



Voice of the Customer Report

Quarter 3 2023/24

October 2023 – December 2023

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Introduction

This Voice of the Customer report covers the quarter 3 period from October 2023 to December 2023.

It contains information on all customer feedback received including compliments, comments, and complaints, broken down by director service area. Information on upheld complaints is included along with learning and improvement actions that have been identified through customer feedback received, customer satisfaction survey responses and complaint investigations that have taken place.

There is a section that covers complaints that have been referred to, investigated and decided by the Local Government and Social Care Ombudsman (LGSCO).

The report also includes information on customer satisfaction, analysing satisfaction levels and the responses that have been received for customer satisfaction surveys sent out to recent users of the main customer facing services.

There is a section at the end of the report that covers customer demand data across various contact channels including telephone calls received by the customer contact centre, face to face contact, website usage, service requests received, and the number of payments received.

In comparison to 2022/23 during quarter 3 customer demand increased in some areas, including visitors to the Guildhall to access WLDC services in person and the number of users visiting the WLDC website. The number of calls received by the contact centre, eforms and service requests received has decreased.

There has been an increase in customer feedback during quarter 3 in comparison to 2022/23 with more complaints and compliments being received, the number of comments received has remained the same.

Customer satisfaction has increased when compared to the previous quarter 3 period.

For more information or to discuss this report further please contact:

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Please send any customer feedback received to – experience@west-lindsey.gov.uk

Customer Feedback and Demand Overview

	2023/24	2022/23	Difference
Compliments	317	237	▲ 80
Comments	19	19	=
Complaints	34	26	▲ 8
Upheld Complaints	8 (22%)	7 (28%)	▲ 1
Average response time	8.5 days	5.6 days	▲ 2.9 days
Customer Satisfaction	82%	74%	▲ 8%
Telephone Calls (Contact Centre)	14,918	16,664	▼ 1,746
Website Users	137,183	90,402	▲ 46,781
Visitors to the Guildhall	9,568	9,071	▲ 497

In [Appendix 1](#) you can find a table that shows a breakdown of customer feedback received by each individual service (Compliments, Comments and Complaints).

Compliments

The number of compliments received has increased by 80 compared to the previous year. The main customer facing services received the highest number of compliments as they deal with a larger number of customers daily (waste services, planning, development, trees and conservation, revenues and benefits and customer services).

Notable compliments received during quarter 3 include messages of thanks for various services for their assistance and support during and after the flooding that took place in October 2023.

More detail on compliments received by each service is included later in this report.

Complaints

The number of complaints received has increased by 8 in comparison to the previous year. Waste services received the highest number of complaints, which is to be expected given the number of customers they serve on a weekly basis.

More detail on complaints received by each service is included later in this report.

Average response time for complaints

In quarter 3 the average complaint response time increased by 2.9 days compared to the previous year from 5.6 days to 8.5 days. The target for response is 21 calendar days.

In November 2023, one complaint took 23 calendar days from receipt to the response being sent, this complaint took longer to respond to due to the length and detail included in the complaint. This planning enforcement complaint contained a vast number of questions and concerns that took time to fully investigate.

Upheld complaints

Fault was identified in 8 of the 34 complaints that were investigated, 8 complaints were upheld in quarter 3 which is a small increase compared to the previous year.

Where fault has occurred the issues have been examined to identify if any learning can take place or if any service improvements are required.

More detail on learning and improvement actions for individual services is included later in this report.

Comments

The number of comments received has remained the same as the previous year.

Waste services received the highest number of comments.

More detail on comments received by each service is included later in this report.

Customer Satisfaction

Customer satisfaction has increased by 8% compared to the previous year from 74% to 82%. Satisfaction has increased since the new CRM system has been used for waste service and street cleansing requests.

More information on customer satisfaction is included later in this report.

Learning and Improvements

Learning and improvements that have been identified and implemented during quarter 3 are detailed in the sections below.

