



Voice of the Customer Report April 2018 to June 2018- Quarter 1

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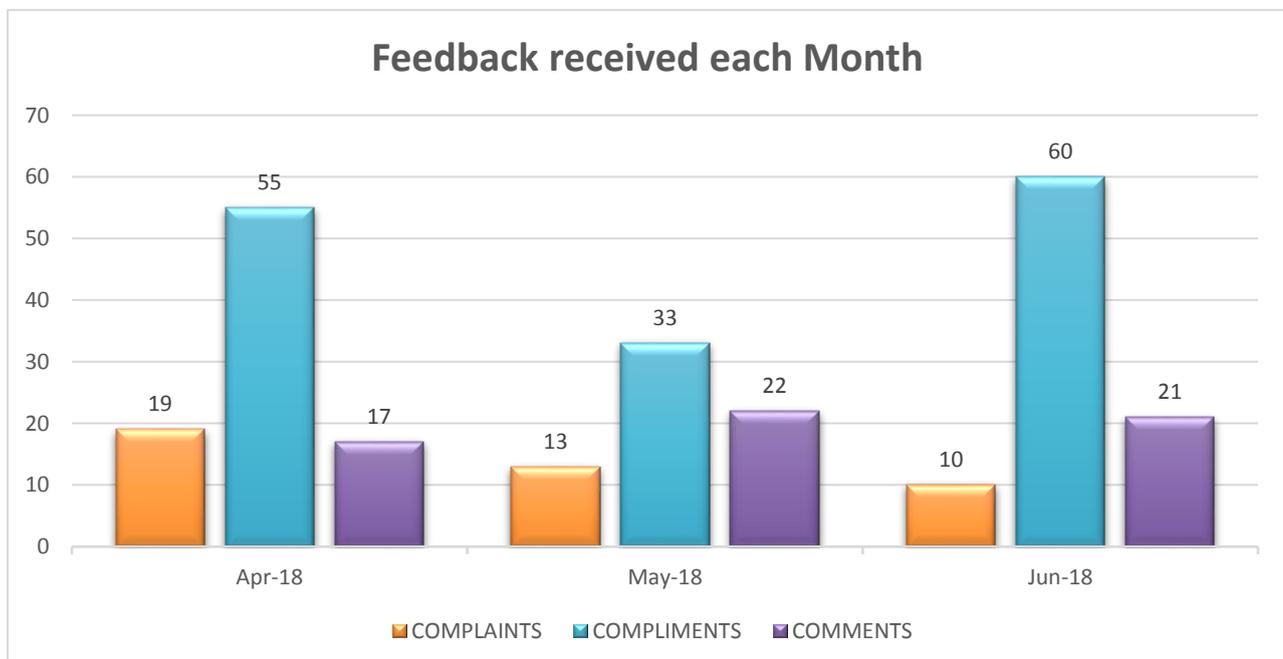
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Introduction

This is the first quarterly 'Voice of the Customer Report' for 2018/19 (formally 3C's Report) covering the period from 1st April 2018 to 30th June 2018. This is the first report to be based solely on feedback that has been processed under the new 'Customer Experience Policy' 2018/19 complaints process that was implemented on 1st January 2018.

Customer Feedback

Overall Figures	Apr-18	May-18	Jun-18	Total/Average
Complaints	19	13	10	42
Compliments	55	33	60	148
Comments	17	22	21	60
Average days to respond (21 day policy)	7.7	10.6	6.3	8.2
WLDC at Fault	10	4	3	17
% WLDC at Fault	52%	31%	30%	40%



Compliments

Compliments by Service

See Appendix 1 for full details of all compliments received between April and June 2018

Note: Services that do not appear in the table below received no compliments

Compliments	APRIL	MAY	JUNE	Total
Customer services	23	10	14	47
Development management	8	6	15	29
Street cleansing	6	2	11	19
Waste services	5	6	6	17
Building control		1	6	7
Revenues (Council tax)		1	6	7
Home choices		2	3	5
Arts and Leisure	3			3
Housing enforcement		1	2	3
Environmental protection	1	1		2
Anti- Social behaviour		1		1
Benefits			1	1
Customer experience			1	1
Licencing	1			1
Local land charges	1			1
Wellbeing and Health		1		1
Totals	55	33	60	148

It is encouraging to see that the amount of compliments received is increasing month by month with a total of 148 being received in this period.

It should be noted that four services receiving the most complaints also receive the most compliments. These are the main customer facing services and therefore interact on a daily basis with customers. In particular waste services interact with every household in the district. Therefore their ratio of complaints to customer contact is relatively low.

Comments

See Appendix 2 for full details of all comments received between April and June 2018

Comments by Service

Note: Services that do not appear in the table below received no comments

Comments	APRIL	MAY	JUNE	Total
Waste services	1	7	7	15
System development	7	5	2	14
Street cleansing	5	1	5	11
Property services		3	2	5
Customer services	3	1	1	5
Environmental protection	1	1	1	3
Anti-Social behaviour		2		2
Revenues (Council tax)			2	2
Growth and regeneration		1		1
Planning enforcement		1		1
Out of Scope			1	1
Totals	17	22	21	60

The majority of these comments have been collected and recorded from customer satisfaction surveys that have been sent out during this period. The surveys give customers the opportunity to make comments on our services.

Half of the comments received are regarding waste services and system development. System development comments often relate to the website and issues that customers have accessing information, making payments, navigating the site and most recently issues with signing up online to the green garden waste service.

All of these comments are collated and presented to the system development team who come up with solutions where possible to resolve the highlighted issues. An online feedback tool called 'HotJar' is also now being used to collect more feedback about the website to better understand the issues customers are facing. These comments are reviewed on a regular basis and are reported into the customer feedback system.

Complaints

Complaints by Service

Note: Services that do not appear in the table below received no complaints

Complaints	APRIL	MAY	JUNE	Total	Upheld
Revenues (Council Tax)	6	2	2	10	4 partially upheld
Waste services	3	2	1	6	4 upheld
Customer services	3	1		4	2 upheld 1 partially upheld
Development management	1	2	1	4	1 partially upheld
Anti-Social behaviour			2	2	-
Arts and Leisure	1		1	2	-
Home choices	1		1	2	1 partially upheld
Planning enforcement		4		4	2 partially upheld
Property services	1	1		2	-
Out of Scope			2	2	-
Building control		1		1	-
Environmental protection	1			1	1 partially upheld
Financial Creditors and Debtors	1			1	1 upheld
Street cleansing	1			1	-
Totals	19	13	10	42	17 (40%)

