



# VOICE OF THE CUSTOMER REPORT

**January 2023 to  
March 2023  
Quarter 4 2022/23**

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# Introduction

This is the Qu4 Voice of the Customer Report for 2022/23. The report includes various information regarding customer contact, feedback, satisfaction levels and demand data.

During Qu4 customer demand decreased compared to the first 6 months (Qu1 and Qu2) of the 2022/23 period and customer satisfaction has increased. The start of the year saw the implementation of the new recycling service which led to a dramatic increase in customer contact, enquiries and feedback (including complaints) and a decrease in customer satisfaction. In Qu4 customer feedback increased in some areas, (complaints and compliments) but the number of comments received decreased.

In Qu4 last year we saw an increase in comments regarding the new recycling service that was being implemented, feedback regarding this has now decreased as residents are now used to how the new system works.

Qu4 is always a busy time of the year because the Green Garden Waste (GGW) subscription period begins. Communications regarding this year's GGW service were sent out from the beginning of January 2023 leading to an expected increase in calls and online subscriptions.

The Guildhall building main entrance was fully open to customers during Qu4. Face to face contact for the council and our tenants has decreased compared to earlier in the year and still remains well below pre-pandemic levels. Whilst we are working normally in reception, we continue to be mindful of cleaning and social distancing measures to protect our workforce to ensure we can continue to deliver services to customers.

More customers are visiting and using the website and online methods to contact or request a service from the council, there has been an increase in the number service requests received overall. The number of customer contacts is much higher than the number of service requests recorded which implies that more customers are contacting us for advice only, are chasing up a recent request, or are contacting us regarding a matter that we are unable to assist with.

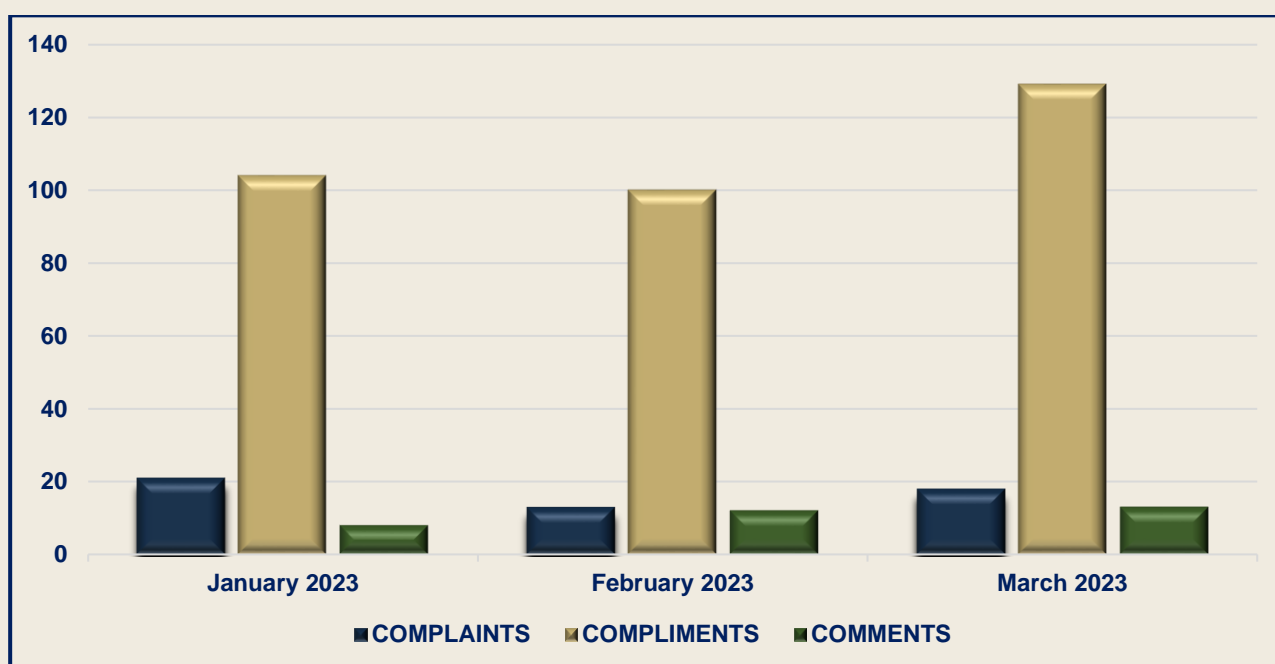
We continue to receive customer contact regarding the ongoing Cost of Living Challenge with customers seeking support, advice and making enquiries regarding any assistance that may be available. During Qu4 discretionary housing payments were made by the benefits team which received several messages of thanks via the compliments system.

The customer services team received weekly updates regarding the ever changing support available, enabling them to assist customers in the best way they can.

# 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, Qu4 period of 2021/22.

Overall Figures	January 2023	February 2023	March 2023	Totals	Totals	Compared to Qu4 2021/22
Complaints	21	13	18	52	45	up by 7
Compliments	104	100	129	333	324	up by 9
Comments	8	12	13	33	80	down by 47
Average number of days to respond	6.3	7.7	6.8	6.9	6.8	up by 0.1 days
WLDC at Fault	7	5	5	17	19	down by 2
% WLDC at Fault	33%	38%	28%	33%	44%	down by 11%
Quarter 4 2022/23				Qu4 (22/23)	Qu4 (21/22)	



The number of complaints received (52) has increased in comparison to the previous Qu4 period (45).

The average number of days taken to respond to complaints during Qu4 has increased a little by 0.1 days compared to the previous year.

Of the 52 complaints received, 17 were either fully or partially upheld (33%), a decrease compared to the previous Qu4 period when the percentage of upheld complaints was 44%.

Compliments received during Qu4 have increased slightly compared to the previous year. 333 compliments were received during January, February and March 2023 compared to 324 in 2022.

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

#### **Home Choices – Customer Charter**

Following an upheld complaint decision from the Local Government and Social Care Ombudsman a new Customer Charter has been agreed and implemented for the Home Choices Service.

The charter sets out what a customer can expect from the service along with the services expectations of the customer, in particular how certain assessments need to be undertaken either in person or over the telephone.

#### **Waste Services – Bulky Waste Collections and CRM notifications**

Customer feedback received highlighted that a customer had received a notification to say that their bulky collection had been completed when it hadn't been.

The crews had mistakenly marked it as complete when there was actually a problem with collecting the items.

Further guidance and training has been provided to the crews to ensure that accurate records are kept on the CRM system, especially when updates and notifications are now sent automatically to customers.

#### **Waste Services – Bin Collection Calendars**

Several complaints were received regarding the quality of the 2023/24 bin collection calendars that were sent out to households in the district. The complaints focussed on the size of the font used and the colours that had been used to illustrate the different coloured bins.

On examination of the printed version of the calendars it was apparent that the font size and the colours used were not suitable, the font was not big enough and the colours were not clear enough. They did not meet standard accessibility requirements.

Customers that requested a larger print calendar were provided with one and learning has taken place to ensure that extra checks are put in place next year to ensure that the calendars are acceptable. Going forward printed versions of the calendars need to be checked rather than just relying on an electronic version shown on screen.

#### **Waste Services – Green Garden Waste Stickers**

Customer feedback was received on several occasions regarding the quality of the 2023/24 Green Garden Waste stickers that were sent out to subscribers.

On inspection it was evident that the backing would not peel off easily and the level of stickiness on the stickers was not as good as it should have been.

Advice was provided to customers on the best way to peel back the stickers and if needed new replacement stickers were sent out.

It was found that the company that were contracted to produce the stickers had changed the materials used on the stickers this year.

Feedback was provided to the company and measures will be put into place to ensure that the same issue does not occur again in the future.

### **Waste Services – updates to website information regarding reporting a missed bin**

Investigation into a comment received identified that the WLDC website page for reporting missed bins does not explain that missed bin reports will only be accepted for three days after the missed collection took place.

This was updated on the website as soon as it was identified.

### **Planning – Case Officer Reports and Committee Minutes**

An investigation into a complaint identified that unintentional administration errors had occurred in regards to a planning application, an objectors representations were mistakenly omitted from the officers report and the associated planning committee minutes had not accurately recorded a condition that had been agreed during the meeting.

In order to ensure these types of errors to do not occur again in the future, planning officers have been reminded of the importance of ensuring all representations are included in reports and that thorough checks should be made when checking the accuracy planning committee minutes that relate to their own particular applications.

### **Trinity Arts Centre – Purchasing tickets at the Guildhall**

A customer attended the Guildhall to purchased TAC tickets as they heard on the voicemail message that you could book shows there. We do not currently take TAC bookings at the Guildhall due to not having a card payment machine that connects to the TAC system.

Following this incident the voicemail message was updated and an additional card payment machine is in the process being arranged so that TAC bookings can be made at the Guildhall.

### **Trinity Arts Centre – show running times**

A suggestion was made that show running times be added to the booking system and the TAC brochure so that customers are aware how long shows and performances last.

This is currently being considered by the TAC team.

### **Customer Services Reception operations**

Following a complaint received further training in handling difficult situations and difficult customers will be provided to officers that work in the Guildhall reception and a formal dress code will be implemented.

### **Property Services – Roseway Toilets**

Feedback was received on more than one occasion regarding the public toilet in the Roseway carpark not being open at the stated times, in particular on a weekend. On investigation it also became apparent that that opening times on the sign at the toilet entrance did not match the times stated on the WLDC website.

A meeting was held with the contracted companies manager and checks were put in place to ensure that the toilets were open at the correct time.

Work is underway on a new sign for the toilet entrance that states the correct opening times.

# Compliments

**Compliments by Service** (see Appendix 1 for full details)

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

COMPLIMENTS	January 2023	February 2023	March 2023	Qu4 Total
Waste Services	26	35	39	100
Planning and Development, Trees and Conservation	20	22	27	69
Customer Services	14	10	12	36
Home Choices	7	3	12	22
Street Cleansing	7	8	6	21
Licensing	4	5	6	15
Revenues	2	3	5	10
Arts and Leisure	3	5	1	9
Customer Experience	4	2	3	9
Benefits			6	6
Environmental Protection	3		3	6
Building Control	2	1	2	5
Crematorium	2		3	5
Disabled Facilities Grants	2	1		3
Local Land Charges	2	1		3
Member and Support Services	2		1	3
Property Services	2			2
System Development	1	1		2
Communications Team			1	1
Community Safety	1			1
Growth and Regeneration			1	1
Housing Enforcement		1		1
Planning Enforcement			1	1
WLDC Council in General		1		1
Out of Scope		1		1
<b>Total</b>	104	100	129	<b>333</b>

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

As you can see above, the main customer facing services continue to be the most complimented. The benefits team received compliments and messages of thanks during Qu4 regarding discretionary housing payments that they have made.

# Comments

**Comments by Service** (see Appendix 2 for full details)

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

COMMENTS	January 2023	February 2023	March 2023	Qu4 Total
Waste Services	5	8	9	22
System Development	1	1	1	3
Arts and Leisure			2	2
Growth and Regeneration		2		2
Out of Scope	1	0	1	2
Customer Services		1		1
HR	1			1
<b>Totals</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>33</b>

The number of comments received has decreased by more than 50% compared to the previous Qu4 period. At the beginning of 2022 the new recycling service implementation led to a dramatic increase in the number of comments received.

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 were in relation to waste services, 50% of the comments received were in relation to the green garden waste service, with customers commenting that it should not be a charged for service and that it should start earlier and go on later in the year with a higher number of collections being made. Comments were also received regarding the quality of the new bin collection calendars that were sent out during Qu4.

