

Voice of the Customer Report July 2018 to September 2018- Quarter 2

Contents

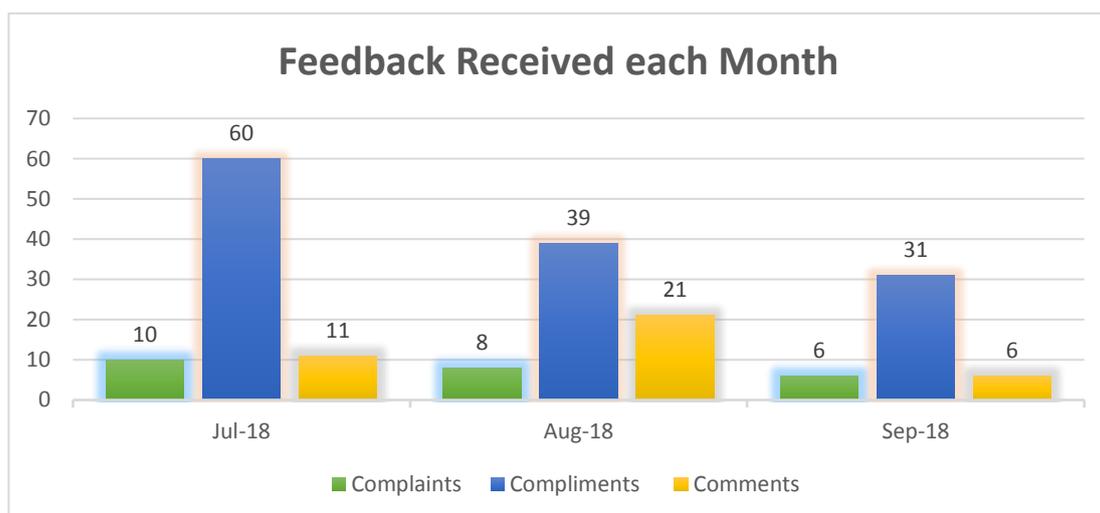
Introduction	2
Customer Feedback	2
Compliments	3
Comments	4
Complaints	5
Complaint Categories	6
Complaint Categories by Service	6
Upheld Complaints	7
Upheld Complaints and Learning Actions	7
Quality Monitoring Board	8
LGO Complaints – recent decisions and new complaints	9
Satisfaction Surveys	10
Satisfaction Levels	10
Demand Analysis	11
Service Requests	11
Face to Face Demand	12
Telephone Demand	13
Online Demand	14
Payment Methods	14
Appendix 1- Compliments Received by Service	16
Appendix 2- Comments Received by Service	24

Introduction

This is the second Quarterly Voice of the Customer Report for 2018/19 covering the period from 1st July 2018 to 30th September 2018. The report covers various customer contact information including customer feedback, satisfaction levels and demand analysis data.

Customer Feedback

Overall Figures	Jul-18	Aug-18	Sep-18	Total/Average
Complaints	10	8	6	24
Compliments	60	39	31	130
Comments	11	21	6	38
Average days to respond (21 day policy)	4.6 days	9.25 days	6.5 days	6.7 days
WLDC at Fault	6	1	3	10
% WLDC at Fault	60%	12.5%	50%	41%



Previous Year Figures

Overall Figures	Jul-17	Aug-17	Sep-17	Total/Average
Complaints	10	14	10	34
Compliments	22	15	19	56
Comments	1	8	5	14
Average days to respond	12.2 days	12.4 days	11.5 days	12 days
WLDC at Fault	3	9	5	17
% WLDC at Fault	30%	64%	50%	50%

Compared to the same period the previous year less complaints have been investigated and more compliments and comments have been received.

Compliments

Compliments by Service

See Appendix 1 for full details of all compliments received between July and September 2018.

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

Compliments	JULY	AUGUST	SEPT	Total
Development Management	17	7	10	34
Customer Services	18	8	2	28
Street Cleansing	9	5	4	18
Waste Services		5	6	11
Building Control	5		1	6
Home Choices	3	1	2	6
Planning Enforcement		4		4
Food Health and Safety	2	2		4
Benefits	1	2	1	4
Revenues (Council tax)		2	1	3
Systems Development	1	1	1	3
Environmental Protection	2			2
Licencing			2	2
Finance		1		1
Customer Experience	1			1
Member and Support Services		1		1
Local Land Charges	1			1
Housing Enforcement			1	1
Totals	60	39	31	130

Compliments are received through various different channels including customer survey feedback. Officers seem to be more actively recognising when a compliment has been received and are proactively making sure they are getting logged and counted.

It is encouraging to see so many compliments being received. The amount of compliments received has more than doubled since the same 3 month period last year.

As usual it should be noted that that the same services which received the most complaints also receive the highest number of compliments. These are the main customer facing services and therefore interact on a daily basis with our customers.

Comments

Comments by Service

See Appendix 2 for full details of all comments received between July and September 2018.

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

Comments	JUL	AUG	SEPT	Total
Waste services	2	10	2	14
System development	5	1	1	7
Environmental protection	1	2		3
Development Management		2	1	3
Revenues (Council tax)		1	1	2
Building Control		1	1	2
Street cleansing		1		1
Planning Enforcement	1			1
Customer services	1			1
Elections	1			1
Housing Enforcement		1		1
Management Team		1		1
Arts and Leisure		1		1
Totals	11	21	6	38

The number of comments received has reduced this period. This is due to customer satisfaction surveys only being sent out to July and August customers. Many of the recorded comments are gained via surveys that are sent out to our customers.

Currently we are reviewing the customer satisfaction survey provider to determine if we wish to continue with this particular software which means that for the time being systematic surveying of customers is under review.

In a previous Voice of the Customer report we highlighted that a new tool called HotJar is being used to collect more feedback specifically about the website to better understand the issues our customers are facing.