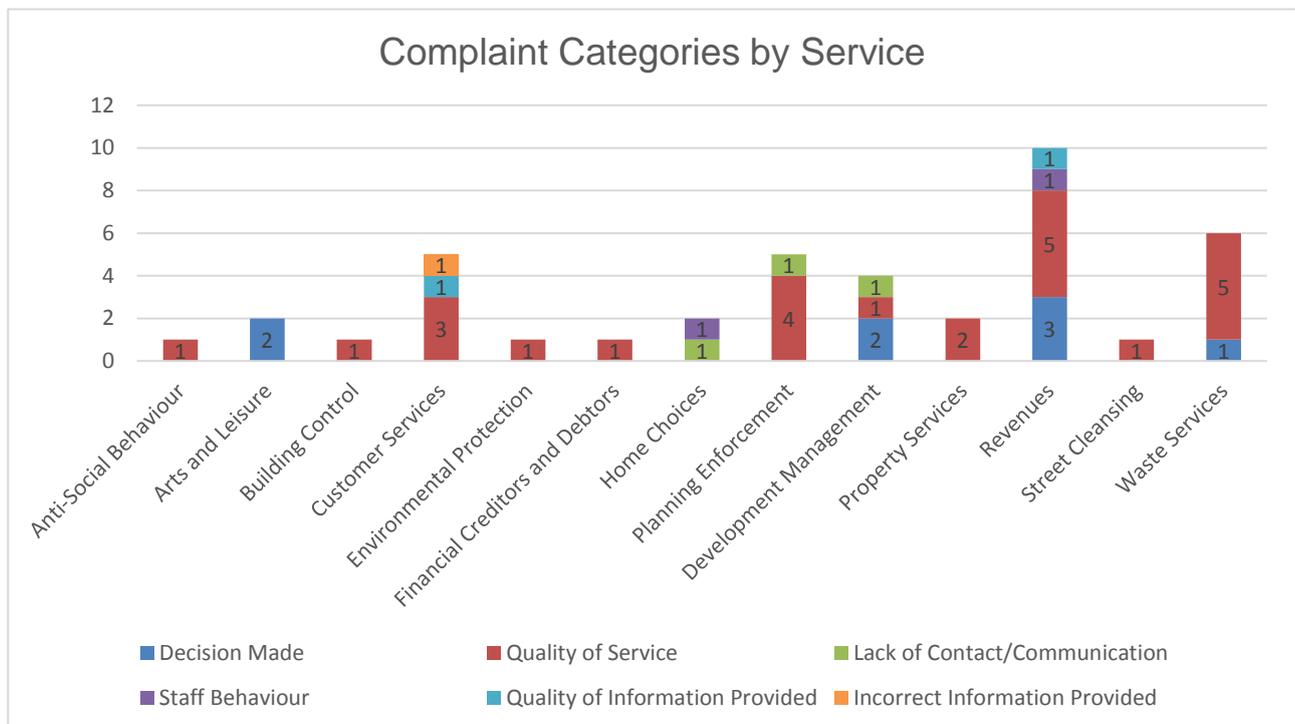
For this period Revenues have received the most complaints. These have mostly been relating to Council tax and the increase in complaints is most probably due to the fact that this year's new council tax bills were sent out in March 2018 and reminders for outstanding balances were sent out in April 2018 prompting potential issues to be highlighted to customers.

Complaints that are classified as 'out of scope' when they relate to something another authority is responsible, but we have captured these as we still have to spend officer time acknowledging and arranging for the complaint to be redirected. These complaints tend to be for Lincolnshire County Council.

Complaint Categories

Complaint Categories	Apr-18	May-18	Jun-18	Total
Staff Behaviour			2	2
Staff Communication				0
Lack of contact/communication	1	1	1	3
Quality of Service	13	8	4	25
Decision Made	3	4	1	8
Quality of Information Provided	1			1
Incorrect Information provided	1			1
Breach of Confidentiality				0
OTHER – out of scope			2	2
Totals	19	13	10	42

Complaint Categories by Service



Upheld Complaints

Rather than focus on the amount of complaints received a more informative figure is the amount of complaints that have been partially or fully upheld. Out of the 42 complaints received during this period 6 were upheld and 11 were partially upheld equating to total of 17 where some fault was identified. This equates to an upheld complaint rate of 40%, this is encouraging to see a decrease since last year (2017/18) which was 50% and the LGO national average for upheld complaints in 2017/18 was 60%.

The table below shows how many complaints were upheld and partially upheld for each service area for this period.

Complaints	Upheld/Partially Upheld
Revenues (Council Tax)	4 partially upheld
Waste services	4 upheld
Customer services	2 upheld 1 partially upheld
Development management	1 partially upheld
Home choices	1 partially upheld
Planning enforcement	2 partially upheld
Environmental protection	1 partially upheld
Financial creditors and Debtors	1 upheld

Complaints can be partially upheld.

This occurs when partial fault has been found following a complaint investigation.

For example – a letter is sent directly to a service making accusations of fault in the way a decision has been made or claim has been processed.

The customer received no acknowledgment or response.

Upon investigation it is found that the process followed in making the decision was correct but the council are at fault for not responding to the customer with an acknowledgement or explanation of what the outcome of their enquiry was.

So there is fault on the council's part regarding the lack of contact as the customer never received an acknowledgement or response.

Complaints and Learning Actions

Revenues (council tax)

Complaints that were partially upheld were;

- Customers contacted the council to report a change of circumstances (mainly single person occupancy discounts) in relation to council tax accounts. Unfortunately the changes were not made on the system. As a result customers did not pay enough council tax for the rest of the year, resulting in arrears. Customers were made aware of the balance still due and as a result made a complaint that the changes were not made to their council tax accounts when they made initial contact.
- These complaints were partially upheld as the customer advised a change in circumstances however it is also important to recognise that if the customer had seen their bill had not changed they ideally should have contacted the council to query this
- Another complaint involved a customer submitting an application online, unfortunately during this time issues were occurring with the system that were not identified and as a result caused delays in the processing of the application. The issue was resolved as soon as it was identified.

A learning point for the future would be to investigate an alert system when online delays are occurring.

Waste services

- Upheld complaints for Waste Services include issues with the placement of bins by the crew after they have been emptied and situations regarding the behavior of some crew members.

Work will commence with Waste services to look at how these issues can be addressed, some will be addressed as part of corporate standards implementation events which have commenced and are due to end at the end of September 2018.

Planning Enforcement

- Complaints were partially upheld as customers reported issues that were either out of the council's control or already under investigation. The council were partially at fault since the customer did not receive an acknowledgement, response or update in a timely manner.

The lack of acknowledgements to service requests will be addressed as part of corporate standards implementation events.

Development Management

- A complaint was partially upheld as letters were received via recorded delivery but were not responded to. The issues raised in the letter were not substantiated but the customer did not receive a response to their initial letter so wrote to again months later to make a complaint regarding the previous lack of response.
- A letter was received via recorded delivery post however was not received by the planning team so went unanswered.

There is now a new process in place for scanning post to ensure nothing goes missing or unanswered in the future.

Customer Services

- Upheld complaints included a customer having difficulties in applying for a car parking pass due to delay in calling them back and an accusation of customer documents going missing after they had been handed in at reception.

A new receipt book has now been put in place to ensure customers receive a receipt so they can prove they handed documents in and also gives officers a means of recording and tracking documents that are handed in to them.

Home Choices

- A complaint was partially upheld as a customer claimed that they were given incorrect information over the telephone, regarding when the new home choices system would be up and running and there were some delays in contacting the customer back to provide an update.

Currently we are not able to record all telephone conversations, if this was the case it would be easier to investigate complaints when customer advises that they have been given incorrect information by one of our officers. A program of work is underway to review the Council's telephone service.

Financial Creditors and Debtors

- Complaint upheld due to a customer receiving a reminder for selective licensing fees before the initial invoice was received.

Unable to identify why this error occurred, it could have been a system glitch or could have been a failure with royal mail delivery.

Environmental Protection

- A complaint was partially upheld as a noise complaint was sent to another authority to deal with which and it took them 3 months to refer it back to us causing delays in the investigation and any action being taken for the customer.

The complaint was upheld due to lack of progress on this matter. As a result we will be reviewing our procedures in light of this to ensure that this does not occur again by implementing a cross boundary issue procedure to be agreed by all parties.

LGO Complaints – recent decisions and new complaints

During this period four new complaints have been escalated to the Local Government Ombudsman.

Subject of complaint to LGO	Outcome/Current Stage
Planning and Enforcement	LGO decided not to investigate
S106 Agreement	LGO assessing initial info
Planning Application	LGO decided not to investigate
Noise Complaint	LGO investigation stage

The LGO decided not to investigate two of these complaints as the customers had not approached the council first via the formal complaints process. The LGO will only consider complaints that have already been investigated under the council's complaints process and will refer customers back to us if this process has not been followed.

The LGO are assessing the initial information for a S106 agreement complaint and information has been submitted to the LGO regarding a noise complaint that is currently under investigation.

Final decisions have been received for four complaints during this period, although the initial complaint notification was received by the council in the early part of 2018.