If any suggestions received can be implemented, they are put in place as soon as possible.

The 3 comments received in for system development were also in relation to the green garden waste service, regarding issues experienced when attempting to renew a subscription online.

The Arts and Leisure comments relate to the Trinity Arts Centre, in regard to the phone message advising where you can purchase tickets and a suggestion of including run times for shows in promotional material and on the booking system.

Growth and Regeneration received comments regarding regeneration within Gainsborough and other areas in the district.

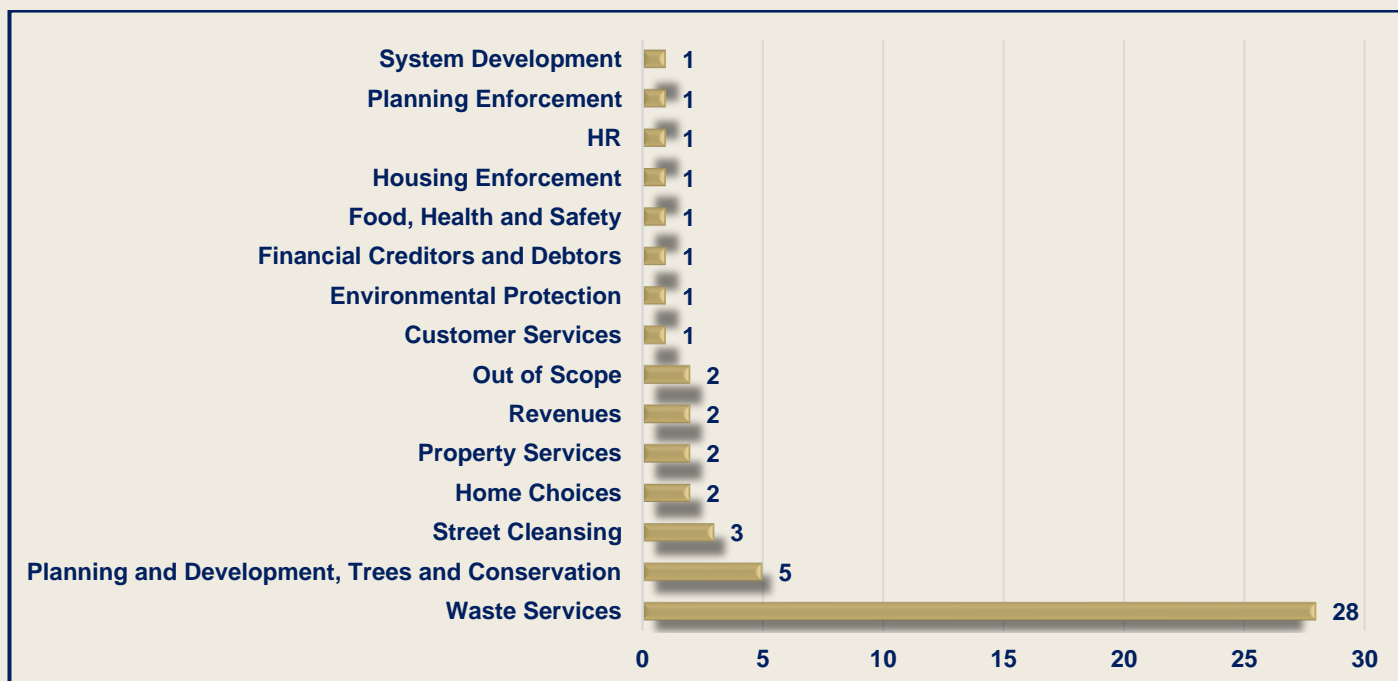
Further comments were received in relation to the telephone line options for renewing a green garden waste subscription and issues experienced when an external party was attempting to log onto the WLDC job application site. In both cases the issues were resolved.



# Complaints

## Complaints by Service

The graph below shows the number of complaints received by each service between January and March 2023:



The number of complaints received during this period has increased compared to the previous Qu4 period. The services that receive the most complaints are customer facing services, this is to be expected given the number of interactions they have on a daily basis.

Of the 52 complaints received 28 were for waste services (53.85%).

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 incorrect information and advice being provided, decisions that have been made, processes that have been followed, lack of contact or response, the quality of service received and staff behaviour.

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**

<b>Complaint Service Areas</b>	<b>January 2023</b>	<b>February 2023</b>	<b>March 2023</b>	<b>Qu4 Total</b>	<b>Upheld</b>
Waste Services	11	9	8	28	9 x Fully Upheld
Planning and Development, Trees and Conservation	2		3	5	1 x Partially Upheld
Street Cleansing		2	1	3	2 x Fully Upheld
Home Choices	1		1	2	
Property Services			2	2	1 x Partially Upheld
Revenues	1		1	2	
Out of Scope	2			2	
Customer Services	1			1	1 x Partially Upheld
Environmental Protection	1			1	1 x Partially Upheld
Financial Creditors and Debtors	1			1	1 x Fully Upheld
Food, Health and Safety			1	1	
Housing Enforcement	1			1	
HR		1		1	1 x Partially Upheld
Planning Enforcement		1		1	
System Development			1	1	
<b>Totals</b>	<b>21</b>	<b>13</b>	<b>18</b>	<b>52</b>	12 x Fully Upheld 5 x Partially Upheld

## Complaint Categories

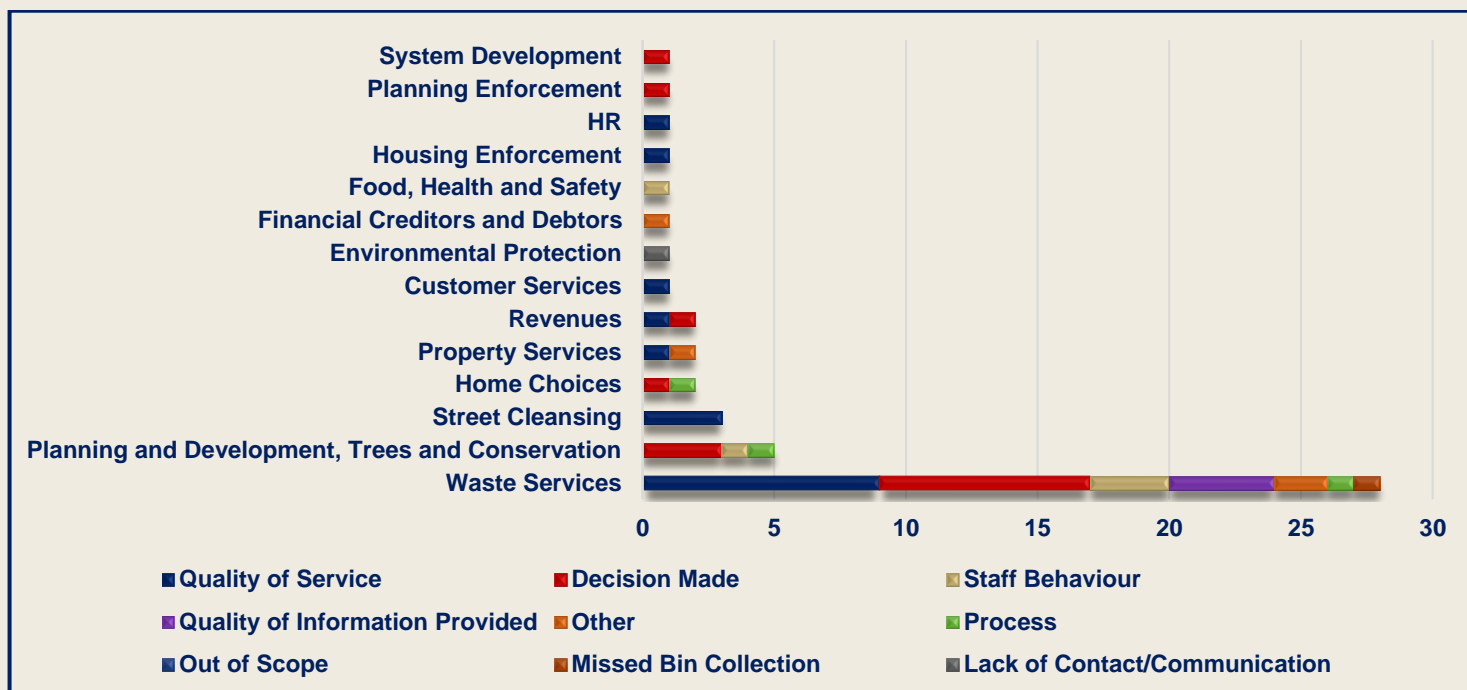
The table below illustrates what types of issues the complaints received were regarding:

<b>Complaint Categories</b>	<b>January 2023</b>	<b>February 2023</b>	<b>March 2023</b>	<b>Qu4 Total</b>
Quality of Service	8	5	4	17
Decision Made	3	5	7	15
Staff Behaviour		1	4	5
Quality of Information Provided	1	2	1	4
Other	2		2	4
Process	3			3
Out of scope	2			2
Missed Bin Collection	1			1
Lack of contact/communication	1			1
<b>Totals</b>	<b>21</b>	<b>13</b>	<b>18</b>	<b>52</b>

These are split by service on the next page.

## Complaint Categories by Service

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



## Upheld Complaints and Improvements identified

Rather than focus on the number of complaints received a more informative figure is the number of complaints that have been partially or fully upheld, where fault has been identified. The upheld complaint rate is 33%, (last year it was 44%) an 11% decrease.

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 concluded that decisions made were in line with processes, national and/or other local guidance (in the case of Planning and Development and some other services).

Even when complaints are not upheld, sometimes we could have done things better.

The table on the next page shows the services that had complaints upheld this quarter:

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

Complaint Service Areas	Complaints Received	Upheld	% Upheld by Service
Waste Services	28	9 x Fully Upheld	32%
Planning and Development, Trees and Conservation	5	1 x Partially Upheld	20%
Street Cleansing	3	2 x Fully Upheld	75%
Property Services	2	1 x Partially Upheld	50%
Customer Services	1	1 x Partially Upheld	100%
Environmental Protection	1	1 x Partially Upheld	100%
Financial Creditors and Debtors	1	1 x Fully Upheld	100%
HR	1	1 x Partially Upheld	100%

A key theme of complaints is that we have done the right thing, but we failed to keep the customer informed of progress or outcomes. This is so important when managing customer expectations and improving customers experience.

When complaints are upheld, actions are put in place, where possible, to ensure that mistakes are not repeated again in the future. Directors/Team Managers are made aware of complaints about actions and mistakes identified to learn from them.

These actions are recorded on a learning and improvement log by the Customer Experience Officer who works with the relevant director/team manager to ensure that the suggestions are 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 any Learning Actions/Improvements identified

### Waste Services

Out of the 28 complaints received for waste services 9 were fully upheld:

#### Complaint 1

The crew had recorded a bin as not being presented on the CRM system but the customer was able to provide photographic evidence to prove that the bin was presented when the crew arrived at the property. The customer received an apology and the crew returned to empty the missed bin as soon as they could do so.

#### Complaint 2

A report of repeated missed bin collections raised concerns regarding how waste was not being kept separate when the crew returned for the missed bin. It transpired that recycling waste was being collected and tipped into a general waste truck.

#### Complaint 3

A complaint received regarding the quality of the new bin collection calendars was upheld, on examination it was found that the colours and size of font that was used did not meet acceptable standards for council publications in terms of those residents that may have a

visual impairment. Where customers contacted us regarding this issue larger print copies have been posted out to them.

