



# **VOICE OF THE CUSTOMER REPORT**

**October 2022 to  
December 2022  
Quarter 3 2022/23**

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# Introduction

This is the Qu3 Voice of the Customer Report for 2022/23. The report includes various information regarding customer contact, feedback, satisfaction levels and demand data.

Qu3 followed a busy first 6 months of the 2022/23 period, continuing to see an increase in customer contact relating to the Cost of Living Challenge, the Household Support Fund, bin tagging and rejection as the new recycling arrangements continue to be bedded in.

During Qu3 the Guildhall building main entrance was fully open to customers. Face to face contact for the council and our tenants is increasing although well below pre-pandemic levels. Whilst we are working normally in reception, we still have some cleaning and social distancing measures in place to protect our workforce to ensure we can continue to deliver services to customers.

Customer demand and feedback has decreased compared to the previous 6 months, there has been a small increase compared to the previous year in some areas. The number of complaints remains the same, telephone demand has decreased but more customers are attending the guildhall for help and advice. More customers are using the website and online methods to contact or request a service from the council with more service requests received. The number of customer contacts is much higher than the number of service requests recorded which implies that more customers are contacting us for advice only, are chasing up a recent request, or are contacting us regarding a matter that we are unable to assist with.

Compliments and comments received has decreased slightly during this period as has the number of upheld complaints when compared to the previous Qu3 period. Customer satisfaction has also decreased.

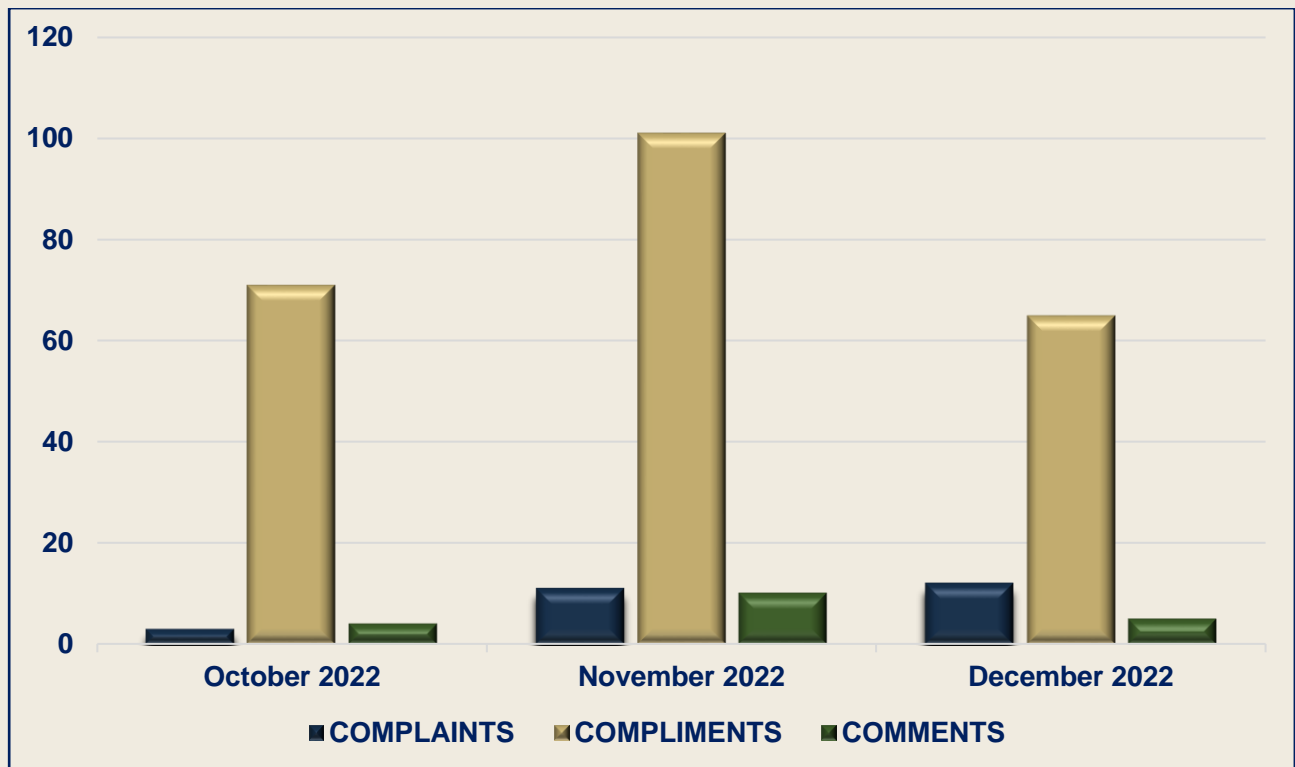
We have seen an increase in customer contact regarding the ongoing Cost of Living Challenge with customers seeking support, advice and making enquiries regarding any assistance that may be available.

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

# Customer Feedback, Observations and recommended Improvements

The information in the tables and graphs below illustrate all customer feedback received (Compliments, Comments and Complaints) and how the numbers compare to the previous year, Qu3 period of 2021/22.

Overall Figures	October 2022	November 2022	December 2022	Totals	Totals	Compared to Qu3 2021/22
Complaints	3	11	12	26	26	stayed the same
Compliments	71	101	65	237	264	down by 27
Comments	4	10	5	19	28	down by 9
Average number of days to respond	2.0	4.1	10.7	5.6	8.6	down by 3 days
WLDC at Fault	1	3	3	7	12	down by 5
% WLDC at Fault	33%	27%	25%	27%	46%	down by 19%
<b>Quarter 3 2022/23</b>				<b>Qu3 (22/23)</b>	<b>Qu3 (21/22)</b>	



The number of complaints received (26) has remained the same as the previous Qu3 period.

The average number of days taken to respond to complaints during Qu3 has decreased by 3 days compared to the previous year.

Of the 26 complaints received, 7 were upheld, or 27%, a decrease compared to the previous Qu3 period when upheld was 46%.

Compliments received during Qu3 have decreased compared to the previous year. 237 compliments were received during October, November and December 2022 compared to 264 in 2021.

**These recommendations have been made following feedback received:**

**Planning/Systems Development – searching for applications with key words**

A comment was received regarding planning application searches when searching for planning applications, there's no option to search using 'keywords'.

As it stands, the searcher is required to know either the application number or a variety of specific information re: applicant, address, etc. that they might not know in advance. However, if a searcher could use a keyword such as: "telecommunications" it would facilitate greater transparency and be an overall improvement on your service.

This suggestion has been shared with the web development team.

**Waste Services – Commercial Waste record keeping**

An issue was identified where a commercial bin had been recorded as being emptied on several occasions when it had not been. The commercial waste service is a paid for service, so it is important that the records kept are accurate. Crews that work on commercial waste rounds have been reminded of the importance of accurate record keeping.

**Cemetery – Plot information/location on a map**

A comment/suggestion was received from a customer who had recently purchased a plot at Market Rasen Cemetery that when she received the documents for a plot for her mother (in Wales) they had included a plan with X marking the spot where the plot was, so she and the family knew where it would be.

This was shared with the relevant officers and now when a plot is purchased the customer is sent a map showing where the plot is in the cemetery.

**Waste Services – communications regarding the no side waste policy**

In the run up to Christmas there was a small increase in the number of complaints regarding crews not taking side waste. Given that more side waste may be presented over the holiday period the communications team ensured that more information regarding the no side waste policy was put out on social media so that residents were fully aware of the policy.

**Waste Services – Bin Day collection calendar information re missed bin reporting**

A customer called to report a missed bin collection, but they were outside the three day reporting period. They commented that it would have been helpful if this was made clear on the bin collection calendars, that a missed bin needed to be reported to us within three days of the missed collection date.

This will be shared with the waste team for future consideration when the 2023/24 calendars are produced.

# Compliments

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

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

COMPLIMENTS	October 2022	November 2022	December 2022	Qu3 Total
Planning and Development, Trees and Conservation	21	21	12	54
Customer Services	5	19	7	31
Waste Services	3	13	14	30
Street Cleansing	13	10	5	28
Licensing	4	6	7	17
Environmental Protection	6	6	3	15
Arts and Leisure	2	3	5	10
Revenues		8	1	9
Communications Team	6			6
Home Choices	1	1	3	5
Local Land Charges		4	1	5
System Development	2	3		5
Crematorium			4	4
Customer Experience	1	3		4
Building Control		2		2
Communities	1	1		2
Community Safety	1		1	2
Member and Support Services	1	1		2
Public Health Funerals	2			2
Benefits			1	1
Cemetery	1			1
Property Services	1			1
WLDC Council in General			1	1
<b>Total</b>	<b>71</b>	<b>101</b>	<b>65</b>	<b>237</b>

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

The main customer facing services continue to be the most complimented, these include Planning and Development/Trees and Conservation (54), Customer Services (31), Waste Services (30) and Street Cleansing (28).

