



# **VOICE OF THE CUSTOMER REPORT**

**April 2022 to June 2022**

**Quarter 1 2022/23**

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# Introduction

This is the first Quarterly Voice of the Customer Report for 2022/23 covering the period from the 1<sup>st</sup> April to the 30<sup>th</sup> June 2022. The report includes various information regarding customer contact including customer feedback, customer satisfaction levels and customer demand data.

During Qu1 the guildhall building main entrance remained closed to walk in customers, face to face contact for the council remained limited to vulnerable and emergency cases only. Residents were still able to access advice via the intercom facility and some customers were seen by appointment. JCP continued to see their customers by appointment only. Officers continue to undertake additional cleaning duties in the reception and at any desk used by customers once they have left the building.

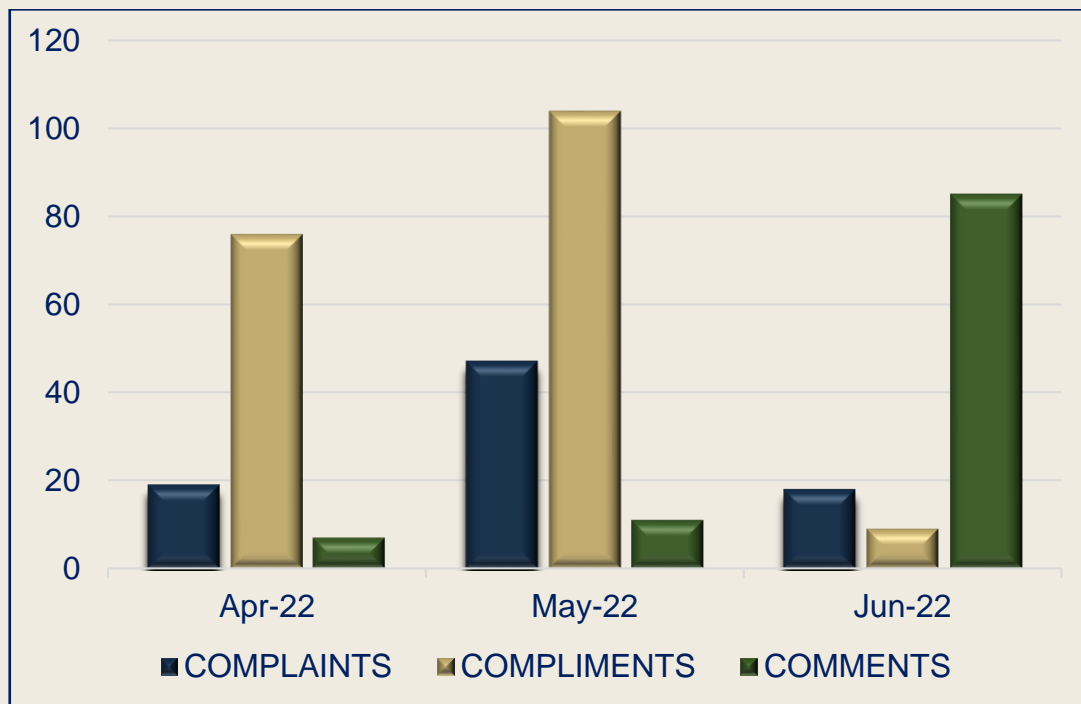
Customer demand and feedback has increased, in particular complaints, this has been due to the implementation of the new recycling service and recently amended waste collection regime. It was anticipated that there would be an increase as residents get used to the new arrangements.

The increase in customer demand during Qu1 calls was due to more customers calling about waste issues, residents were calling to subscribe to the GGW service and more residents were calling in relation to the new recycling service collections, for matters such as rejected bins, advice and general enquiries. We have also seen an increase in customer contact relating to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household support fund and enquiries about the Ukraine situation.

# Customer Feedback, observations and recommended Improvements

The information in the tables and graphs below illustrate all customer feedback received (Compliments, Comments and Complaints) and how the numbers compare to the previous year, Qu1 period of 2021/22.

Overall Figures	April 2022	May 2022	June 2022	Totals	Totals	Compared to Qu1 2021/22
Complaints	19	47	18	84	37	up by 47
Compliments	76	104	85	265	264	down by 1
Comments	7	11	9	27	11	up by 16
Average number of days to respond	6.6	7.6	6	6.7	8.3	down by 1.6
WLDC at Fault	5	8	2	15	8	up by 7
% WLDC at Fault	26%	17%	11%	18%	21%	down by 3%
<b>Quarter 1 2022/23</b>				<b>Qu1 (22/23)</b>	<b>Qu1 (21/22)</b>	



The number of complaints received has more than doubled compared to the previous Qu1 period. 84 complaints were received during April, May and June 2022 compared to 37 in 2021. May was a particularly busy month in terms of the number of complaints received, the reasons why will be explained later on in this report.

The average number of days taken to respond to complaints during Qu1 has decreased by 1.6 days compared to the previous year. Despite a higher number of complaints being received the average response time has been reduced as the majority of complaints for Waste Services are resolved and responded to quickly.

In total 15 complaints were upheld out of the 84 received. 11 were fully upheld and 4 were partially upheld giving an overall upheld percentage of 18% which is a decrease when compared to the previous Qu1 period when the upheld percentage was 22%

The number of compliments received during Quarter 1 has remained similar to the previous year. 265 compliments were received during April, May and June 2022 compared to 264 in 2021.

The most complimented services continue to be the main customer facing services; Waste Services received 71 compliments, Planning and Development/Trees and Conservation received 59 compliments, Customer Services received 39 compliments, Street Cleansing received 27 compliments and Licensing received 20 compliments.

**These observations and improvement recommendations have been made following feedback received:**

#### **Property and Assets – Land Ownership**

An investigation into a fly tipping that involved an examination of land ownership identified that a strip of land that should have been transferred over to the local housing company was still listed as being under the ownership of West Lindsey District Council.

Once identified the necessary steps were taken to transfer the ownership of the strip of land over as it should have been previously.

#### **Committee Administration - Planning Committee Site Visits**

An investigation into a complaint relating to a planning application which had involved a committee site visit identified that objectors had been allowed to speak to the committee members after the site visit had officially closed (this was noted in the committee minutes)

A recommendation was made that the committee chair and other members are reminded of the formal site visit procedure and that once the site visit has ended members of the committee should not enter into communication or debate with any objector. The site visit protocol will also be sent out to committee members as a reminder of correct behaviour.

#### **Waste Services - Green Garden Waste**

Towards the end of 2021/22 and at the start of the 2022/23 period there was an increase in feedback received regarding the duration and dates of the GGW collections. Some residents feel it should start earlier, some think it should continue for longer into the winter months, for example later than November and earlier than March.

The collection dates are set as they are for a reason and following extensive consultation that took place. An improvement in publicity and communications when the GGW subscription period begins has been suggested, informing residents of the collection dates and frequency as well as start and end dates along with an explanation as to why they are set as they are. This will help to manage expectations and may assist in reducing feedback in the future.

#### **Customer Services and Waste - Blue Bin Lid repairs**

A complaint in regards to a blue bin lid repair identified that in some cases the whole bin is replaced rather than just the bin lid being repaired. This matter needs further investigation and consideration as there are several issues around consistency, charging for bins and what information our customer service officers are giving residents when they contact us regarding a bin lid repair.

# Compliments

## Compliments by Service

Please see Appendix 1 for full details of all compliments received between April and June 2022.

**Note: Services that do not appear in the table below did not receive any compliments**

COMPLIMENTS	April 2022	May 2022	June 2022	Qu1 Total
Waste Services	19	24	28	71
Planning and Development, Trees and Conservation	17	26	16	59
Customer Services	15	18	6	39
Street Cleansing	6	10	11	27
Licensing	1	15	4	20
Environmental Protection	2	5	3	10
Revenues	1	3	4	8
Customer Experience	3	2	2	7
Building Control	2		2	4
Arts and Leisure			3	3
Benefits	2		1	3
Disabled Facilities Grants	3			3
Home Choices	2		1	3
Local Land Charges	1	1		2
Member and Support Services	1		1	2
System Development			2	2
Communications Team			1	1
Planning Enforcement	1			1
<b>Totals</b>	<b>76</b>	<b>104</b>	<b>85</b>	<b>265</b>

Compliments are received through various channels including customer survey feedback and social media.

The number of compliments received during Qu1 has remained similar to the previous year. 265 compliments were received compared to 264 in 2021.

The most complimented services continue to be the main customer facing services; Waste Services received 71 compliments, Planning and Development/Trees and Conservation received 59 compliments, Customer Services received 39 compliments, Street Cleansing received 27 compliments and Licensing received 20 compliments.

The Waste Services team received the highest number of compliments during this period, there has been an increase in the number of compliments that have been registered via

# Comments

satisfaction surveys where 5-star ratings have been left in regards to the service received from the team such as missed bin reports, bulky and sharps collections.

## Comments by Service

Please see Appendix 2 for full details of all comments received between April and June 2022.

**Note: Services that do not appear in the table below did not receive any comments**

COMMENTS	April 2022	May 2022	June 2022	Qu1 Total
Waste Services	5	10	9	24
Street Cleansing	2			2
Customer Services		1		1
<b>Totals</b>	<b>7</b>	<b>11</b>	<b>9</b>	<b>27</b>

The number of comments received has increased this period. When comments are received they are considered and responded to if contact details have been provided. Comments received through customer satisfaction survey responses are recorded and included in the number of comments received.

The majority of the comments received during Qu1 were for waste services. Any improvements that can be made when a comment is received will be implemented by the responsible service.

