

**Voice of the Customer Report
January 2019 to March 2019 - Quarter 4**

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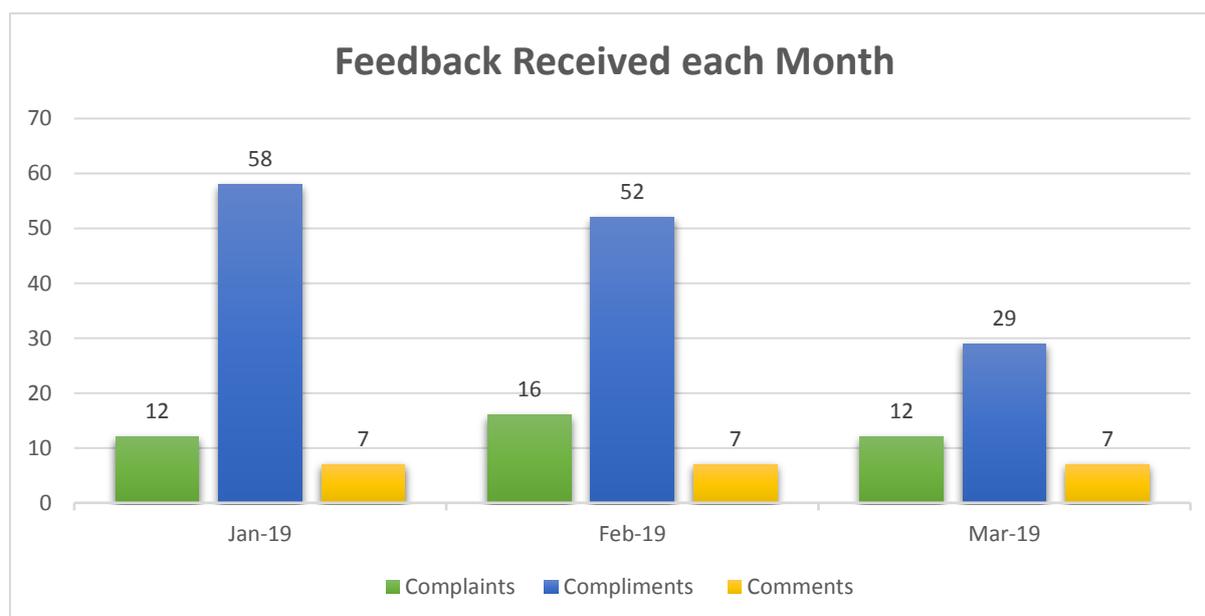
Introduction

This is the fourth Quarterly Voice of the Customer Report for 2018/19 covering the period from 1st January 2019 to 31st March 2019. The report covers various customer contact information including customer feedback, satisfaction levels and demand analysis data. This report is being published alongside the Annual Voice of the Customer Report which covers the whole 2018/19 period.

Customer Feedback

Red Figures = 2018

Overall Figures	Jan-19	Feb-19	Mar-19	Total/Average
Complaints	12	16	12	40 (55) ↓
Compliments	58	52	29	139 (202) ↓
Comments	7	7	7	21 (43) ↓
Avg. days to respond	7.25	6.25	7.75	7 days (5.8 days) ↑
WLDC at Fault	4	3	3	10 (24) ↓
% WLDC at Fault	33%	18%	25%	25% (44%) ↓



Previous Year Figures (2018)

Overall Figures	Jan-18	Feb-18	Mar-18	Total/Average
Complaints	15	20	20	55
Compliments	55	66	81	202
Comments	10	20	13	43
Avg. days to respond	6.8	4.6	6.0	5.8 days
WLDC at Fault	8	9	7	24
% WLDC at Fault	53%	45%	35%	44%

Compared to the same period the previous year the number of complaints received and investigated has decreased considerably. 15 less complaints were received during quarter 4 compared to the previous year. The complaints received this period have been more complex and detailed than usual requiring more in depth investigation and Quality Monitoring Board monitoring and assurance which has led to an increase in response time. Although response time has increased compared to last year it is still well within the current complaints process target of 21 days for a response.

The number of upheld complaints, where the council is found to be at fault has decreased by more than 50% and the overall upheld complaints percentage for this period compared to the previous year has decreased from 44% to 25% which is a good improvement.

The number of compliments and comments received has decreased compared to the same 3 month period last year however for the full 2018/19 reporting period more compliments and comments have been received overall (this will be detailed in the forthcoming Annual Voice of the Customer Report). 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 received a service from the council and officers are still being encouraged to log any feedback they receive directly.

Compliments

Compliments by Service

See **Appendix 1** for full details of all compliments received between January 2019 and March 2019.

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

Compliments Received	Jan-19	Feb-19	Mar-19	Total
Customer Services	11	8	8	27
Planning and Development	11	9	4	24
Waste Services	6	10	3	19
Street Cleansing	5	5	5	15
Building Control	7	2	2	11
Revenues	2	4	1	7
Arts and Leisure	5	1		6
Benefits	1	3	2	6
Property Services		5	1	6
Planning Enforcement	1	1	1	3
Community Safety		2	1	3
Licensing	2			2
Local Land Charges	2			2
Environmental Protection	1	1		2
Food, Health and Safety	2			2
Customer Experience	1		1	2
Member and Support Services		1	1	2
Cemetery	1			1

Compliments are received through various different channels including customer survey feedback and social media. 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. Team Managers are also monitoring and using compliments in their individual service performance measures. Although the amount of compliments received this period has decreased compared to last year overall more compliments have been received for the full 2018/19 period.

As usual it should be noted that that some of services that 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 January 2019 and March 2019.

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

Comments Received	Jan-19	Feb - 19	Mar - 19	Total
Waste Services	4	4	3	11
Arts and Leisure	3	1		4
System Development		1	1	2
Customer Services		1	1	2
Property Services			1	1
Out of Scope			1	1

The number of comments received has decreased this period. Last quarter had seen an increase in comments received, and in particular relating to systems development. This increase was regarding feedback received due to problems that occurred 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 and feedback has decreased.

There has been an increase in comments received for Waste Services and Arts and Leisure. The increase in Waste Services feedback has occurred due to the recent Green Garden Waste Service sign up period. Comments have been received specifically about problems signing up to the service, payments methods accepted and service collection dates.

A slight increase in feedback for Arts and Leisure has been seen specifically in relation to the Trinity Arts Centre. Recent changes and improvements have been made to the membership packages available and the booking system used which has led to customers providing more feedback.

