



Voice of the Customer Report

Quarter 2 2024/25

July 2024 – September 2024

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Introduction

This Voice of the Customer report covers the quarter 2 period from July 2024 to September 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 2 period:

- Customer demand has 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 2 has increased.
- The number of complaints received decreased by 9, there was a small increase in the number of comments received and a smaller percentage of complaints were upheld.
- Customer satisfaction increased by 4%.

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	394	306	up 88
Comments	16	15	up 1
Complaints	39	48	down 9
Upheld Complaints	6 (15%)	14 (29%)	down 8 (14%)
Average complaint response time	7.2 days	6.3 days	up 0.9 days
Customer Satisfaction	85%	81%	up 4%
Telephone Calls (Contact Centre)	17,164	16,685	up 479
Visitors to the Guildhall	11,804	9,741	up 2,063

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 88 when 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, Street Cleansing, Planning, Development, Trees and Conservation, Revenues (Council Tax), Benefits, Home Choices and Customer Services).

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

Complaints

The number of complaints received has decreased by 9 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 2 the average complaint response time increased by 0.9 days compared to the previous year from 6.3 days to 7.2 days. The target for response is 14 calendar days, this was reduced from 21 calendar days from the 1st April 2024, in line with new Progress and Delivery measures agreed by members.

There was 1 complaint in quarter 2 that took over 14 calendar days to respond to due to its complexity and the number of different agencies involved in the customer's case.

Upheld complaints

Fault was identified in 6 of the 39 complaints that were investigated so 6 complaints were upheld during quarter 2, this is a decrease compared to the previous year when 15 complaints were upheld. It should be noted that there were no upheld complaints in September 2024.

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 increased by 1 compared to the previous year.

Waste services received the highest number of comments, these were in relation to various matters including the cost of new bins and collection frequency.

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

Customer Satisfaction

Customer satisfaction has increased by 4% compared to the previous year from 81% 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 2 are detailed in the sections below.

Customer Demand

There has been an increase in customer demand during quarter 2 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 2024/25, 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 WLDC website experienced a reporting error during quarter 2 where bot traffic on the website has skewed the visitor numbers, therefore website visitors cannot be accurately reported on for quarter 2. The main pages visited were Planning and Development, Waste, Council News and how to contact the Council.

The number of eforms received has decreased slightly but online forms and telephone remain the preferred methods of contact for 89% 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 3% 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	5	0	0	
Cemetery	0	0	0	
Crematorium	3	0	0	
Customer Experience	4	0	0	
Customer Services	59	0	3	2 upheld
Street Cleansing	33	2	1	1 upheld
Waste Services	141	6	6	2 upheld
Totals	254	8	10	5 upheld

Compliments

Waste Services, Street Cleansing and Customer Services received a high number of compliments in quarter 2 which is to be expected as they are some of the main customer facing services.

Customers have complimented Waste Services on the service provided, several messages of thanks have been received from customers that benefit from an assisted collection service. Customers have complimented how helpful, thoughtful and friendly operatives have been when out on their rounds. Praise has been received regarding how efficiently jobs have been carried out and how quickly and quietly bulky collections have taken place. Many positive comments have been received via customer surveys regarding how well various waste services have been carried out including sharps and bulky collections. Compliments have also been received for the Big Bin Clear Out service with customers commenting on how helpful it has been, stating that they will be using the service again in the future.

Customers have complimented Customer Services for the excellent service provided over the telephone, via email and face to face in the Council's reception. Customers have mentioned how helpful, pleasant and efficient customer services staff have been, especially when providing face to face services to vulnerable customers. Customers have praised officers for being patient, understanding and polite, customers appreciate being listened to, and when they are they feel that officers really do care about their enquiry.

Compliments for Street Cleansing include messages of thanks from a Town Council for the work carried out by the operative that works in the area, they appreciate their exceptional work and the way they go about their duties. The Town Council also praised Street Cleansing for how quickly and efficiently requests for street sweeping have been actioned.

