



# **Voice of the Customer Report**

**Quarter 1 2024/25  
April 2024 – June 2024**

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# Introduction

This Voice of the Customer report covers the quarter 1 period from April 2024 to June 2024.

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 the previous quarter 1 period:

- Customer demand increased in some areas, including the number of visitors to the Guildhall to access support in person, and more service requests were received.
- The volume of calls received by the contact centre and the number of eforms received decreased very slightly.
- We saw an increase in payments taken via the website.
- Positive customer feedback received in quarter 1 remained consistent with the previous year.
- The number of complaints received increased by 2, there was a decrease in the number of comments received and a smaller percentage of complaints were upheld.
- Customer satisfaction increased when compared to the previous year.

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

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# Customer Feedback and Demand Overview

	2023/24	2022/23	Difference
Compliments	354	356	▼ 2
Comments	17	27	▼ 10
Complaints	47	45	▲ 2
Upheld Complaints	9 (19%)	11 (24%)	▼ 2 (5%)
Average response time	5.2 days	6.8 days	▼ 1.6 days
Customer Satisfaction	85%	83%	▲ 2%
Telephone Calls (Contact Centre)	18905	19251	▼ 346
Website Users	48272	99268	Reporting Issue
Visitors to the Guildhall	11124	8039	▲ 3085

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 remained consistent when compared to the previous year, there has been a decrease of 2. The main customer facing services received the highest number of compliments as they deal with a larger number of customers daily (Waste Services, Street Cleansing, Planning, Development, Trees and Conservation, Revenues (Council Tax), Benefits and Customer Services).

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

## Complaints

The number of complaints received has increased by 2 in comparison to the previous year. Waste services received the highest number of complaints, which is to be expected given they serve over 45,600 properties.

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

## Average response time for complaints

In quarter 1 the average complaint response time decreased by 1.6 days compared to the previous year from 6.8 days to 5.2 days. The target for response is 14 calendar days, this was reduced from 21 calendar days from the 1<sup>st</sup> April 2024, in line with new Progress and Delivery measures agreed by members.

There was 1 complaint in quarter 1 that took over 14 days to respond to and 1 complaint was closed without further investigation as the complainant did not supply information that was requested, therefore a full investigation could not be carried out.

## Upheld complaints

Fault was identified in 9 of the 47 complaints that were investigated, 9 complaints were upheld in quarter 1 which is a small decrease 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 decreased by 10 compared to the previous year.

Waste services received the highest number of comments, these were in relation to the green garden waste service and bulky collections.

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

## **Customer Satisfaction**

Customer satisfaction has increased by 2% compared to the previous year from 83% to 85%. Satisfaction has steadily 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 1 are detailed in the sections below.

## **Customer Demand**

There has been an increase in customer demand during quarter 1 with more service requests received and an increase in demand for face to face services compared to the previous year. Visitor numbers to the Guildhall have 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 website users cannot be accurately reported on for quarter 1 as it has been identified that the WLDC website experienced a reporting error where one source of traffic to the website was not recording how many visitors there were, resulting in a low number for this period. This has now been resolved and accurate reporting will resume from the next period.

The number of eforms received has decreased slightly but online forms and telephone remain, the preferred methods of contact for 90% of customers.

There has been a small decrease in the number of calls received by the contact centre (Customer Services, Revenues (Council Tax) and Benefits calls) along with a decrease in the number of abandoned calls.

The number of payments received has increased and there has been an increase of 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	6	1	1	
Building Control	11	0	0	
Cemetery	1	0	0	
Crematorium	6	0	0	
Customer Experience	4	2	0	
Customer Services	47	1	2	2 upheld
Street Cleansing	27	0	0	
Waste Services	133	5	14	5 upheld
<b>Totals</b>	<b>235</b>	<b>9</b>	<b>17</b>	<b>7 upheld</b>

### Compliments

Waste Services, Street Cleansing and Customer Services received a high number of compliments in quarter 1 which is to be expected as they are some of the main customer facing services.