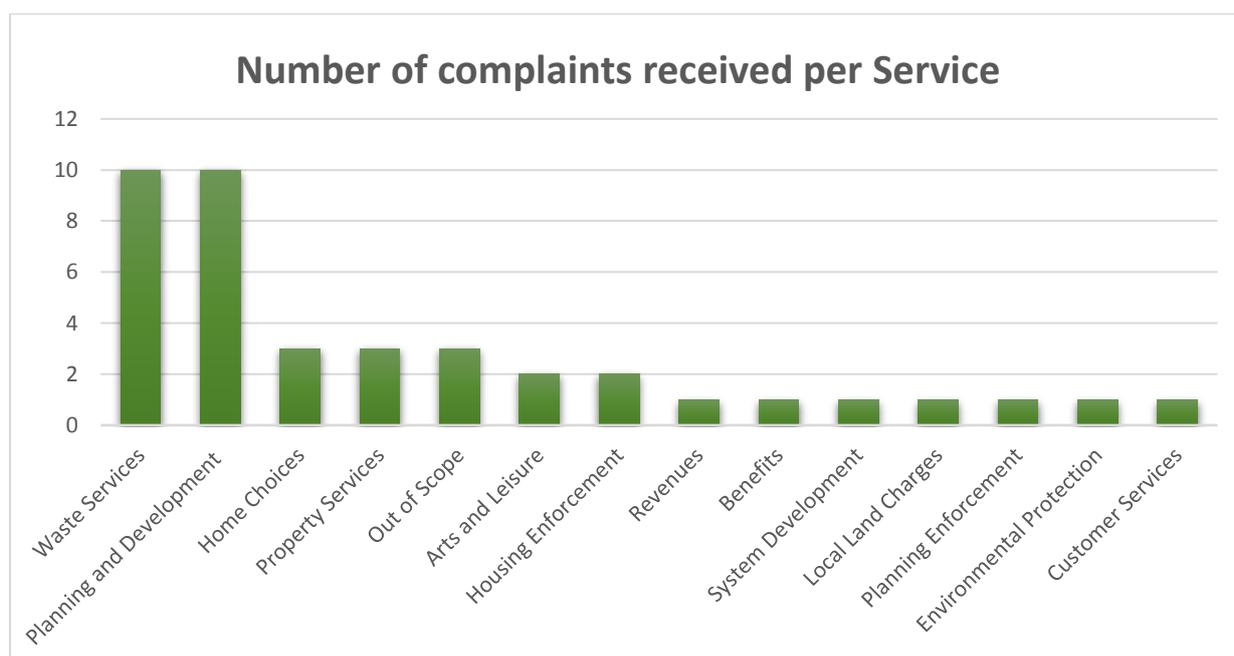
Complaints

Complaints by Service

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

Complaints Received	Jan-19	Feb-19	Mar-19	Total	Upheld
Waste Services	1	4	5	10	5 (50%)
Planning and Development	2	5	3	10	1 (10%)
Home Choices	1	2		3	0
Property Services	1	2		3	0
Out of Scope	2	1		3	
Arts and Leisure	2			2	0
Housing Enforcement	1		1	2	1 x partially (50%)
Revenues		1		1	0
Benefits			1	1	0
System Development	1			1	1 (100%)
Local Land Charges		1		1	1 (100%)
Planning Enforcement			1	1	0
Environmental Protection			1	1	0
Customer Services	1			1	1 (100%)
Total	12	16	12	40	10 (25%)

The number of complaints received this period has decreased significantly compared to last year when 55 complaints were investigated. The amount of complaints that were upheld because the council was at fault has also decreased compared to last year where 44% of complaints were upheld. Upheld complaints are examined later in this report.



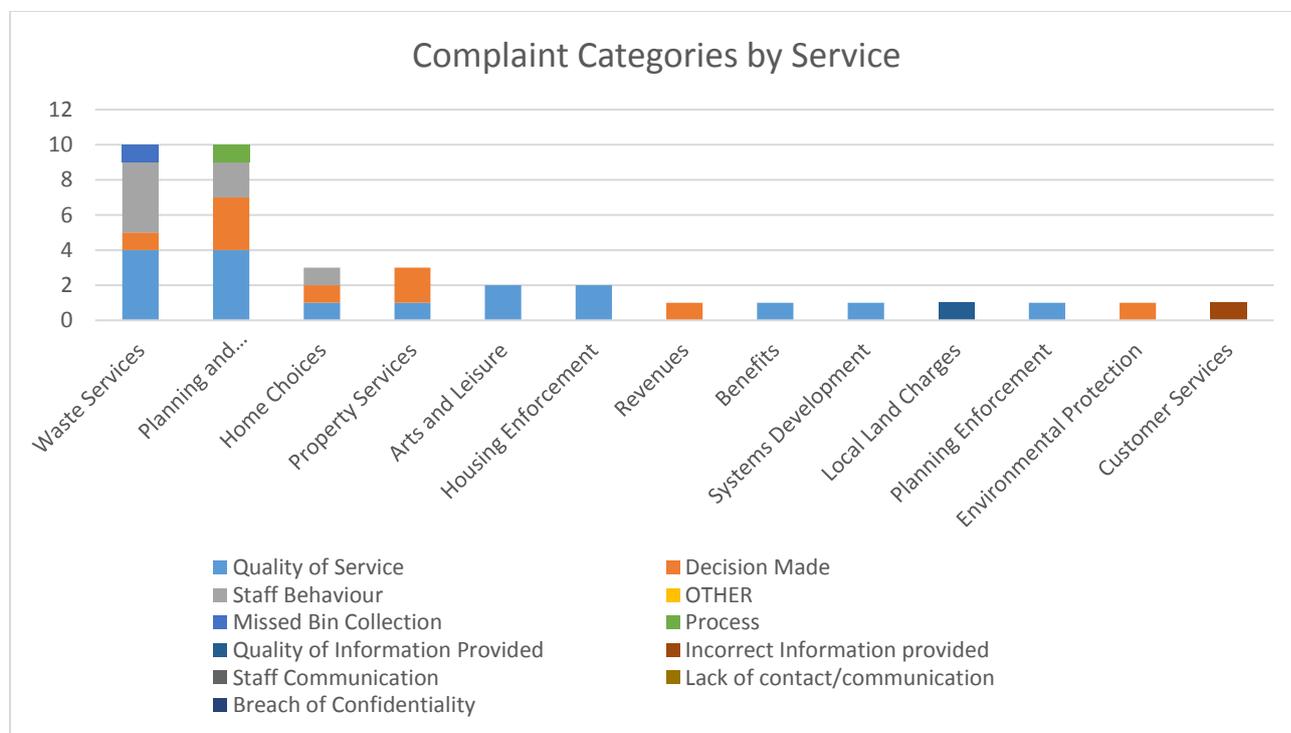
Complaint Categories

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

Complaint Categories	Jan-19	Feb-19	Mar-19	Total
Quality of Service	7	3	7	17
Decision Made		5	4	9
Staff Behaviour	1	5	1	7
OTHER	2	1		3
Missed Bin Collection	1			1
Process		1		1
Quality of Information Provided		1		1
Incorrect Information provided	1			1
Staff Communication				0
Lack of contact/communication				0
Breach of Confidentiality				0

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 9 were fully upheld and 1 was partially upheld equating to total of 10 where some fault was identified. This equates to an upheld complaint rate of 25%, (last year the upheld rate for the same period was 44%) so there has been a significant reduction.

Complaints investigated that have not been upheld include instances of where a customer disagrees with a decision that has been made or a process that has been followed. Investigations have concluded that the decisions made were in line with processes and often also in line with national and other local guidance (in the case of Planning and Development and Council Tax Services).

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	Upheld x 5
Planning and Development	Upheld x 1
Housing Enforcement	Partially x 1
Systems Development	Upheld x 1
Local Land Charges	Upheld x 1
Customer Services	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

In total five complaints were upheld this quarter for Waste Services. These were:

- Repeated missed bins collection
- Behaviour of staff – smoking in their waste truck and urinating in the street
- Rubbish being left all over road after collection had taken place
- Bins not being returned correctly resulting in blocked driveway

All of these complaints were reported to and discussed with the Waste Services Manager who agreed to deal with and speak to the crews or individuals in question.

Planning and Development

A complaint was upheld as we had failed to notify a Parish Council of a planning application in their area. We sent the decision notice to the Parish Council but had not informed them of the application being received beforehand.

The investigation found that the District Council is only required to notify a Parish Council of a planning application, where that Parish Council has so requested that it be notified. However, it is our general practice to notify a Parish Council of any applications within its area, regardless. Following this complaint planning officers were reminded of the good practise process of notifying all relevant Parish Councils.

