



Voice of the Customer Report
Quarter 1 2023/24
April 2023 to June 2023



Contents Page

Introduction and Overview -Qu1	Page 3
Overall Customer Feedback-Qu1	Page 4
Learning and Improvements- Qu1	Page 6
Operational & Commercial Services- Ady Selby	Page 7
Planning, Regeneration & Communities- Sally Grindrod-Smith	Page 8
Change Management, ICT & Regulatory Services- Nova Roberts	Page 9
Corporate Services- Emma Foy	Page 10
Chief Executive- Ian Knowles	Page 10
Local Government and Social Care Ombudsman Complaints -Qu1	Page 11
Customer Satisfaction-Qu1	Page 12
Customer Demand Data - Qu1	Page 13
Conclusion	Page 14
Compliments and Comments received -Qu1	Page 15-32

Introduction and Overview -Qu1

This report covers the Qu1 period of 2023/24 from 1st April 2023 to 30th June 2023.

In comparison to 2022/23 Qu1 has been much quieter all round in terms of customer feedback and customer demand.

In 2022 we saw the introduction of the new recycling service which included the roll out of purple lidded bins for paper and card collections, changes to what would be accepted in the blue bin and the implementation of the no side waste policy.

These changes led to a dramatic increase in customer feedback and demand and a drop in satisfaction during Qu1 last year whilst residents became used to the new service.



	2023/24	2022/23	Difference
Compliments	356	265	↑ 91
Complaints	45	84	↓ 39
Upheld Complaints	11	15	↓ 4
Customer Satisfaction	83%	68%	↑ 15%
Telephone Calls	31,886	47,300	↓ 15,414
Website Users	99,268	98,678	↑ 590
Visitors to the Guildhall	8,039	9,802	↓ 1,763

- During Qu1 there was an increase in customer feedback regarding RAF Scampton.
- Elections took place during the Qu1 period, positive feedback has been received regarding the organisation and hard work by all officers involved.
- 91% of our customers used online methods and telephone to contact us in Qu1.
- Customer satisfaction has increased compared to the previous year.
- We continue to receive calls regarding the cost of living crisis with more customers contacting us with enquiries and requests for support and assistance.

Overall Customer Feedback-Qu1

During Qu1 there have been big improvements compared to the previous year, the number of complaints received has decreased significantly and customer satisfaction has increased.

45 complaints were received compared to 84 in 2022/23. The increase last year was due to the implementation of the new recycling service and it was expected/hoped that complaints would decrease this year.

Overall 356 compliments were received in Qu1 compared to 265 in the previous year. Compliments continue to be logged from stand out 5 star customer satisfaction ratings where a comment has been left.

The number of comments received has remained the same and the average complaint response time is well below the 21 day target at 6.8 days.



Overall Figures 2023/24	April 2023	May 2023	June 2023	Qu1 Totals	Comparison with 2022/23
COMPLAINTS	23	9	13	45	↓ 39
COMPLIMENTS	98	112	146	356	↑ 91
COMMENTS	12	13	2	27	=
AVERAGE DAYS TO RESPOND	9.4	8.1	2.8	6.8	↑ 0.1 days
WLDC at Fault	6	2	3	11	↓ 4
% WLDC at Fault	26%	22%	23%	24%	↑ 6%
Satisfaction Score from Surveys	85%	82%	83%	83%	↑ 15%

The table on the next page shows how many compliments, comments and complaints were received by each service in Quarter 1. The main customer facing services continue to receive the most customer feedback.

11 complaints were upheld in total, this equates to an upheld percentage of 24%.

Community Safety had a complaint upheld as a customer did not receive a call back in a timely manner, this was the main point of the complaint received.

Home Choices had a complaint partially upheld as a customer did not receive a call back when promised, other issues raised within the complaint were not upheld.

Planning and Development, Trees and Conservation had a complaint fully upheld as a planning refusal notice contained an incorrect statement which led to confusion and frustration for the customer.

Waste Services had 8 fully upheld complaints, these included crews not marking tags on rejected bins, crews leaving a mess behind after emptying bins, bulky collections and bin replacements not taking place when they should have done, with customers not being kept up to date and bins not being returned to the correct place after being emptied.

Overall Customer Feedback-Qu1

Service Areas	Compliments	Comments	Complaints	Upheld Complaints
Arts and Leisure (Trinity Arts Centre)	8	0	0	
Benefits	6	0	0	
Building Control	4	0	0	
Cemetery	0	0	0	
Communications Team	0	0	0	
Communities	1	1	0	
Community Safety	0	0	2	1 fully upheld
Crematorium	1	0	0	
Customer Experience	5	0	0	
Customer Services	19	0	0	
Disabled Facilities Grants	0	0	0	
Electoral Services	1	1	1	
Energy	0	0	0	
Environmental Protection	1	0	0	
Financial Creditors and Debtors	0	0	0	
Food, Health and Safety	0	0	0	
Growth and Regeneration	3	8	0	
Home Choices	7	0	1	1 partially upheld
Housing Enforcement	0	0	0	
HR	0	0	0	
Internal Confidential Issues	0	0	0	
Licensing	14	1	0	
Local Land Charges	0	0	0	
Management Team	0	0	0	
Member and Support Services	3	0	0	
Planning and Development, Trees and Conservation	24	2	4	1 fully upheld
Planning Enforcement	1	0	3	
Property Services	1	0	0	
Public Health Funerals	0	0	0	
Revenues (Council Tax)	8	0	2	
Street Cleansing	10	1	0	
System Development	0	1	0	
Tourism	0	0	0	
Waste Services	91	10	16	8 fully upheld
Wellbeing and Health	0	0	0	
WLDC Council in General	1	0	0	
Out of Scope	1	0	3	
Totals	365	45	27	11

Learning and Improvements-Qu1

Gathering feedback from customers enables the Council to use customer insight to shape the way it improves and develops.

We can learn from all customer feedback received, positive, negative and neutral.

When things go wrong and ways to improve are identified changes are made to the way we do things.

When complaints are investigated the outcome is examined in order to identify any learning opportunities that can be gained from the issues raised.

All improvement actions identified are discussed with the relevant service Team Manager to ensure that they are implemented, where possible and in a timely manner.



There were not as many learning and improvement actions identified during Qu1 as there were in the previous year.

The majority of the upheld complaints during Qu1 relate to waste services and the actions of waste officers when out and about in the district carrying out their duties.

These are the observations and recommendations that have been made from customer feedback and investigations during Qu1:

Waste Services

Crews have been reminded about the correct working practises in relation to various activities including; bins being returned to the boundary, or location taken from for assisted collections, ensuring that tags on contaminated bins are marked showing what the offending item/s are. If any waste debris or broken glass is caused then crews should remove the mess before moving on (where possible) and when there is a delay with bin deliveries or bulky collections customer services should be advised so that customers can be made aware.