The Trinity Arts Centre received messages of thanks from various groups and customers that have used the centre to host their group activities, shows or meetings, praise has been received for how accommodating and helpful staff at TAC have been. 5 Star Google reviews have also been received from customers visiting TAC to watch shows, with a customer stating that they love the centre, praising the events on offer and the staff that work there.

Building Control have received messages of thanks for their support, assistance and advice. Customers appreciate the time and effort that is put into visits and paperwork required.

The Crematorium has received compliments on how quickly things have been dealt with, a special message of thanks was received in relation to a virtual memorial that officers had assisted with.

The Customer Experience team received compliments for how quickly issues have been rectified for customers and special thanks was received from the Ombudsman in regard to how well ordered and clear responses to their requests for information have been.

Complaints

6 complaints were received for Waste Services, these included complaints regarding repeated missed bin collections, bins not returned to the property boundary after being emptied, charges for new bins and a complaint regarding the size of bins supplied.

A complaint regarding bins not being returned to the property boundary on an assisted collection was upheld as it was not the first time a report had been received. Crews were reminded of their responsibility to place bins back exactly where they were taken from after they have been emptied, especially on an assisted collection.

Another complaint was upheld as the crews had left some debris waste behind when they had emptied bins, they had dropped some rubbish on the floor but did not clear it away, it was left there for the customer to dispose of.

3 complaints were received for Customer Services.

A complaint was received in relation to a new policy that had been implemented regarding how long before their appointment customers can enter the building to wait. The customer was unhappy with the policy as they liked to arrive in plenty of time for their appointments. The complaint was not upheld as there was no fault in implementing the new policy.

A complaint was received from a customer who had not received a response to their request/query. The investigation found that a street cleansing request was not processed correctly, it was more of a question for the service rather than a request (re how often a village is cleaned/swept) - when an officer called the customer back to respond there was no answer, the officer did not try to call the customer again and no helpful notes were added to the customers CRM account. This complaint was upheld, and the officers involved received feedback and coaching.

A second complaint was upheld for Customer Services as incorrect information was provided during a call with a customer regarding the GGW subscription period still being open when the subscription period had actually ended.

A complaint received for Street Cleansing was upheld, this complaint was in relation to a WLDC vehicle driving over a footpath to empty a dog waste bin in a residential area. Operatives were spoken to regarding the complaint in order to ensure that it did not happen again in the future unless absolutely necessary to do so, for example if needing to empty heavily filled bins or to collect fly tipped items that are in an awkward location or cannot be easily carried.

Comments

6 comments were received for Waste Services, these were in relation to various matters including charges for new bins and delivery, waste policies, collection frequency and suggestions for extra one off collections.

2 comments were received for Street Cleansing, one was in relation to information published on our website regarding litter picking and the other was in relation to street sweeping in Gainsborough, the route the street sweeper takes and street sweeping frequency.

Customer Satisfaction

Customer Satisfaction surveys were sent to Waste Services and Street Cleansing customers. 380 responses were received for these services.

28 of the comments submitted with completed surveys referred to the customers interaction with the Customer Services team when they were making a request for a waste or street cleansing service. Customers have rated the service received as 5 stars and have commented on how helpful, friendly and professional officers have been. Customers have shown appreciation for being listened to and understood and for how officers have advised them on and led them through making their request for a service.

Low scores have been received for Waste Services with comments regarding the cost of the GGW service, waste operative behaviour and bins not being returned to the property boundary. The length of time for new bin deliveries has been commented on and the fact that bin collections have been missed.

High scores have been received with comments regarding how quickly services have been carried out, many of the responses relating to the bulky waste service praise how helpful the service is, how efficiently it is carried out and how it is good being made aware of the time period for collection. The Big Bin Clear Out service has received several 5 star reviews with positive comments regarding how easy the service is to book, how efficiently the big bins are delivered and collected and how the service is value for money.

Low scores have been received for Street Cleansing where litter or fly tipping has not been removed in a timely manner, and there are some instances where customers have stated that their requests have not been completed despite being advised that they had been.

