

## Voice of the Customer Report October 2018 to December 2018- Quarter 3

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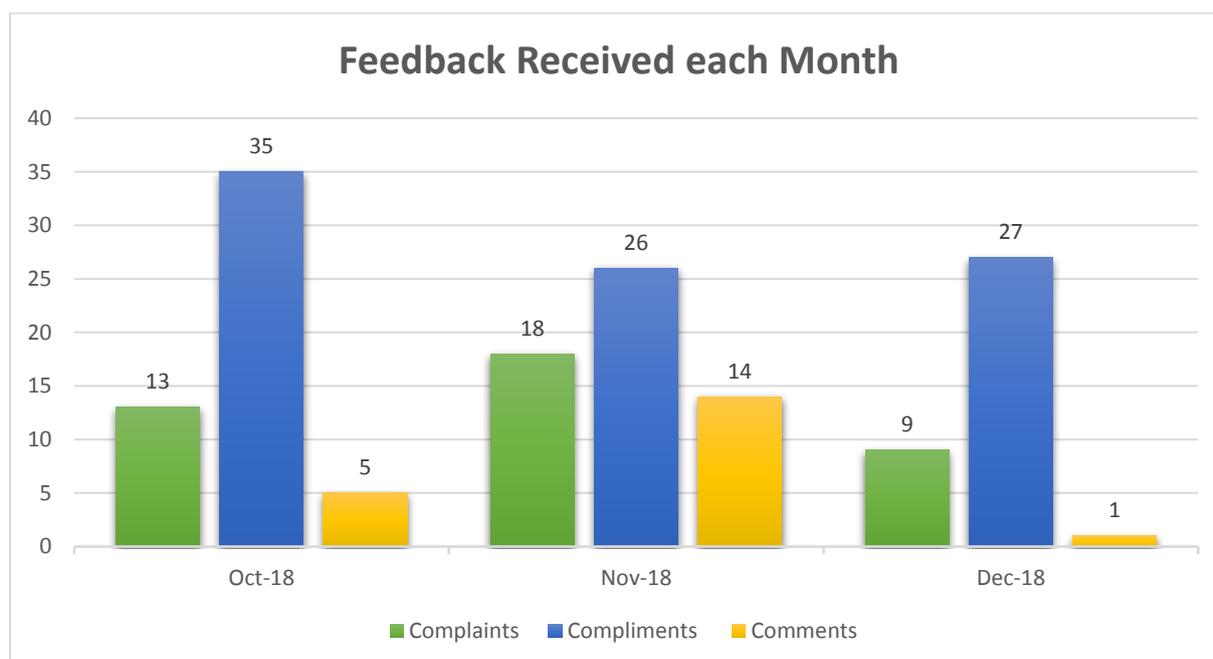
## Introduction

This is the Third Quarterly Voice of the Customer Report for 2018/19 covering the period from 1<sup>st</sup> October 2018 to 31<sup>st</sup> December 2018. The report covers various customer contact information including customer feedback, satisfaction levels and demand analysis data.

## Customer Feedback

Red figures = 2017

Overall Figures	October 2018	November 2018	December 2018	Total/Average
COMPLAINTS	13	18	9	40 (36) ↑
COMPLIMENTS	35	26	27	88 (65) ↑
COMMENTS	5	14	1	20 (7) ↑
AVG DAYS TO RESPOND	8.9	5.3	8.1	7.4 days (8.9) ↓
WLDC at Fault	3	8	5	16 (16) =
% WLDC at Fault	23%	44%	55%	40% (44%) ↓



### Previous Year Figures (2017)

Overall Figures	October 2017	November 2017	December 2017	Total/Average
Complaints	13	18	5	36
Compliments	31	19	15	65
Comments	2	2	3	7
Average days to respond	6.0	7.2	13.6	8.9 days
WLDC at Fault	6	8	2	16
% WLDC at Fault	46%	44%	40%	44%

Compared to the same period the previous year the number of complaints received and investigated has risen slightly but the amount of complaints where the council was at fault has dropped. Although more complaints have been received the average time taken to respond to complaints has decreased from 8.9 days to 7.4 days which is well within the current complaints process target of 21 days for a response.

More compliments and comments have been received compared to the same 3 month period last year due to officers pro-actively listening to what customers are saying and recognising when a comment or compliment has been received. Compliments and Comments are now being recorded when they have been made through customer satisfaction surveys that are sent out each week to customers that have requested and customer that have received a service from the council.

## Compliments

### Compliments by Service

See Appendix 1 for full details of all compliments received between October and December 2018.

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

Compliments	October 2018	November 2018	December 2018	Total
Planning and Development	9	4	3	16
Waste Services	2	4	6	12
Customer Services	4	2	5	11
Street Cleansing	1	5	2	8
Arts and Leisure	2	1	4	7
Growth and Regeneration	5	1		6
Building Control	4		1	5
Home Choices	2	1	1	4
Licencing	2		1	3
Local Land Charges	1	1	1	3
Communities		2	1	3
Revenues (Council Tax)		1	1	2
System Development	1		1	2
Property Services		1		1
Public Health Funerals		1		1
Trees and Conservation		1		1
Housing Enforcement	1			1
Communications Team	1			1
Community Safety		1		1

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 making sure they are getting logged and counted more often.

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

As usual it should be noted that that the same services which receive 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 October and December 2018.

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

Comments	October 2018	November 2018	December 2018	Total
System Development	1	13		14
Waste Services	1	1		2
Arts and Leisure	1			1
Property Services	1			1
Planning and Development	1			1
Communities			1	1

The number of comments received has increased slightly this period. Many of the recorded comments are gained via surveys that are sent out to our customers. Officers are more pro-actively recognising when a comment has been received and customer service officers are logging comments made by customers on the telephone more frequently.

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.

There has been a huge increase in comments for systems development this period. This increase in feedback is because of the problems that were occurring at the end of last year with the planning portal aspect of the website. For several weeks customers were unable to access and view documents associated with planning applications at certain times of the day. The issues have since been rectified.