Housing Enforcement

A complaint was partially upheld as we failed to update the customer in a timely manner on actions and timescales in writing. The customer had to go to the time and trouble of chasing answers and responses from our officers. Since this complaint was received a new process has been implemented where each case being dealt with has an action/reminder diary that prompts officers to update customers on the progress or outcomes of their case.

Systems Development

A complaint was upheld as we sent out a council tax summons letter in error to a customer that had actually already paid the amounts owed. It was identified that a system error over a weekend period caused this to happen and amounts paid were not accurately matched up with customer accounts when the weekend payments were reviewed. Following the complaint investigation a new process was implemented along with extra manual checks to ensure this does not happen again in the future.

Local Land Charges

A complaint which is still currently ongoing relates to information provided regarding listed building status on a historical land search query.

Due to the complexity and severity of the complaint there has been Quality Monitoring

Board involvement throughout.

If further details are required please contact Natalie Kostiuk, Customer Experience Officer for more information.

Customer Services

A complaint was upheld as we had provided incorrect information to a customer regarding the opening times of the local waste recycling centre which meant the customer made the journey there to find it closed. Customer Service officers were reminded of the correct opening times and where they could find the information quickly to give correct advice on any future calls 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.

During this period the Quality Monitoring Board has met on four different occasions. Two meetings were held to discuss an ongoing housing complaint and to agree a suitable resolution. Two meetings took place to discuss a local land charges complaint, the second meeting was to follow up progress on improvement actions which had been identified which are currently ongoing.

LGO Complaints – recent decisions and new complaints

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

Subject of complaint to LGO	Outcome/Current Stage
Planning and Development	LGO will not investigate
Planning and Development	LGO will not investigate
Planning and Development	LGO will not investigate
Council Tax	Referred back to WLDC for local resolution as prematurely escalated to the LGO
Planning Enforcement	Investigation in progress
Planning and Development	LGO will not investigate

The LGO decided not to investigate the complaints above for different reasons:

- The Ombudsman will not investigate this complaint. This is because there is insufficient evidence of fault in the way the Council reached its decision on the planning application.
- 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.

- The Ombudsman will not investigate Mr and Mrs B's complaint that the Council approved a change to their neighbour's planning permission without consulting them. Further consideration of the complaint is unlikely to find fault by the Council.
- The Ombudsman cannot investigate Mr B's complaints about the way the Council has considered four planning applications. Mr B complains on behalf of a parish council and the Ombudsman has no power to investigate complaints raised by public bodies.

Two final decisions and one draft decision have been received from the LGO during this period:

Subject of Complaint	Outcome	LGO Recommended Actions
Final Decision Planning and Development – Planning Application Decision	Mr X says the Council is at fault in its handling of a planning application for alterations to a water feature near his home. The Ombudsman has found no evidence of fault by the Council and he has ended his investigation of this matter.	N/A
Final Decision Housing Enforcement – Improvement Notice Served	The Council was not at fault for serving an improvement notice or pursuing enforcement charges for defects it found with Mr B's rental property. The Ombudsman has found no evidence that Mr B was not given sufficient time to resolve issues before the Council took formal enforcement action against him.	N/A
Draft Decision Public Protection – Noise Nuisance Assessment	Subject to further comments by Mr X and the Council, I intend to uphold Mr X's complaint. I consider the Council was at fault for not properly assessing the noise levels caused by the fans.	The Council should carry out a full BS 4142 noise assessment. This should be undertaken once the average outside temperature in Mr X's village is above 20 degrees Celsius. Within 4 weeks of my final decision, the Council should pay Mr X compensation for the time and trouble taken to make this complaint.

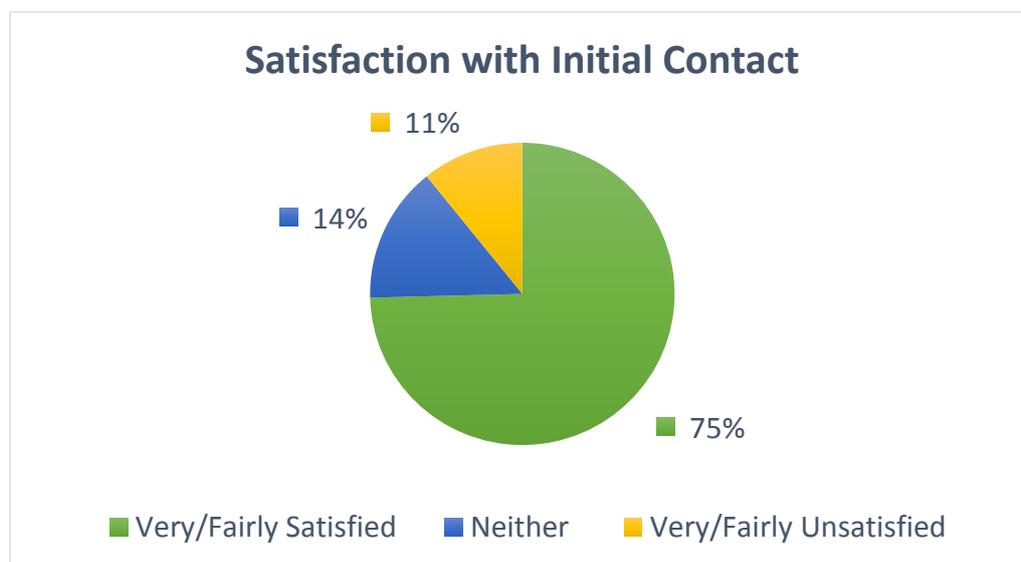
Satisfaction Surveys

Customer satisfaction surveys have been sent to customers this period. 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

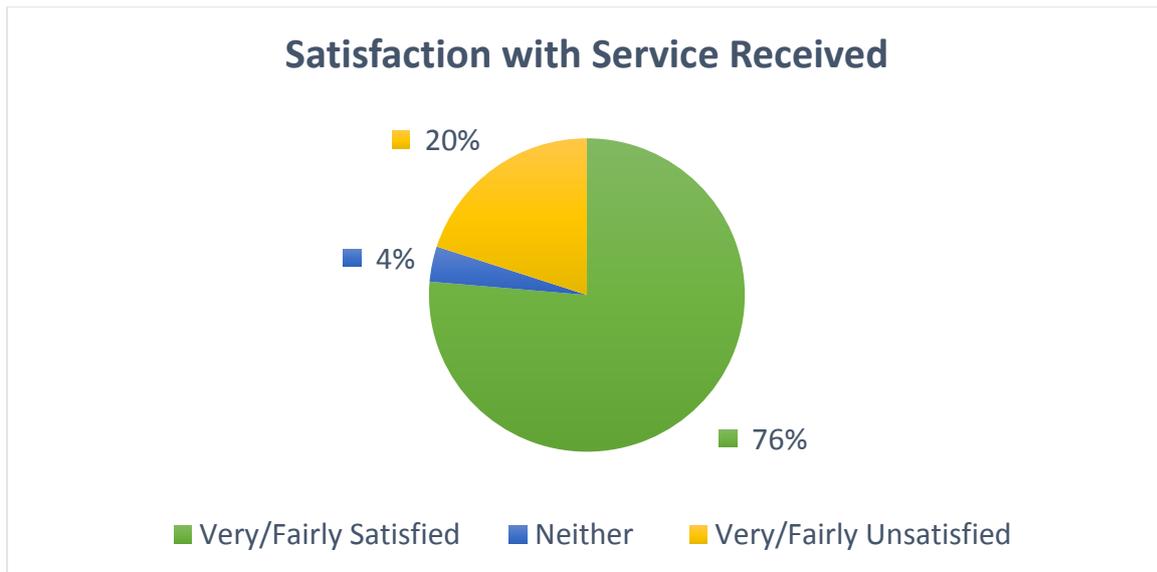
Customers were asked how satisfied they were with their initial contact with the council.

