



Governance and Audit Committee
Tuesday 25th July 2023

Annual Voice of the Customer Report 2022/23

Report by:	Director of Commercial & Operational Services
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Purpose / Summary:	To summarise customer feedback received during the year 2022/23 and analyse customer contact demand data to provide a clear view of the voice of the customer.

RECOMMENDATION(S):

- **That Members welcome the contents of the Annual Voice of the Customer Report for 2022-23 and note the progress that has been made by the Council in improving the customer experience over the last 12 months**

IMPLICATIONS

Legal:

None arising directly from this report.

Financial : FIN/31/24/GA/SL

There are no financial implications arising from this report.

Staffing :

None arising directly from this report.

Equality and Diversity including Human Rights :

By understanding how customers interact with the Council in more detail, means that we will be able to identify and address issues that are preventing them from accessing services in an equal manner.

Data Protection Implications:

None arising directly from this report.

Climate Related Risks and Opportunities:

None arising directly from this report.

Section 17 Crime and Disorder Considerations:

None arising directly from this report.

Health Implications:

None arising directly from this report.

Title and Location of any Background Papers used in the preparation of this report :

- West Lindsey District Council Customer Feedback Policy
- 2022/23 Quarterly Voice of the Customer Reports x 4

Available on the West Lindsey District Council website via this link:

www.west-lindsey.gov.uk/feedback

Risk Assessment :

Not Applicable

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

X

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

X

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Executive Summary

2022/23 saw an increase in customer feedback and customer demand when compared to the previous year. The 2022/23 period started in April 2022 when council operations were back to business as usual following the Covid-19 pandemic when changes to our ways of working were required.

During the pandemic period the majority of council services worked on a virtual first basis so footfall and face to face contact at the Guildhall was limited. From January 2022 full access to the Guildhall building was reinstated so face to face figures have increased compared to the previous year.

Customer demand increased dramatically across all channels during the first few months of the 2022/23 period due to the implementation of the new recycling service that started in April 2022. This increase in customer contact was expected as residents got used to the new recycling arrangements which included the introduction of the new purple lidded bin for paper and card collections, new rules on what would be accepted in the blue recycling bins and a new no side waste policy. The tagging and rejection of contaminated purple lidded and blue bins also commenced in April 2022.

As with customer demand, it was expected that we would see fluctuations in customer satisfaction and feedback during the roll out of the new recycling service and changes to policy. Complaints increased dramatically in May 2022 and customer satisfaction decreased before improving from August 2022 onwards.

During 2022/23 we continued to receive contact in relation to cost of living support, enquiries were relating to any funding or financial support available to those most in need. Contact continued regarding the Household Support Fund, the Council Tax Energy Rebate and enquiries in regard to the ongoing Ukraine situation.

A new Customer Relationship Management (CRM) system was implemented in 2022, the first service to be moved onto the system was waste services, this system allows for more informative customer records to be kept which includes all recent contact and discussions that have taken place and any waste issues that may occur at each property. This improves the customer experience as all records relating to them are kept in one central place which is easily accessible to all council officers. Moving forward more services will be moved over to the CRM system.

A chatbot pilot took place during the implementation of the new recycling service in order to assist with the additional workload and enquiries that were generated, it was available to customers 24/7 and was well used, it helped us manage the project successfully within the resources we had with minimal requirement for temporary resources during this increase in demand. Considerations are now taking place to identify services that could potentially benefit from a chat bot facility in the future. More information on the chatbot pilot is included in the section Insights into Action – Learning and Improvement Actions.

All the information included within the report is considered and fed into the T24 service redesign work that is currently ongoing across the council.

Listening to our customers and acting on customer feedback assists the Council to deliver excellent customer services, ensuring that it is operating and using its resources in the best way possible to provide 'right first time' speedy, efficient, and effective services.

1.0 Introduction

What is the Voice of the Customer?

- 1.1 The Voice of the Customer Report examines all customer feedback received across the Council and also considers a wider scope of customer views, customer demand data, customer opinions and expectations.
- 1.2 Information is collected via a number of different customer contact channels including data collected from day to day interactions as well as the compliments, comments and complaints received by the Customer Experience Officer and customer satisfaction survey responses.
- 1.3 The aim is to learn from the insight available and implement actionable solutions in order to deliver a better service for our customers, in line with the objectives of the Corporate Plan, and to drive continuous learning and improvement across all Council services. The data included within this report feeds into the T24 service redesign work that is ongoing.
- 1.4 Throughout the year quarterly Voice of the Customer Reports are produced which contain information on customer feedback and customer demand during the period. Complaints received, upheld and complaint response times are also monitored through Progress and Delivery reporting.
- 1.5 This report pulls together and analyses the data and information contained within the four quarterly reports that were published during 2022/23.