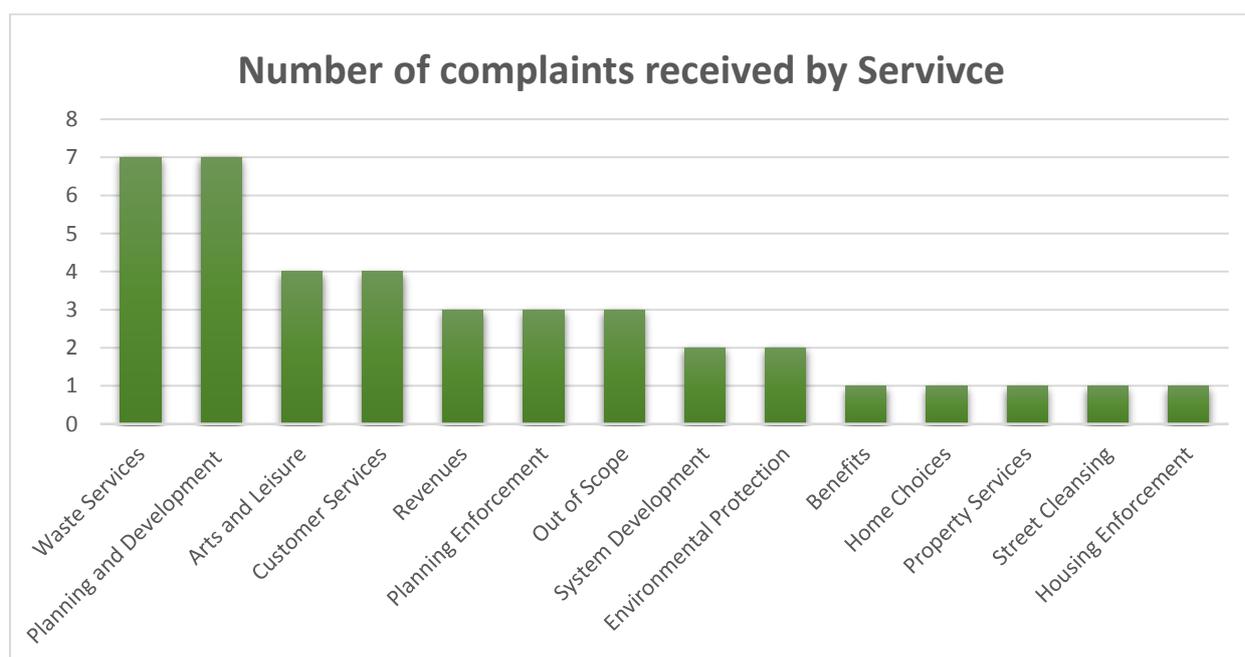
## Complaints

### Complaints by Service

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

Complaints	October 2018	November 2018	December 2018	Total	Upheld
Waste Services	2	4	1	7	4 (57%)
Planning and Development	1	4	2	7	0
Arts and Leisure	2		2	4	2 (50%)
Customer Services		2	2	4	4 (100%)
Revenues (Council Tax)		2	1	3	2 (66%)
Planning Enforcement	1	2		3	1 (33%)
Out of Scope	1	2		3	-
System Development	1	1		2	2 (100%)
Environmental Protection	2			2	0
Benefits	1			1	0
Home Choices	1			1	0
Property Services		1		1	0
Street Cleansing	1			1	0
Housing Enforcement			1	1	1 (100%)

Although the number of complaints received has increased this quarter the percentage of upheld complaints has decreased from 44% to 40%. Upheld complaints are examined later in this report.



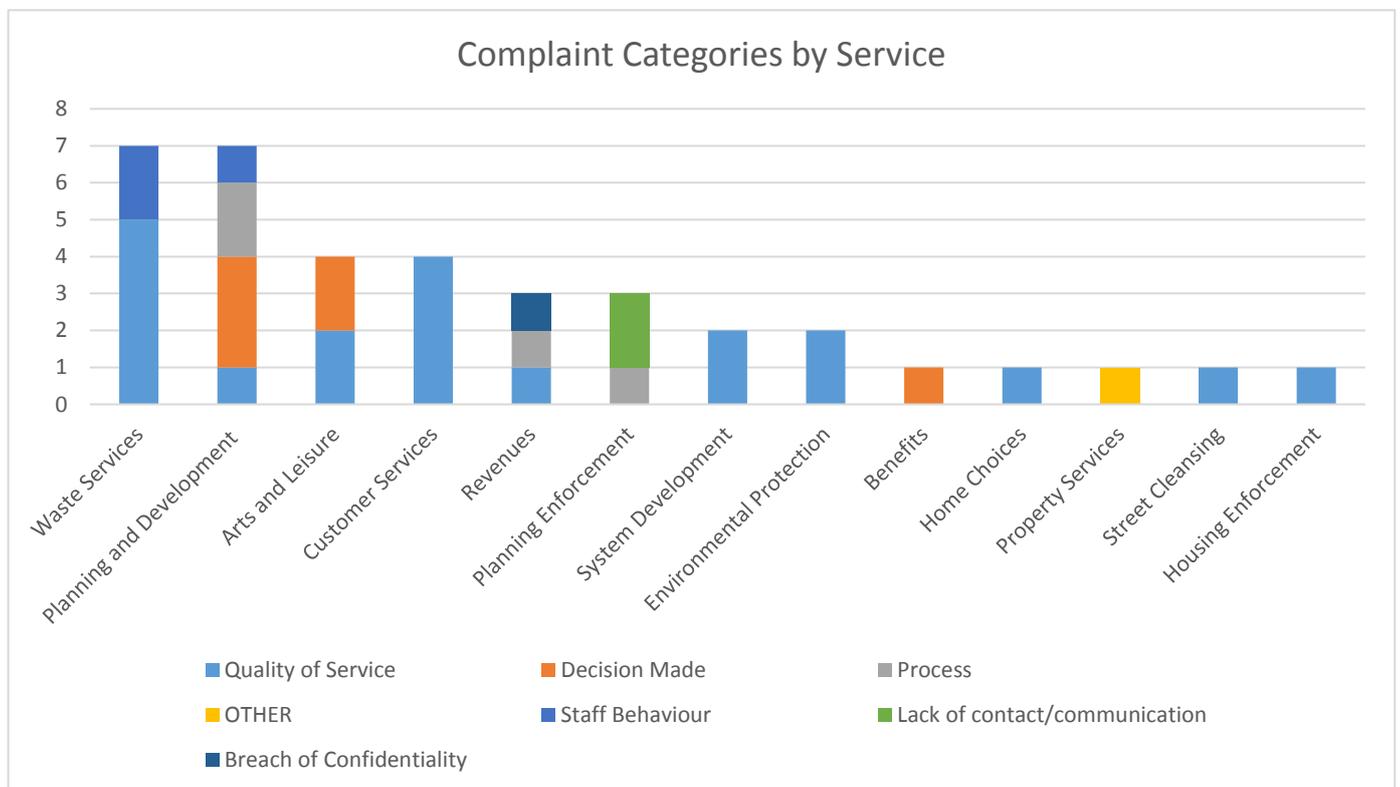
## Complaint Categories

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

Complaint Categories	October 2018	November 2018	December 2018	Total
Quality of Service	8	8	4	20
Decision Made	3		3	6
Process		4		4
Staff Behaviour		2	1	3
Lack of contact/communication	1	1		2
Breach of Confidentiality			1	1
OTHER			1	1
Missed Bin Collection				-
Staff Communication				-
Quality of Information Provided				-
Incorrect Information provided				-

## 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. These are the complaints where fault has been identified. Out of the 40 complaints received during this period. 14 were fully upheld and 2 were partially upheld equating to total of 16 where some fault was identified. This equates to an upheld complaint rate of 40%, (last year the upheld rate for the same period was 44%) so there has been a slight reduction.

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

<b>Service</b>	<b>Upheld/Partially Upheld</b>
Waste Services	Upheld x 4
Customer Services	Upheld x 4
Arts and Leisure	Upheld x 2
Systems Development	Upheld x 2
Revenues	Upheld x 1 Partially x 1
Housing Enforcement	Partially x 1
Planning Enforcement	Upheld x 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

Two complaints were upheld that related to assisted bin collections. Complaints were received because the bin had not returned to the property as it should have been, this had occurred and been reported to us on more than one occasion.

One complaint was upheld regarding repeated missed bin collections that had been reported to us at the same address on more than one occasion in the past.