#### **Complaint 4**

A complaint regarding the quality of the green garden waste stickers was upheld as it was identified that they were difficult to peel off from the backing paper and were not the same quality as previous years. This issue was resolved when identified.

#### **Complaint 5**

A second complaint was upheld in relation to the new bin collection calendars (see Complaint 3 above).

#### **Complaint 6**

A complaint received regarding an operatives behaviour when out on their round was upheld and the operative was spoken to regarding their behaviour at the same time as being reminded that on work time they are representing WLDC and must act professionally at all times.

#### **Complaint 7**

A further complaint received regarding an operative's behaviour when out on their round was upheld, in this instance an operative was aware that they had missed a bin and the resident was pulling it to them to be emptied. The operative decided to move the truck further down the road making this more difficult for the customer.

#### **Complaint 8**

A second complaint was upheld in relation to the quality of the green garden waste stickers (see Complaint 4 above).

#### **Complaint 9**

A complaint regarding the crew tipping a residents bin into a neighbours bin before emptying it was upheld, this is not the procedure that should be followed, each bin should be emptied individually into the waste truck.

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

1 of the 5 complaints received for Planning and Development was partially upheld.

#### **Complaint 1**

A complaint regarding a planning application was partially upheld as it was found that unintentional administration errors had occurred, an objectors representations were mistakenly omitted from the officers report and the associated planning committee minutes had not accurately recorded a condition that had been agreed during the meeting.

In order to ensure these types of errors to do not occur again in the future planning officers have been reminded of the importance of ensuring all representations are included in reports and that thorough checks should be made when checking the accuracy planning committee minutes that relate to their own particular applications.

### **Street Cleansing**

Of the 3 complaints received for Street Cleansing 2 were fully upheld.

#### **Complaint 1**

A complaint was upheld as it was found that correspondence that had been sent to the

council had not been responded to, this resulted in fly tip reports not being picked up. Actions that had been promised in a historical letter sent to the complainant by officers that were no longer working for WLDC had not been completed.

These actions, which included monitoring of an area for fly tipping and signs to deter fly tipping in a specific area were discussed with the Community Safety team who have since put these into place.

### **Complaint 2**

A complaint was upheld because a deceased animal was not removed when it should have been and the customer was not made aware why this had not happened.

The customer received an apology and the animal was removed as soon as possible.

### **Property Services**

2 complaints were received for Property Services, 1 was partially upheld.

#### **Complaint 1**

A complaint investigated regarding rent payment at the Plough business offices found that a tenant had not been sent invoices when they should have been, this led to some confusion.

The complaint was partially held, the tenant received an apology and up to date invoices.

### **Customer Services**

1 complaint was received for Customer Services and it was partially upheld.

#### **Complaint 1**

A complaint was partially upheld as the correct information was not recorded when a bulky collection booking was made, this led to the items not being collected.

The customer received an apology and a refund as they had made alternative arrangements for the items to be taken away

### **Environmental Protection**

1 complaint was received for Environmental Protection and it was partially upheld.

#### **Complaint 1**

An investigation found that a customer was not kept informed and updated as often as they should have been, there was some confusion regarding who the main contact was for the matters that were being considered as there was cross over between different departments.

Measures have since been put in place to agree ownership of customer cases in these types of instances to ensure that customer contact is carried out in a timely manner.

### **Financial Creditors and Debtors**

1 complaint for Financial Creditors and Debtors was received and fully upheld.

#### **Complaint 1**

A complaint regarding AVC pension contributions was upheld because it was found that an administration error at WLDC had led to issues with contribution amounts occurring at the

provider's end. The problem was identified when annual statements were released.

The matter has since been resolved and pension accounts have been corrected. The Director of Corporate Services personally met with all AVC scheme members including those that were not affected in order to provide assurances.

## **HR**

1 complaint for HR was received and partially upheld.

### **Complaint 1**

A complaint from an ex employee regarding a pension claim was partially upheld, on investigation it was found that messages that had been left by the complainant were not responded to and no contact was made, this was despite us making contact with them in the first instance, but then we didn't follow it through.

The complainant received an apology and their issue was resolved as soon as possible.

## **Quality Monitoring Board**

A Quality Monitoring Board was held in January 2023 to discuss an upheld complaint decision from the Local Government and Social Care Ombudsman that was received in January. The complaint was in relation to housing and the home choices service, the decision included some recommendations that needed to be completed as well as a payment to be made.

More details are included in the next section of this report.

# Local Government and Social Care Ombudsman

## Complaints (LGSCO)

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 contact the LGSCO Link Officer (the Customer Experience Officer) in regard to their decisions and any information required for their investigations.

During the Qu4 period no new complaints were referred to the LGSCO. The LGSCO made a final decision on a complaint relating to housing and the home choices service.

Case ID - 22002076	<b>CLOSED</b>	Final decision received - Upheld	Housing
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### **The complaint that was submitted:**

Ms X complained that the Council failed to provide interim accommodation when she was homeless, leaving her in an unsuitable property [REDACTED]

### **The Ombudsman's final decision:**

The Council was at fault for failing properly to assess Ms X's circumstances when she was homeless and delay offering interim accommodation [REDACTED]

[REDACTED] The Council has agreed to apologise, pay Ms X £1,500 and take action to improve its service.

**Agreed action** - The Council should take this action within 4 weeks of the final decision:

To remedy the injustice to Ms X from the faults identified, the Council has agreed to:

- Apologise to Ms X in writing
- Pay Ms X £200 a month for the five months spent in unsuitable accommodation, for £1,000
- Pay Ms X a further £500 in recognition of her avoidable distress, uncertainty, and missed opportunity.
- Write to Ms X reiterating the Council's agreement to reinstate her housing register application following the OT report.

The Council should also take the following action to improve its services: The Council should take this action within 8 weeks the final decision.

- Share a copy of this decision with staff in the relevant departments
- Remind relevant staff that initial assessments must address the circumstances leading to homelessness, the housing needs, and support needs, of the applicant.
- Remind relevant staff that a decision about whether an applicant is threatened with homelessness or is homeless should include consideration of whether it is reasonable for them to continue to occupy their current accommodation, especially where the applicant is a victim of domestic abuse.
- Provide training or guidance to relevant staff on how to produce adequate Personalised Housing Plans with reasonable steps for both the Council and the applicant to take.



All of the above actions were completed within the required timescales and evidence was sent to the LGSCO for confirmation of satisfactory completion.

A further improvement that came from this complaint decision and the LGSCO's findings was the implementation of service standards for the home choices service. Following examination of the findings it was established that had an officer been able to speak directly to the applicant then some of the failings identified would not have occurred.

In March 2023 a new Homelessness Customer Charter was agreed and put into place. This charter sets out what the council will do when approached for housing support, what customers can expect from the council and what is expected from the customer. A wider piece of work will now take place to examine and refresh customer standards across all council services.

## Customer Satisfaction Surveys and Customer Satisfaction Score

Satisfaction surveys were sent during January, February and March to customers of the following services: Planning and Development, Planning Enforcement, Waste Services, Street Cleansing, Public Protection, Street Naming and Numbering, Licensing, Home Choices and Benefits customers.

Satisfaction surveys were sent to 2336 customers in total, 423 responses were received giving an overall response rate of 18.11% which is a 3% increase on the previous quarters response rate.

Customers are sent a satisfaction survey via email the week after they have received a service, such as a bulky waste collection, a fly tipping report, reports to planning enforcement, noise reports, or street naming and numbering (SNN) requests. 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 4 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 423 responses and ratings received:

- 252 customers rated the service received as 5 stars (very satisfied)

- 88 customers rated the service received as 4 stars (Satisfied)
- 28 customers rated the service received as 3 stars (Neither satisfied or dissatisfied)
- 11 customers rated the service as 2 stars (Dissatisfied)
- 44 customers rated the service received as 1 star (Very dissatisfied)

	Number of surveys completed	Satisfaction Score
January 2023	176	81%
February 2023	112	83%
March 2023	135	78%

The number of 4 star and 5 star ratings received are used to calculate the overall satisfaction score and percentage. For Qu4 this equates to an 81% satisfaction percentage or a 4 star rating overall. This is a 6% increase in satisfaction compared to the previous quarter, where satisfaction was 74%.

## Customer Satisfaction for Quarter 4 = 81%



Customer satisfaction has increased by 7% compared to the previous quarter, fluctuations in satisfaction were to be expected with the implementation of the new recycling service last year and it was hoped that satisfaction would increase as customers got used to the new service and recycling arrangements.

Low scores were given for various customer facing services across the council with comments being recorded that included reference to things being done right in the first place, no updates or slow responses, poor quality explanations regarding legislation, lack of communication or advice provided, being more proactive, not being listened to, concerns in the way decisions have been considered and made, missed bins, and street cleansing in relation to the removal of fly tipping and mess that has been left behind.

Where high satisfaction scores have been given comments have been provided regarding a prompt and efficient response, being helpful and knowledgeable, how quickly fly tipping was removed, being listened to and kept informed, how easy the website was to use and how communications were clear and straight forward.

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 and the question **How could we have improved your experience?** has been asked include:

- *Speak to people in terms that can be understood rather than it being straight from the legislation. Explain to people what the legislation means. Be more helpful and give*

*people other options to what they can do rather than what they cant. Be willing to work with people rather than against them.*

- *Quicker feedback. No criticism of staff - you just haven't got enough of them.*
- *Not get it wrong in the first place... Be more proactive.*
- *Fly tipping response isn't very fast. Sometimes part of the waste is left behind.*
- *Being more open and communicating with the architect.*
- *The person I was talking to didn't appear to have any idea about the service he was supposed to be dealing with, he had all the wrong information and dates*
- *Loosen regulation on listed buildings especially those in curtilage. It strangles our holiday let business*
- *By emptying the bin in the first place.*
- *Explanation by telephone rather than difficult to understand email*
- *More consideration for the applicants health needs.*
- *Acknowledge receipt of my report and say what action is being taken*
- *Being more timely in reacting to fly tipping issues*
- *empty the bin in the first place! our neighbour told the binman he missed our bin but he never checked if he had or not, 5mins check would have saved a lot of time and money*

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

Following a busy start to 2022/23 customer demand during the last six months (Qu3 and Qu4) decreased but there has been an increase in some areas when compared to the previous year.

The number of telephone calls received has decreased in comparison to last year when we saw the implementation of the new recycling service, which led to an increase in demand overall. Face to face contact has also decreased compared to the previous Qu4 period, more customers have been accessing services from Revenues (Council Tax) and Benefits in person at the Guildhall. A large number of customers visit the Guildhall to drop off parcels or paperwork such as forms or letters. Job Centre Plus (JCP) are seeing more customers by arranged appointment. The main services that customers required when visiting the Guildhall during Qu4 were Revenues (Council Tax), Benefits, and Waste Services.

Overall, the number of service requests submitted has increased although more have been completed on the telephone as opposed to online.

The main services that received the most online form submissions are waste services, revenues (council tax) and customer services. GGW subscriptions are carried out via these forms, 9755 GGW subscriptions were completed during Qu4.

The number of WLDC website users and visitors has increased in Qu4 compared to the previous year. The main pages visited are planning and development, waste and recycling, revenues (council tax) and democracy.

Online and telephone contact continues to be our customers preferred methods of engagement, 90% of customers choose to contact with us in these ways.

