

# Highways Complaints Report

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Quarter 4

2022/23

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April 2023

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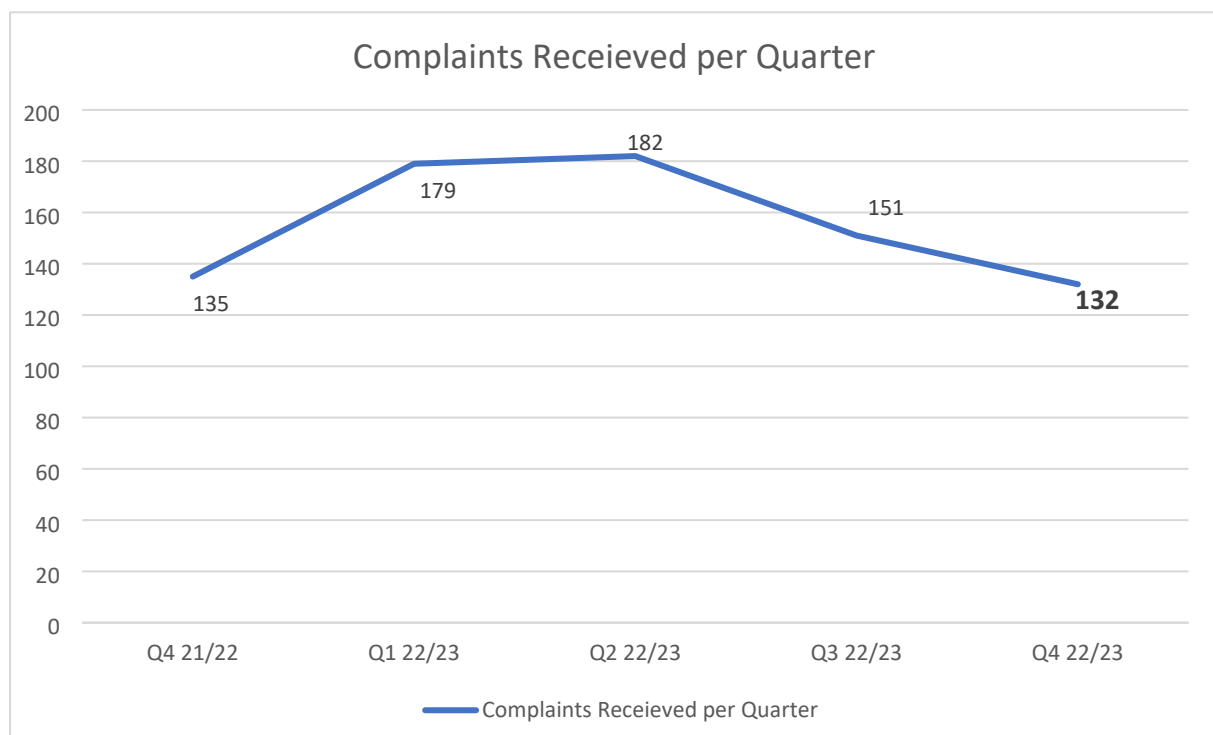
## Introduction

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

## Q4 Overview

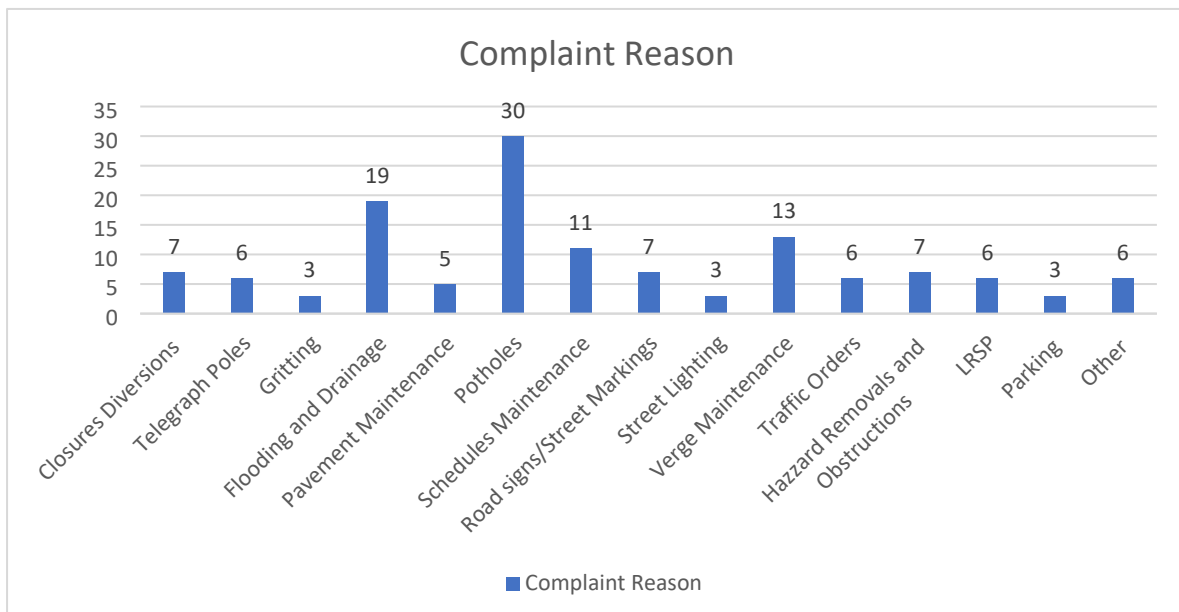
Lincolnshire County Council received a total of 23,792, with 12,739 Fix my street reports, 8,778 CSC Calls and 2,089 CSC emails for the Highways Department. With the Customer Relations Team receiving a total of 186 contacts in the fourth quarter of 2022/2023, from individuals wishing to give feedback, report issues or complain about various services. Out of these 186 contacts, 132 entered the formal complaints process, this equates to 71% of all contacts received. The remainder were resolved informally through early resolution. The number of complaints entering the formal process has decreased by 11% this quarter in comparison to the previous quarter and has decreased by 2% in comparison to the same quarter as last year.