CRM Waste Reports

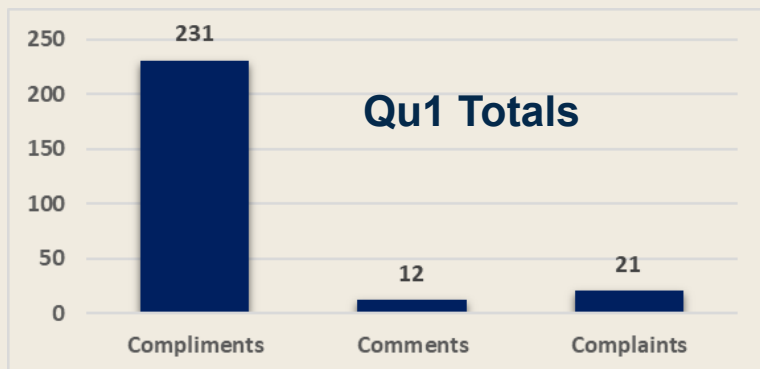
Some work and investigation needs to take place regarding capacity for images on the CRM system. It may be that some older images no longer needed can be deleted to free up some capacity for more images. This could be carried out via an automatic process after a certain length of time. Further discussion is required.

Community Safety

Service Standards for customer contact are required and processes/policies that set out who is responsible for what and what WLDC can do - explaining cross overs between ASB matters and noise where noise is also involved. We need to ensure that customers are being contacted and updated in a timely manner by the ASB team. This work is ongoing.

Operational & Commercial Services

Ady Selby



[Press Ctrl and Click on the graph above for more information](#)

Customer Services

37 compliments received

Waste Services

151 compliments received

21 complaints received

10 comments received

Arts and Leisure (Trinity Arts Centre)

16 compliments received

1 comment received

Building Control

4 compliments received

Customer Experience

6 compliments received

Crematorium

3 compliments received

Street Cleansing

14 compliments received

1 comment received

59 complaints received in Qu1 last year.

151 compliments received in Qu1 last year.

27 comments received in Qu1 last year.

In comparison to 2022/23 the number of complaints received has decreased dramatically, last year customer feedback increased due to the new recycling service that was implemented in April 2022. Compliments have increased and the number of comments received has also decreased.

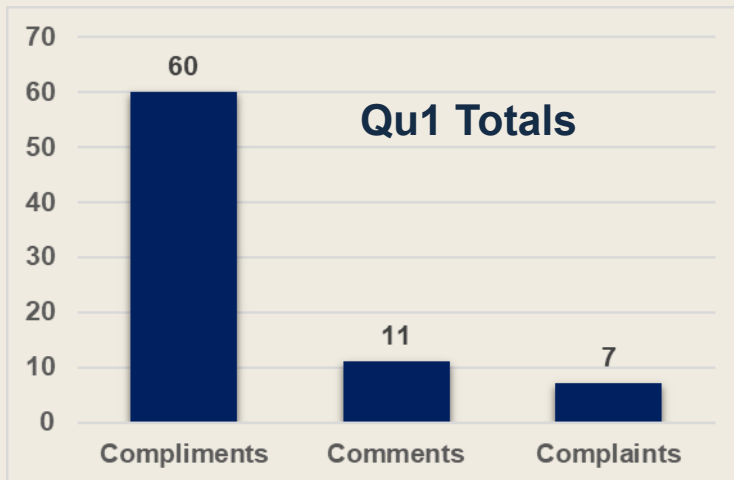
Waste Services had 8 fully upheld complaints, these included crews not marking tags on rejected bins, crews leaving a mess behind after emptying bins, bulky collections and bin replacements not taking place when they should have done, with customers not being kept up to date and bins not being returned to the correct place after being emptied.

These service areas received no customer feedback during Qu1: **Cemetery**

There were no Local Government and Social Care (LGSCO) complaints for Operational & Commercial Services in Qu1.

Planning, Regeneration & Communities

Sally Grindrod-Smith



[Press Ctrl and Click on the graph above for more information](#)

Communities

1 compliment received

1 comment received

Growth and Regeneration

3 compliments received

8 comments received

Planning and Development, Trees and Conservation

47 compliments received

5 complaints received

2 comments received

Home Choices

9 compliments received

2 complaints received

8 complaints received in Qu1 last year.

65 compliments received in Qu1 last year.

No comments received in Qu1 last year.

In comparison to 2022/23 complaints have decreased by 1, compliments have decreased by 5.

11 comments were received this year, these were mainly in relation to the issues surrounding RAF Scampton including the home office plans for asylum seekers and the planning application for the removal of a grave.

Home Choices had a complaint partially upheld as a customer did not receive a call back when promised, other issues raised within the complaint were not upheld. Demand for the service has increased lately, the team are currently recruiting a new full time officer.

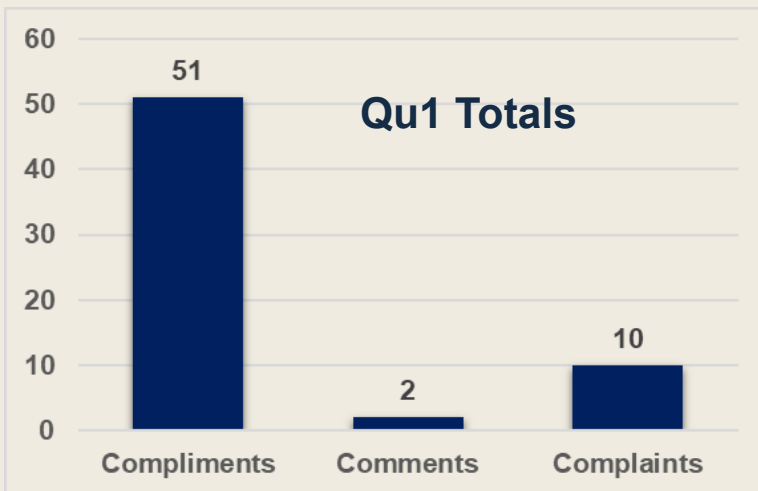
Planning and Development, Trees and Conservation had a complaint fully upheld as a planning refusal notice contained an incorrect statement which led to confusion and frustration for the customer. This was an admin error that was corrected as soon as we were made aware.

These service areas received no customer feedback during Qu1— **Disabled Facilities Grant's, Energy, Wellbeing and Health and Tourism**

1 complaint was referred to the Local Government and Social Care (LGSCO) for Planning and Development in Qu1. The LGSCO decided not to investigate, more information can be found on **Page 10**.

Change Management, ICT & Regulatory Services

Nova Roberts



[Press Ctrl and Click on the graph above for more information](#)

Environmental Protection

5 compliments received

Planning Enforcement

1 compliment received
4 complaints received

Housing Enforcement

1 complaint received

Benefits

9 compliments received

Community Safety

1 compliment received
2 complaints received

Licensing

17 compliments received
1 comment received

Revenues (Council Tax)

17 compliments received
3 complaints received

Systems Development

1 compliment received
1 comment received

14 complaints received in Qu1 last year.

46 compliments received in Qu1 last year.

No comments received in Qu1 last year.

In comparison to 2022/23 complaints have decreased by 4, compliments have increased by 5.