Another complaint was upheld that involved an operative discarding a banana skin onto the road from vehicle. A customer called to report the matter when she had witnessed it happen outside her house. An operative was dispatched as soon as possible to return and remove the banana skin from the road.

### **Customer Services**

One upheld complaint involved Trinity Art Centre tickets not being correctly associated with a customer account when purchased over the phone which caused problems as the seats that the customer booked were taken by someone else when the show was on. The customer had to sit at the back as the seats had not been correctly reserved. The customer was offered an apology and a complimentary drinks voucher on their next visit to the centre.

Two complaints were upheld that related to issues with the phone system, customers couldn't get through to the departments they required and had somehow got lost in the phone system with no one answering the call. These incidents happened following the implementation of the new phone system and the issues have now been investigated and rectified. The customers were offered an apology.

A complaint regarding the charge for trade waste sack delivery was upheld. Although the correct process had been followed in terms of the charge made for postage for the number of sacks ordered common sense was not applied and the customer was charged £8+ when the postage only actually cost £2-£3. The customer was offered an apology and the full postage cost paid was refunded. The policy for charging for trade waste sack delivery has been updated and staff have been reminded of the new more appropriate charges for postage.

### **Arts and Leisure**

One complaint was upheld because a Trinity Arts Centre Show was cancelled but the customer was not made aware. The customer turned up on the day to find the show was cancelled after making the journey. The customer received an apology and complimentary tickets to another show of their choice for the inconvenience caused.

A complaint received regarding the quality of a live performance show was upheld as the centre manager agreed and was also disappointed with the performance quality. An apology was offered to the customer and the manager will be taking matters up with the show production team.

### **Systems Development**

Along with the comments received two complaints were submitted regarding the quality of the planning portal section of our website and the problems with accessing and viewing planning application documents. The complainants were contacted directly by planning officers to assist them with the documents they required.

### **Revenues**

A complaint was upheld which related to a council tax refund being made to an

individual in error, this was not as per protocol. The customer received an apology and a reimbursement of the amount that was incorrectly refunded to the wrong individual. Internally staff were reminded of the correct process regarding refunds to ensure the same error does not occur again in the future.

Partial fault was identified in a case where a customer had called us to ask us to change the address for correspondence, this was not done and new bill was sent to old address, the customer claimed that we breached their confidentiality by sending the new bill to the old address which had the new address visible in the envelope window, hence disclosing their whereabouts to an ex-partner. We were at fault for not changing the address for correspondence. The data protection officer confirmed that data protection had not been breached so that aspect of the complaint was not upheld.

### **Housing Enforcement**

A complaint received regarding a housing improvement grant was partially upheld because it was found that the standard of work completed was not satisfactory. Internal processes are currently being reviewed in light of this complaint.

### **Planning Enforcement**

A complaint regarding lack of contact was upheld as we failed to go back to the customer with updates when we promised we would following an earlier complaint. The customer was offered an apology for the lack of service and communication received.

### **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.

The last meeting was held on Monday 28<sup>th</sup> January 2019 where recent complaints and trends were discussed. Work will be carried out to examine reoccurring issues in order to try and address them and implement improvement actions.

## LGO Complaints – recent decisions and new complaints

During this period 5 new complaints have been escalated to the Local Government Ombudsman.

Subject of complaint to LGO	Outcome/Current Stage
Planning Application – how decided	Draft decision received
Lack of consultation re bowls hall closure	Final decision received
Housing disrepair – notice/fine issued	Final decision received
Noise investigation complaint	Investigation in progress
Planning Application – how decided	Investigation in progress

Another 5 complaints have been escalated to the LGO, however the LGO decided not to investigate them for different reasons:

- The Ombudsman will not investigate Mr and Mrs X's complaint about delay by the Council in deciding their planning application. The Council has now decided the application and if Mr and Mrs X were unhappy with the length of time taken it would have been reasonable for them to appeal.
- The Ombudsman will not investigate this complaint about council tax liability. The complainant has or had a right of appeal to the Valuation Tribunal about any decision by the Council that she is liable for council tax.
- The Ombudsman cannot investigate Ms X's complaint about failures by the Council's planning department. Ms X has complained in her capacity as a parish councillor and the law does not allow us to investigate such complaints.
- Mrs X complains about the Council's decisions regarding her council tax liability. The Ombudsman will not investigate this complaint because these are matters for the Valuation Tribunal.
- Mr X complains that the Council acted so inappropriately in response to his client's planning application that his client sacked him. The Ombudsman will not investigate this complaint because the injustice is a private matter between Mr X and his client. Nor could the Local Government Ombudsman realistically be able to conclude that the Council's action led to his loss of a contract.

Final decisions have been received for 2 complaints during this period. No fault was identified so the complaints were not upheld.

Subject of Complaint	Outcome	LGO Recommended Actions
Lack of consultation re bowls hall closure	No fault found – not upheld	N/A
Housing disrepair – notice/fine issued	No fault found – not upheld	N/A

## Satisfaction Surveys

Previously the Council had been piloting an e-survey platform however the provider of the survey platform was being reviewed so no surveys were sent out to customers in September or October 2018.

Surveys began being sent to customers again from week commencing 19<sup>th</sup> November 2018. Two different surveys have been used. An initial contact survey is sent to customers who have requested a service in the previous week. An after service survey is sent to those customers that have received a service in the previous week.