Customer Demand

There has been an increase in customer demand across the website and face to face services compared to the previous year. The number of visitors to the Guildhall has increased dramatically in 2023/24, and although most of the customers that attend in person are accessing services provided by our tenants, there is still an initial interaction with the WLDC Customer Services Team.

The number of service requests received has decreased but online forms and telephone remain the preferred methods of contact for 89% of customers.

There has been a decrease in the number of calls received by the contact centre (customer services, revenues (council tax) and benefits calls) along with a 10% increase in the number of calls answered.

The number of payments received has increased and there has been an increase of just under 4% in the number of self-service payments compared to last year.

More information can be found in the [Customer Demand](#) section of this report.

Operational & Commercial Services

Ady Selby

	Compliments	Comments	Complaints	Upheld Complaints
Arts and Leisure	9	0	0	
Building Control	12	0	0	
Cemetery	0	0	0	
Crematorium	4	0	0	
Customer Experience	3	0	0	
Customer Services	41	1	0	
Street Cleansing	22	0	1	1 upheld
Waste Services	71	15	9	4 upheld
Totals	162	16	10	5 upheld

Compliments

Waste Services, Street Cleansing and Customer Services received a high number of compliments in quarter 3 which is to be expected as they are some of the main customer facing services.

Customers have complimented Waste Services on how easy it is to request a service, over the telephone and via the WLDC website, in particular bulky collections, how promptly service requests are completed, the helpfulness and care taken by crews when carrying out their duties and the professionalism and friendliness of operatives on duty.

Waste Services have received messages of thanks for their assistance during the floods, including the delivery of sandbags to affected properties and help with the clean up and removal of damaged goods required afterwards.

Customers repeatedly show appreciation for being kept informed and rate the service highly when we do what we say we are going to, this applies across all Council services.

Customers have complimented Customer Services for their positivity, communication skills, helpfulness, politeness, understanding and courtesy. Customers appreciate being greeted by a friendly face or voice and value being listened to and shown empathy when they contact us. Comments have been received from customers regarding the knowledge and efficiency of customer services officers and are thankful of the time and effort that customer services put in to assisting, advising and resolving their queries.

Customer Services have received messages of thanks for their assistance in taking calls, information gathering, and advice provided during the floods.

The Customer Experience team have been thanked for providing quick and comprehensive responses to customer feedback and complaints.

The Trinity Arts Centre has been complimented on how intimate and comfortable the venue is and how friendly the staff are. Messages of thanks have been received from groups that use the venue for their activities and praise has been given for the Christmas pantomime and how entertaining and professional it was.

Building Control have received messages of thanks for help, support and reassurance provided. A message received for the whole team thanked them specifically for their help and guidance over the last few years, especially during the pandemic period.

Compliments for Street Cleansing include praise for how efficiently service requests have been carried out and how quickly fly tips have been cleared away. Since the CRM system was implemented, comments continue to be received regarding how easy it is to report issues online and how customers appreciate being kept informed and up to date.

Street Cleansing have received messages of thanks for their support after the floods.

The venue and officers at the Crematorium have been praised and a special thanks has been received for officers that have assisted and supported visiting reverends and customers during difficult times.

Complaints

9 complaints were received for Waste Services included bins not being returned to the boundary, a repeated missed bin collection, concerns regarding waste operative behaviour, dissatisfaction with the GGW collection period, bin rejection, side waste and damage to property.

4 of the 9 complaints received were upheld.

A complaint was upheld as it was found that the operatives were not returning a bin to the correct location, the crew was given instructions and checks were put in place in order to ensure that this did not happen again in the future.

A complaint regarding operative behaviour was upheld, this was dealt with by the waste services team leader.

A complaint regarding damage caused by the waste crew was upheld and arrangements were made for the damage to be repaired as soon as possible.

