



VOICE OF THE CUSTOMER REPORT

July 2022 to September 2022
Quarter 2 2022/23

Report Contents

Introduction	3
Customer Feedback, Observations and recommended Improvements	4
Compliments	8
Comments	10
Complaints	11
Upheld Complaints and Improvements identified	14
Quality Monitoring Board	16
Local Government and Social Care Ombudsman Complaints	17
Customer Satisfaction Surveys and Customer Satisfaction Score	18
Customer Demand Data	20
Service Requests and Customer Contact Methods	21
Face to Face Customer Demand	22
Telephone Customer Demand	23
Online Customer Demand	24
Customer Payment Methods	27
Conclusion	28
Appendix 1 – Compliments Received	29
Appendix 2 – Comments Received	40

Introduction

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

Qu2 follows a busy Qu1 period which saw a big increase in customer demand and customer feedback. We have, and continue to see an increase in customer contact relating to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household Support Fund, the Ukraine situation and increased contact in relation to the Cost of Living Challenge.

During Qu2 the guildhall building main entrance was open to customers, face to face contact for the council is steady although well below pre-pandemic levels. Whilst we are working normally in reception we still have some cleaning and social distancing measures in place in order to protect our workforce and ensure we can safely deliver services to customers.

Although customer demand and feedback has decreased compared to Qu1 there has been a small increase when compared to the previous year. The number of complaints received has remained the same, telephone demand has increased, with July 2022 being very busy. More customers are using the website and online methods to contact or request a service from the council however the number of service requests received has decreased which implies that more customers are contacting us for advice only, or in regards to a matter that we are unable to assist with, or do not have anything to request.

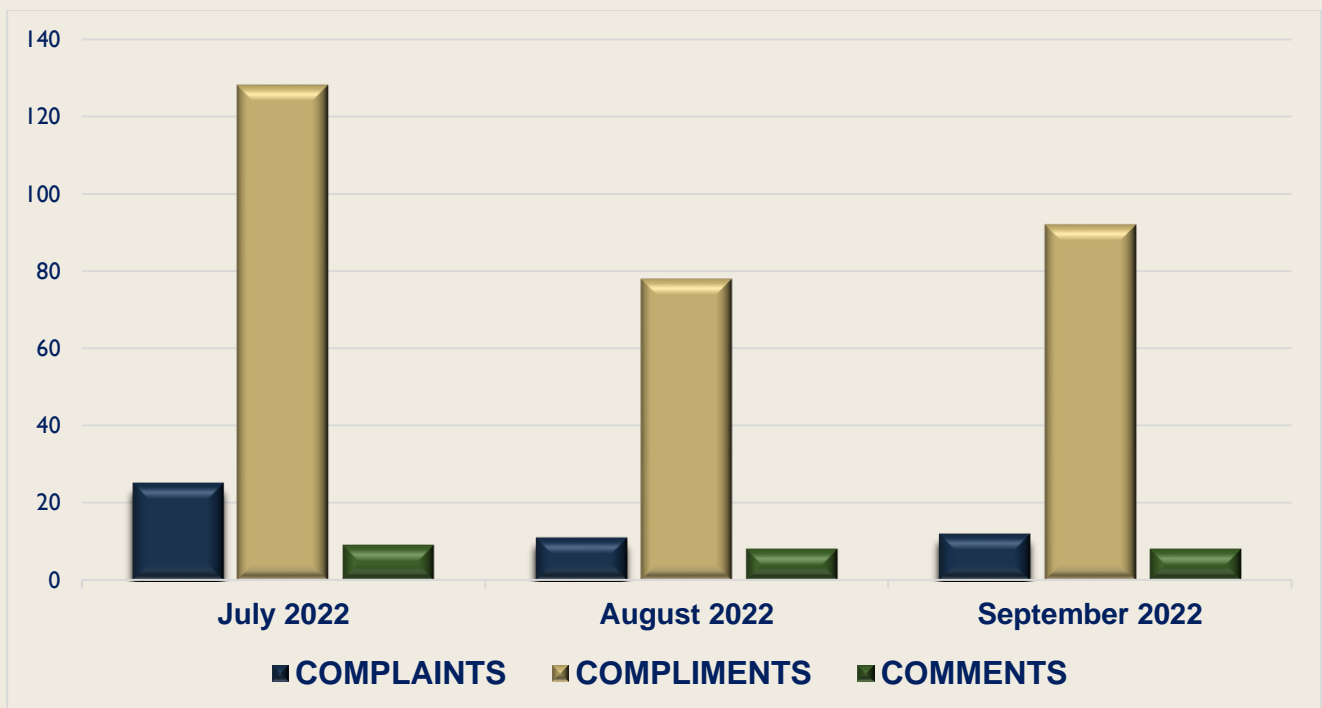
Compliments have increased during this period and the details on this can be found at page 8 of this report.

Going forward, as the timeframe for claiming the Council Tax Energy Rebate has ended contact in regards this matter should cease however we do anticipate an increase in customer contact in regards to the ongoing Cost of Living Challenge.

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, Qu2 period of 2021/22.

Overall Figures	July 2022	August 2022	September 2022	Totals	Totals	Compared to Qu2 2021/22
Complaints	25	11	12	48	47	up by 1
Compliments	128	78	92	298	265	up by 23
Comments	9	8	8	25	36	down by 11
Average number of days to respond	8.8	4.7	7	6.8	9.6	down by 3.2
WLDC at Fault	4	3	5	12	7	up by 5
% WLDC at Fault	16%	27%	42%	25%	15%	up by 10%
Quarter 2 2022/23				Qu2 (22/23)	Qu2 (21/22)	



The number of complaints received has remained the same as the previous Qu2 period. 48 complaints were received during July, August and September 2022 compared to 47 in 2021. More complaints were received in July than the other months.

The average number of days taken to respond to complaints during Qu2 has decreased by 3.2 days compared to the previous year. In July 2022 it took longer than the stated 21 days to respond to 3 of the complaints received, these were complex complaints requiring detailed investigations, a lot of officer involvement during a time of high annual leave and legal services advice.

In total 12 complaints were upheld out of the 48 received. 10 were fully upheld and 2 were partially upheld giving an overall upheld percentage of 25% which is an increase when compared to the previous Qu2 period when the upheld percentage was 15%.

The number of compliments received during Qu2 has increased compared to the previous year. 298 compliments were received during July, August and September 2022 compared to 265 in 2021.

The main customer facing services continue to be the most complimented, these include Planning and Development/Trees and Conservation (60), Customer Services (56) and Waste Services (42).

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

Revenues - Energy Rebate online application form

An investigation into a complaint regarding the fact that it was mandatory to supply a telephone number when applying for the council tax rebate online led to amendments being made to the application form. The telephone number request in the form had been made mandatory so that if any issues arose the customer could be contacted quickly to avoid any further delays.

Following consideration of the complaint the application form was amended so that the telephone number field was not mandatory, a note was added to explain the reason why it would be beneficial to supply a telephone number in case of any problems.

Data Protection and awareness training has been suggested for all teams to reiterate the rules and regulations surrounding requests for, and storage of personal information. Guidance on Privacy Notices was published on Minerva on 28/09/22.

Property Services refunds of key deposits for the Plough Business Hub (when tenants vacate)

An investigation into a complaint in relation to the refund of a deposit to a tenant when they left our property found that unnecessary delays had been experienced. The delays were due to several factors but the main cause was the finance procedure for this type of transaction which appears to be complicated and long winded.

Discussions are ongoing with the relevant officers in the debtors and finance teams to establish if any improvements can be made to the deposit refund procedure, keeping in mind any financial rules and regulations that need to be followed.

Property Services – Internet access for tenants at the Plough Business Hub

An improvement action was identified following a complaint that was received regarding internet access at the Plough Business Hub. It was found that if it was to go down outside of normal business hours (9am to 5pm Monday to Friday) that tenants would have to wait for a WLDC staff member to call the provider on their behalf.

The provider suggested that the general telephone number for their support line and the service engineers telephone number could be shared with the tenants of the Plough along with the account details and pin number. This will allow tenants to contact them directly should they wish (which will be useful when our office is closed).

The property team are also looking at installing an outage tracker so we can track and record the frequency of outages in order to have a better understanding of whether there are a high number of reoccurrences that should be of concern.

CRM call backs

An investigation into a complaint examining why a call back did not take place discovered that not all teams were confident and skilled in using the CRM system, the system that call backs are logged and sent through, so officers have been using other methods.

Using other methods such as teams messages or email for a call back request means that it is not formally logged and cannot be tracked, recorded and reported on.

It was identified that more training on CRM was required across all council services so that call backs and other requests can be logged and tracked appropriately. A call back system reminder and instructional video on how to use the CRM system was published on Minerva on 30/08/22.

Assisted collection service acknowledgement email

Comments were received regarding the assisted collection acknowledgement email that customers receive when they request an assisted collection:

On examination it was found that the email does not make it clear exactly when the service will start and does not explain what the customer should do in the meantime etc, the wording needs to be improved.

Investigation will take place in regards to the set up for this on CRM, to establish if the wording of the acknowledgement email could be amended and whether a reminder could be sent to customers like on a bulky waste collection booking to remind them that the service will start from their next collection date and what they need to do.

Planning Customer Care

Customer feedback received regarding emails and requests sent to planning customer care not being responded to were investigated and discussed with the Planning Team Manager and relevant officer.

It was agreed that the following actions would take place to ensure that these issues did not continue to happen going forward; the inbox will be monitored on a regular basis, a process will be created for how emails should be dealt with and a rota will be put in place in order to have something to track who was working on PCC emails on each particular day/time. Access to the mailbox will be examined and restricted if necessary to ensure that only those who need to can access it.

Street Cleansing and Community Safety - Fly Tipping Hot Spots

Comments were received from a regular litter picker in regards to whether signs could be placed in an area that was a hot spot for littering and fly tipping.

Following the comments received work is underway to install a new litter bin in the area and signs to deter fly tipping in the location, the possible use of a temporary camera will be considered as there have been several instances of fly tipping in the location reported to us which have been investigated by the community protection team.

Green Garden Waste (GGW) T&Cs online - WLDC website

On examining GGW information on the WLDC website to assist in responding to a comment received it was identified that the T&C's published online stated the cost as still being £35, not the new £39 price.

The issue was fixed by the GGW coordinator via the website team as soon as it was identified and reported to them.

Planning and Development - Validation letter

On examining correspondence in relation to a complaint it was found that the wording used on the validation letter for planning was out of date, it stated that all site visits must be unaccompanied - this wording was used when Covid-19 restrictions were in place.

Following the discovery, the wording was amended to: *If you are able to provide photographs of the site and area for development, this will assist the Planning Case Officer. If the Case Officer considers that they need to visit the site, they will usually do so unaccompanied in the first instance, and may contact you in order to arrange access to the site.*

Compliments

Compliments by Service

Please see Appendix 1 for full details of all compliments received between July and September 2022.

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

Compliments were received in September for a number of teams jointly for their work during her Majesty the Queens Mourning period, these teams included Member and Support Services, Customer Services, the Communications Team and the Property Services Team.