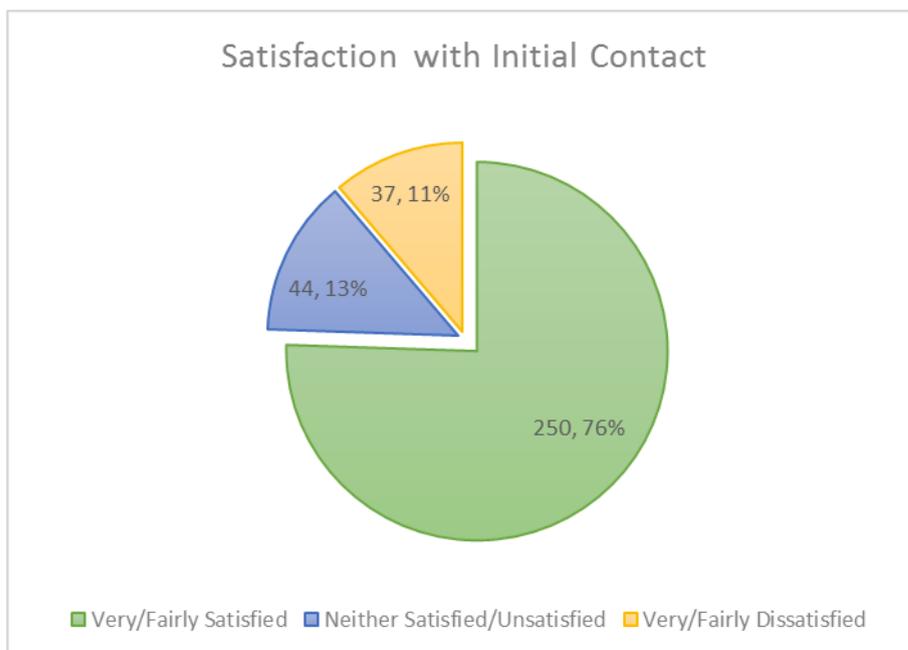
Subject of Complaint	Outcome	LGO Recommended Actions
Historical Planning Application	Fault found	Letter of apology, 2 x £100 compensation payments, change in process and briefing note required.
Council Tax Payments	Partial fault found	Deduction of court charges from council tax amount outstanding
Sale of Land	No fault found	No action required
Planning Application	Partial fault found	Letter of apology

Satisfaction Surveys

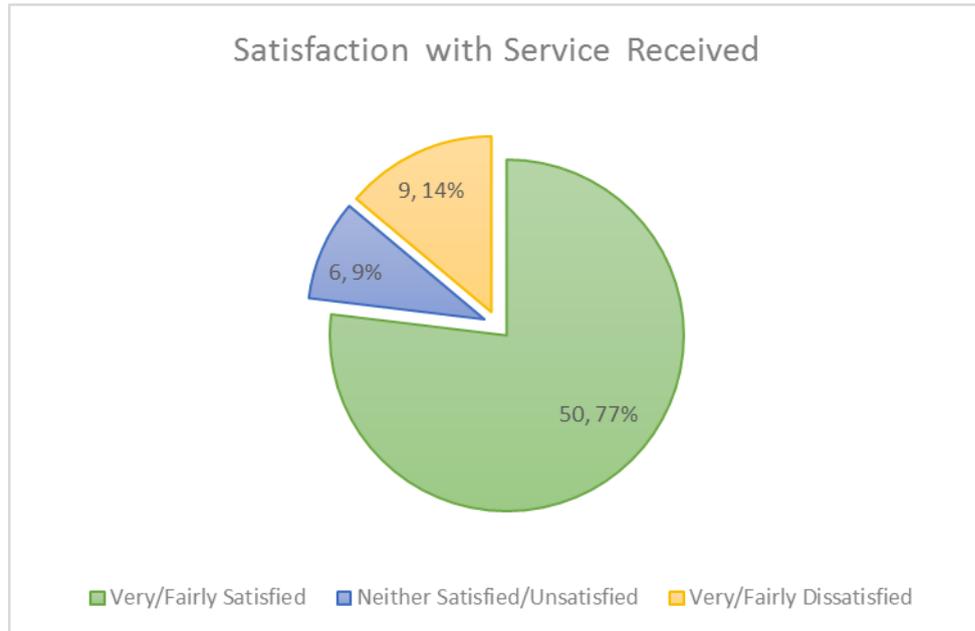
The Council has been piloting an e-survey platform since January 2018 which is currently being reviewed to gain more quality responses in future. 4,006 satisfaction surveys were sent in this period, with a response rate of 9%. Whilst the response rate is not high this is the first time the council has systematically undertaken surveys with customer during the initial enquiry point and once the service has been delivered. From these responses 35 comments and 43 compliments were logged.

Satisfaction Levels

Customers were asked how satisfied they are with their initial contact with the council. Of the 331 respondents answering this question 76% selected very/fairly satisfied which is an 8% decrease on last quarter. See appendix 3 for satisfaction with initial contact per service area.



Customers were also asked how satisfied they are with the service they received. Of the 65 respondents answering this question 77% selected very/fairly satisfied which is a 12% increase on last year. See appendix 4 for satisfaction with service received per service area.



Customers who were satisfied made comments regarding the speed of service, professionalism and efficiency of officers and ease of contacting the council.

Customers who were unsatisfied made comments regarding not getting responses or acknowledgements, call queue time on the telephones and the website in general. These are all things which have been captured as improvement plans and will be either worked on individually or delivered as part of 'Customer First' projects depending on the nature of the action required.

Demand Analysis

The demand analysis part of this report focuses the data available surrounding customer contact points. This includes data collected around telephony, face to face interactions, the website, payments and how service requests are received. Analysing this information can show how customers are choosing to interact with the council and through which channels.

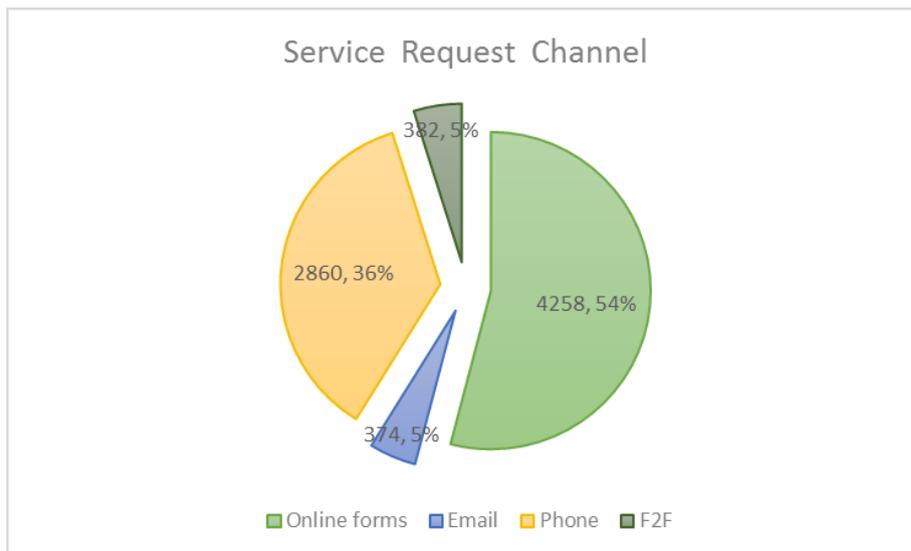
Service Requests

Currently the method of receipt of service requests are only recorded by the following teams: anti-social behavior, building control, planning enforcement, housing enforcement, food health and safety, public and environmental protection, street naming and numbering (SNN) and waste services.

Of the 8,008 service requests received this quarter, for the teams mentioned above, 7,874 of their contact channels were recorded. Of this the breakdown of contact channel is:

- 53% online forms
- 36% phone
- 5% email
- 5% face to face
- 1% letter

This matches the figures from the previous quarter, therefore there has been no channel shift in the way customers request services so far.