A complaint regarding paper and card collection side waste was upheld because on investigation it was found that the WLDC website did not make it clear that side waste would not be taken and the leaflet regarding recycling and what is accepted in each bin did not make it explicitly clear that the no side waste policy related to all bins including paper and card collections. This was corrected as soon as the matter was identified.

Other complaints regarding the GGW collection period, missed bin collections, blue bin rejection, alleged damage cause to a private road and staff behaviour were not upheld as no evidence was found of fault on behalf of the Council during the investigations that took place.

A complaint received for Street Cleansing in relation to an operative not following procedure was investigated and upheld. The operative in question was reminded of the correct procedures to ensure consistency in the service going forward.

Comments

11 of the 15 comments received for Waste Services were in relation to the Green Garden Waste (GGW) service, comments have been made regarding the charge for the service, the recent price increase, the frequency of GGW collections and the start and end times

of the GGW collection period. Where relevant customers have been sent a response to their comments and they will be taken into account when a future review takes place.

Other comments received for Waste Services have included comments regarding sack deliveries, the quality of bin lids, comments in relation to bins not being returned to the boundary and a gate being left open, a suggestion of adding number codes from different types of plastics to the list of what can be placed into the different bins for disposal was also received.

A comment for customer services was received in relation to the Council's telephone service, the customer was frustrated and requested improvements in how customers contact us by telephone. They were advised of the improvement works currently taking place on the Council's telephone contact centre.

Customer Satisfaction

Customer Satisfaction surveys were sent to Waste Services and Street Cleansing customers. 288 responses were received for these services.

Low scores have been received for Waste Services with comments regarding delays in services being received, including bulky collections not taking place when arranged and late bin collections and deliveries. The cost for GGW has been mentioned along with disagreement with Council policies and lack of communication.

High scores have been received with praise for the speed of service delivery, how easy it was to request a service, how efficiently problems have been resolved, how customers have been kept informed and how operatives conduct themselves when carrying out their duties.

Low scores have been received for Street Cleansing when issues that have been reported have not been actioned, customers have requested better communication and updates when a service request has been completed.

High scores have been received with praise for how quickly actions have taken place, including the removal of fly tipping and street sweeping. The ease of making reports has been mentioned and the fact that customers appreciate being kept up to date has been highlighted.

Learning and Improvements

Waste Services
<p>A complaint investigation found that the WLDC website did not make it clear that side waste would not be taken, and that this applied to all collections, and the leaflet regarding recycling and what is accepted in each bin did not make it explicitly clear that the no side waste policy related to all bins.</p> <p>The website was corrected as soon as this was identified, and arrangements are in place to amend the leaflets on the next print run.</p>

Planning, Regeneration & Communities

Sally Grindrod-Smith

	Compliments	Comments	Complaints	Upheld Complaints
Communities	2	0	2	
Disabled Facilities Grants	3	0	1	
Energy	0	0	0	
Growth and Regeneration	1	0	0	
Home Choices	4	0	3	1 upheld
Planning and Development, Trees and Conservation	71	1	4	1 upheld
Tourism	0	0	0	
Wellbeing and Health	0	0	0	
Totals	81	1	10	2 upheld

Compliments

Planning and Development, Trees and Conservation received a high number of compliments in quarter 3, officers have been complimented and thanked for their advice, explanations, patience and comprehensive responses to application enquiries.

Compliments have been received regarding how quickly applications have been processed and the professionalism displayed by planning officers. The tree officer has received several compliments thanking them for their advice and quick responses.

The Communities team have received thanks for their assistance in resolving a blocked pathway in the community and the CCTV team have been thanked by the police for their assistance over the last 12 months.

Customers have thanked Home Choices for their support and advice in difficult times, customers appreciate being listened to and provided with hope. Thanks has been received for the assistance given during the recent floods where alternative accommodation had to be found for those affected. A message of appreciation has been received for the support offered to Ukrainian families that have been relocated to the area.