1422 surveys were sent out and 185 responses were received, giving a response rate of 13.01%



75% of customers were either fairly or very satisfied with their initial contact with the council when they made contact to request a service. 11% 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. 955 surveys were sent out and 110 responses were received, giving a response rate of 11.52%.



76% 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.

20% of customers were unsatisfied with the service they received. Customers who were unsatisfied made comments regarding not getting responses, acknowledgements or updates, a lot of disappointment was raised from customers that had contacted us regarding missed bin collections. 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.

This is the last period where two different customer satisfaction surveys will be used.

Since April 2019 a new simplified survey has been sent to customers who have received a service on a weekly basis. It is hoped that response rates will increase due to the reduction in questions and simplified nature of the survey.

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

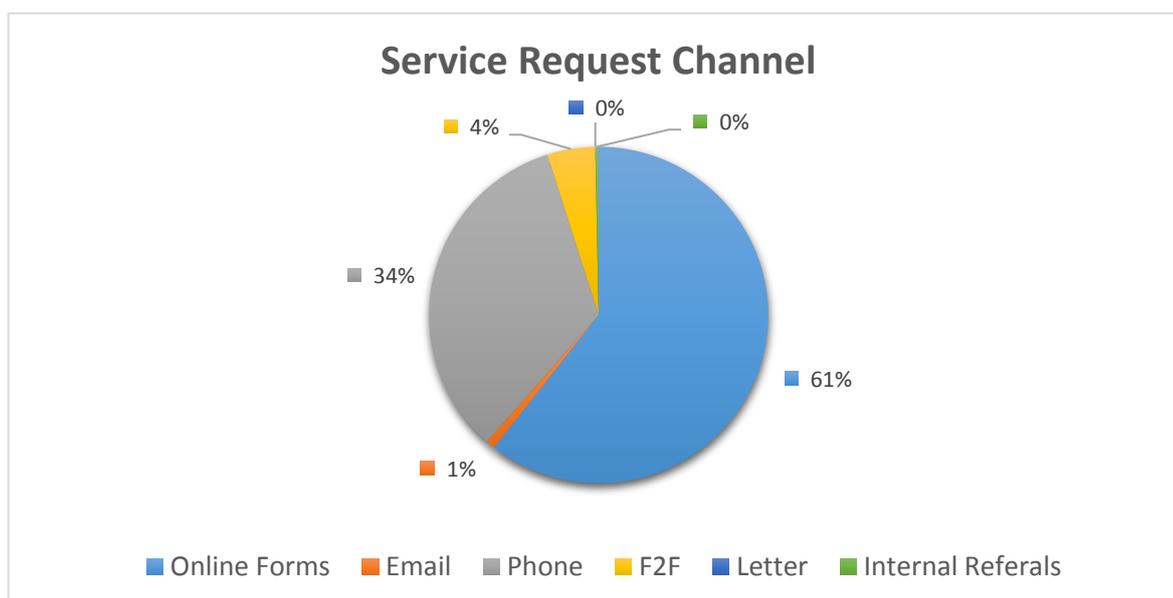
Currently the method of receiving service requests is only recorded by the following teams: anti-social behaviour, building control, planning enforcement, housing enforcement, food health and safety, public and environmental protection, street naming and numbering (SNN) and waste services.

A total of 23,094 service requests have been recorded during this period. This is a dramatic increase (x10) compared to last quarter (Qu3) where only 2,698 service requests were

recorded for the teams mentioned above, and where contact channels were recorded. The amount of service requests received has increased by a huge amount due to the Green Garden Waste sign up period. There has been a shift towards more customers using the online forms to request or sign up to a service.

The breakdown of contact channels used by customers to make a service request is detailed below, Quarter 4 data is compared with Quarter 3 data:

Method of Contact	Qu4 Jan 2019 to March 2019	Previous Qu3 Oct 2018 to Dec 2018	Increase/Decrease
Online Forms	61%	35%	↑ 26%
Phone	33%	48%	↓ 15%
Email	1%	5%	↓ 4%
Face to Face	5%	2%	↑ 3%
Internal Referrals	0%	0%	-
Letter	0%	10%	↓ 10%



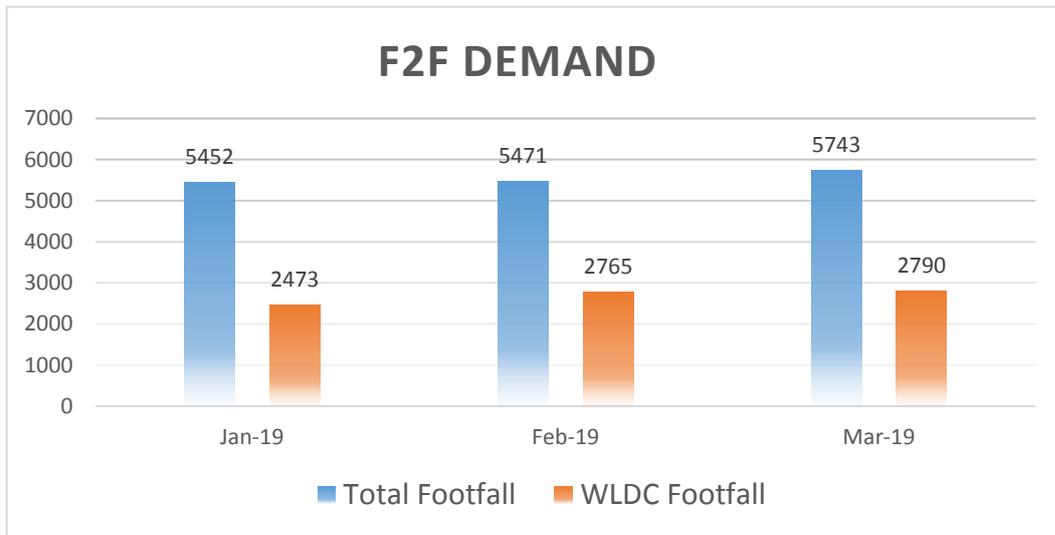
Face to Face Demand

Face to Face demand data includes the full quarter (January, February and March 2019) on average this period 51% of reception footfall was for our tenants, leaving only 49% of footfall visiting for the Council's services.

Compared with the same quarter last year which had a total of 12,674 total footfall, face to face contact has increased significantly for Council services and has also increased for our tenant services.

	Q4 2018/19	Q4 2017/18
Total Footfall	16666	12674
WLDC	8028	5249
Tenants	8638	7425

The graph below illustrates footfall broken down by each month:

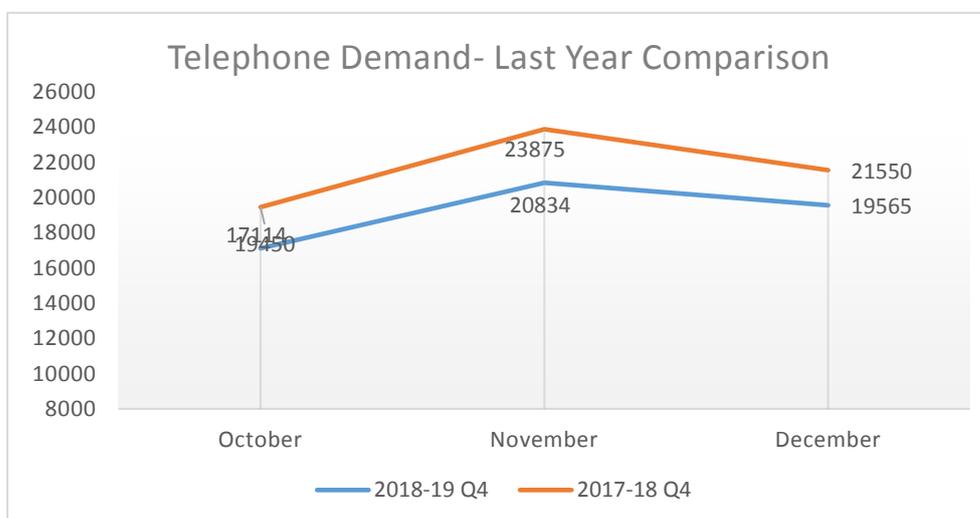


Telephone Demand

Across the entire council in January, February and March 2019 an average of 86% of the 57,513 calls presented have been handled. The same percentage of calls are being answered and handled compared to the same period last year where on average 86% of calls had also been answered.