Of the 132 complaints formally investigated, 6 cases were escalated to the next stage of the complaints process and required further investigation.

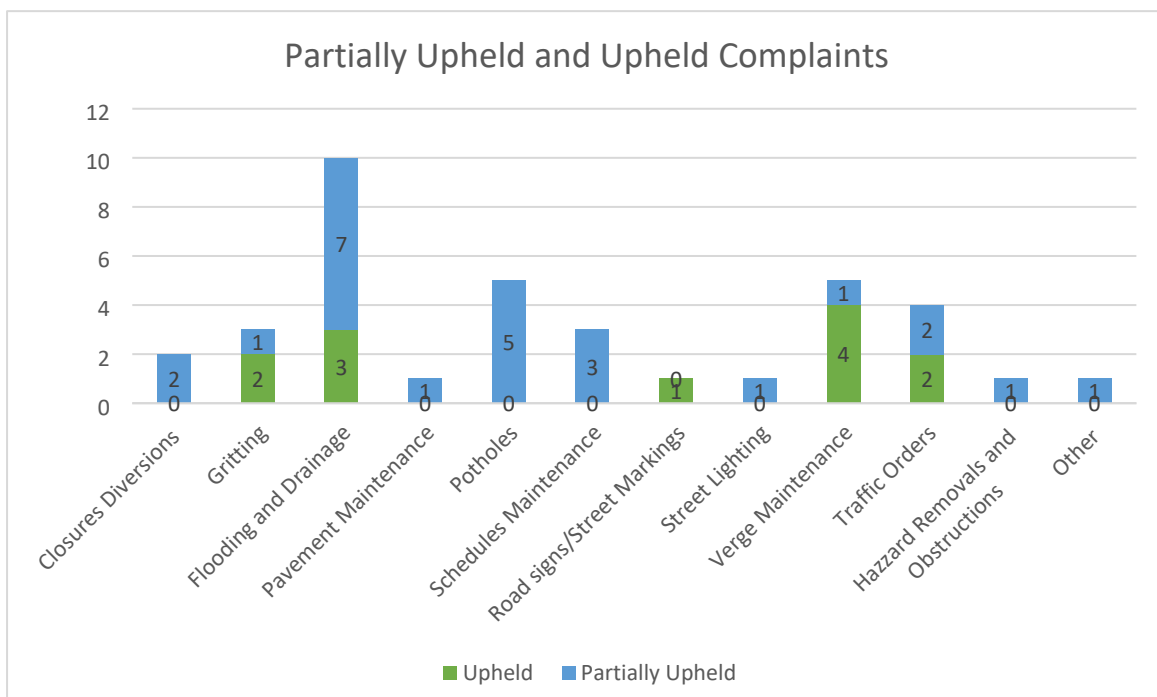
3 cases were partially upheld, whilst the other 3 cases resulted in no fault being identified. Given the significant volume of enquiries/contacts that teams in this area received in the quarter, the receipt of 132 complaints with an escalation of 4.5% of cases, reflects the positive work being done on receipt of 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) resulted in no cases raised where the LGO investigation resulted in further action being required from the Local Authority.