# Comments

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

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

<b>Comment Service Areas</b>	<b>October 2022</b>	<b>November 2022</b>	<b>December 2022</b>	<b>Qu3 Total</b>
Waste Services	2	4	3	9
Arts and Leisure			2	2
Customer Services		2		2
Growth and Regeneration		2		2
Home Choices	1			1
Licensing		1		1
Planning and Development, Trees and Conservation	1			1
System Development		1		1
<b>Total</b>	<b>4</b>	<b>10</b>	<b>5</b>	<b>19</b>

Comments received have 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. Many comments received were in relation to waste services, such as repeated missed bins, sharps collections, bin tagging and contamination and a request for wheeled bins in sack collection areas.

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

Arts and Leisure received comments regarding the atmosphere during a recent show with the audience dancing and moving about a lot during the performance.

Customer Services received comments regarding rejected bin communication and difficulties in reporting issues online via the WLDC website.

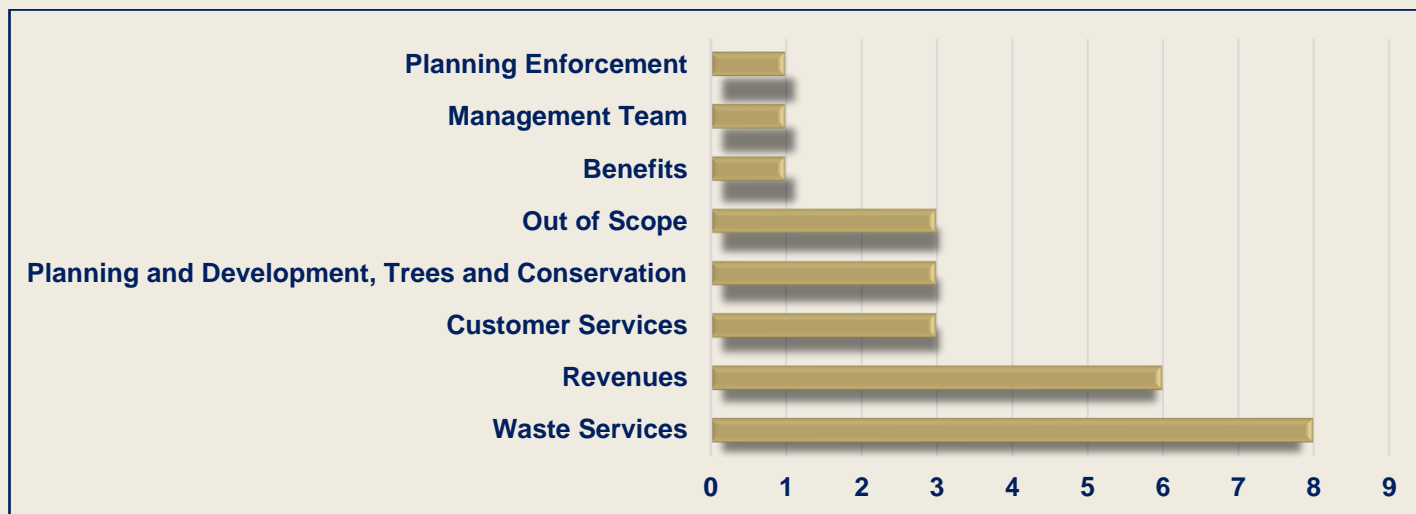
Growth and Regeneration received comments regarding the lack of regeneration within the South West Ward (SWW) of Gainsborough.

Further comments were received in relation to the Home Choices team availability, plot location information when a cemetery plot is purchased, planning application searches online and the online payment system.

# Complaints

## Complaints by Service

The graph below shows the number of complaints received by each service between October and December 2022:



Complaints received during this period remains the same as the previous Qu3 period (26). The services that receive the most complaints are customer facing services, this is to be expected given the number of interactions they deal with daily.

Of the 26 complaints received 8 were for waste services, or 30.77%, 6 for revenues (council tax), or 23.08% of all complaints received, although none of the 6 revenues (council tax) complaints were upheld.

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

Complaints for other services across the council have included complaints regarding incorrect information and advice being provided, decisions that have been made, processes that have been followed, lack of contact or response, the quality of service received and staff behaviour.

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

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



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

Complaint Service Areas	October 2022	November 2022	December 2022	Qu3 Total	Upheld
Waste Services		6	2	8	3x Fully Upheld
Revenues (Council Tax)	1		5	6	
Customer Services	1		2	3	3x Fully Upheld
Planning and Development, Trees and Conservation		2	1	3	
Out of Scope	1	1	1	3	
Benefits		1		1	
Management Team			1	1	1x Fully Upheld
Planning Enforcement		1		1	
<b>Total</b>	<b>3</b>	<b>11</b>	<b>12</b>	<b>26</b>	<b>7 x Fully Upheld</b>

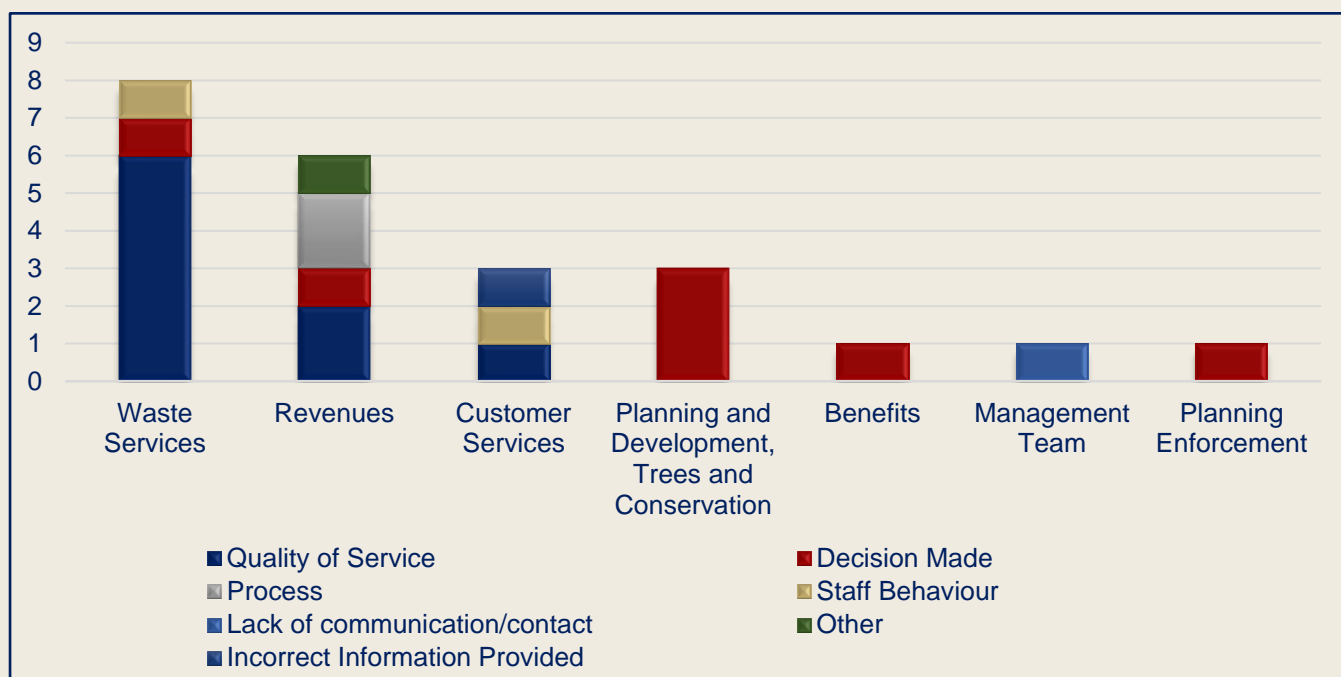
## Complaint Categories

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

Complaint Categories	October 2022	November 2022	December 2022	Qu3 Total
Quality of Service	1	4	4	9
Decision Made		5	2	7
Out of scope	1	1	1	3
Staff Behaviour		1	1	2
Process			2	2
Lack of contact/communication			1	1
Incorrect Information provided	1			1
OTHER			1	1
<b>Totals</b>	<b>3</b>	<b>11</b>	<b>12</b>	<b>26</b>

## Complaint Categories by Service

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



# Upheld Complaints and Improvements identified

Rather than focus on the number of complaints received a more informative figure is the number of complaints that have been partially or fully upheld, where fault has been identified. The upheld complaint rate is 27%, (last year it was 46%) a 19% decrease.

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

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

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

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

<b>Complaint Service Areas</b>	<b>Complaints Received</b>	<b>Upheld</b>	<b>% Upheld by Service</b>
Waste Services	8	3 x Fully Upheld	38%
Customer Services	3	3 x Fully Upheld	100%
Management Team	1	1 x Fully Upheld	100%

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

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

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

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

### **Waste Services**

Out of the 8 complaints received for waste services 3 were fully upheld, 2 were in relation to the quality of service received and 1 was regarding staff behaviour.

#### **Complaint 1**

Upheld due to inaccurate record keeping leading to the customer's commercial bin not being emptied for several weeks and bin not being swapped to a smaller one when requested. The investigation showed that the collections and the bin swap had been completed when they hadn't been. Crews were reminded of the importance of accurate record keeping, especially as commercial waste is a paid for service.