Customers have complimented Waste Services on how helpful operatives have been when out on their rounds, praise has been received regarding how polite and friendly they are and how they are quick and quiet when carrying out bulky collections. Many positive comments have been received via customer surveys regarding how well various waste services have been carried out including sharps and bulky collections.

Customers have complimented Customer Services for the efficient service they have provided, staff have been described as being knowledgeable, polite, helpful and understanding. Several compliments have been received for the face to face service provided in the Guildhall reception which has involved finding information or assisting customers with completing forms and application documents. Customers have appreciated it when officers have done what they said they would do in a timely manner.

Compliments for Street Cleansing include thanks and praise for how quickly service requests have been actioned, in particular fly tipping reports, and litter removal. Customers have complimented how they are kept up to date when requests have been received and completed, how easy it is to make a request and how promptly the service is completed.

Building Control have received messages of thanks for their help, advice, patience and support. Customers have complimented prompt responses and are very appreciative of the service they have received.

The Crematorium has received compliments on how well organised services have been and how lovely the surroundings are. An open day held at the crematorium was praised for how helpful and informative visitors found it and officers have been thanked for their professionalism, warmth and kindness. A positive message was also received regarding the recruitment process experience and how well it was dealt with by officers.

The Trinity Arts Centre received 5 star google reviews with comments regarding how the venue is a hidden jewel with activities for all ages available. Thanks have been received from various groups that use the centre and other users commenting on how well the centre operates and the professionalism of staff. Special praise has been received for how well a medical emergency was dealt with by staff at the centre.

## **Complaints**

14 complaints were received for Waste Services which included dissatisfaction with rejected bins, repeated issues with bins not being returned to the boundary, collection issues, disagreement with council waste policies, fees and charges, delays in bin deliveries taking place, changes to collection times and green garden waste payment issues. 5 of the 14 complaints received were upheld, this is an improvement in comparison to previous periods.

2 complaints were upheld in relation to repeated reports of bins not being returned to the property boundary by the crews after being emptied. Crews were reminded that they must always return the bin to where it was presented.

A complaint regarding staff behaviour was upheld and the operative was reminded of the standards of behaviour required when working for and representing WLDC. A complaint regarding waste left behind by the crews was upheld as they should be ensuring that all waste collected is contained within their vehicle and not left behind.

A complaint in relation to a repeated missed green garden waste collection was upheld, and the crews were given a note of the property address to ensure that it was not missed again in the future, this worked as no further reports have been received.

2 complaints were received for customer services, and they were both upheld. The first was in relation to the customer services public service hub/guildhall reception, a sign was not displayed in the front door window to inform customers that the building was closed to customers until 10am that morning for training purposes. To prevent this from occurring again a permanent sign has now been displayed advising of a closure for training on the first Wednesday of every month until 10am.

The second upheld complaint was in relation to advice that was provided to a customer when they made contact regarding their bulky waste collection. Thorough questioning did not take place and accurate advice was not given which led to issues with the collection not being completed. The officer that dealt with the matter has been advised of the mistake and further training and guidance has taken place.

A complaint was received for Arts and Leisure that was in relation to the Gainsborough Leisure Centre, it was not upheld, the matter was dealt with by the contract liaison manager and the customer received a response via WLDC on behalf of the Leisure Centre.

## **Comments**

5 comments were received for Waste Services, 2 were in relation to green garden waste collections with a request for the collections to begin earlier in the year and a suggestion of one off paid collections for smaller properties.

2 comments were regarding bulky waste collections, with one customer suggesting a free monthly bulky waste collection like they have in other countries, another comment was in relation to the fact that you are required to leave your items out for collection for 48 hours

with the suggestion that in the future customers could be given a specific date and time for collection rather than a 48 hour slot.

Another comment was received in relation to various issues including rejected bins and fly tipping problems.

2 comments were received for the Customer Experience team that were in relation to customer satisfaction surveys that have been sent out, one with a request for them to be more specific in terms of which service request we are asking about and another suggestion of allowing more comments from customers on the survey form.