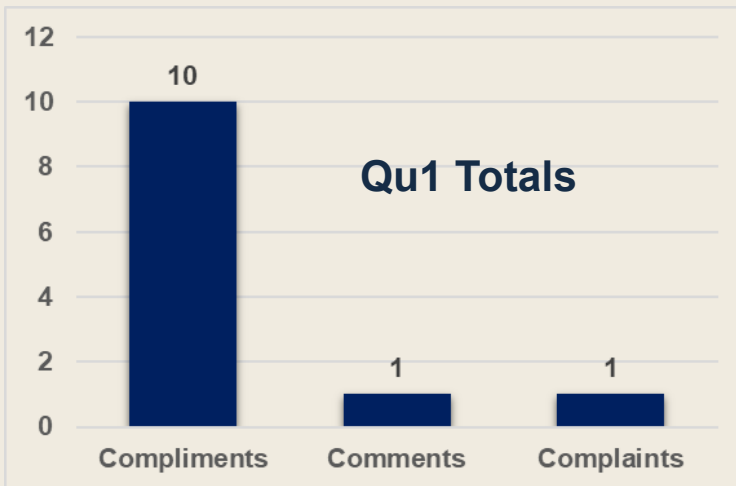
2 comments were received this year, these were in relation to an error on a WLDC taxi licence plate and issues experienced by a customer when logging in to use WLDC services online.

Community Safety had a complaint upheld as a customer did not receive a call back in a timely manner, this was the main point of the complaint received. Work will take place on service standards to ensure this does not happen again in the future.

These service areas received no customer feedback during Qu1— **Food Health and Safety, Local Land Charges and Public Health Funerals**

1 complaint decision was received from the Local Government and Social Care (LGSCO) for Housing Enforcement in Qu1. The LGSCO did not uphold the complaint, more information can be found on **Page 10**.

Corporate Services — Emma Foy



[Press Ctrl and Click on the graph above for more information](#)

Communications Team

1 compliment received

Electoral Services

1 compliment received

1 comment received

1 complaint received

Property Services

2 compliments received

Member and Support Services

6 compliments received

3 complaints received in Qu1 last year.

3 compliments received in Qu1 last year.

No comments received in Qu1 last year.

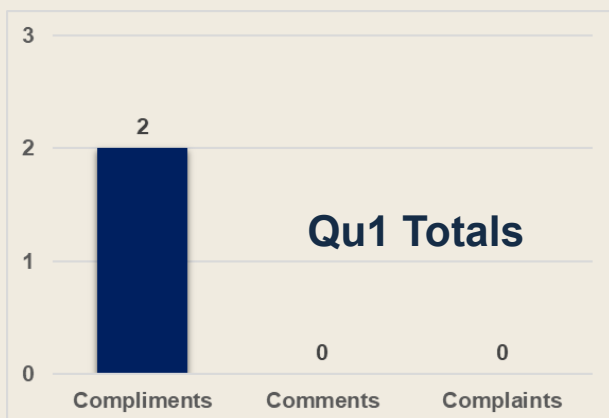
In comparison to 2022/23 complaints have decreased by 2, compliments have increased by 7.

1 comment was received in relation to the posting out of poll cards.

These service areas received no customer feedback during Quarter 1— **Financial Creditors and Debtors, Human Resources, PA and FOI Team and Equality and Inclusivity**

There were no Local Government and Social Care (LGSCO) complaints for Corporate Services in Qu1.

Chief Executive — Ian Knowles



[Press Ctrl and Click on the graph above for more information](#)

WLDC in general

1 compliment received

Management Team

1 compliment received

Local Government and Social Care Ombudsman Complaints -Qu1

If a customer has received a complaint response and remains dissatisfied with the outcome, response or decision made they can refer their complaint to the Local Government and Social Care Ombudsman for consideration (LGSCO).

The LGSCO will look at the complaint information and will decide whether to investigate further, if they decide to investigate they will request further information from us.

If the LGSCO finds us to be at fault and upholds a complaint they can make various recommendations which could include things such as an apology, a financial payment, staff training and policy and procedure changes.

Local Government &
Social Care
OMBUDSMAN

Complaints referred to the LGSCO	1
Complaints investigated by the LGSCO during Qu1	1
Complaints not investigated by the	1
Complaints decided by the LGSCO	1

Housing Enforcement Complaint

In June 2023 the LGSCO reached a final decision on a complaint referred to them in January 2023 regarding Housing Enforcement. The complainant complained that an inspection that had been carried out the previous year had not been carried out correctly and that reports regarding the condition of the property were not handled correctly.

The LGSCO completed an investigation and found the Council was not at fault for how we handled these reports about the condition of the complainants property, they did not uphold the complaint.

Planning and Development Complaint

In June 2023 the LGSCO decided not to investigate a complaint referred to them relating to Planning and Development. The complainant complained that the council failed to properly consider a retrospective planning application and the impact that it would have on their home.

The LGSCO decided not to investigate this complaint about how the Council dealt with a planning application because they were unlikely to find fault.

Customer Satisfaction-Qu1

Customer satisfaction surveys are sent on a weekly basis to customers that have received a service the week before.

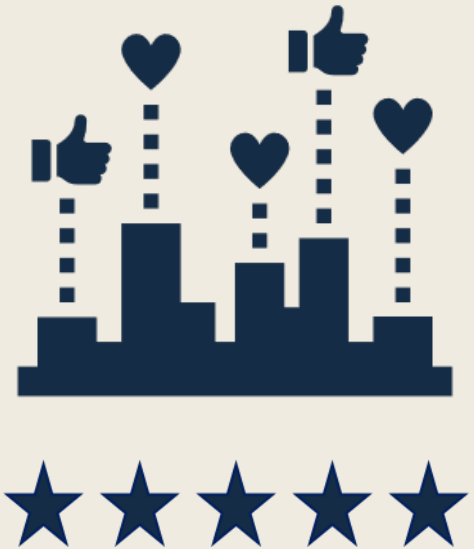
They are sent to customers of these main customer facing services:

Environmental Protection, Planning and Development, Trees and Conservation, Planning Enforcement, Public Protection, Street Cleansing, Waste Services, Street Naming and Numbering and Licensing and Home Choices.

During April, May and June 2023 2,296 surveys were sent and 430 responses were received.

Customers are asked to rate the service received out of 5 stars ranging from very dissatisfied to very satisfied. 4 and 5 star scores are used to calculate the overall satisfaction score.

Customers are asked to leave comments regarding what went well or what could have been improved.



	April 2023	May 2023	June 2023	Qu1 Total
Satisfaction Score	85%	82%	83%	83%

Compared to the previous year customer satisfaction has increased by 15% from 68% in 2022/23 to 83% in 2023/24.