COMPLIMENTS	July 2022	August 2022	September 2022	Qu2 Total
Planning and Development, Trees and Conservation	21	25	14	60
Customer Services	25	9	22	56*
Waste Services	26	5	11	42
Licensing	12	9	7	28
Street Cleansing	15	2	4	21
Home Choices	1	4	10	15
Member and Support Services	4	4	4	12*
Environmental Protection	3	2	5	10
Revenues	3	6	1	10
Arts and Leisure		1	6	7
Customer Experience	2	3	1	6
Disabled Facilities Grants	4		2	6
Communications Team	2		3	5*
Crematorium			4	4
Property Services		1	3	4*
Community Safety	2	1		3
Local Land Charges	1	2		3
Planning Enforcement	2		1	3
Communities		1	1	2
Growth and Regeneration	2			2
WLDC Council in General	1		1	2
Benefits			1	1
Cemetery		1		1
Financial Creditors and Debtors	1			1
Food, Health and Safety	1			1
Tourism		1		1
Wellbeing and Health		1		1
Total	128	78	92	298

Compliments are received through various channels including customer survey feedback

and social media.

The number of compliments received during Qu2 has increased compared to the previous year. 298 compliments were received compared to 265 in 2021.

The most complimented services continue to be the main customer facing services; Planning and Development/Trees and Conservation received 60 compliments, Customer Services received 56, Waste Services received 42, Licensing received 28 and Street Cleansing received 21.

The Planning and Development/Trees and Conservation team received the highest number of compliments during this period.

Teams that do not normally receive many compliments (due to the nature of work they carry out) received special compliments and messages of thanks during this period. Team work and professionalism was complimented on in September 2022, with several teams receiving messages of appreciation for their work during Her Majesty the Queens Mourning period, these teams included Member and Support Services, Customer Services, the Communications Team and the Property Services Team.

The Member and Support services team have also been complimented during this period for events that have taken place. Praise was received for the hard work that went into organising the WLDC marquee at the Lincolnshire Show at the end of June and messages of thanks were received for the commitment that went into organising a celebration of life service for three recently departed WLDC councillors.

Comments

Comments by Service

Please see Appendix 2 for full details of all comments received between July and September 2022.

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

Comment Service Areas	July 2022	August 2022	September 2022	Qu2 Total
Waste Services	7	3	5	15
Property Services		2	1	3
Planning and Development, Trees and Conservation		2		2
Street Cleansing			2	2
Arts and Leisure	1			1
Customer Services		1		1
Revenues	1			1
Totals	9	8	8	25

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

Comments received for waste services have decreased compared to the previous quarter but still count for the majority of comments received. During Qu2 comments have been received in relation to GGW charges, in particular customers object to having to pay the full year's subscription despite being part way through the year, comments have been received requesting larger recycling bins, and several comments have been received in regards to general and recycling bin collection frequency, some residents feel that collections should be more regular. The topic of the GGW collection periods has been commented on again along with charges for new bins and the lack of side waste collections.

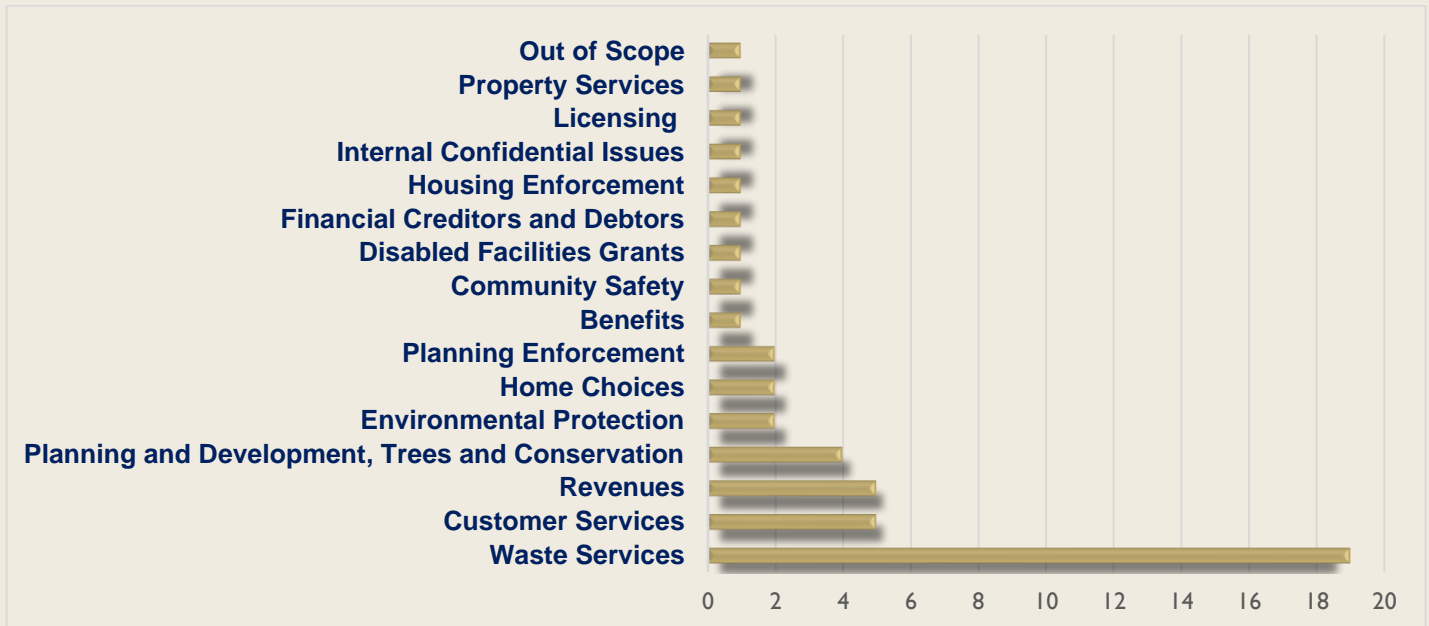
Arts and Leisure received a comment in relation to the lack of swimming facilities in WLDC. Customer services received a comment suggesting an option to make payments via a link sent to a mobile phone, which is being looked into in conjunction with the new system requirements. Planning received a comment in regards to an application that had been granted and the quality of consideration that had taken place and a comment in relation to the weekly planning application list format.

Property Services received a comment in relation to paying for parking via the phone and the lack of methods of payment available, a comment was also received regarding the serving of parking fines to travellers that stay in our car parks. Revenues received a comment in relation to issues experienced when applying for the council tax energy rebate. Street Cleansing received a comment in regards to a fly tipping and littering hotspot, with a suggestion of installing a bin and signs to deter fly tipping.

Complaints

Complaints by Service

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



Following a busy Quarter 1 period when there was a big increase in the number of complaints received (84), the number of complaints received during Qu2 was lower but remained the same as the previous Qu2 period. 48 complaints were received during July, August and September 2022 compared to 47 in 2021. More complaints were received in July than the other months.

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

19 of the 48 complaints received were for waste services, this equates to 39.58% of all complaints received. In Quarter 1 we saw an increase in the number of complaints received for waste services due to the introduction of the new recycling collections and the advisory bin tagging that had been taking place since March 2022. An increase in complaints was expected during the introduction period however these complaints do seem to have decreased now.

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

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

Complaint Service Areas	July 2022	August 2022	September 2022	Qu2 Total	Upheld
Waste Services	10	5	4	19	5 x Fully Upheld
Customer Services	1	1	3	5	3 x Fully Upheld
Revenues	3		2	5	1 x Fully Upheld 1 x Partially Upheld
Planning and Development, Trees and Conservation	2		2	4	
Environmental Protection	1	1		2	
Home Choices	1		1	2	
Planning Enforcement	1	1		2	
Benefits	1			1	
Community Safety		1		1	
Disabled Facilities Grants	1			1	1 x Partially Upheld
Financial Creditors and Debtors	1			1	1 x Fully Upheld
Housing Enforcement		1		1	
Internal Confidential Issues	1			1	
Licensing	1			1	
Property Services	1			1	
Out of Scope		1		1	
Totals	25	11	12	48	10 x Fully Upheld 2 x Partially Upheld

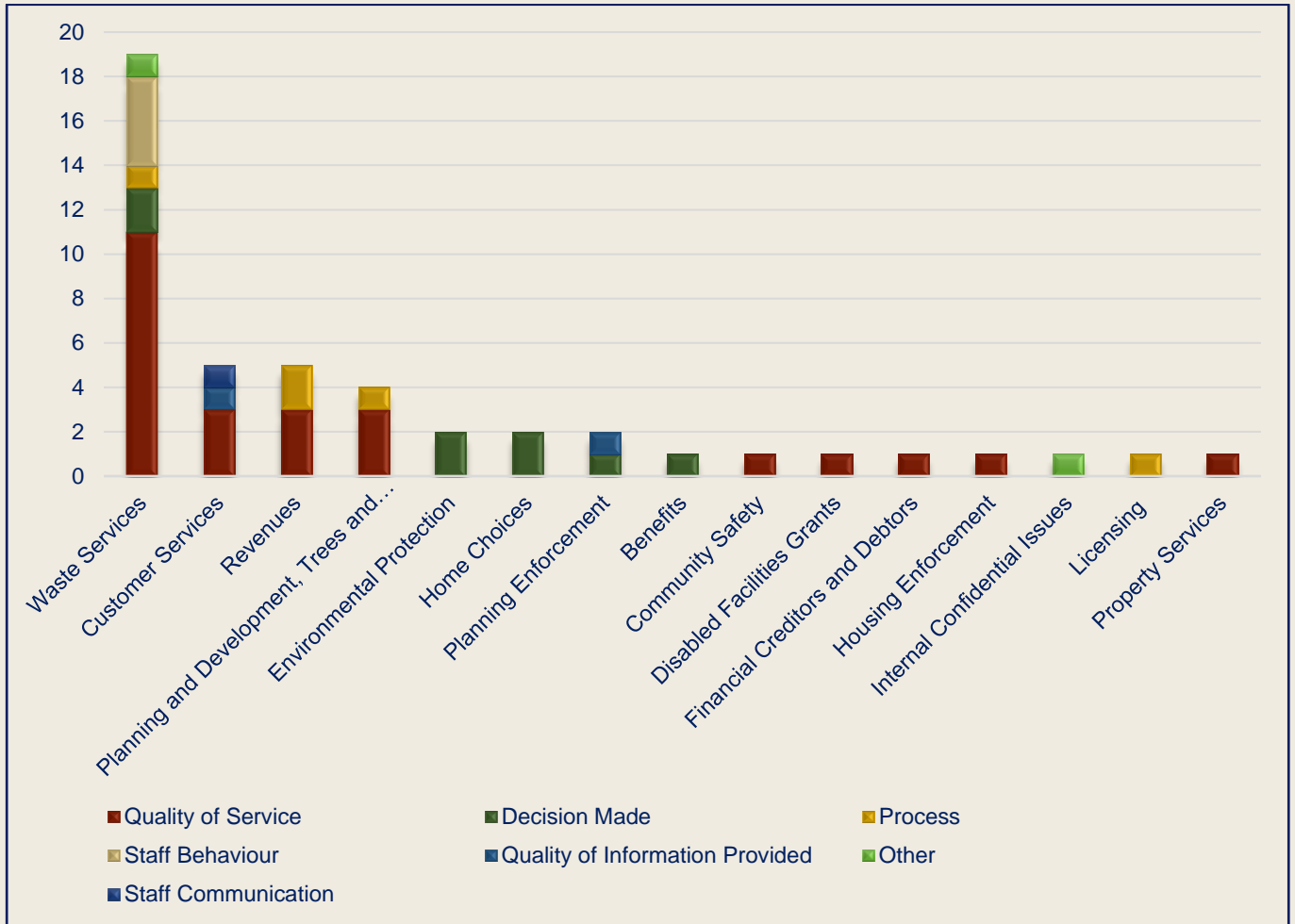
Complaint Categories

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

Complaint Categories	July 2022	August 2022	September 2022	Qu2 Total
Quality of Service	10	8	7	25
Decision Made	5	1	1	7
Process	5	1		6
Staff Behaviour	1		3	4
Quality of Information Provided	1		1	2
OTHER	2			2
Staff Communication	1			1
Out of scope		1		1
Totals	25	11	12	48

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 amount of complaints that have been partially or fully upheld. These are the complaints where fault has been identified. Out of the 48 complaints received, 10 were fully upheld and 2 were partially upheld. This equates to an upheld complaint rate of 25%, (last year the upheld rate for the same period was 15%) so there has been a 10% increase.