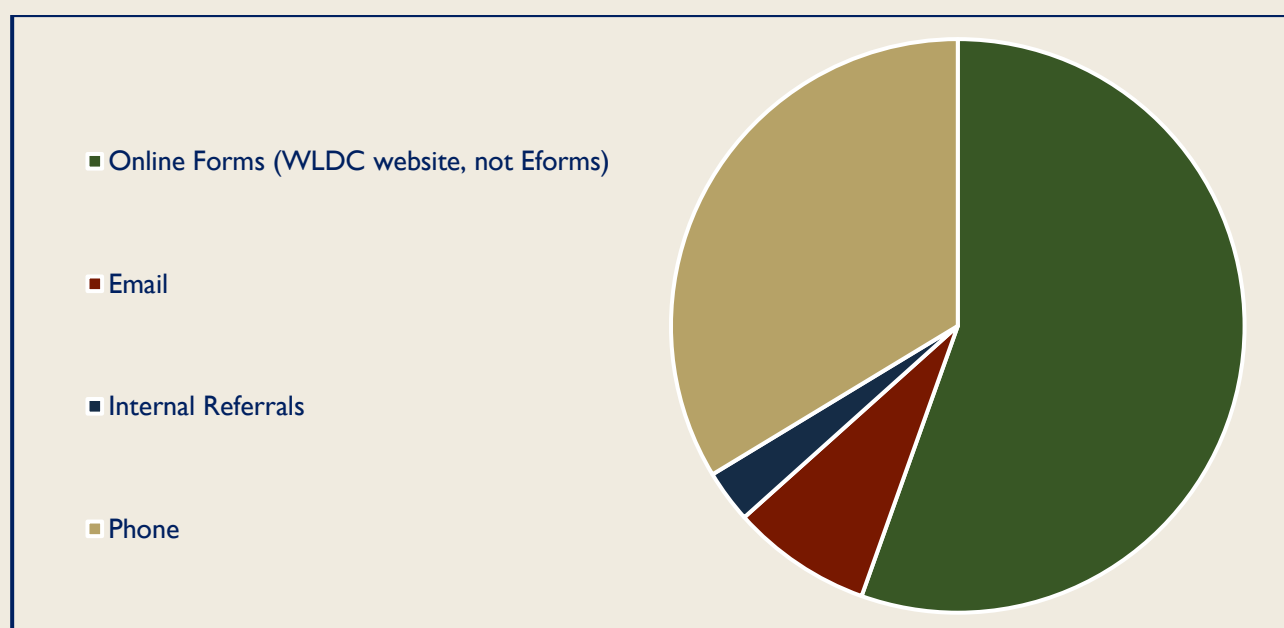
# Service Requests and Customer Contact Methods

A total of 3412 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	Qu4 2022/23	%	Qu4 2021/22	%
Online Forms (WLDC website, not Eforms)	1896	56%	2011	61%
Email	256	8%	195	6%
Phone	1149	34%	879	27%
Face to Face	14	0%	5	0%
Letter	9	0%	12	0%
Internal Referrals	88	3%	175	5%
<b>Total no of service requests</b>	<b>3412</b>			<b>3277</b>

Compared to the previous year there has been an increase in the number of requests received overall. Collectively, the percentage of requests submitted via online forms and via the telephone has increased by 2% in total, although a smaller number of customers have used online forms and more customers have used the telephone to make contact. Face to Face requests for WLDC have diminished as customers continue to choose alternative methods of reporting including online forms, self-service and telephone enquiries.

90% of customers prefer to contact WLDC by either telephone or online forms.



# Face to Face Customer Demand

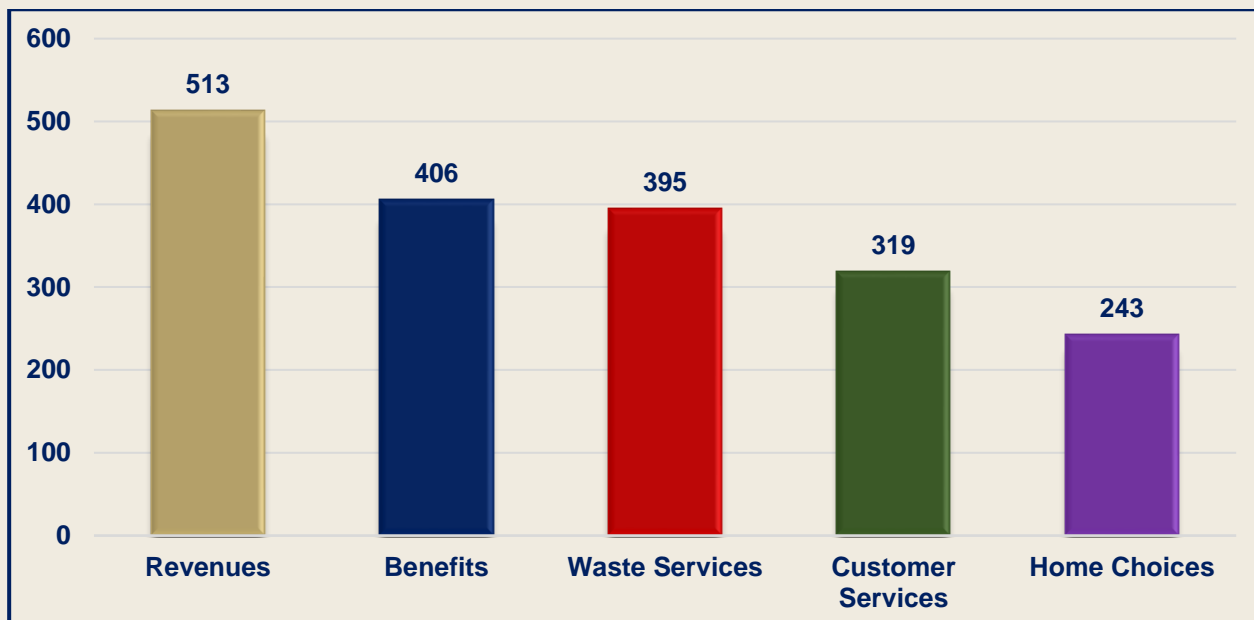
In comparison to the Qu4 period of 2021/22 the number of people visiting the guildhall has decreased from 9640 in 2021/22 to 8676 in 2022/23, customers still expect to be able to receive face to face services and advice from the Council and our tenants. When examining the reasons why customers visit the Guildhall a large percentage of them are attending to drop off parcels or paperwork including letters and forms.

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

JCP have increased the number of customers seen by appointment, resulting in an increase 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
January 2023	6	835	2850	3691
February 2023	1	723	2249	2973
March 2023	4	888	1120	2012
<b>Total</b>	<b>11</b>	<b>2446</b>	<b>6219</b>	<b>8676</b>

When examining the reasons why customers have visited the Guildhall building it has been identified that the top 5 main WLDC services they needed to access during Qu4 were:



It should be noted that customers for the Home Choices service are likely to be vulnerable and require extra support and assistance. These customers, especially 243 of them take up a lot of time in order for us to support and assist them as required.

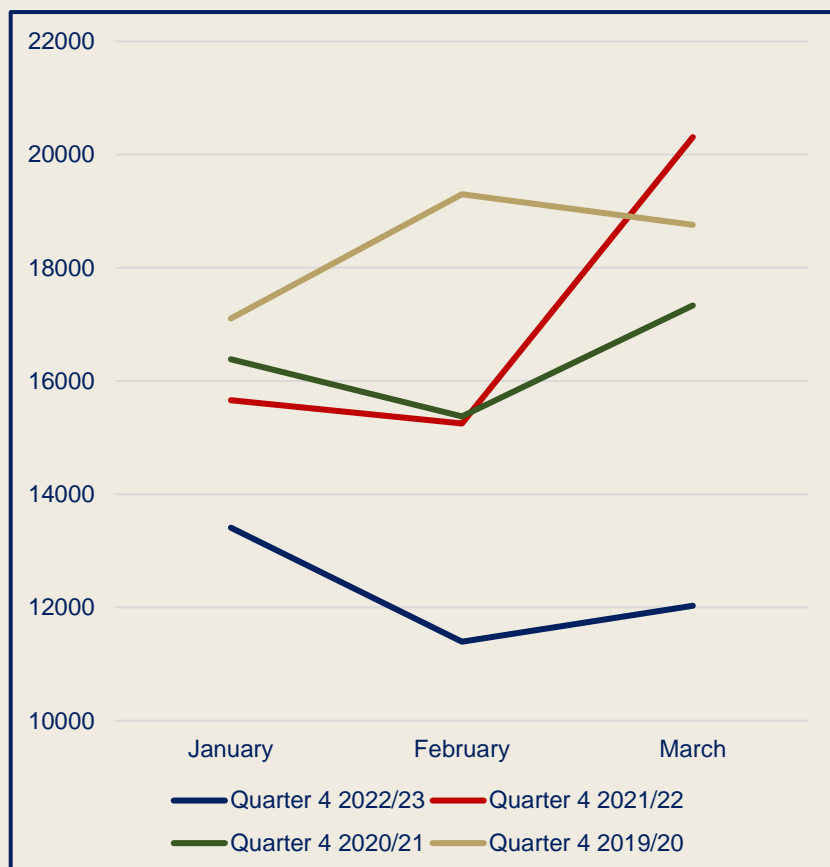
# Telephone Customer Demand

Telephone demand has decreased dramatically compared to the previous year, 14,387 less calls were received during Qu4 compared to 2021/22. There was an increase in calls last year, especially in March 2022 when the new recycling service was being implemented. Qu4 is always a busy period as Green Garden Waste (GGW) subscriptions begin.

79% of all calls received were answered, a 6% increase compared to Qu4 2020/21 when the percentage of calls answered was 73%. It should be noted that although a call may go unanswered, customers 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;

Quarter 4 2022/23	January 2023	February 2023	March 2023	Qu4 Total
Number of calls received	13409	11395	12027	36831
Percentage of calls answered Qu4 2022/23	75%	82%	81%	79%
Quarter 4 2021/22	January 2022	February 2022	March 2022	Qu4 Total
Number of calls received	15659	15250	20309	51218
Percentage of calls answered Qu4 2021/22	73%	72%	74%	73%



This graph illustrates the number of calls received during Qu4 of the 2022/23 period compared to the three previous years.

The number of calls received is much lower compared to the previous years. As explained above we saw an increase in customer contact last year due to the new recycling service.

Qu4 is a busy period due to GGW subscriptions. Communications on this year's subscriptions started at the beginning of January 2023 with the subscription system going live on the 6<sup>th</sup> January 2023.

An improved online system for GGW subscriptions has led to customers using online forms rather than having to contact us via telephone. This improved online offering has impacted the number of 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>January 2023</b>	<b>February 2023</b>	<b>March 2023</b>	<b>Qu4 Total/Average</b>	<b>Difference compared to 2021/22</b>
Users	36,641	31,416	35,449	103,506	▲ 3,060
New Users	32,054	26,806	30,910	89,770	▲ 4,039
Sessions	61,667	51,253	57,481	170,401	▼ 8,026
Number of sessions per user	1.68	1.63	1.62	1.64	▼ 0.13
Page Views	207,897	182,355	162,675	552,927	▼ 121,456
Average Session Duration	02:13	02:20	02:09	02:14	▼ 00:30
<b>WLDC Website (2021/22)</b>	<b>January 2022</b>	<b>February 2022</b>	<b>March 2022</b>	<b>Qu4 Total/Average</b>	
Users	35,498	29,514	35,434	100,446	
New Users	30,666	24,849	30,216	85,731	
Sessions	62,640	52,363	63,424	178,427	
Number of sessions per user	1.76	1.77	1.79	1.77	
Page Views	232,752	197,268	244,363	674,383	
Average Session Duration	02:42	02:46	02:44	02:44	

Website useage and the number of visitors to the website has increased compared to the previous Qu4 period. There was an increase in the number of overall and new users visiting the website but also a decrease in the number of overall sessions.