Comments received for waste services have decreased compared to the previous quarter but still count for the majority of comments received. Several comments have been received regarding the new recycling collection arrangements and blue bin issues including the frequency of collections and concerns with blue bin rejection and tagging. Other issues including sack deliveries, sack collections, fly tipping and bulky collections have also been commented on.

A comment received for street cleansing in regards to a problem area for littering and fly tipping was shared with the Street Cleansing Manager who agreed to look into some signage to deter people from dumping there.

A comment received in relation to the recorded telephone message played when you call the main council number led to changes and updates being made to the wording used.

# Complaints

## Complaints by Service

The graph below shows the number of complaints received by each service between April and June 2022;



The number of complaints received has more than doubled compared to the previous year with 84 received in total compared to 37 in 2021/22. May was a particularly busy month for complaints with 47 being received in total, 31 of these were in regards to waste services. This was the time when advisory tagging on bins stopped and full rejection started.

Typically, the main customer facing services receive the highest number of complaints, waste services for instance provide a service to every household in the district.

52 of the 84 complaints received were for waste services, this equates to 62% of all complaints received. The increase in the number of complaints received for waste services has been caused due to the introduction of the new recycling collections and the advisory bin tagging that has been taking place since March 2022. An increase in complaints was expected during the introduction period and may continue until customer gets used to the changes we have implemented. Complaints have ranged from dissatisfaction with the decision made to introduce the service to issues with tagged and rejected bins, the side waste policy and the frequency of collections.

Missed bins are not routinely classed as a formal complaint unless there has been a repeated issue of missed bins, normally 3 occurrences in a row or where we have failed to return for a missed bin within the 5 days. On these occasions a full investigation takes place to establish the reasons for repeated missed bins. The numbers of missed bins represent 0.05% of the bins collected in any given month on average.

Complaints for other services across the council have included complaints regarding decisions that have been made, processes that have been followed, lack of contact or



response and the quality of service received.

Typically, the main reason for complaints is because of the quality of service received. We sometimes fail to provide the service we aim to and we are not good at managing customer expectations in relation to what we are able to provide.

Upheld complaints are detailed in the table below and are examined in more detail later in this report.

**Note: Services that do not appear in the table below did not receive any complaints**

Complaint Service Areas	April 2022	May 2022	June 2022	Qu1 Total	Upheld
Waste Services	9	31	12	52	5x Fully Upheld 2x Partially Upheld
Planning and Development, Trees and Conservation		4	1	5	1x Partially Upheld
Planning Enforcement	2	2	1	5	1 Fully Upheld
Revenues	3	1		4	3x Fully Upheld
Arts and Leisure		3		3	
Home Choices	2	1		3	
Out of Scope	1		2	3	
Customer Services	1	1		2	1x Fully Upheld
Property Services		1	1	2	
Street Cleansing	1	1		2	1x Partially Upheld
Communications Team		1		1	1x Fully Upheld
Environmental Protection		1		1	
System Development			1	1	
<b>Totals</b>	<b>19</b>	<b>47</b>	<b>18</b>	<b>84</b>	<b>11x Fully Upheld 4x Partially Upheld</b>

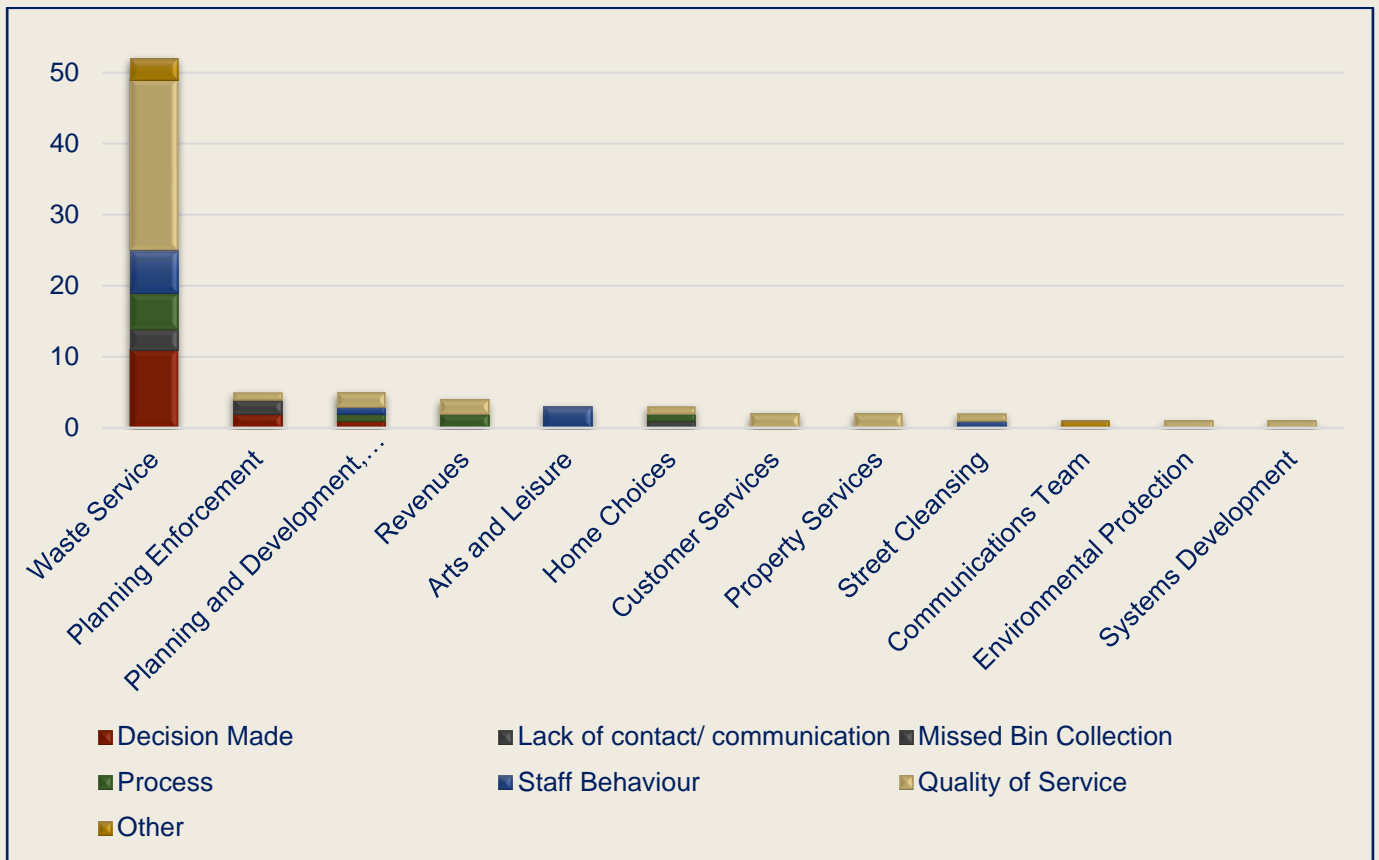
## Complaint Categories

The table below illustrates what types of issues the complaints received were regarding:

Complaint Categories	April 2022	May 2022	June 2022	Qu1 Total
Quality of Service	9	16	13	38
Decision Made	2	11	1	14
Staff Behaviour	2	8	1	11
Process	1	7	1	9
OTHER	1	2	1	4
Missed Bin Collection		3		3
Lack of contact/communication	3			3
Out of scope	1		1	2
<b>Totals</b>	<b>19</b>	<b>47</b>	<b>18</b>	<b>84</b>

## Complaint Categories by Service

The graph below shows complaint issues by service:  
(Out of Scope complaints are excluded from this graph)



Quality of Service Received – 37

Decision Made – 14

Staff Behaviour – 11

Process – 9

Lack of Contact/Communication – 3

Missed Bin Collection – 3

Other - 4

# Upheld Complaints and Improvements identified

Rather than focus on the number 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 84 complaints received, 11 were fully upheld and 4 were partially upheld. This equates to an upheld complaint rate of 18%, (last year the upheld rate for the same period was 21%) so there has been a small increase.

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 some other services).

Even when complaints are not upheld there can still be learning that takes place. We may not have done anything wrong but in some cases, we could have done things better.

The table below shows the services that had complaints upheld this quarter:

Although waste services received the most complaints they have the lowest upheld percentage.

Complaint Service Areas	Complaints Received	Upheld	% Upheld by Service
Waste Services	52	5x Fully Upheld 2 x Partially Upheld	13%
Planning and Development, Trees and Conservation	5	1x Partially Upheld	20%
Planning Enforcement	5	1 x Fully Upheld	20%
Revenues	4	3x Fully Upheld	75%
Customer Services	2	1x Fully Upheld	50%
Street Cleansing	2	1x Partially Upheld	50%
Communications Team	1	1x Fully Upheld	100%

One of the main themes that is identified when complaints are investigated is that the right things have been done but the customer has not been kept informed or up to date, in some instances the outcome of their case or enquires have not been communicated to them, all of this is important in terms of managing customer expectations and improving the customers experience.

When complaints are upheld actions are put in place where possible to ensure that mistakes are not repeated again in the future.

These actions are recorded on a learning and improvement log by the Customer Experience Officer who works with the relevant service manager or director to ensure that the suggestions are at least considered and where possible changes are made. Where any suggestions would have a wider implication the Quality Monitoring Board is consulted regarding the best way forward.

## **Upheld Complaints and Learning Actions/Improvements**

### **Waste Services**

Out of the 52 complaints received for waste services 5 were fully upheld and 2 were partially upheld.

The partially upheld complaints were in relation to blue bin tagging and rejection and delivery of a new blue bin. In the first partially upheld complaint the crews had correctly tagged and rejected the complainants blue bin but there had been some inconsistency so some fault was identified and the complaint was partially upheld. The second partially upheld complaint was in regards to a blue bin delivery, an error on the Councils part meant that the complainant was waiting longer than necessary for their new bin and this led to them contacting the Council several times to chase the matter up. Some of the confusion was caused by the complainant's actions but there was also fault on behalf of the Council so the complaint was partially upheld.