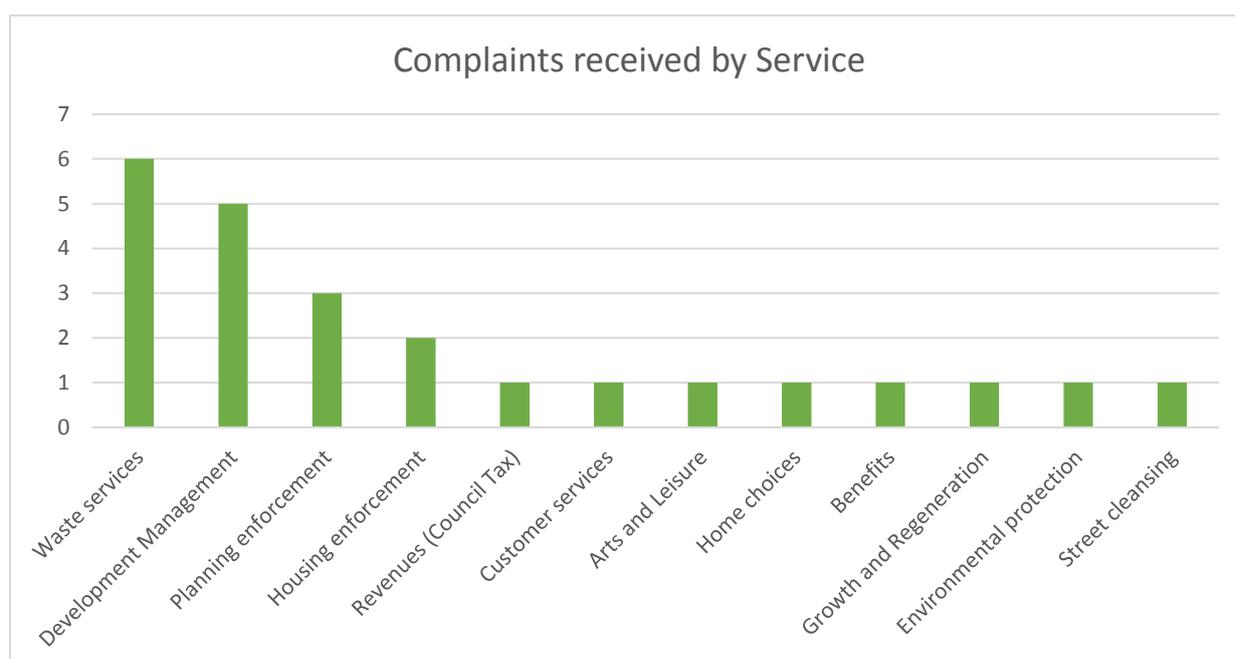
Complaints

Complaints by Service

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

Complaints	JUL	AUG	SEPT	Total	Upheld
Waste services	3	1	2	6	4
Development Management	1	3	1	5	2
Planning enforcement		1	2	3	
Housing enforcement	1		1	2	1 partially upheld
Revenues (Council Tax)		1		1	
Customer services	1			1	
Arts and Leisure	1			1	
Home choices		1		1	1 partially upheld
Benefits	1			1	1
Growth and Regeneration	1			1	
Environmental protection		1		1	
Street cleansing	1			1	1
Totals	10	8	6	24	10 (41%)

The number of complaints received has decreased this quarter however the percentage of upheld complaints has very slightly increased from 40% to 41%. Upheld complaints are examined later in this report.



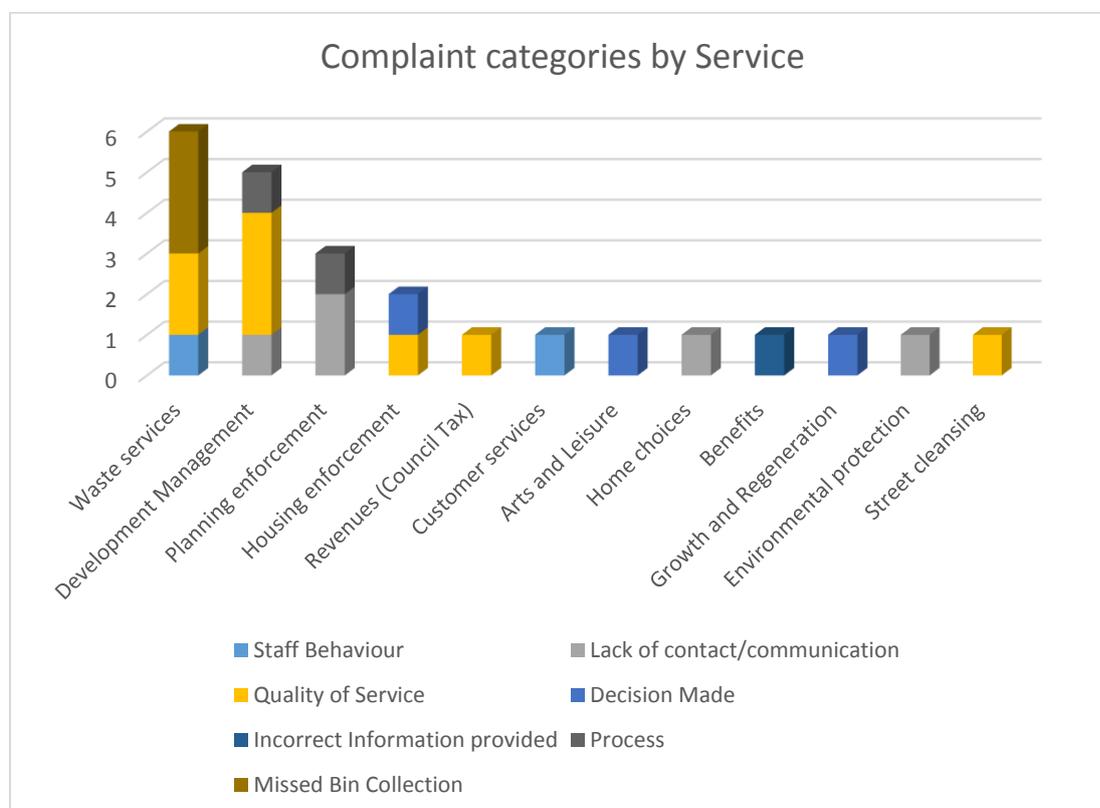
Complaint Categories

The table below breaks down the complaints received by category type:

Complaint Categories	JUL	AUG	SEPT	Total
Staff Behaviour	1		1	2
Staff Communication				
Lack of contact/communication		4	1	5
Quality of Service	2	3	3	8
Decision Made	3			3
Quality of Information Provided				
Incorrect Information provided	1			1
Breach of Confidentiality				
Process		1	1	2
Missed Bin Collection	3			3
Totals	10	8	6	24

Complaint Categories by Service

The graph below breaks down the categories by each service area:



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 24 complaints received during this period. 8 were upheld and 2 were partially upheld equating to total of 10 where some fault was identified. This equates to an upheld complaint rate of 41%, (last year the upheld rate was 50% overall and last quarter it was 40%)

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

Service	Upheld/Partially Upheld
Waste services	4
Development Management	2
Housing enforcement	1 partially upheld
Home choices	1 partially upheld
Benefits	1

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.