Praise has been received for the DFG service with customers expressing how thankful they are for adaptations that have been made to their homes and the Growth team have been thanked for a quick and helpful response.

Complaints

2 complaints were received for the Communities team. One was in relation to works on a defibrillator where, by accident some IT equipment was disturbed. The investigation found that this could not be helped and a pre warning of disturbance had been given before the works took place. This complaint was not upheld.

The other complaint received was in relation to advice provided regarding the Household Support Fund. The investigation found no fault, the customer had misunderstood the advice they had been given. This complaint was not upheld.

A complaint received in regard to delays with the DFG process and extra funding that was required was investigated and it was found that the delays had not been caused by WLDC. This complaint was not upheld.

3 complaints were received for the Home Choices service. One complaint was in relation to the lack of larger properties available in the district and claims that they were being forced to bid on unsuitable properties. This was investigated and no fault was found, the customer had full control over what they were bidding for and the lack of larger properties in the district was out of the Council's control. This complaint was not upheld.

A further complaint received was regarding the level of support and assistance provided in finding a suitable property. The investigation found that full support had been provided and that the customer was due to be offered a suitable property via a third party agency. This complaint was not upheld.

The upheld complaint for Home Choices was in relation to lack of contact with the customer, a call back had been requested but due to high level of demand at the time it was not completed in the required timeframe and the customer had to make contact again. This complaint was upheld as the Council's service standards were not met on this occasion and the customer received an apology.

4 complaints were received for Planning and Development, Trees and Conservation.

A complaint was received regarding a decision made on a recent planning application, claims were made that the case officer had not properly considered matters including boundary issues and tree location and ownership. The investigation found no fault in the way the application had been considered. This complaint was not upheld.

A complaint was received in relation to the lack of a condition being added to a recent planning application that had been granted permission. A working hours condition had not been included when a previous decision had this included. The investigation found no fault as there were appropriate reasons for the condition not to be included. This complaint was not upheld.

A complaint was received regarding a decision made to grant permission for an outbuilding that had been reported to us as being in breach of planning regulations. The building was approved as a permitted development in line with planning policies and procedures, so no fault was identified in the planning officer's actions. This complaint was not upheld.

The upheld complaint for Planning and Development was in relation to a letter that was not responded to. A response was written and was sent via email to be posted but an incorrect email address was picked up from the system and the letter did not reach the post room. The customer wrote back again, and the complaint investigation discovered what had happened. The customer received an apology and a response to their letter. Officers in the planning administration team were reminded of the correct email address to send letters that required posting to in order to ensure that this error does not occur again in the future.

The above investigation also assisted the discovery of some unmonitored email addresses that had been activated via teams being set up on Microsoft teams. This

learning action is explained in more detail in the Change Management, ICT & Regulatory Services section of this report as action was required from the IT team.

Comments

A comment received for Planning and Development, Trees and Conservation related to the planning portal used by the Council. The customer suggested that a more standard planning portal typically as used other local authorities would be very beneficial in regard to easily navigating your way through the planning applications in order to examine or make comment on a particular application. A new system for Development Management is currently being tested.

Customer Satisfaction

Customer satisfaction surveys were sent to Planning and Development, Trees and Conservation customers. 46 responses were received in total.

Low scores have been received where customers felt that there could have been better liaison between departments and improved communication. One customer felt there could have been more understanding and another comment was received regarding the need for more planning officers to be employed.

High scores have been received with comments regarding excellent communication, decisions being made quickly, and a friendly and helpful service being provided. Customers appreciate the professionalism and competence of officers they have dealt with and have commented on the quality of advice that has been provided.

