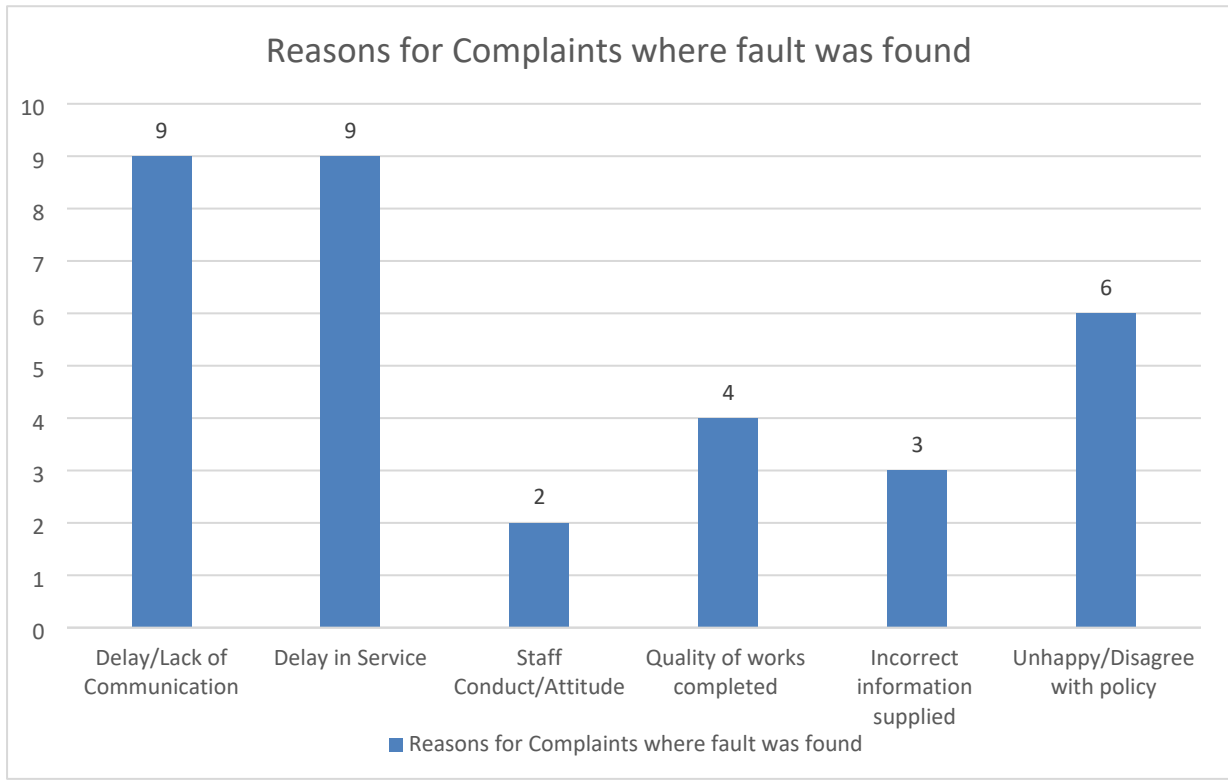
There has also been an increase from last quarter in concerns raised regarding verge maintenance, from 15 to 22 cases. However, no cases were fully upheld in this area and only 3 cases which resulted in an outcome of were partially upheld. This was a result of the agreed 3 cuts to vegetation, stated in the policy, not having been 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 shown an increase of complaints not upheld. 130 complaints identified no service failure.



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, as such, resulted in an outcome of upheld or partially upheld;



Summary

Number of complaints 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 of 9% in complaints being upheld and partially upheld. The main reason for the 18% of cases where fault was found, was due to not completing works satisfactorily or within the expected timeframes.

This page is intentionally left blank