The main pages visited during this period were Planning and Development (search for planning applications), Waste and Recycling (find my bin day and recycling information), Democracy (council news and contact us) and Council Tax (council tax bills).

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 last year.

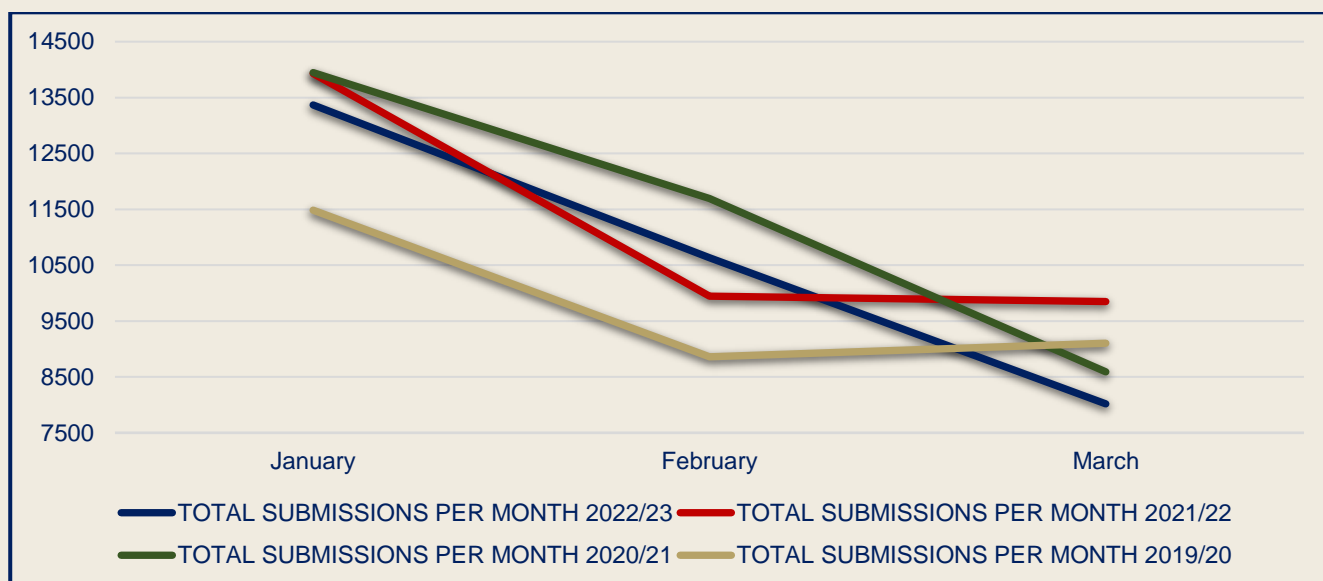
Feedback on the WLDC website is processed via a comment box on each web page, when these comments are received work is carried out to make improvements to the website wherever possible.

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 a small increase in the number of online service requests received compared to 2021/22. There is always an increase in March due to the GGW subscription period.

The forms customers use are 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.



	January	February	March
<b>TOTAL SUBMISSIONS PER MONTH 2022/23</b>	13367	10631	8018
<b>TOTAL SUBMISSIONS PER MONTH 2021/22</b>	13930	9948	9849
<b>TOTAL SUBMISSIONS PER MONTH 2020/21</b>	13946	11694	8591
<b>TOTAL SUBMISSIONS PER MONTH 2019/20</b>	11484	8860	9102

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

An average of 76% of customers have completed the forms online by themselves, without staff assistance, this has increased slightly compared to the previous year.

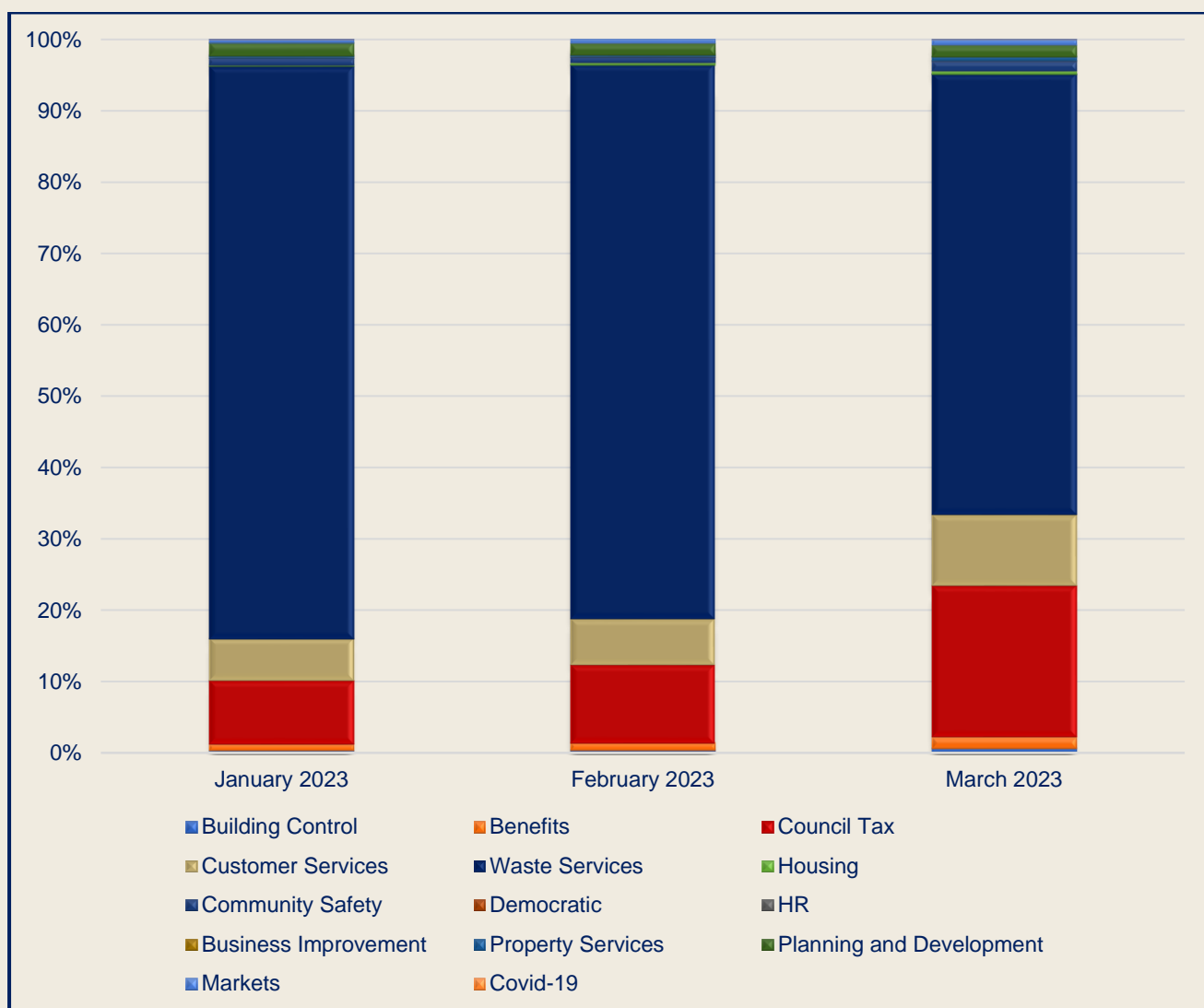
Eforms	January 2023	February 2023	March 2023	Qu4 Total
Completed by customer online	10677	7966	5726	24369
Completed by staff with customer over the phone	2690	2665	2292	7647
Percentage of Eforms completed online	80%	75%	71%	76%

The Eforms that are completed are in relation to various services, the table below shows how many were received by each service per month during Qu4.

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

- 75% of submissions were for Waste Services (9,755 GGW subscriptions)
- 13% of submissions were for Revenues (Council Tax)
- 7% of submissions were for Customer Services

	January 2023	February 2023	March 2023	Qu4 Totals
Building Control	42	35	48	125
Benefits	120	109	126	355
Council Tax	1196	1167	1704	4067
Customer Services	778	687	794	2259
Waste Services	10720	8252	4951	23923
Housing	30	36	36	102
Community Safety	128	80	111	319
Democratic	0	1	0	1
HR	1	1	1	3
Business Improvement	0	0	0	0
Property Services	39	31	50	120
Planning and Development	247	168	128	543
Markets	60	63	64	187
Covid-19	1	0	2	3
<b>TOTAL SUBMISSIONS PER MONTH 2022/23</b>	<b>13367</b>	<b>10631</b>	<b>8018</b>	<b>32016</b>



# 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 taken face to face
- 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 74,143 payments made to the council during Qu4, this is an increase compared to the previous year when 72,714 were payments were received.

After the direct debit payments have been deducted it is calculated that 72.92% of the payments were made using self-service, 18.54% were processed by staff and 8.54% were automated payments.

Compared to the previous Qu4 period the percentage of self-service payments received has increased by 5%, the percentage of payments that have been taken over the phone has decreased and automated payments have also decreased.

	January 2023	February 2023	March 2023	Qu4 Total
Self Service				<b>72.92%</b>
Automated telephone system	678	456	493	1627
Website, Achieve and Kiosk	10080	7140	4366	21586
Processed by Staff				<b>18.54%</b>
over the phone	1947	2090	1418	5455
Received in the post	217	130	99	446
Automated				<b>8.54%</b>
Direct Debit	21994	13118	7198	42310
Post Office	1321	585	813	2719
Payments Total	36237	23519	14387	<b>74143</b>

# Conclusion

Overall customer feedback and customer demand has decreased slightly compared to the first 6 months of the 2022/23 period, but in some areas, there have been increases when compared to the previous Qu4 period. Fluctuations in demand, feedback and customer satisfaction were expected as we moved through the introduction and implementation stages of the new service.

In comparison to the previous Qu4 period the number of complaints received has increased, but a smaller number of complaints were upheld. Over 50% of the complaints received were in relation to waste services, the new recycling service that was introduced earlier in the year is still bedding in, so complaints and comments continue to be received in relation to bin tagging, contamination and rejection. Comments have also decreased after we saw a dramatic increase at the end of last year/beginning of this year in regard to the new recycling service.

Whilst the number of phone calls has reduced, we are taking more service requests as requests made online have increased and there have been more visitors to our website.

Online forms and telephone continue to be the preferred contact methods for our customers, with 90% of requests being made in these ways, 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, 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.

Work is also ongoing to develop a new Customer Experience Strategy, embed the 'West Lindsey Way' and work on customer service standards across all WLDC services has commenced taking into consideration the changing needs of our customers.