Learning and Improvements

Planning and Development – post processes
<p>A complaint found that a customer had not received a response to their letter, the response had been written and had been sent for posting but it was not sent to the correct email address for the post room. This was not identified until the complaint investigation took place.</p> <p>Officers in the planning administration team were reminded of the correct email address to send letters that required posting to in order to ensure that this error does not occur again in the future.</p>

Change Management, ICT & Regulatory Services

Nova Roberts

	Compliments	Comments	Complaints	Upheld Complaints
Benefits	3	0	1	
Community Safety	5	0	2	
Environmental Protection	9	0	3	
Food, Health and Safety	0	0	0	
Housing Enforcement	2	0	0	
Licensing	11	0	0	
Local Land Charges	2	0	0	
Planning Enforcement	3	0	2	
Public Health Funerals	0	0	0	
Revenues (Council tax)	20	0	2	
System Development	4	0	0	
Totals	59	0	10	0 upheld

Compliments

Revenues (Council Tax) have received messages of thanks for financial support that has been offered to residents affected by recent flooding in the district. Council Tax officers dealt with the extra workload efficiently and managed to provide much needed relief for those affected. The council tax team also received compliments from customers for their amazing customer service, patience and quick and courteous responses.

The Benefits team have received messages of thanks for their quick responses and assistance with benefit applications.

Licensing received several compliments and positive satisfaction survey responses that included how easy the application was to complete, how prompt the service was delivered and officer helpfulness including patience and the quality of advice provided.

Environmental Protection have been thanked for their communication and advice and have been praised for following through on the actions that they said they would.

Compliments were received for the Community Safety team for their advice, assistance and action taken in relation to various reports received. The police specifically thanked them for their support and collaboration during the last 12 months.

Customers thanked the Planning and Housing Enforcement and Land Charges teams for their prompt attention and response to customer enquiries.

Systems development received praise for the WLDC website and 5 star customer satisfaction survey comments regarding how easy it is to access services online.

Complaints

3 complaints were received for Environmental Protection. A customer was dissatisfied that the Council could not assist with a straying cat, this was not upheld as the Council have no powers to assist with this kind of issue.

The other complaints were regarding the outcomes of investigations into noise and a septic tank issue, investigations were carried out. These complaints were not upheld as it was evident that full investigations and monitoring had taken place in line with the correct procedures.

2 complaints were received for the Community Safety department.

A complaint was received in regard to a hedge complaint that had been investigated, it was felt that it hadn't been properly considered and the customer was unhappy with the outcome. The investigation found no fault in how the matter had been considered and the complaint was not upheld.

A further complaint was received in relation to an ASB complaint that had been investigated, it was felt that the evidence provided had not been properly considered. The investigation found that the ASB case had been properly considered and all relevant evidence had been taken into account when the final decision was made. This complaint was not upheld.

Planning Enforcement received 2 complaints, one was in relation to the lack of action being taken and the other was regarding action that was being taken by the Council.

A complaint regarding the decision that no breach had been identified so no action was warranted in relation to the height of buildings on a new development site was received. It was investigated and no fault was identified so it was not upheld.

The other complaint received related to action the Council was taking in relation to a fence that did not have permission to be as high as it was. The investigation found that the action being taken was in line with the Councils Enforcement Policy and planning requirements. The complaint was not upheld.

2 complaints were received for Revenues (Council Tax), one was in relation to correspondence sent for an empty homes review that was being carried out, the customer claimed that the email received did not make it clear that it was from the Council. The investigation found that the email was not the first correspondence sent on the subject, two letters had also been sent previously so it was likely that it would have been obvious that the email was from the Council. The complaint was not upheld.

The other complaint received was regarding action that had been progressed for arrears on an account, the customer claimed that they had been advised differently. The investigation found that the customer had misunderstood the advice that they had been given and no fault was identified. The complaint was not upheld.

A complaint was received for Benefits team in relation to a housing benefit payment that was a day late. The investigation found that it was paid late due to information not being received in a timely manner from another agency which was out of the Councils control, therefore the complaint was not upheld.

Comments

No comments were received during quarter 3.

Customer Satisfaction

Customer satisfaction surveys were sent to Licensing, Planning Enforcement, Housing Enforcement, Community Safety, Environmental Protection and Food Health and Safety customers. 41 responses were received for these services.