High scores have been received with praise for how quickly requests are actioned. Several comments have been received in relation to how quickly fly tipping has been removed and how efficiently dog waste bins have been emptied. Customers have also commented on how well they were kept up to date and informed of the progress of their requests.

Where low scores have been provided the customer interaction has been examined to establish if any follow up action is required, and feedback has been provided to the team in question.

Learning and Improvements

Waste Services/Systems Development – Bulky Collection Reminders

A complaint was received regarding bulky collection reminders, when investigated it was found that the customers email reminder had been sent at 11:47pm the day before the 48 hour collection period started, this is not enough notice, the customer was confused and thought it meant 48 hours from the next day as it was sent so close to midnight, and they had looked at the reminder the next day.

The matter was discussed with the systems development team and it was found that the reminders are supposed to go out at 4pm the day before the 48 hour period begins, the system had slipped the time and this hadn't been noticed.

To resolve the issue the system was amended so that the reminders were sent out at the correct time of 4pm.

Customer Services/Street Cleansing - Fly Tipping Reports

Customer satisfaction survey feedback received regarding a fly tip not being removed, when investigated, found that an incorrect location had been recorded by the officer taking the report as it was a very vague location (layby on the A18).

It was recorded as being in the wrong location and this led to issues with the customer being passed around different authorities when it was actually in the WLDC area.

Going forward, when a customer calls to report fly tipping and the location is vague, they need to be asked for a what3words location so that the exact location can be accurately recorded for the street cleaning crews to know where they need to go.

Customer Services - recording information on CRM

A complaint was investigated where customer had not received a response.

It was found that a street cleaning request had been submitted, the customer had not received a response, so they called to chase an answer or an update to their request. An officer received information to relay to the customer and tried to call them but there was no answer, the officer did not try to call the customer again and did not record what the response was on CRM for the next officers reference.

Supervisors have carried out further training and coaching on how to properly enter information onto CRM customer accounts, this upheld complaint is a reminder of the importance of and issues that can arise when information is not recorded accurately and fully.

LGSCO Complaints

There were no complaints referred to the Local Government and Social Care Ombudsman (LGSCO) for these service areas in quarter 2.

Planning, Regeneration & Communities

Sally Grindrod-Smith

	Compliments	Comments	Complaints	Upheld Complaints
Communities	4	0	0	
Disabled Facilities Grants	3	0	0	
Energy	0	0	0	
Growth and Regeneration	3	0	0	
Home Choices	11	0	3	
Planning and Development, Trees and Conservation	79	3	2	1 upheld
Tourism	0	0	0	
Wellbeing and Health	0	0	0	
Totals	100	3	5	1 upheld

Compliments

Planning and Development, Trees and Conservation received a high number of compliments in quarter 2, officers have been thanked for their time spent and efforts in assisting customers with planning queries and planning application decisions. Officers have been personally mentioned and thanked for processing application decisions quickly and efficiently and both applicants and agents have praised the service they have received. The whole team have been thanked and praised for their support with and for embracing the new planning portal that was recently implemented, meaning changes to the way they work.

The Tree Officer has received several compliments thanking them for their help, clarification, advice and prompt detailed responses.

Home Choices received several compliments for the officer supporting families from the Ukraine, messages of thanks have been received for the support provided in finding them a new home. Other officers have been thanked for assisting customers that were due to become homeless, customers appreciate the caring nature of officers when helping and advising them with their housing needs.

The Communities team have received messages of thanks for various different aspects of the service they provide. The Employment and Skills officer has been thanked for sessions that have been put on at various local schools. The CCTV team have been thanked for their assistance with a homelessness case, the Senior Community Action officer has been thanked for hosting events in relation to mental health awareness and dementia and the Safeguarding co-ordinator has been praised for their contributions and dedication to partnership meetings.

The DFG service has received messages of thanks from customers who have had works carried out in their homes, stating that they appreciate the difference it has made.