2.0 Customer Feedback

Customer Experience Policy and Customer Feedback

- 2.1 All customer feedback received is processed in line with the West Lindsey District Council Customer Feedback Policy Complaints Process, is investigated where required and responded to by the Customer Experience Officer.
- 2.2 Customer feedback is broken down into three categories: Compliments, Comments and Complaints.
- 2.3 All customer feedback received is recorded on a central system allowing for easier and more specific reporting, so that that meaningful comparison can take place. Customer feedback is logged by service and specific subjects or issues can be reported on making it easier to identify and examine issues, trends and potential improvement actions.
- 2.4 When improvement actions are identified they are logged and are fed back to the relevant service managers for implementation, with the assistance of the Customer Experience Officer where appropriate. The action is tracked and service managers then report back to confirm the action has been implemented and advise of any outcomes. This improvement log also helps to identify any wider areas for improvement which can potentially be built into the service redesign work that is taking place.
- 2.5 Another method used to gather customer feedback is via customer satisfaction surveys which are sent out on a weekly basis to customers that have received a service during the previous week. These surveys are sent to customers of the main customer facing services which include waste services, street cleansing, planning and development, public protection, licensing, street naming and numbering, planning enforcement and more recently home choices.

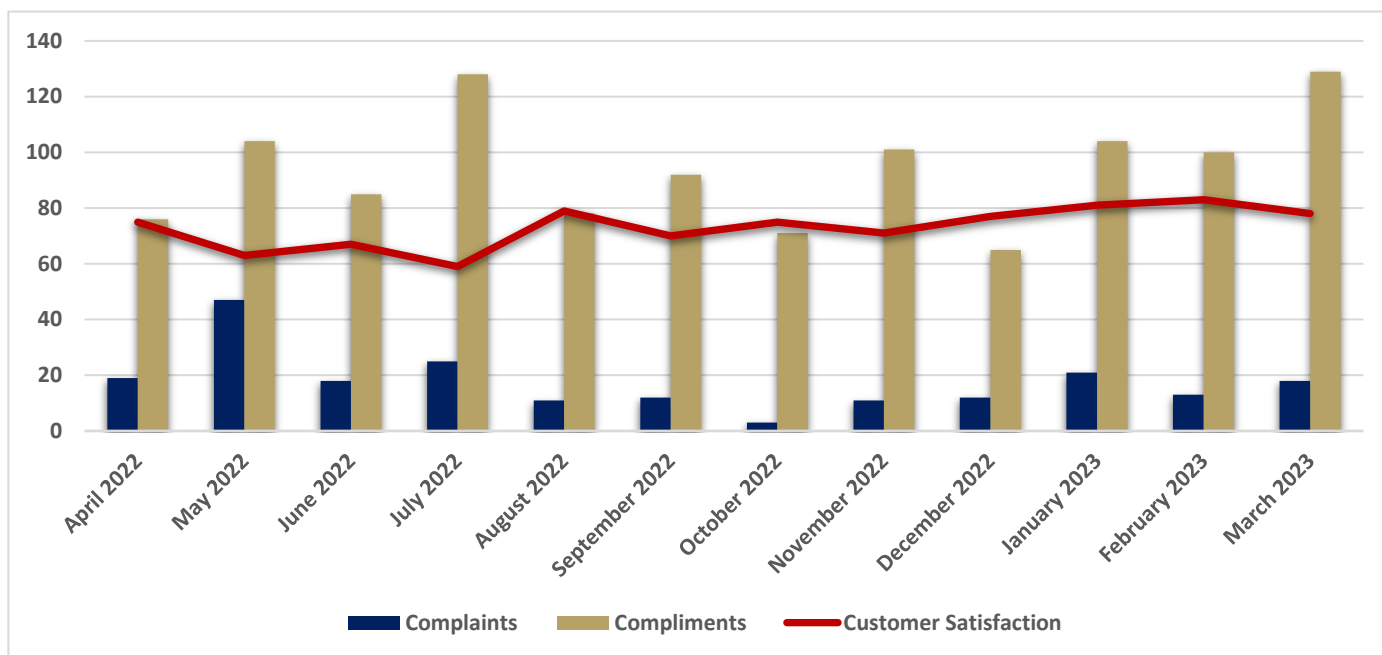
Overall Customer Feedback Statistics 2022/23

- 2.6 The table below shows the overall figures for all customer feedback received in 2022/23 compared to the previous five years including complaint response times and the number of upheld complaints:

Overall Figures	Direction of Travel compared to previous year	Totals/Averages					
		2022/2023	2021/2022	2020/2021	2019/2020	2018/2019	2017/2018
Complaints	↑	210	155	178	187	146	168
Compliments	↑	1133	1117	784	675	505	402
Comments	↓	104	155	64	73	139	79
Average number of days to respond	↓	6.5 days	8.3 days	8.2 days	6.6 days	7.3 days	5.8 days
WLDC at Fault	↑	51	46	50	71	52	84
WLDC at Fault %	↓	24%	30%	28%	38%	36%	50%

2.7 The graph below shows how many compliments and complaints were received each month as well as monthly customer satisfaction levels.