This is some of the feedback that has been provided with 5 star ratings:

- *Matter resolved straight away thank you*
- *You did exactly what you said you would*
- *Professional and friendly service*
- *Had to ring up to add 2 extra items. Lady i spoke to was so nice, very polite and extremely helpful. The pick up itself was so smooth didn't know theyd been. Excellent service*
- *Staff extremely helpful and supportive*
- *Actioned as stated, x2 men who knew exactly what to do, & did it well, thanks*
- *Rapid response to email enquiry followed up by quick replacement of broken green bin*
- *Helen Dannatt Council Tax Dept is excellent and Lee in Refuse Dept, also helped with problem neighbours*
- *You did what you said you would! Quickly rectified a missed collection, excellent*
- *Good communication, listened to my concerns and reassured me she would report my complaint to the appropriate department*

Customer Demand Data - Qu1



- 3,765 **service requests** were received in total
- This is a decrease of 451 (9%) compared to last year
- Online forms and telephone were the preferred methods of contact for 91% of customers



- 8,039 customers attended the Guildhall for a **face to face service**
- 2,237 of these were WLDC customers
- This is a decrease overall of 1,763 compared to last year
- The main WLDC services accessed by these customers were Revenues (Council Tax) and Benefits



- 31,886 **telephone calls** were received in total across the Council
- 80% of them were answered (a voice message option was offered to the other 20%)
- This is a decrease of 15,414 calls (32%) compared to last year



- The **WLDC website** had 99,268 users
- This is a small increase of 590 users (0.06%) compared to last year
- The main pages visited were Planning and Development, Waste, Elections and (Revenues) Council Tax



- 13,403 **Eforms** were submitted in total
- This is a decrease of 2,133 (7%) compared to last year
- 70% were completed by the customer online
- The main services requested via Eforms were Waste, Revenues (Council Tax) and Planning and Development



- 139,781 **payments** were taken in total
- This is an increase of 1,840 (1.3%) compared to last year
- After direct debits have been deducted it is calculated that 61.86% of the payments were made using self-service, 12.91% were processed by staff and 25.24% were automated payments
- Self-service payments have increased by just under 4% compared to last year

Conclusion

Overall customer feedback and demand decreased considerably when compared to the previous Qu1 period. This was expected as the new recycling service had led to increased demand and decreased satisfaction during the previous year (2022/23).

This year there was a decrease in the number of complaints submitted but more compliments were received. Customer satisfaction has increased by 15% to 83%.

Customer demand decreased as fewer customers are now contacting us regarding the changes that were implemented last year, service requests were down 9%, face to face demand decreased and the number of calls decreased by 32% compared to last year.

Online forms and telephone continue to be the preferred methods of contact for our customers, with over 91% of requests and enquiries being made in these ways.

Feedback from customers shows that they want choice in the way that they contact us and they want to be able to make contact easily at a time that suits them.

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 to improve the customer's experience.

Work on developing customer service standards across all WLDC services has commenced taking into consideration the changing needs of our customers and to complement this a new Customer Experience Strategy is in its final stages of drafting as is embedding the "West Lindsey Way" training program of essential staff training.

Operational & Commercial Services

Ady Selby—Compliments

Arts and Leisure - Trinity Arts Centre

- Hey Craig, thanks again for having me play at Revive Festival, I had such a blast! It was so lovely getting to meet everyone!
- Hi Craig, I just wanted to say a BIG thank you to you and your lovely team for last Wednesday – the event was a huge success with lots of positive feedback!!
- Dear Ian, on Sat.17th June my wife and I visited Gainsborough. This was the 1st time my wife had been to Gainsborough. She was extremely impressed with the Centre and the Revive Festival, as was I. We were both enjoyed, firstly Marshalls Yard, which we had a good look around, then Silver Street and what it has to offer. My wife buying a dress. I noted the gardens in both Marshalls yard and around where the Farmyard Circus was, regarding the wildflowers. Whoever deals with the gardens in those areas does an excellent job. I was extremely delighted to see so many WLDC Officers who took part in the Revive Festival, most of whom had volunteered to help on the day. They did a wonderful job and should be congratulated. We watched Les Quat'fers en L'air, the local dance school, the Rock choir and saw the children loved the Farmyard Circus. All put together by Officers of WLDC at short notice but well advertised. Ian, your staff should be rightfully very proud of the event which they managed to put on. We would love to see a similar Festiva, perhaps one afternoon in Market Rasen sometime.
- 5 Star Google Review - Great little converted church.
- Customer had booked seats on G Row but customer had a disabled guest. Customer left a comment on her shopping cart when placing order saying she couldn't book the disabled seats. Customer thanked Craig for his care and customer service after calling the customer up in advance of the performance to explain he would move the customer's order to more accessible seats. The customer was overwhelmed by the care, respect and attention given to her disabled mother by Craig who consciously worked with the family when they arrived to site to make appropriate adjustments and ensure they had the best experience during the sell-out performance.
- Love going to the cinema here, lovely bar area for a drink and chat before hand, and there tends to be a break halfway through the film (like the olden days lol) which for those of us of a certain age is great. Staff are always helpful, the only criticism is that some of the films are only on at 3 in the afternoon, and that's no good for me with work. Can we have all with a 7 o'clock showing, please
- We had a great night on Saturday. Please thank your staff for us, especially Jason who was a huge help all day.
- Heard that the gig had been great the other night and they really enjoyed themselves. She said the venue and audience were great, so thanks for having her.

Operational & Commercial Services

Ady Selby — Compliments

Building Control

- Hi Patrick, thank you for your help through the process. Wishing you all the best.
- Hi Patrick, many thanks for your help on our telephone call yesterday and for providing me with the information you sent through.

Customer Experience

- Hi Katie and Natalie, I have been in contact with Cllr Milne and I wanted to pass on her thanks and mine for the support and advice you provided in the recent information from a customer that had been sent as a complaint to Sir Edward. I really appreciate you taking the time out at this very busy period.
- Teamwork does make the Dream Work! You both do incredible work ladies and I'm always super impressed with your professionalism and resilience in dealing with customers and members in often difficult circumstances too
- Thank you for your reply and dealing with the matter so promptly Amy. I appreciate that.
- Thank you for your explanation and response Amy.
- Hi Natalie, xxxx provided some feedback in relation to the investigation of 'complaints made against officers' which you investigate, and therefore feedback in relation to work you have done He very much valued and appreciated our approach to 'complaints against officers' That, unlike most other places he has worked, there was no automatic presumption that 'because a complaint has been made against an officer, the officer MUST be guilty and have done something wrong' – Investigations were reasonable, and fair.

Customer Services

- Hi Alison, thank you so much for your response, that's great.
- Hi Alicia, hope you are well. Thank you for taking the time to reply and point me in the right direction.
- Ahh perfect thank you for that Alison. Yes, I'm just getting some bits ready to go then I'll get an email sent to you guys. Thank you so much for your help with this.
- Thank you for your quick reply Amy, it is much appreciated.
- Customer advised that in all the 26 years of working in the NHS, mine was the most beautiful she had ever had. She also thanked me for being so kind and pleasant.
- Shelley, thank you very much for your help in this matter. My second green waste bin arrived yesterday, and it was only when I commented how small the Black bin was that it was pointed out that I could request the new standard size. Excellent customer service from you both.
- Good morning Shelley. the allowance had been paid into my account in April. I had not received that statement. Sorry to have bothered you and thank you very much for your help and lovely manner. Much appreciated. Please pass on my thanks to any others concerned.