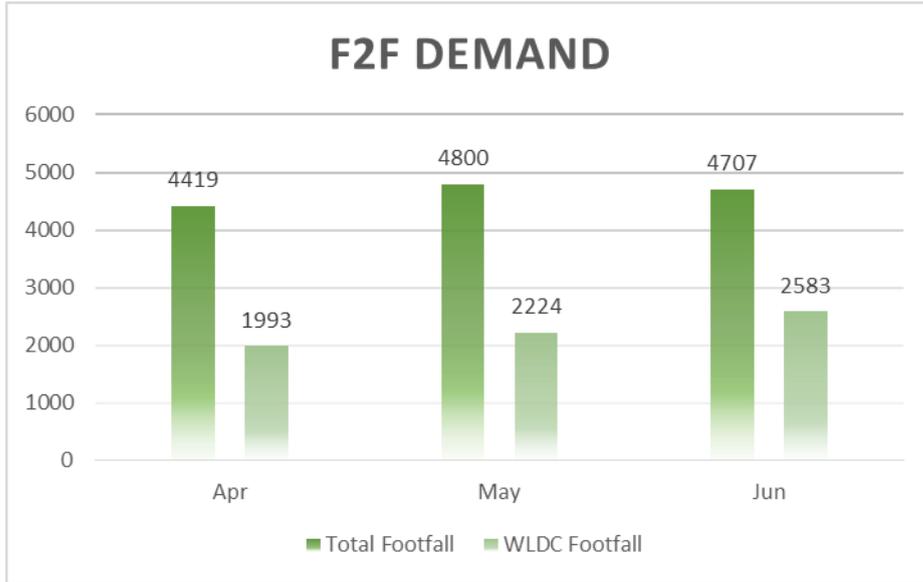
Face to Face Demand

On average this period just 51% of reception footfall is for our tenants, leaving 49% of footfall visiting for the Council's services. Compared with the same quarter last year, total footfall into reception has increased slightly by 3%.

Breaking this down, the number of visitors for the council has increased by 22% on last year, whereas the number of visitors for our tenants has slightly decreased since last year.

The increase for the council is a result of home choices visitors increasing by 50%, more parking permits being sold, more deliveries and visitors which have been classed as 'general visitors' and 'visitors for customer services'. More work will be carried out to investigate the reasons for these visits.

	Q1 2017/18	Q1 2018/19
Total Footfall	13,536	13,926
WLDC	5,580	6,800
Tenants	7,956	7,126

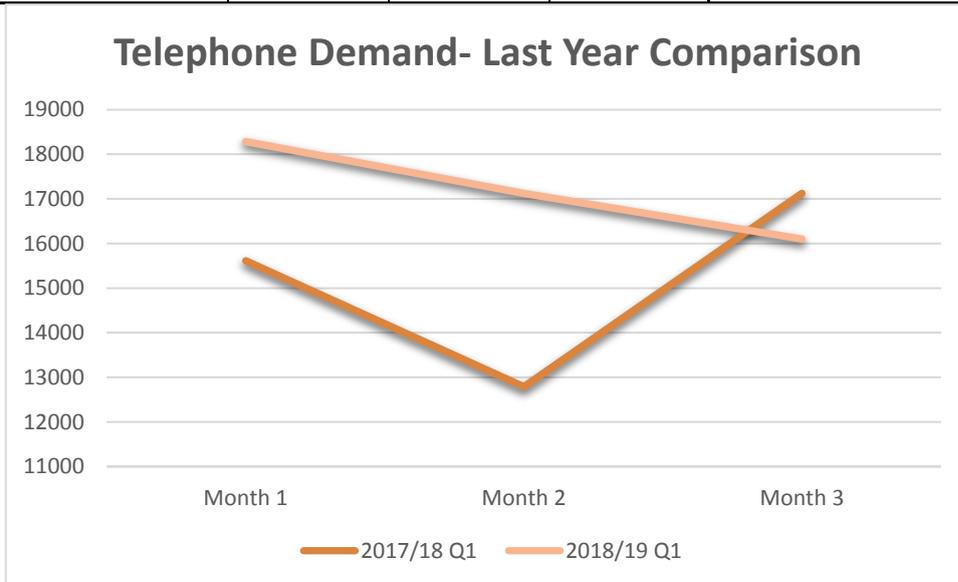


Telephone Demand

Telephone demand for the council this quarter has increased 13% on the same quarter last year, however has decreased throughout the quarter by roughly 1,000 calls per month due to less green garden waste calls.

Across the entire council an average of 70% of calls presented have been handled in this quarter.

Telephone Demand	Month 1	Month 2	Month 3	Total
2017/18 Q1	15614	12788	17125	45527
2018/19 Q1	18285	17124	16100	51509

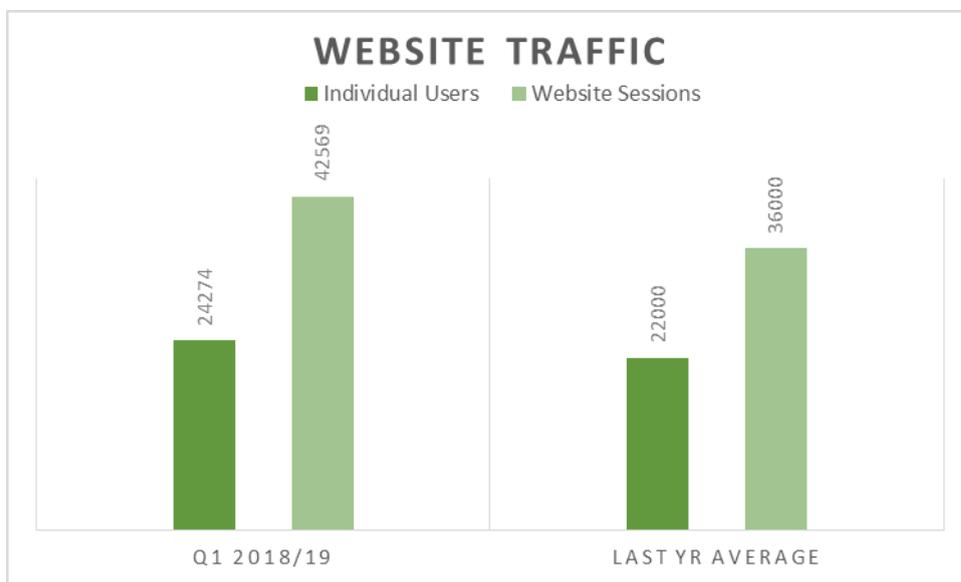


Online Demand

The average number of service requests made via the website this period is 3,950. This is a 72% increase compared to the same period last year. Similarly with the rise in online forms, the overall traffic to the website has increased. Some of this can be attributed to green garden waste.

In this period the council's website has received on average 24,000 individual users and 42,500 sessions per month. Website usage has increased since last year, with the average month in the previous year having 22,000 users and 36,000 sessions per month.

Of the customers using our website 50% of them use a desktop, 30% use a mobile and 20% use a tablet devices. These figures have remained consistent with the previous period.



Payment Methods

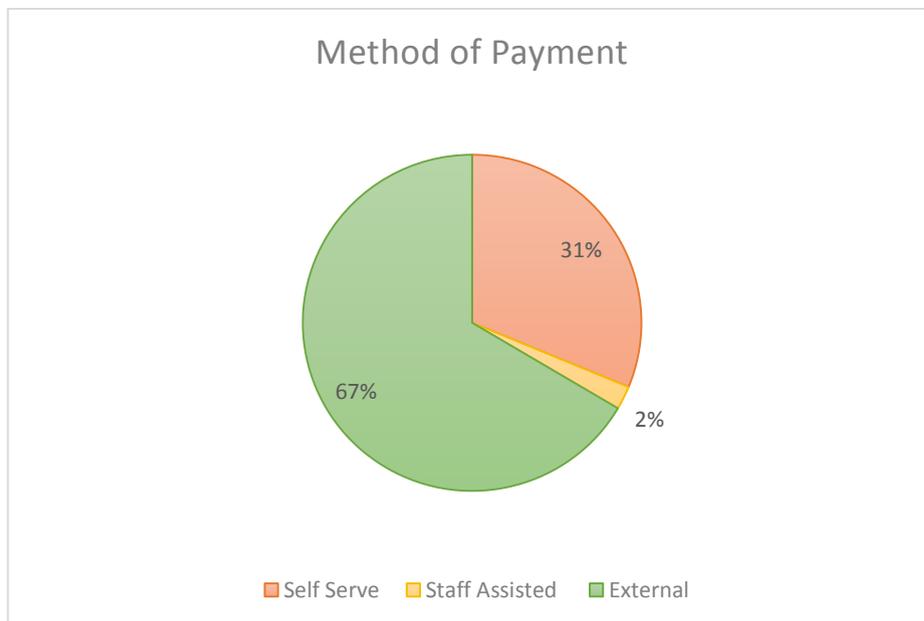
The payment methods in which customers pay money to the council can be classified into three categories: Self-Serve, Staff Assisted and External. Self-Serve payments include payments taken over the website, the kiosk in reception and the automated telephone payment line.