2.8 In May 2022 there was a big increase in the number of complaints received (47) and customer satisfaction decreased (63%). The new recycling service and waste policy changes that began in April 2022 led to this unusually high number of complaints and low satisfaction score, however, this was expected as residents became used to the new service.



Compliments

2.9 When compliments are received it allows us to identify what is working well and which aspects of our services our customers appreciate the most. Compliments received are shared with teams and relevant officers, they encourage our officers to be the best they can and provide the highest standard of service possible. Compliments are used to embed good practise across all Council services.

2.10 The Council received a total of 1133 compliments between April 2022 and March 2023, this is an increase compared to the previous year when 1117 were recorded.

2.11 The services that receive the highest number of compliments are the main customer facing services, Waste Services, Planning and Development and Customer Services. The table in [Appendix A](#) shows how many compliments were received by each individual service in 2022/23 compared to the previous three years. It should be noted that compliments for these services are also taken from customer satisfaction survey responses received (which are not sent to every Council service), so a wider number of customers have been asked for their views for some services in particular.

2.12 Compliments received are generally regarding the quality, speed and the efficiency of the service provided or officer professionalism including politeness, patience, knowledge and willingness to help. Customers appreciate it when we do what we say we are going to do when we say we are going to do it. If delays are expected they appreciate it when they

are kept up to date and informed. Even where we do fail on the odd occasion if we identify the failure, admit to it and put it right customers will often still provide positive feedback in relation to the service they have received and how the matter was handled.

Comments

- 2.13 Whilst some feedback received may not be particularly praising our services or raising a complaint or feeling of dissatisfaction comments are still classed as important feedback as they provide useful insight and suggestions that may help to improve the services and experiences we provide.
- 2.14 Between April 2022 and March 2023, the Council received a total of 104 comments, this is a decrease compared to the previous year when 155 comments were received. The table included in [Appendix B](#) shows how many comments were received by each individual service in 2022/23 compared to the previous three years.
- 2.15 The majority of the comments received were for waste services (70), these comments included suggestions for the green garden waste service, several comments have been received regarding the new recycling collection arrangements and blue bin issues including the frequency of collections and concerns with blue bin rejection and tagging. Other issues including sack deliveries, sack collections, fly tipping and bulky collections have also been commented on. Comments have been received requesting larger recycling bins, and several comments have been received in regard to general and recycling bin collection frequency, some residents feel that collections should be more regular.
- 2.16 Sometimes improvements can be made from comments received. During 2022/23 comments taken into account led a new litter bin and signs being erected in a location that was a hot spot for fly tipping. A comment that was received with a suggestion for a map to be provided when a plot is purchased at the cemetery was implemented and now all customers purchasing a plot are sent a map showing where it is. Investigation into a comment received identified that the WLDC website page for reporting missed bins did not make it clear that missed bins need to be reported up to 3 days after the collection was missed, as soon as this was identified this information was added to the website page.

Complaints

- 2.17 Whilst complaints are perceived as negative feedback the Council still encourages and welcomes them as all feedback can potentially help to improve our services and customer experience in the future. The number of complaints has been growing in both the private and public sectors. In part, this reflects rising expectations and new technologies making it easier to complain and is not necessarily due to decreasing service quality. However, where complaints provide an early-warning signal that something has gone wrong, they can be a useful way to stimulating innovation, and a powerful form of knowledge.
- 2.18 A total of 210 complaints were received between April 2022 and March 2023. This is an increase compared to the previous year when 155 complaints were received. The table in [Appendix C](#) shows how many complaints were received by each individual service in 2022/23 compared to the previous three years.

2.19 51% (107) of all the complaints received related to waste services. Waste Services have historically always received the highest number of complaints, this is expected and relative to the volume of service requests they receive as this service has contact with the largest number of households and customers in the district on a regular basis. It is pleasing to note that Waste Services also receive a lot of positive feedback in the form of compliments recorded.