Upheld Complaints and Learning Actions

Waste Services

- Upheld complaints included assisted missed bin collections being missed, the location of bins when being replaced after they have been emptied and waste officers discarding personal litter on the ground and not picking it up.

The above issues have been addressed with the relevant crews and work will be carried out with waste services to see how these issues can be addressed as part of the corporate standards implementation events.

Development Management

- Upheld complaints involved customer comments. There was an incident where a customer's comments were uploaded and published without the customer signature being redacted. The customer noticed this and the information was removed as soon as officers were alerted.

There is a process in place to ensure this does not happen in the future, all customer comments are checked for sensitive or personal information and redacted before being published.

Housing Enforcement

- A complaint was partially upheld because we didn't revoke a notice that we had served in a timely manner and the customer felt it was out of date and could no longer be enforced however a new notice was served which was enforceable.

Home Choices

- A complaint was partially upheld because along with other issues that were not upheld the customer was promised a call back by a manager and the call never happened. Contact was made by the manager once the complaint had been submitted.

These types of issues will be addressed as part of the corporate standards implementation.

Benefits

- A complaint was upheld due to incorrect advice being given to a customer regarding benefit entitlement which caused delays in the customer's claim. The claim was back dated so that the customer was able to claim the full entitlement and the customer received an apology.

In terms of ensuring that these mistakes are not repeated in the future more staff training is being given to all officers that deal with benefit claims and a new procedure has been issued to the team to stop this happening again.

Quality Monitoring Board

The Quality Monitoring Board which consists of the Customer Experience Officer, Executive Director of Operations, Strategic Lead for Customer First and Customer Strategy and Services Manager meets on a regular basis to discuss upheld complaints and any reoccurring issues. Team Managers will be asked to attend one of these future meetings to explain what improvements have been implemented arising from complaint investigations.

LGO Complaints – recent decisions and new complaints

During this period 2 new complaints have been escalated to the Local Government Ombudsman.

Subject of complaint to LGO	Outcome/Current Stage
Planning and Development	LGO currently investigating
Council Tax	LGO decided not to investigate

The LGO decided not to investigate the Council Tax complaint as the customer had another formal route of appeal available.

Final decisions have been received for 2 complaints during this period. Fault was identified in one of the complaints and the recommended actions have been implemented.

Subject of Complaint	Outcome	LGO Recommended Actions
S106 Agreement	No injustice caused	No action required
Noise complaint	Fault found	Letter of apology and £150 compensation payment. Change in process required.

The LGO have recently published their Annual Review letters for the 2017/18 period.

The table below shows the high level figures compared to the previous year:

	2016-2017	2017-2018
Complaints and enquiries received by the LGO	20	19
Number of detailed investigations carried out by the LGO	11	10
Number of complaints upheld by the LGO	2	4
Upheld complaint percentage %	18%	40%

The table below illustrates which services complaints escalated to the LGO referred to. Out of the 19 complaints referred to the LGO only 10 were investigated and we were found to be at fault in 4 of these complaints.

	Benefits and Tax	Corporate and Other Services	Environment Services	Highways and Transport	Housing	Planning and Development	Total
2016-2017	3	1	4	1	2	9	20
2017-2018	3	2	2	-	-	12	19

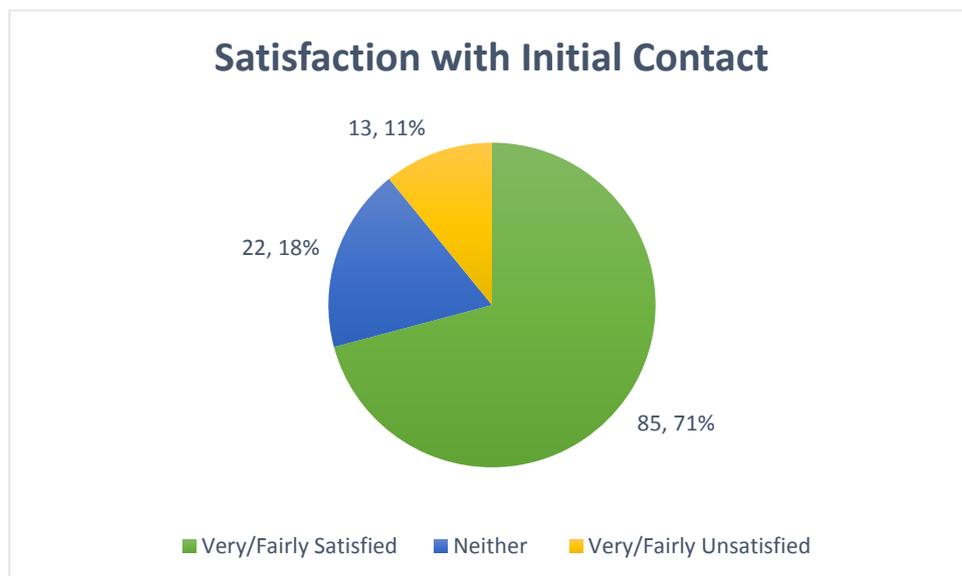
A report on the LGO Annual Review Letter will be presented to Governance and Audit Committee on 6th November 2018.