Customer Services received a comment in relation to the payment system as a customer had experienced an issue when paying their council tax, investigation found that it was an error with the customers payment details not our system.

A comment was received regarding TAC ticket bookings, the customer had experienced a problem booking online and had to call instead, tickets booked over the phone are subject to a £2 booking fee, but online bookings are not. The customer was refunded the booking fee that they had paid and received advice in regard to the problems they had experienced when trying to book online.

## **Customer Satisfaction**

Customer Satisfaction surveys were sent to Waste Services and Street Cleansing customers. 369 responses were received for these services.

Low scores have been received for Waste Services with comments regarding the cost of the green garden waste service, repeated missed bin issues, slow problem resolution, new bins not being delivered in time and failed bulky collections. Several comments have been received regarding missed green garden waste collections, customers feel aggrieved when their green bin is missed as it is a paid for service.

High scores have been received with praise for excellent communication, keeping customers up to date regarding their requests, and confirming when jobs have been completed. Crews have been complimented on how quickly, efficiently and quietly bulky collections have been carried out and customers are thankful when jobs are carried out as and when they should be. Positive comments have been received when we fix something that we failed on the first occasion. The new Big Bin Clear out service has received several 5 star satisfaction ratings with comments on how it easy and simple it was to book and use the service.

Low scores have been received for Street Cleansing where litter or fly tipping has not been removed in a timely manner, comments have also been received regarding the frequency of litter and dog bins being emptied.

High scores have been received with praise for how the customer felt listened to when making their report, how quickly reports are responded to including fly tipping removal, deceased animal removal and litter and dog bins being emptied. The street sweeper has received several positive comments regarding the quality of work carried out and customers have commented on how well they were kept informed and updated when they make a report to the council.



## Learning and Improvements

### Customer Services

A complaint was received regarding lack of information to inform customers that the Guildhall reception was closed until 10am on the first Wednesday of each month for training purposes. No sign had been put in the window at the front door on the closed Wednesday in May, although a message had been put out on social media.

A permanent sign has been put up stating closure on the first Wednesday of every month until 10am for training purposes so that customers are aware.

### Customer Experience

There has recently been an increase in out of scope customer feedback, especially complaints submitted online. Although the page on the WLDC website for submitting a complaint explains what falls under WLDC and what falls under LCC there has been an increase in the number of out of scope complaints received via the page from customers self-serving online.

A request was made and completed to make the note regarding what LCC cover more prominent on the page, to make it stand out more to try and reduce the number of out of scope complaints received. The message already included a direct link to the LCC website to submit feedback to them, this will be monitored going forward to see if it improves the situation.

## LGSCO Complaints

There were no complaints referred to the Local Government and Social Care Ombudsman (LGSCO) for these service areas in quarter 1.

# Planning, Regeneration & Communities

## Sally Grindrod-Smith

	Compliments	Comments	Complaints	Upheld Complaints
Communities	6	0	0	
Disabled Facilities Grants	3	0	0	
Energy	0	0	0	
Growth and Regeneration	4	1	0	
Home Choices	8	0	0	
Planning and Development, Trees and Conservation	62	0	3	1 upheld
Tourism	0	0	0	
Wellbeing and Health	0	0	0	
<b>Totals</b>	<b>83</b>	<b>1</b>	<b>3</b>	<b>1 upheld</b>

### Compliments

Planning and Development, Trees and Conservation received a high number of compliments in quarter 1, officers have been thanked personally for their help, assistance and patience. Prompt responses and detailed explanations have been praised, along with how knowledgeable officers have been when providing advice. Compliments have been received regarding how quickly applications have been processed and the professionalism displayed by planning officers during the application process.

The tree officer has received several compliments thanking them for their advice and quick responses.

A standout compliment was received from an applicant that didn't receive the decision they had hoped for, despite this they praised the case officer for their explanations and the thoroughness of their written report.