#### **Complaint 2**

Upheld as despite several reports being received of a customer's bin not being returned to the boundary the problem was still occurring. Measures were put in place with the waste supervisors and relevant crew to ensure it stopped happening.

#### **Complaint 3**

Upheld due to staff behaviour, the operative was spoken to.

### **Customer Services**

3 complaints received for customer services and 3 were fully upheld, these were in relation to incorrect information being provided, the quality of service received and staff behaviour.

#### **Complaint 1**

Incorrect information provided in relation to missed sack collections, wrong advice was given, and actions were not taken to resolve the matter quickly. The officer was made aware of the mistake and coaching was provided.

#### **Complaint 2**

Incorrect advice was given regarding extra waste sacks. The officer was made aware of the mistake and coaching was provided.

#### **Complaint 3**

The complaint in relation to staff behaviour was upheld and the officer was spoken to.

### **Management Team**

The 1 complaint received for the management team was upheld.

#### **Complaint 1**

Customer did not receive a response to their enquiry despite several attempts to contact an officer via email. The customer received a full response with an apology.

# Quality Monitoring Board

There were no Quality Monitoring Board meetings held during the Qu3 period.

## Local Government and Social Care Ombudsman Complaints (LGSCO)

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

During the Qu3 period no new complaints were referred to the LGSCO.

The LGSCO were considering three complaints that were still open with them from the previous quarter. They decided not to investigate one of the complaints referred to them and closed it at the assessment stage. They investigated a complaint regarding planning enforcement which was not upheld, the LGSCO were not able to identify any fault in how the case was dealt with.

There remained one open complaint from the previous quarter, a draft decision was received in December 2023, this complaint is in relation to the Home Choices service and the LGSCO have upheld the complaint and recommendations have been made. More information will be included in the next Voice of the Customer report as the final decision will be received in Quarter 4.

Case ID - 22002076	<b>OPEN</b>	Draft decision received - Upheld	Housing
Case ID - 22003036	<b>CLOSED</b>	Final decision received	Planning Enforcement
Case ID - 22005496	<b>CLOSED</b>	The LGSCO decided not to investigate	Council Tax

A Quality Monitoring Board was held in January 2023 to discuss the upheld complaint.

# Customer Satisfaction Surveys and Customer Satisfaction Score

Satisfaction surveys were sent during October, November and December 2022 to customers of the following services: Planning and Development, Planning Enforcement, Waste Services, Street Cleansing, Public Protection, Street Naming and Numbering, Licensing, Home Choices and Benefits customers.

Satisfaction surveys were sent to 1569 customers in total, 243 responses were received giving an overall response rate of 15.49% which is like the previous quarters response rate.

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

## Customer Satisfaction Score for Quarter 3 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 243 responses and ratings received:

- 129 customers rated the service received as 5 stars (very satisfied)
- 50 customers rated the service received as 4 stars (Satisfied)
- 15 customers rated the service received as 3 stars (Neither satisfied or dissatisfied)
- 12 customers rated the service as 2 stars (Dissatisfied)
- 37 customers rated the service received as 1 star (Very dissatisfied)

	Number of surveys completed	Satisfaction Score
October 2022	83	75%
November 2022	100	71%
December 2022	60	77%

The number of 4 and 5 star ratings received are used to calculate the overall satisfaction score and percentage. For Qu3 this equates to a 74% satisfaction percentage or a 3.5 overall star rating. This is a 4% increase in satisfaction compared to the previous quarter, where satisfaction was 70%.

## Customer Satisfaction for Quarter 3 = 74%

Customer satisfaction has increased slightly compared to the previous quarter, fluctuations in satisfaction were to be expected with the implementation of the new recycling service earlier this year and the dramatic increase in the number of complaints received in Qu1.

Low scores were given for various customer facing services across the council with comments being recorded that included reference to no or slow responses, lack of communication or advice provided, not being listened to, concerns in the way decisions have been considered and made, missed bins, and street cleansing in relation to the removal of fly tipping.

Where high satisfaction scores have been given comments have been provided regarding good communications, being helpful and knowledgeable, how quickly and efficient services delivered, how quickly fly tipping was removed, being listened to, kept informed, and how communications were clear and straight forward.

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

Comments provided where low satisfaction scores have been given and the question **How could we have improved your experience?** has been asked include:

- *You could improve on the information you give out or lack of*
- *When you overlooked my bin collection i rang and was advised it would be emptied within 5 days. A week later i had to call again. I think internally your departments should be able to arrange such a simple instruction. Better communication!!*
- *Why are fly-tipped items still in place months after reporting them?*
- *Keep us up to date with whats happening*
- *Deliver the bins much quicker. We had no bins for 3.5 weeks*
- *Do what people ask and not have them to keep repeat calling for the same issue*
- *Listen to me and help me*
- *By collecting the dumped rubbish I reported*
- *Do something effective against anti-social neighbours instead of just going through the motions*
- *Black bin was missed even though it was at the end of the drive as always. All the close neighbours had theirs emptied. The online form brought no result after 1wk so I phoned and although the CSA was very polite the black bin still remains not emptied. My experience could have been improved if the online form brought results!*
- *Get things done quicker!*
- *The two heaps of fly tipping should have been removed sooner. They were an eyesore and encourage further tipping*
- *Communication of outcome*
- *Respond to enquiries in a more timely fashion.*

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

# Customer Demand Data

Following a busy start to 2022/23 customer demand has decreased compared to the previous 6 months but has increased compared to the previous year in some areas.

The number of telephone calls received has decreased slightly but face to face contact has increased significantly with a larger number of customers visiting the Guildhall requiring services/advice, or to drop off parcels or paperwork such as forms or letters. JCP are seeing more customers by arranged appointment. The main services that customers required when visiting the Guildhall during Qu3 are customer services, revenues (council tax), home choices, benefits, property services and waste.

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

WLDC website users, visitor and sessions have increased in Qu3 compared to the previous year. The main pages visited are planning and development, waste and recycling, revenues (council tax) and building control.

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.

Demand has increased in terms of enquires in relation to the Cost of Living Challenge, more enquiries are being received as customers seek assistance and support. 122 calls were received and during this time frame, we also received 82 queries from customers who approached us for assistance in the Public Services Hub and 47 emails.

The number of calls for waste services reduced during Qu3 compared to the previous 6 months but we continued to receive calls for processing of Council Tax bills, Household Support Fund, enquiries about the Ukraine situation and Cost of Living Challenge in the run up to the Christmas period.

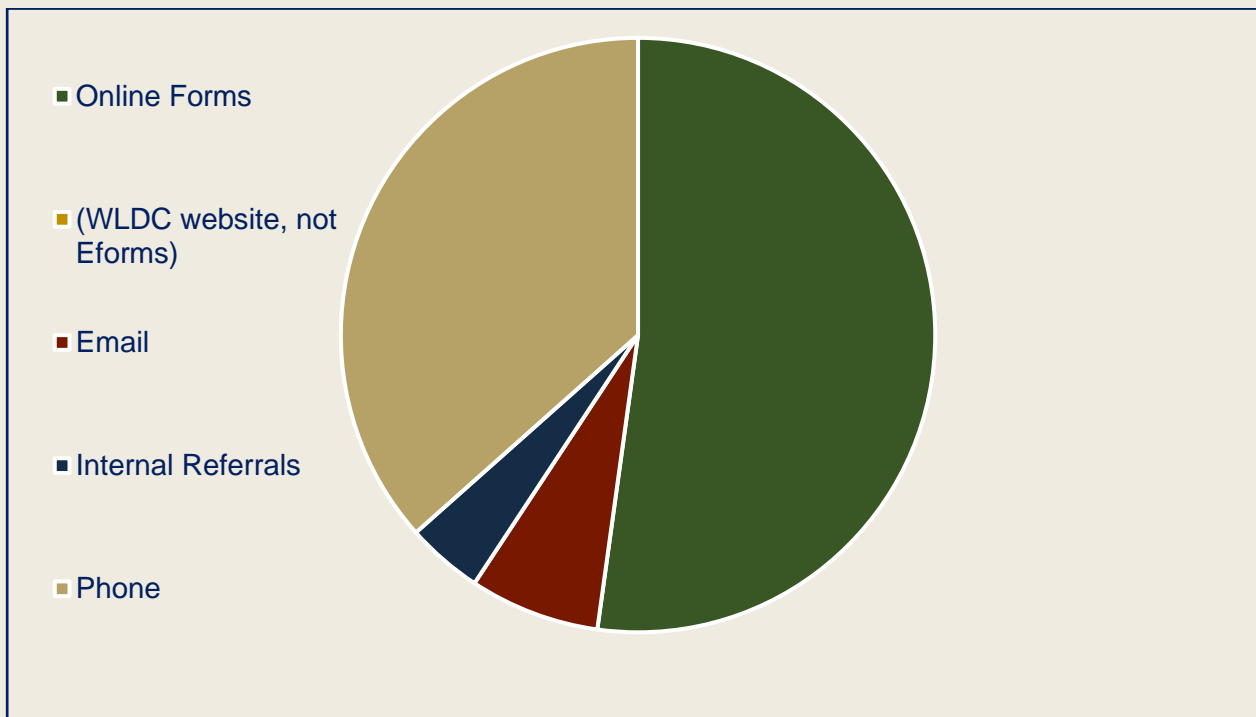
# Service Requests and Customer Contact Methods

A total of 3088 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	Qu3 2022/23	%	Qu3 2021/22	%
Online Forms (WLDC website, not Eforms)	1607	52%	1467	49%
Email	218	7%	215	7%
Phone	1125	36%	970	33%
Face to Face	8	0%	6	0%
Letter	2	0%	7	0%
Internal Referrals	128	4%	309	10%
<b>Total no of service requests</b>	<b>3088</b>			<b>2971</b>

Compared to the previous year there has been a slight increase in the number of requests received. The percentage of requests submitted via online forms and via the telephone has increased by 6% in total. Face to Face requests for WLDC have diminished as customers continue to choose alternative methods of reporting including online forms, self-service and telephone enquiries.