Staff Assisted payments include payments over the phone, postal cheques, cheques and small amounts of cash taken face to face. External payments include bank account payments, direct debits, Post Office payments and PayPal.

During Q1 2018/19 there were 176,761 payments made to the council. Of these payments 6% were self-serve payments, 3% staff-assisted and 91% external payments.

Given the high volume of direct debits the figures are also displayed excluding direct debits in the table below. The methods of payment are consistent with the breakdown for the previous year.

	Including DD		Excluding DD	
	Volume	%	Volume	%
Self-Serve	7971	6%	7971	32%
Staff Assisted	3971	3%	3971	16%
External	117563	91%	12971	52%



The figures above are council wide.

When payments are shown by service area it shows a different picture, for example land charges have 100% staff assisted payments, building control have 76% staff assisted payments and revenues (council tax) have 94% external payments.

This is due to the individual way each service operates, for example building control prefer to take the payment themselves as they prefer to build a relationship with their customers that will be ongoing.

See Appendix 5 for a breakdown of payment method by service area.

Conclusion

The way in which customers choose to request our services has had no channel shift so far since last year, however there has been an increase in the volume of customers using the website and the telephone to contact the council.

This shows that we need to align our services and technology to accommodate for the digital customer.

Asides from the demand analysis, the customer feedback has highlighted that the most common issue customers have had with the council have been regarding a lack of response, acknowledgment or communication.

This shows that communication is something the customer's value, as the positive feedback also reflects this. This customer value will become more apparent to officers as the customer focus becomes more ingrained into the culture.

To improve the way we communicate with our customers new corporate standards have been developed and will be put in place over the forthcoming months.

Appendix 1- Compliments Received by Service

Compliments received (142) between 1st April 2018 and 30th June 2018

Arts and leisure

I would like to personally thank Lisa for helping me with my situation with my TAC tickets refund. She was so helpful and left me a lovely message.

Fabulous to see TAC in good hands, some great events coming up and looks in a great place for the future. Staff are always brilliant, lovely little bar, well stocked (and inexpensive) treats. Keep it up TAC, you are a treasure.

Benefits

Thank you for all the work you've done for the Employee Authentication Service (EAS) Replacement project so far! Without your support we could not have successfully moved to the third and final instalment which is to give you access to the new Administration Application.

Building control

I greatly appreciated the speed of response to my request for a retrospective inspection of some replacement windows. I needed a certificate to progress my property sale. It was completed within a day of raising the query.

Thank you all in Building Control for organising. It's great to work alongside local authorities on our developments.

Following the recent grant of planning permission, I contacted the Building Regulations department for early advice today, ahead of our application for Building regs. I spoke with Pat Warner and found the information he gave to be clear, concise and extremely helpful. Having previously experienced difficulties in working with the planning officer - to the point where I seriously considered submission of a formal complaint about the planning department, I found the experience with the building regulations department to be a refreshing change. Please pass on my thanks to Pat Warner - this was a really good good customer service and very much appreciated.

I am very happy with the service I get from top to bottom and your costs were even cheaper than PWC so it is purely down to the applicant. - Building Control.

No improvements to make- very happy with quick response and advice from Ian Olivia.

Just to say thanks also for the service - it has been working really well for us - better than the private company that we used to use.

The staff in Building Control were very helpful.

Building Control have got more reasonable and helpful. I would recommend them to anyone.

Would you please pass on our congratulations to Ian on his LABC award. We would fully endorse the comments of the judges and we greatly appreciate his assistance and advice.

Everyone I spoke to, and the inspector that visited, could not have been more helpful and pleasant.

Customer experience

I would concur with the remarks made by Oliver and would like to thank you for the work you have put in on this case.

Customer services

I spoke to a young man called Bryce, he was very helpful and knowledgeable. He also said he would escalate the IT problem I was having paying for my additional bin with IT department.

The lady on the phone Shelley was great, very friendly and helpful.

Shelley took the details of my ASB report efficiently and professionally.

You've been great Nicola, thanks

Very helpful telephone contact even telephoned me back when my mobile lost signal part way through making arrangements for waste collection!

The young man I spoke to was very helpful and efficient.

I had a polite and helpful lady who dealt with my query.

You were very polite, efficient and helpful.

Mmm seems the bin men have bust my bin today, thankfully the lady who answered the phone at West Lindsey (Shelley) in Gainsborough was helpful as always and sorting out a replacement.

If I have to contact you again I hope I can speak to the same lady. She was brilliant.

Keep on doing what you are doing. A refreshing change to speak to people who obviously take pride in giving great customer service. I am new to the district. I am very impressed with your staff.

Lewis has been very helpful and I wanted to say a very big thank you for sorting out my green garden waste collection which he did as the crews had missed my collection. He is an asset to the customer services team.

I was ring on behalf of my 92 year old Mum and I was grateful for their kindness and assistance. Very polite and friendly staff on the phone.

I would like to say a thank you to Nicola for her help this afternoon during our busy signing sessions for holding the fort whilst we were short of staff during this time, it was very much appreciated.

you've been very helpful Nicola, thank you

Nicola, you've been very helpful. Thank you

Quick and efficient friendly knowledgeable staff.

Very polite service. Keep up the great work and thank you.

The customer services adviser who sorted out my request for sharps bin collection was so helpful.

The person I spoke to in Customer Services was very polite and helpful.

Adam Thomas is a credit to your call team was so nice and so so very helpful was so happy leaving it to him to sort out what was happening.

The lady I spoke to (Alison) was very helpful and gave me all the advice I needed. She was very friendly and professional. More people like her is what is needed.
Big thank you to Amy for answering all the queries that come through Facebook so quickly, it's been a massive help to the communications team as we wouldn't necessarily know the answer to the query instantly.
Thanks for your help Nicola, you've been lovely.
Answerer was friendly, helpful. Kind
Linda in waste management, she is extremely helpful.
Thank you for your reply Louise. The bin has now emptied and we have a label firmly attached so hopefully next time will not be a problem. Thank you for your help, very efficient and much appreciated.
Thank you Sharon for helping me with my son's claim, if it wasn't for you he wouldn't have been paid.
The need to deal with sometimes very personal matters it is greatly appreciated to have a warm, outgoing and friendly greeting in reception, Thank you!
Speedy, efficient and friendly service.
Once I managed to find the phone number the gentleman I spoke with was as helpful as I required.
Gabriel was friendly and efficient.
Staff member was friendly, professional, knowledgeable and efficient.
The lady I spoke to was very helpful, considerate and informative.
Nothing to improve on, your staff are very professional.
I received a call from a Cllr for the green waste subscription. The customer stated that i had dealt with the call brilliantly and that i was very polite.
Dear Clarissa, You have been very professional and helpful to me. I would also like to inform your management of your excellent customer service as well as my complaint. Thanking you in anticipation
A special thank you to Kate who helped me view my planning application online. I'm not good with computers so she really helped me!
You dealt with my enquiry quickly, politely and efficiently.
Linda managed to send my bin sticker before the first collection. Very grateful.
My husband had died and the lady was very helpful and sorted the issue out sensitively.
A very helpful customer service officer went the extra mile to assist me.
Customer very thankful as she had spoken to several members of staff but has not had her assisted bin emptied for weeks. She was very grateful that Shelley managed to sort the problem and her bins have now been emptied.
Thank you for all the help Nicola, You've been brilliant!
Many thanks for your all help with FOIs this week Kate, I do appreciate it.
A big thank you to Linda for looking into the charge on my second bin, if it had not been for her I would have paid the whole amount for the second bin. I'm very impressed with the service I received.

Customer called to say thank you to Lewis in customer services for being extra helpful in reporting fly tipping.