The Communities team have received messages of praise for support provided to young people in the area through aspirational assemblies that involved over 3000 young people. Several compliments were received regarding these events. A message of thanks was also received for grant assistance provided to help with a cycle track and play area in a local village.

The Growth and Regeneration team have been thanked by businesses for their help and support, including responses to queries, in person assistance, information sharing, and help provided to a town centre business during the new bus station works.

Home Choices received several compliments for the help, support and advice provided to customers who are facing homelessness. Customers are very appreciative when they find a suitable home and have sent messages of thanks to the specific officers that helped them, commenting on how they are happy and now feel safe in a secure environment that they can call home.

Praise has been received for the DFG service with customers expressing how thankful they are for support provided by the council and for adaptations that have been made to their homes, highlighting how much their life will now improve.

## **Complaints**

3 complaints were received for Planning and Development, Trees and Conservation, 1 of them was upheld.

The upheld complaint was in relation to the new public planning portal, when it was first launched there was a short period where it was not able to be accessed on smaller screened devices such as tablets or mobile phones, this caused an accessibility issue for some customers. The issue was somewhat out of the control of the planning department as a third party was assisting with the development of the new system on the council's behalf, the problem was resolved as soon as possible, and the public planning portal is now accessible on all devices.

The 2 other complaints received but not upheld were regarding the new public planning portal and advice provided by the tree officer.

A customer complained about the public planning portal changes, they did not like the new system or the new layout and were not sure how to use it. The complaint was not upheld as the problems were found to be a user error rather than a system issue. The customer was supported and was issued instructions on how to carry out the functions they required.

A complaint was received regarding advice provided in regard to a civil matter in relation to a neighbour's tree. The advice that had been provided had been misunderstood by the customer and they were not satisfied that the Council could not assist with a civil dispute between neighbours, no fault was identified, and the complaint was not upheld.

It should be noted that home choices did not receive any complaints during quarter 1.

## **Comments**

1 comment was received for Growth and Regeneration with praise included for the regeneration that has recently taken place in the Gainsborough marketplace, the comment also included various ideas of how the town could be improved, in particular around attracting new businesses to the area to decrease the number of empty shops.

## **Customer Satisfaction**

Customer satisfaction surveys were sent to Planning and Development, Trees and Conservation customers. 19 responses were received in total. There was a decrease in the number of surveys sent whilst the new portal was implemented due to reporting issues, these have now been resolved.

There were only two low scores, but the respondents did not leave any supporting comments.

High scores have been received with comments regarding how promptly responses have been sent and how quickly and efficiently applications have been dealt with and decided. Communication has been praised along with the expertise, knowledge and helpfulness of planning officers. The easy process has been praised and some officers have been personally thanked for the help and advice they provided.

## **Learning and Improvements**

No learning and improvement actions were identified in quarter 1 for these service areas.

## **LGSCO Complaints**

1 complaint was referred to the Local Government and Social Care Ombudsman (LGSCO) in quarter 1, this complaint was in relation to Planning and Development, the LGSCO decided not to investigate the complaint further after initial enquiries were made.

The complaint was regarding the Council's handling of a planning application for development on land near the complainant's home. They were concerned that documents and plans relating to the application contained errors and were not checked, that the Council did not properly consult local residents and that it ignored their comments and concerns about flood risk.

The LGSCO decided not to investigate the complaint because there was not enough evidence of fault affecting the Council's decision or to show the issues the complainant raised caused them significant injustice.

# Change Management, ICT & Regulatory Services

## Nova Roberts

	Compliments	Comments	Complaints	Upheld Complaints
Benefits	4	0	1	
Community Safety	6	0	1	
Environmental Protection	6	0	2	
Food, Health and Safety	0	0	0	
Housing Enforcement	0	0	2	
Licensing	3	0	0	
Local Land Charges	1	0	0	
Planning Enforcement	0	0	2	1 upheld
Public Health Funerals	0	0	0	
Revenues (Council tax)	9	0	1	
System Development	4	2	0	
<b>Totals</b>	<b>33</b>	<b>2</b>	<b>9</b>	<b>1 upheld</b>

### Compliments

Revenues (Council Tax) received compliments for the help, support and advice provided to customers in what are typically difficult times. Messages of thanks have continued to be received for assistance that has been provided to victims of flooding at the end of 2023, the council tax team have been able to offer financial support to those affected, as well as several messages of thanks, a thank you card was also received.