88% of customers prefer to contact WLDC by either telephone or online forms.





# Face to Face Customer Demand

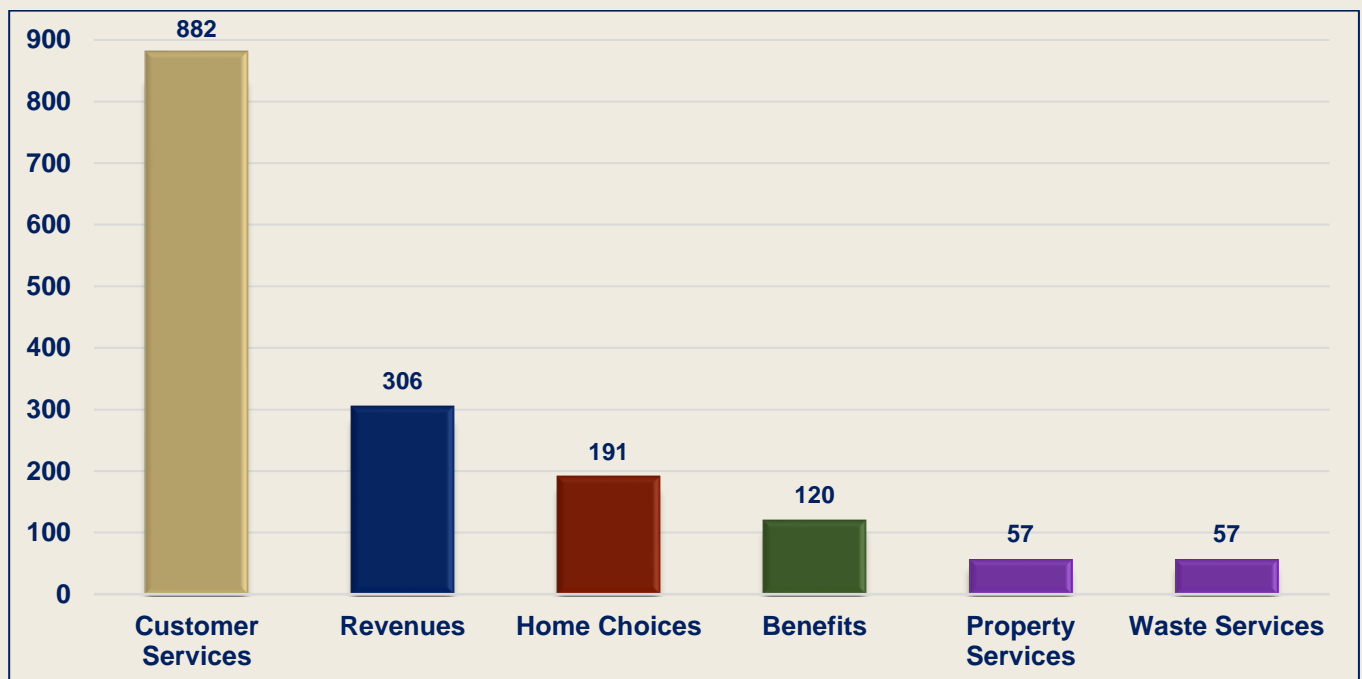
In comparison to the Qu3 period of 2021/22 the number of people visiting the guildhall has increased from 6467 in 2021/22 to 9073 in 2022/23. The shows that customers still expect to be able to receive face to face services and advice from the Council and our tenants. When examining the reasons why customers visit the Guildhall a large percentage of them are attending to drop off parcels or paperwork including letters and forms.

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

JCP have increased the number of customers seen by appointment, resulting in an increase compared to the 2021/22 period, these figures are included in the table below:

	Customers attended to via intercom facility	Customers allowed access to the building (WLDC)	Customers allowed access to the building (Tenants)	Total
October 2022	9	715	2722	3446
November 2022	8	677	2689	3374
December 2022	3	374	1876	2253
<b>Total</b>	<b>20</b>	<b>1766</b>	<b>7287</b>	<b>9073</b>

When examining the reasons why customers have visited the Guildhall building it has been identified that the top 5 main WLDC services they needed to access during Qu3 were:



There has been a change compared to the previous quarter (Qu2) when Member and Support Services and Licensing were included in the top 5 services.

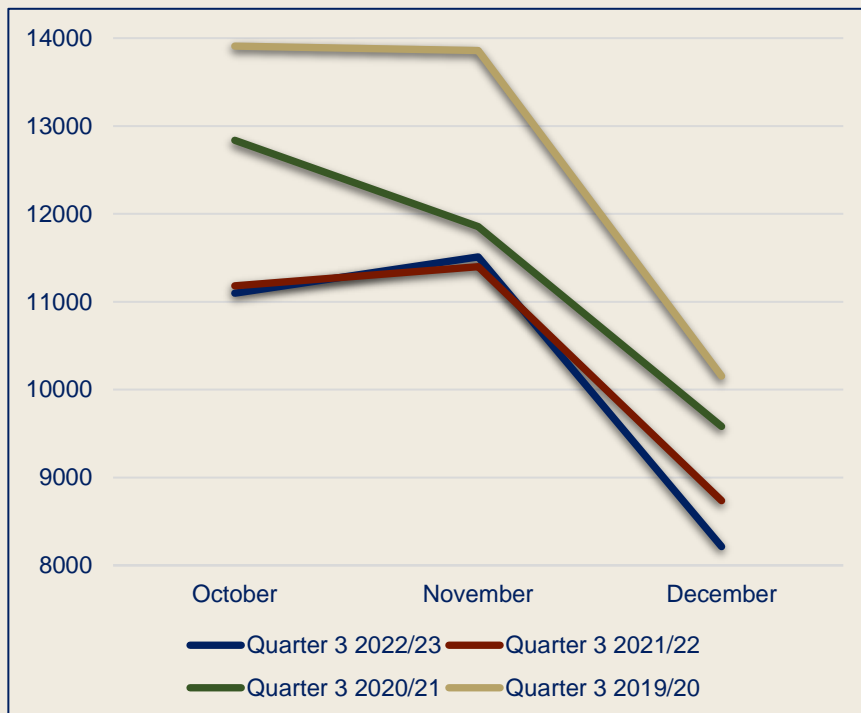
# Telephone Customer Demand

Telephone demand has decreased slightly compared to the previous year, 496 less calls were received during Qu3 compared to 2021/22. When compared to 3 years ago there has been a big decrease in the number of calls received.

82% of all calls received were answered, a 5% increase compared to Qu3 2020/21 when the percentage of calls answered was 77%. 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 3 2022/23	October 2022	November 2022	December 2022	Qu3 Total
Number of calls received	11096	11510	8213	30819
Percentage of calls answered Qu3 2022/23	87%	81%	78%	82%
Quarter 3 2021/22	October 2021	November 2021	December 2021	Qu3 Total
Number of calls received	11180	11399	8736	31315
Percentage of calls answered Qu3 2021/22	77%	76%	77%	77%



This graph illustrates the number of calls received during Qu3 of the 2022/23 period compared to the three previous years.

The number of calls received is similar to the previous year each month.

The number of calls in relation to waste services reduced during Qu3 but we continued to receive calls in relation to the processing of the Council Tax bills, the Household Support Fund, enquiries about the Ukraine situation and the Cost of Living Challenge in the run up to the Christmas period.

December is always a quieter month in terms of the number of calls received.

# Online Customer Demand

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

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

<b>WLDC Website (2022/23)</b>	<b>October 2022</b>	<b>November 2022</b>	<b>December 2022</b>	<b>Qu3 Total/Average</b>	<b>Difference compared to 2021/22</b>
Users	32,456	31,472	26,474	90,402	▲ 17,409
New Users	28,238	28,052	22,937	79,227	▲ 17,411
Sessions	47,471	47,198	40,582	135,251	▲ 13,813
Number of sessions per user	1.46	1.50	1.53	1.50	▼ 0.17
Page Views	164,018	147,617	127,919	439,554	▲ 6,739
Average Session Duration	02:15	02:06	02:13	02:11	▼ 00:23
<b>WLDC Website (2021/22)</b>	<b>October 2021</b>	<b>November 2021</b>	<b>December 2021</b>	<b>Qu3 Total/Average</b>	
Users	22,731	24,325	25,937	72,993	
New Users	19,108	20,629	22,079	61,816	
Sessions	38,323	41,492	41,623	121,438	
Number of sessions per user	1.69	1.71	1.6	1.67	
Page Views	145,030	153,600	134,185	432,815	
Average Session Duration	02:49	02:40	02:13	02:34	

Website usage and the number of visitors to the website has increased compared to the previous Qu3 period. There was an increase in the number of overall and new users visiting the website as well as an increase in the number of overall sessions.