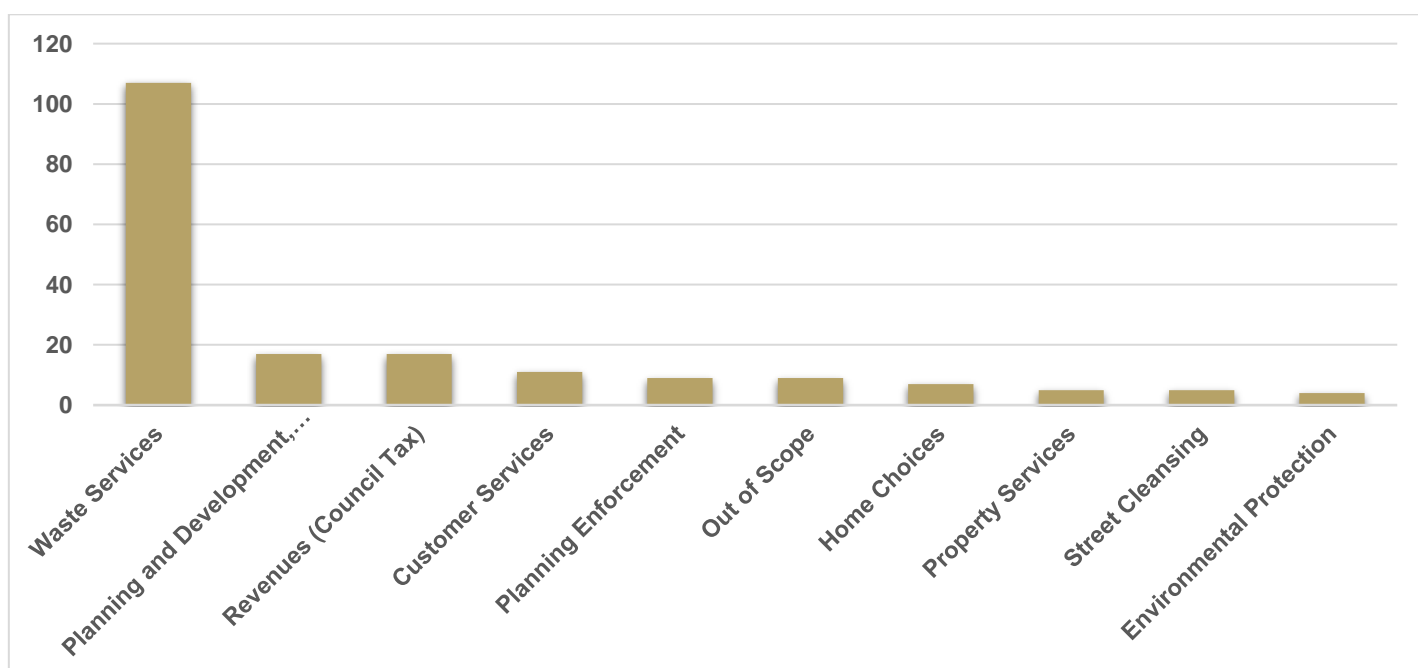
2.20 2022/23 saw an increase in the number of waste services complaints due to the implementation of the new recycling service in April 2022. An increase in complaints was expected as residents became used to the new service arrangements which included the introduction of the new purple lidded bin for paper and card collections, new rules on what would be accepted in the blue recycling bins and a new no side waste policy. The tagging and rejection of contaminated purple lidded and blue bins also commenced in April 2022. Overall the number of complaints received remained low considering the number of households that were affected by the new recycling service.

2.21 When analysing the complaints received for waste services it has been identified that 67 of the 107 complaints received related to the new recycling service and changes to policy.

18 complaints were in relation to purple lidded bins, a mixture of complaints were received including disagreement with having another bin at the property, space to store the extra bin, issues with purple lidded bin deliveries, and complaints following rejection of the bin due to contamination.

49 complaints were in relation to blue bins, they were mainly regarding rejection of blue bins due to contamination, when contamination was found in a blue bin the waste operatives place a tag on the bin with the offending items highlighted and the bin is not emptied. The contaminated bin and reason for rejection is then recorded on the property account on the CRM system.