Overall telephone demand for the council this period has decreased compared to the same period last year. There appears to have been a shift towards more online and face to face requests. Some of this shift can be attributed to the recent Green Garden Waste sign up period, as more customers get used to requesting this service on line.

Telephone Demand	Jan-19	Feb-19	Mar-19	Total
2018-19 Q4	17114	20834	19565	57513
2017-18 Q4	19450	23875	21550	64875



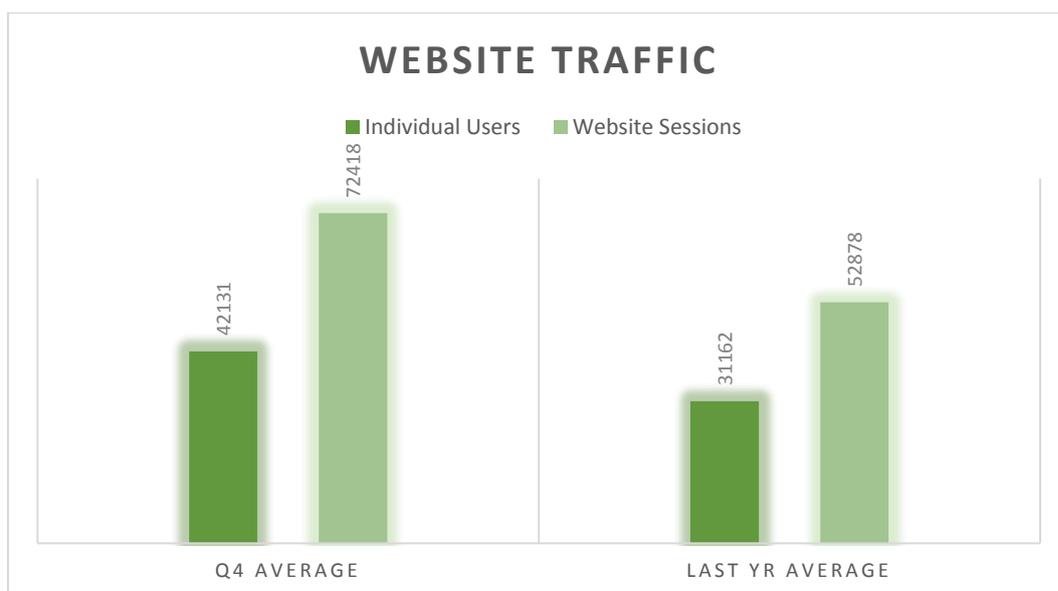
Online Demand

Online demand data covers the full period of January, February and March 2019.

The number of service requests made via the website during this period was 28,358 which is a similar figure to the same period last year where 26,715 online requests were recorded. This figure is inflated during the quarter 4 period due to the Green Garden Waste sign up period where customers are encouraged to sign up online.

During Quarter 4 the council's website has received on average 42,131 individual users and 72,418 sessions per month. Website usage has significantly increased since last year, with the average month in the previous year having 31,162 users and 52,878 sessions per month.

It appears that 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. Website traffic has also increased this period due to the Green Garden Waste Service sign up period and the run up to the May 2019 elections.



Payment Methods

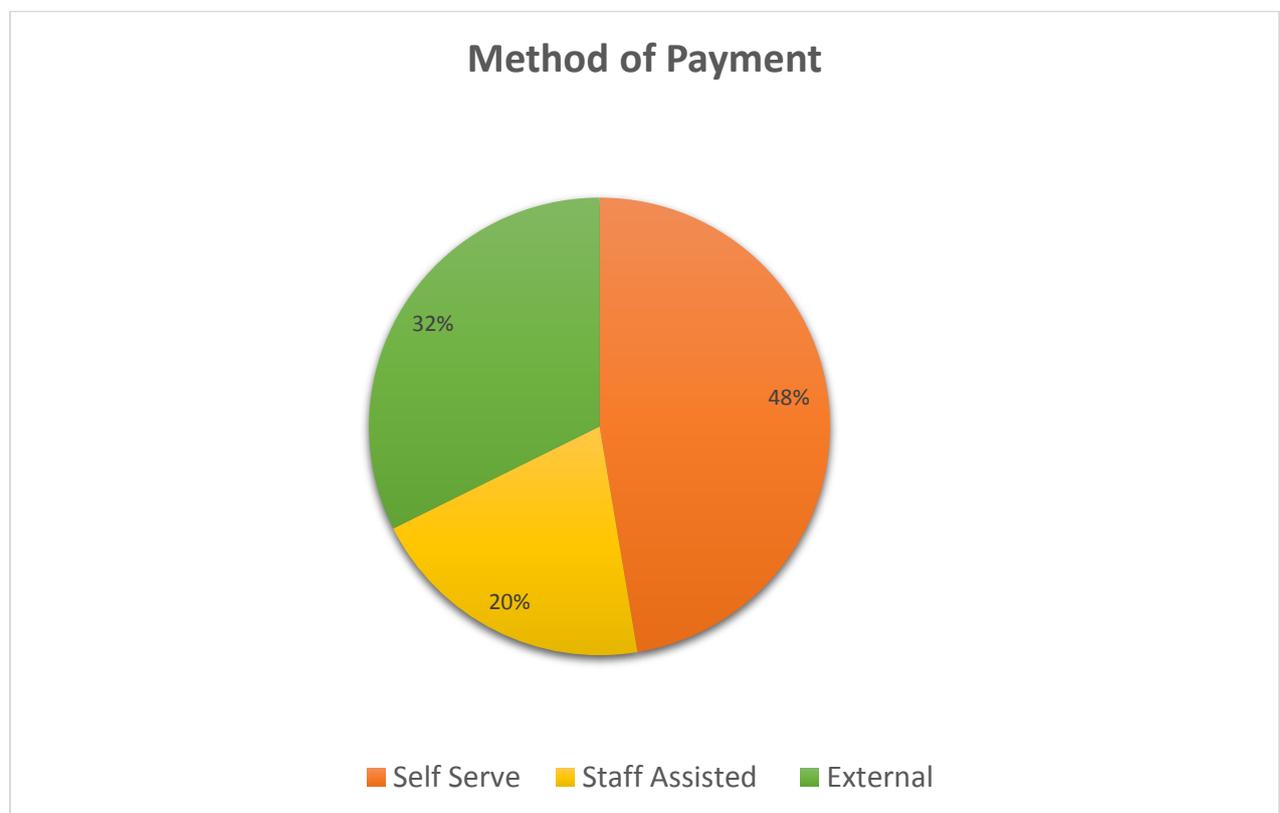
The payment methods in which customers pay money to the council can be classified into three categories: Self-Serve, Staff Assisted and External payments. Self-Serve payments include payments taken over the website, the kiosk in reception and the automated telephone payment line. Staff Assisted payments 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 January, February and March 2019 there were 79,066 payments made to the

council. Of these payments 28% were self-serve payments, 12% staff-assisted and 60% 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	22245	28%	22245	48%
Staff Assisted	9518	12%	9518	20%
External	47305	60%	15197	32%
Total	79068		46960	



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

Conclusion

It has now been over a year since the new Customer Experience Policy was implemented on 1st January 2018 and the new processes for dealing with customer feedback began. Over the last 12 month period customer feedback has increased overall including compliments and complaints. This will be evidenced in the 2018/19 Annual Voice of the Customer Report

that will be published in the next month.