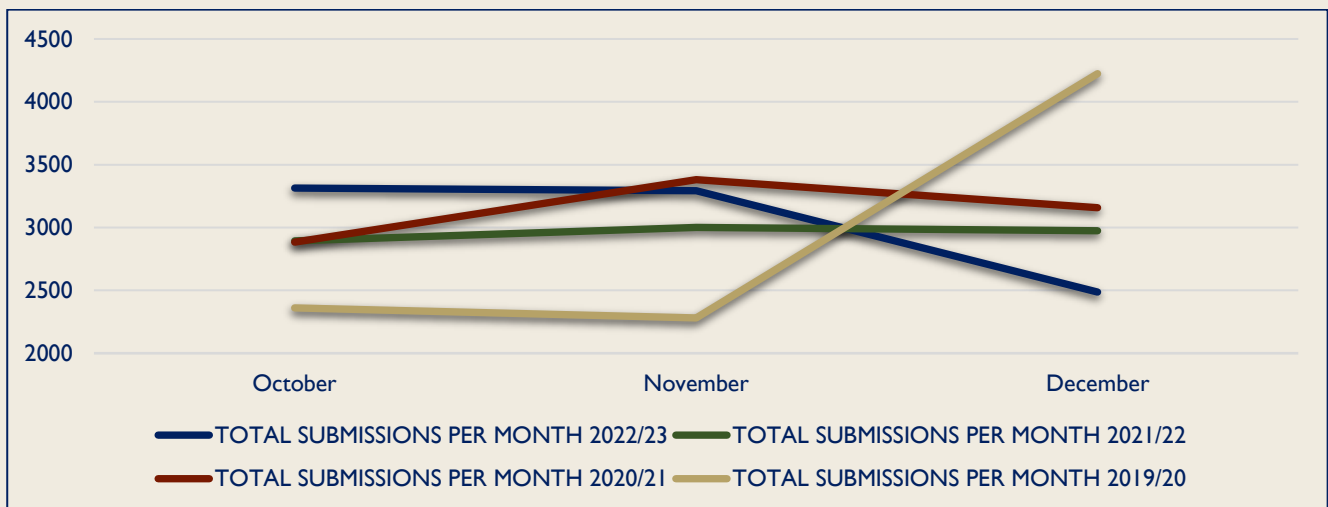
The main pages visited during this period were Planning and Development (search for planning applications), Waste and Recycling (find my bin day and recycling information) and Council Tax (bills) and Building Control services.

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

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

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

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



	October	November	December
<b>TOTAL SUBMISSIONS PER MONTH 2022/23</b>	3314	3292	2487
<b>TOTAL SUBMISSIONS PER MONTH 2021/22</b>	2894	3001	2975
<b>TOTAL SUBMISSIONS PER MONTH 2020/21</b>	2884	3381	3158
<b>TOTAL SUBMISSIONS PER MONTH 2019/20</b>	2360	2281	4224

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

An average of 71% of customers have completed the forms online by themselves, without staff assistance, this has remained similar compared to the previous year.

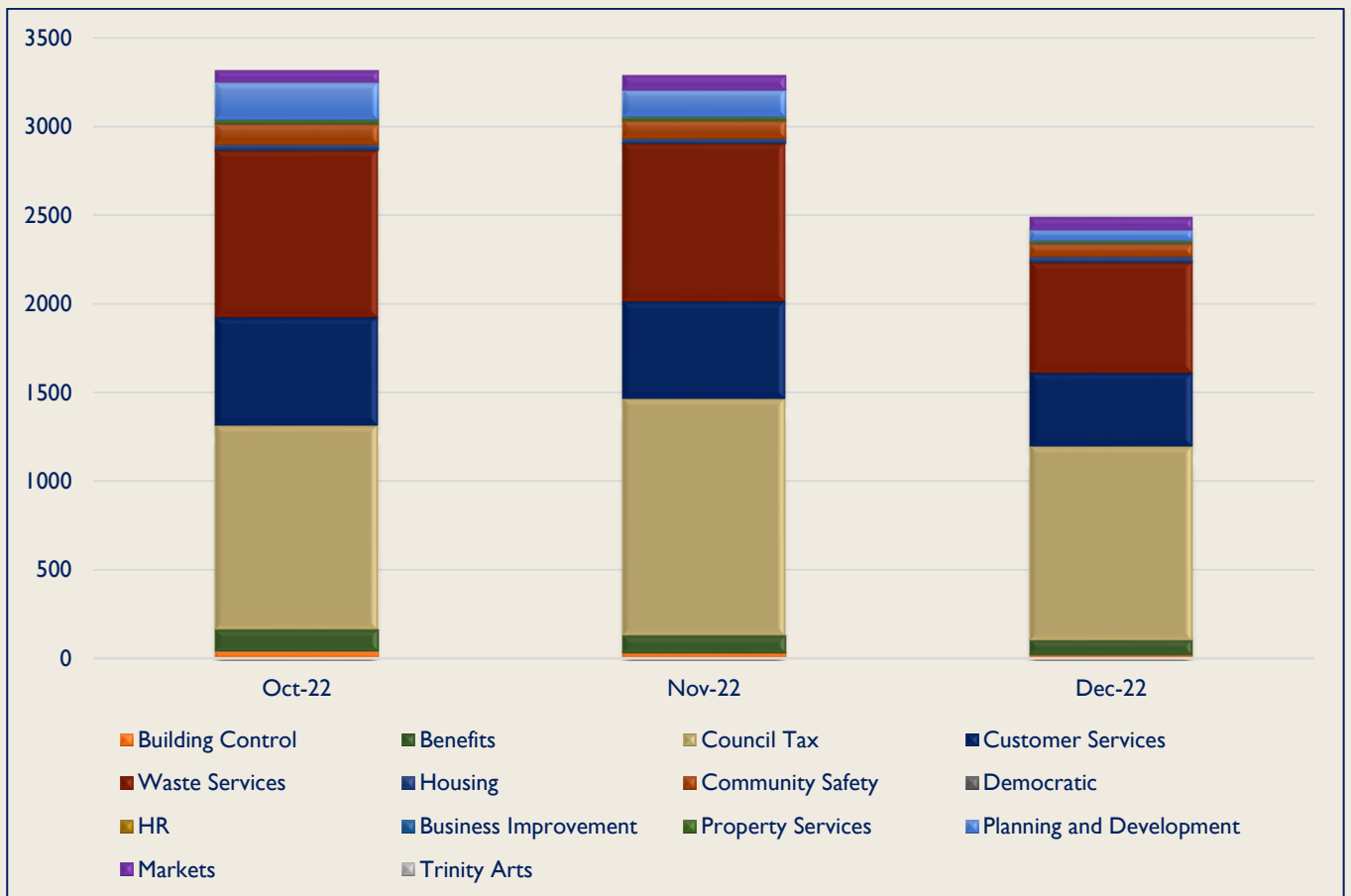
Eforms	October 2022	November 2022	December 2022	Qu3 Total
Completed by customer online	2379	2291	1770	6440
Completed by staff with customer over the phone	935	1001	717	2653
Percentage of Eforms completed online	72%	70%	70%	71%

The Eforms that are completed are in relation to various services, the table below shows how many were received by each service per month during Qu3.

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

- 36% of submissions were for Revenues (Council Tax)
- 25% of submissions were for Waste Services
- 16% of submissions were for Customer Services

	October 2022	November 2022	December 2022	Qu3 Totals
Revenues (Council Tax)	1153	1337	1095	3585
Waste Services	942	892	622	2456
Customer Services	610	546	414	1570
Planning and Development	207	154	65	426
Benefits	124	97	82	303
Community Safety	118	105	72	295
Markets	65	83	67	215
Building Control	38	32	21	91
Housing	28	26	32	86
Property Services	27	18	17	62
Covid-19	1	2	0	3
Democratic	1	0	0	1
<b>TOTAL SUBMISSIONS PER MONTH 2022/23</b>	<b>3314</b>	<b>3292</b>	<b>3276</b>	<b>9882</b>



# Customer Payment Methods

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

- Self-Service
- Processed by Staff
- Automated payments

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

Staff processed payments include:

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

Automated payments include:

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

There was a total of 115,956 payments made to the council during Qu3, this is an increase compared to the previous year when 114,235 were payments were received.

After the direct debit payments have been deducted it is calculated that 56.52% of the payments were made using self-service, 10.76% were processed by staff and 32.73% were automated payments.