Environmental protection

It is difficult to describe the sheer volume of noise we have been experiencing from our neighbours. The council and the minister are to be thanked for supporting us on this matter.

Following the exhumation earlier this week I just wanted to thank all those that were involved- with everyone pulling together we managed to get the job done.

Home choices

Sandra, I'm glad it was you that answered, i just wanted to say thank you for helping my brother find a new home.

Would like to thank Home Choices - so very happy with the new property it is delightful - everyone is so friendly. Landlord lovely

Hello Paula I'm in my little home in Saxilby I'm so very happy. Keep pinching myself thinking I'll wake up in minute! Lol Just wanted to send you a short email to say thank you for all your help information and talking to me when I was at my lowest. I really do appreciate your help. Thankyou

Compliment for Paula Clarke - Home Choices Officer Just wanted to give you some feedback from CE, he has the most wonderful things to say about you. He said you helped him out no end. He said you are supportive and compassionate, and he wanted to thank you for all your help. He feels he would be lost without you.

Yes amazing news I've been offered a property. I'm thrilled. Thank you for all your help you and all the staff have been so helpful and friendly to me. I really do appreciate everything the team has done for me.

Planning enforcement

Very difficult to improve such a good service I had with Selective Licencing. Concise, polite and informative.

Dear Ms Edwards, Thank you again, as someone has now been to number 4 and cleared all the rubbish from the walkway at the back. I appreciate all your help in making the area a safer and cleaner place for the residents.

On behalf of everyone on the Parish Council I just want to say thank you for all you have done about 24 High Street. We realise there's more to do yet but the area is looking so much better already.

Anti-social behaviour

Just want to say a big thank you for sorting out some anti-social behaviour in caistor Lincs outside the Indian take away although the problem of people still hanging out outside the noise is much better there is some noise about but its not as bad. What i don't like is child playing near the take away door and near traffic. Its a residential area not a park some cars park up on the pavement kids should not be out of their push chair or playing on or near the Indian take away its dangerous and health and safety hazard. Some groups of people have been hanging around near to council flats the elderly and some families live inside these flats But things have improved with noise. I've not seen the second group of people who hang about for a while. When the people from the Indian take away do hang outside the flat it makes me upset and nervous and anxious. I don't like to see it. Its only been happening for few weeks.

Licencing

A big thank you for your help this week Tracy, it's really appreciated.

Local land charges

Thank you so much for covering the FOIs for me, you did a fab job and it was greatly appreciated.

Development management

Thank you so much for your swift response.

Thank you for emailing back so promptly.

Many thanks for the swift reply John, very efficient.

Hi Joanne it was lovely to meet you and thank you for our application.

Thank you for such a quick reply. I appreciate its all confidential.

Thanks for your prompt reply and link, it makes it a lot simpler than trawling through everything.

Thanks John, yes they are visible, your quick action is very much appreciated.

Dear John, Thank you for your prompt attention to my email.

Recently you sent archived planning documents for the above property. Thank you for these - they proved to be particularly useful.

Thanks. That's very quick and helpful service.

Lovely, thank you very much for your help.

Thanking you John for your most prompt and kind attention concerning this matter. Really appreciated.

Thank you so much for your help John and so quickly too, that is perfect!

John Thank you for your message. No need to apologise for delay as I've never before had a response from any Local Planning Authority on the same day as submitting an application.

Thank you for your prompt reply, I really appreciate it.

I am so grateful for your speedy reply to my enquiry John. Thank you.

Many thanks John! Your speed at making these available to us is greatly appreciated!
Excellent - thank you for the very prompt response Alison.
Many thanks for your prompt assistance.
Many thanks for your reply. I've found what I was looking for thanks to the link. Much appreciated.
That's Great John. Very much appreciate your quick response.
What I was impressed with was the openness and positive approach to finding a solution. This is exactly how I think a planning service should be.
I just wanted to take a minute or two to thank you for your time this morning. I found today's meeting like a breath of fresh air.
Thank you once again Russell for all your assistance with this, it has been excellent to work on this with you.
Thank you very much for such a prompt response.
Thanks for the documents so quickly John. You're a star!
Thank you very much for sending over the documents so quickly, I really do appreciate it.
Mr Backovic, I'd just like to say thank you for your time at the meeting on the 16th March & the information given it was greatly appreciated.
Many thanks for your quick response to my email this makes life a lot easier.

Revenues (council tax)

When dealing with my council tax account after my husband passing the process was so easy. Thank you Mark for your understanding, you explained everything so well.
I can't thank you enough Gemma, you have been so helpful and brilliant!!
Thank you Mark for all your advice regarding my council tax account, I'm so very grateful.
Thank you for your explanation Deborah, you've been so helpful. You've made my day!
Customer who lives in France but owns a property in WLDC area expressed his thanks as to his enquiry about Ctax stating it was refreshing to speak to a knowledgeable person and was very grateful for our help with his enquiry.
I have just had a customer visit the counter regarding her father's account and to claim the refund back. She would like me to pass on how pleased she was with everyone who dealt with his account and how fast and easy the process of getting the SMI awarded was.
On behalf of everyone on the Parish Council I just want to say thank you for all you have done about 24 High Street. We realise there's more to do yet but the area is looking so much better already.

Street cleansing

I reported the problem fly tipping and my email was completely ignored, I am not very happy what so ever. 3 wheeley bins I reported was not emptied, just left out in the lane all still full to the top. You didn't do anything well at all half of the rubbish was left behind.

<p>You actioned my request very quickly and a gentleman very politely rang me to inform me that he had installed a litter bin. I was very happy with the service.</p>
<p>The item that had been dumped opposite my house had been removed the same day when I returned home. Thankyou.</p>
<p>I email to thank you for your prompt action to my request. Your service is excellent and I appreciated the courtesy call from the gentleman. Kind regards</p>
<p>Hello Simon I noticed this evening a new dog bin and did you also put a black bin along the layby. Just wanted to say thank you!</p>
<p>May I also take this opportunity to again thank you and your team for your support for the community and for community events in Caistor which is, as always, greatly appreciated.</p>
<p>Simon thanks for quote/invoice will process payment can I personally thank you and your operatives for the efficient and helpful way in which this was done, Kevin our Village Handyman was particularly complimentary of the attitude and helpful manner in which your operatives carried out the work. Thanks again</p>
<p>Simon, I think you are the most efficient person I have ever worked with, thank you for coming back to me.</p>
<p>I would like to compliment Jim Landry the WLDC driver who does a sterling job in helping keep Caistor litter free. Week in week out Jim empties all the bins and goes the "extra" mile in the performance of his duties. He has an engaging personality which is a great asset in his job as it helps to encourage many people to keep their areas clean within the town. He is industrious and portrays a "man of action" as he whisks around the town filling up his vehicle with the loads of rubbish which accumulate on a daily basis. He also brings his experience to the local scene in making many valuable suggestions in helping with new ideas on bin location and replacements.</p>
<p>Hi Simon, Hope you had a good long weekend and didn't get too wet. Just wanted to pass on our thanks for the good jobs carried out by your team. The troublesome bin in the park was emptied on Friday, long with all the other bins so everyone is really happy with the quick response. Just to advise the bin in the play area has now been moved and placed on the fence line, facing into the park but nearer to the entry gate so should be easier for your guys to empty in future. Many thanks</p>
<p>On behalf of the residents of Usselby, and the parish of Osgodby I would like to thank you and your team for a splendid job.</p>
<p>No improvement is needed, I had 100%service when reporting litter.</p>
<p>Thank you for replying so quickly and getting immediate action on this matter. Thank you Simon!</p>
<p>Thanks Simon, your responses are always so supportive, it's a pleasure to work with you.</p>
<p>We had a very successful day on Saturday. A lot of rubbish was collected and bagged and your colleagues have collected it all this morning together with all the equipment you lent us. Thanks very much for your help.</p>
<p>What an event! I would like to thank you and all your colleagues so much for letting this happen!</p>