The Growth and Regeneration team have received messages of praise for assisting with a local schools work experience programme, and for an event held that attracted visitors to the town centre. A local business thanked an officer for providing them with information and highlighted their evident drive and passion in regards to regenerating Gainsborough.

Complaints

3 complaints were received for Home Choices, none of them were upheld.

A complaint was received regarding an offer of temporary accommodation, the customer was not satisfied with the area it was located in, there was no fault in the offer that had been made.

A complaint was received in relation to the lack of support and housing solutions being offered to a customer. The investigation found no fault in how the case had been dealt with, the customer had turned down an offer of accommodation, so their banding level had decreased in line with the Council's policy.

Another complaint received was regarding a customer's bedroom entitlement, the customer alleged that their bedroom entitlement was being tampered with. The investigation found that this was not the case, there had been a system error that had led to the customer's concerns being raised, when checked, their bedroom entitlement was correct and had not been altered.

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

A complaint was received from a customer regarding the new planning portal, they were under the impression that they had to create an account to be able to view planning application information online. This is not correct, an account is only required to be able to comment on an application, this is to make it easier for the customer to keep track of applications that they have an interest in, an account allows them all to be saved for easy access. This complaint was not upheld.

A complaint was received stating that it was not easy to find information relating to planning applications that were live prior to the new planning portal being implemented. This complaint was upheld because it was found that for legacy cases, where application information is available on both the old and new systems it was not made clear how to view these applications. Based on the feedback received the team have reviewed our website communication to ensure that we provide clearer information going forward.

Comments

3 comments were received for Planning and Development, Trees and Conservation. 2 of the comments were regarding the new planning portal, customers are still getting used to the changes and have made comments about the weekly planning list publication and the way planning applications are searched for on the new system.

A further comment was received regarding the publication of customer's personal information (name and address) when representations are made on active planning applications and appeals, the customer was signposted to the Planning Inspectorate who deal with appeals.

Customer Satisfaction

Customer satisfaction surveys were sent to Planning and Development, Trees and Conservation customers. 27 responses were received in total.

There were only 4 low scores, comments received included issues around communication, complicated paperwork and delays in the process.

High scores have been received with comments regarding praise for officer communication, helpfulness and knowledge. The speed of service has been mentioned along with ease of submitting information online. Officers have been personally mentioned for their assistance and for being friendly, helpful and knowledgeable with the application being handled professionally and returned within the stated timeframe.

Where low scores have been provided the customer interaction has been examined to establish if any follow up action is required, and feedback has been provided to the team in question.

Learning and Improvements

Planning and Development - New Planning Portal

A complaint was received stating that it was not easy to find information relating to planning applications that were live prior to the new planning portal being implemented.

It was found that for legacy cases, where application information is available on both the old and new systems it was not made clear how to view these applications. Based on the feedback received the team have reviewed our website communication to ensure that we provide clearer information going forward.

LGSCO Complaints

A complaint was referred to the Local Government and Social Care Ombudsman (LGSCO) in relation to Planning and Development, they made initial enquiries regarding the complaint at the end of September 2024 and have not yet advised us if they are going to investigate the complaint further.

The complaint is regarding a historical planning application decision, a formal complaint was responded to in May 2023, feedback has been provided to the LGSCO that it appears this complaint has been referred to them out of time. Updates on this complaint will be provided in the quarter 3 report.

Change Management, ICT & Regulatory Services

Nova Roberts

	Compliments	Comments	Complaints	Upheld Complaints
Benefits	5	0	2	
Community Safety	2	0	0	
Environmental Protection	12	0	0	
Food, Health and Safety	1	0	0	
Housing Enforcement	1	0	1	
Licensing	7	0	0	
Local Land Charges	0	0	0	
Planning Enforcement	1	0	4	
Public Health Funerals	0	0	0	
Revenues (Council tax)	6	0	1	
System Development	1	0	0	
Totals	36	0	8	

Compliments

Environmental Protection have received several 5 star satisfaction survey ratings with comments that relate to helpful advice and fast responses, good communication and assistance amongst other things. Officers have been personally thanked for their time and efforts in resolving problems.