Satisfaction Surveys

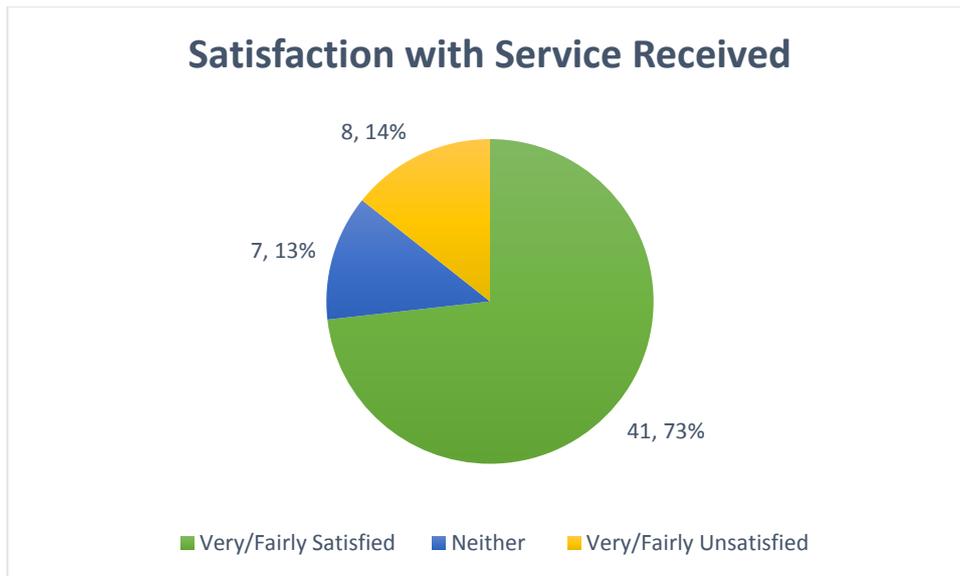
The Council has been piloting an e-survey platform since January 2018, however the provider of the survey platform is currently being changed so surveys were not sent for the period September 2018. Therefore this report only contains data for July and August. 1,911 satisfaction surveys were sent during this period, with a response rate the same as last quarter at 9%. From these responses 24 comments and 23 compliments were logged.

Satisfaction Levels

Customers were asked how satisfied they are with their initial contact with the council. Of the 120 respondents answering this question 71% selected very/fairly satisfied which is a 5% decrease on last quarter. See appendices for satisfaction with initial contact per service area.



Customers were also asked how satisfied they are with the service they received. Of the 56 respondents answering this question 73% selected very/fairly satisfied which is a 4% decrease on last quarter. See appendices 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, the website in general and not understanding the jargon used in letters and emails they receive. 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.

Some demand analysis data for September 2018 has been delayed and will be provided once available. The information below mainly covers the 2 months of July and August 2018.

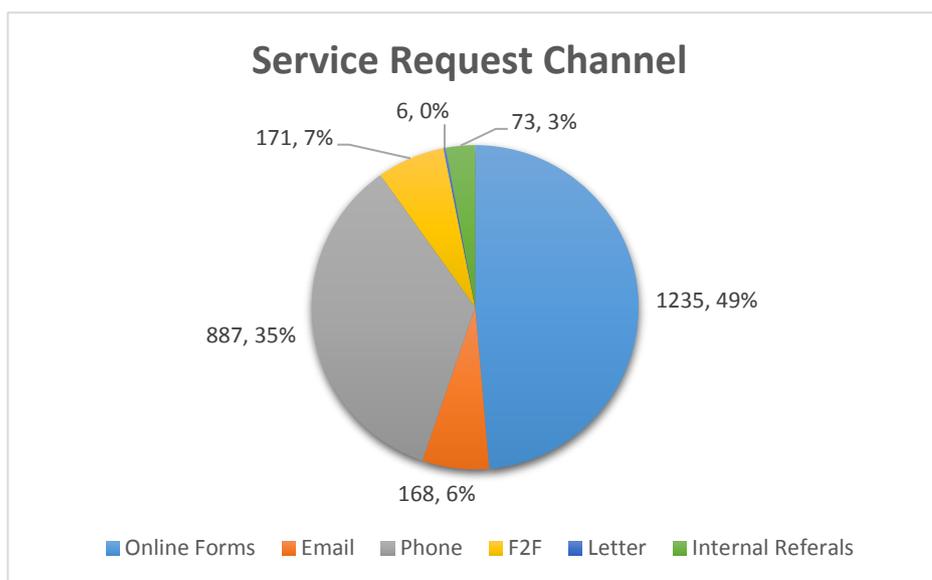
Service Requests

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 2,540 service requests received in July and August 2018, for the teams mentioned above, contact channels were recorded. The amount of service requests received has decreased compared to the same period last year.

The breakdown of contact channels used by customers to make a service request is detailed below:

- 49% online forms
- 35% phone
- 7% email
- 7% face to face
- 3% Internal Referrals
- 0% letter



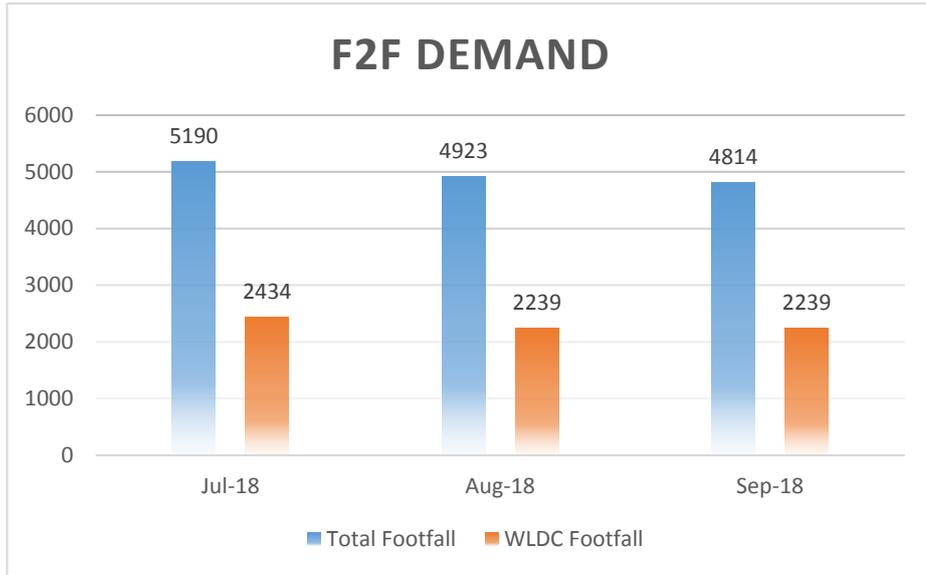
Face to Face Demand

Face to Face demand data includes the full quarter (July, August and September 2018) on average this period 54% of reception footfall was for our tenants, leaving only 46% of footfall visiting for the Council’s services.

Compared with the same quarter last year which had a total of 13,427 total footfall, face to face contact has increased for Council services and has decreased slightly for our tenant services.