Thank you Simon Smoothey for being patient with me, taking my call and clearing the fly tipping in Thornton-Le-Moor so quickly.
A big thank you to you and your team for keeping the bin in this layby tidy. I have been meaning to say for some time how efficient and friendly your team always are.
Scotton Parish would like to say a massive thank you to WLDC for all their support for the Clean Up. A great percentage of the parishioners turned out and 56 bags of rubbish were collected. Special thanks to Simon Smoothey for organising pick sticks, bags, gloves and bibs to be delivered and picked up

Waste services

The bin crew have been brilliant collecting my bins and very friendly towards me.
I initially tried to book the bin repair online and the webpage didn't work.
Just to let you know what a great attitude the green bin emptying team (Brigg Road, Moortown on Monday 18/6/18) have. Haven't met them before as I'm not normally about at 7am on a Monday morning, but I got up early specifically to get my bins full of the garden rubbish that I had collected the previous day. I wasn't quite finished when they got here, but they offered to help me take the rubbish not yet in the bins to the lorry and were friendly and courteous. Many years ago I lived in Grimsby and the attitude of the bin men was the complete opposite there - with many of them surly and liable to complain and shout abuse if your bin wasn't presented quite as it should be and usually waking up the whole street with the noise they made! So nice to see cheery faces just calmly and quietly getting on with their job at that time in the morning.
My missed bin was emptied at 9.35, I'm very impressed and grateful. I'd like to pass on my praise to the crew, very pleasant and amenable.
I rang the office this morning to say that my green bin had not been emptied. I wish to thank you for your help and to add that the dust cart came back and did empty the bin, was also very polite and apologetic.
I thought you'd like to know about an excellent bit of service I've just received from one of our refuse teams. I didn't put my green bins out today because they're empty. I keep them near the boundary of the property and one of the men obviously saw that they hadn't been put out, so he got off the freighter, came over to my bins and checked each one before going back to his vehicle. I was able to call my thanks to him, but I wanted you to know, because that sort of little touch makes all the difference and is very much appreciated. I have forgotten in the past and then I've been lumbered with nowhere to put my green waste. Please convey my thanks to the team.
Just a note thanking you for your very quick action regarding my missed bin collections All three bins had been emptied by mid-afternoon when I returned home from shopping. Thank you very much for such excellent service.
Initial contact was via letter regarding green waste collection. The letter and leaflet were excellent and easy to read and understand. FAQs were great!
The refuse collectors are doing a fantastic job in this heat, they look shattered and toasted (Compliment received via WLDC Facebook page)

Thank you for your email Elaine and your efficiency!
The bin men are exceptionally good, happy and helpful.
The waste collectors working for this Council are the best I've ever come across - nothing is too much trouble for them.
Thank you very much. What a good service!!
Excellent deliver time of green bin sticker.
A huge credit to the staff that came to empty the bins. Realising that no-one was expecting them, the crews ran down people's driveways, in pouring rain, to collect the bins. Pass on our thanks, the whole village were very appreciative of their efforts.

Wellbeing and health

Thank you Emma from the TAC team for your helpful and prompt response.
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Customer services and Waste services combined

Rang to report missed bin due to vehicle reversing down street, spoke to Shelley and within an hour bin emptied. Thanks to Shelley & waste team
For Nicola Milton in Customer Services and Simon Smoothery: Thank you kindly for your help, I really appreciate the service I have been provided by Nicola and the waste management team, regarding my query on collection of soil from my property.

Appendix 2- Comments Received by Service

Comments received (60) between 1st April 2018 and 30th June 2018

Customer services

Reception area is too hot - uncomfortable to sit and wait. 6 customers mentioned this.
Customer in Market Rasen called to complain that the Market Rasen office is still closed. She usually collects dog waste bags from there and Gainsborough is too far to travel to.
Respond quicker as it took a few weeks to respond.
To get through to someone is a very longwinded process.
It's obvious that nobody cares about the problem I had, as no one could be bothered to contact me about my issues.

Environmental protection

When contacting Environmental protection about air pollution a real response other than an automated acknowledgement would have been nice.
The first response was very good but the follow up is disappointing. After our e-mail an officer came and discussed the rodent problem. We agreed that he would be sending out letters to residents suggesting they limit their bird feeders as this was attracting the rats however those letters have not arrived yet after four weeks.
Please contact me back. I don't know what has been done regarding complaint? I've not had a reply.

Growth and regeneration

Customer called to say that after he heard a lady talk on the radio about Gainsborough and how it is developing and that people should visit - he came with a group of friends for a day out. He wanted it known that they were all very disappointed with the town and said there was nothing for them to do and nowhere to go. There are no public toilets and nothing of interest to see. He said it was a horrible town and would tell anyone who asks him not to bother visiting. They travelled for 30 miles to get here and said it was a waste of time.

Planning enforcement

The responsible department for high hedge complaints changed shortly after I made the complaint and it took a long time to then begin to progress anything. Once the new responsible person had taken over it took some time for them to begin the required processes. Communication was initially not good but has improved significantly.

Anti-social behaviour

Nothing has happened about my ASB report. I have received no response at all and the same people are still acting in the same manner.

Perhaps have a map available to pinpoint site of the fly tipping I was reporting. Perhaps let me know via email that it had been dealt with.

Property services

Why have we not got any public conveniences in this town - one by the waterside which could do with being reopened - no public facilities is not up to standard. Customer has been in before to us on 2/3 occasions to raise this however have not heard anything regarding this. Would like to know why the car park at Roseway was allowed to be closed before other provision were put in place. Why don't we have public conveniences in the council offices. Why should the shop keepers provide the toilets when we the council should be providing this service. Want it sorting, and sorting quickly - isn't it about time they got their finger out and do something. Please make sure I get a response this time as otherwise I will be in the office every day until this is resolved.

Customer in reception was not happy that the Roseway carpark toilets are closed for such a long time, with no information on them about when they will re-open. She said it puts her and others off from shopping and coming into Gainsborough. She is diabetic, which she said means she has to use the toilets more often than others, and wasn't happy with the lack of information informing people.

Unhappy with the closure of the Roseway Car park. Very proud person who feels we shouldn't have to ask (feel stupid and embarrassed to ask a cafe it's about pride) and don't feel I should have to pay for the toilets in Marshalls Yard. What about the disabled or other people that struggle with asking - it appears we have ignored the medical reasons for the need for public toilets - My friend and I have a bag strapped to them and the public toilets are much more convenient than cafes small un prepared. Been coming into Gainsborough for 80 odd years and I will not be coming back as much due to this and my needs. I understand you can't do anything but I really want my comments heard as I think this is unfair for a market town. Would like the experience officer to look into this and feed back to me please.

Revenues(council tax)

Customer has told staff a number of times that he has a visual impairment and cannot read black text on white paper but continues to receive post with black text on white paper.

Street cleansing

I'd like feedback about the fly tipping. I reported it by phone and email.

When I submitted my request for a new litter bin an expected timeframe would have been good.

Please reply to advise when the fly-tipping will be dealt with or notify when it's done.
My complaint about neighbours and the state of the street and their rubbish has either fell on death ears or nothing has been done about it. I was told yourselves and Acis who I also complained to was going to have a meeting and the offenders were going to be contacted. The street is still a mess with bins and rubbish all over.
WLDC have the report about the street cleaning re litter and conformed the job will be done - still waiting.
Customer called to complain about the street cleaner - saying he only goes down the middle, leaves more rubbish than was there in the first place - goes very fast and is worried about the safety of children/people walking nearby. She said she has complained a few times and nothing is being done. She said if it continues she will take photos and send them to newspapers to show what a bad service it is. She is very angry about the fact he doesn't clean the streets properly and also that nothing seems to be done after she has complained.
I was contacting about dog fouling. I had to contact twice, you didn't deliver quick enough.
I contacted about a full litter bin. The problem has still not been resolved, the bin is overflowing and the rubbish and dog waste is on the ground.
I reported litter for street cleansing. Respond to me! I've never heard from you yet you want feedback.
There are no bins in the layby near Ranby on the B1225. It would be helpful to have bins put here. It is a busy road and whilst it is tidy it stays tidy, but once people start littering it becomes a mess. I understand we clear it but if we could have a bin put in the layby it would help keep the area tidier. Already spoken to Highways but they explained it is the Street Cleaning team at WLDC I needed to ask. (Turning towards Ranby on the Horncastle to Caistor road.)