Operational & Commercial Services

Ady Selby—Compliments

- Customer called to say thank you to Shelley for her help – the fuel payment had gone in and all is sorted.
- Hi Laura, I just want to say thank you so much for all your help this week. I'm so grateful. Have a nice weekend. Thank you again.
- Wow, thank you Amy. That is great service.
- On behalf of the Council Tax Team and ourselves, thank you for the work you have done on these cases, answering phone and email queries, copying evidence and being patient with customers. A lot have really needed our help to ensure they received an entitlement.
- Spoke to Angela about my green bin on the 5th June, I said to Angela that i desperately need this green bin and Angela said she would try her best. Today I have just received my new green bin so i wanted to ring and say a big thank you.
- You are going over and above for her, so thank you Alison.
- I called up the switchboard first thing this morning (08/06) to report that some items that I'd left out for collection had been taken prior to the council attending. I spoke to Adam who helped me no end and was really pleasant, a real credit to the team! I wanted to thank him for his help - he dealt with everything swiftly and I couldn't fault his professionalism! I don't know anymore than his first name, but I called on the main number for general enquiries!
- Hey Nicola, thank you for your super fast reply and help. That's ok. I will go back to the market rasen recycling centre on Friday. I really appreciate your help. If you can send this email to your manager because the service and professionalism you have provided me with has been top notch. I hope you can use my feedback in your future performance reviews. Dealing with you has been easy and you've kept all your promises to always email me back.
- Just to say that Brad did a great job reading the Prayers this morning – he was really comfortable and clear, brill job.
- 11x 5 stars reviews were received on our Customer Satisfaction Surveys; customer commented on how officers were helpful, polite, professional and efficient.

Crematorium

- It really was a perfect day as ever one can be for a funeral, the sun was out and the crem was truly the loveliest of places.
- Lea Fields Crematorium gold recognition - This is amazing news!!!! Well done, and, well deserved for all involved.

Street Cleansing

- Thank you for clearing up the fly tipping on Cow Lane, they did a fantastic job, looks great & no evidence of anything being there. Well done.
- 7x 5 stars reviews were received on our Customer Satisfaction Surveys; customers appreciate the prompt and efficient action when issues are reported.

Operational & Commercial Services

Ady Selby—Compliments

Waste Services

- Please can you pass on my thanks to the “bin man” who was kind enough to take the trouble to phone my home number when he encountered my mother in a rather confused and agitated state the other morning.
- Hello, just wanted to let you know that garden bin has been delivered today and wanted to thank you for delivery driver as he just didn't leave it on the street and nicely stacked bin near all bins. Many thanks.
- Customer was very happy with garden waste service and wanted to thank crew for hard work they do.
- Thanks for the green lid replacement - was sorted last week.
- Wanted to pass her thanks and appreciation onto the crew for always helping her when needed and being polite when speaking with her. There had been a misunderstanding with carers who made an incorrect complaint and the customer would like them to know that she is extremely happy with the service.
- I missed getting my green bins out this morning so rand WLDC at 9am to ask it were possible for the van to empty them on its way back through Reepham. 11:50am and bins are empty. Sincere thanks to customer services and the bin collection team covering Reepham today for their excellent service. Please pass this on to the appropriate team. Thanks again!
- I just wanted to commend your refuse collector on the Welton round this morning 29/6/23. I had forgotten to put the bin out on and realised as the team pulled outside my door. Cue frantic scrambling! As I opened the front door, your operative very patiently and kindly waited for me to bring the bin to him, meeting me on the end of the drive. He was incredibly courteous and so friendly, so please pass on my grateful thanks.
- Hi just wanted to say excellent service today. Please express this to your council collectors today.
- Comment from a customer regarding green bins: There is another local council that offer 2nd green bin collections at a reduced price. This would be something for us to consider.
- Thank you very much for your prompt attention to this matter Louise. I will ensure that the damaged bin is clearly sited and available on the dates given. May I also take this opportunity to thank you and the teams that empty all our bins. I have lived areas all over the country and the service that you provide is easily the best.
- Customer would like to say she is very happy with the waste service and street cleaning service she has received and would like to thank the waste department for their hard work they have done on her street.
- Would like to pass on a compliment for the waste crew - she had put the wrong coloured bin out this week - and is 91 so struggles with the bins. The crews put her purple bin back and emptied the blue one for her - which she was very grateful for and thinks they do a wonderful job.

Operational & Commercial Services

Ady Selby—Compliments

- Good afternoon. This is not an enquiry but was unsure how else I could pass on my thanks to my 'waste collectors' - they truly are such a nice group of blokes. I suffer with oesteo and rheumatoid arthritis and I think they have seen me over the weeks once my bin has been emptied struggling with dragging my bin back to my bin store from the grass verge. The last few weeks they have now taken it upon themselves to bring my bins back nearer to my door on my path (I thought it was my neighbour doing it until I saw them do it today). This really is appreciated and I didn't ask them to do it. Just shows what a great caring team you have and I would really like you to acknowledge that I have sent this email and let them know that I am really thankful. Hemswell Cliff - collection day is Tuesday so may help with which team :)
- 87x 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.

Operational & Commercial Services

Ady Selby—Comments

Arts and Leisure

- Me and my 3 young children (aged 1,7,9) attended the revive festival today, first off, I would like to say how great and varied the acts were and for it all to be free including the face painting was fantastic especially in these difficult times. However, I feel like it could of have been improved with more varied amount of food stalls, there were 2 sausage stalls, 1 pizza and the rest were dessert stalls so didn't give a lot of choice for lunchtime. Also, the swearing in two of the of the performances were absolutely shocking, I do not swear around my 3 children and do not appreciate taking them to a family event and hearing that without any warning. This definitely needs to be addressed so it doesn't happen again as I'm sure I'm not the only parent feeling this way.

Waste Services

- I have deteriorating sight and have great difficulty separating the greenhouse bin stickers from their backing. I am sure I am not alone in this issue. Could you please ask the council to have these printed with an edge which is larger than the sticky part of the notice? It would be easy to do and a big help to those with a variety of disabilities.
- We're on assisted collection and your green crew keep missing us. This has been reported, we don't need you to return because it's only a third full, but this isn't the first time this has happened in the past few years. Not sure if the bin wasn't emptied because only part full, but purple was emptied fine the same day so the crews must know we are on assisted and where the bins are kept. It's so frustrating because we pay extra for this bin. Please speak to your crews, we're getting annoyed we have to raise this year on year now.
- Customers bin was due for repair but listed as unrepresented. Customer was sure this was accessible over this period. Rebooked.
- Customer wants us to be aware that there are not enough sacks delivered to cover a 6 month period. She said a lot of people on her street are presenting waste in general black bin liners as many have ran out of council supplied sacks. Customer does not want to be contacted further about this.
- Resident was disgusted to have found the bin men tipping all of the rubbish from the blue bin outside the front of her property. Resident apologises if there was something in the bin that shouldn't have been in there. Just come out of hospital after having a stroke, all rubbish blowing in the wind near the electric gates. Resident is appalled that this has happened, if it was resident dumping out of window she would get done so how can the bin men be allowed to get away with it. Would like to know why the men didn't stop when resident was stood outside of gate collecting rubbish. Bin wasn't tagged and nothing has been recorded on system. Resident has received tags before and takes it seriously. EC will post right thing right bin leaflet.
- Wanted to make us aware that a friend that lives in Washingborough's garden waste collections run all year apart from January. Wondered why we pay similar prices but only received March-Nov. Thinks we should receive similar.