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

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

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

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

Complaint Service Areas	Complaints Received	Upheld	% Upheld by Service
Waste Services	19	5 x Fully Upheld	26%
Customer Services	5	3 x Fully Upheld	60%
Revenues	5	1 x Fully Upheld 1 x Partially Upheld	40%
Disabled Facilities Grants	1	1 x Partially Upheld	100%
Financial Creditors and Debtors	1	1 x Fully Upheld	100%

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

When complaints are upheld actions are put in place where possible to ensure that mistakes are not repeated again in the future. Where applicable officers are made aware of complaints about their actions and any mistakes identified in order to learn from them.

These actions are recorded on a learning and improvement log by the Customer Experience Officer who works with the relevant service manager or director to ensure that the suggestions are at least considered and where possible changes are made. Where any

suggestions would have a wider implication the Quality Monitoring Board is consulted regarding the best way forward.

Upheld Complaints and any Learning Actions/Improvements identified

Waste Services

Out of the 19 complaints received for waste services 5 were fully upheld, 3 were in relation to the quality of service received and 2 were regarding staff behaviour.

A complaint was upheld where waste operatives had taken side waste which is against the policy in place, we advise residents that no side waste will be accepted. This was upheld as it is an inconsistency in service. Another complaint was upheld because the waste operatives had removed pizza boxes from a resident's black general waste bin before emptying it and putting the pizza boxes back in. This should not have happened as the black bin is the correct place for these items. Another complaint was upheld where a resident who had subscribed to GGW collections had three missed collections, two of which were reported to us but never returned for.

The complaints upheld in relation to staff behaviour were in regards to an operative smoking whilst on duty and another behaving inappropriately whilst out on their rounds.

Customer Services

Out of the 5 complaints received for customer services 3 were upheld, these were in relation to staff communication, the quality of service received and the quality of information provided.

A complaint was upheld because despite a customer contacting us several times regarding missed sack deliveries the correct process was not followed to ensure that they received their supply. The customer was assured that they would receive them but they never arrived because the customer service officer did not complete the back office procedure required after the call was received. Another complaint was upheld where a customer was given incorrect information and advice regarding where they needed to direct their complaint to within an email that was poorly formatted. A third complaint was upheld where a customer was advised incorrectly that we would return for their missed bin, if more thorough checks had been made then it would have been evident that the bin was not emptied as it contained incorrect items so the correct policy is that we will not return.

Revenues

Of the 5 complaints received for revenues 1 was fully upheld and 1 was partially upheld, these were in relation to the quality of service received and process.

A complaint was upheld because despite contacting us several times and being assured that all was in place for the council tax energy rebate to be processed it was not received. It transpired that the council tax officer did not complete the back office procedure required after the call was taken to ensure the payment was made into the customers bank account. A complaint was partially upheld in relation to a customer applying for the council tax energy rebate, many issues were raised but there was no fault on behalf of the council apart from a telephone number being mandatory on the application form. When this issue was highlighted via the complaint received it was rectified as soon as possible and the complainant was informed.

Disabled Facilities Grants (DFG'S)

The 1 complaint received for DFG's was partially upheld, it was in relation to the quality of service received.

The complaint was partially upheld because a customer had experienced delays in having the DFG works and snagging list completed. This was due to many factors, including WLDC officer resources as a vacant position needed to be filled at the time the works needed completing.

Financial Creditors and Debtors (invoicing)

The 1 complaint received that related to a finance process was upheld, it was in regards to the quality of service received.

The complaint was upheld because on investigation it was found that unnecessary delays had been experienced in regards to a refund of a deposit to a tenant when they left our property. The delays were due to several factors but the main cause was the finance procedure for this type of transaction which appears to be complicated and long winded. This matter is being looked into.

Quality Monitoring Board

There were no Quality Monitoring Board meetings held during the Qu2 period.

Local Government and Social Care Ombudsman Complaints

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

During the Qu2 period the LGSCO made contact regarding 4 new complaints which had been referred to them.

The LGSCO decided not to investigate 3 of the complaints referred to them, they made further enquiries in relation to a Council Tax complaint, the LGSCO are currently assessing this complaint so it remains open.

There remained 2 open complaints from the previous quarter, these are in relation to Housing and Planning Enforcement, the LGSCO are continuing to investigate these complaints.

Case ID - 22002076	OPEN	The LGSCO are investigating	Housing
Case ID - 22003036	OPEN	The LGSCO are investigating	Planning Enforcement
Case ID - 22005496	OPEN	The LGSCO are assessing information	Council Tax
Case ID - 22006169	CLOSED	The LGSCO decided not to investigate	Planning
Case ID - 22006279	CLOSED	The LGSCO decided not to investigate	Housing
Case ID - 22006695	CLOSED	The LGSCO decided not to investigate	Planning Enforcement

Customer Satisfaction Surveys and Customer Satisfaction Score

Satisfaction surveys were sent during July, August and September 2022 to customers of the following services: Planning and Development, Planning Enforcement, Waste Services, Street Cleansing, Public Protection, Street Naming and Numbering and Licensing. In August and September surveys were also sent to Home Choices and Benefits customers.

Satisfaction surveys were sent to 1699 customers in total, 262 responses were received giving an overall response rate of 15.42% which is slightly lower than the previous quarter.

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

Customer Satisfaction Score for Quarter 2 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 262 responses and ratings received;

- 127 customers rated the service received as 5 stars (very satisfied)
- 63 rated the service received as 4 stars (Satisfied)
- 17 rated the service received as 3 stars (Neither satisfied or dissatisfied)
- 15 rated the service as 2 stars (Dissatisfied)
- 40 rated the service received as 1 star (Very dissatisfied)

	Number of surveys completed	Satisfaction Score
July 2022	56	59%
August 2022	131	79%
September 2022	75	71%

The number of 4 and 5 star ratings received are used to calculate the overall satisfaction score and percentage. For Qu2 this equates to a 70% satisfaction percentage or a 3.5 overall star rating. This is a 2% increase in satisfaction compared to the previous quarter, where satisfaction was 68%.

Customer Satisfaction for Quarter 2 = 70%

Customer satisfaction has increased slightly compared to the previous quarter, fluctuations in satisfaction were to be expected with the recent implementation of the new recycling service and the dramatic increase in the number of complaints received in Quarter 1.

The satisfaction score for July 2022 was unusually low at 59%, low scores were provided for various customer facing services across the council. Planning and Development received low scores with comments in regards to how quickly things happened and the quality of communication received, in particular between the planning officer and agents. General feedback across all low scores was in relation to the speed of service and how quickly service requests were actioned. Several low scores were received for waste services where we have had to return for missed bins.

Where high satisfaction scores have been given comments have been provided regarding how quickly customers managed to speak to someone, how helpful the person was and the quality of answers provided, the ease of requesting a service and the speed in which the service was delivered. Customers have commented how they felt they were listened to and shown empathy and have praised occasions where they have been kept up to date and were provided what was promised to them.

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:

- *Better communication and by sorting the issues out in question*
- *Let me know the outcome of my report*
- *Do what you said you would do*
- *It's all automated, so no knowledge about what will happen or then what has been done*
- *Respond with sincerity rather than patronising the people who live within the district.*
- *Provide the waste service I pay for*
- *Not such long winded messages & options when you ring up. TERRIBLE*
- *improve have a person to answer the direct line numbers instead of leaving a message*
- *Actually, get back in touch with people when they contact you, rather than just sending an automated message. The lack of a human touch makes everything you do very insincere.*
- *Be more open, honest and less defensive*
- *By giving a bit more information about the processes*
- *Improved communication, better application and consistency of application of planning policy and improved procedures*
- *Respond in some way or at least acknowledge or inform of any actions as problem still persists*

Any comments collected through surveys that constitute a compliment are logged on the system, are included in the figures within this report and are included within the compliments in Appendix 1. Any comments received that raise concern are tracked back and discussed with the relevant team manager to decide if any further action or customer contact is required.

Customer Demand Data

Following a busy Qu1 period customer demand has decreased but overall customer demand is higher than it was the previous year in some areas. The number of telephone calls received has increased with July 2022 being a particularly busy month in terms of the number of calls received.

Face to face contact has also increased significantly with a larger number of customers visiting the Guildhall requiring services and advice. This increase has been affected by the JCP seeing more customers by arranged appointment. The main services that customers require during Qu2 are customer services, revenues, home choices, member and support services and licensing.

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

Use of the WLDC website has increased with Qu2 seeing more users, visitors and sessions compared to the previous year. The main pages on the WLDC website that are visited are planning and development, waste and recycling and council tax.

The increase in customer demand during Qu2 has been affected by more customers calling about the processing of the Council Tax Energy Rebate as the timeframe was coming to an end along with Council Tax bills, the Household Support Fund and enquiries about the Ukraine situation as well as an increase in calls regarding the Cost of Living Challenge.

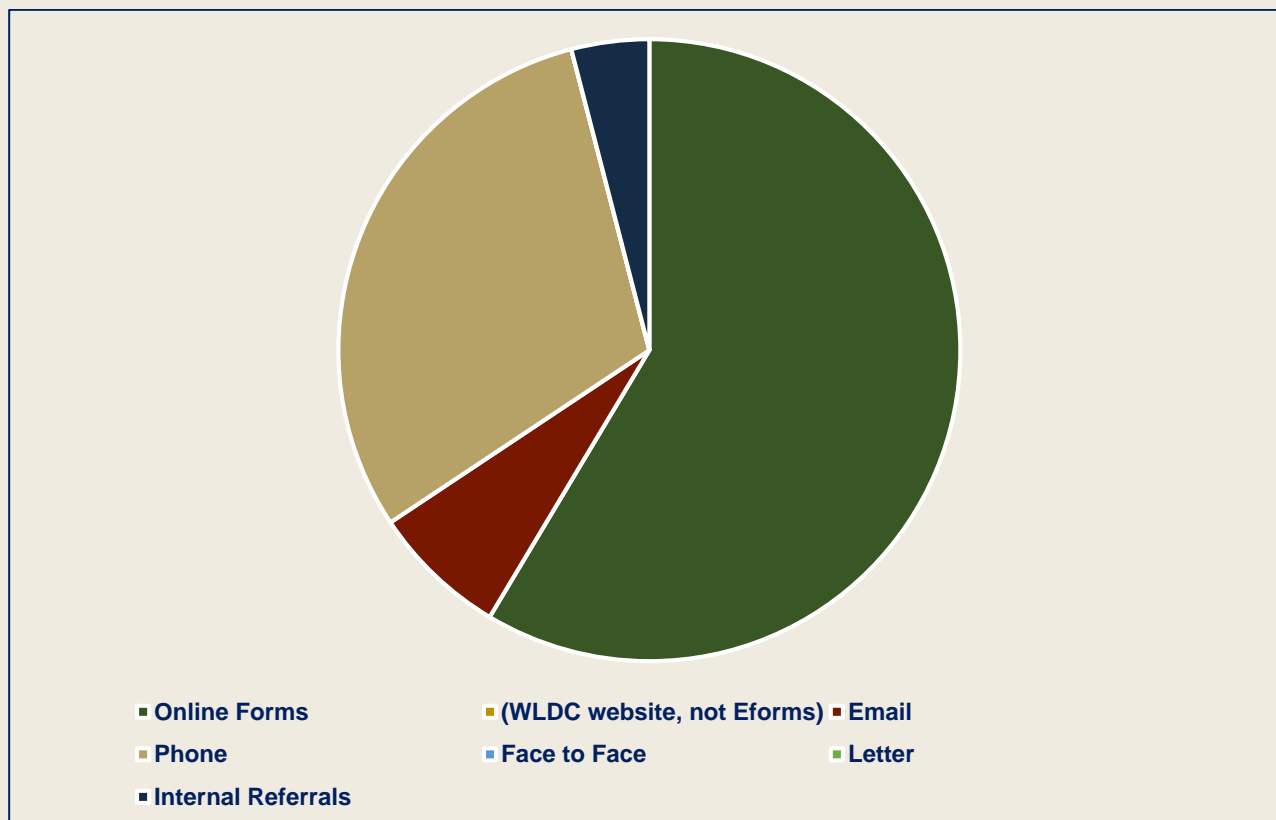
Online and telephone contact continues to be our customers preferred methods of engagement, over 88% of customers choose to contact with us in these ways.