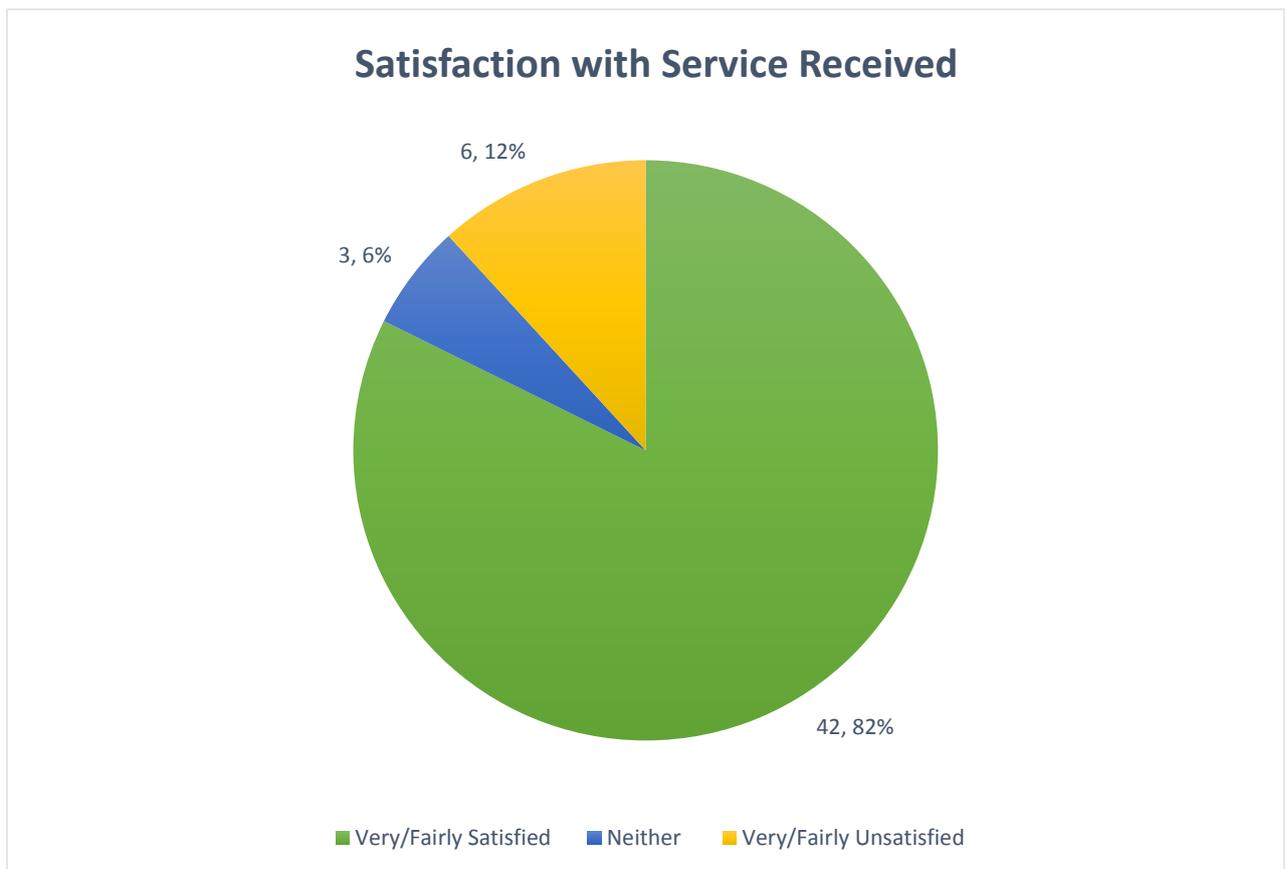
## Satisfaction Levels

Customers were asked how satisfied they were with their initial contact with the council. 459 surveys were sent out and 73 responses were received, giving a response rate of 15.9%.



79% of customers were either fairly or very satisfied with their initial contact with the council when they made contact to request a service. Only 7% were unsatisfied, comments from these customers included issues such as 'we couldn't help them as they expected we could' or 'passed round departments before they could help' or 'not happy with the time it will take for you to come back and empty my missed bin'

Customers were also asked how satisfied they are with the service they received. 379 surveys were sent out and 51 responses were received, giving a response rate of 13.46%.



82% of customers were either fairly or very satisfied with the service they had received. Customers who were satisfied made comments regarding the speed of service, professionalism and efficiency of officers and ease of contacting the council.

12% of customers were unsatisfied with the service they received. 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.

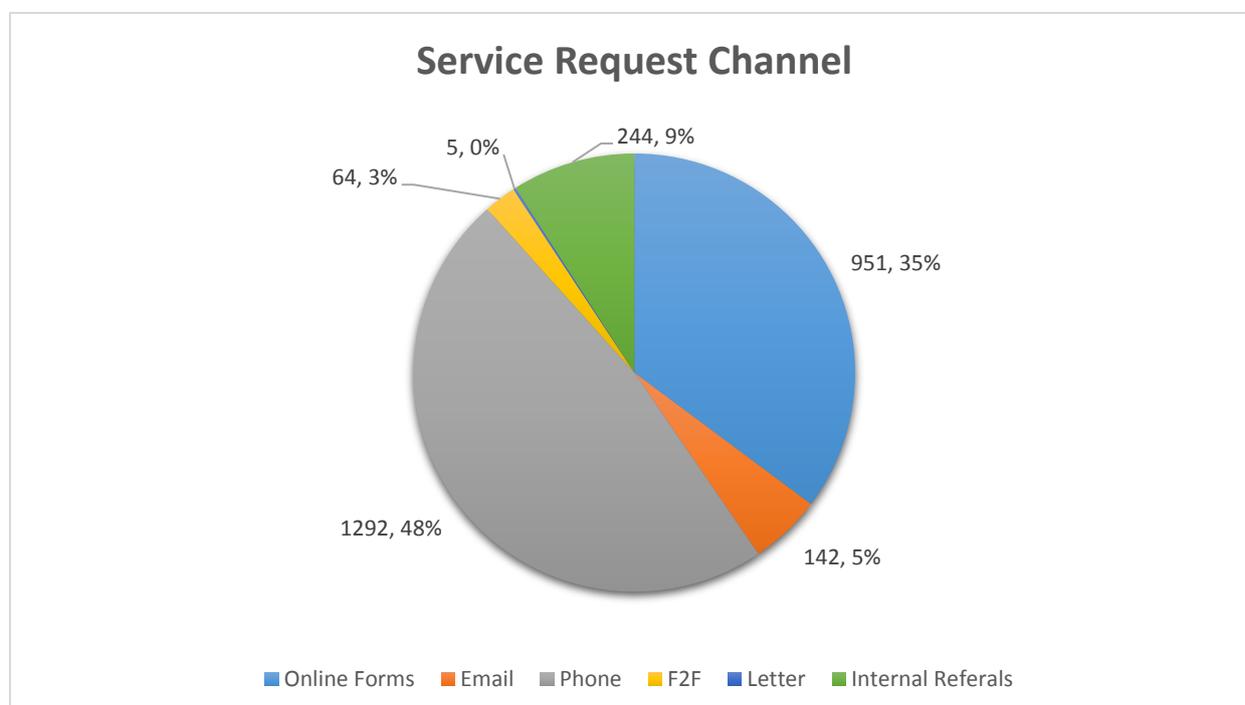
## Service Requests

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

Of the 2,698 service requests received in October, November and December 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, Quarter 3 data is compared with Quarter 2 data:

Method of Contact	Qu3 Oct 2018 to Dec 2018	Previous Qu2 July 2018 to Sept 2018	Increase/Decrease
Online Forms	35%	49%	↓ 14%
Phone	48%	35%	↑ 13%
Email	5%	7%	↓ 2%
Face to Face	2%	7%	↓ 5%
Internal Referrals	10%	3%	↑ 7%
Letter	0%	0%	-