Low scores received for Licensing included comments in relation to the automated phone line and issues with uploading documents onto the website. High scores have been received with comments regarding how helpful the officer they dealt with was, how easy online applications are and how quickly responses were received.

Low scores were received for Planning Enforcement with comments where customers felt that their complaint had not been properly investigated and where they didn't get the answer they wanted. High scores have been received with comments in relation to efficiency and how customers were kept informed of actions being taken.

A low score for Housing Enforcement included a comment regarding how long it had taken for action to begin. High scores have been received with comments regarding how quickly issues were dealt with.

Low scores were received for Community Safety where customers felt that action should have been taken when they weren't. High scores have been received with comments regarding how quickly action has been taken and where customers have appreciated the communication that has taken place.

Low scores received for Environmental Protection included comments regarding officers not visiting to observe issues in person and disagreement with decisions made not to take action. High scores have been received with comments regarding the listening skills of officers, how approachable they were, and the level of communication provided. Customers appreciate how quickly and efficiently their problems have been resolved.

Learning and Improvements

IT Email addresses created via the creation of a team on Teams

An investigation into a planning complaint assisted the discovery of some unmonitored email addresses that had been activated via teams being set up on Microsoft teams. These email addresses were showing and were being picked up by officers on the outlook email system and emails had been sent to the one that was found that had not been read or actioned as the team were unaware that it existed.

This was raised with the IT team who undertook an audit to ensure that the email addresses in this category were no longer visible to officers on outlook.

Council Tax Empty Homes Review correspondence

Although the complaint mentioned above regarding empty homes review correspondence was not upheld it was suggested that it could include more information in the future.

Although the correspondence was sent from a WLDC email address the email didn't explicitly state that it was relating to an 'Empty Homes Review' and it didn't include a customer reference number, which would be helpful for customers in the future.

LGSCO Complaints

Two new complaints were referred to the Local Government and Social Care Ombudsman (LGSCO) in quarter 3, these were in relation to Environmental Protection and Planning Enforcement.

The LGSCO decided not to investigate the complaint regarding Environmental Protection because there was insufficient evidence of fault by the Council.

The LGSCO are currently in the process of investigating the complaint in relation to Planning Enforcement.

More detail on the complaint can be found in the [LGSCO complaint](#) section of this report.

Corporate Services

Emma Foy

	Compliments	Comments	Complaints	Upheld Complaints
Communications Team	0	0	0	
Electoral Services	0	0	0	
Financial Creditors and Debtors	1	0	0	
HR	0	0	0	
Member and Support Services	0	0	0	
PA and FOI Team	0	0	0	
Property Services	2	1	1	1 upheld
Totals	3	1	1	1 upheld

Compliments

The finance team received a compliment from an attendee of a recent budget consultation event that was held in Caistor, they really enjoyed the session and learned a lot.

Property services received messages of thanks for their help with work around the building and for support to visitors during a recent solar panel hearing held in the Guildhall building.

Complaints

A complaint was received for Property Services in relation to the information published for Council owned car parks. A visitor from outside the district had checked the WLDC website for information on weight and size restrictions around parking a motorhome in WLDC owned car parks, there was no mention of any restrictions so they made the journey to find information posted on a sign in the car park that led them to believe that they could not park there, they felt they had a wasted journey.

The investigation found that larger vehicles are permitted to park in Council owned car parks as long as the wheelbase fits within the parking bay, if the body of the vehicle overhangs that is ok as long as the wheels are inside the lines.

The complaint was upheld as this information was not available on the WLDC website leading to a wasted journey for the customer and the sign in the car park led them to believe that they could not park there. The customer received an apology along with an explanation, and information regarding parking larger vehicles was added to the WLDC website.