# Appendix 1 – Compliments Received

## Arts and Leisure

- 5 Star Google Review - Lovely friendly venue. Full marks to the management for using reusable cups instead of disposable paper ones.
- 5 Star Google Review - Excellent venue, great seating, and very friendly atmosphere.
- 5 Star Google Review - Excellent venue!! Great times to view films, as when at cinema not great timings to leave work & get there!! Very pleasant 😊
- 5 Star Google Review - Fabulous local theatre supporting a huge range of young and more established talent.
- I would like to end with a word of gratitude for Craig Sanders and his team here at TAC, who regularly go out of their way to assist us with the organisation of our lectures, providing technical support with the presentations and lighting, purchasing items such as tables and chairs expressly for our needs, helping wherever they can make our meetings a success. We all owe them our thanks.
- 5 Star Google Review - Great night out at the 70's show. Lovely little venue, staff are always friendly, great value too.
- 5 Star Google Review - Cosy little cinema that still has an intermission at half time. Love it there.
- 5 Star Google Review - As a family we watched a Christmas panto at Trinity and I have to say it was amazing, comfy seats, great views without all the crowds of larger theatres. It's worth knowing that they have live events and movies on throughout the year, my 2 daughters recently had a great night watching the new Matilda movie.
- 5 Star Google Review - We meet here a lot of the year for our Rock Choir meetings. It's superbly equipped for our choir practice on stage. Great coffee bar and friendly knowledgeable staff. We have visited here for watching films and again great atmosphere and very well organised. It's a great place local to visit and we must support our local entertainment venues.

## Benefits

- Discretionary Housing Payment - Thank you very much Lynda.
- Discretionary Housing Payment - Thank you very much Lynda, I am so grateful as this has taken a great weight from my mind. Take care and thank you again.
- Discretionary Housing Payment awarded - Thank you so much Lynda.
- Good afternoon, Lynda, thank you very much for your email, and I really appreciate the help and support you have given to me.
- Hello Anita, thank you so much for taking the time to look into this for me. I appreciate you! All the very best.
- Hi Angela. I am the advocate for the above tenant. He has asked that I convey to you his eternal gratitude for the manner in which you fast tracked his application with a positive outcome. He also feels that when his tenancy was with West Lindsey there was much more understanding empathy and support available. You have saved his life in more ways than one. Please understand that your swift action, efficiency and effectiveness reduced intolerable stress and for the moment the situation is calm. Thank you most sincerely.

## Building Control

- Good evening, Mr Warner, thank you for your kind reply. What you have sent is extremely helpful to us. We currently have other jobs on the go as we recently moved in but would like to contact you directly in the near future if that is ok. Once again, thank you for your help and advice, we will be in touch.
- Hi Patrick, that's great - really appreciate this. Thanks for your time.

- Good morning, Patrick, that is no problem at all at least you have got somewhere with contacting the owner. Our pleasure and thank you for attending to the matter swiftly.
- Very Helpful Thanks Patrick!! I had a search yesterday and didn't manage to unearth this.
- Hi Paul, many thanks, that's great. I have enjoyed working on this with you, it's good to work with new people who can spot things I sometimes don't get challenged on. It's really good experience for us.

### **Communications Team**

- Customer would like to complement our communications team, as she finds their up to date information is very useful and easy to navigate. The team go a tremendous job.

### **Community Safety**

- Dear Kim, may I just offer thanks on behalf of all at His Church for the patrols that your team did on 25th January to check on the safety of guests at our Burns Night Celebration. Your officers were kind enough to both patrol on the evening and check with our staff if we were experiencing any issues. The whole night was a tremendous success. Thank you so much again, your team's presence brought us great comfort and I'm sure acted as a deterrent for antisocial behaviour.

### **Crematorium**

- We would like to thank you all for looking after everyone on Tuesday and providing us all with care and compassion on such a sad day. Nothing was too much trouble, and you made all the family and guests so comfortable and guided us all along. We are forever grateful to you all. (From Thank You card received).
- Thanks for your message and please pass on our thanks to Trudi for taking the photo. We very much appreciate yours and your teams support with the memorial service. It was a first for our Gainsborough team and I'm sure if we can do it again next year it will grow in terms of attendance, and we will ensure there are plenty of tags next time! Thanks again to you all, and best wishes for the New Year.
- A kind lady has just dropped a tin of M&S biscuits in as a thank you for Trudi sorting her memorial out.
- Thank you so much for thinking of us and I know that the local teams are very complementary of your services.
- Massive thanks for all the help and patience with the xxxx service (& every service really!). The family were really chuffed.

### **Customer Experience**

- Hi Amy, I appreciate you coming back to me with all this information very much appreciated and helpful.
- I'd like to nominate Natalie for an Above and Beyond award. I know Natalie's role is to manage and deal with complaints, shout out for that to start with, how Natalie manages to stay so professional, calm and composed in that role is amazing in itself. But for me, when dealing with a particularly challenging case and customer, Natalie has gone above and beyond to help our team. Drafting letters, looking over responses to make sure we are accurate, helping with creating timelines for complaints, she's done it all and I really couldn't have done my bit without her. Even if I do dread an e-mail from Natalie, it's certainly not because of the lack of help and support I know I'll get from her when they do come through haha. Thanks Natalie!
- Dear Amy, I thought that you would like to know that our black bin was emptied today in the normal course of business! Let's hope that we're now on the map! Thank you for your help. Have a good weekend.
- Dear Amy, thank you for your response to my complaint and I'm pleased to see that it has been taken seriously.
- Good afternoon Amy, thank you for your fast and helpful response.



- Amazing thanks I'll send it now and copy in experience e-mail address. Thanks for all your help with this Nat.
- Hi Natalie, Thanks for all your help with this matter. You have been extremely thorough and professional. Much appreciated.
- Thank you Amy for your e mail and looking into this matter. I think maybe they are re surfacing the footpaths, and prepping them, obviously they don't take much care when doing it, thanks again.
- Thank you for your support. I have dealt with the complaint process at several councils where I have worked (always retaliatory from non-complaint businesses by the way!) and this has been a far more reassuring experience than the other authorities that I have worked at.

### **Customer Services**

- I was struggling to pay my council tax online. The lady on the phone talked me through each step over the phone so I could complete this online. I am really grateful for the guidance, patience and help to complete this myself. Thank you, Alison in Customer Services.
- Customer was super grateful for all my help this morning regarding reporting a potential planning breach, as well as helping customer to find out fees for Pre-Application Advice. Customer made a point of saying thank you, that I made him smile and that I was super helpful today. Thank you, Alison (in Customer Services) you've really brightened my day.
- Compliment from Facebook post; I think I've dealt with Alicia recently and found her very helpful.
- Customer was very grateful for Lee's help yesterday in resolving her issue with a missed bin. She said he was 'very kind and gracious'.
- Not an enquiry, just a thank you regarding my green bin. To the customer services chap (whose name I forgot to note down, sorry) who put in a request for my late order to be popped through the gate into the back garden AND to whoever delivered the bin so quickly after ordering and did exactly as requested!!! I am unable to be full time at my house right now, so I really appreciate the extra care that I have received in relation to this. My thanks to all concerned - you cheered up my day!!!!
- Customer called us to ask for information on their bin collections as they are new to the area. Customer asked for my name (Alison) and was very grateful and thankful for my help today. Customer also added that we are the best council he has ever dealt with having been at Lincoln City for numerous years before now.
- 3 rolls of blue bags received with thanks.
- Thank for card by Post - Dear Alison, thank you for your help, hope all is well.
- As I mentioned when we spoke earlier this morning, I was very impressed with your Customer Service Advisor, Cami. She wasn't 100% sure of the person I should speak to, but she promised me she would find out exactly who I needed to speak to, and she phoned me back as promised. Cami is one of the most professional Customer Service Advisors that I have come across in a very long time, she was helpful, she found out exactly the department and the person appropriate for me to speak with. Most of all she had a wonderful calm manner that inspired confidence.
- Dear Angela, thank you very much for your prompt response and advice, it's much appreciated.
- Thank you Angela, that is very much appreciated.
- You are amazing thank you so much I appreciate all your help Amy!
- Hi Amy, thank you for your quick response regarding the Pingle close signage.
- Hiya Amy, that's perfect, thanks very much.
- She was very grateful and specifically thank me and you for helping.
- Would like to say a big thank you to the security guard today who helped me with my dilemma today with council tax payments, big help thank you and to Gemma who helped sort finances out too in accounts, thank you.
- Georgia had just been on a call with a customer and only 5 minutes later I also received a call from the same customer. From the notes added by Georgia to CRM about their call I was able to inform and reassure customer of what was already discussed. Customer often gets confused and has dementia, and the fact I was able to confidently say what Georgia discussed with the customer

meant I was able to give the reassurance required for one of our more vulnerable customers. Thank you Georgia 😊

- Alicia, from the Customer Services team, had some lovely feedback from a customer recently, that we believe deserves some recognition. Alicia helped a customer that approached reception for assistance over the festive period. She was a listening ear and a reassuring presence for the customer, who said that she was 'kind and understanding'. To show their gratitude, Alicia was given these beautiful sunshine yellow flowers. It is not often that customers go as far as to purchase flowers, so that really does show the impact that Alicia, the Customer Services team and all of us can have on resident's lives! Well done.
- Customer would like to say it dawned on him after speaking to me yesterday, how easy I was to speak with and had a lovely telephone manner. (April)
- 17x 5 stars reviews were received on our Customer Satisfaction Surveys; customer commented on how officers were helpful, polite, professional and efficient.

### **Disabled Facilities Grant**

- Grant and Kevin the builders were brilliant and really professional. I hope they come back in the future. (re: works under DFG that WLDC arranged)
- Andrea, thank you for making this a smooth operation! Mum loves being in her own home and all these things just continue to make it possible for the future.
- The client signed and returned the completion certificate with the following compliment about one of the contractors that we use. "Andrew and his workers did an excellent job".

### **Environmental Protection**

- Afternoon Mia, I just wanted to say thanks for reviewing this assessment for me and also for being so helpful on your site visits.
- Satisfaction Survey Comment - 5 Stars - Prompt replies to emails.
- Satisfaction Survey Comment - 5 Stars - Quick and clear communication.
- Satisfaction Survey Comment - 5 Stars - Responded very quickly and in a very careful and sensitive way.
- Satisfaction Survey Comment - 5 Stars - Sorted out an issue I have with noise from upstairs neighbour.
- Satisfaction Survey Comment - 5 Stars - Efficient response time and very importantly, the listening skills of the staff member were excellent. The process was fully explained. There was room for consideration of the facts and reasoning wasn't unpleasant.

### **Growth and Regeneration**

- Dear Amanda, I am writing to say thank you for taking part in the Year 11 mock interviews at The Gainsborough Academy on Monday 27th and Tuesday 28th February. It was great to see the students taking such an active part in the process and being able to develop the skills which they will need as they attend college and workplace interviews as they prepare to leave the academy and take their next steps into their future. I would like to thank you for giving up your time to offer the students your time and knowledge through this event and I know the students really valued the feedback which you were able to provide. I look forward to you working with us on future events.

### **Home Choices**

- Hi Paula, on behalf of myself and my family, I cannot thank you enough, this means so much to us and we will be forever in your debt.
- Hi Paula, I just wanted to let you know that your help and support, means so much to the kids and myself. Without your help I don't know where we would be now, the fact is it's been hard but that you always call back/answer all our questions has made the hardest time we've been through. Nothing but an uplifting pleasure whenever we contact you or your team. The service of home choices should be recognised, I never hear people singing Praises of the council, I DO, I hope



after this message Which being dyslexic being dyslexic is not easy you know some people are extremely great full. Me and the kids especially. Thank you 🙏 and please thank everyone involved.