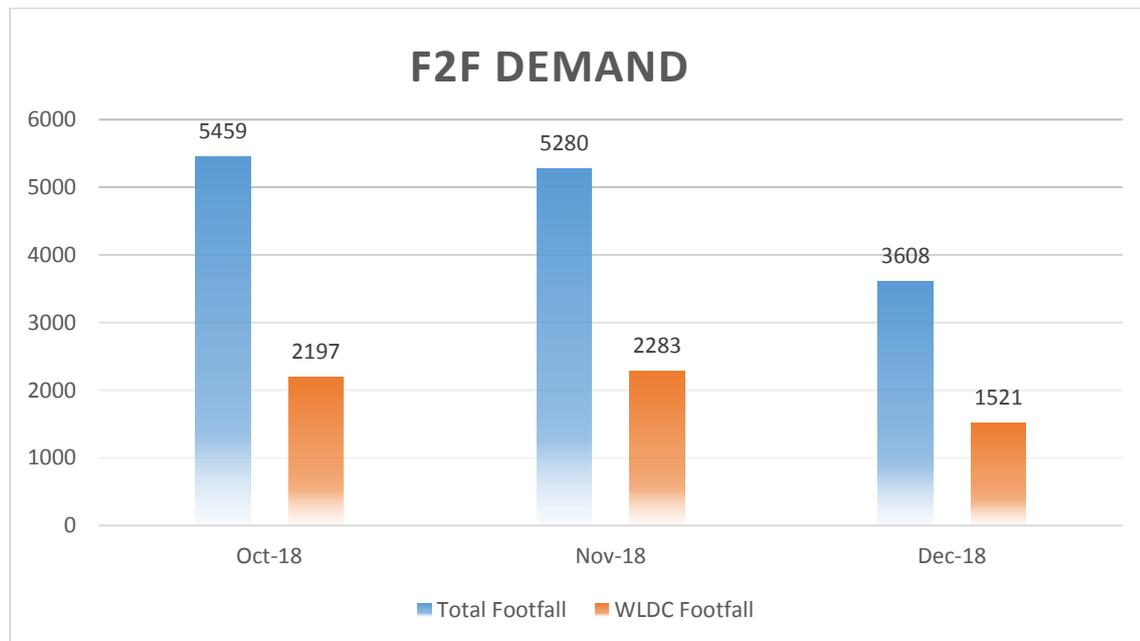
## Face to Face Demand

Face to Face demand data includes the full quarter (October, November and December 2018) on average this period 58% of reception footfall was for our tenants, leaving only 42% of footfall visiting for the Council's services.

Compared with the same quarter last year which had a total of 13,645 total footfall, face to face contact has increased for Council services and has also increased for our tenant services.

	Q3 2017/18	Q3 2018/19
Total Footfall	13,645	14,347
WLDC	5673	6001
Tenants	7972	8346

The graph below illustrates footfall broken down by each month:



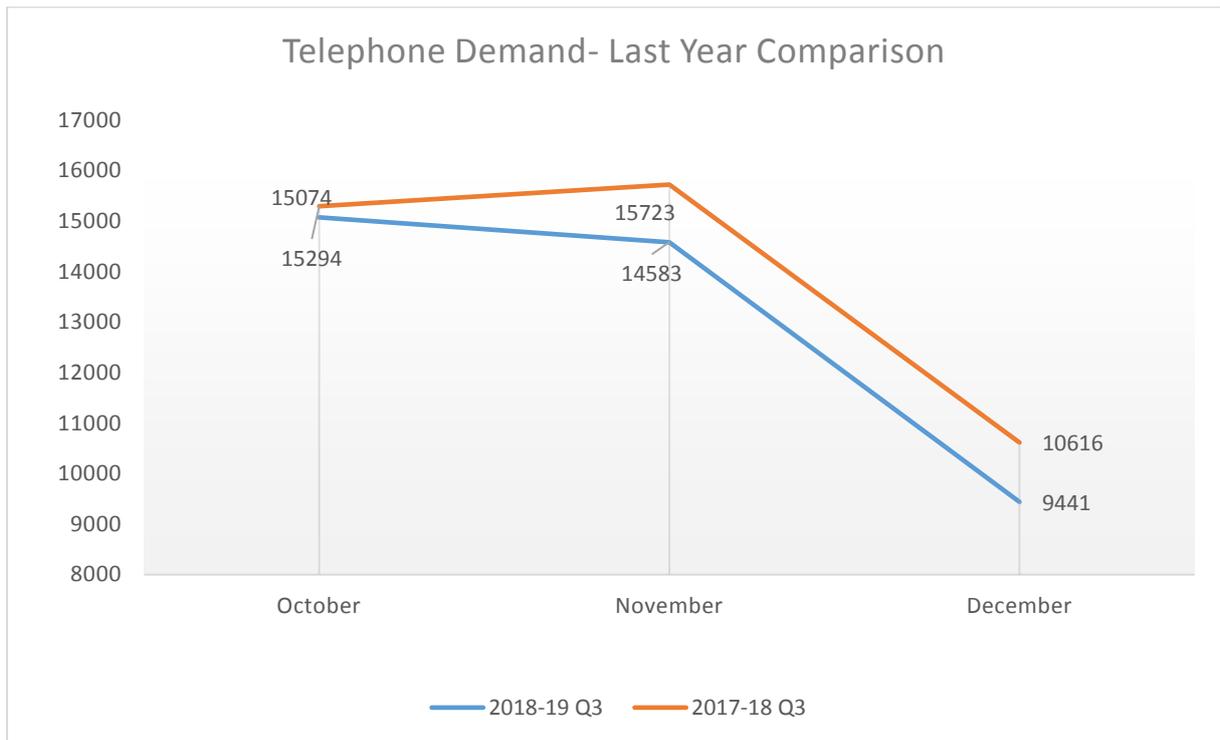
## Telephone Demand

Across the entire council in October, November and December 2018 an average of 80% of the 33,234 calls presented have been handled. More calls are being answered and handled compared to the same period last year where 76% of calls had been answered.

Overall telephone demand for the council this period has decreased compared to the same period last year.

\*Data unavailable for the period 12<sup>th</sup> November 2018 to 10<sup>th</sup> December 2018 – system upgrade work.

Telephone Demand	October 2018	November 2018	December 2018	Total Calls Received
<b>2018-19 Q3</b>	15074	14583	9441	39098
<b>2017-18 Q3</b>	15294	15723	10616	41633



## Online Demand

Online demand data covers the full period of October, November and December 2018.

The number of service requests made via the website during this period was 6,838 which is a big decrease since the same period last year where 9,583 online requests were recorded. This figure includes all services and differs from the service request figures quoted above with contact channels recorded as Planning and Revenues and Benefits are also included.

During Quarter 3 the council’s website has received on average 26.053 individual users and 43,800 sessions per month. Website usage has significantly increased since last year, with the average month in the previous year having 21,712 users and 36,050 sessions per month.

Although service requests made via the website have significantly decreased more individual users are using the website to find information. This indicates that the information we publish on our website is improving and illustrates that customers may

be able to find the answer they need on our website rather than having to call us for further information.