The following shows the areas in which complaints were either fully or partially upheld, out of 132 cases, 37 were partially upheld or fully upheld;

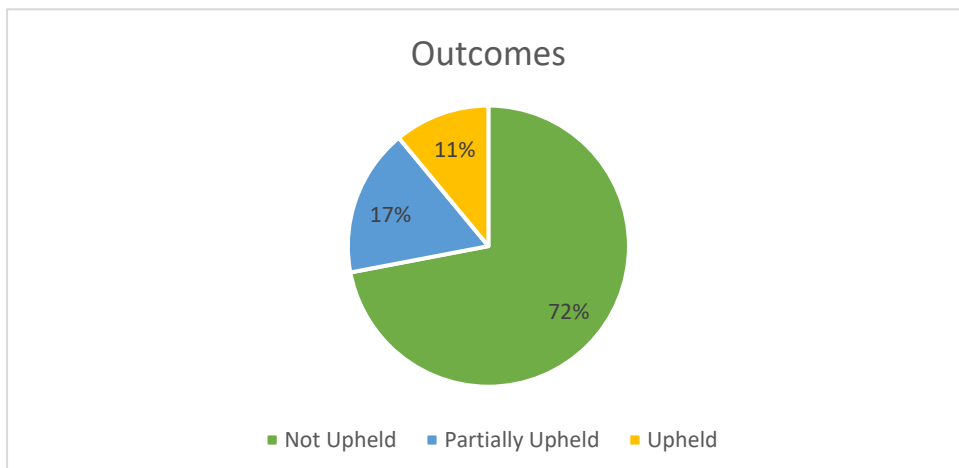
As evident, the highest concern from the public is the need to repair road defects. The main cause of this is the public's perception that the need to repair is greater than agreed with the intervention levels within our HIAMP.



We have seen a distinctive high number of concerns for flooding and drainage upheld/partially upheld cases from last quarter, with a range of concerns that were noted

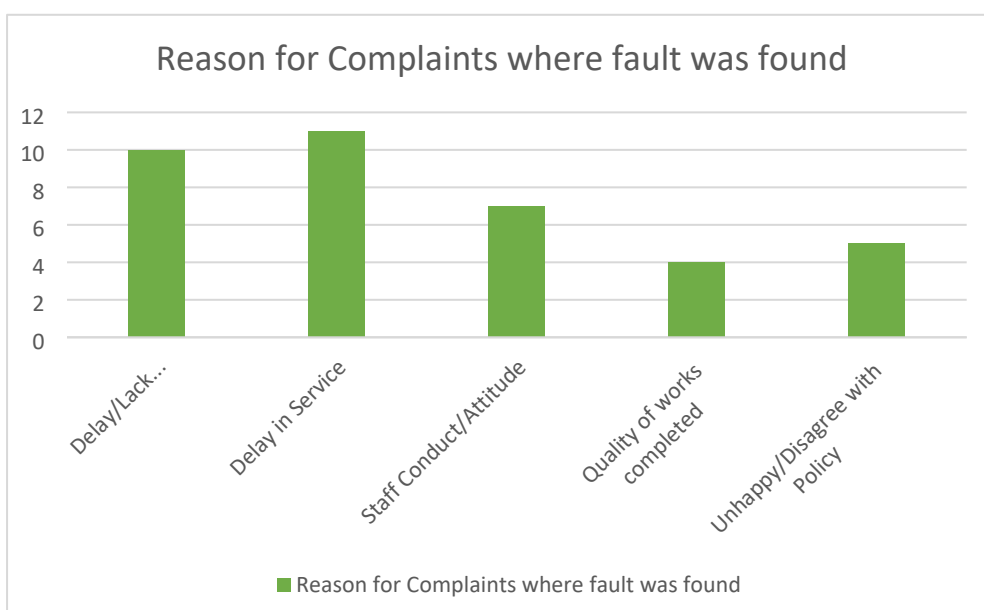
where service failed. These include complex issues causing delays in resolving blocked gullies, checks of rectification work that were not carried out which would have identified defects and communication not satisfactory addressed through FMS updates. Due to the time of year we expect to see a higher number of flooding and drainage concerns due to the inclement weather, and this has also led to the increase of gritting concerns.

The following chart shows an overall breakdown of the outcomes of complaints. Whilst the numbers of concerns being reported are lower, the percentage breakdown of outcomes of complaints not upheld in comparison to previous quarters has shown to remain the same as the previous quarter. Of the 132 complaints, 95 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**

This is the second quarter in a row where we have seen a decrease in formal complaints raised. It is also positive that with a steady receipt of stage 1 complaints we have seen no increase in complaints being upheld and partially upheld.

There has been an increase in contacts from the public regarding the installation of telegraph poles and broadband infrastructure, initially in Lincoln and then Louth. Complaints solely in relation to this have been discounted from this report as Lincolnshire County Council does not hold any power to prevent the placement of poles. Lincolnshire County Council, as Highway Authority do however review locations from a highway safety perspective, in which, we do consider pole positioning and the aesthetics being as considerate as possible. Any complaints in relation to Lincolnshire's service delivery has been included.

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