Comments

A comment was received for Property Services in relation to car parking and the fact that the payment machines do not accept card payments. The customer received a reply explaining that a free hour is given in car parks that would allow visitors to either find a nearby cash machine or use the mobile payment facility that is available.

Customer Satisfaction

Customer Satisfaction surveys are not used for these services currently as they are mainly internal customer facing services.

Learning and Improvements

Property Services - Car Park info on WLDC website

A complaint investigation found that information on restrictions for size and weight in WLDC owned car parks was not published on our website. A visitor had looked and didn't see any restrictions so came to visit in a camper van but when they arrived here they found that they could not park as there are weight and size restrictions in place, as displayed on the signs within the car park.

When this was highlighted arrangements were made for the website to be updated so that this is made clear for anyone planning to visit and use our car parks in the future, if the wheel base fits in a parking bay the overhanging isn't an issue but this is not made clear.

Work is currently ongoing on the current parking strategy to improve the car park offering in the area, with a view to introduce bays for motorhome parking.

Chief Executive Ian Knowles

	Compliments	Comments	Complaints	Upheld Complaints
Internal Confidential Issues	0	0	0	
Management Team	0	0	0	
WLDC Council in General	11	0	1	
Totals	11	0	1	0 upheld

Compliments

Compliments that have been attributed to WLDC in general are regarding the support provided when flooding occurred in the district in October 2023 and praise for the work taking place in regard to RAF Scampton.

Several messages of thanks have been received for officers that assisted during the floods, officers assisted with rehousing evacuees, provided support to those affected and assisted with the delivery of sandbags to affected areas. Officers also helped after the floods with the removal of damaged household items, rehoming if required and financial assistance for flood recovery.

Complaints

A complaint was received regarding the decision made by the Council to pursue the RAF Scampton case in court. The customer made various comments regarding the costs involved in the decision made. The complaint was not upheld, the customer received a response explaining how the decision had been made and what considerations had taken place to reach the decision including that legal advice had been sought on the matter.

Comments

No comments were received during quarter 3.

Customer Satisfaction

Customer Satisfaction surveys are not used for these services currently as they are not customer facing services.

Learning and Improvements

None identified.

Local Government and Social Care Ombudsman (LGSCO) Complaints

Complaints referred to the LGSCO during Qu3	2
Complaints investigated by the LGSCO during Qu3	1
Complaints not investigated by the LGSCO during Qu3	1
Complaints decided by the LGSCO during Qu3	0

During quarter 3 two new complaints were referred to the Local Government and Social Care Ombudsman (LGSCO).

The two complaints were in relation to Environmental Protection and Planning Enforcement.

The Environmental Protection complaint was in regard to a noise investigation, the customer was dissatisfied with the outcome of their case that found no evidence of a statutory nuisance and felt that their concerns had not been properly investigated. The LGSCO decided not to investigate the complaint because there was insufficient evidence of fault by the Council.

The Planning Enforcement complaint was in regard to a recent investigation into the height of buildings on a new development site. The Council's investigation concluded that no breach had taken place that would justify further action being considered, the complainant was not satisfied with this outcome.

The LGSCO have decided to investigate this complaint further and have made a request for supporting information which is currently in progress.

An update on this complaint and the LGSCO's investigation will be included in a future report.

Customer Satisfaction

Quarter 3	Surveys Sent	Responses received	Satisfaction Score
October	656	137	84%
November	769	142	85%
December	500	96	76%
Totals	1925	375	82%

There has been an increase in customer satisfaction compared to the previous quarter 2 period, satisfaction has increased by 8% from 74% to 82%.

More detail on comments received through customer satisfaction surveys for each service is included in the sections above.

During quarter 3 satisfaction surveys were sent to customers that had received a service from these departments: Waste Services, Street Cleansing, Licensing, Environmental Protection, Planning Enforcement and Planning and Development, Food Health and Safety, Housing Enforcement and Community Safety.