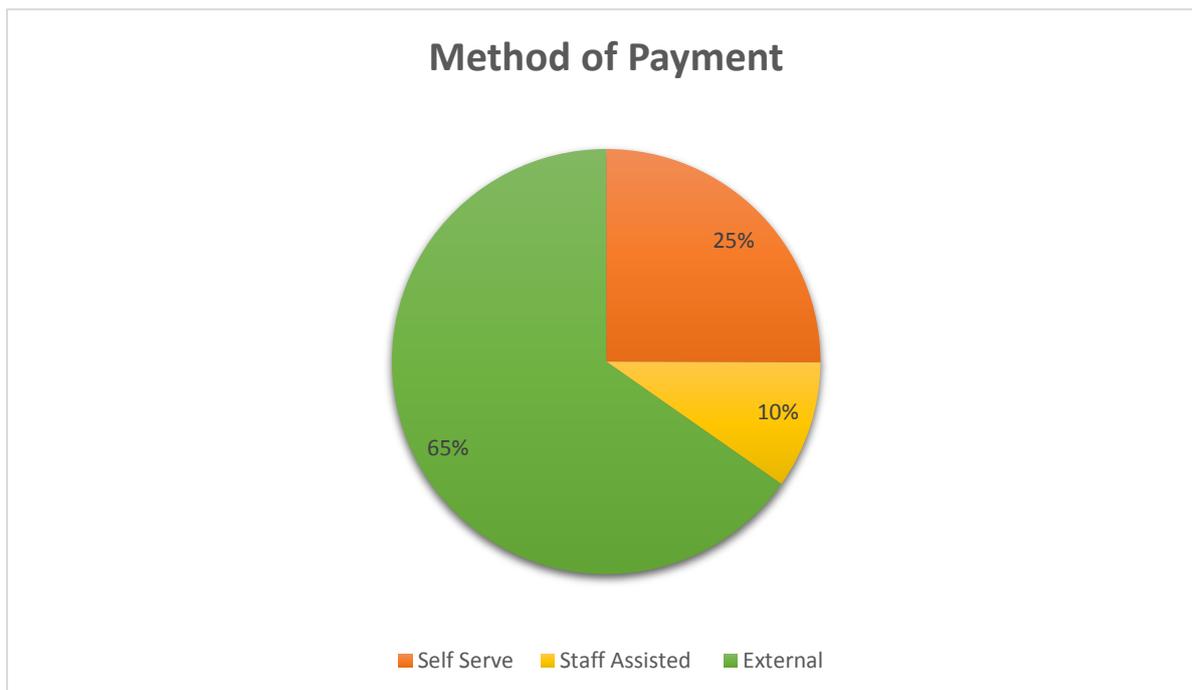
## Payment Methods

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 October, November and December 2018 there were 123,319 payments made to the council. Of these payments 6% were self-serve payments, 2% 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	7900	6%	7900	25%
Staff Assisted	3061	2%	3061	10%
External	112358	91%	20566	65%
<b>Total</b>	<b>123319</b>		<b>31527</b>	



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

## Conclusion

It has now been a full year since the new Customer Experience Policy was implemented on 1<sup>st</sup> January 2018 and the new processes for dealing with customer feedback began. Over the last 12 months customer feedback has increased overall including compliments and complaints. Although more complaints have been received it is encouraging to note that the upheld complaint rate has fallen. Complaint response times overall have decreased significantly since the new policy was introduced. Team Managers have been proactively working with the Customer Experience Officer to put improvement actions that have been identified in place.

Customer Satisfaction levels remain high. Going forward a wider range of methods to distribute surveys will be trailed to assess if response rates will increase by using different channels such as mobile phone messaging and apps as well as email surveys.

Over this period there have been more phone requests for a service and a decrease in online requests, this may be due to the website issues that occurred at the end of 2018, intermittent errors meant that the website was not fully working all of the time so many customers may have chosen to call us instead. Although statistics show that there are more individual users and sessions being recorded on the website and overall less calls have been received compared to last year indicating that potentially the quality of information on the website is improving and customers are able to find an answer there rather than having to call us with their enquiry.

This shows that we need to align our services and technology to accommodate for the digital customer and ensure that the information provided on our website is relevant, correct and informative.

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 or delay in response, acknowledgment or communication. This indicates that communication is something the customer's value, as the positive feedback also reflects this in terms of appreciating timely responses and action. This customer value will become more apparent to officers as the customer focus becomes more ingrained into the culture and the new values are rolled out across the authority.

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 demand for face to face services has increased compared to the same period last year.

## Appendix 1- Compliments Received by Service

Compliments received (88) between 1st October 2018 and 31st December 2018

### Customer Services

Hi Alison, That's excellent, thank you.
The lady in the waste department was extremely helpful and needs recognition for her wonderful service. She was very willing to help and went above and beyond.
Don't think the member of staff on my first call could have been more helpful.
Dear Alicia, Thank you for your mail. You have been very helpful. It's pleasure to deal with someone who acts with professionalism. I do hope your management are aware of your excellent communications skills and your positive attributes. Good work.
I just wanted to say thank you so so much for your help yesterday afternoon, I would've been screwed without you, and I hate having to tell customers I can't do what they want (especially on their second visit).
Thank you for your remarks re bin collection. All has now been sorted, a remarkable response considering many other organisations approach to customer satisfaction. Brilliant! Thank you all
Re: Recycling bin collection, Thank you for handling my enquiry both promptly and efficiently, I had a telephone call this pm from a very pleasant and helpful lady and a solution to the matter was identified. Very pleased with the service received. Thank you Best wishes
I had a situation that was causing problems, there were leaves on the path, roads and near my door and I needed them removed, phoning the council, I spoke to a gentleman called Adam in Customer Services and advised me about the Street Cleaning service and filling out a form with him, I requested the service on Monday 5th November and the Street Cleaner came within 2 days. I am happy to say that the service received satisfied my needs and the Street Cleaning team were great, I phoned the council again and requested to speak with Adam because I wanted to say a big thank you and that I was a happy and satisfied customer.
Customer says that I should be "Stuffed and Mounted" having a happy person in the council that's a first.
Very happy with the whole service we received today and with our move into the area. A special thanks to Gemma and Mary on Council Tax and Housing Benefit, Michelle Harpham from Home Choices and the customer services team on today too. (Alison, Nicola, Rob, Bryce).
Thank you for your help today Alicia. I don't know how i would have managed without you! You're a super star.
Today i have visited the council offices at West Lindsey to organise emergency housing for my daughter. The service and help that was received from Sharon was exemplary, she is a credit to your organisation and it made a refreshing change to deal with someone who was enthusiastic and extremely helpful. I am writing this so that her fantastic work is recognised, a far cry from the service from the job centre staff i have received in the past.

### Licensing

You are way too efficient :-)
I went on a site visit to Ferry Ales Brewery (small start-up business) at Fiskerton today.

The owner was very pleased with the services he received from our Planning and Licensing team to establish his business and he said West Lindsey was one of the easiest Council he's dealt with and staff were very helpful and professional.

Members stated that they had the highest regard for the work of the Licensing and Local Land Charges Manager and his team.

## Arts and Leisure

Hi Craig, Just wanted to thank you for yesterday and let you know our ACE application was successful. Your letter of support really supported our case. Merry Christmas!

Went to see the King and me and wanted to give my compliments as the show was brilliant - It was like I was there.

Trip Advisor Review: TAC, Great Church Conversion. This is a very convenient town cinema and stage facility with a nice bar area and comfortable seating, good range of films and stage shows - check out their website.

Trip Advisor Review: TAC, Great for a play! A well maintained and managed art centre that has a variation of plays and films. I always enjoy my visits here as you are well looked after and it is also very reasonably priced!

I would just like to say how lucky we are to have such a splendid little arts centre in Gainsborough, and how wonderful it is to have the opportunity to see such a variety of entertainments.

Hi I would just like to inform you how fantastic your staff are, I hope you already know but in case you don't I would like to tell you about my unfortunate error of events on Friday night, we had tickets to watch sir Cliff but when I parked up I stupidly locked myself out of my vehicle leaving the lights and engine running, with my bag inside and our coats! As you can imagine my husband was not very happy so I went into your centre and the receptionist called the RAC for me, they were going to be about an hour! I made my husband take his seat and I went outside to wait for them, another member of your staff lent me her coat and gloves and gave me a nice cuppa to take out with me, I cannot tell you how grateful I am for her kindness and she even come out later to see if I was alright, above and beyond the call of duty I must say, you should be extremely proud of them, they made my terrible experience bearable and I cannot praise them enough, I didn't get their names but I'm sure you know who they are, next time I am in Gainsborough I will call in and drop off a box of heroes for them to share, they were my heroes Friday night, I caught the second half of sir Cliff and thoroughly enjoyed it, thank you to all,

Just wanted to say a massive thank you for your post about pregnancy and infant loss awareness on the 15th, it means a lot that people remember our babies. Thank you for doing something so meaningful to so many people.