- Hi Ayla, thank you so much, and thank you for all your support over the last few weeks I honestly appreciate it more than you could ever know. And come Monday when I'm in a home of my own I will be I credibly great full for your help getting there.
- Paula, thank you again so much! I'm not going to lie; I just stood and froze in shock! It only sunk in properly about 3am this morning when I burst into tears. I'd laid there many nights asking heaven for a miracle, and mum and dad up there must have sent me you, I can't thank you ever enough Paula.
- Hi, Andy! This is a big support for us! ♥ Thank you for your support and quick response. We have high hopes for our new life in our new home.
- Hi Andy, I'm impressed with your fluency in the Ukrainian language. Thanks for heads up on the payments, really good of you. We've sorted enough bits and pieces to be able to move in tomorrow, so we'll be saying goodbye to the nice people at the Travelodge. That was a lifesaver, and we thank you very much for that too! Again, it's great what West-Linsey are doing for the Ukrainians, and it's very much appreciated. I'll keep in touch and let you know how we get on in the future. Best Regards.
- Hello Paula, sorry for the late reply, it's been a little bit of a difficult week however we have moved in. Thank you so very much for all the support and help. We really appreciate it and if there is anything we can do to ensure your bosses know that you've been so kind and truly our lifesaver.
- 16x 5 stars reviews were received on our Customer Satisfaction Surveys; customers commented 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, knowledgeable and efficient.

### **Housing Enforcement**

- I had a disrepair case that had been rumbling on for a few months which was both frustrating for me and the tenant involved. After consulting Nigel regarding the lack of movement from the housing association, Nigel offered to visit the property and help handle the case using his enforcement skills. Shortly after this, repair works had been booked in and as of today the case is due to be closed down with the tenant pleased with the work done. I feel Nigel deserves this recognition because ever since I joined WLDC in 2018 he has always been one of the most helpful and insightful team members that you could wish for and would do anything to help anybody out. Many thanks to Nigel.

### **Licensing**

- Just to say thank you very much for sorting my plate.
- Tracy was extremely helpful with advice on the licensing procedures and always dealt with any queries I had promptly and courteously.
- Hi Tracy thanks for your help again. I did it online and I got an email saying that they couldn't confirm payment and to contact you. It's pending in my bank so it has been paid just to confirm. Thank you again you're all amazing.
- Refund has been issued. The customer wanted to pass her thanks to us as a council for actioning this so quickly, she had high praise for you and us as an organisation.
- 12x 5 stars reviews were received on our Customer Satisfaction Surveys; customers comment regarding how prompt and professional applications were dealt with and the team were excellent at communicating and keep them up to date.

### **Local Land Charges**

- Hello Sarah, many thanks for your email below. Your prompt reply and guidance are appreciated.
- Hi Sarah. That's great, many thanks for your reply.
- Hi Sheron, that's really helpful, many thanks for taking the time to look into this for me.

## **Member and Support Services**

- Thank you for responding to my FOI request so quickly, I appreciate it!
- Dear John, thank you very much for your prompt and helpful response. It's much appreciated.
- Hi FOI team, that's great, thank you for your quick response.

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

- Dear Carol, thank you for this information, it is very helpful.
- Holly, thanks for getting this out so quickly and your kind input into the resolution.
- Thank you Alison. Really appreciate your assistance with this and I'm sure the applicant will be delighted (and able to rest easy!) that's the application is valid.
- Thank you for your response Carol. Super efficient. That's really good news. Your help is much appreciated. Hope you have a good week 👍
- Good morning Tom, thank you for all your help over the last few weeks.
- Satisfaction Survey Comment - 5 Stars - Vicky Mablethorpe was both helpful and efficient.
- Hi Carol, thank you so much for your very prompt response. Very much appreciated.
- Good afternoon Carol, thank you for your help and sending this through.
- Customer phoned me about ½ hour ago to say he's glad I know my stuff and thanked me for providing the correct information, and he's going to contact LCC Highways to let them know they gave him wrong information! (Carol)
- Hi Tom, that's great, thank you for your help and patience too.
- Hi Danielle, thank you and the same, really appreciate all your help.
- Hello Carol, thank you for your speedy reply, most helpful.
- Satisfaction Survey Comment - 5 Stars - Responded in good time when contact made.
- Satisfaction Survey Comment - 5 Stars - Planning approval dealt with effectively and quickly. CIL advice very helpful.
- Many thanks Carol - your advice is much appreciated.
- Hey Russell, as discussed on the phone I just wanted to reiterate what an absolute pleasure your newest officer, Dan Galpin, was to work with on our first project with him. He was proactive, encouraging and clear in what he needed in order to get the project to a positive resolution. A real breath of fresh air. We are looking forward to working with him again in the near future.
- Hello Danielle, thank you for responding to the email that I sent to Holly and for the explanation that you included. It is much appreciated.
- Dear Danielle, Thank you for your email. It was very helpful and I will feed this back to the Parish Council.
- Hi Vicky, thank you so much for approving it early, this is great news!
- As always, thanks Tom, very helpful.
- Hi Carol, thank you for your email and for dealing with this so promptly.
- Rachel, thank you very much for all your assistance with this.
- Hi Alison, thanks for that, that is one of the most simple and down to earth explanations I have received about any enquiry and makes great sense, I will now submit it.
- Satisfaction Survey Comment - 5 Stars - Everything went smoothly and in a timely fashion.
- Good morning Ian, on a separate note, the client also asked me to pass on their personal thanks to yourself and said they have appreciated your help throughout the process.
- Many thanks for sending this through Danielle. Likewise, thank you for all your assistance and professionalism throughout on this application, it was very much appreciated.
- Hi Carol, that is extremely helpful, thank you.
- Hi Alison, Thanks for your email yes, I am more than happy with this, apologies I didn't completely know the exact terminology I have been trying to help the vendor with the application, but some parts are a little beyond my remit. Happy for this to be changed thanks for your help.
- Brilliant stuff Danielle – many thanks for your help, and for completing everything ahead of schedule. All much appreciated.
- Carol, thank you very much for the information and advice.

- Dear Mr Elliott, thank you for the listed buildings consent and, in particular, your help in expediting this application.
- Good afternoon Holly, that is excellent news, thank you so much, I really do appreciate all you have done for us. Again, thanks you so much.
- Thank you Ian, I really appreciate your proactive approach on this application. It has been a pleasure working with you.
- Dear Carol, that's incredibly helpful, thanks so much – will give it a try. Have a great weekend when it gets here.
- Many thanks for the prompt response Vicky. Appreciated
- Thank you. So appreciate your help Tom.
- Brilliant, thank you Chris.
- Many thanks Rachel, it has been good working with you on this scheme.
- Thanks so much for the written confirmation Carol.
- That's very good news thanks for getting back to me Carol.
- Good Morning Vicky, many thanks for your help with this application – appreciated.
- Dear Danielle, many thanks for your prompt and comprehensive reply.
- Hi Chris, that's great - thank you for letting us know so promptly.
- Hi Chris, no problem. Thank you for much for all your help so far throughout the scheme.
- Fab, cheers Carol, appreciate you getting it sorted.
- Afternoon Emma, thank you for all of your assistance so far, I really do appreciate your help.
- Fab, cheers Carol.
- Good afternoon Ian, that's much appreciated, thank you for addressing this so promptly!
- Hi Danielle, thank you so much for all of your help and support, I must confess waiting for the decision was far far worse than waiting for kids to be born. I'm sure that I speak for all involved in the preservation of the aircraft that we owe you and all at West Lindsey District Council a huge debt of thanks.
- Morning Carol, thanks for getting back to me so quickly and clearing this matter up for me.
- Hi Carol, thank you so much for acting quickly.
- Thank you Carol, that is good to know.
- Hi Carol, thanks for clarifying that, it is very helpful.
- Thanks Ian. Appreciate your high level of communication throughout, which you give on all applications I am involved with no matter how big or small, permitted or not.
- Hi Holly, thank you very much for getting back to us in a timely manner, so that we know where we are re possible planning.
- Hi Ian, many thanks for this and all your hard work. It is really appreciated and great to have such a proactive planner to work with us.
- Dear Carol, thank you for your extremely prompt reply. It is appreciated.
- Hi Vicky, thank you - 2 weeks early is great thank you.
- 11x 5 stars reviews were received on our Customer Satisfaction Surveys; customers commented that they kept up to date through the whole process, that deadlines were met and how helpful the officers were. They also said that officers had exceptional communication, were attentive and proactive.

### **Planning Enforcement**

- Satisfaction Survey Comment - 5 Stars - Fast response times and follow up.

### **Property Services**

- I'd like to mention the service that Lewis Francis, Parking Officer, Property Services has given to my wife and I. Very often some reach for a pen to be critical I must mention his: attention to detail, promptness of action, fairness and calm approach. He is a credit to the authority and his work should be mentioned.

- HI Lewis and Phil, I just wanted to say thank you very much for organising the desk to be built, you have really helped us out 😊

### **Revenues**

- Dear Alison and Cllr Bunney, thank you for looking in to this for us and we very much appreciate your help. Once it is habitable with a tenant we will let you know so council tax can again resume. Thank you again.
- Just had a lady on saying how the council tax team 'have been brilliant' dealing with her move into the area from N.Lincs and wanted to thank us.
- Helen, my apologies for the delay in returning this email after your kind and much appreciated effort. To confirm, I gratefully accept the offer proposed, with thanks to those doing the thinking and talking.
- Dear Sharon, thank you so much for that news. It is a big relief to me and my wife, as you can imagine. Please pass on my thanks also to your Finance team. Thanks again, so much, for your help with this matter.
- Would like to say a big thank you to the security guard today who helped me with my dilemma today with council tax payments, big help thank you and to Gemma who helped sort finances out too in accounts, thank you.
- I've just had a customer on the phone who wants to thank everyone who sorted her CTDHP for her, crying her eyes out she's so relieved and extremely grateful!
- Customer wanted to thank us and let us know she is so grateful for the hardship payment and it has really eased the pressure. An extra thank you to Rachel for sending her the hardship application form.
- Thank you so much for your kind help in assisting me in this issue Helen, I appreciate the help and sometimes we don't stop to say thank you.
- Thank you so much Helen. Massive help!
- Good morning, I am e-mailing to comment on the Excellent service I received today from a member of your Council Tax Team (CLAIRE) she gave the most helpful assistance with my issue.

### **Street Cleansing**

- Afternoon Simon, Many thanks for your assistance with this and co-ordinating arrangements. Similarly thank you to your two colleagues that came to the premises, first class service and wouldn't hesitate in recommending or using the WLDC service again.
- I went into Gainsborough town centre today and walked from Lord Street carpark to Marshall's Yard. I noticed how clean and tidy this area looked. A good job done!
- I reported the fly tipping on Brigg Road outside Scotter on Monday evening this week and it was removed by Tuesday afternoon. A blot on our lovely Lincolnshire landscape removed quickly and efficiently. Thank you.
- Satisfaction Survey Comment - 5 Stars - Response to problem was very quickly dealt with.
- The street cleaning lorry came today and I would like to thank the young man for his excellent job at cleaning up all the leaves from the pavement and road outside my bungalow. He is a lovely young man and always has a smile on his face which is much appreciated. Please let him know that not only is he a credit to the council but also to himself and thank him for the perfect job he did today.
- Good afternoon, I am part of a group who carried out a litter pick in the woodlands near the Click 'em pub and just want to say what a brilliant service your waste team offer. Every time we have done a litter pick and reported it to you, they are along within a couple of days to pick up the waste we have left for them. It really makes us feel that what we have done is appreciated and that we are all together in trying to improve our corner of the world. Brilliant service. Thank you.
- Customer would like to thank the Street Cleaning Team for removing the dead animals', he wanted to thank the crew member this morning but was upstairs, he mention crew member acknowledge the customer with a positive thumbs up gesture, customer very grateful, Thank you!