Compliments have been received via customer satisfaction surveys for the Community Safety team that include appreciation for how promptly reports have been dealt with.

The Benefits team have received messages of thanks for financial assistance that they have been able to provide to customers in difficult times, customers are very grateful for the support provided in helping with household bills.

Compliments have been received via customer satisfaction surveys for the Environmental Protection team that praise efficiency, quick action and listening skills. Customers appreciate receiving a prompt response to their enquiries.

Licensing have been complimented on how efficiently they respond, friendly and knowledgeable staff and how easy it is to deal with the department.

Compliments received regarding the WLDC website and how easy it is to request or book a service online have been attributed to the Systems Development team. Customers have comments on how straightforward the online process is, in particular requesting and paying for a waste service.

Local Land Charges have been complimented for their prompt attention to a customer's request.

## Complaints

2 complaints were received for Environmental Protection, 1 was in relation to advice provided to a customer regarding building works taking place near their property, they disagreed with advice provided regarding working times on a building site. The investigation found that the advice provided was correct, no fault was identified so the complaint was not upheld.

The other complaint for Environmental Protection was in relation to an investigation that had taken place into a perceived light nuisance issue. The customer did not agree with and was not satisfied with the outcome of their case. The investigation found that the correct process had been followed and the advice provided, and decision reached regarding the light issue was correct, no fault was identified so the complaint was not upheld.

2 complaints were received for Housing Enforcement, 1 was in relation to electrical works that had been carried out several years ago via a grant provided by the council. No fault was found in the advice that had been provided and the decision made that too much time had passed since the works had taken place for the council to assist, and in addition to that the customer had signed the works off as being satisfactory at the time they were completed, and they did not raise any issues about the quality of the work until recently.

The other complaint received for Housing Enforcement was from a customer claiming that issues within their property had not been fully addressed, there were outstanding works required that the council could not insist were completed until the complainant had taken several actions themselves. No fault was identified in how this particular case had been handled, it had been considered in line with council policy, the complaint was not upheld.

2 complaints were received for Planning Enforcement, 1 of them was upheld.

1 complaint was in relation to a case where the outcome was that enforcement officers could not take action for build up of waste on a private property. The complainant did not agree with this, however the investigation found that the decision had been made in line with the council's policy, so the complaint was not upheld.

The complaint that was upheld was in relation to the time taken to investigate concerns raised into buildings recently completed on a nearby housing development. The investigation found that the case could have been handled in a timelier manner, so the customer received an apology, and the case was expedited to ensure that they received a decision as soon as possible.

1 complaint was received for Revenues (Council Tax) however it was closed without further investigation as the complainant did not provide information requested for an investigation to proceed. They were claiming that they had attempted to previously pay their council tax bill but an issue with the council's payment system meant that they hadn't been fully processed. Initial examination of the payment records held could not locate the payments being referred to, so the complainant was asked for further details of when and how the payments had been made but they were not forthcoming.

1 complaint was received for Benefits that was regarding repaying an overpayment of benefits that had been received. The complainant was not satisfied with the rate of repayment being suggested however they were paying the minimum requirement so no changes could be made. The investigation found no fault, so the complaint was not upheld.

The complaint received for Community Safety was in relation to an officer's conduct when they attended a complainant's property to provide advice on a matter regarding their neighbour's actions. The officer had politely explained to them that the neighbour was not doing anything wrong and that no action could be taken, the complainant was dissatisfied in the way this was communicated to them. The investigation found no fault in what had been discussed during the visit, so the complaint was not upheld.

## **Comments**

2 comments were received for Systems Development. A customer made us aware that the A-Z for enforcement on the WLDC website was missing, this was corrected as soon as we were made aware.