	Q2 2017/18	Q2 2018/19
Total Footfall	13,427	14,927
WLDC	5,255	6,912
Tenants	8,172	8,015

The graph below illustrates footfall broken down by each month:

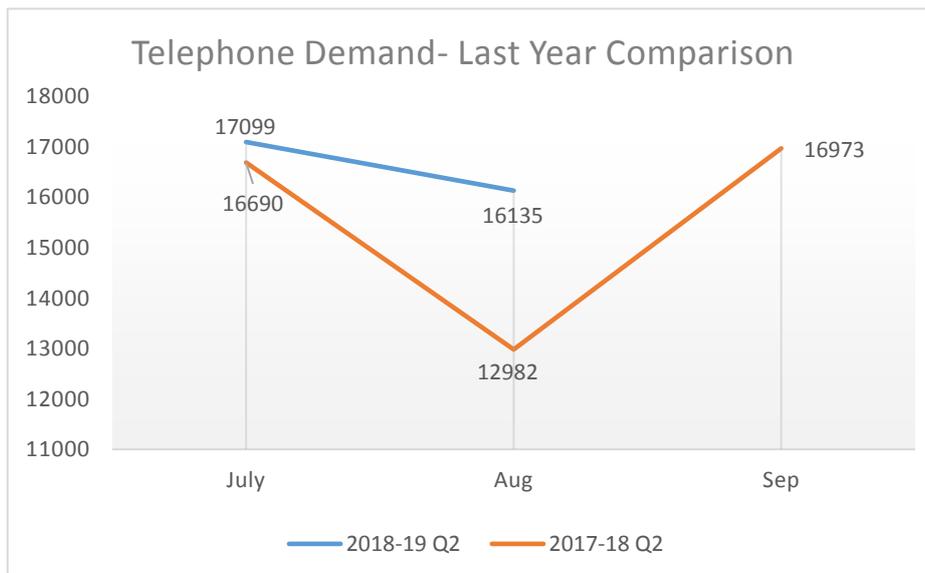


Telephone Demand

Across the entire council in July and August 2018 an average of 80% of the 33,234 calls presented have been handled.

Telephone demand for the council this period has increased compared to the same period last year. Each month more calls are coming into the council.

Telephone Demand	JUL	AUG	SEPT	Total
2017/18 Q2	16,690	12,982	16,973	46,645
2018/19 Q2	17,099	16,135	-	33,234

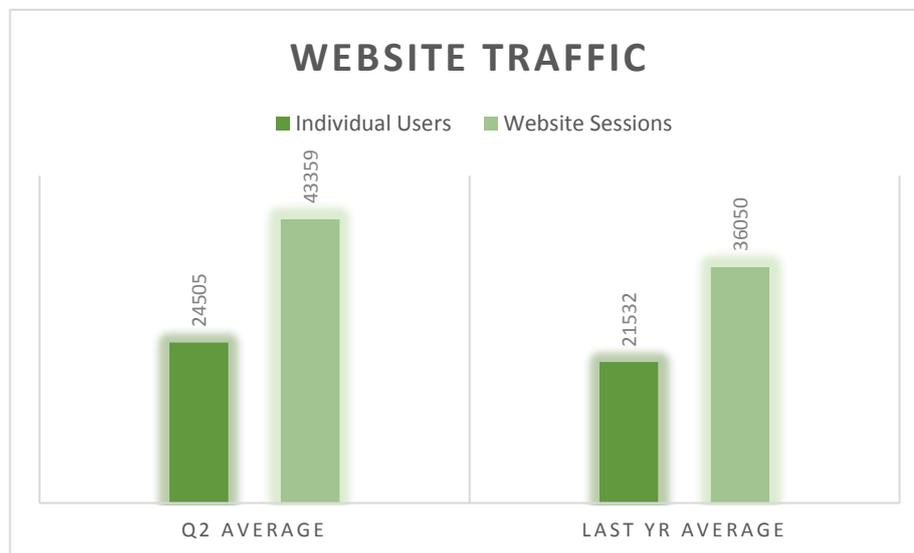


Online Demand

Online demand data covers the full 3 month period of July, August and September 2018. The average number of service requests made via the website during this period was 7,366 which is a slight decrease on the same period last year, which had 7,891 requests.

During Quarter 2 the council's website has received on average 24,505 individual users and 43,359 sessions per month. Website usage has significantly increased since last year, with the average month in the previous year having 21,532 users and 36,050 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.



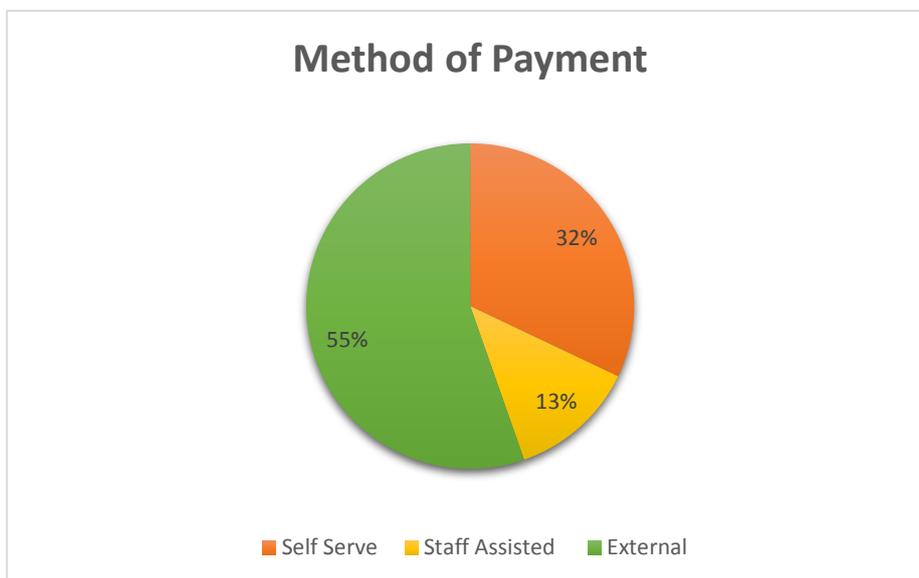
Payment Methods

The payment methods in which customers pay money to the council can be classified into three categories: Self-Serve, Staff Assisted and External payments. 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 July and August 2018 there were 77,554 payments made to the council. Of these payments 7% were self-serve payments, 3% staff-assisted and 90% 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	5,086	7%	5,086	32%
Staff Assisted	1,990	3%	1,990	13%
External	70,478	90%	8,768	55%



The figures above are council wide and the pie chart shown excludes direct debit payments.

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.

Overall demand for the services we provide is increasing, the increase in demand for face to face services and contact via the telephone has increased compared to the same period last year.