Licensing have received thanks for providing a brilliant, super speedy service and customers have commented on how helpful officers have been. Customers are impressed with how quickly licenses have been sorted out.

Along with further messages of thanks for the support offered to residents affected by storm damage, several personal messages have been received by officers in the Revenues (Council Tax) team. Customers have thanked and complimented officers for going the extra mile in times of need, and for their help and understanding of customers situations when they have made contact for assistance. A message of praise was received from a customer who appreciated the time spent assisting them over the telephone and for information sent to them to ease their confusion.

The Benefits team have received compliments and messages to thank them for their assistance in times of need, customers have appreciated the help provided and advice that has been given. A message of thanks was received via a customer satisfaction survey for support offered to a customer through the household support fund, the customer commented on how officers had gone above and beyond to assist them.

The Food Health and Safety team received a compliment regarding the provision of a polite, quick and professional service.

A thank you letter was received for an officer in the Housing Enforcement team, the customer was very appreciative of the help they had received in resolving a long standing problem with their bathroom.

The Planning Enforcement team received a compliment regarding a very speedy response and resolution.

Complaints

4 complaints were received for Planning Enforcement, none of them were upheld.

A complaint was received regarding lack of action taken against a landowner for not planting as per the landscaping plan agreed on the planning application. No fault was identified with the decision made as it was made in line with the Council's Local Enforcement Plan for Planning Enforcement.

A complaint in relation to investigations into an issue of work taking place outside of agreed hours on a building site found that the correct process had been followed. Officers were unable to investigate the matter further because when requests for more detailed information were made on several occasions information was not provided.

2 complaints were received regarding lack of action taken in relation to reports about unauthorised works taking place at a site in Caistor. These complaints were not upheld as it was found that action could not be taken due to how long ago the unauthorised works had taken place, officers had followed the correct process.

2 complaints were received for Benefits, one was in relation to housing benefit and the amount being paid, no fault was found as the calculations for entitlement were correct. The customer had been entitled to more in the district where they resided previously, but they had moved from social housing to a private landlord property in WLDC where the rent was higher, and levels of housing benefit differed.

The other complaint received for Benefits was also in relation to housing benefit, this was a complex case with several different agencies involved, the complaint was regarding benefit being paid for two different properties that the customer was residing in. No fault was found in the decision made so the complaint was not upheld.

1 complaint was received for Housing Enforcement, it was in relation to works completed under an improvement notice. The customer felt that there were still some defects that had not been repaired. The investigation found that the required works had been completed and signed off by the customer, the outstanding works were not covered on the improvement notice so WLDC were not responsible for assisting in getting them resolved. This complaint was not upheld.

1 complaint was received for Revenues (Council Tax), it was in relation to a decision not to award single person discount. The investigation found that the decision had been made in line with legislation, there was evidence to suggest that the property was a second home which would not be entitled to a single person discount. This complaint was not upheld.

Comments

No comments were received for these services in quarter 2.

Customer Satisfaction

Customer satisfaction surveys were sent to Licensing, Planning Enforcement, Housing Enforcement, Community Safety, Environmental Protection and Food Health and Safety customers. 45 responses were received for these services.

Licensing received only 5 star ratings with comments thanking officers personally for their excellent communication and quick service provision, with officer knowledge and helpfulness also being praised by respondents.

Low scores were received for Planning Enforcement with comments where customers felt that they had not received an adequate response to their concerns, but high scores were received with comments in relation to how tactful and efficient the service is.

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 a comment in relation to how officers listened and took seriously the situation the customer was in and took positive actions to resolve it.

Low scores received for Environmental Protection included comments in relation to lack of support offered, dissatisfaction with the fact that the Council are unable to help with some matters and lack of contact. Several 5 star reviews have been received with comments praising the service for fast, constructive resolution, good responses and communication and helpful advice provided.

Where low scores have been provided the customer interaction has been examined to establish if any follow up action is required, and feedback has been provided to the team in question.