The fully upheld complaints included staff behaviour when working on their rounds, a problem with repeated missed bins at a rural property, repeated missed collection of green garden waste and too many purple lidded bins being delivered to an estate where they were left on a road causing an obstruction.

These complaints led to a supervisor visit being made to the rural property, extra checks being put in place for the address with repeated missed GGW collections and crews returning to remove the PLB's as soon as possible.

### **Planning and Development, Trees and Conservation**

Out of the 5 complaints received for planning and development, trees and conservation 1 was partially upheld.

The complaint was in relation to how a planning application had been handled, the time taken and concerns regarding the advice provided. The investigation found that the advice provided was correct but the pre-application advice had taken longer than it should have done and the final application decision was out of time so the complaint was partially upheld. These delays were due to short term staffing issues within the team that have since been rectified.

### **Planning Enforcement**

Out of the 5 complaints received for planning enforcement 1 was fully upheld.

Investigation into a complaint found that the planning enforcement team did not respond to or update a complainant on a case after it had been looked into. The complaint was upheld because of this lack in service. The issue occurred by accident and the officer had forgotten to update the complainant on their findings following a site visit that took place.

### **Revenues**

Of the 4 complaints received for revenues, 3 were fully upheld.

The first upheld complaint was in relation to court action and a summons that was issued, it was found that the summons had been sent to an incorrect address as an administration

error had occurred and the address details on the account had not been updated when they should have been. The customer received an apology and the issue was resolved.

The second upheld complaint was in regards to a council tax account that was not updated when information was received from the customer, the administration error led to a discount being left in place for longer than they should have been leading to the customer receiving back dated charges at a later date. The customer received an apology and the discount period was extended meaning the back dated charges were removed due to fault on behalf of the Council.

A third complaint was upheld as it was found that an issue with the Council Tax Energy Rebate payment could have been resolved when they first made contact with an officer in regards to the problem they had. Rather than advising them that they had to wait the address could have been updated on the system so that the payment could be processed as soon as possible. This issue was resolved and the customer received an apology.

### **Customer Services**

Of the 2 complaints for customer services 1 was fully upheld.

The complaint was in relation to how long it took to get through on the telephone and the advice that was provided during the call. It was found that better more helpful advice could have been provided. The matter was resolved, the customer received an apology and the officer was given guidance for similar future calls received.

### **Street Cleansing**

Of the 2 complaints received for street cleansing 1 was partially upheld.

The partially upheld complaint was in relation to an altercation between a customer and a member of the street cleansing crew after a small bump had occurred with their car and the street cleansing vehicle by accident. The incident was reported by the crew member at the time and was resolved by the Street Cleansing Manager.

### **Communications Team**

The 1 complaint received for the communications team was fully upheld.

A complaint was regarding a post that was published on the WLDC social media platforms. The post included an image of a presentation slide that was used by a third party in a training session attended by some of our officers. The complainant found the slide contents to be offensive and submitted a complaint. On examination it was decided that the post should be removed as its contents could potentially cause offense given the wording that was used. The post was taken down, this was communicated to the complainant and they also received an apology.

# Quality Monitoring Board

There were no Quality Monitoring Board meetings held during the Qu1 period.

## Local Government and Social Care Ombudsman Complaints

When a customer has completed our complaints process they have the right to refer their concerns to the LGSCO for review. They decide whether to investigate further and make contact with the LGSCO Link Officer (the Customer Experience Officer) in regards to their decisions and any information required for their investigations.

As of the start of the 2022/23 period there were no complaints open with the LGSCO.

During the Qu1 period the LGSCO made contact regarding 8 new complaints which had been referred to them.

The LGSCO decided not to investigate 5 of the complaints referred to them, they made a final decision on 1 complaint and 2 are still open and being investigated:

Case ID - 21002386	<b>CLOSED</b>	Final decision received - not upheld	Planning Enforcement
Case ID - 21018969	<b>CLOSED</b>	The LGSCO decided not to investigate	Planning
Case ID - 21018943	<b>CLOSED</b>	The LGSCO decided not to investigate	Planning
Case ID - 22001456	<b>CLOSED</b>	The LGSCO decided not to investigate	Planning Enforcement
Case ID - 22001990	<b>CLOSED</b>	The LGSCO decided not to investigate	Waste and Recycling
Case ID - 22002076	<b>OPEN</b>	The LGSCO are currently investigating	Housing
Case ID - 22002750	<b>CLOSED</b>	The LGSCO decided not to investigate	Environmental Protection
Case ID - 22003036	<b>OPEN</b>	The LGSCO are currently investigating	Planning Enforcement

# Customer Satisfaction Surveys and Customer Satisfaction Score

Satisfaction surveys were sent during April, May and June 2022 to customers of the following services: Planning and Development, Planning Enforcement, Waste Services, Street Cleansing, Public Protection, Street Naming and Numbering and Licensing.

Satisfaction surveys were sent to 2827 customers in total, 415 responses were received giving an overall response rate of 18.37% which is slightly higher than the previous quarter.

Customers are sent a satisfaction survey via email the week after they have received a service, this may be a bulky waste collection, after making a fly tipping report, any reports to planning enforcement, noise reports, or street naming and numbering requests to name a few. Surveys are also sent to customers that have received a planning application. decision. or pre-application advice during the previous week. For licensing services satisfaction surveys are sent at the end of each month to customers who have had licenses issued or amended.

## Customer Satisfaction Score for Quarter 1 2022/23

Customers are asked the following question:

### Please rate your recent experience with the Council? Out of 5 stars

Depending on the star rating they give customers are then asked 1 of 2 question:

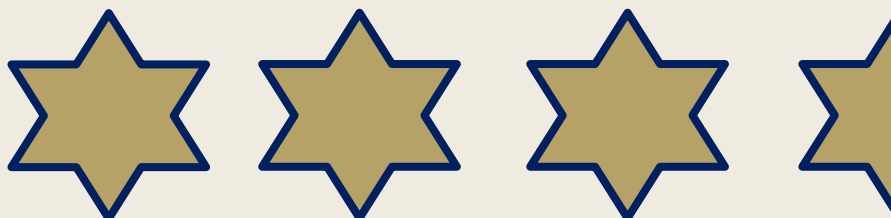
- **1 - 3 stars: How could we have improved your experience?**
- **4 - 5 stars: What did we do well?**

Of the 415 responses and ratings received;

- 202 customers rated the service received as 5 stars (very satisfied)
- 83 rated the service received as 4 stars (Satisfied)
- 50 rated the service received as 3 stars (Neither satisfied or dissatisfied)
- 31 rated the service as 2 stars (Dissatisfied)
- 49 rated the service received as 1 star (Very dissatisfied)

The number of 4 and 5 star ratings received are used to calculate the overall satisfaction score and percentage. For Qu1 this equates to a 68% satisfaction percentage or a 3.5 overall star rating. This is a 3% decrease in satisfaction compared to the previous quarter, where satisfaction was 71%.

## Customer Satisfaction = 68%



Customer satisfaction has decreased slightly compared to the previous quarter, but this was to be expected with the recent implementation of the new recycling service and the dramatic increase in the number of complaints received.

Where high satisfaction scores have been given comments have been provided regarding the fast and efficient service received, how helpful and knowledgeable officers were when contact was made, the fact that quick responses were received and the ease of contacting WLDC.

Customers appreciate when we do what we say we are going to do on the date we say we are going to do it, they do not appreciate things being late or staff not turning up when they say they will. Even when we have missed a bin on the collection date customers still rate the service as 5 stars when we have returned to collect it within the 5 days as promised.

Comments provided where low satisfaction scores have been given include

- crews not returning for missed bins as quickly as promised or even at all in some cases
- problems finding information on the WLDC website and out of date information published
- concerns with the lack of face to face services being provided
- customers not being informed when the fly tipping they reported to us has been cleared and comments stating that it had not be cleared at all
- customers not being kept up to date or responded to
- customers not able to get hold of the officer they require
- customers claim that their service request was not completed
- customers unhappy with the way their planning applications were handled by a planning officer or the planning committee

Any comments collected through surveys that constitute a compliment are logged on the system, are included in the figures within this report and are included within the compliments in Appendix 1.

Any comments received that raise concern are tracked back and discussed with the relevant team manager to decide if any further action or customer contact is required.



# Customer Demand Data

Overall customer demand has increased significantly in some areas compared to the previous Qu1 period. Calls have increased dramatically each month, with May 2022 being a particularly busy month in terms of the number of calls received.

Face to face contact has also increased significantly with a larger amount of customers either approaching the Guildhall building for assistance or being allowed into the building. This increase has been affected by the JCP seeing more customers by arranged appointment. The main services that customers approach the guildhall to access are customer services, revenues, home choices, operational services and benefits.

Overall the number of service requests submitted has decreased but there has been an increase in the number of online (Eforms) submitted, the main services that receive the most online form submissions are waste services, council tax and customer services.

Use of the WLDC website has increased with Qu1 seeing more users, visitors and sessions compared to the previous year. The main pages on the WLDC website that are visited are planning and development, waste and recycling and council tax.

The increase in customer demand during Qu1 was due to more customers calling about waste issues, residents were calling to subscribe to the GGW service and more residents were calling in relation to the new recycling service collections, for matters such as rejected bins, advice and general enquiries. We have also seen an increase in customer contact relating to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household Support Fund and enquiries about the Ukraine situation.