Compared to the previous Qu3 period the percentage of self-service payments received has decreased slightly, the percentage of payments that have been taken over the phone has increased and automated payments have also increased.

	October 2022	November 2022	September 2022	Qu3 Total
Self Service				<b>56.52%</b>
Automated telephone system	680	622	645	1947
Website, Achieve and Kiosk	1786	1716	1782	5284
Processed by Staff				<b>10.76%</b>
over the phone	409	346	281	1036
Received in the post	119	100	121	340
Automated				<b>32.73%</b>
Direct Debit	34256	34526	34380	103162
Post Office	1437	1509	1241	4187
Payments Total	38687	38819	38450	<b>115956</b>

# Conclusion

Overall customer feedback and customer demand has decreased slightly compared to the first 6 months of the 2022/23 period, but customer demand has increased compared to the Qu3 period of 2021/22.

In comparison to the previous Qu3 period the number of complaints received has remained the same, but a smaller number of complaints were upheld. Most complaints received were in relation to waste services, the new recycling service that was introduced earlier in the year is still bedding in, so complaints and comments continue to be received in relation to bin tagging, contamination and rejection. It was expected that customer feedback would increase, and customer satisfaction would fluctuate as the new arrangements were implemented across the district.

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

Online forms and telephone continue to be the preferred contact methods for our customers, with 88% of requests being made in these ways, feedback and customer satisfaction shows that customers want to be able to contact us easily at a time that suits them and that they appreciate it when their enquiry can be resolved on first contact, either online or by a helpful, knowledgeable officer at the end of a phonenumber.

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

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

# Appendix 1 – Compliments Received

## Arts and Leisure

- I just wanted to say thank you for the invite and how much I enjoyed the evening. The drinks reception was great to meet people – I didn't know there was a Chair of Gainsborough Council, but I do now! It was a lovely night, great to meet some new faces and an enjoyable performance.
- 5 Star Google Review for TAC - Went to see Scrooge it was really great. The place is fabulously old style. It was warm and the film was excellent with Mark Gatiss as Marley's ghost.
- 5 Star Google Review for TAC - Brilliant place
- 5 Star Google Review for TAC - Great cinema, staff friendly and helpful.
- 5 Star Google Review for TAC - Always good shows!
- Really like the Trinity Centre. Staff are friendly and helpful; it is easy to find and the shows are great. Can't think of anything negative to say about this place. We'll worth seeing a show there. The Panto is on this Xmas!
- I was very pleased with our O and S Committee meeting last week and the presentation we had was very interesting and Members took an active part again.
- 5 Star Google Review - Fabulous venue, easy to access, staff very friendly, front seats very good view of the stage! Thoroughly enjoyed an evening alongside my toddler seeing the dinosaur show.
- Thank you so much for this morning, it was a very enjoyable visit, and the students loved it.
- Craig, firstly, on behalf of all our team can we thank you for the way in which you handled an extremely difficult situation at short notice on Saturday. Your empathy and understanding was beyond outstanding.

## Benefits

- Dear Ms Forman thanks for your previous assistance regarding my bill.

## Building Control

- I have been looking at local councils to get contact details for potential future projects and I wanted to say that by far West Lindsey's Building Control website has been the easiest to navigate and get the information I need. Thank you!
- Dear Phil, I've read the press release about your recent award, and I wanted to congratulate you on your exceptional achievement. It's difficult enough for managers to maintain balance and fairness, so adding inspiration into the mix is a rare quality. I'm absolutely thrilled for you, and I'm also thrilled that other staff have got someone of your calibre to manage them. I wish you all the very best going forward.

## Cemetery

- While on the phone to a lady about Legsby Road cemetery she complimented: "Whoever looks after the cemetery; it is lovely"

## Communications Team

- Yes, thanks so much Julie – really good work!
- Yes, well done Julie.
- Well done, Julie, I'm proud of what you do for WL.
- I would like to add my thanks too Julie, much appreciated.
- I echo that – well done.
- Afternoon Julie, wanted to take this opportunity to thank you for all the work you have put into the drafting of the statement and the letter.



## Communities

- Please can we pass on to WLDC CCTV a note of gratitude for a job well done today. We are all too quick to criticise when organisations don't live up to expectations and all too tardy to praise service providers when they excel. The expeditious and professional manner in which they reviewed all of the CCTV resources at their disposal and produced an evidential package to Lincolnshire Police during an incident.
- Call from customer to say how grateful he is for the £110 HHSF payment - he was homeless for a time and only recently been housed so has lots of things he needs to set up home and this payment could not have come at a better time. He wanted to pass on thanks.

## Community Safety

- Tom, thank you very much for this. The residents will be most relieved. I hope you have a good Christmas and New Year.
- Bardney Group Parish Council would like to express their thanks to Kimble and the ASB team for their help in addressing ASB in Bardney. Their efforts and actions, along with interaction with the Neighbourhood Policing team, has resulted in a reduction in ASB within our community. The Parish Council, along with the residents that we represent, are extremely grateful for the support provided by the ASB team.

## Crematorium

- Dear Deborah, thank you so very much for your kind assistance in helping to deliver such a wonderful funeral service for [REDACTED]. While all such services are sad occasions, this one was uplifting and full of love for her. [REDACTED] was able to watch the live stream in New Zealand, [REDACTED] it [REDACTED]. It is good to know there are such lovely people on hand such as you and your team to turn to in our hour of need. Thank you once again.
- Dear Ms Balsdon, just a line to thank you very much for taking the time and trouble yesterday to show me around the crematorium and its architecture - very much appreciated, along with the tea and biscuits! Thanks again.
- Dear Deborah, thank you very much indeed for your kind hospitality today, and that of your wonderful ladies. I was pleased to get a layout of the building and I shall be more comfortable on the day of the funeral as a result. As I mentioned today, I want to do a little more work on my eulogy and I shall aim to get it to you before the weekend. I am grateful for your kind offer to print it. I think I shall be more comfortable on the day with paper, rather than my laptop!! Many thanks once again for today.
- I would like to take this opportunity to personally thank you all for working extremely hard yesterday at the first annual Cliff Bradley & Sons Memorial Service. We feel the event went perfectly, it was very humbling to be surrounded by so many people who we have looked after and to give them the opportunity to remember their loved ones. Numerous people commented and thanked us for hosting this very moving service and in no small part, it's success was because of your much appreciated & valued contribution. I have attached a couple of my favourite images from the evening, there are more being posted on social media over the weekend. Alternatively, if you'd like to have a look at them all please let me know and I'll show you in the office. Thank you once again for your assistance at the service, we look forward to seeing you again the in 2023!

## Customer Experience

- Dear Amy, thank you for your speedy and detailed response which I appreciate.
- Dear Natalie, many thanks for your time and attention in resolving this issue which is very much appreciated.
- Thanks Amy this is much appreciated :)
- Good morning Natalie, thank you for your speedy reply and it's great to hear that hopefully, it won't be too long before a bin and signs are in place. Thank you again for your help with this.

## **Customer Services**

- Thank you Angela. Wishing you and staff a Merry Christmas and a great New Year.
- Hello Amy, thank you so much for your quick reply which is appreciated. It is frustrating when there is limited knowledge to know what is happening and the government appears not to have thought this through, but again I thank you for your update and hopefully will hear some positive news in the near future.
- I appreciate your dealing with this matter Alicia, thank you very much.
- Thanks very much with your efforts to help Alison and Once again I appreciate your help with sorting the replacement bin out.
- I helped the customer cancel a bulky and she said I have some advice for you. You should bottle your cheeriness and sell it (Angela K).
- Good morning Amy, great news thank you for this information & so much for your help on this matter.
- Hi Alicia, thank you for coming back to me on this. I really appreciate the response and the help with my enquiry. Thanks again.
- Amy, thank you so much for your very quick response. I am most grateful for your help. I hope you have no idea how difficult life can be sometimes for us oldies but a helping hand is so valuable. Thank you again.
- Thank you very much Amy.
- Amy, thank you for the prompt response.
- Hi Amy, thanks for doing that!
- Hi Amy thank you for your quick response, that's very kind of you and greatly appreciated at such a difficult time for me.
- Hi Angela, thank you so much for your quick response it is much appreciated.
- Called to say thank you for sorting mums bins out - she suffers with dementia so had problems with wrong items in bins - Maddie liaised with Op Services who have now put in place using black bin only.
- Thank you very much, I really appreciate that. Have a great day.
- Customer thanked customer services Kate and Alison for all their help and to say that the team at West Lindsey are a real credit. My previous local council was just dreadful but you are so wonderful and helpful. Thank you.
- Thank you, Lee, for your efficiency and kind patience and good manners, and effectiveness as my green bins have now been emptied today!! I have left the purple bin at the top of the drive till it is emptied. Many thanks again.
- 14x 5 stars reviews were received on our Customer Satisfaction Surveys; customer commented on how officers were helpful, polite, professional and efficient.