Learning and Improvements

Noise complaints and ASB

An upheld LGSCO complaint decided that clarification was required when noise complaints are received as to what powers will be used, that noise could be classed as a statutory nuisance but could also be ASB. The LGSCO made these recommendations:

Review our website to make clear when and how we will consider its ASB powers when investigating noise from domestic and commercial premises.

Ensure that the revision to the website is shared with relevant staff and they are reminded that ASB powers are applicable to complaints about noise.

The above recommendations have been completed and evidence has been sent to the LGSCO.

LGSCO Complaints

A complaint regarding Housing Enforcement was referred to the Local Government and Social Care Ombudsman (LGSCO) in August 2024. It is in relation to improvement works detailed on a suspended improvement notice.

The LGSCO have made some enquiries regarding the complaint and an investigation is pending. Updates on this complaint will be included in the quarter 3 report.

In September 2024 the LGSCO concluded their investigation into a complaint regarding a noise and ASB matter the Council dealt with, a final decision has been reached and the complaint was upheld.

It was upheld for a very minor detail; the fault did not cause any injustice to the complainant, but the LGSCO did make recommendations which have since been completed. The recommendations made were that the Council must:

- Review its website to make clear when and how it will consider its ASB powers when investigating noise from domestic and commercial premises.
- Ensure that the revision to the website is shared with relevant staff and they are reminded that ASB powers are applicable to complaints about noise.

Corporate Services

Emma Foy

	Compliments	Comments	Complaints	Upheld Complaints
Communications Team	0	0	0	
Electoral Services	0	2	2	
Financial Creditors and Debtors	0	0	0	
HR	0	0	0	
Member and Support Services	0	0	0	
PA and FOI Team	0	0	1	
Property Services	3	1	4	
Totals	3	3	7	

Compliments

Property Services received compliments for how helpful an officer was when dealing with a customer in relation to parking permits and messages of thanks were received for works carried out in the Market Rasen car park to repair pothole damage.

Complaints

4 complaints were received for Property Services, none of them were upheld.

A complaint was received regarding the car park in Market Rasen, a car parking ticket had been received by the customer and they raised concerns with the Council's policy and the quality of information displayed in the car park regarding the registration information that needed to be entered to ensure the ticket was valid. The complaint was not upheld as the investigation found that it was made clear to anyone parking their car that a full registration needed to be entered when obtaining a free or paid for ticket.

A complaint was received in relation to the cleanliness of the toilets in Market Rasen, the complaint was not upheld. Supervisor checks were carried out, and the issues raised were not apparent when officer visits to the toilets were made, they are cleaned and checked daily and any major issues are reported back by the cleaning company.

A complaint was received about some contractors that were cutting down a tree on behalf of the Council, concerns were raised as they were blocking part of the road for a short while. It was not upheld as the emergency works needed to be completed for safety reasons and the vehicle being used by the contractors had no choice to position itself where it was for a short while whilst carrying out the works.

Another complaint was submitted by a customer that had not received a response back to a maintenance query they had made. Investigations found that there had been some misunderstanding on the customers part and although the officer had agreed to carry out a site visit, they did not recall agreeing to make further contact with the customer. The complaint was not upheld.

1 complaint was received in regard to the FOI process, a customer was unhappy with the timeframe for response to their request for an internal FOI review. The complaint was not upheld as the timeframe provided was in-line with the Councils FOI procedures.

Comments

2 comments were received for Electoral Services, 1 was regarding postal votes and how long it took for them to be received. The other comment was in relation to statements that had been made by a staff member working on one of the polling stations at the election.

1 comment was received for Property Services, this was regarding the cleanliness of the Roseway carpark toilets in Gainsborough.

Customer Satisfaction

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

Learning and Improvements

Communications Team – Antique Market promotion

A comment was received from a customer who had travelled to the antiques market to find only three stalls in the market place. The antiques market had been cancelled by the company that was running it, when this feedback was received it was found that customers could still get to and view the press release on the WLDC website that advertised it as being on every Saturday until October 2024.