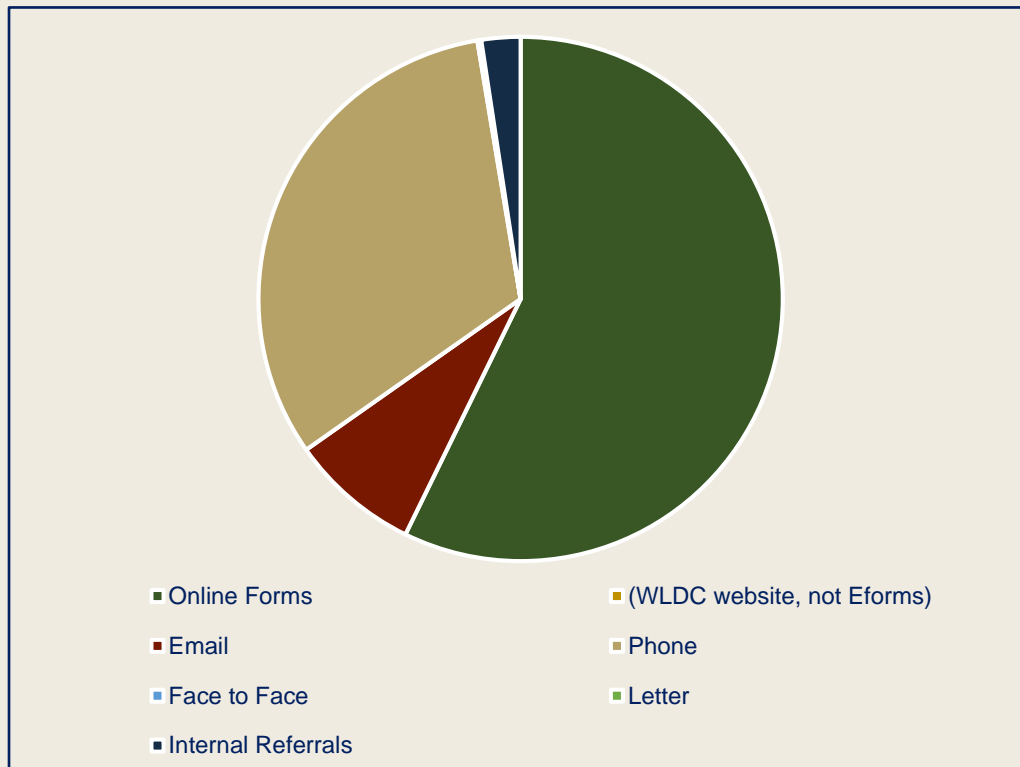
Online and telephone continue to be our customers preferred methods of contact with over 89% of customers choosing to engage with us in these ways.

# Service Requests and Customer Contact Methods

A total of 4216 online service requests were received for the following service areas; 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. The figures below show the number of service requests received by each contact method available.

Customer Contact Methods	Qu1 2022/23	%	Qu1 2021/22	%
Online Forms	2421	57%	3380	56%
(WLDC website, not Eforms)				
Email	336	8%	333	6%
Phone	1348	32%	2032	34%
Face to Face	6	0%	7	0%
Letter	4	0%	9	0%
Internal Referrals	101	2%	249	4%
<b>Total no of service requests</b>	<b>4216</b>		<b>6010</b>	

Compared to the previous year fewer service requests have been received for the services included here. The percentage of service requests submitted via online forms has increased by 1%. Online forms and phone continue to be the preferred method of contact choice for our customers with 89% of service requests being initiated via those channels. Face to Face requests have diminished as during the pandemic customers were directed to socially distance methods of contact which they still appear to be using.



# Face to Face Customer Demand

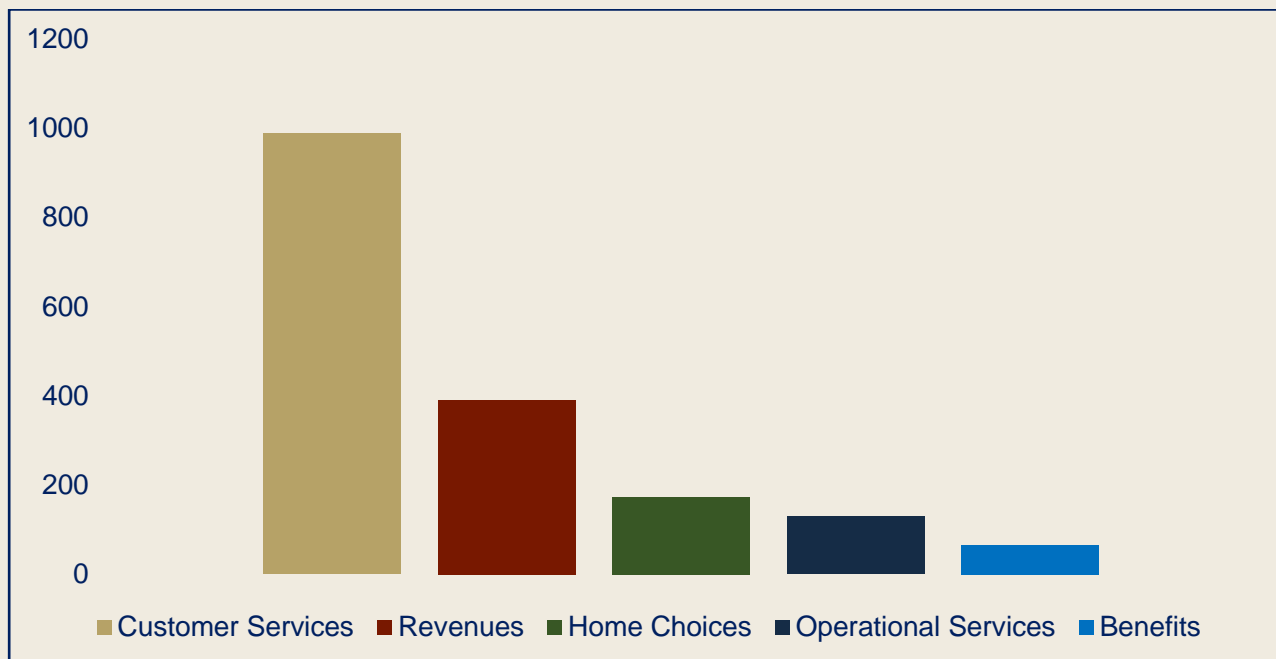
In comparison to the Qu1 period of 2021/22 the number of people attending the guildhall has increased significantly from **1930 in 2021/22** to **9803 in 2022/23**. This shows that customers are feeling more confident in getting out and about now and that they still expect to be able to receive face to face services from the Council and our tenants.

The number of customers attending the guildhall and the reasons why they are attending is being recorded and analysed in order to plan for the future and how services will interact with their customers going forward.

JCP continued seeing customers by appointment so there has been an increase in the number of tenants customers entering the building compared to the 2021/22 period, these figures are included in the table below:

	Customers attended to via intercom facility	Customers allowed access to the building (WLDC)	Customers allowed access to the building (Tenants)	Total
April 2022	866	174	2499	3539
May 2022	842	135	2276	3253
June 2022	394	146	2471	3011
<b>Total</b>	<b>2102</b>	<b>455</b>	<b>7246</b>	<b>9803</b>

When examining the reasons why customers have attended the Guildhall building it has been identified that the top 5 main WLDC services they needed to access during Qu1 were:



# Telephone Customer Demand

Telephone demand has increased considerably compared to the previous year, there has been an increase in calls each month with May and June seeing the biggest increase. 9,440 more calls were received during Qu1 compared to 2021/22. The increase in calls received was mainly due to more customers calling about waste issues, residents were calling to subscribe to the GGW service and more residents were calling in relation to the new recycling service collections, for matters such as rejected bins, advice and general enquiries. We have also seen an increase in calls relating to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household support fund and enquiries about the Ukraine situation.

84% of all calls received were answered, this is an increase compared to Qu1 2020/21 when the percentage of calls answered was 77%. It should be noted that although a call may go unanswered, customer can opt to receive a call back once the officer is available.

The table below shows how many calls were received each month compared to the previous year;

<b>Quarter 1 2022/23</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>Qu1 Total</b>
Number of calls received	14412	16632	16256	47300
Percentage of calls answered Qu1 2022/23	83%	84%	84%	84%
<b>Quarter 1 2021/22</b>	<b>April 2021</b>	<b>May 2021</b>	<b>June 2021</b>	<b>Qu1 Total</b>
Number of calls received	13408	11327	13125	37860
Percentage of calls answered Qu1 2021/22	77%	77%	77%	77%



This graph includes the number of calls received during Qu1 of the 2022/23 period compared to the three previous years.

As you can see calls have increased compared to previous years. Where calls usually decrease in May they increased dramatically during 2022/23.

Calls relating to waste issues including GGW subscription and the new recycling service, as well as enquiries in relation to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household Support Fund and enquiries about the Ukraine situation have all contributed to this increase in calls received.

# Online Customer Demand

As we continue to support and encourage our customers to use the online facilities that are available to them to interact and engage with council services, information regarding online activity is included within the quarterly Voice of the Customer Reports.

The table below includes information taken from Google Analytics in relation to the West Lindsey District Council website:

<b>WLDC Website (2022/23)</b>	<b>April 2022</b>	<b>May 2022</b>	<b>June 2022</b>	<b>Qu1 Total/Average</b>	<b>Difference compared to 2021/22</b>
Users	34,385	34,914	29,379	98,678	▲ 17,292
New Users	28,853	28,925	23,889	81,667	▲ 15,177
Sessions	58,335	57,934	48,660	164,929	▲ 27,962
Number of sessions per user	1.7	1.66	1.66	1.67	▼ 0.01
Page Views	205,970	204,842	168,388	579,200	▲ 48,613
Average Session Duration	02:21	02:23	02:37	02:27	▼ 00:20
<b>WLDC Website (2021/22)</b>	<b>April 2021</b>	<b>May 2021</b>	<b>June 2021</b>	<b>Qu1 Total/Average</b>	
Users	29,274	28,064	24,048	81,386	
New Users	23,955	22,926	19,609	66,490	
Sessions	49,849	46,009	41,109	136,967	
Number of sessions per user	1.7	1.64	1.71	1.68	
Page Views	188,081	178,162	164,344	530,587	
Average Session Duration	02:44	02:48	02:51	02:47	

Website usage and the number of visitors to the website has increased compared to the previous Qu1 period. There was an increase in the number of overall users and new users visiting the website as well as an increase in the number of overall sessions.