Operational & Commercial Services

Ady Selby—Comments

- Customer wished to remain anonymous but wished to log comments. The bin crew collecting green bins today down Enderby Crescent have left an awful mess. One of the guys also looks untidy wearing a tracksuit and yellow high vis in comparison to the orange protective suits everyone else is wearing.
- Customer has been presenting half full bins as household doesn't accumulate much waste. Several times now the bin hasn't been emptied when it has been presented half full whether black, blue or PLB. The resident has camera footage of the same crew member opening the bin each time and then closing it and walking away. (EC checked, no waste issues logged on the system for the address). Resident does not want contacting further about this, just wants the bins to be emptied when they are presented no matter how empty or full they are.
- Customer does not need contacting further about this but wanted it passing along. Feels very strongly about recycling and would love to see an option in the future with regards to recycling soft plastics and blister packets. She currently has to post blister packets to a place in Nottingham for recycling and takes her soft plastics to supermarkets that offer the service but would love to see West Lindsey involved.
- resident has said they think it would be a better idea to take out rejected items from recycling bins rather than reject the bin

Street Cleansing

- Outcome of dog bin request for Highfield Close, Gainsborough: There did used to be a dog bin at the below location, however it has been vandalised on numerous occasions therefore a decision was made not to replace the bin. Can the litter bin in the location please be emptied more frequently to accommodate the speed in which this bin is being filled. It's over flowing again and this could help.

Planning, Regeneration & Communities

Sally Grindrod-Smith—Compliments

Communities

- Good morning Claire, will you pass on to the electricians our thanks for the excellent installation of the defibrillator. There was no mass left and they managed to install it without any trunking being visible either on the inside or outside of the hall. Overall a superb job, thanks. Also, thanks for looking at the plans for the playing field. Whilst this is in a very early stage we feel that we are going to be able to make the playing field an amenity suitable for use by all from the youngest to the oldest, most able to less so. Thanks for the visit and hopefully we can work together in the near future.

Growth and Regeneration

- Firstly I want to say thank you for the opportunity to work with you guys, I really enjoyed my time at the council and everyone i worked with was really lovely and also Molly that you're a real credit to the council and I really appreciate all the hard work you put into organising the placement along with Amy and Russell. It was also very sweet of Amy to send me a thank you email, it meant a lot to hear the nice feedback and make sure I hadn't done a terrible job.
- Hi Claire, thanks for the draft article. I love it, very well done and much appreciated.

Home Choices

- Hi Andy! We are touched by your participation in our problems, your help and support! You have done so much for us that our gratitude knows no bounds! Thank you very much!!! We also hope to see you and get to know you!
- Hello Andy, thank you so much for all the help you have given to xxxx, your support has given her the momentum she needed to just get her over the line. Thanks again.
- Hi Andy, they are super happy, it's so good to see them carving their way into their own future. Thank you for facilitating the transition 😊
- Hi Andy, really lovely to meet you yesterday, thank you so much for your support for xxxx (and me!) really appreciate it!
- Morning Ayla, thank you so much for all of the help and guidance into helping me get a home for me and xxxx! It's been massively appreciated. Have a good day. Take care.

Planning and Development, Trees and Conservation

- Good morning, Alison. Thank you so much for your help yesterday, it is appreciated.
- Hi Alison, thank you so much for your reassurances today.
- Alison, excellent, many thanks for confirming.
- Just wanted to thank you both, for dealing with this so swiftly – much appreciated. (Rachel and Tom)
- Hi Joanne, that's Brilliant! I really appreciate all your assistance and patience on this one, thank you. Hope you have a good weekend.

Planning, Regeneration & Communities

Sally Grindrod-Smith—Compliments

- Firstly, I want to say thank you for the opportunity to work with you guys, I really enjoyed my time at the council and everyone i worked with was really lovely and also Molly that you're a real credit to the council and I really appreciate all the hard work you put into organising the placement along with Amy and Russell. It was also very sweet of Amy to send me a thank you email, it meant a lot to hear the nice feedback and make sure I hadn't done a terrible job.
- Hi Rachel, I hope that you had a lovely long weekend. This really is great news. I would like to take this opportunity to thank you for all your hard work on this project. I honestly can say that you have been the best planning officer we have worked with to date. Your professionalism, dedication, knowledge, and reliability have been outstanding, and we have found you a pleasure to work with. You truly are a role model for all planning officers. We are very excited about being part of the Invest Gainsborough project and are looking forward to having a big impact on the town. We look forward to working with you on this project and hopefully many more in the future
- Hi Rachel, this is fantastic news, we really appreciate all that you have done for us to date, you have been an absolute pleasure to work with.
- Morning Rachel, I meant to get in before you this morning. I hope it wasn't too long a night for you, and I'm thankful we were first up! Thanks for the way you dealt with it last night, I think between you and the Chair, everything was kept firmly and politely on track without getting distracted by the wider issues. Very well dealt with in my opinion, thanks. Thanks for the swift Decision Notice.
- Hi James, that's great, many thanks for your help.
- Many thanks for the information, Carol.
- Alison, thank you for your prompt response – appreciated. Sorry, and thanks for pointing me in the right direction – a frequent occurrence by all. Have a good weekend.
- Dear Ian, can I just thank you for your assistance at both the pre-app and application stage of this proposal, it has been very much appreciated.
- Afternoon Vicky, thank you very much for the attached decision notice – the prompt turnaround is appreciated. Hope you have a great weekend.
- Hi Emma, thank you for your email no worries I do appreciate what you have been able to find for me.
- Thank you so much Emma, that was a great help.
- Thanks Vicky, really helpful and quick. Much obliged
- Dear Ms Maplethorpe, thank you for your response. It has been very informative.
- Thanks Ian - great news and thanks again for bearing with us.
- Dear Daniel, thank you so much for replying so quickly and thoroughly this is incredibly helpful. Thank you again and I hope to be in touch again.