Service Requests and Customer Contact Methods

A total of 2963 service requests were received for the following service areas; anti-social behaviour, building control, planning enforcement, housing enforcement, food health and safety, public and environmental protection, street naming and numbering (SNN) and waste services. The figures below show the number of service requests received by each contact method available.

Customer Contact Methods	Qu2 2022/23	%	Qu2 2021/22	%
Online Forms (WLDC website, not Eforms)	1719	58%	1779	51%
Email	220	7%	294	8%
Phone	894	30%	1263	36%
Face to Face	9	0%	0	0%
Letter	8	0%	6	0%
Internal Referrals	113	4%	121	3%
Total no of service requests	2963		3463	

Compared to the previous year fewer service requests have been received for the services included here. The percentage of service requests submitted via online forms has increased by 7%. Face to Face requests have diminished as during the pandemic customers were directed to socially distance methods of contact which they still appear to be using.



Face to Face Customer Demand

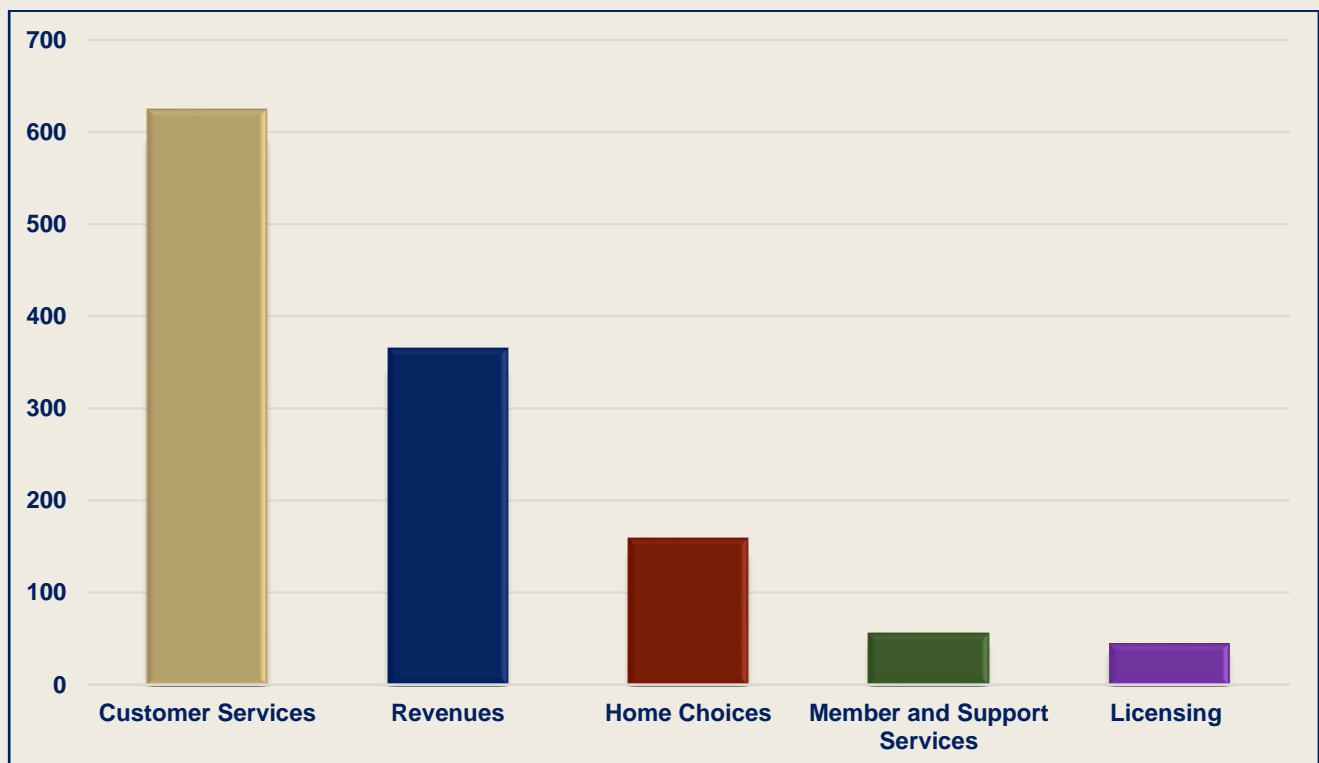
In comparison to the Qu2 period of 2021/22 the number of people visiting the guildhall has increased from 5158 in 2021/22 to 7074 in 2022/23. This shows that customers are feeling more confident in getting out and about now and that they still expect to be able to receive face to face services from the Council and our tenants.

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

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

	Customers attended to via intercom facility	Customers allowed access to the building (WLDC)	Customers allowed access to the building (Tenants)	Total
July 2022	335	327	2126	2788
August 2022	74	143	1195	1412
September 2022	227	356	2291	2874
Total	636	826	5612	7074

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 Qu2 were:



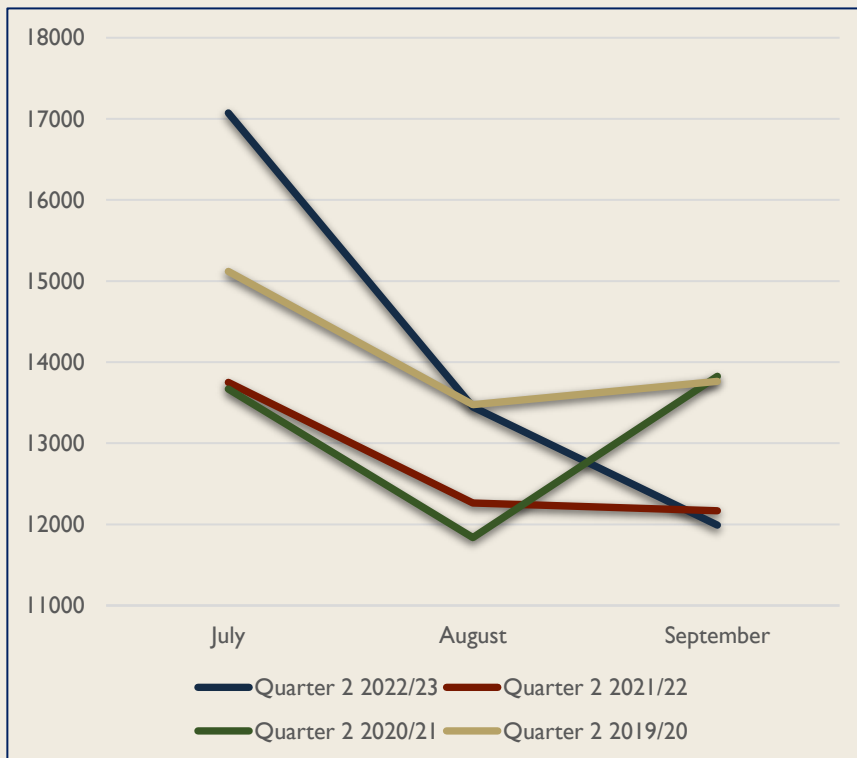
Telephone Customer Demand

Telephone demand has increased compared to the previous year, there was a considerable increase in July 2022, this follows an influx of calls during the previous quarter when May and June saw a big increase in the number of calls received. 4,326 more calls were received during Qu2 compared to 2021/22. We continue to experience an increase in calls received relating to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household Support Fund, enquiries about the Ukraine situation and calls in regards to the Cost of Living Challenge.

77% of all calls received were answered, this is a small increase compared to Qu2 2020/21 when the percentage of calls answered was 76%. 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 2 2022/23	July 2022	August 2022	September 2022	Qu2 Total
Number of calls received	17073	13446	11991	42510
Percentage of calls answered Qu2 2022/23	75%	75%	83%	77%
Quarter 2 2021/22	July 2021	August 2021	September 2021	Qu2 Total
Number of calls received	13751	12265	12168	38184
Percentage of calls answered Qu2 2021/22	77%	75%	76%	76%



This graph includes the number of calls received during Qu2 of the 2022/23 period compared to the three previous years.

In July calls increased compared to previous years, this followed an influx in calls received during May and June. Compared to previous years calls decreased in August and September.

The number of calls in relation to waste services reduced during Qu2 but we continued to receive calls in relation to the processing of the Council Tax Energy Rebate, Council Tax bills, the Household Support Fund, enquiries about the Ukraine situation and the Cost of Living Challenge.

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:

WLDC Website (2022/23)	July 2022	August 2022	September 2022	Qu2 Total/Average	Difference compared to 2021/22
Users	34,885	27,029	30,975	92,889	▲ 21,294
New Users	29,401	23,133	27,128	79,662	▲ 20,803
Sessions	57,142	45,016	47,999	150,157	▲ 31,067
Number of sessions per user	1.64	1.67	1.55	1.62	▼ 0.04
Page Views	181,797	173,225	183,124	538,146	▲ 80,585
Average Session Duration	02:37	02:44	02:22	02:34	▼ 00:15
WLDC Website (2021/22)	July 2021	August 2021	September 2021	Qu2 Total/Average	
Users	24,149	24,475	22,971	71,595	
New Users	19,664	20,252	18,943	58,859	
Sessions	41,502	39,647	37,941	119,090	
Number of sessions per user	1.72	1.62	1.65	1.66	
Page Views	162,140	150,900	144,521	457,561	
Average Session Duration	02:54	02:49	02:46	02:49	

Website usage and the number of visitors to the website has increased compared to the previous Qu2 period. There was an increase in the number of overall users and new users visiting the website as well as an increase in the number of overall sessions.