As soon as we became aware of this the communication and web team removed the press release from the WLDC website.

FOI - Monitoring Officer email signposting

Through customer feedback received it was identified that FOI responses were advising customers to email monitoring@west-lindsey.gov.uk instead of the correct Monitoring Officer email address. The correct email for the Monitoring Officer is monitoringofficer@west-lindsey.gov.uk - a customer had sent emails to monitoring@west-lindsey.gov.uk and had not received any response or acknowledgement.

As soon as this error was identified FOI response templates were amended to state the correct email address - monitoringofficer@west-lindsey.gov.uk and the other email inbox, monitoring@west-lindsey.gov.uk has been examined for anything else that may have been missed.

LGSCO Complaints

A complaint was referred to the Local Government and Social Care Ombudsman (LGSCO) in September 2024 that related to a parking fine that the complainant had received in a WLDC owned car park.

The LGSCO decided not to investigate the complaint about the operation of a parking payment machine and the information provided by the Council because the complainant could have appealed to the tribunal and because there is insufficient evidence of fault by the Council.

Chief Executive

Ian Knowles

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

Compliments

No compliments were received for these services in quarter 2.

Complaints

No complaints were received during quarter 2 for these service areas.

Comments

No comments were received in quarter 2 for these services.

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 2 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 2.

Local Government and Social Care Ombudsman (LGSCO) Complaints

Complaints referred to the LGSCO during Qu2	3
Complaints investigated by the LGSCO during Qu2	1
Complaints not investigated by the LGSCO during Qu2	1
Complaints decided by the LGSCO during Qu2	1

During quarter 2, 3 new complaints were referred to the Local Government and Social Care Ombudsman (LGSCO).

The 4 complaints were in relation to Planning and Development, Housing Enforcement and Car Parking Enforcement.

The LGSCO decided, after initial enquiries were made with us, not to investigate the complaint relating Parking Enforcement, however they decided that they would investigate the complaint relating to Housing Enforcement. Another complaint, in relation to Planning and Development is in the initial enquiry stages and the LGSCO have not yet made a decision on whether to investigate further.

A final decision was received for a complaint in relation to Environmental Protection and Community Safety, this complaint was upheld, and recommendations were made.

More detailed information regarding these complaints, including the upheld complaint is included within the sections above.

Customer Satisfaction

Quarter 2	Surveys Sent	Responses received	Satisfaction Score
July	986	192	85%
August	761	143	85%
September	777	117	85%
Totals	2524	452	85%

There has been an increase in customer satisfaction compared to the previous quarter 2 period, satisfaction has increased by 4% from 81% to 85%.

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

During quarter 2 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 452 responses received in quarter 2 were made up of responses from these services:

Service Area	Responses
Anti-Social Behaviour	8
Food Health and Safety	0
Housing Enforcement	3
Licensing	7
Planning and Development	27
Planning Enforcement	4
Public Protection	23
Street Cleansing	63
Waste Services	317







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	23
Number of 4 star ratings	58
Number of 5 star ratings	328

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. Where low scores have been provided the customer interaction has been examined to establish if any follow up action is required, and feedback has been provided to the team in question.

Customer Demand

	<ul style="list-style-type: none"> • 4,010 service requests were received in total • This is an increase of over 200 compared to last year • Online forms and telephone were the preferred methods of contact for 89% of customers
	<ul style="list-style-type: none"> • 11,804 customers attended the Guildhall for a face to face service • 2,265 of these were WLDC customers, 9,539 were not, but WLDC officers are still involved in the initial interaction with all guildhall visitors • This is an increase overall of over 2,000 customers compared to last year • The increase has occurred from DWP seeing more customers on a face to face appointment basis.
	<ul style="list-style-type: none"> • 17,164 telephone calls were received by the contact centre which includes customer services, revenues (council tax) and benefits • 89% of them were answered, 11% were abandoned • This is a decrease of 346 calls compared to last year when 19,251 calls were received by the contact centre • 20% of calls received into the contact centre came from landlines and 80% of calls came from mobile devices (approximately)
	<ul style="list-style-type: none"> • The WLDC website experienced a reporting error during quarter 2 where bot traffic on the website has skewed the visitor numbers. • 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
	<ul style="list-style-type: none"> • 9,990 Eforms were submitted in total • This is a decrease of 350 compared to last year • 70% were completed by the customer themselves online • The main services requested via Eforms were Waste, Revenues (Council Tax) and Customer Services
	<ul style="list-style-type: none"> • 121,884 payments were taken in total • This is an increase of 2,448 compared to last year • After direct debits have been deducted it is calculated that 63% of the payments were made using self-service, 10% were processed by staff and 27% were automated payments • Self-service payments have increased by 3% compared to last year