## Building Control

Magic. Thank you for your help through the hole process

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week 2018, Ady, Amanda and Tom, as young people's mentors, we simply couldn't have run the event without you, your enthusiasm and skills with young people is recognised.

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week

2018, Gloria and Luke Nelson thank you for making the packs for the students

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week 2018, Phil, Ian, Nikki, Thank you for providing the technical input required to run such an event, you have potentially got around 150/200 students considering construction as a career in the future

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week 2018. Building Control as a team for sharpening hundreds of joiners pencils!

## Communications Team

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days.  
Jessica, Thank you for providing what has been some excellent social media coverage and an article out to press

## Communities

Hi Grant As a follow up to our brief chat this morning. The club is growing and people tell me how much they enjoy it. Apparently WF is the fastest growing participation sport in the country. Health benefits...both physical and mental have been clear. One guy has come off his diabetic medication and loads report losing weight as well as enjoying their hour up at Caistor. The initial grant has increased the sum of human happiness Regards,  
PS trying to widen the demographic to encourage more female players.

I received all your emails for the management estate company and thank you very much for your help. Compliment for Shay Towns.

## Community Safety

Good communication and liaison with Luke Thomson

Dog Fouling - Holton le Moor Successful outcome.

Dear Luke, Thank you for prompt response and action. As you can see from the photo below, we have our first grateful customers courtesy of a most responsible village dog owner.

## Growth and Regeneration

Anna, Wendy and team, Last night's Illuminate event was most impressive, great turn out and real engagement and fantastically organised, Much appreciated with sincere thanks  
Eve and Ian

Dear Elaine, I really appreciate the time and attention that you have given my enquiry today. Very impressive service from an LPA that is not known for being overstaffed, while also having a high workload. It is much appreciated.

Firstly what a pleasure to meet you both and secondly what a fantastic event thank you!!  
The speakers were all so passionate about their subject matter and communicated it so well I would normally come away from an event like this and have a clear favourite that

stood out but today the standard was so high it would be very difficult to choose. Thank you once again for bringing this together.

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Elaine, As young people's mentors, we simply couldn't have run the event without you, your enthusiasm and skills with young people is recognised.

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week 2018, Ady, Amanda and Tom, As young people's mentors, we simply couldn't have run the event without you, your enthusiasm and skills with young people is recognised.

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week 2018, Gloria and Luke Nelson thank you for making the packs for the students

## Home Choices

Hiya Paula, Just wanted to thank you personally for your help with my housing situation!

I would like to send my thanks. On 5th November an urgent safeguarding matter came in. Paula spent time assisting me to resolve the matter immediately. Without Paula's help we would have been in a very difficult circumstances. In addition to this specific situation, Paula is always approachable and happy to help and it is very much appreciated.

Hi Rachel, I just wanted to thank you and your team for all of the support you gave us and a drop in client in Gainsborough. The client came into our hub stating she was a victim of domestic abuse. We called your team and they were absolutely brilliant with the support you gave us and the client. I spoke with the client today and she is now safe in refuge. Can you just pass our thanks to your team please?

Rachel, Hope you are well!

I just wanted to drop you a quick line thanking you and Paula for helping out with our customer last week. He really was in a difficult situation through no fault of his own and your help dug him out of that hole. Many Thanks

## Housing Enforcement

Morning Sarah, I would like to thank you for the advice and support you gave me.

## Local Land Charges

Thank you for your prompt action on sorting out this search.

Thanks Sheron that's great .Thanks for all your help today it's much appreciated.

Members stated that they had the highest regard for the work of the Licensing and Local Land Charges Manager and his team.

## Planning and Development

Hi Alison, Many thanks for your prompt response it is really appreciated,

Dear Emma, Thank you so much for your efficient work! You are brilliant. Have a Happy

Christmas...
Communication and assistance from your Planning Officer Mr. Ian Elliott was exemplary. Promote Ian Elliot to the position of 'Director of Planning'
Re: Decision Notice Code - Thanks for all your help. Greatly appreciated.
Hi Claire, I just wanted to say thank you for facilitating the conversation with Abbie today I don't have much contact with the Planning team and never really know who to approach with queries so I appreciate your help with this case as I needed to ensure we have looked into every aspect. Thanks again and have a great weekend.
Claire, As ever, thank you for your very efficient service.
Thank you Emma that is all very helpful
I went on a site visit to Ferry Ales Brewery (small start-up business) at Fiskerton today. The owner was very pleased with the services he received from our Planning and Licencing team to establish his business and he said West Lindsey was one of the easiest Council he's dealt with and staff were very helpful and professional.
Re: Planning Application - Thanks for getting back up me so soon
Thanks very much for the attached acknowledgement letter, the rapid response is very much appreciated.
Thanks very much for the quick response, Thanks so much for your assistance.
Dear Denise, Many thanks for all your kind help of today regarding the above matter am so grateful. Take care, look after yourself and keep smiling.
Hello Tom, Thanks for your e-mail with attachment regarding the above matter. May I take this opportunity to apologise for all the extra work that you have had to undertake in this instance. In conclusion many thanks again for all your kind help.
Thank you George your such a star and always helpful!
Outline Application for 4 dwellings: Thank you George - the pro-active and positive approach to this application has been brilliant.
RE: Hoarding Permit - Super thank you for the speedy response

## Property Services

Congratulations to the WLDC and the contractors who maintain the areas around St Paul's church at Morton. I recently carried out a research/ archive project of photographing the headstones in the churchyard for historical purposes. The hedges and grass were kept in excellent condition making my job much easier.

## Public Health Funerals

Please accept my thanks and gratitude for all the help for the funeral. Customer is very grateful for all of your help.

## Revenues (Council Tax)

I must also relay the fact that my job is always made easier because of the attention to detail and clear instructions from your Revenues Officers. I work mostly with Alison McCulloch and Helen Dannatt and they are exceptional in every way. They make clear and correct judgments and support me in providing information I need immediately, which enables me to do my best for WLDC. I wish every client I have was a clone of Alison,

Helen and WLDC as then I would be a very very happy lady. I have worked for many local authority and want to build this back up again however it is taking some time, but your letter may help me achieve this.

Alas (for me) WLDC are in a league of their own and praise from me is also afforded to Alison & Helen (& Mark) for their continued instructions and belief in me that I always get the job done and in the right way.

Can I thank WLDC for their understanding and support throughout this difficult period. Thankfully I can see a light at the end of the tunnel, I can settle a huge debt left for me to resolve, and I can move on and enjoy my time with my family.

## Street Cleansing

Hi Simon Thank you so much. She has emailed me and is very relieved someone is coming. Once again, many many thanks and Happy Christmas.

RE: Rubbish Bags on the Village Green, Nettleham Dear Paul and Simon, Thanks for such a quick response, we really appreciate it.