Another comment was received in relation to customer self-service accounts and whether the title field could be made optional. Enquiries were made and it was found that it was already an optional field that did not need to be completed, this was communicated to the customer.

## **Customer Satisfaction**

Customer satisfaction surveys were sent to Licensing, Planning Enforcement, Housing Enforcement, Community Safety, Environmental Protection and Food Health and Safety customers. 52 responses were received for these services.

Licensing received high scores with comments regarding how efficient and fast the service was, how promptly matters were dealt with, praising the friendliness and knowledge levels of staff.

Low scores were received for Planning Enforcement with comments where customers felt that they had not been informed of the outcome of the investigation into their concerns, but high scores were received with comments in relation to how speedy the response and resolution was.

A mix of scores were received for Housing Enforcement, the high scores were not accompanied by any comments however low scores were received which mentioned lack of response to customer enquiries.

The Food Health and Safety team received praise for how polite, quick and efficient the service received was.

Low scores were received for Community Safety where customers commented that they would have liked some feedback regarding their concerns and quicker action. High scores were received with comments regarding how quickly issues had been dealt with and promptly enquiries had been responded to. A comment was received regarding how the area had been made safer.

Low scores received for Environmental Protection included comments in relation to slow responses, lack of positive action and poor communication. Several high scores were received with praise for quick action and responses, helpful staff that listened to the customers concerns, and helpful updates. An officer has been personally thanked for being extremely helpful and knowledgeable.

## Learning and Improvements

### Planning Enforcement

A complaint was received regarding how long an investigation had taken; the customer had to request an update several times. It was established that the case could have been dealt with in a more efficient manner. Guidance was provided to officers in terms of how this could have been better handled and dealt with in a timelier manner.

## LGSCO Complaints

3 complaints were referred to the Local Government and Social Care Ombudsman (LGSCO) in quarter 1, these complaints were in relation to Environmental Protection, Revenues (Council Tax) and Planning Enforcement.

The LGSCO decided, after initial enquiries were made with us, not to investigate the complaints relating to Revenues (Council Tax) and Planning Enforcement, however they decided that they would investigate the complaint relating to Environmental Protection, this investigation is currently underway.

The Revenues (Council Tax) complaint was in relation to Council Tax support, the customer claimed that we had not provided appropriate support or replied to a subject access request they had made.

The LGSCO decided not to investigate this complaint as it is reasonable to expect the customer to apply using the Council's web application. And the Information Commissioner's Office is better placed to consider the subject access request complaint.

The Planning Enforcement complaint was in relation to the Council's handling of matters relating to the installation of a footpath and road widening at a development site in the locality. The customer claimed the Council delayed for 16 months between the completion of road and footpath works which did not accord to the permission given, and in refusing the subsequent application which sought to regularise the works.

The LGSCO decided not to investigate this complaint because they were unlikely to find evidence of fault by the Council sufficient to warrant an investigation.

The complaint that the LGSCO are currently investigating is in relation to Environmental Protection. The customer has complained about how the Council dealt with their complaints that their neighbours were causing distress and causing damage to their home, by their noise and building works.

Information has been shared with the LGSCO and their investigation is in progress. Details on the decision reached will be included in a future report once the investigation has been completed.



# Corporate Services

## Emma Foy

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

### Compliments

The PA team received praise for their part in assisting a customer with a flood grant, a thank you card was received which named a particular member of staff for their professional attitude and manner.

### Complaints

2 complaints were received for Property Services. 1 was in relation to roseway toilets, no fault was found as the toilets are cleaned and checked on a regular basis throughout the day. The complaint was not upheld.

The other complaint was regarding advice provided and the time taken to resolve a historical land ownership transfer matter. The complaint was not upheld, no fault was identified in how the matter had been handled, it was a complicated subject that required advice and assistance from the council's legal department and action from the complainant's legal advisor.

1 complaint was received for Electoral Services, the complainant was under the impression that they had not received a postal vote for all elections taking place. The complaint was not upheld as they had received a postal vote for the police and crime commissioner election and that was the only election that was taking place.