During this Quarter 4 period less complaints have been received but some have become more complex in nature requiring Quality Monitoring Board assurance. It is encouraging to note that the overall upheld complaint rate has fallen. Complaint response times overall have increased slightly since the same period last year due to the reasons mentioned above. 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 the new simplified satisfaction survey will hopefully mean response rates will increase. Potential different channels such as mobile phone messaging and apps as well as email surveys will be considered in the future. In the future customer satisfaction will be reported by service rather than overall with an initial target of 75% customer satisfaction being set. This is based on the data that has been collected during the previous 12 month period.

Over this period there have been more online requests for a service and a decrease in phone requests, this may be due to the website issues that occurred at the end of 2018 now being resolved, 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 first strategy 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 are being embedded over the forthcoming months.

Appendix 1- Compliments Received by Service

Compliments received (139) between 1st January 2019 and 31st March 2019

Arts and Leisure

Really appreciate the introduction of Silver Screenings at the TAC. Over the winter period it has really helped and been appreciated by my friends of a certain age (in their 80s) and the addition of a cup of tea. It has really helped them get out and about in the day and not worry about being out late at night. Great idea and addition to the theatre.
Thank you to everyone at Trinity Arts for a superb evening yesterday with Ward Thomas. You have an amazing venue, all the staff were very friendly and helpful. We will definitely be returning!! - Facebook Comment for TAC
Brilliant night really enjoyed it - Facebook Comment for the TAC Comedy Fun House Show, January 2019
Superb Venue and a great evening was had by all!! The Lincs FM & Venue Staff were all very friendly and helpful. Ward Thomas were brilliant and also very friendly making it a very relaxed atmosphere. - Facebook Comment
"Fab place for any show, theatre or cinema." - Facebook Recommendation Comment
Your employee at the leisure centre was very polite did her best with what was obviously an impossible question to answer.

Benefits

Thank you, Angie. We really appreciate the speed with which you have dealt with the change of circumstances and made the transition easy.
Benefits claim (Angie) customer was very complimentary in the fact that the matter had been sorted out so quickly
Customer thanked Margaret for her assistance and confirmed that whenever she phoned she found us very helpful; always clear in our explanations and always very courteous.
Voice message compliment received from a benefits customer, thanking us for sorting out his claim
Hello Elise, You've been brilliant thank you so much for all your help!
We would like to thank you for being our Single Point of Contact and supporting us to achieve a successful delivery of the VEP Alerts service to all Local Authorities. You fully met your responsibilities in the SPOC role by taking the appropriate action to prepare for the alerts go-live and passing on teleconference invites and documentation to the appropriate assessors and team leaders. It was a key element ensuring that the right people were given time away from the day-job to attend teleconference calls to up-skill themselves in how to use the Alerts service. You also kept us informed of progress and promptly answered any additional questions we may have put to you prior to go-live.

Building Control

Good morning Patrick, received completion certificate. Many thanks for all your help. Best wishes.
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Very easy to get in touch and quick responses compared to other councils.
Dear Ms Dougan. Thank you very much for your prompt and kind attention.
I would like to say I have no complaints whatsoever against the planning team George Backovic and Building Control Nicola Dougan who have really supported me during a tricky build which has finally seen the building come into use this week.
Morning Pat, Thank you for your assistance in this matter it is most appreciated
Very pleased building control easily contactable and responsive. No hanging on the phone listening to recordings which is very refreshing these days! Also very helpful and professional staff.
As a builder for over 40 years I am very happy to say that Building Control at West Lindsey, are very helpful and informative. Which in my opinion works better for all concernedI appreciate all the help and support received.
Building Inspector Nicola Dougan was most helpful in giving advice in areas which needed further clarification. She was accessible and always there to assist.
Everybody in the Dept. are friendly, approachable and give great advice for the progression of the project. Well done West Lindsey Building Control!
Nicola was extremely helpful in this matter and was thoroughly professional throughout.
Thanks Gloria, Most efficient. You will be pleased to know that we have some visitors from Holland who are in awe at your speedy response. They say that in Holland it would be at least a week before they would be able to get a visit and if that held up work, tough - that would just be down to bad planning on the builders/architects part

Community Safety

Fantastic work being done on the railway bank, thank you for pushing that.
RE: Fly Tipping Report: Please pass on my thanks, what a fantastic service
RE: Razor wire located in ditch A57: Luke, Wonderful thank you so much, A+ efficiency from you as always! I appreciate your help,

Customer Experience

There was praise for achievements to date and the Customer Experience Officer was particularly recognised for the changes she had implemented in regards to resolving customer complaints
Thank you very much for the swift response to the email I sent yesterday and for providing the contact details requested.

Customer Services

Customer was very happy with Amy's service. She logged a missed bin and it was collected the next day.
Nicola, you've been more than helpful. Thank you.
The council no matter how unpopular by the many is overall a great council, people don't really think of the picture or even the long term one but currently i am happy with the way things are going.

James helped me with the computers in reception. Service 10/10, how well he understood my issue 10/10, Comments - Perfect
Could not have improved the service we received. You were most helpful when we made the booking, and the collection guys were pleasant and on time. We will certainly use the service again in the future.
I would like to thank the staff at to council, for listening to me and dealing with my problem promptly.
The young man was very helpful and the process was easy to understand. Thank you!
Would like to compliment Rachel McLoughlin (Customer Services) she has been very helpful the last 2 visits I have made to the council offices. She went above and beyond to help me.
Customer praised the helpful lady at reception. (Shelley)
Very efficient and knowledgeable, well done!
Customer called a little upset to subscribe to GGW and was confused listening to the long message on the phone. After I took all the details slowly she said "You've been very good with me, thank you Nicola"
Thanks Alison much appreciated!
Re: General Enquiry, Thank you very much Alison
Friendly staff. Very efficient and helpful
Thank you for being so friendly and helpful. It's great to see good teamwork and care for their customers. Compliments to Alison, Nicola and Rob on reception.
The young Lady was very professional at sorting the issue.
Very polite gentleman called Zee. Found out the information I needed.
The phone was swiftly answered and the person I spoke to was polite, friendly and helpful. My enquiry was simple and the action taken appropriate.
The person on the phone was polite and tried to help
You responded quickly and sent me the link for the page.
Sarah, the lady I eventually spoke to was knowledgeable and helpful
I recently called into your main office in Gainsborough to pay for my green bin. Just want to say how friendly, pleasant and polite the lady who dealt with it was, a credit to the council.
The lady on the phone was very nice and that doesn't usually happen when you go face to face with council
The phone was swiftly answered and the person I spoke to was polite, friendly and helpful. My enquiry was simple and the action taken appropriate.
The lady was polite, helpful and friendly
Don't think the member of staff on my first call could of been more helpful
Customer has said that she was really happy regarding the way Linda Atkinson has dealt with the missed collection of the blue bin, she was very kind and I wish all members of staff were as polite as she was. Great Service from her.

Environmental Protection

Morning, I just wanted to thank you all for your help on Tuesday. I know we were all their doing our job but everyone worked together to make it as smooth as possible which I really appreciated.