## **Environmental Protection**

- I would like again to thank you and your colleagues at West Lindsey for your help and support over the summer.
- 14x 5 stars reviews were received on our Customer Satisfaction Surveys; customers commented on how officers responded promptly, were knowledgeable and professional. Customers also commented that received a help, friendly, personal response from our officers.

## **Home Choices**

- Satisfaction Survey Comment - 5 Stars - You took the time to listening to my family's needs and was quite prompt in sorting out views and securing a home.
- Satisfaction Survey Comment - 5 Stars - Great communication.
- Paula, I have received and read the letter of accommodation and the service in which you provided. I am extremely happy to have been offered the said property and accept the property now let's hope that all goes well with Acis! Again, so many thank yous for you have been fantastic.
- Hi Ayla, thank you so much for everything you have done for us many.

- I recently spoke to Sandra in the home choices dept of the council enquiring regarding accommodation with Lace Housing, firstly may I say Sandra was so helpful so friendly helping me register with WLDC for accommodation. Thanks again and a special thanks to Sandra she is a credit to your office.

### **Licensing**

- You are by far the most efficient council in county!!!
- Overall, I believe that the premises are being better controlled now and I would like to thank you and your colleagues for your support over this difficult summer period.
- I would like again to thank you and your colleagues at West Lindsey for your help and support over the summer.
- 14x 5 stars reviews were received on our Customer Satisfaction Surveys; customers commented regarding how a fast and efficient service has been received, that customers felt supported, that staff were helpful and responded quickly and always answer any questions they have. That officers are always professional, knowledgeable and efficient.

### **Local Land Charges**

- Good afternoon, thank you very much for the results 😊
- Hi Deborah, first class service thank you.
- Good afternoon, thank you for your speedy response at returning the attached search result.
- Good afternoon Sarah, thank you for looking at this so quickly.
- Good afternoon Sarah, thank you for your email and your departments help.

### **Members and Support Services**

- Both Katie Storr and Andrew Warnes have cared for me in the most exceptional manner, with constant kindness and never a word of criticism. They've reminded me of things I should have attended to, they've looked things up for me and have made sure that I'm aware of appointments and that I have the right documents to attend different meetings. You wouldn't believe what a difference that has made to me. They have supported me in such a way that they managed to remove stress from a very difficult situation and have really enabled me to keep going. Both Katie and Andrew are enablers and have skills and integrity that are all too rare. I consider myself very fortunate indeed that I know them, and that they have been willing to help me in such a generous and unselfish manner. I wanted you to know this formally and I would be grateful if you could offer the appropriate praise. Please feel free to share this with Katie and Andrew.
- No worries keep up the good work and patience with us all your fab at it and we need that due to workloads.

### **Planning and Development**

- Hi Ian, thank you for this and your patience with us. I am sorry it's taken so long to get the Unilateral Undertaking completed. I hope you and all in Planning have a Merry Christmas!
- Brilliant – thank you Alison. Have a lovely Christmas.
- Morning Rachel, many thanks for the confirmation. please could I express our thanks for dealing with this application in such a proactive and timely manner; it's very much appreciated. Have a good Christmas break.
- Hi Ian, a lovely bit of news and thank you again for all your assistance with this site. Wishing you a lovely holiday period and new year!
- Thanks Holly – much appreciated.
- Hi Danielle, that's wonderful news – you've made my day! Can I take this opportunity to thank you for making this process as simple and timely as possible. I have been very impressed by the ongoing engagement with regard to our application and, I have to say, this has been very different to the experience I had with a virtually identical application back in Yorkshire – same outcome, but far more protracted process! Many thanks and have a lovely Christmas.

- Hi Richard, many thanks for this. Excellent service.
- Dear Danielle. You are most welcome. Thank you very much for letting me know about the decision so promptly and for all your kind assistance generally in dealing with the application. I very much look forward to working with you again, perhaps at some point in the future. All the best for now.
- Hello Carol, thank you for your very comprehensive explanation, which is much appreciated.
- Hi George, thank you for the Decision Notice and all your help and assistance during the application, which is appreciated.
- Hi Rachel, thank you for your assistance with this, we are obviously very pleased to have now received planning approval.
- Many thanks Ian, your support for this development is very much appreciated.
- Morning Danielle, this is good news. I have been asked to pass on my client's thanks (and my own) for your help and guidance throughout the application process.
- Hi Carol, thank you for response much appreciated.
- Hi Dan, many thanks for your assistance with this application it is greatly appreciated.
- Thanks for all the assistance Ian, much appreciated.
- Thanks for you speedy determination of this application, Vicky.
- Dear Vicky, thank you for your quick reply.
- Morning Chris, thanks for this – it is really much appreciated.
- Dear Chris, I just wanted to thank you for everything yesterday. I really do appreciate your help. A big weight has been lifted and the pressure relieved.
- Good afternoon Carol, thank you for your quick response, it is very helpful and will allow me to satisfy the request I have had to the Parish by our parishioner.
- Satisfaction Survey Comment - 5 Stars - Very efficient and speedy in correspondence and getting the job done.
- Dear Ian thanks for the email and consent. Thanks also for your prompt attention in helping this case through the process.
- Hi Danielle, thank you – it's been a pleasure to work things through with you.
- Thanks so much Carol, you have been extremely helpful.
- Thanks Tom, efficient as always!
- Thank you so much for your help Carol – this is great.
- Hi Carol, many thanks for the update and your assistance in how to submit the application.
- Hi Danielle, thank you again for your help with this at such short notice this morning. I really appreciate it.
- Hi Richard, many thanks for the Approval and many thanks for your assistance on this one, it is greatly appreciated. The Applicants are over the moon too and again thank you very much for your guidance and for making your case to your senior officer.
- Hi Richard, thanks for all your help with this application!
- Thanks Richard. I just wanted to say I've been pleased with your service on this application. Thank you.
- Morning Richard, 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.
- Good afternoon, Richard. Great news, thank you for all your hard work on the project and I'm delighted we have reached a positive outcome. I look forward to working with you again in future.
- Thank you Emma, really appreciate your help.
- Danielle – many thanks once again for your assistance. I will leave positive feedback on the questionnaire which I regularly receive after submitting applications. Look forward to working together again in the future.
- Many thanks, it has been a pleasure working with you on this.
- Good morning, many thanks from both ourselves and from the applicants for your work on this and getting the decision out ahead of the target determination date.
- 14x 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.

### **Property Services**

- Thanks Demi for your involvement, appreciate it.

### **Revenues (Council Tax)**

- She thanked me and asked to pass on her thanks to us all for working hard to provide support, help and understanding throughout these testing times. (Gemma)
- Dear Helen, I cannot thank you enough. We are so pleased with this. It is so tough at present with all increases in expenditure, so this really is a great help. Many thanks for handling it so swiftly and apologies for taking so very long to get the necessary paperwork across to you.
- Good afternoon Steve, thank you very much for your prompt service. Your help is much appreciated. Many thanks again.
- Thank you Chloe! You are a star!
- Dear Chloe, Thank you for such a prompt reply - really refreshing and fabulous.
- Thank you so much Emma, i really appreciate your quick response today and all through this process. You've helped make a difficult time much easier.
- Hello Sharon, Thank you for your prompt reply and action with this. It's much appreciated.
- Dear Stephen, thank you very much for your continuous support and updates. I appreciate everything you were able to accomplish with this situation and I am happy to know that this matter has been resolved.
- Dear Ms Burrows, many thanks for your prompt and efficient help with this matter.
- Customer wanted me to pass on 'the ladies in your team are all beautiful to deal with (I think she meant helpful wise).
- Customer commented how helpful we are in comparison to other organisations he has dealt with regarding the same matter.

### **Street Cleansing**

- We feel that the response we get for fly tipping is very good if we contact you. I did contact West Lindsey and they told me the operatives are the same for all the bins. The Collection Team are really excellent, and we appreciate their efficiency and friendliness.
- Once again, a brilliant result, well done to the team, they are positive and proactive and a fine example.
- Hi Simon, this customer called this morning, absolutely chuffed that the street cleaning had been completed so quickly. He was so grateful that your team had been out. You really made him happy!
- Simon, thanks for arranging for the road sweeper to tackle the leaves in Chapel Street, Market Rasen. Also, thanks for arranging for the builder's rubble to be removed from Lincoln Lane. The residents have already been in touch to express their gratitude.
- Thank you. Please also thank the operative who did the job.
- Thank you for your update regarding the wheelie bins and signs. I spotted them just over 2 weeks ago and have to confess to helping fill them with litter from the nearby verges. Can you thank the team responsible for installing them.
- Ady and Ian, I am writing to let you know how grateful I am for the help given by Simon and Leeroy on Saturday morning. They collected the final flood damaged items and fly tipping material that had been gathered up by residents. It certainly helped myself and the residents of the town.
- I would like to thank West Lindsey District Council for acting swiftly to remove a carpet dumped on/adjacent to our drive which is also a public footpath. I am happy to state that I am totally satisfied with the council's actions.
- 20x 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.