2.22 The graph below illustrates the top 10 services that received the highest number of complaints between April 2022 and March 2023:



- 2.23 In comparison to the previous year, complaints for waste services have increased by 69, and complaints for planning and development, trees and conservation have decreased by 4. The number of complaints received for revenues (council tax) has increased by 3 and complaints received for customer services have increased by 7. There has also been a decrease in the number of complaints received for planning enforcement.
- 2.24 The topic or reason for the complaints received is recorded and reported on in order of frequency (highest to lowest) the topics/reasons for complaints are as follows: Quality of Service, Decision Made, Staff Behaviour, Process, Other, Quality of Information provided, Lack of Contact or Communication, Repeated Missed Bin Collection, Incorrect Information provided and Staff Communication. The table in [Appendix C](#) shows how many complaints were received overall categorised by topic/reason. The main reasons for complaints received are Quality of Service and Decision Made.
- 2.25 It should be noted that a single occurrence of a missed bin collection would not be classed as a formal complaint, the only time missed bins are treated as formal complaints is when there has been a repeated issue of missed bins, normally 3 occurrences in a row or where we have failed to return for a missed bin within the 5 days promised. In these instances, further investigation into the reasons why it keeps occurring is required and it may not always be the waste crews that are at fault.
- 2.26 The target response time for complaints is 21 days. The 21 days stated is 21 days (not working days) the system used at the moment cannot distinguish between working days and none working days – when the complaints process is moved over to the new system this will be brought in line with other targets and changed to working days.
- 2.27 The average time to respond to complaints in 2022/23 was 6.5 days compared to 8.3 days and 8.2 days the previous years. This is still well below our 21 day target. The majority of waste complaints are usually resolved quickly and some on the day they have been received which brings the average response time down whereas more complicated Planning and Development and Enforcement complaints often take longer to investigate.
- 2.28 During 2022/23 six complaint responses took longer than 21 days. In May 2022 there were three out of time responses and in July 2022 three responses took longer than 21 days. These complaints were in relation to Planning and Development, Trees and Conservation, Revenues (Council Tax), Environmental Protection and Arts and Leisure, the time taken to respond was affected by various aspects out of the Customer Experience Officers control including the amount of complex information that needed to be considered for some of the longer planning and development complaints submitted, officer availability due to annual leave and sickness as well as the increase in the number of complaints received in May 2022. All complainants were kept up to date throughout and were made aware of the delays expected.
- 2.29 Of the 210 complaints received, 51 (24%) were upheld with the Council deemed to be fully or partially at fault by the independent officer (the Customer Experience Officer) following their investigation. This is a decrease in upheld percentage when compared to the previous year when 46 (30%) of complaints received were upheld. Waste services complaints have a big effect on the overall upheld percentage with almost 50% (24 out of the 51) that were upheld relating to the waste service. Upheld complaints for waste services include repeated missed bin collections, failed assisted collections, staff behaviour and damage caused amongst other issues.

2.30 The full breakdown of the number of complaints upheld per service can be found in the table in [Appendix D](#).

2.31 Complaints received can vary in nature, often they can be justified but there is little within the authorities control that can be done to resolve them, here are some examples of different scenarios;

a. A complaint that was justified and led to a clear change:

For example, when several complaints were received in relation to a new waste initiative regarding sack presentation where signs had been erected and leaflets distributed to all households in the area as they had incorrect information printed on them leading to a lot of confusion, frustration, extra contact and feedback from customers. The signs and leaflets stated that sacks should be presented **from** 7am on collection day when they should have said **by** 7am on collection day.

When the error was identified the signs were replaced, new leaflets were distributed and social media messages were updated. Customers that had complained received an explanation and an apology for the inconvenience caused.

b. A complaint that was not justified that led to no changes being made:

For example, several complaints have been received regarding planning application decisions made and the fact that the applications did not go to planning committee for decision.

Investigation found that the complaints were not justified as the decision had been made correctly and in line with planning guidelines, policy, plans and legislation and the application did not warrant being decided by committee.

The complaint was not upheld and no changes were made.

c. A complaint that was justified but we were unable to take any action:

For example, when a complaint was dealt with where a customer was not happy that our enforcement team could not take action against a business that had painted their industrial fencing a new colour. The complaint stated that the colour used could be perceived as an eyesore and claimed it was not the colour that was given permission.

The complaint could be perceived as justified however, the enforcement team were not able to take action as the condition written in the planning permission was not specific enough in terms of the colour that should be used. This has been shared with the manager of the planning team who has in turn briefed the wider team.

2.32 Further and more detailed information on all compliments, comments and complaints received and upheld throughout the year can be found in the previously published Quarterly Voice of the Customer Reports for 2022/23. These reports also include specific detail on the improvement actions that were made following complaints being upheld and can be found on the West Lindsey District Council website via the following link - <https://www.west-lindsey.gov.uk/feedback>

Customer Feedback Governance and Reporting

2.33 Customer Feedback is governed by a set of regular reports:

- Monthly Progress and Delivery reports monitor customer feedback levels including feedback received, days to respond to complaints and information on how many complaints are upheld in each period as well as customer satisfaction levels.
- Monthly reports on feedback received are shared with each service.
- Quarterly customer feedback and demand reports are produced for the Management Team and Service Team Managers and are published on the WLDC website.