Appendix 1- Compliments Received by Service

Compliments received (130) between 1st July 2018 and 30th September 2018

Customer Services

<p>Really appreciate the calls back and great customer service from you (Alison) and to the supervisor (Paul) who is now delivering my new bins today. Thank you for all your help, I appreciate it.</p>
<p>Alison just to say a big thank you for the notes for reception, these have been a massive help. It covers a lot of the areas which we cover on a daily basis so can't thank you enough for these.</p>
<p>Thank you! You dealt with my issue quickly and politely. Brilliant service!</p>
<p>Thank you to Matt for reporting a missed bin. It was picked up and collected the day after. Great service.</p>
<p>The call centre staff were the only people who were helpful. Although they could not answer my query, they were polite and apologetic for the appalling level of service delivered by the planning department.</p>
<p>Phone was answered quickly and transferred to the correct department. Your staff have a friendly and helpful manner.</p>
<p>During my visit, a woman came in who was clearly very distressed about losing her keys and your staff were fantastic in dealing with her. They calmed her down and tried to keep it calm and discreet. Very impressive reactions as she was quite scary.</p>
<p>Thank you so much Alison for the time you spent with us to get the application done - we could not have done this without you - and you were multitasking helping so many other people too - you should be proud of what you do.</p>
<p>"Amy Thank you so much for taking the time out for me today, it really means a lot"</p>
<p>Reception staff were welcoming, swift and efficient. An excellent first experience!</p>
<p>Thank you to the team that collected my missed bin, thank you for doing so promptly. Thank you to Clarissa who sent me the calendar.</p>
<p>You made the necessary changes to my bulky collection quickly and efficiently, the agent Nicola was also very friendly and polite.</p>
<p>The young lady was efficient and sorted my damaged bin straight away.</p>
<p>I completed the wrong form on the website and ended up paying £33 when I didn't need to but customer services were excellent and helped me get a refund easily. Very helpful!</p>
<p>I lost phone signal twice and your customer service lady rang back to complete the transaction- very good service!</p>
<p>Thanks to Clarissa for a fantastic service. She had to call me back due to printer fault. She called back when she said and had tickets ready and waiting for me. Very grateful.</p>
<p>A gentleman called Bryce on the phone helped me, he was excellent friendly and explained everything well.</p>
<p>Matt helped with a benefits claimant on UC system to assist Ange on benefits desk who was busy. He did everything for the customer and was very helpful - much appreciated!</p>
<p>Thank you so much for taking the time to call me back Clarissa, it's much appreciated.</p>
<p>Thank you for helping me complete the ASB form on the computer, I couldn't have done it without you. Thanks for being so patient.</p>

Thank you Karen for taking the time to patiently take my phone call on what is a sensitive matter, you made me feel reassured that something will be done.
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.
I rang to report a missed bin due to vehicle reversing down the street, spoke to Shelley and within an hour bin emptied. Thanks to Shelley and the waste team.
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.
Seems the bin men have broken my bin today, thankfully the lady who answered the phone (Shelley) 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 elderly 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.
Thank you for your help Nicola, you've made a difficult call painless and given me all the information I asked for.
Sharon, thank you for all your help over the last couple of months with the canvass forms. You have saved us so much time and it has been greatly appreciated. You're a star!

Building Control

Many thanks for your efficiency.
Hi Gloria, Thanks very much. You guys are fantastic as usual.
The building control team were very helpful and professional at all times.
Wish all customer service was like yours, excellent communication for my building notice.
Hi Jodi, Thank you so much wish all customer service was like this!
I greatly appreciated the speed of response to my request. It was completed within a day of raising the query.
Patrick thank you for such a prompt response and thank you so much for your help.

Benefits

I attended the Landlord meeting this morning and wanted to thank the speakers for their time, patience and persistence in what was a difficult meeting.

Thank you for your kind reply. Thank you so much for sorting things out for me. I really appreciate it.

Thank you so much to the benefits team for your support and going the extra mile for our lady leaving care.

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.

I have just received a call from Graham Metcalfe from regional DWP to thank me and the Benefit Team for all our help (above and beyond) to get ready for the Gainsborough Universal Credit rollout tomorrow – he said that he has not received anything like the level of help that we have given him from other LAs.

Environmental Protection

Regarding my noise complaint- I would like to say a big thank you to you and your team for whatever you did to resolve this problem - a job well done.

Many thanks for the prompt reply from both yourself and your colleague. All further information has been forwarded to search providers via solicitors. Hopefully that will now be sufficient to bring this matter to a close.

Food Health and Safety

Richard, thanks ever so much for your help in this subject again, you have been nothing short of fantastic with us in every area possible.

Very prompt, detail, looking into all aspects, but also made to feel comfortable and Jo West acknowledged effort and finer details too.

Inspector Richard Hutchinson is a really kind person, we learnt from him many things. He told us some important things for safer food better business.

Job completed in record time, very good response to my food legislation request. Problem solved immediately, thank you.

Home Choices

I just want to say a big thank you to you and your team for the help you have given us in this situation, this will now resolve a significant neighbourhood dispute that has been ongoing for almost three years!

Thank you all so much for the help, advice and support you have given to me and my daughter. You are an amazing team and from the bottom of our hearts we are eternally grateful for what you have done for us.

Been in with a Disability Network member this morning regarding a homeless case and we were dealt with by Laura Hill. Just wanted to say what an amazing job she did. She was empathetic, patient, and followed protocol regarding a DV issue. Just wanted to give credit where credit is due!

Thanks Paula for going out your way again. You really are a good one and i appreciate your help. I'll never forget your kindness and your care, it means so much when things are tough.

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

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.

I cannot Thankyou enough Paula you are amazing xx

Paula I would like to express my sincere 'thank-you' for all the time and compassion, understanding and help given to me during my housing problem.

Housing Enforcement

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

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.

Thank You so very much Veronica You've been a God Send to me I couldn't have wished for better. Thank You so much I really can't thank You enough for all and everything you've done for me. You really have looked after me between getting the grant for this work to be done to get the plumbing n electric done , looking round for cheap movers to move me , and talking to martin n co to get them to release me sooner so I could move on Tuesday. I really can't Thank You enough for everything you've done for me. I'm very happy with everything Veronica I really wish you well n hope you have a big windfall ' on the lottery you really deserve it for all you've done for me these past months Thank You again Veronica ' have a really great day and enjoy your few days rest from work

Licencing

Wonderful service, if i could leave a 10/10 review for you i surely would. Thanks once again.

Hello, That's perfect, thank you very much for your speedy reply.