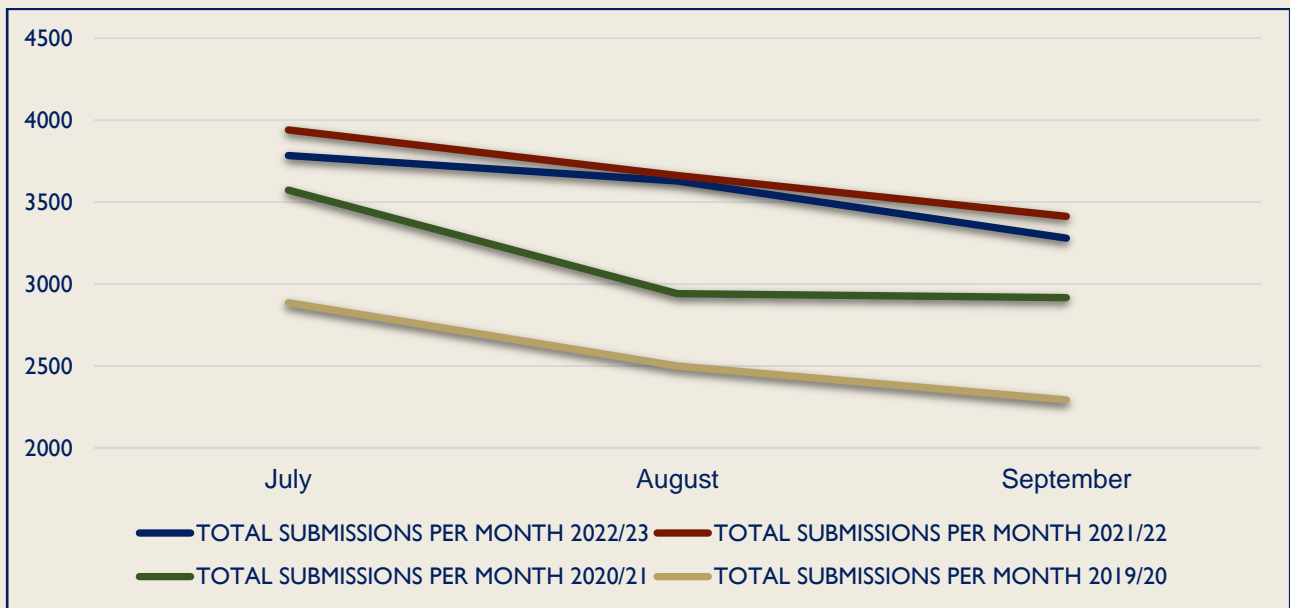
The main pages visited during this period were Planning and Development (search for planning applications), Waste and Recycling (find my bin day and recycling information) and Council Tax (energy rebate information and bills).

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 earlier this year.

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

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

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



	July	August	September
TOTAL SUBMISSIONS PER MONTH 2022/23	3784	3629	3280
TOTAL SUBMISSIONS PER MONTH 2021/22	3940	3662	3413
TOTAL SUBMISSIONS PER MONTH 2020/21	3573	2942	2917
TOTAL SUBMISSIONS PER MONTH 2019/20	2886	2501	2293

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

An average of 72% of customers have completed the forms online by themselves, without staff assistance, this has remained similar compared to the previous year.

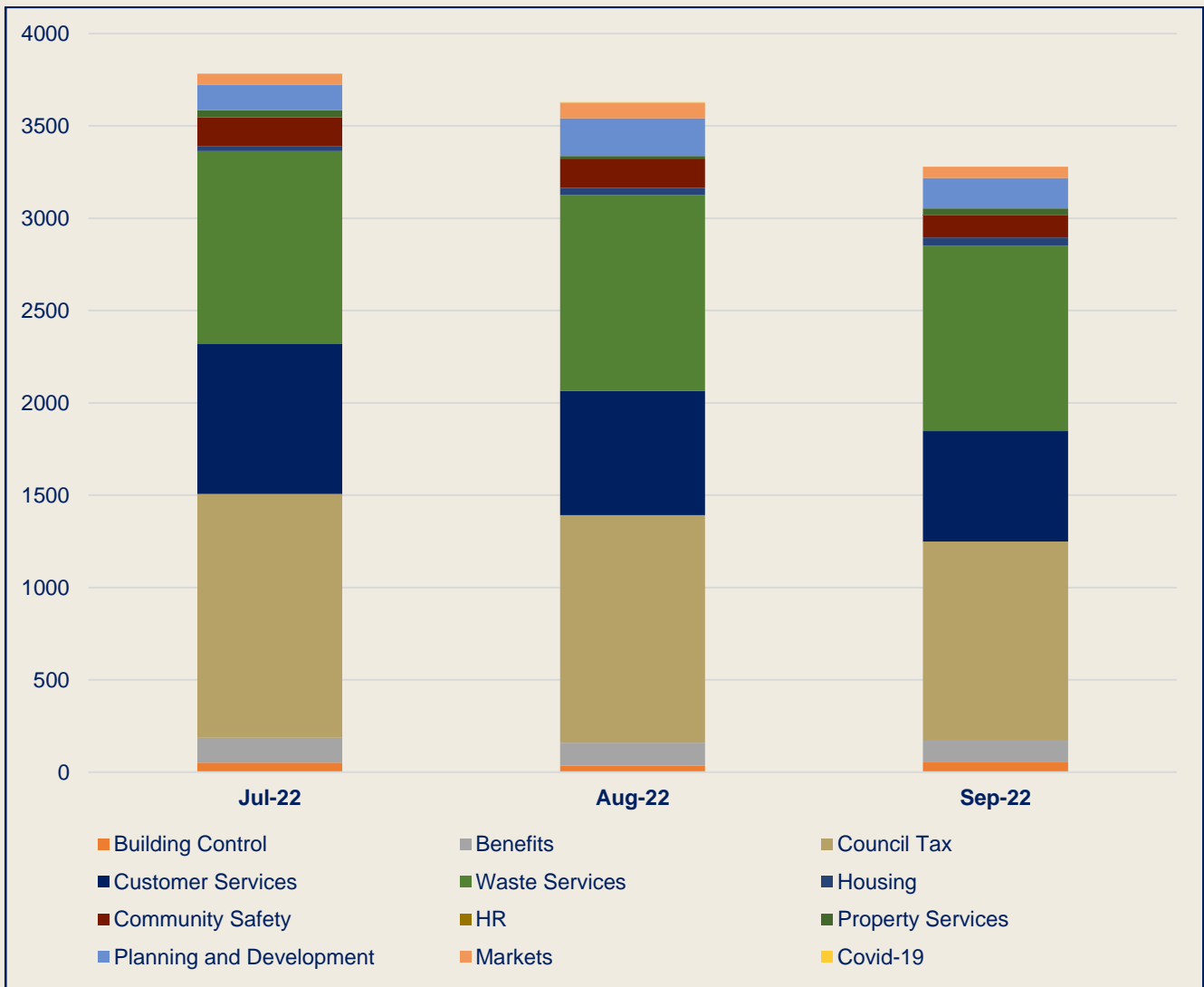
Eforms	July 2022	August 2022	September 2022	Qu2 Total
Completed by customer online	2738	2638	2370	7746
Completed by staff with customer over the phone	1046	991	910	2947
Percentage of Eforms completed online	72%	73%	72%	72%

The Eforms that are completed are in relation to various different services, the table below shows how many were received by each service per month during Qu2.

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

- 33% of submissions were for Council Tax
- 29% of submissions were for Waste Services
- 19% of submissions were for Customer Services

	July 2022	August 2022	September 2022	Qu2 Totals
Council Tax	1320	1233	1080	3633
Waste Services	1045	1061	1004	3110
Customer Services	812	673	597	2082
Planning and Development	138	205	164	507
Community Safety	157	160	120	437
Benefits	136	124	117	377
Markets	59	85	62	206
Building Control	51	35	53	139
Housing	25	38	45	108
Property Services	40	13	36	89
Covid-19	1	2		3
HR			2	2
TOTAL SUBMISSIONS PER MONTH 2022/23	3784	3629	3280	10693



Customer Payment Methods

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

- Self-Service
- Processed by Staff
- Automated payments

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

Staff processed payments include:

- Payments over the phone
- Postal cheques
- Cheques
- Small amounts of cash taken face to face

Automated payments include:

- Bank account payments
- Direct debits
- Post office payments
- PayPal

There was a total of 118,232 payments made to the council during Qu2, this is an increase compared to the previous year when 116,222 were payments were received.

After the direct debit payments have been deducted it is calculated that 55.64% of the payments were made using self-service, 12.64% were processed by staff and 31.72% were automated payments.

Compared to previous Qu2 period the percentage of self-service payments received has increased slightly, the percentage of payments that have been taken over the phone has remained the same and automated payments have reduced.

	July 2022	August 2022	September 2022	Qu2 Total
Self Service				55.64%
Automated telephone system	710	671	657	2038
Website, Achieve and Kiosk	2042	2065	1886	5993
Processed by Staff				12.64%
over the phone	523	527	452	1502
Received in the post	96	100	126	322
Automated				31.72%
Direct Debit	34431	34665	34703	103799
Post Office	1504	1585	1489	4578
Payments Total	39306	39613	39313	118232

Conclusion

Following the busy start to 2022 services have continued to experience high demand during Qu2, customer demand has increased and customer feedback has remained similar when compared to the previous year.

Complaints have reduced following a busy quarter 1 period when the majority of complaints received were in relation to waste services and the new recycling service that was introduced earlier in the year. Residents are now getting used to the new arrangements and it was expected that customer feedback would increase and customer satisfaction would fluctuate as the new arrangements were implemented across the district.

There has been an increase in the number of calls received, in particular during July, online activity has increased and there have been more visitors to the WLDC website.

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

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

Appendix 1 – Compliments Received

Arts and Leisure

- 5 Star Google Review - Lovely staff, air conditioning, fantastic show. Loved it.
- 5 Star Google Review - Gem of a place. Variety of events, all year round, live music, theatre and cinema. welcoming. Friendly and intimate, yet professional, something for everyone, and fab staff and service. 😊
- 5 Star Google Review - Love this small intimate venue, good seats with plenty of leg room, small car park, nice bar area, clean toilets 👍 Seen both snake Davis and voodoo room here, brilliant artists.
- 5 Star Google Review - This was our first visit to the arts centre. We found the staff very friendly. The interior clean and modern and had a nice atmosphere. Will certainly be going again.
- 5 Star Google Review - A fairly good selection of films shown for such as small place, can get quite busy for the latest blockbusters though.
- 5 Star Google Review - Loved it that there was a break in the film when you can get a drink or an ice cream and go to the toilet without missing any of the film.
- Craig, wow! What can I say? Yesterday's production of Peter Rabbit will definitely be on my list of outstanding standout events along with Don McClean and Joan Armatrading Hyde Park Concert in 1975, Queen at Live Aid in 1985 and English winning the Ashes in 2005. Rasen, Trinity Arts and WLDC have gained from the event. I have had nothing but positive comments about the production and the venue. Many enquiries about next year.

Benefits

- Satisfaction survey comment (5 Stars) - My claim was dealt with well. I expected a few weeks wait to get things sorted get.

Cemetery

- In speaking with a relative about interment of his mother's ashes he commented: You've made it a lot easier than expected. and Cheered me up a bit.

Communications Team

- Many thanks for your help.
- Hi Julie, I know I shared thanks with you previously, and you're nominated for the A&B Award, but I wanted to add to that the formal recognition from the CP&R Cttee at their meeting in June, for the work you and your team did over the Jubilee weekend. Cllr Patterson reiterated his comments in the public meeting and it was requested that the thanks be passed to you and your team.