2.34 Regular reports are submitted to the Management Team and monthly 'emerging issues' meetings are held with the Directors of Operational & Commercial Services and Change Management, ICT & Regulatory Services.

2.35 The Quality Monitoring Board discusses and oversees decisions on complex and sensitive complaints where high risk or reputational issues are involved. The QMB will agree any resolution or action required.

2.36 Quarterly Voice of Customer Reports are published to all Team Managers and Officers and via the regular Members newsletter to our Councillors.

2.37 This Annual Voice of the Customer Report is presented to the Management Team, Governance and Audit Committee and the Wider Management Team.

2.38 A report on the Annual Local Government Ombudsman letter will be presented to the Management Team and Governance and Audit Committee at a later date in the year.

Insights into Action – Learning and Improvement Actions

2.39 Gathering feedback from customers enables the Council to use these insights to shape the way it improves and develops. Customer insights relating to services are shared with the relevant Team Managers stating the actions required and a deadline implementation date, this is escalated to the Management Team if failing to implement within the set timescale. The Customer Experience Officer will assist with implementing the improvements where possible. Over time all suggested improvements are gathered into reports which are prioritised and fed into relevant projects and service redesign work.

2.40 When feedback is received and complaints are investigated the outcome is examined in order to identify any learning opportunities that can be gained from the issues raised. During the 2022/23 period many improvement actions have been implemented including changes in processes, procedure reviews, updates to the website, external systems and the continued monitoring of customer standards. Further and more detailed information on the improvement actions made throughout the year can be found in the previously published Quarterly Voice of the Customer Reports for 2022/23.

2.41 A chatbot pilot took place over a three month trial period during the roll out of the new purple lidded bin paper and card collection service between March 2022 and May 2022.

- The chatbot was accessed 2364 times.
- In 747 cases (32%) the user went on to engage further with the chatbot.
- 133 engaged users (18%) responded to the chatbot satisfaction question.
- 56% were happy with the chatbot support they received.
- 147 (20%) of engaged users requested further contact and provided details.
- No complaints were received regarding the chatbot.

The findings from the chatbot pilot will be considered as we look to use a chatbot for other services in the future.

2.42 The table below includes details of the learning and improvement actions that have been identified during the 2022/23 period:

<p>Property and Assets – Land Ownership</p> <p>An investigation into a fly tipping that involved an examination of land ownership identified that a strip of land that should have been transferred over to the local housing company was still listed as being under the ownership of West Lindsey District Council.</p> <p>Once identified the necessary steps were taken to transfer the ownership of the strip of land over as it should have been previously.</p>
<p>Committee Administration - Planning Committee Site Visits</p> <p>An investigation into a complaint relating to a planning application which had involved a committee site visit identified that objectors had been allowed to speak to the committee members after the site visit had officially closed (this was noted in the committee minutes)</p> <p>A recommendation was made that the committee chair and other members are reminded of the formal site visit procedure and that once the site visit has ended members of the committee should not enter into communication or debate with any objector. The site visit protocol will also be sent out to committee members as a reminder of correct behaviour.</p>
<p>Waste Services - Green Garden Waste</p> <p>Towards the end of 2021/22 and at the start of the 2022/23 period there was an increase in feedback received regarding the duration and dates of the GGW collections. Some residents feel it should start earlier, some think it should continue for longer into the winter months, for example later than November and earlier than March.</p> <p>The collection dates are set as they are for a reason and following extensive consultation that took place. An improvement in publicity and communications when the GGW subscription period begins has been suggested, informing residents of the collection dates and frequency as well as start and end dates along with an</p>

explanation as to why they are set as they are. This will help to manage expectations and may assist in reducing feedback in the future.

Customer Services and Waste - Blue Bin Lid repairs

A complaint in regards to a blue bin lid repair identified that in some cases the whole bin is replaced rather than just the bin lid being repaired. This matter needs further investigation and consideration as there are several issues around consistency, charging for bins and what information our customer service officers are giving residents when they contact us regarding a bin lid repair.

Revenues - Energy Rebate online application form

An investigation into a complaint regarding the fact that it was mandatory to supply a telephone number when applying for the council tax rebate online led to amendments being made to the application form. The telephone number request in the form had been made mandatory so that if any issues arose the customer could be contacted quickly to avoid any further delays.

Following consideration of the complaint the application form was amended so that the telephone number field was not mandatory, a note was added to explain the reason why it would be beneficial to supply a telephone number in case of any problems.

Data Protection and awareness training has been suggested for all teams to reiterate the rules and regulations surrounding requests for, and storage of personal information. Guidance on Privacy Notices was published on Minerva on 28/09/22.