The main pages visited during this period were Planning and Development, Waste and Recycling and Council Tax.

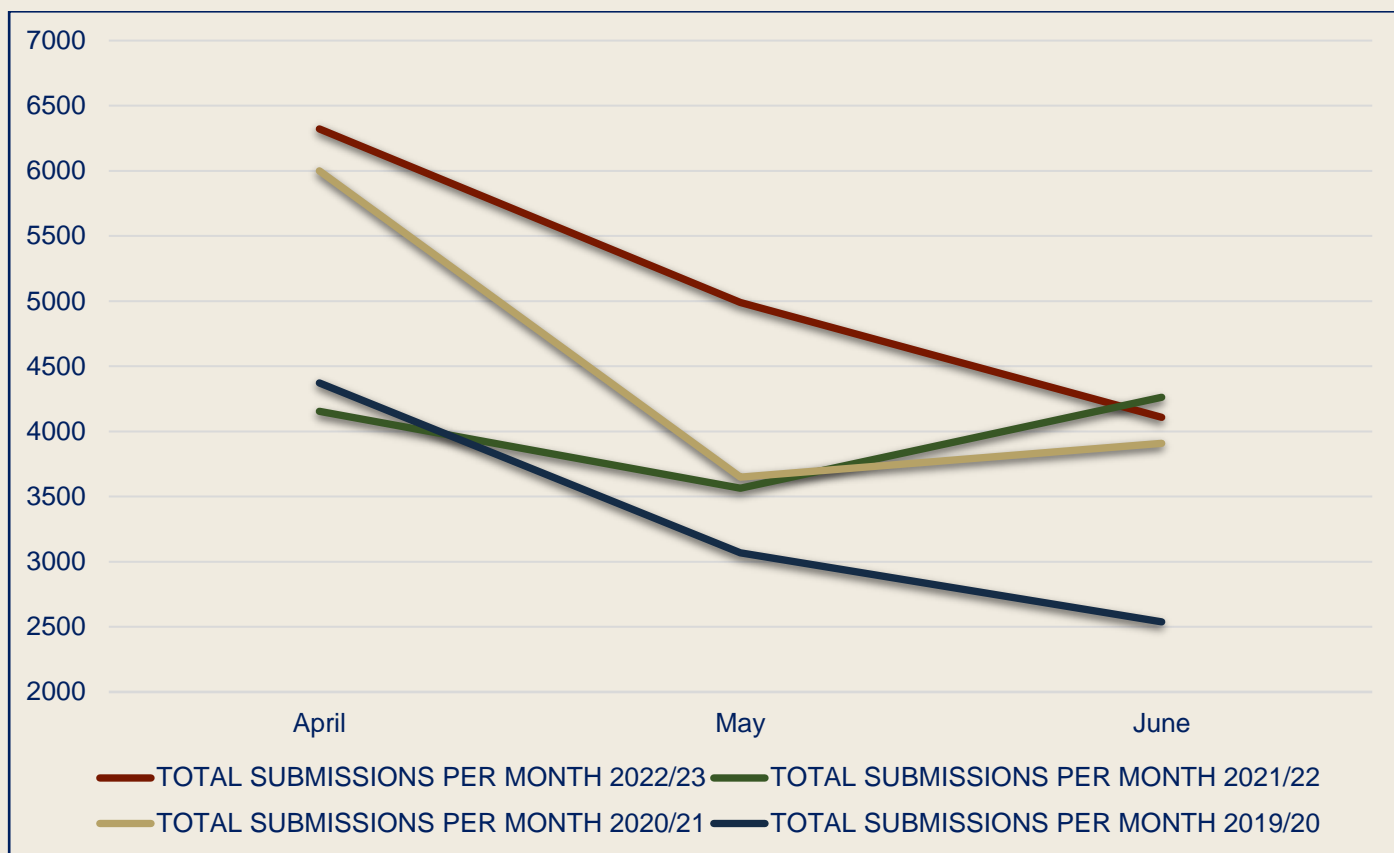
Information on the website needs to be useful, relevant and up to date so that customers can easily find or do what they need to online rather than calling or visiting us in person, this allows us to focus our face to face efforts on our more vulnerable and in need customers. A website review has taken place recently and the new more user-friendly website was launched in April 2022.

Feedback on the WLDC website is processed via HotJar, when these comments are received work is carried out to make improvements to the website wherever possible.

The table and graph below show how many online form requests were received each month compared to the previous three years. As you can see there has been an increase in the number of online service requests received compared to 2021/22, and in particular during

April 2022, Waste Services and Council Tax received more service requests during the month compared to the rest of the year.

The forms customer use are for them to request a bulky collection or sharps pick up, to subscribe to the GGW, to request a service from various departments or to make a general enquiry to the council, a breakdown by service is included below.



	April	May	June
<b>TOTAL SUBMISSIONS PER MONTH 2022/23</b>	6322	4989	4108
<b>TOTAL SUBMISSIONS PER MONTH 2021/22</b>	4155	3564	4262
<b>TOTAL SUBMISSIONS PER MONTH 2020/21</b>	6000	3649	3909
<b>TOTAL SUBMISSIONS PER MONTH 2019/20</b>	4372	3068	2538

The table below shows how many of the online forms were completed by customers and how many were completed by staff with the customer over the phone.

An average of 74% of customers have completed the forms online by themselves, without staff assistance, this has remained similar compared to the previous year.

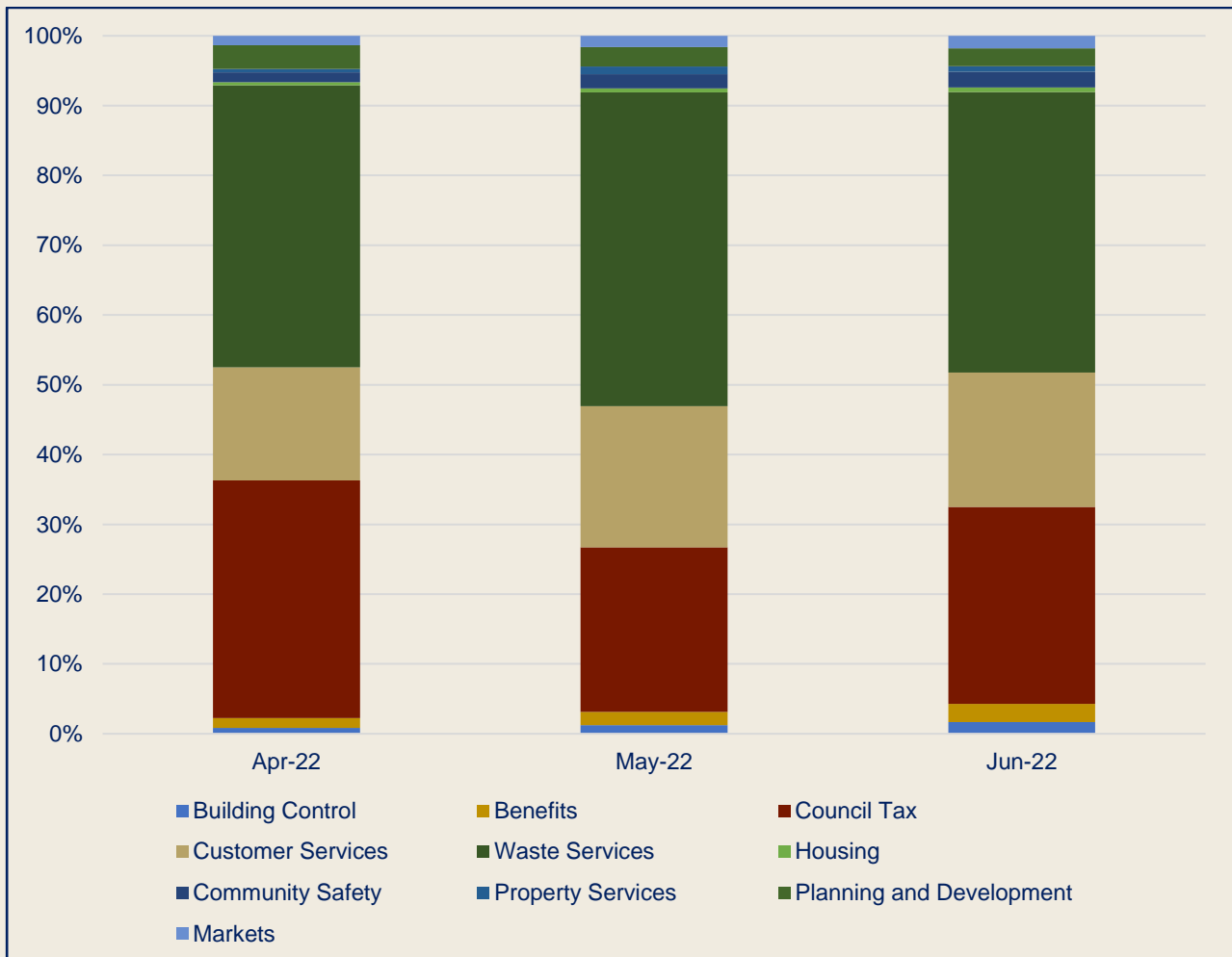
Eforms	April 2022	May 2022	June 2022	Qu1 Total
Completed by customer online	4822	3589	2952	11363
Completed by staff with customer over the phone	1500	1400	1156	4056
Percentage of Eforms completed online	76%	72%	72%	74%

The Eforms that are completed are in relation to various different services, the table below shows how many were received by each service per month during Qu1.