Communities

- Hi Julie / Claire, I would like say a BIG thank to you both for persevering with my "saga" and finally getting the funding into our account. As well as all the members of the Southrey Indoor Bowls Club, will be enjoying the new equipment in the not too distant future. Once again, many thanks it was very much appreciated.
- Hello Shay and Claire, wow. I'm lost for words - it's phenomenal news and it will make such a difference to the look (and feel) of the building which has been so unloved for so many

years. Besides making the building sound, the people living in Hemswell Cliff will, I'm sure, be so pleased to see the end of it being boarded up and looking so sad. I'm sure that the WWII Sergeants - had they still been alive - would be pleased to! So many thanks for your efforts on our behalf - it's truly appreciated.

Community Safety

- Kim, Thank you very much for your response and actions to this complaint. I am very impressed with the response. I will ensure that the complainant and other local residents are aware of the actions taken.
- Thanks Thomas for the update. Thanks for the work you have done. I am not sure if you appreciate what a huge impact you will have had on improving the quality of our client's lives.

Crematorium

- Dear Karen and Deborah, just to say thank you so much for your help and kindness on 19th September. (from Thank you card)
- Thank you, you have been amazing.
- Just wanted to say, what a beautiful caring place you work for. Our first family funeral today, my 91 year old aunt. It's just so relaxing there. Place of reflection.
- I love Lea Fields, not only the outstanding building but the brilliant, professional staff too, nothing is too much trouble. The only thing I don't like is: I wish more people would choose it and then I could come much more!
- Thanks to you all for being so welcoming every time and for all you provide for the people who really matter, our family's ♥

Customer Experience

- Thank you so much for pulling all of this together for us Natalie, what would we do without you?!
- Dear Natalie, thank you for your response and explaining the situation clearly.
- Hi Nat, thank you for quickly taking action and putting this in place.
- Thanks Natalie, a busy quarter! Well done in maintaining response times, that is quite a feat with the number of complaints in particular.
- Thank you so much I truly appreciate this! They were indeed delivered to me on Friday.
- Well done at G&A - this is a good sign they are happy with all we do and this is because of your dedication and thoroughness in doing a fantastic job.

Customer Services

- Thank you for following this up. Since we have lived in Burton, now 11 years, your staff have given us great service. Please pass on our thanks.
- Hi Alison, customer called today wanting to speak with you following a missed call. She wanted me to pass on her thanks for all the hard work you put into her report, and wanted me to let you know that someone from EP is coming to look at the property in question which she is very happy about 😊 she says you don't have to worry about it anymore!
- Hi Shelley, thanks for the prompt response we look forward to receiving them soon.
- Hello Alison, very many thanks for your prompt attention and action to my request regarding the bin calendar. Could not ask for a better service. All the very best.

- Hello Lyn! just a very quick message to say, hope you are doing ok and feeling at least human if not totally well, and MASSIVE thanks to you and your team. I don't know the names of all of them to thank them personally, (which feels like I need to come spend some time with you guys!) but if you could please let everyone know how appreciative i am of their work these past few days, keeping it running downstairs, from Brad standing out there on Friday morning, to everyone doing extra hours over the weekend, and still having to run it this week... and Laura a committing to the early morning meetings... they've all been amazing Lyn, thank you.
- Darren said that Maddie, Kate and Adam were brilliant and very compassionate to customers when he worked with them this weekend.
- Lyn, you and your team are absolute stars, thank you for everything.
- I wasn't sure where to send this to but I just want to acknowledge how incredibly proud I am of all of our staff today, especially the Customer Services and Demo teams. Without prompting, everybody I have bumped into in the office has dressed and acted respectfully, rallied round and represented the Council in the most professional way possible. Our staff are always the very best embodiment of public service, but especially today and it makes me so proud to work for West Lindsey.
- Ady has just called me and wishes to express his thanks and admiration as to how CS staff have risen to the challenges this morning. He is really impressed by your respectful dress and welcoming, professional approach. So, a BIG thank you and well done.
- Hello all, following the completion of our as-is and to-be process mapping sessions as part of the T24 Customer Services Redesign, I just wanted to extend a huge thankyou to everyone involved for your time and input as it made the facilitation of these very easy and good fun too! I know it's particularly challenging to free up time for this type of work within a customer facing team, so your contribution has been very much appreciated both in the sessions themselves and through responding to my various follow up requests. All of our work will be fed into the wider T24 Review, that should be finalised within the coming weeks. Thanks again
- Hi Alicia, Thank you very much for your help.
- A customer wanted to commend Ange on her customer service and told me to pass on her thanks on the help she received for this.
- All done thanks to a massive help from Amy and Ally thank you!! and thank you to everyone for manning the phones in my place.
- Please could you pass my gratitude on to the customer service team of ladies I spoke to as they were very patient and supportive to me as was finding the proposed idea very stressful.
- Dear Alicia, many thanks for the helpful information that you sent which has allowed me to complete the application process.
- Well done team and as ever we just get on with it.
- It was fabulous to have this feedback and a huge thank you and well done for all the calls and call backs you are dealing with, I am so very proud of you all. Hopefully, it will not last for too much longer so 'Keep smiling it won't last forever' 😊
- Alison called me about my garden waste and I want to thank her so much for calling me and helping me to finally fix my online account issues that I've had for almost a year. Alison you are patient, kind and have helped me so much today.
- Alicia, perfect thanks ever so much.
- Lee, thank you so much. I am very grateful.

- A customer that Adam dealt with booked some ticket for TAC, she didn't want to fill out the survey as she wasn't good with computers but she wanted to give a compliment of how helpful Adam was during the call.
- Sending you this for all the customers you have asked to do survey - well done Lee.
- Ange - thank you for displaying courage and offering to be the point of contact for the rest of the team so you can support them when they are dealing with a difficult or challenging customer or situation. We are also going to ask that someone else also volunteers to do this with you so we have cover for when you are on holiday. Many thanks and amazing that you are happy to do this.
- 28 x 5 stars reviews were received on our Customer Satisfaction Surveys; customers have commented how officers are friendly, polite, punctual and professional. Customers have also commented on the fact that officers have been helpful, kept them up to date and informed when any changes have been made.

Disabled Facilities Grant

- I am very delighted with my electric door, it has changed my life.
- DFG feedback form - As i am visually impaired everyone has been so kind and considerate and i thank everyone for their kindness and support whilst this work was going on. Thank you all very much, my life has changed so much, thanks to everyone. I have got my independence back and am able to do more for myself without relying on my daughter. I am able to bath dress and do more for myself, pegging out the washing and moving around more easily, thank you very much.
- Just like to say 'thank you'. So nice to just walk into my shower. My thanks to 'Mark' who did the job. Excellent.
- The DFG has benefitted me as i don't have to climb into the bath anymore and everything i on one level, the work could not be improved on.
- Just a big thank you. The adaptations have benefited me as i can now have a private shower on my own and i can wash as soon as i get up without having to wait for help.
- DFG - The client wanted me to pass on comments to the contractors that they have done a marvellous job on both the bathroom and the stairs.

Environmental Protection

- Thank you for all the support you have given us. Rachel at Environmental health has been particularly helpful and supportive to us and is continuing to monitor the site working hours. The site manager who was in place when I first emailed you has now been removed and things have been a bit calmer since the new one took over.
- Thank you for all help and assistance over the years, again apologies if I had not informed you when we retired from Treetops.
- 8 x 5 stars reviews were received on our Customer Satisfaction Surveys; customers were impressed with the communication from the staff they spoke to and happy that they were able to speak to real people who were helpful and empathetic. They appreciated the fast and efficient service received.

Financial Creditors and Debtors

- Statement of Accounts – completed: Amazing teamwork by the Finance team who have put in long hours and lots of hard work to ensure the Statement of Accounts have been completed 24 days earlier than the deadline required. A huge THANK YOU goes to the whole team for their commitment and professionalism over this time.

Food Health and Safety

- Regulatory Services: Looking after us all! Lincolnshire Show; over the course of the 2 days, our Environmental Health Officers carried out spot checks on around 50 food businesses, including the Showground Operators themselves, to ensure they were operating safely, which in most cases they were. A special Thank You for this valuable work goes to Richard, Joanne, Mia and Geraint from a food perspective.

Growth and Regeneration

- I just wanted to say how much my family and I enjoyed the free treasure hunt taking place in Gainsborough this summer and to say thank you to the organizers. We drove over to the town from Grimsby as we wanted to go to a Prezzo since it was my daughter's favourite restaurant when we used to live down South. I was looking for other things to do during the visit and came across the treasure hunt which we then collected from Wilko. We have done treasure trails before elsewhere which we have had to pay £10 for online. This one was fantastic and very informative and enjoyable and we really appreciated it being free of charge. Thanks so much for a fab day out
- Good morning Faye, thank you so much for all of the exposure you are getting for my little boutique. It's quite surprising when speaking to people in Caistor that they are not even aware of the Cornhill area! I just wanted to let you know how much I appreciate your help.

Home Choices

- Sarah, I would like to thank you and your team in rehousing one of our customers. The case was carried out in an efficient and speedy process. The customer is very pleased with the outcome. Please pass on my thanks to all those involved.
- Well done to our Homelessness Prevention Officers Ayla, Natalie and Paula for the highest number of positive outcomes the team has ever achieved in one month.
- Just wanted to highlight to you some really positive work. We have an extremely vulnerable person, Laura and Ayla at West Lindsey have been really helpful and worked hard to facilitate a move for them. They have now received an offer on an alternative property and all being well will be moved in the next couple of weeks. The case is really complex due to severe physical disabilities and requirements for access for a specially adapted wheelchair so it can't have been an easy task to find a suitable property. Laura and Ayla kept us in the loop with everything and I think they've gone above and beyond to help. Thought it would be nice to share some positivity instead of the usual moaning!!
- Hi Ayla, I'm just emailing to thank you for all of your support, not only with a recent client but also in the past. You are always so supportive and helpful, you always work in a person centred and non-judgmental manner and it is so refreshing! We work with some difficult cases and you always do everything you can to help. Your support is much appreciated.
- 11 x 5 stars reviews were received on our Customer Satisfaction Surveys; customers commented how officers are helpful, understanding and empathetic. They also said the online forms are clear, precise and easy to follow.

Licensing

- Many thanks for your help and the departments help over the last 14 years.
- Thank you, Tina, for the information, a very prompt response.
- Tina you are so helpful that's fab I can hopefully check this lot and start the draft licence all thanks to you.

- Thank you, great quick service.
- Tina, you are a star - thank you.
- He was full of praise for the 2 T's assistance in his licence application – another satisfied customer!
- Tracy has been very patient with getting this sorted and we are there at last.
- Regulatory Services: Looking after us all! Licensing Officers completed a spot check at the Simply Red concert held a couple of weeks ago A special Thank You for this valuable work goes to Kimble and Tracy for Licensing.
- 19 x 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 and knowledgeable.

Local Land Charges

- Dear Deborah, Thank you for your prompt response and your help. It is appreciated.
- Hi, Wow! Thank you, what an amazing speedy service. Feel free to put this on your website. Seriously, thank you for your help.
- Wow, thank you for such a fast response, much appreciated.