Property Services refunds of key deposits for the Plough Business Hub (when tenants vacate)

An investigation into a complaint in relation to the refund of a deposit to a tenant when they left our property found that unnecessary delays had been experienced. The delays were due to several factors but the main cause was the finance procedure for this type of transaction which appears to be complicated and long winded.

Discussions are ongoing with the relevant officers in the debtors and finance teams to establish if any improvements can be made to the deposit refund procedure, keeping in mind any financial rules and regulations that need to be followed.

Property Services – Internet access for tenants at the Plough Business Hub

An improvement action was identified following a complaint that was received regarding internet access at the Plough Business Hub. It was found that if it was to go down outside of normal business hours (9am to 5pm Monday to Friday) that tenants would have to wait for a WLDC staff member to call the provider on their behalf.

The provider suggested that the general telephone number for their support line and the service engineers telephone number could be shared with the tenants of the

Plough along with the account details and pin number. This will allow tenants to contact them directly should they wish (which will be useful when our office is closed).

The property team are also looking at installing an outage tracker so we can track and record the frequency of outages in order to have a better understanding of whether there are a high number of reoccurrences that should be of concern.

CRM call backs

An investigation into a complaint examining why a call back did not take place discovered that not all teams were confident and skilled in using the CRM system, the system that call backs are logged and sent through, so officers have been using other methods.

Using other methods such as teams messages or email for a call back request means that it is not formally logged and cannot be tracked, recorded and reported on.

It was identified that more training on CRM was required across all council services so that call backs and other requests can be logged and tracked appropriately. A call back system reminder and instructional video on how to use the CRM system was published on Minerva on 30/08/22.

Assisted collection service acknowledgement email

Comments were received regarding the assisted collection acknowledgement email that customers receive when they request an assisted collection:

On examination it was found that the email does not make it clear exactly when the service will start and does not explain what the customer should do in the meantime etc, the wording needs to be improved.

Investigation will take place in regards to the set up for this on CRM, to establish if the wording of the acknowledgement email could be amended and whether a reminder could be sent to customers like on a bulky waste collection booking to remind them that the service will start from their next collection date and what they need to do.

Planning Customer Care

Customer feedback received regarding emails and requests sent to planning customer care not being responded to were investigated and discussed with the Planning Team Manager and relevant officer.

It was agreed that the following actions would take place to ensure that these issues did not continue to happen going forward; the inbox will be monitored on a regular basis, a process will be created for how emails should be dealt with and a rota will be put in place in order to have something to track who was working on PCC emails on each particular day/time. Access to the mailbox will be examined and restricted if necessary to ensure that only those who need to can access it.

Street Cleansing and Community Safety - Fly Tipping Hot Spots

Comments were received from a regular litter picker in regards to whether signs could be placed in an area that was a hot spot for littering and fly tipping.

Following the comments received work is underway to install a new litter bin in the area and signs to deter fly tipping in the location, the possible use of a temporary camera will be considered as there have been several instances of fly tipping in the location reported to us which have been investigated by the community protection team.

Green Garden Waste (GGW) T&Cs online - WLDC website

On examining GGW information on the WLDC website to assist in responding to a comment received it was identified that the T&C's published online stated the cost as still being £35, not the new £39 price.

The issue was fixed by the GGW coordinator via the website team as soon as it was identified and reported to them.

Planning and Development - Validation letter

On examining correspondence in relation to a complaint it was found that the wording used on the validation letter for planning was out of date, it stated that all site visits must be unaccompanied - this wording was used when Covid-19 restrictions were in place.

Following the discovery, the wording was amended to: *If you are able to provide photographs of the site and area for development, this will assist the Planning Case Officer. If the Case Officer considers that they need to visit the site, they will usually do so unaccompanied in the first instance, and may contact you in order to arrange access to the site.*

Planning/Systems Development – searching for applications with key words

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

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

This suggestion has been shared with the web development team.

Waste Services – Commercial Waste record keeping

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

commercial waste rounds have been reminded of the importance of accurate record keeping.

Cemetery – Plot information/location on a map

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

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

Waste Services – communications regarding the no side waste policy

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

Waste Services – Bin Day collection calendar information regarding missed bin reporting

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

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

Home Choices – Customer Charter

Following an upheld complaint decision from the Local Government and Social Care Ombudsman a new Customer Charter has been agreed and implemented for the Home Choices Service.

The charter sets out what a customer can expect from the service along with the services expectations of the customer, in particular how certain assessments need to be undertaken either in person or over the telephone.

Waste Services – Bulky Waste Collections and CRM notifications

Customer feedback received highlighted that a customer had received a notification to say that their bulky collection had been completed when it hadn't been.