	April 2022	May 2022	June 2022
<b>TOTAL SUBMISSIONS PER MONTH 2022/23</b>	6322	4989	4108
<b>Building Control</b>	53	62	69
<b>Benefits</b>	90	93	106
<b>Council Tax</b>	2153	1177	1158
<b>Customer Services</b>	1022	1009	790
<b>Waste Services</b>	2557	2241	1649
<b>Housing</b>	28	28	27
<b>Community Safety</b>	89	101	93
<b>Property Services</b>	29	54	32
<b>Planning and Development</b>	215	140	105
<b>Markets</b>	86	80	74

**Top 3 Services with the most submissions/requests for advice or a service:**

- 42% of submissions were for Waste Services
- 29% of submissions were for Council Tax
- 18% of submissions were for Customer Services



# Customer Payment Methods

The payment methods used by our customers are classified into three categories:

- Self-Service
- Processed by Staff
- Automated payments

Self-Serve payments include payments taken over the website and the automated telephone payment line.

Staff processed payments include:

- payments over the phone
- postal cheques
- cheques
- small amounts of cash taken face to face

Automated payments include:

- bank account payments
- direct debits
- post office payments
- PayPal

There was a total of 137,941 payments made to the council during Qu1, this is an increase compared to the previous year when 133,341 were payments were received.

After the direct debit payments have been deducted it is calculated that 58.13% of the payments were made using self-service, 14.44% were processed by staff and 27.42% were automated payments.

Compared to previous Qu1 periods the percentage of self-service payments received has increased slightly, the percentage of payments that have been taken over the phone and automated payments remains similar.

	April 2022	May 2022	June 2022	Qu1 Total
Self Service				<b>58.13%</b>
Automated telephone system	777	845	673	2295
Website, Achieve and Kiosk	2987	2792	2418	8197
Processed by Staff				<b>14.44%</b>
over the phone	824	748	701	2273
Received in the post	108	112	114	334
Automated				<b>27.42%</b>
Direct Debit	50878	34253	34762	119893
Post Office	1655	1721	1573	4949
Payments Total	57229	40471	40241	<b>137941</b>



# Conclusion

Following the busy start to 2022 services have continued to experience high demand during Qu1, customer demand and customer feedback has increased, with the number of complaints received more than doubling.

The majority of complaints received were in relation to waste services and the new recycling service that was introduced earlier in the year. Residents are still getting used to the new arrangements and it was expected that customer feedback would increase and customer satisfaction would fluctuate as the new arrangements were implemented across the district.

There has been an increase in the number of calls received and online activity, a higher number of customers have been making contact with the council in regards to various different issues including waste services enquiries, residents calling to subscribe to the GGW service and more residents calling in relation to the new recycling service collections, for matters such as rejected bins, advice and general enquiries. We have also seen an increase in calls relating to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household Support Fund and enquiries about the Ukraine situation.

Online forms and telephone continue to be the preferred contact methods for our customers, feedback and customer satisfaction shows that customers want to be able to contact us easily at a time that suits them and that they appreciate it when their enquiry can be resolved on first contact, either online or by a helpful, knowledgeable officer at the end of a phonenumber.

Together 24 service reviews continue to take place along with the implementation of the new CRM system, all of the information in these reports feeds into these initiatives in order to ensure that our services and systems are designed in the most effective ways.

# Appendix 1 – Compliments Received

## Arts and Leisure

- Hi Craig, A big thank you to the team at Trinity Arts for all they did in advance and on the night to make the show such a success and enjoyable to do. Special thanks to techie Callum who was excellent.
- Thanks for this and for yourself and your team with your help on this show it is really appreciated. It's great to see also how much the venue has developed and all my cast and crew has specifically mentioned how lovely you and your tech team were.
- I hope you are well. Thank you for having last week. It was lovely to have an audience and all the staff were so helpful.

## Benefits

- To Lynda Hayes and Team, I just want to say thank you for everything you have done for me over the past few months. I do really appreciate all the help, support and advice you have given me.
- Thank you so much for letting me know so quickly and dealing with all of this in a rapid manner, I really do appreciate the help and assistance you have provided throughout this matter.
- Thank you for all your trouble, you're a lovely lady. Thanks Ange, have a good day. Take care.

## Building Control

- Throughout every step of the Building Control process every member of staff in the team he has spoken to has been helpful and approachable and that the team has made what is a daunting process feel very easy and positive.
- The most friendly and helpful person I've ever dealt with in Local Government.
- Good morning Paul. Thank you for your email and yes Gloria has forwarded the completion certificate. I would just like to say that it's been a really good experience working with you and your colleagues and I look forward to working with you through my next project. Have a great Easter and speak to you soon.
- Thanks for dealing with this so quickly Pat and thanks for all your help along the way.

## Communications Team

- Also, can I thank you and your team for all your hard work, not just this weekend but before, you've done a fantastic job with your social media posts, and it's been wonderful to see our communities shone it a good light, you and your team are doing a wonderful job so thank you.

## Customer Experience

- Superbly followed and unravelled as always Nat.
- Natalie, Thank you so much for this email.

- Good Morning Natalie, that is fantastic news. Thank you for your hard work and determination in this matter. It is much appreciated. Have a great week.
- Amy, all sorted now! The spare bin was collected at 2:15 pm this afternoon. Many thanks for the prompt response to, and resolution of, my online complaint.
- Hi Amy. Thank you for sorting out my collection, this has now been collected.
- First of all, thank you for your reply. I did ring the correct department too and waiting for reply. I appreciate you helping out with this matter and in future I will use correct channels.
- Hi Amy :). Thank you very much for all of your help, we do very much appreciate it greatly. Kindest regards & best wishes.

### **Customer Services**

- That's great Amy... thank you!! They're lovely bins!! Just not enough of them!! It's rare to come across someone who'll put themselves out to do the right thing, you're a special lady. Thank you 😊
- Alison I cannot thank you enough for listening to me and following this up. That's so very kind of you.
- Hi Alison, that's very helpful, thank you for responding.
- Thank you for your email and thanks for your help Alison.
- Hi Amy, thank you so much! You've been so quick with sorting things, I really appreciate it. 😊
- A massive thank you for all the help and assistance during my temporary post in customer services once again 😊
- A big thank you to Angela, I did try to buy over the phone but got cut off. Thank you once again Angela for your reassurance.
- Hi April, thank you for the below information, I have contacted the customer and provided a written quote. While speaking to him was very complimentary with the service he received from customer services. He was especially pleased as the person dealing with his enquiry seemed happy/joyful and he was offered the best solution to deal with his enquiry. He wanted to pass on his thanks for an excellent service and say well done. I would also second these comments, well done!!
- Customer wanted to say that my level of service was great, and he appreciated me looking into the problem surrounding his waste issue, and that I was able to get it resolved for him in a quick and professional fashion. He was grateful I took the time to call him back and to update him with information regarding it, and giving information that might help prevent further issues in the future.
- Customer was very complimentary of Alison on the phone regarding his missed black bin, after speaking with her the crew returned within twenty mins to empty the bin in question. Alison was polite, and understanding and gave a great level of service.
- Thanks Alison, you're a superstar!
- Re TAC - Customer booked tickets for 3pm show should have been for pm showing, Georgia Williams made the change and called customer back to advised (left a msg) customer called back to say thanks so much please pass on thanks to Georgia.

- To Alison, thank you for your prompt and very nice letter relating to changes in recycling collections. Thank you again for your letter, that was good customer service.
- Hi Amy, thank you for your prompt action. Let's hope the recipients are as rapid in their response!
- Hi Amy. Many thanks, that's very helpful.
- Hi Amy, thank you - much appreciate. Have a good day.
- Just had a thank you from a customer about delivery of new bins for a new property they rang on Thursday. (Georgia P)
- I have called the customer back and she wants me to pass on her thanks to you – she says you were a diamond!
- Hi Adele, thanks again for all your help with our bulky collection.
- 20 x 5 Star reviews were received on customer satisfaction surveys – customer appreciate speaking to a human being who is helpful, knowledgeable and empathetic to their problem. Customers have commented how officers are friendly and professional and have been able to set their minds at ease. Customers have also commented on the fact that officers have kept them up to date and informed when any changes have been made.

### **Disabled Facilities Grant**

- The contractors worked well and wasted no time. I always employed them when I had my own property and was always amazed.
- I have to say the help I received from start to finish was phenomenal. And the chaps from Baptis Builders were excellent, I'm over the moon with the new level access shower, which has made my life so much easier.
- The staff at WLDC were amazing, it was a difficult subject to talk about. The contractor was brilliant, punctual, very tidy in his work. A big thank you, it's made so much difference to me.

### **Environmental Protection**

- Want to commend Rachel Frost for all her work on my behalf when dealing with unacceptable noise from nearby bird scarer. Really professional, timely, quick, informative and pleasant. Followed up too. Really impressed. Please pass on to her and her manager.
- Morning Sarah, Great news – thank you for your help and support to date. Sincerely appreciated.
- 8x 5 Star reviews were received on customer satisfaction surveys – customers were impressed with the communication from the staff they spoke to and happy that they were able to speak to real people who were helpful and empathetic. They appreciated the fast and efficient service received.

### **Home Choices**

- Hi Natalie. Thank you so so much for everything you have done for me. I get the keys tomorrow and can't express enough how much of a relief it is. If you are ever passing you will always be welcome for a cuppa. I know you think your just doing your job but what you have done for me is unbelievable and I will be forever in your debt. Thank you so much.