Planning Enforcement

Cath - Thank you so much for your prompt reply. I shall forward this information on to my son

Thank you for Cath Bentley - Cath always has time to assist me when needed even though she has a lot of work on, I really appreciate it.

Thank you for the prompt and highly efficient response from Planning Enforcement.

You made it very easy. The form was simple to fill out and I received an acknowledgement immediately, so I knew you had received my report.

Member and Support Services

I recently enlisted the assistance of Ele Durrant, Democratic and Civic Officer, when I experienced problems transmitting an email message to the Leader of the Council. During my dealings with her she has been helpful, courteous and thoroughly professional. I thought it right that I should make you aware of the good quality of service provided by this officer.

Development Management

Thank you so much for your quick reply and help John.
PS thanks to Joanne. We appreciate the pro-active approach to resolving the Highways issues.
The email communication from the planning officer was clear and timely.
Many thanks to you and the team for assistance and input with this application
That really is excellent news. Thank you for the assistance that you've provided during this application. You're approach has been welcomed and we look forward to dealing with a long term blight in that particular area of WLDC.
I couldn't have done it without you so thanks!
Thanks for all your help when we spoke this morning Denise, I am so grateful. You work so hard, you have always have been positive in what you do and knowing you this will continue.
Thank you for coming back to me so promptly Claire.
What brilliant customer service! Thank you so much for dealing with my request so swiftly. It is very much appreciated.
On behalf of the board we would like to offer our sincere thanks for your support In the development of our training ground. We appreciate the unwavering effort that has been made to ensure we reach our approaching deadline. We cannot thank you enough for your support to date.
John, Thanks for your fast response.
Thank you for your fast response John, greatly appreciated.
Thank you for your swift assistance.
Hi John many thanks for your prompt response best regards
Thank you for all the information you have supplied, it is very much appreciated.
Thank you so much John that is really appreciated.
Thank you for your swift reply, it is much appreciated.
Thank you, that is really kind of you and as always a quick response.
Wow that was quick very impressed and thank you very much John.
Thank you for your quick response today. Excellent service
John you're a star, you've been so helpful thank you.
Many thanks for your very prompt response.
Jodi has sent through the amended certificate of completion and it is now reading correctly and I can see it all, so many thanks for helping to sort that one out. Thank you for your help in all of this.
Dear Ian, Thank you for emailing the planning permission notification and dealing with application very efficiently.
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 it's all confidential.
Thanks for your prompt reply and link, it makes it a lot simpler than trawling through everything.
Recently you sent archived planning documents for the above property. Thank you for these - they proved to be particularly useful.
Thanking you John for your most prompt and kind attention concerning this matter. Really appreciated.

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 Denise for info. Once again thank you very much for your kind attention.
That is great - many thanks, Emma. I don't think I have ever received help like this on the same day as asking in over 20 years of numerous requests so it is even more appreciated.
Hi Emma, Many thanks for the attached, once again I appreciate all you have done for me, it is very kind of you to go to this trouble.
Thank you Ian. Much appreciated that the application has been dealt with so efficiently.
Good morning Denise, I appreciate you looking into this whilst still on leave. Thank you.

Revenues

I received an excellent service from the Council Tax team.
Customer wanted us to know that she was very happy with the way we have dealt with her ever since her mum went into a nursing home and passed away. She said we have been a great help during what has been a difficult time.
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!
It was refreshing to speak to a knowledgeable person and I'm very grateful you're your help with my enquiry.
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.
Thank you to all staff in the Council Tax Department, who I have found to be extremely helpful in various issues which arose when I was dealing with my mother's financial affairs.

Street Cleansing

Simon Smoothey is ace. I not only report my council stuff but he has helped me out with resident's queries as well. In Scotton we had a 'village' clean up. About 90% turn out and every scrap was picked up. WLDC provided everything, delivered when they said they would and picked all bags up exactly when they said. Maybe Hemswell could do the same. Even came and cleaned all the leaves off the drains and the road edges. Can't praise Ady and Simon enough. Refuse collectors are also ace. Always put the bins back tidy and never block the road. If you would pass on this if you ever see them would be grateful as I think they have a thankless task and that department work so well.
Hi Simon, Just to say I went up to Scampton viewpoint today and the difference was amazing...and so simple. So thank you and please thank the operative who cleaned it up so well.

<p>Wondered if I can pass on a compliment about Simon and his team from the Gainsborough event please. They were all so helpful (especially when I arrived on my own to put up a large gazebo!).</p>
<p>Your response has been far quicker than I could have believed, so thank you for getting something done so efficiently. Thank you for sorting this out so well!</p>
<p>I would like to praise the waste team with the oil spill today, how they organised the street cleaning and the cleaning crew who dealt with the issue promptly and well.</p>
<p>Simon, just wanted to say thanks for the bin being installed, brilliant and fast service.</p>
<p>You removed the fly tipped item the same day. Very efficient quick service!</p>
<p>As ever a brilliant service, sorry we can't stop them fly tipping but your efforts to restore order are always appreciated and highly efficient, many thanks.</p>
<p>Guy from LCC phoned to pass on his thanks to Ady and his team for promptly going to clean street</p>
<p>A huge thank you to everyone who turned up last Thursday to meet the judges. We must thank Simon Smoothery and his team for cleaning the route up at short notice. The town did look really good.</p>
<p>A big thank you for sorting the bin so quickly.</p>
<p>Good morning Simon, I would like to thank you for all the effort you and your staff take on our behalf to enable us to keep our Town. In particular and your County in general as tidy and litter free as is possible, thank you.</p>
<p>You actioned my request very quickly and a gentleman very politely rang me to inform me that he had installed a litter bin</p>
<p>The item that had been dumped opposite my house had been removed the same day when I returned home</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.</p>
<p>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>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>Can me personally thank you and your operatives for the efficient and helpful way in which this was done and the attitude and helpful manner in which your operatives carried out the work.</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>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>This customer has called us back to say thank you very much for dealing with the fly tipping he reported today, what a great service from the team. Much Appreciated.</p>
<p>Household Clearance completed today - customer was very happy with the service and with my operatives who carried out the work.</p>
<p>Hi Simon, I just wanted to thank you for your help with this. The men turned up this morning as promised and were very efficient and helpful. I really appreciate what you did for us.</p>
<p>Dear Simon, Many thanks for sorting out the problem with the waste bins at the Play Park. All the bins are now being emptied regularly, and have the correct size bags in them. Councillors were suitably impressed with the swift action.</p>

Systems Development

I'm new to this area and found this council website the best I've been on.