## **Systems Development**

- Thank you so much for your assistance, Vicki. A true professional.
- Good afternoon Vicki, I'm a bit disappointed it's taken so long. I think you've dragged it out too much. 24 hours is too long a time me thinks....Not. 🙄🙄🙄. All I can say is people are very quick to complain and never acknowledge or say thank you for such excellent service. Thank you for your speed in changing our house name. It is appreciated.
- Satisfaction Survey Comment - 5 Stars - Communication through website is clear and efficient.
- That was excellent work and a quick turnaround for what was a major issue for the planning team, and I'm glad it was quickly resolved. Thank you.
- What service!! Many thanks for the prompt update.

## **Waste Services**

- Please pass on my thanks to the two recycling guys who took away my old washing machine yesterday. They were cheerful, efficient and on-time. I especially admired the one still wearing shorts despite the below zero temperature. This is a good professional service.
- Hello just want to say thank you very much for emptying my missed bin. Such quick service. It was a horrible frosty morning, and I hadn't yet put my bin out. The guy came up the drive to get it and brought it back up to me. He was also very pleasant and polite. Great service. Again, Thank you very much.
- Once again, a brilliant result, well done to the team, they are positive and proactive and a fine example.
- Customer wanted to pass her thanks onto the crews for emptying her bin, she is on assisted but tries to get the bin out when she can. This week she was unable to but they went in and emptied it anyway and she was very grateful - thanks crew :)
- Many thanks for a quick reply and a quick collection as the bin men came yesterday (Tuesday) afternoon, thanks to them for their help.
- Dear Rob, Just to thank the black bin team today for the careful placing of bins. I can't speak for everyone, but I did notice a number of neat and careful placements, keeping the footpath clear. Thanks.
- Good afternoon. Please pass on our thanks to the crew as the bins have been emptied promptly this morning. Very impressed with the service. Many thanks 😊
- I would just like to compliment the staff from the relevant department for their extremely prompt and efficient service in replacing my green bin. From emailing the report to receiving a replacement for the damaged bin was a wait of about 72 hours (approx.). By any standards this was good service. Thank you.
- Called to say thank you to the refuse collectors for stopping outside Heapham Church for her and her pony. They stopped at the end of the road and switched off the engine to allow them to go past.
- Brilliant job, polite and helpful me this morning thank you. Excellent service start to finish.
- 20x 5 stars reviews were received on our Customer Satisfaction Surveys; customers are happy that their requests were carried out quickly and on the date expected. Customers also commented that requests were carried out professionally and efficiently.
- 

## **WLDC Council in General**

- Please could the appreciation expressed at Caistor Town Council's December meeting be recorded too? This was for the support provided to the town by the District Council throughout 2022, with many individuals and teams of officers contributing through their areas of responsibility. Caistor is a quite remarkable place and exemplifies what can be achieved by a relatively small community with ambition, determination and drive, to say nothing of vision!

# Appendix 2 – Comments Received

## Arts and Leisure

- I attended your lovely venue on Saturday night with eight other friends to see the Cher tribute act, unfortunately it was totally spoilt for us. There was people behind us in front of us constantly getting up climbing over seats shouting to others and not forgetting checking the football, and going to the bar to get more and more beer the more they drank the more they were ruining the show for us and I'm sure others as well.
- A group of us came to the theatre to watch the Cher tribute show Saturday evening. We were very disappointed by the number of people wandering about getting beer and drinks during the performance. I was always under the impression that the bar closed whilst the artist/performer was on stage, but to have people wandering about was rather disrespectful during their performance and annoying for those trying to watch the show. It was also annoying that people were allowed to stand up and dance in the rows which was obstructing the view of the stage for people sat behind.

## Customer Services

- Customer logged missed blue online-flare had been closed off due to incorrect items. I pass info onto her. Customer understands if wrong items but her complaint is that she was not notified of this and the blue bin has just been sat waiting.
- Customer commented that it is easier to reply to a previous email than to log themselves online as a new report.

## Growth and Regeneration

- Love this new plan your proposing but again it is WLDC wasting money, there are far better uses of their funding to make the street a safer place, I think it would be a good idea if you all looked at the IOD for SWW and then come back and tell me why nothing is spent in this area, we have fires, arson, rape's, burglary, Anti-Social Behaviour constantly 7 days a week, but nothing is being done about it! The Safer Street Officer working with Gainsborough Crisis Action Team based at x-church do regular walk about' s in SWW, but it isn't advertised so the residents living in SWW can join and voice their issue's, again this is a total lack of communication.
- Where is the plan spend money in SWW you really need to get your heads together look at the IOD for SWW you might be surprised, especially since Guildhall sits right in the middle of SWW. And the places that are getting revitalised are around Guildhall and Market Street.

## Home Choices

- Just a bit of anonymous feedback for home choices if you wouldn't mind passing on... I've now created a call back for this customer so hopefully this will now be resolved within a reasonable time frame but customer commented that they called several times last week and again when they called today they are unable to get through to home choices. Customer further commented that they left a voicemail on their phone line early last week but this has yet to be returned. I apologised and explained I'd pass on their feedback, at which they wished to remain anonymous and not be contacted about this, and that with the call back details taken they will be called back as soon as possible. Customer also commented that they've used our phone options for other things and like the call back option and it's a shame that home choices do not have this as from their point of view it is clear that voicemails are ignored but thanked me for taking details and passing onto the team instead.

## Licensing

- Had a call-back from someone who has recently purchased a plot at Market Rasen Cemetery asking where her plot was. She commented that when she received the documents for a plot for her mother

(in Wales) they had included a plan with X marking the spot where the plot was, so she and the family knew where it would be.

### **Planning and Development**

- One of the other reasons I found your Planning Portal to be lacking in transparency is, when searching for planning applications, there's no option to search using 'keywords'. As it stands, the searcher is required to know either the application number or a variety of specific information re: applicant, address, etc. that they might not know in advance. However, if a searcher could use a keyword such as: "telecommunications" it would facilitate greater transparency and be an overall improvement on your service. Having searched several other Council's planning portals I have found them in the most part very accessible, as they provide a means to search the applications using keywords. I hope you will take my feedback into consideration going forward.

### **Systems Development**

- Online payment system flawed. When you make a payment through civic pay, eg. for planning fees, after the card details the site fails and you have no idea if you have paid or not meaning you then have to telephone to confirm. This has happened on several occasions so is not a temporary fault.

### **Waste Services**

- Green assisted bin was missed at last collection 23rd Nov but did not contact us until today (2 weeks later) asked for us to return, advised cannot return as did not log within 3 day policy and no vehicles doing green waste now so will have to wait until start 2023 collections. Customer was not happy said nowhere does it say about 3 day policy and suggests adding it to stickers in future.
- I have not received my waste refusal sacks in either June or December.
- This is not a complaint merely an observation. We are requested not to leave bins for collection on the highway so as not to cause an obstruction or be unsightly. After every collection along Foxby Lane the bins are left on the footpath, often in the middle causing obstruction to pedestrianisation and disabled with eyesight or mobility issues. Today it was necessary for a mobility scooter to ride on the verge due to the discarded bins. There is no reason along this stretch of road why bins cannot be left where they were found after emptying - within the property boundary or even right at the back of footpath. This issue is not restricted to this length of road. Constructive criticism I hope.
- Blue bin collection day today, bin has been rejected due to magazine & paper - daughter put out her mother is 88 years old and manages very well usually - knows policies but under circumstances thinks should have just removed wrong items and still emptied the bin - mother has dementia. Just wanted to vent frustration. She does not have local family to check what she is doing. She is available should you need to discuss further. We did have a little chat about using black only going forward but will persevere for little longer.
- Today was blue bin day. My partner inadvertently put cardboard cereal boxes in the blue bin. I've reminded him not to but is it really standard practice for the bin men to toss out the boxes and leave them lying in the road? Have you not heard of Keep Britain Tidy? I am truly appalled. In this wind/weather I had to chase after several boxes blowing down the road. Absolutely disgusting.
- Customer feels very uncomfortable leaving their sharps bins out for collection as customer has concerns that this leaves them open to anyone to take them if they see fit. Extra info: Customer originally booked a sharps collection and requested that they be collected by knocking on the door, however although receiving a "completed" email they were not collected this way so customer called us to find out what happened. After further conversations with customer services team customer is going to leave them out for a rescheduled collection tomorrow but still feels extremely uncomfortable about this and discussed with Alison (customer services) about logging this feedback to log their concerns.
- Customer not happy that only one green bin was collected last Wednesday, she has paid for 2 subscriptions. Her gardener had checked and told her that one bin had been emptied, she is unable to check the bins, she is also on assisted so they do get collected from the house. This is only the



first time it has happened, but she has paid for the service which needs to be carried out throughout the year. As it was reported after the three working days of the collection couldn't report it, it doesn't help her situation as she has a big garden, but her next collection is next Wednesday now. At the beginning of the year, she did want three bins, but she was not happy with the amount it would have been. This doesn't need to be followed up with the customer she just wanted me to strongly but a complaint in.

- Customer would like to request Wheelie Bins for Beaumont Street, says plenty of room for them and good access - also says issue with cats ripping open sacks when presented.
- Thinks the right thing right bin stickers should be put on everyone's bin to avoid rejections.