### Comments

A comment was received for the Communications team regarding an error on a recent citizen's panel survey that had been sent out. As soon as the error was made known to them it was corrected.

### Customer Satisfaction

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

## **Learning and Improvements**

No learning or improvement actions were identified in quarter 1 for these service areas.

## **LGSCO Complaints**

There were no complaints referred to the Local Government and Social Care Ombudsman (LGSCO) for these service areas in quarter 1.

# Chief Executive Ian Knowles

	Compliments	Comments	Complaints	Upheld Complaints
Internal Confidential Issues	0	0	0	
Management Team	0	0	0	
WLDC Council in General	1	2	0	
<b>Totals</b>	<b>1</b>	<b>2</b>	<b>0</b>	

## Compliments

Praise was received for West Lindsey District Council from Caistor Town Council on behalf of residents for all the support provided to the town over the last 12 months.

## Complaints

No complaints were received during quarter 1 for these service areas.

## Comments

2 comments were received in relation to events planned by West Lindsey District Council for the commemoration of D Day and upcoming 80<sup>th</sup> VE Day celebrations in 2025.

## Customer Satisfaction

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

## Learning and Improvements

No learning or improvement actions were identified in quarter 1 for these service areas.

## LGSCO Complaints

There were no complaints referred to the Local Government and Social Care Ombudsman (LGSCO) for these service areas in quarter 1.

# Local Government and Social Care Ombudsman (LGSCO) Complaints

Complaints referred to the LGSCO during Qu1	4
Complaints investigated by the LGSCO during Qu1	1
Complaints not investigated by the LGSCO during Qu1	3
Complaints decided by the LGSCO during Qu1	0

During quarter 1, 4 new complaints were referred to the Local Government and Social Care Ombudsman (LGSCO).

The 4 complaints were in relation to Planning and Development, Environmental Protection, Revenues (Council Tax) and Planning Enforcement.

The LGSCO decided, after initial enquiries were made with us, not to investigate the complaints relating to Planning and Development, Revenues (Council Tax) and Planning Enforcement, however they decided that they would investigate the complaint relating to Environmental Protection, this investigation is currently underway.

More detailed information regarding these complaints is included within the sections above.

# Customer Satisfaction

Quarter 1	Surveys Sent	Responses received	Satisfaction Score
April 2024	904	157	87%
May 2024	799	149	86%
June 2024	719	134	83%
<b>Totals</b>	<b>2422</b>	<b>440</b>	<b>85%</b>

There has been an increase in customer satisfaction compared to the previous quarter 1 period, satisfaction has increased by 2% from 83% to 85%.

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

During quarter 1 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 440 responses received in quarter 1 were made up of responses from these services:

Anti-Social Behaviour	10
Food Health and Safety	4
Housing Enforcement	4
Licensing	9
Planning and Development	19
Planning Enforcement	5
Public Protection	20
Street Cleansing	61
Waste Services	308

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	26
Number of 2 star ratings	11
Number of 3 star ratings	28
Number of 4 star ratings	49
Number of 5 star ratings	326

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



- 4,727 **service requests** were received in total
- This is an increase of over 1,000 compared to last year
- Online forms and telephone were the preferred methods of contact for 87% of customers



- 11,124 customers attended the Guildhall for a **face to face service**
- 2,109 of these were WLDC customers, 9,015 were not, but WLDC officers are still involved in the initial interaction with all guildhall visitors
- This is an increase overall of over 3,000 customers compared to last year
- The increase has occurred from DWP seeing more customers on a face to face appointment basis.