- Hello Andy. Thank you for getting back to me. On a different note - I had a lovely telephone call last night from one of our customers, who was singing the praises of your team for helping him to find new accommodation. He will be moving in very soon. It is always great to have feedback and acknowledgment of a successful outcome. So, thank you from me as well.
- Just a small thank you for your help you have given me and Mum over so many months, very grateful. (Received card and flowers, Paula)

### **Licensing**

- Many thanks for the prompt response.
- Many thanks for all of your help during this transition you've all been amazing and if you're ever in the area please do pop in and let me know who you are so I can buy you both a drink.
- I've been waiting for a customer feedback email so I can leave you all a glowing review.
- You're all super helpful and friendly at the WL licensing. 🙏 Made my life so much simpler over the past couple of weeks.
- Thank you, Tina, for your very helpful and detailed reply.
- I have emailed the lovely and very helpful Tracy with a few questions, not sure if she is available this week though.
- Thanks again. Another very straightforward and pleasurable experience. Great customer service team too.
- Once again thank you so much, was worried it was all going to be a nightmare. You've made it all so straightforward.
- 11 x 5 Star reviews were received on customer satisfaction surveys with comments regarding how a fast and efficient service has been received, that customers felt supported, that staff were helpful and responded quickly and always answer any questions they have. That officers are always professional and knowledgeable.

### **Local Land Charges**

- Good afternoon Sheron, thank you so much for your detailed and enormously helpful email; I really appreciate it!
- Many thanks Land Charges – great service!

### **Members and Support Services**

- Good afternoon, Many thanks for the quick reply and for your help with this.
- Hi John, if that's what's needed, so be it. Your efforts are greatly appreciated.

### **Planning and Development Trees and Conservation**

- Hi Emma, thank you so much for your prompt response to my email. I so appreciate it.
- Carol, Thank you very much for your prompt reply and advice.
- Hello Carol, thank you for your email and helping me with the correct forms.

- Morning Holly, thank you. And just to reiterate what I said on Wednesday evening, thank you for all the help throughout this project. It's certainly not been a straightforward one, and my clients have largely been non-negotiable with regard to what they wanted, which made it even more difficult! Also, please could you also pass my thanks onto George to... In my opinion, I think it was George's concluding statement/summary on Wednesday evening that swayed the Committee. Thanks again, and I hope you have a good weekend.
- Don't think I've ever had anything approved that quickly George from any authority!
- Good morning George. Thank you for this. Your assistance, experience and professionalism in handling this one is most greatly appreciated!
- Hi Carol, that's fantastic news if you're able to make an assessment of the trees – thank you so much. Many thanks again for your help Carol, much appreciated.
- Hi Carol, thank you very much for getting back to me with the details.
- Dear Emma, thank you for letting me know. I really appreciate your efforts and your time in sending these documents to me, and they have been ever so helpful to my project.
- Good morning. Many thanks for your email Vicky and information, as always.
- Richard & Tom; I would like to thank you both for your help, advice and communication throughout this process. You have both been incredibly helpful, this being the first time I have applied for planning permission and I would have struggled without your guidance.
- Just a quick note in appreciation of your team's efforts and especially Jo, for working this through.
- It appears as if he has potentially left us recently, but I just had a customer call who wanted to thank Andrew for all of his working with dealing with his planning application.
- Hi Emma, this is absolutely amazing thank you so very much. I would also like to say that WLDC team have been truly amazing at helping me gain the required info, both your good self and the TPO dept.
- Good morning Clarissa, thank you very much for your prompt attention, exceedingly good service.
- Many thanks Vicky I really appreciate your assistance with this application.
- Thank you for your time in letting me share thoughts with you today, and for your understanding Denise.
- You're an absolute star thank you, Denise. Have a good weekend.
- Thanks Ian, very helpful and refreshingly prompt! I am sure the applicant will appreciate that.
- Many thanks Carol, can I say how impressed I've been with the efficiency of this process. Best wishes.
- That's great thank you very much for all your help Carol, I really appreciate all the information.

- Hello Denise, thank you very much for being so helpful providing me with the end date for comments and all the work that you do.
- Hi Carol. Many thanks for coming out and assessing the trees, and it was lovely to meet you!
- Good morning Carol. Thank you very much for this extremely helpful response - much appreciated.
- 21 further messages of thanks were received.
- 13 x 5 Star reviews were received on customer satisfaction surveys – customers were happy with the fast and efficient service received, they appreciated the prompt attention and professional attitude of officers and commented on the good communication that had taken place.

### **Planning Enforcement**

- Satisfaction Survey Comment - 5 Stars - Very prompt reply.

### **Revenues**

- Sharon, thank you so much for making this process so easy, best person I have spoken to all day out of everyone to change my address, phone was answered straight away without silly hold music, so nice to speak to a real person, thank you.
- Thank you for your call, I am pleased its ok to keep. Better to be safe than sorry.
- Hi Mark, thank you so much for sorting this for me, fabulous service.
- Thank you for being so gentle with the older people like me, I really appreciate all of your help and patience.
- Hi Helen, I just wanted to say thank you for helping me and I appreciate it very much. I am very grateful as I have been struggling a lot lately. (I realise I could be a lot worse off) but it has made things a bit easier for myself. Thank you for finding the time to go through my email and help me with this.
- Just to acknowledge receipt of the Council Tax Energy Rebate and to take say thank you very much.
- I have had a lady on the phone this morning who said she wanted to say that she has been very impressed with us at West Lindsey as she has had to contact us several times for her moves etc and we have dealt with everything really well for her.
- A lady rang regarding her mother, states she has had to ring multiple companies etc. regarding her mother and we are by far the most friendly place she'd dealt with.

### **Street Cleansing**

- Thank you for a fast response on the removal of the fly tipped rubbish above. The operatives made a fantastic job of removing and cleaning up afterwards.
- Hi Simon, please send a huge thank you for you and your team for sorting out the above problem. I have had many positive responses now that this has been addressed swiftly and efficiently.
- Good morning, please pass on my thanks to the Street Cleaning Team who removed the fly-tipped rubbish in the last few days.

- Thank you, as always, for your kind support.
- Many thanks indeed. The rubbish has gone today. So happy! We really appreciate your help.
- I would like to thank the fly tipping department for removing a dumped tv stand. It is really appreciated, many thanks again.
- 21x 5 Star reviews were received on customer satisfaction surveys – customers appreciate the prompt action when issues are reported and the ease in which they could report issues over the telephone and online. Comments have also been received regarding the friendliness of staff working within the service.

### **Systems Development**

- Wow, thank you for actioning so quickly.
- A message of thanks and compliments was received for Vicky Stevens at the Lincolnshire Show. A gentleman from Durkan Builders attended the WLDC marquee to pass on thanks to Vicky especially for the service and the help and assistance she has provide them.

### **Waste Services**

- Many thanks for your great customer service. The bins were collected yesterday. I thanked the refuse collectors as they came by!
- Called to say thank you for collecting missed blue bin.
- I'd like to pass on big thank you to the lads who empty my bins thank you for helping and explaining what i cant n not put in bin i was getting confused n the lads bless them were awesome n explained it well enough n showed me some bits I was shocked when they won't recyclable spite on wrapper saying it was so again big thank you to are lads n lasses who do the bins.
- Please highlight to management the good work done by the blue bin collection team today. The team were clearly checking bins ensuring residents are following the rules. This is greatly appreciated by those residents who fill their bins correctly and stick to the rules. Thank you.
- Thank you very much for your help and the prompt return of the collection men.
- Hi, thank you, PLB's arrived and Blue Bins emptied this morning. Thanks again for all your help :-)
- Waste department. Round 2. Thank you for collecting the bins as were assisted collection, go out of their way to collect our bins.
- Well done all round. The man who delivered it in time for the collection even put the paper/cardboard we had put in boxes into the bin. Then he put the boxes safely in our yard! Thank you very much.
- Service from the collection crew is excellent. The customer said that they have lived in many places and they have never received such good service.
- I just wanted to say thank you. The garden waste stickers I requested arrived this morning. Please convey my thanks to your staff for their prompt service at this difficult time for us.
- 59 x 5 Star reviews were received on customer satisfaction surveys – customers appreciate when crews turn up on time and carry out the job quietly and without leaving any mess behind. Customers are happy that their requests were carried out quickly and on the date expected. Comments have also been recorded regarding the friendliness of crews when out and about on their rounds.



# Appendix 2 – Comments Received

## Customer Services

- Your telephone message still says "due to current government restrictions" but there aren't any anymore, would it be better to say something about your health and safety guidance?

## Street Cleansing

- Customer found the process of reporting fly tipping online as not very user friendly. The customer said whilst reporting he nearly gave up and mentioned there should be an option to report anonymously. The customer suggested a direct help line/reporting line for these issues which would make it easier for customer to report and therefore increase the chances of catching the offenders. Customer wanted to remain anonymous but welcomed contact by phone or email to discuss/ for an update/outcome.
- Customer repeatedly report fly tipping in one specific area (a lay bay on the way into Saxby from the A15) which is causing her and her family distress. It is unsightly, bad for the environment and all the wildlife in the area, makes it difficult for cars to get through the lane, etc. As this is a hotspot for fly tipping the customer has suggested getting some signage in the area to deter people from dumping there, please can we look into the possibility of this.