Planning, Regeneration & Communities

Sally Grindrod-Smith—Compliments

- That's great news thanks Holly! Thank you for the prompt response, it is much appreciated.
- Thanks Carol for the information, it's a big help for me to check these companies in more detail.
- Hi Emma, thank you so much for all your help on the telephone on Monday afternoon.
- Thank you so much for the generous help you have afforded me Carol.
- Morning Ian, really appreciate you taking the time to send all that information. Many thanks.
- Hi Ian, thank you for the attached. Just wanted to thank you for your assistance with the project and application. Your committee report summed up the project very well and enabled the members to understand the project, and subsequently approve the application.
- Hello Carol, Thank you so much for your kind help with this matter. I will contact them tomorrow This is where we need expert advice. Thank you again Carol. Your help is much appreciated.
- Hi Daniel, that's great, thank you for doing such a comprehensive report on the proposal. It's great when committees can make a fully informed decision. Yourself and West Lindsey district council have certainly been a long way ahead of other local authorities we have dealt with. Best Regards.
- Thanks for all your hard work Danielle.
- 7x 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, Regeneration & Communities

Sally Grindrod-Smith—Comments

Growth and Regeneration

- I am writing to express my support for saving RAF Scampton, a significant World War II historic landmark from closure. As you may know, RAF Scampton played a critical role in the success of the war effort as one of the primary bases for the Royal Air Force, which provided much-needed air support to Allied ground forces. In 1943 it was home to Guy Gibson and his famous Avro Lancaster 617 Sqn which 80 years ago launched the Dam-busters Raid from this station. Closing down RAF Scampton would not only displace current staff but would also result in the destruction of a vital piece of our nation's military history. This base served as one of the primary locations where brave soldiers trained and honed their skills, as well as a strategic base for the Allies that helped facilitate victory in the war. Furthermore, RAF Scampton has tremendous potential to serve as an educational resource and tourist attraction, attracting visitors from around the world who seek to learn more about its rich history. As well, preserving the base would help create jobs in the local community, both directly and indirectly. Therefore, I urge you to reconsider the closure of RAF Scampton and work towards finding ways to preserve this important historic landmark and honour the legacy of soldiers and airmen who selflessly served our country.
- I've completed surveys for the new areas, would love the idea of having a little splash park, we travel to Kings Park Retford in Summer but it'd be great to have a local one!
- Sir the last straw of the government incompetence with the loss of control of illegal immigrants and it's requisitioning of Scampton camp is the threatened removal of Guy Gibson's dog's grave to a site far away from Scampton the obvious place on respect and cost grounds is Scampton village church grounds where at least the remains will join some of it's fallen comrades.
- Scampton - I am extremely disappointed that the site is to be used to house asylum seekers. What is meant by Crown land as mentioned by the judge? Is that owned by the Monarch or government? The government has no respect for those who gave their lives for this great country. I fully support your plan for the site, creating more jobs. Keep fighting.
- People and Judges like solutions and not problems. I have been thinking about Scampton and the Ukrainian refugees. Around Trinity Arts Centre and that side of town there are many many empty houses - the Council could buy these - decorate if necessary and then put the refugees into them - two families in each street so they could talk to each other given the language differences. If necessary, you could use compulsory purchase orders but only on the empty ones. There are so many empty houses in Gainsborough - then they would not have to be put in Scampton which is miles from nowhere.
- I hear with horror that it is intended to use the Scampton air force base to house 'asylum seekers'. What is the Council doing to prevent this? Surely there is at least a petition to sign? What will this do to house prices in the area - I think we all know the answer to that one. I and my family are vehemently opposed to this plan, and will join any protest that may arise. Most of these residents along with their parish councils, are already fighting the proposals for an enormous solar 'farm' across our countryside. I am sure they will all join you in your opposition. I know I will!

Planning, Regeneration & Communities

Sally Grindrod-Smith—Comments

- Concerning RAF Scampton I am not pleased that you are going to turn Scampton in to a holding centre. I come up to Lincolnshire every may to look at all the old RAF bases you have to do my history of the bases as my uncle was in the war I have visited Scampton a few times me and my late brother who passed a way two years ago came up and the red arrows took us off and showed us the maintenance area at Scampton and I have met Johnny Johnson who new my uncle any way back to Scampton can't you get the home office to move to another base as you have 60 others bases in the area as I have visited them the RAF spent a lot of money on the referb of the guy Gibson office and what is going to happen to that surely you are not going to shut the office down to access if you have got to house these people can't you put fences up to guy Gibson office so we can sill show future kids the history of your wonderful county we owe it to the RAF personal who flew from there in the past is there any chance I can see the old operation room before it gets converted as I would like to see what it was like could not see it last time as it was still part of NATO so please think again keep Scampton for future Kids to see as part of there past.
- Like many I am wholly against the Government's Decision that the former RAF Scampton base will become a centre -however temporary, for housing asylum seekers; given the WLDC's consortium plans for redeveloping the site and thus through such a regeneration scheme helping to 'level up' the local economy and help to preserve the unique historical and ascetic character of the site, in the context of the Royal Air Force and its history. I applaud the action being taken by WLDC. for which thank you.

Planning and Development, Trees and Conservation

- Customer has recently had communication with duty planning officers on 2 occasions and she was unhappy how she was spoken to today - She did not want to complain at this stage but wanted to make sure this is not the normal way that customers are spoken to.
- I raised an objection to a planning application in 2019. I have just discovered that there have been two or three subsequent applications to amend the original proposal yet I was not notified. Surely if someone is interested enough in an application to oppose it, they should also be notified if that application is in the process of being amended? It will affect the village I live in (Tealby) yet the only way we find out about this is by trawling your web-site or stopping on a private drive-way and walking around to see if an application has been posted amongst the advertising signs on a fence!

Communities

- I am writing with a suggestion to brighten Gainsborough up , Would it be possible to plant wild flower seeds in small grassed areas such as near the railway bridge at the bottom of Spital Hill / Jubilee crescent / Spittle Hill / Corringham Road / Wellington Street or any small patches of grass in town, this would really improve the town and benefit people and insects and birds, the cost could be off set by the savings from not cutting grass already there, and also the dog fouling in town is at an all time high ! if you had wardens fining people it would pay for a great flower display moving forward in years and areas. Please think about this i feel it would lift the town immensely.

Change Management, ICT & Regulatory Services

Nova Roberts—Compliments

Benefits

- Thank you for all your help Lynda.
- Oh Ange well done!!!! No, thank you for being absolutely amazing, you have helped to provide some really positive outcomes for our customers, absolutely brilliant.
- I've just had a conversation with the daughter of one of our benefit customers, she has said she can't thank the people that have been dealing with her mums claim highly enough and she thinks we're all wonderful along with the service we have provided in getting her mums claim sorted. (Lynda)
- Hi Lynda, thank you so much for your email. I literally cried reading the reply. Thanks so much for all your help its much appreciated.
- You're a star James. I'd just like to say thanks for all you have done over the years. I'll be moving on at the end of May. Going to give something else a try. Feel like I've been here forever! You've been a pleasure to work with. I wish you all the best.
- Hi Angela, thank you so much.
- Thank you Lynda, that's brilliant - much appreciated
- Thankyou very much my dear have a great day :) (Angela W)

Community Safety

- Good morning, Kim, thank you for this reply, and indeed the continued effort you and colleagues are putting into this area I know it must take up considerable time and resource but please know it is appreciated by myself and the local residents.