Street Cleansing around East Stockwith - Many thanks for sending the road sweeper to LITTLE WALK, EAST STOCKWITH on the 12th November 2018. It was a very successful morning, Many thanks for help and continued support in the future.

Reepham road sweep, Many thanks, Simon. Great, clean job as usual.

Just like to say thanks for getting the bins sorted - this was for the quick service provided by an operative of the street cleansing team in installing 2 new litter/dog bins.

This message is principally to thank you and the team for your kind assistance with various recent requests from Brocklesby, Keelby and Riby.

Compliment for Street Cleansing Team - phone call from customer, thank you for an excellent service collecting the bulky item from my church. I am very happy with the service received.

## Systems Development

I just wanted to send an email to you to highlight the absolute champions of Gurdev and your IT team. Tonight we had an issue (out of hours) where our box office just wasn't connecting to the internet. The result meant tickets could not be produced, sales recorded or card payments taken.

The problem was identified at 17:50. From this point I implemented a manual box office system to see us through in the interim. Within 30 mins of me calling Gurdev, he was down at Trinity with his team and had the box office all reconnected.

The efficiency in the response and the targeted problem solving from the team meant that we were able to have an opening night of the panto with limited to no issues for the audience. I'm hugely grateful for the help as I appreciate it may have been out of hours. THANK YOU SO MUCH!!!!!! Life Savers!

I would just like to express my thanks and appreciation to you all for what has been a very successful event at the Lincolnshire Showground over the last 3 days. Construction week 2018, Ady, Amanda and Tom, as young people's mentors, we simply couldn't have run the event without you, your enthusiasm and skills with young people is recognised.

## Trees and Conservation

Tree Application: I have just read through your report and can I say how well written and factual it is, we work throughout the country and deal with a plethora of tree officers and you stand out. Many thanks for the time you have taken to be precise, to the point and with a logical approach.

## Waste Services

The members of staff were extremely helpful, from initial phone call to removal of furniture.

Very quick response , very pleasant and helpful staff, (Gareth was the chap who deal with the case I believe)

Action taken by the council within three days and two of those were the week end. Excellent.

My Bin bags have been collected today as normal, so no ongoing problem. Thank you for your help.

It transpired that the assisted collection was activated immediately - no delay. I am very appreciative of this assistance. Thank you very much to all concerned.

A big thank you too, I LOVE this service! It's invaluable for a sole trader/small business like me because commercial services are quite prohibitive in price.

Thank you for your remarks re bin collection. All has now been sorted, a remarkable response considering many other organisations approach to customer satisfaction. Brilliant! Thank you all

Compliments to the bin men - Please pass on a message to the bin men on Carr Lane Blyton. Bins collected and emptied all weathers. Just a BIG Thank you for their excellent service. Well done!

Just had a lady call today from the above address to say thank you very much to the waste crew! She had put the wrong bin out but a young man very kindly put the black one back in and collected the correct one for her. So a decent compliment I thought I would pass on.

A thank you. Hi Simon, instead of a complaint, I wonder if you could pass on my appreciation to the refuse collector who actually put the new collection dates calendar through our letter box. We have quite a long drive and no letter box at the gates. I was very impressed.

I want to say a huge thank you to the bin man who collected in Scotter this morning. He went out of his way to knock on my window and remind me it was bin day (after a previous week of me running out bare foot on a rainy day) I can't say how appreciated it was! With 2 young children our bin is always full. Thank you thank you thank you!

complementing the bin crew that when they missed our recycling and green waste came back promptly to empty both bins quick

## Appendix 2- Comments Received by Service

Comments received (20) between 1st October 2018 and 31st December 2018

### Arts and Leisure

Customer would like to pass on her comments with regard to the new film showing times - her and her friends and most people she has spoken to would prefer the films to start at 7.30 as previously did as the films now finish too late. She would also like to pass on that they are unhappy with the price increases and would rather the discounted ticket (guardian) rather than free tea/coffee. Would somebody please call to discuss

### Community Safety

Received a letter regarding early presentation of his waste sacks, however he claims he has never put them out incorrectly. He feels he is being victimised as his waste never gets collected.

### Planning and Development

Comment regarding a pre-application enquiry for a change of use application and was not advised that when she applied for the pre-application at a cost £193.20 that she would also have to pay another £462.00 for the full change of use application on top of the pre-application.  
She has said that what she is wanting to do is no change to the external appearance of the property therefore why she would need to do a pre-application and why she wasn't advised previously that there would be two fees to pay, which I think is extortionate, and that the planning department should advise customer first of what the fees will be and what happens next.

### Property Services

The fire alarm testing at 10am on Wednesday at the end of Autism hour, when the lights are low and we are being quiet. Would be quite a shock for those customers if they were in reception. Can we change the timing to just before 9am so we don't alarm customers?

### Systems Development

I cannot access this planning application documents? I was looking for house layouts.  
Application reference no138607. Unable to see the extra paperwork with this application. Please extend the 24 days since I received the letter from you on the 20.11.18, as I have been unable to access your database.  
138443 - Trying to access this application and not able to do so. I will keep trying.  
Cannot download 138557 documents - A proxy error 502 occurred when trying to download the documentation for the planning application, thus am prevented from commenting.  
Planning application 138603 - I was unable to open the details for this application

I tried accessing the documents on the planning application 138334 without success; could you email them to me please?
Planning application 138563 - I wish to make a comment on the above planning application but cannot access the associated documents please advise.
Tried to log a damaged green bin lid online, but form wouldn't let him submit all the details at the end of the form. kept asking for a time and wouldn't submit, so had to call instead
I am trying to look at a planning appliance directly behind my property, but your site is down and has been for a while and will not let me access the proposal. The application is 138539.
From Cllr David Clough re Planning Application 138497 Good morning, I have been trying to access the documents associated with planning application 138497, Spridlington House, Spridlington without success. I am aware that you are having difficulty with the planning section of the website but would be grateful if you could sort out this particular application so that the Parish Councillors and our residents can have access to it. The date of the application is 17 October 2018 so over 2 weeks has already passed without being able to look at the details of the application.
Tech issue 138500 - Not able to view documents for planning 138500.
Application 138491 - For several weeks it has not been possible to open the documents associated with the above application. I assume the date it goes to the board for decision will be delayed. In order to give acceptable time for people to view and comment on the proposal.
Planning database - I have been trying to download documents in relation to planning applications in Scothern but am unable to do so - could you please advise when it will be possible to view these documents.
Customer called to say the website is being very slow and is taking him a long time for any page to load.

## Waste Services

Witnessed crew putting their hands in the black bins to empty 2 bins into 1 bin to take it to the truck. This happened across the road. Believe the crew were new as I've not seen these men before. Can you speak to them to make sure they don't do this again? I didn't think they were allowed to put hands in bins/tip other peoples rubbish into other bins for health and safety. They made a mess too so had to pick up the rubbish from the floor they put there. Customer happened to look out the window and saw them do this. They did say something to them but there was no reply. Couldn't see really how they were saving time by doing this either if that is a possible reason. This happened just before 1pm today.
Customer would like to comment that he is unhappy that we did not take his additional bag of soft furnishings from beside the black bin. This was the only time he has presented additional waste. I advised that only the black bin of general waste is allowed per household but he wanted me to make you aware he is unhappy an allowances should sometimes be made. Thanks