- 18,905 **telephone calls** were received by the contact centre which includes customer services, revenues (council tax) and benefits
- 86% of them were answered, 14% were abandoned
- This is a decrease of 346 calls compared to last year when 19,251 calls were received by the contact centre
- 17% of calls received into the contact centre came from landlines and 83% of calls came from mobile devices



- The **WLDC website** experienced a reporting error during quarter 1 where one source of traffic to the website was not recording how many visitors there were, resulting in a low number for this period.
- 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



- 13,173 **Eforms** were submitted in total
- This is a decrease of 230 compared to last year
- 75% were completed by the customer themselves online
- The main services requested via Eforms were Waste (green garden waste subscriptions), Revenues (Council Tax) and Customer Services



- 142,167 **payments** were taken in total
- This is an increase of 2,386 compared to last year
- After direct debits have been deducted it is calculated that 66% of the payments were made using self-service, 11% were processed by staff and 23% were automated payments
- Self-service payments have increased by 4% compared to last year

During quarter 1 from April 2024 to June 2024 the customer services team handled 9,640 incoming calls via the Council's main contact centre which the telephone number 01427 676676 routes to. The table below shows how many of these calls related to each WLDC service or external agency:

<b>WLDC Service or External Agency Required</b>	<b>Number of calls received</b>	<b>% of all calls received</b>
Operational Services	3583	37%
Revenues (Council Tax)	1798	19%
Planning and Development	759	8%
Home Choices	504	5%
Customer Services	422	4%
Building Control	322	3%
Lincolnshire County Council	260	3%
Electoral Registration	259	3%
Trinity Arts Centre and Leisure	220	2%
Environmental Protection	216	2%
Housing and Enforcement	190	2%
Licensing	169	2%
Assets and Property	152	2%
Communities	146	2%
Homes, Health & Wellbeing	143	1%
Benefits	120	1%
External	94	Less than 1%
Food, Health and Safety	36	Less than 1%
Anti-Social Behaviour	31	Less than 1%
Citizens Advice	28	Less than 1%
Human Resources	27	Less than 1%
Projects and Growth	22	Less than 1%
System Development	28	Less than 1%
Chief Executives Office	17	Less than 1%
Communications	17	Less than 1%
Finance	16	Less than 1%
Member and Support Services	16	Less than 1%
Job Centre Plus	12	Less than 1%
Town Council	10	Less than 1%
Managed Estates	8	Less than 1%
Land Charges	6	Less than 1%
Other	3	Less than 1%
RAF Scampton	2	Less than 1%
Voluntary Services	2	Less than 1%
Performance and Programmes	1	Less than 1%
Spam	1	Less than 1%
	<b>9640</b>	

# Appendix 1 – Customer Feedback by Service

Quarter 1 2024/25	Compliments	Comments	Complaints	Upheld Complaints
Arts and Leisure	6	1	1	
Benefits	4	0	1	
Building Control	11	0	0	
Cemetery	1	0	0	
Communications Team	0	1	0	
Communities	6	0	0	
Community Safety	6	0	1	
Crematorium	6	0	0	
Customer Experience	4	2	0	
Customer Services	47	1	2	2 upheld
Disabled Facilities Grants	3	0	0	
Electoral Services	0	0	1	
Energy	0	0	0	
Environmental Protection	6	0	2	
Financial Creditors and Debtors	0	0	0	
Food, Health and Safety	0	0	0	
Growth and Regeneration	4	1	0	
Home Choices	8	0	0	
Housing Enforcement	0	0	2	
HR	0	0	0	
Internal Confidential Issues	0	0	0	
Licensing	3	0	0	
Local Land Charges	1	0	0	
Management Team	0	0	0	
Member and Support Services	0	0	0	
PA and FOI Team	1	0	0	
Planning and Development, Trees and Conservation	62	0	3	1 upheld
Planning Enforcement	0	0	2	1 upheld
Property Services	0	0	2	
Public Health Funerals	0	0	0	
Revenues (Council tax)	9	0	1	
Street Cleansing	27	0	0	
System Development	4	2	0	
Tourism	0	0	0	
Waste Services	133	5	14	5 upheld
Wellbeing and Health	0	0	0	
WLDC Council in General	1	2	0	
Out of Scope	1	2	15	
<b>Totals</b>	<b>354</b>	<b>17</b>	<b>47</b>	<b>9 upheld</b>