Environmental Protection

- Satisfaction Survey Comment - 5 Stars - If I have a question someone answers it.
- Satisfaction Survey Comment - 5 Stars - Handled the whole situation well and left number if needed again.
- Satisfaction Survey Comment - 5 Stars - Prompt response.
- Satisfaction Survey Comment - 5 Stars - Prompt and efficient.

Planning Enforcement

- Satisfaction Survey Comment - 5 Stars - Communicated quickly to say you would look into the matter.

Systems Development

- Dear Vicky, it has been an absolute pleasure dealing with you. Prompt, efficient, helpful, professional, personable- thank you.

Change Management, ICT & Regulatory Services

Nova Roberts—Compliments

Licencing

- And your work is among the highest quality of the PDFs we receive for the website to begin with.
- During the conversation he thanked me for helping and explaining rather than just telling him no and leaving it there. (Tina)
- I just wanted to thank you for so promptly sending out to me my new private hire operator's documents. Your rapid response is very much appreciated. With my sincere thanks.
- Just had a call from a licensee with a query who said he thought he'd ring me direct because I've "been a star in the past" and he's saved my direct dial in his phone.
- I have recently had the pleasure of dealing with Tracy Gavins and Tina Garner at the licencing department of WLDC. What a wonderful experience it has been. They are both extremely helpful and to say they are efficient would be an understatement. In all my years of dealing with both the private and public sector, both as an end user as well as a senior director, I have never come across such an excellent attitude and professionalism. They are outstanding!
- In a phone call with a newly licensed driver he commented to the effect of: The process has been really quick. I asked if he meant the operator licence or the whole licensing process and he said from asking the question to getting a licence has been a week. And from start to finish – from concept, to buying a car, to getting an operator licence and having a plate made has been two weeks.
- 10x 5 stars reviews were received on our Customer Satisfaction Surveys; customers comment regarding how prompt and professional applications were dealt with and the team were excellent at communicating and keep them up to date.

Revenues (Council Tax)

- Hi Alison, lovely thank you for your patience.
- Hello Alison, that's great news. Thank you very much.
- Satisfaction Survey Comment - 5 Stars - Helen Dannatt Council Tax Dept is excellent and Lee in Refuse Dept, also helped with problem neighbour's.
- Thank you so so much for your help Alison, its such a help to me and my family I've messaged Tim and ordered £200 pounds worth of coal on next delivery so we will be able to start winter this year not worrying if we have enough coal to keep the fires lit. That is about a months worth of Heating and hot water so I am very grateful. Thank you so much again.
- Afternoon Alison, thank you, that's great. We appreciate your help with this
- We appreciate all your help in this matter Helen. Your help was invaluable.
- Oh thank you sooo much Alison!
- Dear Ms McCulloch, thank you so much for sorting this.

Change Management, ICT & Regulatory Services

Nova Roberts—Compliments

- Dear Helen, thank you for your GREAT email today. Please can you also let your manager who was jointly responsible for the GREAT decision to whom you had mentioned in your 9th June email know that xxxxx said thank you. It has been a pleasure to do business with you on behalf of xxxxxx who truly deserved the GREAT result that you both made possible.
- Good afternoon Emma, can I just add how helpful you have been throughout this process. Your customer service skills have surpassed you.
- Hi Alison, just to let you know the £200 heating allowance hit my account this morning as promised. Thank you so much for your help & efficiency, it is very much appreciated
- Hi Alison, thank you again for your quick response and for sorting it out.
- Clare in council tax has been amazing, did a really really good job helping
- Dear Mrs Dannett, xxxx has asked me to thank you on her behalf for your email today.
- Thanks Helen, very grateful again. Can't thank you enough. Thanks for helping, it helps so much.
- I would like to thank a member of the council tax team, Claire, for her fantastic help and professionalism in dealing with my case. I have been struggling financially I rang to talk about this and Claire, from the very first minute, was so helpful and understanding. She clearly explained why there was arrears on my account and went through all the options available to me to clear these. Again I would just like to thank Claire for her understanding and help, as this could've been the kind of situation that may have really affected my mental well being.
- Hello Stephen, the funds for the double payment of my council tax have now been transferred back into my account. Thank you for your diligence in following this to a successful conclusion. Please pass on my thanks to Emma also.

Licensing

- Today we stopped at a red light behind hackney plate number xx, a red xxxxx. The registration on the vehicle registration plate was Dxxxxx however we noticed that the hackney plate displayed Dxxxx and thought this should be brought to your attention for correction of the error.

System Development

- Comment- Feedback for website; Customer struggles to login unless needs to report something and once logged in is unable to log out. Customer said it is not a very clear website to use.

Corporate Services — Emma Foy

Compliments

Communications Team

- Hi Alex, I wanted to place on record my thanks for all of your hard work over the last couple of weeks on the statement of accounts document. There is so much in it and to get everything into it accurately and adjust the formatting and presentation for accessibility purposes was no easy feat. The final document looks great and of the ones I have seen elsewhere in Lincolnshire ours is certainly the best. So full credit to you for your hard work and putting up with us keep emailing you all the time!

Elections

- I was at the count last night and just wanted to feedback on the fantastic conduct of all your electoral staff. They were very patient and also good humoured despite it being a stressful night. Just wanted to pass on feedback to Ian, Katie Storr and their colleagues. Was my first count and I was impressed. Thank you.

Property Services

- Thanks a lot, Liz Gabey responded immediately despite being on leave and was very helpful. Can you log this as a Compliment please, it is appreciated, and I know people are quick to moan so wanted to feedback positively.
- Thanks Gary & thank you for the support throughout! I've never had support like it prior to coming to West Lindsey so I really do appreciate it!

Member and Support Services

- Teamwork does make the Dream Work! You both do incredible work ladies and I'm always super impressed with your professionalism and resilience in dealing with customers and members in often difficult circumstances too
- Hi Katie and Natalie, I have been in contact with Cllr Milne and I wanted to pass on her thanks and mine for the support and advice you provided in the recent information from a customer that had been sent as a complaint to Sir Edward. I really appreciate you taking the time out at this very busy period.
- Hi Katie, thank you. It was an honour and a pleasure to be part of the ceremony today. It's so important to honour this day in respect of all the men and women who fought for us in the war. Respect.
- Thank you, Katie, for all your hard work putting this together. An honour to be part of this always needed tribute to all those past and present who give so much. It is also very personally to me.
- Good morning John, thank you very much for your quick reply.
- Hi Katie, thank you. It was an honour and a pleasure to be part of the ceremony today. It's so important to honour this day in respect of all the men and women who fought for us in the war. Respect.

Corporate Services — Emma Foy

Comments

Elections

- Concerns raised regarding the poll card letters that are sent out to empty properties and to properties where no one is registered for elections. The customer feels that by sending a letter addressed to 'the occupier' is making it known to all that the house may be empty - customer feels that this could attract squatters to the property.

Chief Executive — Ian Knowles

Compliments

WLDC in General

- West Lindsey District Council are by far the best council in Lincolnshire - I've lived in Lincoln City, North Kesteven, Boston and East Lindsey and you are the best at answering the phone and helping me.

Management Team

- Thank you again for enabling me to do this over the last year. It really has been a great experience.