- 15x 5 stars reviews were received on our 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.

### **System Development**

- Satisfaction Survey Comment - 5 Stars - All done via website, easy to use.
- She was very grateful and specifically thank me and you for helping.

### **Waste Services**

- I thanked the gentleman who collected my bin today, but I just wanted to let you know that he was very approachable, friendly and efficient. So, please pass on my thank you again.
- I just wanted to give a shout out to some of your workers for their thoughtfulness. Today we made a mistake with our bin. But, they didn't zoom off, they waited the couple of minutes it took to correct it. Much appreciated lads!
- Morning Elaine, thanks very much for your understanding and the fantastic service you provide.
- Customer would like to praise waste crews that look after her bin emptying - they are very polite and do a very good job.
- Could you please pass on for me that is it truly wonderful to see your crews when they come round. So wonderful they are. I do like to say hello if I see them. Wonderful job.
- Thank you very much for sending the improved bin day calendar, it is superb!
- The Garden Waste service is a brilliant service.
- Called to say thank you to bin men for working hard throughout covid.
- Customer wants to pass on her compliments to the Waste Team, she has recently moved onto the district, and said they are friendly, professional, and the trucks are always clean.
- Customer said that our crews do a great job. Green, Blue, Black and Purple. All fantastic.
- Thank you for that. There is electric gates on the drive so they will have to press the buzzer to enter like the fishery. thank you again for the top service :)
- Customer just wanted to say thank you for arranging a new sticker to be posted out when hers would not stick - she is happy that she has received the new one in time for collections starting.
- I would like you to pass this email to the appropriate department about a waste collector working in Sudbrooke, helping a fallen pedestrian, her face covered in blood. He carefully walked her home. A true gentleman for this poorly lady and her dog. His name was Simon Crouch and would like for you to thank him and if you could acknowledge this good deed for the public. Is this possible for you to do?
- Hi Elaine, I'm very impressed with your customer service, I left you a 5 star rating the other day 😊
- Not an enquiry, just a thank you regarding my green bin. To the customer services chap (whose name I forgot to note down, sorry) who put in a request for my late order to be popped through the gate into the back garden AND to whoever delivered the bin so quickly after ordering and did exactly as requested!!! I am unable to be full time at my house right now, so I really appreciate the extra care that I have received in relation to this. My thanks to all concerned - you cheered up my day!!!!
- 85x 5 stars reviews were received on our Customer Satisfaction Surveys; customers are happy that their requests were carried out quickly and on the date expected. Customers also commented that requests were carried out professionally and efficiently.

### **WLDC in Council General**

- Customer wanted it passing on that every time she calls the council everyone is so friendly and helpful.



# Appendix 2 – Comments Received

## Arts and Leisure

- Customer very unhappy that our Trinity Art Centre answer phone said that they could come into the Guildhall to book to get here and find out that this is not possible.
- We don't have run time information, but I think it would be really helpful if this could be published online and on the ticketsolve system. It would really help us if customers could find this information themselves and on the off chance, they can't locate it we can easily find this and confidently provide this information for customers who enquiry.

## Customer Services

- Customer just wanted to report that she struggled with the 'options' system on the phone line as it wasn't clear where to go to renew her garden waste subscription.

## Growth and Regeneration

- Anonymous letter received - I have always lived in the Gainsborough area, it is a nice place, it has lots of history which other towns haven't. So, look after it. We would love a new foot bridge over the Trent, see what you can do. The new cinema will be very nice, what will happen to the Trinity Arts Centre? Look after the Old Hall! I do to the delver's history group, we have put 17 plaques up in Gainsborough, one more to put up on Roses works, we will put it on the riverbank, in case Roses will be demolished. Lea Road Old School looks very shabby, if they board up a shop can't they put pictures in the windows, that will look better. Also, the back of HSBC bank looks dreadful. As some councillors maybe don't live in Gainsborough so don't notice things, sometimes it is nice that you receive a letter painting a few things out. As you know Gainsborough was the capital of England for 6 weeks. That was an honour! Keep up your good work.
- Seeing that Gainsborough is having 18 m growth input and it mentions investing into Gainsborough. Can I ask if west Lindsey only considers that Gainsborough is the only area where my council tax should be spent. I live in a village outside Market Rasen and I am struggling to see where my money is going.

## HR

- I am an external applicant interested in a role at West Lindsey District Council. I tried to access the application portal but could not remember my password so triggered a password reset. To do so, I was asked for my name, email address and username. As I could not remember my username either as it had been some time since I last used the portal, I sent an email to HR to ask for assistance or a signpost to someone in IT who could help reset my account. I had a quick response, but it did not resolve the issue. I was advised to register with another email address. I only have one email account so therefore am unable to apply for the position. I am sending this scenario in the hope that WLDC has an opportunity to look into this and not discourage others to apply for jobs.

## System Development

- It wasn't very simple or straightforward to find out how to pay for my garden waste this year. It wasn't until I called, and the operative talked me through how to do this that I realised I was in the wrong place. Pay it button - is not for garden waste so maybe it could've told me where to go as I did want to "pay it". There used to be a button on the

home page but that wasn't there either. I had to call to get help navigating the site. Not very user friendly. Please pass on my comments. And thank you for helping me today Alison.

- Could the switchboard be more simple, there's a lot of options and is confusing for elderly people, also can't you set up Direct Debit for GGW like we do with Council Tax.
- Your online form for green waste insists on a landline telephone number and does not work without one. I don't have one so made one up, please sort this out.

### **Waste Services**

- I write to ask why the green bin collections seem to cover a shorter and shorter collection period. As our Spring/Autumn seasons seem to extend there is surely a need for the green bin collections to start earlier when a lot of garden waste is created ie. tidying up for Spring, and even more so in the Autumn when leaves are still coming down into December. I have a reasonable generous garden which generates a fair amount of garden waste. I have 3 compost heaps plus 2 builders' bags dedicated to leaves, but I still have far more waste (especially leaves) than the green bin collections can cope with. I am having to take car loads of waste to Market Rasen, as are many other people This is not environmentally friendly compared to a Council bin collection. Indeed, on one occasion last year I travelled to Market Rasen only to find there was no room available in the skips for any more garden waste and so I had a wasted journey and had to bring the waste back home again. Many other Councils cover a longer period than West Lindsey and indeed some do not even charge for the garden waste collections, so I am disappointed that the service here is not better. I have recently renewed my subscription for this year but would put in a request for consideration to be given for green bin collections to be extended to start earlier than 20 March and finish later than 13th November.
- Resident asked about side waste. One of the waste team was very abrupt with the resident, said 'take it up with the council', put hand up to resident. Another team member was really nice and appeared shocked and apologized and said he understood. Resident has arthritis and struggles to break down items for the purple bin. Resident said they do not need to be contacted further about this.
- Customer would like to say that he is unhappy with only 18 Green Bin collection per year, why do we not collect for the full year like other councils do - he requires collections all year around. I said i could not comment as do not know how many collections other councils make and our decision to not collect during winter was made by councillors based on demand. I told him that we did add an extra collection to the calendar last year.
- Customer was contacted to renew his green waste while in the call he expressed his thoughts that he would prefer if his green waste subscription was a direct debit instead of having to call up every year.
- Customer commented that she wishes the green bins started sooner as other councils operate a longer collection window and it would benefit her if we did the same.
- Customer would like the garden waste collections to run for longer towards December as she has a tree in her Garden where the leaves do not drop until late November/early December.
- Bin collection calendar. The collection calendar for 2023 is very difficult to read, and I can only assume a person under 30 years of age and with good eyesight designed it. Why has more space been given to "important information", when the actual and most pertinent information has been reduced to eye strainingly small? It's a terrible design. I accessed WLDC website to print off a larger version but find the calendar for 2022 is

taking up half the page! Why are last years collections relevant, and how did the current years calendar get approved when it is so difficult to read?? I would like to be able to print a larger calendar so that I don't have to go and find my glasses in order to know which bin is being collected and when. Is it possible to send me a document containing only this years information?

- Customer called to renew their green bin subscription and commented that it would be useful to continue collections throughout the winter, even if it was just once a month. East Lindsey do this and it would be super useful if West Lindsey did too to help out. Of course we'd pay too.
- We have just received the bin collection calendar for the coming year and are disappointed that you have reduced the size of the printed dates. Previous year's dates were printed in a larger, more readable, font. Did you consider those with failing eyesight before making everything smaller?
- Customer asked me to raise a couple of points - she suggests an additional green waste collection into December due to leaves still falling & she would like to say that she does not have a r/c centre within 30 miles of her home, no street lighting, police etc - feels she gets nothing for her ctax.
- The first date for green bin collection is very late with gardeners already underway early/mid-Feb with many jobs. Can we not commence 2-3 weeks earlier perhaps?
- Resident was upset that crew had blocked her in when trying to leave car stated this has happened twice.
- Please consider applying more options for GGW Subscriptions, there should be options to apply for multiple years rather than ringing up each year.
- RE new bin calendars. They are nowhere near as easy to read. I really have to look at it to see what bin day is when. The boxes are smaller, and colouring is more monotoned. The colours blur rather than stand out from one another. The other calendar was much clearer. The information on the back is good, but the calendar bit is not.
- This customer had to phone us as he received the email attached regarding his bulky today. It's not very helpful when there is no reason listed. The bulky could not be collected. He said he would have preferred to have a phone call from someone explaining rather than receiving an email which explains nothing.
- Customer stated she wishes her green waste collection went on for an extra month as some trees don't start to drop leaves until December time. customer does not wish to be contacted about this but wanted to suggest extending the collection dates.
- Resident has 2 black bins, 2nd bin authorised for number of people in the house. Resident receives assisted collection due to disabilities. 1 of 2 bins was collected to be emptied and was not returned to agreed location. Was left on the roadside. This is for the collection 28/02. Would like to be contacted please.
- Customer would like it noting that she believes all waste bags should be bright colours such as reds and oranges to deter people from fly tipping and dumping waste. Customer does not need contacting further about this, would just like the suggestion to be made.
- Was not made clear when GGW was completed that the bin was not included in the price. Would like it to be reiterated and made clear in the future. Has been waiting on a bin delivery that has not arrived as not paid for.
- Purple bin was rejected for shredded paper, but no shredded paper was present. in the bin was paper that had things cut out of it. why can cut paper not be taken when they have to cut it in the factory.
- Missed garden waste bin (assisted collection), customer dissatisfied. Reported as a missed collection but customer wanted her dissatisfaction on record.



- Customer called for advice regarding what bin to put shredded paper in. I explained this goes in the black bin. Customer has a recycling wheel which she is aware is out of date but finds super useful. FYI this wheel says to place in the blue bin. I've requested for a Right Thing Right Bin leaflet to be posted for the customer, but customer wished to comment that it would be super helpful if we produced a more up to date recycling wheel. In the customers words: the wheel has lasted me years and is so useful to have, it's better than a piece of paper.

If you require a copy of this document in another format e.g. large print, please contact Customer Services on 01427 676676, by email [customer.services@west-lindsey.gov.uk](mailto:customer.services@west-lindsey.gov.uk) or by asking any of the Customer Services staff.