Systems development

Get a working web page to avoid needing phone contact. This is not convenient.
Please get the website to work properly for payments
Customer couldn't book a sharps collection online, as it wasn't accepting the date he was asked to add manually.
The PayPal link only appears to work if you have the App.
The password for registering for an online account is unnecessarily complicated and with extra symbols/capital letter etc. would not be easy to remember - so called instead of doing it online.
Make it easier on the website to find the service needed.
I tried to get the green bin via web. I couldn't do it your website is poor. I didn't get an email.

Lack of phone numbers on website, home page, or 'Contact Us' link. It took a long time to find a number on the bottom of a leaflet in a web page link. Bad move but it was obvious WLDC were going this way not wanting residents to contact via phone from recent Citizen Panel surveys. Bad move and making it difficult to make contact when it should be made easier. Not what people want. Make it easier to contact by phone and talk to real people direct/immediately, not back and forth via email hour after hour and day after day getting nowhere.
Not able to upload photos when reporting to Public Health, as photo document was too large, but no alternative method was offered.
There seems a need to input data already held by the council. Getting closer to Amazon one-stop processing would be great.
Your website for furniture removal is very complicated - so I phoned and left a message.
Mobile site needs to be easier to navigate and be more intuitive
Nothing went well, the website is terrible and vulnerable. Develop your software with governance and testing so that's secure and robust. I do not have confidence in the council, it is clearly ran by numpties.
The staff were very helpful but the website wasn't.

Waste services

Despite telling me my missed bin would be emptied by the 19th June it was not
I tried to sign up for Garden Waste on web page but it wouldn't let me so had to phone.
My neighbour always blocks the passageway which sometimes makes the bin not visible and has caused me 3 missed bins. Please make the crews aware.
A new bin was delivered but the wrong one, I then had to wait a week for the correct bin to be delivered and the other one be taken away. My email confirmation from customer services clearly stated black but somehow this was not passed down to the delivery operative. Ensure correct information is given to all staff involved in resolving the issue.
A comment section on the report form would have allowed to me to comment as to the likely reason for the missed bin - in this case likely blocking by parked traffic in Church Lane. This is worst on Bank Holidays.
No one has actually come to collect my sharps and I requested this in March (3months ago)
Customer not happy that we won't collect her un-wanted green bin now for a few months. It doesn't mention anywhere on the literature that there was a deadline to contact us if they want us to collect it. She said it wasn't very good service and now she has nowhere to store it.
When the crew emptied her blue bin the bin was returned without a lid. She said it would've been better customer service to knock on her door and let her know, or leave a note on apologising rather than just leaving it without a lid on.

The customer would like to complain about the waste collection service. He said he has had to call 3-4 times in the last few months - although nothing was recorded on achieve. He wanted to complain about his blue bin not being fully emptied a couple of weeks ago - I advised that the crew aren't allowed to put their hands inside - it goes on the truck and gets three hits to empty it. He said he wasn't happy with that and that it wasn't good enough. He also wanted to report a missed blue bin from today as he saw the crew drive past and not empty his street. I advised that the crew has until 5pm to empty it and we can't guarantee what time it will be - so I can't log it as missed yet, but I can email the crew and make a note that it hasn't been emptied as yet -but he wasn't happy about this either and wanted to speak to a manager and log a complaint.

Having paid for my green bin I am very disappointed to note it has been only half emptied, not really getting good value or service bin men could be a little more competent now residents are having to pay extra for a green bin.

Customer called to ask why their neighbour's black bin side waste is always collected and hers wasn't today. I advised that our policy is that we don't collect side waste and that I would pass this information on. She also mentioned that as the council tax has gone up and there is a new charge for green waste she doesn't feel like they get any extra services for the extra money. She also mentioned about the cost of a bulky collection for patio doors (£86) was outrageous and it would be cheaper to hire a van to take it to the recycle centre herself.

Green Garden Waste Complaint. The customer called to ask to speak to the leader of the council, or someone specifically in relation to waste. I explained to the customer that we take their initial calls at customer services and if it is a comment, complaint or compliment we can take the information down to pass onto the relevant teams. I asked if she had had any contact with anyone about their concerns previously and said that she had spoken to the green waste manager but did not want to speak to her again as she found her very unhelpful. I therefore explained the role of our customer experience officer and she said she'd like her message to pass onto you. The customer and her neighbours have observed that there is a property who has 3 green bins, presents all of these, but only has one sticker and the customer and neighbours have observed all 3 bins being emptied. The customer feels this very unfair as this is not what was agreed and the resident is getting special treatment due to knowing the crews and talking to them. This has been raised with the green waste manager before but was not helpful.

The customer has asked to remain anonymous, not providing any information at all, however is not looking for a response. She would just like this resident investigated and this issue raised with the appropriate members of the council. I explained that without her details there is not much we can do but she asked for this to still be passed on as she wanted this raising further as she did not see why giving her details would add anything to this account. Offenders address supplied.

IMPORTANT: PLEASE FORWARD TO THE BIN COLLECTION AREA URGENTLY?
Please be informed that I am unhappy about bin collections on a Thursday. I live in Welton. The driver of the bin collection lorry constantly and literally cuts corners. By this I mean the driveway between my house and Chancel Court! This is a recent situation as you possibly have a new driver? Over the last few weeks the driver has cut the corner on a left hand turn. I am concerned that it will not be long before my low wall is knocked over! In conjunction the sign for Chancel Court will be removed. There should be no excuse for this as the driver reverses in, and then drives out. Please correct this as a matter of urgency?

Customer reported a missed blue bin. She then called back the next day to ask when it will be collected. I advised it would be within 5 working days and she said that wasn't good enough. She is elderly, and worries about what her neighbours think. She said she has already had comments from the neighbours regarding her bin being left close to the street and full of rubbish and is making her stressed.

Appendix 3- Initial Contact per Service

Service	Very/ Fairly Satisfied	%	Neither	%	Very/Fairly Dissatisfied	%	Total
ASB	6	67%	3	33%			9
Waste services	49	89%	2	4%	4	7%	55
Garden waste	173	75%	32	14%	26	11%	231
Street cleansing	17	71%	3	13%	4	17%	24
SNN	1	100%					1
Building control	1	33%	1	33%	1	33%	3
Development management	3	60%	1	20%	1	20%	5
Environmental & public protection	5	63%	2	25%	1	13%	8
Food health & safety	1	50%	1	50%			2
Planning enforcement	1	100%					1
Housing enforcement	1	100%					1

Appendix 4- After Service Satisfaction per Service

Service	Very/ Fairly Satisfied	%	Neither	%	Very/Fairly Dissatisfied	%	Total
Environmental protection	5	71%	1	14%	100%	14%	7
Waste services	31	86%	2	6%	300%	8%	36
Street cleansing	2	40%	2	40%	100%	20%	5
Building control	2	67%	1	33%			3
Housing enforcement	2	100%					2
ASB	3	60%	1	20%	100%	20%	5
Food health and safety	2	100%					2
Development management	3	100%					3
Planning enforcement	1	33%			200%	67%	3

Appendix 5- Payment Methods per Service

	Benefits Over-payments	Building Control	Council Tax	Food safety	GGW	Land Charges	Licencing	NNDR	Planning	Planning Portal	Street Cleansing	Sundry Debts	TAC	Waste Services
Self-Serve	97	31	6522	4	1169	0	52	648	11	47	2	64	0	121
%	43%	19%	5%	40%	41%	0%	27%	25%	6%	77%	11%	5%	0%	32%
Staff Assisted	34	121	1136	6	765	211	120	36	184	5	17	349	745	228
%	15%	76%	1%	60%	27%	100%	63%	1%	93%	8%	89%	26%	98%	60%
External	95	7	114518	0	891	0	18	1947	3	9	0	942	14	33
%	42%	4%	94%	0%	32%	0%	9%	74%	2%	15%	0%	70%	2%	9%
Total	226	159	122176	10	2825	211	190	2631	198	61	19	1355	759	382