Just like to thank you again for arranging and going through Earthlight with me this morning. Really good. I couldn't have asked for any better training and you supplied notes too! I must say I'm now excited to use it. Much appreciated.

Ooo James you are a star! Massive thank you from Customer Services, you will save us so much time!

Waste Services

Thank you to all the waste team for replacing my stolen bin. Brilliant service from you all.

Thank you very much for repairing my black bin so quickly. Lovely job!

Very happy with all aspects of your service, thank you.

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 have. I got up early to clear my garden, they offered to help me take the rubbish not yet in the bins to the lorry and were friendly and courteous.

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 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.

Gareth Williams always replies to emails promptly and efficiently - making sure issues are dealt with quickly. Great service Gareth - it makes a big difference to the customer services team!

Just a note to say thank you for repairing the lid to my blue bin. I think the initial email was from Amy, I am really pleased with the service. The lid has been broken for months and it looks so much better now it has its shiny new lid. Well done.

Compliment for waste services - Thank you they went past and saw it and did it but can you please pass a big thank you on to them for stopping and doing it at 8:15am.

Thank you Elaine and Gareth Williams. I absolutely love (and am so appreciative of) the way you quickly sort out a problem. Other departments take days or even weeks to come back to me! You are the best.

A lazy neighbour sent her little girl to put the bin out when the lorry was in the close. She was trying to pull the wrong bin which was overloaded and she couldn't even lift it off the floor. One of the young lads saw and quickly ran over to help. He put the bin back and got the right one and emptied it. Popped it back by her house and was off on his way. I'm guessing he got no thanks from this girls Mum so I would like to say well done and thank you :) it's the little things that go far.

Just a thank you! My garden waste bin was absolutely full this morning, but I failed to put it out for collection due to being distracted by other issues. It was still tucked in behind the front wall of my property. Notwithstanding, when I went to it - it was already empty. Well done that man!

Appendix 2- Comments Received by Service

Comments received (38) between 1st July 2018 and 30th September 2018

Anti-Social Behavior

I would like ongoing updates about my ASB complaint.

It would be better if you keep the customer updated and the outcome of the enquiry with Abandoned vehicles.

Building Control

I was unaware I was not using WLDC Building Control service. EYG have done all the planning. I was unaware of any Building Inspection.

Customer Services

Apply more call centre staff because I was waiting ages. And I don't even know if my street cleansing request about litter was complete because I didn't hear anything back of the outcome.

I'm annoyed that I called about CT, had to wait in a queue to speak to customer services then be transferred to wait in another queue for council tax.

Reception area is too hot - uncomfortable to sit and wait. 14 customers mentioned this.

Environmental Protection

Please read reports fully. There appears to be a reluctance of the Environmental Health department to investigate issues raised fully. I have raised my concerns previously regarding the same residents but nothing ever improves.

I didn't bother filling out the noise form as it would have been a waste of time - no confidence in the council's service (or lack of it). All you did was send out a standard letter - excellent passing the buck!

This is a repeat problem with Domestic noise and again, have to fill forms in, can they not look at previous reports?

When contacting Environmental protection about air pollution a real response other than an automated acknowledgement would have been nice.

Development Management

The primary reason for needing a new barn is animal welfare, however the condition attached to the permission prioritised a planting scheme. Maybe there is some confusion, this didn't make sense to me- I never understand the planning letters.

Reduce the amount of jargon in the planning documents, nobody knows what you're on about.

I am happy that my previous email be considered as feedback although I suspect it is not going to change anything. It seems the opportunity for WLDC to stipulate a better scheme based on full knowledge of the current drainage layout has been missed. It would have been a 'nominal' cost over what is now planned on an incomplete survey and incorrect drawing.

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.

Revenues

On the website there is no clear method to set up a direct debit for council tax. I can't find it.

I am visually impaired yet you continue to send me letters in the wrong paper and text although I have asked for this to be changed before.

Street Cleansing

Some feedback about the fly tipping problem would be appreciated.

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 neighbors 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.

Systems Development

Website would not allow me to confirm the date of collection. Gremlin on website necessitated call. Fix website.

You could make it better by having online payment for pre-planning advice, or bank transfer details so I don't have to call up. This isn't convenient for me.

A lot of roads in this area are unnamed so it is hard to be specific on location for fly tipping e.g. putting postcodes to exact location. Maybe a map would help.

I was trying to get replacement of damaged bin, the correct form was not easy to find and I ended up filled in the wrong form and had to pay Â£33.

Finding the correct page was a minefield. Make your site more user friendly.

Fix your website, as I initially tried to book the service that way but had to call instead.

Get a working web page to avoid needing phone contact. This is not convenient.

Please get the website to work properly for payments.

Your website is as clear as mud. Please do something about it.

Waste Services

Delivery by this method, (throwing bundles over 6 to 8 foot walls) is both unnecessary and DANGEROUS.

My bin was damaged by the lorry I appreciate these thing happen, but they don't seem to care and when a replacement came it was filthy and had 4 inches of mud in the bottom.

Please instruct the workmen to be far more respectful to the areas they visit and at least have the common courtesy to clear away their rubbish

The options on your list of things to remove was very limited.

Give much more accurate time slots. I was given anytime between 8 and 5 over 2

days

I was very disappointed that after paying for bins they were dumped down the road from my house, not even put on my property or driveway so anyone could have taken them. They look used and are filthy outside, wet inside and the wheel had fallen off one. The blue bin is also dented. Very dissatisfied!

I do not wish to waste my time and effort constantly asking for refuse bags!

Improve your list for household removals.

I can hear my bin moving with maggots all due to the hot weather and the bin being emptied fortnightly. Any chance you could go back to weekly during the summer?

The sharps service takes too long, please pick up my needles quicker.

Despite telling me my missed bin would be emptied by the 19th June it was not.

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

No one has actually come to collect my sharps and I requested this in March (3months ago)

Customer moved into a property in West Lindsey in September and was quite upset that she has to pay £35 for the Garden Waste Subscription for 3 months only. She would like it passed on that there should be some concession for residents moving in part way through the year. I did offer sacks that she could buy for the next 3 months which would work out cheaper but she did subscribe to the bins in the end. She would like a formal reply and notification that her comments have been passed on to the Green Waste Team.

Council Tax

Confusing and inadequate information about Council Tax charges after death. Every other council website I checked did a better job of it.