Good morning Tony, I would like to start by apologising for my negativity in November when I received your letter about the above complaint, and then move on to say a big thank you, as the letter you sent the neighbours seems to have done the trick. We did hear the dog for a couple more days but then nothing, brilliant, life has returned to normal on this part of Gainsborough Road. Thank you again for your department's efforts.

Food Health and Safety

Jo was very helpful and professional and provided me with great ideas for monitoring food temperatures in the fridge. Thank you

Thank you for all the help, advice and guidance you have provided over the past few years, we have been very lucky to have such an excellent Environmental Health department at West Lindsey. Best wishes to you and Joanne. Also thanks for the help you have given me outside of our business it is nice to know you are there for guidance it is very much appreciated.

Licensing

Thank you - if everyone was as helpful as you, the world would be a better place

Dear Tina, Thank you for your support with this matter, it is greatly appreciated. Once again thank you for all your help!

Local Land Charges

Hi Tina, That is brilliant, thank you for sorting this out for us and have a great rest of your day

Tina, Thank you for turning this round so quickly.

Member and Support Services

Re: CIF Form: Thanks John, You have made the process and explanation very easy, bank statements attached.

Re: Freedom of Information Request: Thank you for your prompt response - as feedback your handling and efficiently in responding to my request is impressive.

Planning and Development

Good afternoon James Thanks for the information, I very much appreciate your help Kind regards

Hi Alison, Thanks again for your time sitting down with me last Friday! Very grateful.

Hello Ian, Thank you for your support and help on this application. Kind regards

I would like to say a massive thank you to Alison Aisthorpe who has been a great help in assisting me submit my recent planning application correctly.

Hi Emma, Many thanks for your sterling efforts!

Dear James, Thank you so much for your help and for responding so quickly. Much appreciated.

Thank you for your prompt assistance.
Good Afternoon Rachel, My Directors just wanted to say a big thank you for your prompt reply in providing us with a decision on this application, it is very much appreciated. Many Thanks
Thank you for fast response.
Customer wanted to say thank you to Abbie Marwood regarding her help in getting a refusal of the planning application for the flats 138603, she was very kind and polite when she went to see her and would like to say thank you for all her support.
Thanks for that Claire, It looks to be just what I need, you have been very helpful and efficient, and restored my faith in all thing official. I hope you have a nice weekend. The very best regards.
Thanks Vicky, That's great news. It's a good scheme and I've really enjoyed working with yourself and Liz to get to the right outcome. Thanks again.
I would like to say I have no complaints whatsoever against the planning team George Backovic and Building Control Nicola Dougan who have really supported me during a tricky build which has finally seen the building come into use this week.
RE: Decision Notices. No problem James, Thank you so much - you have helped enormously.
Good Afternoon, Thank you for your email. I will ask to the Parish Council, but I would like to say thank you anyway for your help, I really appreciate it.
Good afternoon Claire, Thank you for your quick response and the information which is very helpful. Kind regards
Hi Claire, Thank you very much for your prompt and efficient response, it is very much appreciated. Kind regards
Every time I deal with west Lindsey from bins to planning permission I find the service excellent thank you.
Listening, understanding, and response was immediate to look into my enquiry. - Planning
Good afternoon, Further to the recent decision for the planning at Manor Farm, Brampton, I am obliged with this decision and I thank you for the way that you have dealt with this project and the communication we have received with regard to issues that have been raised by consultees.
That's wonderful Denise thank you very much for all your help
The planning officer (Danielle Peck) was excellent.
Nothing to improve in relation to customer services. Planning officer very efficient and swift with information and guidance when requested.
Hi Ian, Thank you. You have been very helpful and it's much appreciated.

Planning Enforcement

Dear Laura, Further to my email, more planting seems to have taken place today. It actually looks very good. Fingers crossed the trees thrive. Thank you once again for your intervention.
Cath, Thank you for a very comprehensive response and the work you have put into this
Laura who I spoke to was kind, reassuring, and explain the procedure to my problem - Planning Enforcement

Property Services

Customer complimented Luke on his helpfulness and said he had also mentioned Luke at town council meeting last week.
RE: LED Lighting Project. GUILDHALL - Good work, its a lot brighter and nicer now
Hi Gary, Thank you ever so much for the opportunity and for being there in times of problems, Thank you once again.
Liz, Thank you for your help. It was much appreciated.
RE: Parking Travel Lodge. Thank you for your quick response and detailed explanation Kind Regards
I thank you and those associated with replacing and redefining a new Thorndyke Court sign that is very distinctive, thank you.

Revenues

Please accept our belated thanks for your response to our request which was most helpful and appreciated.
Jess explained that they have protocols to follow and I would like to commend Jess for how patient, understanding and sympathetic she was during our phone call
Hi Gill, Just a quick email to say thank you very much for sorting out the Council tax on the annex. Up until that point I felt like I was on a roundabout, going around in circles. Your assistance is much appreciated.
I would like to thank the lady so much, she was extremely helpful
Re: Council tax, Oh my goodness that would be absolutely amazing! Thank you so much I really really appreciate it, Thank you
May I take the opportunity to express my thanks and gratitude to the lady who I spoke with. She was professional and informative while being sensitive to my current situation
I would also wish to commend Helen for the way that she dealt with this matter once I was adamant that I could prove payment had been made.

Street Cleansing

Hi Simon, The speedy response we get from you and your team is great! Thank you
Customer was so impressed with the work carried out for her previously that she would like further work with another property please.
I contacted you one evening regarding fly tipping and it was removed the following day - fantastic
RE: Fly Tipping - I forgot to reply and say thank you for clearing this so quickly. Thank you
Thank you card received: To Rob, Simon, Peter and assistant, Thank you for clearing my garden. Much appreciated.
I'm writing to offer my sincere thanks to you and your team; amazingly everything had been removed by this afternoon! I look forward to speaking with you soon. Thank you again and as always.
Thank you for the quick response to clean-up of the above footpath, an excellent

job well done to people that did the job, please pass on my comments.
Thanks Simon. Also I noticed a very well swept road edge to Reephams streets. Thank you to your lads I believe.
Thanks Simon, Excellent service as usual!
Thank you to the WLDC officer Simon Smoothery who dealt with request quickly. A quick resolution saves everyone time and money.
You responded quickly, you removed the rubbish left near to my home that someone had dumped.
Very prompt removal of the reported fly tipped items.
Commend the fly tipping team for doing a good job
Scampton Viewing Point: Happy New Year to you and all the team who keep the up so lovely now. I was up there this week and it was really smart, so good that I decided to do the verge opposite, toward the airfield, to extend to beauty, (which had years of mess embedded!) thank you.

Waste Services

May I take this opportunity to thanks for your great service in the past year.
To thank the crew who went to empty a missed blue bin, and then explained we cannot recycle polystyrene, gave good information very polite and emptied bins. Just wanted to say thank you.
Could not have improved the service we received. You were most helpful when we made the booking, and the collection guys were pleasant and on time. We will certainly use the service again in the future.
Just emailing to say how brilliant our bin men are, this morning i had forgotten to put my black bin out and they came down our drive and collected it for me. They are always really helpful and very tidy if any rubbish gets spilt. Thankyou
HOTJAR FEEDBACK - Better than having to go into the council building. Every step was clearly explained. As the council sent me the email about the green bin I would have thought I would only have to enter my address for the system to know I was already on the system instead of having to enter all the details to register. No biggy though. Well done, good job.
Would like to praise all refuse collectors they do a brilliant job all round
Wanted to say how helpful and friendly the refuse collection men were whilst she was injured and struggling to move bins herself.
Very satisfied with service - Please keep up the good work
Happy about the Garden Waste Service going ahead this year, the crew did a good job with collections and this service helps me remove my garden waste.
Customer and his carer would like to thank and acknowledge the bin crew for their service which has gone above and beyond their duty.
Can't wait for the Garden Waste Service, the crew are amazing and are very friendly, polite, it will be nice to see them again, the service that was provided last year was excellent.
Very impressed with the service I received
West Lindsey council is good, nothing to complain about, bin service is brilliant.
Street force employee - I would just like to say how helpful, cheerful and friendly the chap who dealt with my blue bin was this morning. If everybody worked with his attitude the world would be a better place.