Member and Support Services

- These positive comments are a direct result of Rachel's work in supporting the group, she is relentless in terms of chasing organisers and SAG members in order to complete Event Plans, as well as thoroughly briefing me before, during and after SAG's. I'd like to thank Rachel for her invaluable support.
- Dear Chief Exec, Councillors and Staff, may I thank everyone involved in organising the Celebration of Life Service and reception after on 31st July at Market Rasen, for the three Councillors who passed away during Covid, Lewis Strange, Reg Shore and Malcolm Parish. The occasion finally giving some closure to the sadness of loss. My heartfelt thanks to you all.
- I was also going to email you to thank you, and everyone else who put this together and helped out on the day. I appreciate you all giving up your time on your rest day, and you all did a wonderful job and made it a special day for their families and friends. If you could pass on my thanks I'd appreciate it.
- Dear Katie. I just wanted to say a great big "thank you" to yourself and all the people who helped you in any way to put on yesterday's Service for our three departed Councillor's, you did West Lindsey proud. I am aware of the tremendous amount of work that goes into organising such an event. On behalf of West Lindsey District Councillors and it's Residents Katie, "Thank you to each and every one who worked so very hard".
- Good morning (Katie, Ele, Trudi and Claire), I hope that you managed to save a little of your Sunday evening yesterday. A big thank you for all the organisation and preparation for the Celebration of life service yesterday. It all went very smoothly and was a very special event. It was much appreciated by those families that attended and I received several positive and grateful comments. Let's hope that you can have a quieter period to just be able to get on with your "day job" as opposed to the added events like shows and services! I appreciate that we are light in some areas of personnel and that all the extra work falls on those officers that we do have. So many thanks to you all and please extend my grateful thanks to anyone else that was involved with the planning and execution of the day.
- Thanks very much John, your help is much appreciated.

- Dear Freedom of Information Office, that is great news! Thank you so much for getting back to me with this information and for your compassion for animals used in events. I will add you to our list of Local Authorities who do not use animals at festive events or grant permission for such events on council land. We wish you every success with your festive events. I am sure they will be fantastic!
- Several compliments and messages of thanks have been given to the democratic team for their excellent organisation and running of the WLDC marquee at the Lincolnshire Show.
- I would like to add another thank you to all the staff that worked on the Lincolnshire Show last week, the show may only have run for 2 days to the public, however it takes a herculean effort to make all the logistical arrangements, so once again a BIG thank you to all those involved. I think there may have been some very warm staff that week as we saw a heatwave for the show!!
- I wasn't sure where to send this to but I just want to acknowledge how incredibly proud I am of all of our staff today, especially the Customer Services and Demo teams. Without prompting, everybody I have bumped into in the office has dressed and acted respectfully, rallied round and represented the Council in the most professional way possible. Our staff are always the very best embodiment of public service, but especially today and it makes me so proud to work for West Lindsey.

Planning and Development Trees and Conservation

- Good afternoon Vicky, thank you so much for reaching a swift decision for the above application and I am looking forward to working with you in the future.
- Great news Ian and a pleasure working with you. All the best.
- Vicky, I have just received the approval, so thanks for your efforts with me on this application.
- Hi Ian, thanks very much for the planning permission and all your support throughout this application. Very much appreciated by both us and Cherry Tree Homes.
- Hi Carol, That's really helpful, many thanks for your response. Best regards.
- Good afternoon Carol, I hope that you and yours are well. Thank you very much for your assistance with this request, which I greatly appreciate. I look forward to speaking with you again soon.
- Dear Carol, Thank you. That is extremely helpful.
- Carol, many thanks for your assistance in the last week when my parents contacted you for guidance on submitting the application.
- Jo, thanks for all your assistance with this, hope I wasn't too much of a pain. All the best.
- Hi Carol, thank you so much for your time and for clarifying the matter for me, it is appreciated.
- Thank you, Carol, this is really useful information.
- Hi Carol, thanks great thank you.
- Hi Denise, thanks for sorting out both applications and for the speedy turnaround, much appreciated!
- Hi Rachel, many thanks for this and also for the quick turnaround, much appreciated!
- Thank you so much Tom, that really helps.
- Hi Alison, thank you for this, thank you for your time and patience with us and sorry I haven't always had the right information ready for you.
- Hello Carol, Sorry for the slow reply, we were away on holiday. Thank you for your email and the very helpful summary and advice of the trees in question. Thanks for checking

whether the hawthorn was part of a hedge or not. It's good to have that cleared up for future peace of mind. Kind regards!

- Dear Miss Brooks, thank you for all that you have kindly done looking into this for us. We really appreciate your time and assistance that you have given us.
- Denise, Payment made – thanks as ever. I wouldn't say that you're on the ball – but you are definitely WLDC's Lucy Bronze 😊
- Good Morning Emma, Thank you for such an early reply and link. I found what I was looking for. Thank you once again
- Hi Ian, thank you for sending over the approval below and for all your assistance with this project. It has been most appreciated.
- Really helpful, thanks Carol.
- Good afternoon Danielle, thank you for the email and determination document it is much appreciated. Thank you for the apologies it's not your fault it was an accumulation of things that ended taking a year to get to committee. It been stressful at times but we got there in the end with a positive result. I am convinced in my own mind that you were the main driving for in moving it forward and getting me and my family a positive outcome, so thank you for that. I must say since you took it over the communication between the planning department and myself has improved 110 percent.
- Many thanks carol for your help in this matter.
- Good afternoon Ian. Many thanks for all your assistance and of course Chris's understanding of our request to reduce the initial distance from the eves.
- Many thanks for your prompt reply Carol - most helpful.
- Denise, thank you very much for this. I appreciate the time you have given in providing the answer.
- Good afternoon Carol, I am indeed well, thank you as I hope that you and yours are too. Thank you for your kind advice and assistance with this request, which I greatly appreciate. I look forward to speaking with you again soon. Best wishes.
- Dear Carol, Many thanks for this very helpful and prompt reply.
- That is a really comprehensive reply. Really helpful. Thank you so much Carol. Greatly appreciated.
- Just to say that I can always rely on a prompt and courteous reply from Ian.
- Dan, thanks for this – it's great to finally get this one over the line! Thanks for all your work on this, I know it wasn't always easy.
- Morning Alison, thanks for your help with this one – very much appreciated.
- Holly – many thanks for your support with this.
- Hi Vicky, thank you for promptness very much appreciated.
- Hello Vicky. That's great, thanks for your help on this matter.
- Carol, very many thanks for your help and advice.
- Hi Carol, that great! Thank you very much for your prompt response.
- Dear Ms Brooks. Thank you for sending the information you hold regarding this historic record – it is very much appreciated. Thank you also for the link regarding pre-application advice. Thank you again.
- Many thanks for your actions and for letting me know. Best wishes.
- Good afternoon Daniel, that's much appreciated. Thank you for handling this in such a prompt and professional manner. Have a good weekend.
- Dear Emma, I wish to thank you for allaying my concerns about the issues with the statutory notices erected in respect of the proposed development.

- Good afternoon. Thank you so much for your help and prompt reply.
- Hi George, it was a pleasure to meet you the other day and thank you for being professional, friendly and understanding. People like you gives me faith in what our human race needs - bit more logic, sense and empathy. It means a lot to me considering our circumstances.
- 13 x 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

- Kyle, in response to a query, has informed me that he is a temporary consultant working two days a week. I have been impressed by the work Kyle has done in my dealings with him.
- Thank you, Laura, that's fantastic news, we are so relieved. Thanks again for your patience and understanding. This has been on our doorstep, so we see it every day, but it has been great knowing you have fought the fight with us. I personally would like to say thanks for I know I have been like a dog with a bone! Keep well and best wishes.
- Satisfaction Survey Comment - 5 Stars - Dealt with issue quickly.

Property Services

- Before 9 am today – Sunday July 17th – I reported that one of the WCs in the lady's cubicles was blocked and the flush did not appear to be working. The matter was resolved within 2 to 3 hours. Could you please pass on my thanks for the very efficient service.

Revenues

- Hi Emma, thank you for taking the time to listen to my "opinion" regarding the matter of my old account. I just wanted to follow up and express my gratitude for you dealing with my call and listening to my whining which you no doubt get day in/day out :) I felt you handled the call well and was informative throughout.
- Thank you for your assistance during our earlier telephone conversation where my Energy rebates was completely filled in by yourselves with the information I gave to you over the telephone, much appreciated your understanding with my difficulty to manage to do this without a physical paper form which for some reason had not been received but now as you have completed the form for me with the information I gave and accepted the statements you read out to me I will look forward to receiving the money is in a future so thank you once again, take care.
- Just had a customer on to say, how stressful moving house has been and council tax have restored her faith in people as we are the only ones who have answered her call quickly and dealt with her request and been very helpful and would like to give us 5 star feedback!
- Good Morning Helen, thank you Helen and all your team for all their help over the last 14 weeks.
- It is brilliant that Emma has recognised how much work Gemma puts into safeguarding our residents. Thank you, Gemma, for your support with this.
- Please can there be a big thank you to Gemma and all the support she gives me re safeguarding concerns I contact her with. Couldn't manage without her.
- Had a customer on to help with the energy rebate application he wanted to say 'thank you so much for making this so easy for me, it's not easy for people like me in their 80s and you answered the phone pretty much straight away and made it very stress free for.

- Good Morning Helen, happy Friday! Thank you ever so much for this payment, it really does help greatly at this end! Again, I really cannot thank you enough Helen for all of your brilliant help and assistance throughout everything that has been thrown at us of late, we truly do appreciate it. Have a nice day and a lovely relaxing weekend and massive huge big thank you again. Kindest regards & very best wishes.
- I would like to draw Gemma of the Council Tax Support Team to your attention. During what has been an extremely horrible time for us being on Universal Credit and the embarrassment of not having enough money for food and necessities Gemma showed an extremely caring and kind attitude to me when I needed help. Gemma treated me as an equal and without judgement as to the situation that we unwittingly found ourselves in. It is horrible being dependant on universal credit and sometimes it can make you feel like your life is not your own as you need to account for everything that you do and every penny that comes your way. Gemma was the first person who actually treated me like the intelligent person that I am and understood that sometimes life can kick you and throw curve balls without warning or provocation! Please can you let the Chief Executive know of Gemma's outstanding and kind attitude at a time when a kind word and an understanding heart was desperately needed.
- A huge thank you to the whole team working on this, with special mention to: Alison, Helen, Rachel and Tess for their massive effort and hard work to get us this far already. (Energy Rebate Payments)

Street Cleansing

- Thank you for a first-class job today, removing dead swan. It was carried out very promptly, efficiently and in a friendly and professional manner. Bravo West Lindsey.
- Just wanted to let you know that I reported fly tipping in Moortown yesterday and the refuse was removed this morning. While I accept others may have reported it, that's lightning fast in anyone's book. Is there any way you could pass on a round of applause to the team concerned?
- Simon has to be congratulated on his attitude. He is always on the ball and enhances WL reputation among our parishes and residents.
- 18 x 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.

Tourism

- I wanted to compliment the tourism/ economic development team that were in the market place on Saturday morning. They were engaging and really well informed and very friendly. I hope you get lots of useful feedback.

Waste Services

- Customer wanted to say what a good job the crews do with collecting the bins, especially garden waste. He has never had any issues and think they do a fantastic job.
- Hello, I would like to thank you and your department for sorting my garden recycle bin so efficiently.
- Excellent service from the Garden Waste bin collection team in Welton today. Friendly and very helpful! Thank-you!
- Hello, yes, I am very pleased with the response I received regarding my bin collection. Thank you very much.

