

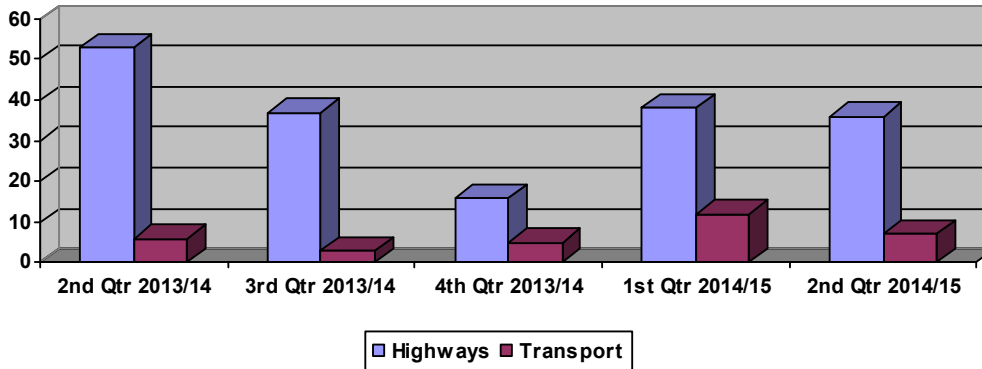
APPENDIX C

Customer Satisfaction Information – Scrutiny Committees

Highways and Transport Scrutiny Committee		
Date Range for Report	1 st July – 30 th September 2014 (1 st April – 30 th June 2014)	
Total number of complaints received across all LCC service area.	145 (157) * individual school complaints not included.	
Total number of complaints relating to <u>Highways and Transport Scrutiny Committee</u>	43 (50)	
Total number of compliments relating to <u>Highways and Transport Scrutiny Committee</u>	30 (23)	
Total Service Area Complaints	Highways	36 (38)
	Transport	7 (12)
Highways Complaint Reasons	Age	0 (0)
	Breach of confidence	0 (1)
	Conduct/Attitude/Rudeness of staff	1 (3)
	Delayed Assessment of Service Request	1 (0)
	Disability	0 (0)
	Disagree with Policy	0 (1)
	Disagree with Procedure	5 (11)
	Gender	0 (0)
	Insufficient Information Provided	3 (1)
	Lack Of Choice	0 (0)
	Other	1 (1)
	Procedural – Other	8 (5)
	Procedure Not Followed	9 (9)
	Professional Other	6 (3)
	Service Delay	2 (3)
Transport Complaint Reasons	Age	0 (0)
	Assessment of a service request	0 (0)
	Breach of confidence	0 (2)
	Conduct/Attitude/Rudeness of staff	0 (2)
	Disability	0 (0)
	Disagree with Policy	1 (1)
	Disagree with Procedure	3 (0)

	Geographic Location	0 (0)
	Insufficient Information Provided	0 (1)
	Lack of Choice	0 (0)
	Other	0 (0)
	Policy of LCC not to provide service	0 (0)
	Procedural – Other	0 (2)
	Procedure not followed	1 (4)
	Professional - Other	2 (0)
	Service Delay	0 (0)
Service Area Compliments	Highways	25 (21)
	Transport	5 (2)
How many LCC complaints have not been resolved within service standard		11 (12)
Number of LCC complaints referred to Ombudsman		11 (1)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this quarter (Q2) shows an 8% decrease on the previous quarter (Q1). When comparing this quarter with Q2 2013/14 there is a 36% decrease.

Overall Highways Complaints

Complaint receipts for Highways show a 5% decrease from last quarter where they received 38 complaints. This is 32% decrease from quarter 2 of 2013/14 when 53 were received.

The outcome of the 36 complaints received was:

- 6 complaints were upheld.
- 13 complaints were partially upheld.
- 17 complaints were not upheld.

The 6 complaints that were upheld were regarding:

- Lack of communication to previous correspondence.
- Scaffolding on Lincoln High Street.
- Debris left on footways after grass cutting.
- Lack of drain cleaning on Vauxhall Road, Boston.
- Open excavation in footway in Newton on Trent
- Conduct and attitude of a fellow colleague.

This quarter there were 3 complaints received regarding penalty charge notices.

Overall Transport Complaints

Complaint receipts for Transport show a decrease of 5 complaints this quarter compared to the 12 they received in the previous quarter.

The outcome of the 7 complaints received was:

- 0 complaints were upheld.
- 3 complaints were partially upheld.
- 4 complaints were not upheld.

There were no themes this quarter for transport complaints.

Overall Compliments

The overall compliments received for Highways and Transport shows an increase of 30% this Quarter.

Highway Compliments

Highways received 25 compliments in Quarter 1, this a 19% increase compared to the 21 compliments they received from the previous Quarter. The compliments are:

- Praise for Craig Harrison.
- Praise for Paul Little.
- Praise for Maxine Stukins.
- Compliment from a customer who received a call back within a day of contact.
- 21 compliments regarding maintenance work that has been carried out.

Transport Compliments

Transport has received 5 compliments this quarter this is a decrease of 3 compliments as 2 were received in Quarter 1. The compliments were:

- 1 compliment received for the Travel team regarding AccessLN6.
- Praise for the Smarter Choices Team regarding the cycle challenge.
- Compliment for Sam Cotterill for her home to school transport assistance.
- Praise on the speed of bus pass being sent after online application being submitted.
- Compliment for the review of AC Williams bus route.

Ombudsman Complaints

In Quarter 2 of 2014/15, 11 LCC complaints were registered with the ombudsman. Highways and Transport received 1 complaint that was considered by the ombudsman.

Further in-depth analysis, if required, is available by contacting the Quality and Performance team on 01522 782037 (ext 0037).