My wife and I would wish that you pass on our grateful thanks to Mr Gareth Williams and thank him for a job well done

Sure we have some of the best bin men around. Very helpful and friendly.

The man who came to remove the missed waste collection was a credit to the council, he was so polite, jolly and helpful

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

Our refuse collection men are wonderful and do such a great job.

Appendix 2- Comments Received by Service

Comments received (21) between 1st January 2019 and 31st March 2019

Arts and Leisure

Resident called to complain about the recent TAC brochure. She said it is very difficult to read some of the writing, as there is grey writing on blue / orange writing on some pages and also the text is very small. She also would like to see more live Theatre, and said that the amount of live music by more well-known acts is pushing the prices up, and now instead of £8 it is more £18-20 for a ticket. She said that several of her friends have also been upset by the change in program style and content. I advised that we have a customer experience officer who will be able to call her this week to talk about it.

When booking the Gruffalo workshop online it wouldn't let the customer leave one seat free next to the seats she wanted, so called us to book.

As it is a workshop we explained to the customer that it doesn't take place in the theatre and the seats they select are only for numbers of children for the workshop. Customer wanted this comment passing on that it does not clearly say this and potentially would've paid too much/stopped others being able to attend.

When trying to book tickets for the TAC for the Story Den workshop it is confusing as to what you're supposed to do.

I called to book as it wouldn't let me amend the ticket prices online as you only pay for the children. Outcome: You only select seats for the paying children, but this is not clear for those booking online themselves, it's strange you don't need tickets for all attendees.

Customer came into reception to discuss Trinity Arts Centre membership costs. £20 for the year, and if you're a senior citizen you don't get any extra discount on live shows and events. There is a 50p discount for movies, but would need to go 40 times in the year to make the £20 fee back. Would like to make a formal complaint - emailed the TAC manager a week ago but no reply. He said it is unfair that there aren't further discounts for concession members. It is also very unclear in the brochure what discounts are on offer for members.. Just mentions events through the year, with no indication of what they might be. Also went to the TAC on Saturday and the lady at the desk didn't know about membership. I called Lisa and gave him what information she knew - but they don't have a plan for member only events yet. I advised that membership may be more suitable for those who aren't also a concession.

Customer Services

Please can I pass on comments received from a local business owner about her visit to the Guildhall on Monday 25th Feb at lunch time. The customer felt so uncomfortable that she will never visit the Guildhall again. Her enquiry was in connection with a Parking Permit. She was horrified by the number of unruly visitors we seemed to have in reception, by the way she was assessed and passed from the pod to the enquiry desk and by the fact that we had a bouncer in reception. I advised her that some of the unruly customers may have been Job Centre visitors and she said she was not aware that we shared a reception with them and she assumed they were council visitors as there is nothing to show different areas for West Lindsey visitors and Job centre visitors.

Called us with regard to a waste issue but was very frustrated with all of the telephone options- said was not straight forward to get through, wanted me to make the comment.

Property Services

Please can I pass on comments received from a local business owner about her visit to the Guildhall on Monday 25th Feb at lunch time. The customer felt so uncomfortable that she will never visit the Guildhall again. Her enquiry was in connection with a Parking Permit . She was horrified by the number of unruly visitors we seemed to have in reception, by the way she was assessed and passed from the pod to the enquiry desk and by the fact that we had a bouncer in reception. I advised her that some of the unruly customers may have been Job Centre visitors and she said she was not aware that we shared a reception with them and she assumed they were council visitors as there is nothing to show different areas for West Lindsey visitors and Job centre visitors.

Systems Development

Make it easier to navigate the website. Not have to register and create an account to report my bin as broken. The website is clunk and difficult to navigate. The sections are not grouped in an easy to find way. They make sense for council categories, but not customer.

If it is possible to order a replacement bin online it would be nice to be able to cancel the order online too.

Waste Services

I never received any information about my garden bin coming up for renewal and how to renew and I have now got a full bin and it's not going to get collected for another 2 weeks. Without a reminder how are we to know. I'm not online and would've expected a bill or something of the like in the post.

When calling to pay for my garden bin the first option is "press one for payments" I did this to go all around the houses, then this is no option to go back so I had to hang up and call again to then realise I pressed the wrong option.

Customer suggestion: could you add the words "except for garden waste payments" to option one, or put garden waste as the first option.

Green Garden waste - paid for stickers and going away on holiday so not going to receive the first collection as they haven't received sticker yet. Feels like wasted money.

Customer states it is an offense to send mail out to someone who is illiterate. We sent out to him the reminder postcard which he didn't know was coming and then had to take it to a neighbour to read. We do have a note on achieve that states we need to ring the customer, however that data would not pull through to the mail merge we do. I have advised that a letter and a sticker will be being sent out to him and he is happy to receive this. I am not sure going forward how we can resolve this for the coming year

Can we consider moving the dates of the garden waste collection? I (and potentially many others) would benefit from the service starting this time of year and finishing earlier. With how the weather is now it would make more sense to

<p>start it earlier and finish it earlier but still keeping the 18 collections and cost of service. I would appreciate your investigation and feedback.</p>
<p>Re Garden Waste; We can't do online and when we tried to call it is not clear enough on the phones as to what to select so we have had to come in to renew. We feel like it's the older people like ourselves that need the service and it's not easy. We had the same problem last year. We would be better off if it was easier for the customer.</p>
<p>Complaint about not being able to pay for GGW via cheque, it's not inclusive and it's ageist. He has a lung condition and if he catches an infection has a 20% chance of survival, but feels he is being made to come into reception to pay by card as he will not use online.</p>
<p>Thank you for getting in touch and yes the bins have now been emptied. Thank you also for your apology, however, you have not provided any explanation for the lack of service for which we pay handsomely. Also it will take a few weeks for all the excess refuse to be cleared as our bins are already full again - there is a knock-on effect when the usually regular service is interrupted at this time of year and when the regularity of when the bins are emptied is skewed. Would it not help to increase the number of collections over the festive period rather than pulling them forward and miss a whole week?</p>
<p>Garden waste renewal is good, but he would like to ask if we could have a collection during the winter months just once a month like NKDC do, it would be a great help and am sure that other customers would like this too.</p>
<p>black bags not taken and is saying the bin men have kicked all the rubbish everywhere</p>
<p>RE black bin collection over Christmas. My black bin was missed xmas week but the rest of the street was taken. (I have explained to the customer the earlier we know the sooner we can report and return however in this instance it is too late but wanted to pass on his concerns and has also said he will speak to the crew if he sees them) I noticed my neighbour at 19 Aegir Close has 2 black bins which could be the reason for this however my bin clearly has a 17 on and theirs has nothing. The crews also keep leaving his second bin by my property suggesting they think it's mine but it is not. (I'm also emailing the waste supervisors to inform them this way)</p>
<p>This lady had been turned away from Corringham Road Tip with a washing machine saying that this couldn't be left as it was Sunday. How stupid is this and how many other people were turned away and fly tipped there white goods. Lady has contacted LCC but wanted us to know what had happened and to complain to us because of the fly tipping issue we have in the district.</p>