## Waste Services

- First of all, we've just been delivered our big bags for the next 6 months that we're just thrown over our 6ft gate where my toddlers were playing? Could have hit them they were not just dropped they were thrown. I'm pretty sure you could look at a more delicate way of insuring people get their bin bags. Secondly why do we only get two rolls of bin bags? We religiously recycle and the 3 rolls that were provided previously were not enough for a family of 4 never mind 2 you've just provided! It's a disgrace! Why don't you just provide us with bins and have done with? On Lea road there is plenty room for bins in our front garden, like the people across the road on Lea road! We pay enough council tax! Get it sorted, no wonder the entire town is infested with vermin!
- About 230 today 2 lots of refuse sacks came hurtling over my back wall to my dismay I was sat out there enjoying the sunshine with my elderly dog!! It frightened him to death as he's very nervous I now can't get him to go out in my back yard his home!! My elderly neighbour has got them thrown on her kitchen roof!! Why an earth were they not just left in people's front gardens with the letter you posted Disgusting and thoughtless.
- Customer called to pass on her comments regarding the service received this morning in relation to her bulky waste collection service. Customer annoyed that the crew left bits of loose rubbish lying around and had to witness passers by kicking the rubbish back into her property.
- Would it be possible to reassess the bin collection schedule and start emptying the blue bins twice a month now? Am all in favour of the new purple lidded bins however by reducing the blue bin collection the bins are getting too full now and unfortunately some recyclable materials will be put in the black bin to avoid the bins overflowing.
- Blue bin was rejected 09/06/2022 - the bin contained one inner tube of a toilet roll. Customer is an avid recycling customer, he has bagged the waste and taken it to the council tip and it now has to go in the general waste all because of a single item, would like to see a little bit of give and take and discretion as an accident such as one accidental item will slip through the net. The majority of the contents were for recycling and customer not happy that they cannot be recycled.

- Collection of blue bin, the crew had rejected this morning. The customer has gone through the bin and realises there was 2 incorrect items in the blue bin which was a packaging of a ready meal outer sleeve. Explained everything and that can go into PLB but its full so put the incorrect items in the general waste bin which the general waste will get fuller. The customer is requesting the blue bin is labelled or named differently like plastic glass etc bin, probably as well the PLB.
- An item I thought might be useful to include on the A-Z list would be cooking oil which I am aware cannot be recycled in any home bins but advice would be useful I'm sure.
- Having the blue recycling bin emptied once a month is just not enough and many people's bins are overflowing even though cardboard and paper now goes in the purple bin. When bins are full and the dustbin collectors won't take anything outside the bin, (even if bagged) rubbish is going to start collecting and it will encourage people to fly tip, which presumably costs the Council to clear up, so surely it would be better to offer a more frequent service.
- I've just had to complain about my blue bin not being emptied for the 2nd time, with no obvious signs of why other than the odd plastic sack containing more recycling... due to the bin not being emptied now 4 weeks ago. Simultaneously I'm being told I now need to take it to the recycling centre who will take my recycling despite it being in the bags. In addition to which, the bin frequency now causes issues, so I'm eligible for a larger black bin due to my household, but at a cost of £35.... and they'll take the old bin away? What? Why? Or I can buy a new black bin for £35 (but they will only empty one at a time) wonderful. But I now need a bigger black bin due to the infrequency of the collection of the blue bin which was done to accommodate a black & purple bin that's just for paper, but won't take shredded paper or take away boxes? And we're developing a state-of-the-art centre that can't decipher between paper & plastic? The Black and purple bin is presumably as the assumption is deliveries and packaging make up most recycling, it definitely does not, to the avid recycler. With remote working on the rise you may expect more paper, but wait, they can't just destroy sensitive information like that, but you don't take shredded paper?
- Our rubbish blue bin was due for collection yesterday, but was not emptied. A neighbour who saw that it had not been emptied went after them to find out why, he was told it was contaminated and a blue label affixed which indicated that it contained soft plastic. The only soft plastic in the bin was a sweet wrapper dropped in by a passer by. I cannot be held responsible for others wrongly using our litter bin. We are pensioners whose house is not close to the property gate and are unable to get up early enough to put it out at seven am so we put it out on Sunday evenings. As many youngsters and dog walkers pass our gate this may happen again. We can accommodate another month using the un-emptied bin but if it happens again we will not be able to do so. Also, my neighbour said that when he caught up with the collectors they had taken some waste from other bins and leaving the items on the side of the pavement causing littering, although they had emptied those bins.
- After further conversation with the customer it appears that there are properties on the street that had contamination and it will be these items that were in the street after likely being taken out of the blue bins as they are contamination.
- Customer does not live in the area but is a landlord. He is having some issues with fly tipping on his property which he is dealing with but whilst visiting the property to clear this he noticed that the rest of the 10 foot had lots of nappies and rubbish left there also. When the customer asked the tenant why the waste was there the customer said it was left by the crews after collection day and that the tenant watched the crew drop the nappies along the 10 foot as they were walking with the bags.
- Customer would like to know why the Blue bin collection dates were changed. Also, what is the justification for charging for blue bins and expecting customers to pay for their own recycling. Customer would like to know how much money WLDC make from recycling and also the data to

reflect. Also, justification for going from 2 weeks to 4 weeks and also the side waste not being allowed anymore. Customer believes that this will stop recycling and encourage fly tipping.

- Customer called and said that during the customer's blue collection today (09/05/22) the crew opened her neighbour's bin and 'flung out' the plastic bag which was inside the bin.
- I explained that we ask customers to have their bins out by 7am as that is when we start collecting in some areas. The customer advised that in his village he has seen that the crew start collecting his bins at 6:45-6:50. The customer has tried to work it out and believes that between the depot and his property there are over 10 other properties which have their waste collected before his. The customer advised he does not think the crews should be allowed to collect bins before 7am if the message we put across to customers is that the bins need to be out for 7am to be collected from 7 onwards. The customer also wanted to comment on the issue that sometimes the crew do not return his bin to the pillar of the wall at his property. He said sometimes the bins are left on the path which makes it a safety hazard.
- I write to you, yet again, to highlight the absolute debacle referred to as the WLDC Refuse Collection Service. So yesterday, my blue bin was emptied. As I am using my black bin for lots more "ambiguous waste" my blue bin is always collected. It would appear though, that someone else's bin got refused, so they decided to put their mixed and unacceptable recycling in my blue bin. I did not wish to remove it and leave it in the car park area, so I have now filled my black bin with someone else's recycling. I have no intention of sorting that which actually CAN be recycled, so it is ALL going to landfill. Unfortunately, putting a plastic tag on a bin and refusing to take it does not resolve the issue. Lazy people are often very ingenious in their actions to avoid responsibility and pass it on to others. WLDC need to take the waste and keep a record of bins that have incorrect waste and penalise these people in some way. All you are currently doing is pushing the problem along to other tax paying members of your constituency. I'm pretty sure the reason the bins are being collected so much later is due to the time spent putting tags on bins saying they don't collect side waste, rather than just putting the side waste in the back of the truck. But that is probably for a different email. It is about time tax payers got something for their money. Council Tax keeps going up and services keep going down. If you removed your heads from each other's behinds and listened to people in the community rather than having your closed meetings and patting each other on the backs for what you consider a job well done, you might actually learn something. WLDC is a joke.
- Blue waste bins sham! Eco friendly? Not at all! Diabolical service and whoever came up with this save staff don't take waste idea needs not commending but buried underneath the 100s of un emptied bins!
- Refusing to take a blue recycling bin because a piece of Polystyrene has been placed in it by mistake, is not listening to your views. Then offering no viable alternative to waiting a further 4 weeks for said bin to be re emptied shows a complete lack of understanding towards the situation.
- Right Thing Right Bin Wrong Lorry. I scribe this comment mainly on a basis of getting off my chest as a grumpy [pensioner], saves you the problem to think. On Wednesday 27th April Purple Bin & Green Bin. To begin with a checker, I presume re purple bin contents, checks and then takes said bin from the back of the house to the front, nb not on / near the pavement. Next the purple and green bins not collected, nb I have had assisted collection for 8 years plus. I E-MAIL to you. Tuesday 3rd May, call made and speak to Shelly who understood in a professional manner. Circa 30 minutes later a refuse collector lorry arrives and empties all the bins, black, green, blue & purple top. I report said to Shelley, who had been contacting the depot and apologised for said. As a result of above I said to Shelly no doubt going to land fill and she agreed. Note, in my e - mail "to you" I stated I was prepared to wait until 11th May for the next green & purple collection. Yes, green bin, purple bin actually 25th May, even so I would have waited. Then today, Wednesday 4th May, correct day, black

bin is emptied, yes well is already empty. So why in two days? Obviously, the right hand not knowing what the left is doing. If so then todays collection could have seen above [all though, wrongly]. Can't do right for wrong.

- Customer does not understand why we can't have smaller bins available for smaller one-person households that don't produce much waste. The customer does not have space for 4 bins and feels that this should have been considered before the new system began. Customer would like smaller bins to be considered for the future.
- Could you tell me if you are rolling out a scheme for the soft plastics that currently go in the black bin. It seems wrong to be throwing them into the landfill bin. I have found that supermarkets only take the plastics from their own products and this is inconvenient not to mention costly on travel.
- Customer called to advise that when she lifted her PLB Lid all of the rain water from the top of the bin lid fell into the bin - she said there is not a lip at the back of it to prevent water going in. She feels this will be a problem district wide. Customer has had some issues with members of the public putting items in her bin whilst it is presented for collection. The customer is concerned that in future this may prevent her bins from being collected. Customer feels that some sort of lockable bin system would be beneficial. Customer used example of hotel rooms where each room has a different key specific to their own room, with the cleaners having a master key to unlock all rooms. Customer said although this would be expensive it would be very useful and asked me to pass the comments along.
- Customer is unhappy as is currently on sacks and has stated she would like to be put onto bins as she lives on the corner of the street and has plenty of access for them to be emptied customer would like to speak to someone so she can apply for blue black bins.