The 375 responses received in quarter 3 were made up of responses from these services:

Community Safety	6
Food Health and Safety	1
Housing Enforcement	3
Licensing	12
Planning and Development	46
Planning Enforcement	6
Environmental Health	13
Street Cleansing	45
Waste Services	243

The table below shows the number of 1 to 5 star ratings that were received. 4 and 5 star ratings are used to calculate the overall satisfaction score %.

Customers are asked to rate the service received from 1 Star (Poor) to 5 Stars (Excellent)

Number of 1 star ratings	30
Number of 2 star ratings	13
Number of 3 star ratings	24
Number of 4 star ratings	53
Number of 5 star ratings	255

If a customer rates the service received as 1-3 stars they are asked how their experience could have been improved, if a customer rates the service received as 4-5 stars, they are asked what we did well.

Customer Demand



- 2870 **service requests** were received in total
- This is a decrease of 218 compared to last year
- Online forms and telephone were the preferred methods of contact for 89% of customers



- 9,568 customers attended the Guildhall for a **face to face service**
- 3,548 of these were WLDC customers, 6,020 were not, but WLDC officers are still involved in the initial interaction with all guildhall visitors
- This is an increase overall of 497 compared to last year
- The increase has occurred in visitors for services provided by WLDC, the most accessed services were Housing Benefit, Home Choices, Revenues and Customer Services. In total over 38 hours were spent with Housing Benefit customers.



- 14,918 **telephone calls** were received by the contact centre which includes customer services, revenues (council tax) and benefits
- 91% of them were answered, 9% were abandoned
- This is a decrease of 1,746 calls compared to last year when 16,664 calls were received by the contact centre



- The **WLDC website** had 137,183 users
- This is a big increase of 46,781 users compared to last year
- The main pages visited were Planning and Development, Waste, Council News and how to contact the Council
- This information is sourced from Google analytic reports



- 8,664 **Eforms** were submitted in total
- This is a decrease of 429 compared to last year
- 74% were completed by the customer themselves online
- The main services requested via Eforms were Waste, Revenues (Council Tax) and Customer Services



- 118,036 **payments** were taken in total
- This is an increase of 2,080 compared to last year
- After direct debits have been deducted it is calculated that 60% of the payments were made using self-service, 9% were processed by staff and 31% were automated payments
- Self-service payments have increased by just under 4% compared to last year

Appendix 1 – Customer Feedback by Service

Quarter 3 2023/24	Compliments	Comments	Complaints	Upheld Complaints
Arts and Leisure	9	0	0	
Benefits	3	0	1	
Building Control	12	0	0	
Cemetery	0	0	0	
Communications Team	0	0	0	
Communities	2	0	2	
Community Safety	5	0	2	
Crematorium	4	0	0	
Customer Experience	3	0	0	
Customer Services	41	1	0	
Disabled Facilities Grants	3	0	1	
Electoral Services	0	0	0	
Energy	0	0	0	
Environmental Protection	9	0	3	
Financial Creditors and Debtors	1	0	0	
Food, Health and Safety	0	0	0	
Growth and Regeneration	1	0	0	
Home Choices	4	0	3	1 upheld
Housing Enforcement	2	0	0	
HR	0	0	0	
Internal Confidential Issues	0	0	0	
Licensing	11	0	0	
Local Land Charges	2	0	0	
Management Team	0	0	0	
Member and Support Services	0	0	0	
PA and FOI Team	0	0	0	
Planning and Development, Trees and Conservation	71	1	4	1 upheld
Planning Enforcement	3	0	2	
Property Services	2	1	1	1 upheld
Public Health Funerals	0	0	0	
Revenues (Council tax)	20	0	2	
Street Cleansing	22	0	1	1 upheld
System Development	4	0	0	
Tourism	0	0	0	
Waste Services	71	15	9	4 upheld
Wellbeing and Health	0	0	0	
WLDC Council in General	11	0	1	
Out of Scope	1	1	2	
Totals	317	19	34	8 upheld