During quarter 2 from April 2024 to June 2024 the customer services team handled 9,132 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:

WLDC Service or External Agency Required	Number of calls received	% of all calls received
Operational Services (Waste)	2742	30.03%
Revenues (Council Tax)	1820	19.93%
Planning	803	8.79%
Customer Services	528	5.78%
Home Choices	520	5.69%
Lincolnshire County Council	352	3.85%
Building Control	335	3.67%
Environmental Protection	289	3.16%
Trinity Arts Centre and Leisure	251	2.75%
Licensing	191	2.09%
Electoral Registration	156	1.71%
Assets and Property	155	1.70%
Housing and Enforcement	150	1.64%
Communities	139	1.52%
External	122	1.34%
Benefits	116	1.27%
Homes, Health & Wellbeing	77	Less than 1%
Energy Advice	60	Less than 1%
Anti-Social Behaviour	58	Less than 1%
Food, Health and Safety	39	Less than 1%
ICT services	31	Less than 1%
Citizens Advice (CAB)	29	Less than 1%
Chief Executives office	24	Less than 1%
Member and Support Services	24	Less than 1%
Projects and Growth	20	Less than 1%
Human Resources	15	Less than 1%
Job Centre Plus	14	Less than 1%
Town Council	14	Less than 1%
Finance	13	Less than 1%
System Development	13	Less than 1%
Land Charges	9	Less than 1%
Managed Estates	5	Less than 1%
Other	3	Less than 1%
Lea Fields Crematorium	1	Less than 1%
Performance and Programmes	1	Less than 1%
Procurement	1	Less than 1%
RAF Scampton	1	Less than 1%
Voluntary Services	1	Less than 1%
Total	9132	

Appendix 1 – Customer Feedback by Service

Quarter 2 2024/25	Compliments	Comments	Complaints	Upheld Complaints
Arts and Leisure	9	0	0	
Benefits	5	0	2	
Building Control	5	0	0	
Cemetery	0	0	0	
Communications Team	0	0	0	
Communities	4	0	0	
Community Safety	2	0	0	
Crematorium	3	0	0	
Customer Experience	4	0	0	
Customer Services	59	0	3	2 upheld
Disabled Facilities Grants	3	0	0	
Electoral Services	0	2	2	
Energy	0	0	0	
Environmental Protection	12	0	0	
Financial Creditors and Debtors	0	0	0	
Food, Health and Safety	1	0	0	
Growth and Regeneration	3	0	0	
Home Choices	11	0	3	
Housing Enforcement	1	0	1	
HR	0	0	0	
Internal Confidential Issues	0	0	0	
Licensing	7	0	0	
Local Land Charges	0	0	0	
Management Team	0	0	0	
Member and Support Services	0	0	0	
PA and FOI Team	0	0	1	
Planning and Development, Trees and Conservation	79	3	2	1 upheld
Planning Enforcement	1	0	4	
Property Services	3	1	4	
Public Health Funerals	0	0	0	
Revenues (Council tax)	6	0	1	
Street Cleansing	33	2	1	1 upheld
System Development	1	0	0	
Tourism	0	0	0	
Waste Services	141	6	6	2 upheld
Wellbeing and Health	0	0	0	
WLDC Council in General	0	0	0	
Out of Scope	1	2	9	
Totals	394	16	39	6 upheld