- Thank you who emptied the green bin as it was on the front of the property. They also put the bin back. He went out of his way to find the bin as it wasn't in the view of the crew.
- Thank you so much for your help, just to let you know that your guys came yesterday, whilst they did not contact me personally, my wife was in the courtyard and dealt with them. I wanted to let you know that they could not have been more helpful and polite. It is sad to say that this is not always the case with such issues, despite all we try and do. The service they gave us was great, I know you and they will say they were just doing their job, which is correct, but as I have said that is not always the case and all too often such decent service and manners goes without comment so I thought I should let you know. Please pass on my comments to the guys who came and their supervisors. Once again thank for your help.
- A huge 'Thank You' to our Operational Services crews for your commitment this week. The increase in temperature seemed unbearable at times, but hopefully we are now over the worst of it.
- I am contacting the waste services team to say a very big thank you for removing the blue recycling bin from outside our house. Please pass on my thanks to the relevant team members for responding so quickly to my prior email. It is greatly appreciated.
- Many thanks for your assistance - very impressed - all green bins in meadowfield emptied today. 10 out of 10!!!
- Amazing job waste crew, you deserved all the great comments! #WestLindseyCommunity!
- The Black Horse Pub in Blyton said: "Well done lads! If you need the loo or a soft drink on your way past, we're open and happy to help!".
- Thank you for all you do to take away our waste. I'll be honoured to fill water bottles.
- Customer wanted to pass on her thanks to the drivers and crews, they have lots of parking issues in the area but she said they were very nice and did a great job.
- Had bulky collection this morning just wanted to say the crew were very polite and professional and thank you.
- Customer called to say a big thank you to the green waste crew this morning. she explained the crew member noticed her struggling with the green bin this morning and he ran down her drive to help her. She said he was a lovely young gentleman and praise should be given.
- 27 x 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. Comments have also been recorded regarding the friendliness of crews when out and about on their rounds.

WLDC Council in General

- Dear Colleagues, I want to say how proud I am of how everyone has responded on this sad occasion. Everyone has acted with dignity and respect, making me proud to be a part of West Lindsey District Council. Thank you for being such great colleagues!
- A resident called to be taken off the consultation panel and advised it is always a pleasure to speak to West Lindsey District Council.
- I want to thank the staff in this tent today for supporting and helping my daughter with the activities. Thank you all for your relaxed, non-judgmental attitude when she was upset by the request from me to leave the tent to meet with family and had too much going on around that had sensory overload leading to a small melt down. It's refreshing to not feel like it's a big thing - it helps her calm quicker. We definitely will plan more time for tent next year.

Appendix 2 – Comments Received

Arts and Leisure

- I am contacting you in relation to the absence of public swimming facilities in WLDC. Whilst the level of facilities as a whole is poor, and doesn't reflect ever increasing council tax, we are now in a position where a child learning to swim is a privilege of wealthy families. I believe this should be a right for all children as an essential life skill. It should not be limited to children who have parents that can afford £100+ health club memberships. We have a one year old but living in Welton we now find ourselves travelling to Louth or Woodhall to use a pool. Yarborough is of course outside WLDC and also out of action. I really find this unacceptable and the new leisure centre at Rasen is a missed opportunity providing yet another warehouse gym as opposed to facilities that we don't have. I have no doubt this lack of investment in health also creates more pressure on our mental and physical health services.

Customer Services

- Customer request for being able to make payment through a simple link that could be delivered by text to a mobile phone - logged for future reference. A customer asked if we had a link we could send via phone or email so they could purchase her new bins online.

Planning and Development Trees and Conservation

- Having seen smaller and less damaging applications turned down. How did the planning application 143527 land off Brigg Road, Moortown manage to be granted? Did the public consultation get read at all? An oversized property on an unstable site surrounded by a beck that rises with heavy rainfall plus clearing the site with all confidence planning will be given with a disregard of wildlife and countryside act laws, before environmental surveys were undertaken excessive (total) removal of trees and hedges.
- The weekly planning application list has been altered. It is now crammed together and difficult to read. Why is this. The old system was clear and easy to read. I protest strongly at the new method. Is it meant to discourage ordinary tax payers from checking for planning applications in their area.

Property Services

- Comments received regarding the fact that travellers in Bridge St car park not issued with fines despite committing car park offenses.
- Customer called us on 01427 676676 to pay for parking over the phone as they did not have cash to pay. We do not accept contactless or card payments, only the Ringo app as an alternative to cash.

Revenues

- Dears Sirs, I write to express my sadness, as it seems you are making it almost impossible for me to get the energy rebate payment due to me. 1; I completed your instructions for the online form, I was refused log in. 2; I was told 'must telephone West Lindsey D.C. after 30th July, by your help desk staff. 3; Tried again to complete online application. This time

message basically saying 'don't bother us we are very busy'. No other advice or instructions. You will note I have moved out of West Lindsey. There seems to be no process whereby payment can be made to me. Was it Government Policy to make people fight and struggle to receive this payment?

Street Cleansing

- Customer called chasing street clean which was only requested yesterday but also wanted to make comment that his street used to get swept weekly after refuse collection but it's not been done for a year or more.
- Customer has previously reported fly tipping and see's it regularly, recommends having a bin there for people to use for beer cans and other waste and signs advising of fly tipping consequences.

Waste Services

- Customer believes that a second green bin should be offered at a reduced rate to encourage more people to use them as she has noticed that GGW is being dumped. She also believes that the community is being short changed as churches and public spaces have to pay for GGW bins and many are being maintained by volunteers and so they may not be able to afford garden waste subscriptions. Also, after a dry summer, lots of leaves are falling late in the year and so customers would benefit from an extension on the GGW collections to cover the leaves falling over the winter months.
- It is a shame that the council don't offer a larger recycling bin considering people are trying their hardest to be eco conscious. I would appreciate it if you could pass on my feedback.
- Bin collections. The recent introduction of a separate cardboard collection is ill thought out, as it means other recycled materials have dropped from fortnightly to monthly collection. So as most of us generated much more tin, plastic, etc waste than cardboard, that bin is oversubscribed. We are having to put excess plastic into the grey bin and in effect into landfill. If you have to go along this route, there needs to be a double collection as you do for those who put out compost bins.
- We have received the correct number of the bins, however, no labels. Could you please clarify why some other bins have a house number and first line of address label (I saw some black and blue ones), yet these bins arrived with no pre-printed labels? Apologies, if this is a silly question, but where I moved from another council area if the label provided by the council was not on the bin, it was classed as 'abandoned' and got removed by the council. What's the practice here and how can I obtain official identification for the bins please?
- Hi there, I would like to raise a complaint/feedback regarding the green waste bin. We have recently move into the area from East Yorkshire to a new build home. Due to the fact that our home is a new build we have had to purchase all new bins. I was very disappointed to find that I had to pay the full annual fee for the green bin even though we will only actually have 6 collections for the remainder of this year. I feel that this charge should be pro-rated.
- Comments received regarding the assisted collection acknowledgement email that customers receive when they request an assisted collection: Hello, thank you for your enquiry. It may be up to two weeks before we can start the assisted service. 'This does not

make it clear exactly when the service will start and does not explain what the customer should do in the meantime etc, wording needs to be improved.'

- My black bin has maggots crawling all over it. Its disgusting! In this heat these bins need collecting more than every 2 weeks surely? Mine is full to top and crawling with maggots. It's a health hazard.
- My situation is that I have a significant amount of cardboard waste due to receiving an amount of flatpack furniture that comes in significant packaging. I fill my purple topped bin each fortnight and therefore putting all of this extra packaging would take several months. I understand that anything outside the bins cannot now be taken. This is a policy I understand and am in support of. I am also in support of the fact that exceptions cannot be made as if you do it for one then where do you draw the line. Angela informed me that you are looking into supplying more purple topped bins but this will not be available in the short term. The only current solution therefore is for me to take the cardboard to my local Recycling Centre which would entail a round trip of 18 miles and would significantly increase my carbon footprint which is also undesirable as it defeats the object of recycling in the first place. I would like to suggest an alternative solution whilst there are not enough bins. Would it be possible to arrange for a recycling wagon to be available in a major population centre (in my case Welton would make sense as I live in Dunholme) for 3 hours a month for people who have an excess of recycling materials and it could be brought to them. In this way it minimizes carbon footprint, ensures that recycling is maximized and is accessible to all residents thus avoiding the issue of individual precedent. If this was advertised in the local media so that people were aware of it could be trailed and continued if deemed a success thereby lessening the need for more bins.
- Very sorry to complain because I know waste is a very contentious issue. Having had a further recycling bin forced upon us, after a few weeks of use I'm not convinced the idea is working. Although the idea of splitting recyclable material sounds good, as a consumer I'm having to again take waste from my blue bin to my local tip. This is because my blue bin is now full and collection date is not until next Monday, which is one month after the last collection. The waste I will be taking to my local tip will be going to landfill. Where is the sense in that? The new purple bin does not get half as full. The blue bin is exceeding its capability well before a month is up. I am in total agreement with recycling waste and endeavour to adhere to the rules and regulations. Are The collection times still up for discussion or are they now set? The main point of this complaint is I feel the blue bin needs to be emptied more regularly as I'm afraid to say plastic and cardboard do not equal themselves out. I also think as a country, more needs to be done with firms and packaging and reducing the amount of plastic used. Until then I'm sorry to say that probably all the UK councils have a headache with regards to waste.
- The new blue wheelie bin collection every 4 weeks isn't enough.
- On current bin calendars, the purple and the black blocks are very similar, which has caused neighbourhood at The Elms in Torksey to present the wrong colour bin. It might be useful to use the letter P when it is for Purple Lidded Bin collection, instead of block colour so it is easily distinguishable.
- It breaks my heart this evening having to fill my black bin up with perfectly good recycling materials. The last two recycle collections at my property have been laughable as the bin

men refused to take the blue bin because of one mistake, hence, now overflowing and having to put it in the black bin and then last week, the purple bin was full so left perfectly good cardboard boxes at the side of the bin, which we've done for years, only for these to be left and the bin tagged. Again, this will now have to be put in the black bin. I thought I was making a difference recycling but it's now impossible to do so with these rules.

- We're having problems and it appears others are too. The black bins due to this weather are attracting maggots and flies. I cannot clean the bin until the black bin is collected but 3 weeks between bin collections is ridiculous. I'm not sure what it is you want us to do, something needs doing with regards to collecting the general waste bins more frequently! I triple bag all my little girls' nappies and they then go in a black bin bag which I'm also currently double bagging but cannot get rid of the problem! This need sorting asap especially with the current weather! It's unhygienic.
- Please could it be looked into for better waste solutions for Tower Street, such as large communal bins for waste bags. Hots days causes maggots to form in bin bags and spill out. With having no wheelie bins we're having to handle bin bags with maggots spilling out the top of them into our garden. It would be preferable to be able to dispose of waste immediately away from the house. Also, there are the odd houses down the street which form excessive amounts of waste, which they are instantly throwing out into the alleyway throughout the whole week not just the night before bin day. The road sweeper used to come down the back alley to clean it and this appears to have stopped, which is probably not helped with waste being thrown out well before bin day. The amount of blue bottles we are having to deal with has significantly increased causing us to have to purchase outdoor fly catchers. Teens have also messed around with waste like chairs which have just been left in the alley.
- Just as an FYI which I think is important for WLDC to be aware. On two successive occasions in a bid to clear my backlog of glass and tin cans which I am collecting separately from my blue bin waste I have taken large amounts to the refuse amenity site in Corringham Road. I know it is operated by the County Council, but was alarmed on both visits to be told that glass recycling skips were 'FULL' - and to place all bottles in 'general waste for landfill'. If that's a frequent occurrence then opportunities for recycling are being missed. Also, it would appear the cross-border relationship with the North Lincs authority which has allowed us to take household rubbish to Kirton Lindsey site for the last decade is now at an end. The entrance now has two very much home-made signs saying 'No West Lindsey' which is a long way short of any neighbourly tone.