The crews had mistakenly marked it as complete when there was actually a problem with collecting the items.

Further guidance and training has been provided to the crews to ensure that accurate records are kept on the CRM system, especially when updates and notifications are now sent automatically to customers.

Waste Services – Bin Collection Calendars

Several complaints were received regarding the quality of the 2023/24 bin collection calendars that were sent out to households in the district. The complaints focussed on the size of the font used and the colours that had been used to illustrate the different coloured bins.

On examination of the printed version of the calendars it was apparent that the font size and the colours used were not suitable, the font was not big enough and the colours were not clear enough. They did not meet standard accessibility requirements.

Customers that requested a larger print calendar were provided with one and learning has taken place to ensure that extra checks are put in place next year to ensure that the calendars are acceptable. Going forward printed versions of the calendars need to be checked rather than just relying on an electronic version shown on screen.

Waste Services – Green Garden Waste Stickers

Customer feedback was received on several occasions regarding the quality of the 2023/24 Green Garden Waste stickers that were sent out to subscribers.

On inspection it was evident that the backing would not peel off easily and the level of stickiness on the stickers was not as good as it should have been.

Advice was provided to customers on the best way to peel back the stickers and if needed new replacement stickers were sent out.

It was found that the company that were contracted to produce the stickers had changed the materials used on the stickers this year.

Feedback was provided to the company and measures will be put into place to ensure that the same issue does not occur again in the future.

Waste Services – updates to website information regarding reporting a missed bin

Investigation into a comment received identified that the WLDC website page for reporting missed bins does not explain that missed bin reports will only be accepted for three days after the missed collection took place.

This was updated on the website as soon as it was identified.

Planning – Case Officer Reports and Committee Minutes

An investigation into a complaint identified that unintentional administration errors had occurred in regards to a planning application, an objectors representations were

mistakenly omitted from the officers report and the associated planning committee minutes had not accurately recorded a condition that had been agreed during the meeting.

In order to ensure these types of errors to do not occur again in the future, planning officers have been reminded of the importance of ensuring all representations are included in reports and that thorough checks should be made when checking the accuracy planning committee minutes that relate to their own particular applications.

Trinity Arts Centre – Purchasing tickets at the Guildhall

A customer attended the Guildhall to purchased TAC tickets as they heard on the voicemail message that you could book shows there. We do not currently take TAC bookings at the Guildhall due to not having a card payment machine that connects to the TAC system.

Following this incident the voicemail message was updated and an additional card payment machine is in the process being arranged so that TAC bookings can be made at the Guildhall.

Trinity Arts Centre – show running times

A suggestion was made that show running times be added to the booking system and the TAC brochure so that customers are aware how long shows and performances last.

This is currently being considered by the TAC team.

Customer Services Reception operations

Following a complaint received further training in handling difficult situations and difficult customers will be provided to officers that work in the Guildhall reception and a formal dress code will be implemented.

Property Services – Roseway Toilets

Feedback was received on more than one occasion regarding the public toilet in the Roseway carpark not being open at the stated times, in particular on a weekend. On investigation it also became apparent that that opening times on the sign at the toilet entrance did not match the times stated on the WLDC website.

A meeting was held with the contracted companies manager and checks were put in place to ensure that the toilets were open at the correct time.

Work is underway on a new sign for the toilet entrance that states the correct opening times.

3.0 Local Government and Social Care Ombudsman Complaints (LGSCO)

- 3.1 Between April 2022 and March 2023 internal records indicate that a total of 13 complaint referrals were made to the Local Government and Social Care Ombudsman (LGSCO), this will be confirmed once the Annual LGSCO letter is received later this year. This is a slight increase compared to the previous period when 10 enquiries were made. All but one of the referrals made have now been closed with final decisions being received.
- 3.2 When a complaint is referred to the LGSCO they decide whether or not to investigate further. The table below shows the outcome of the complaints referred to them compared to the previous year. A report will follow later this year when the Annual LGSCO letter has been received which will detail the whole 2022/23 period of complaints to the LGSCO. This report will include benchmarking data to illustrate how we compare to other District Councils in terms of referrals and instances where councils are found to be at fault. This report will be presented to the Governance and Audit Committee later in 2023.

LGO Outcome	2022/23	2021/22	2020/21	2019/20	2018/19
Not investigated	9	3	9	7	8
Not found to be at fault	2	5	1	3	5
Fault identified	1	2	1	0	3
Still under investigation	1	0	2	0	0
Total	13	10	13	10	16

- 3.3 The number of complaints referred to the LGSCO where they decided not to investigate has increased this year. The LGSCO decided to investigate 4 of the complaints referred to them, 2 in relation to Planning Enforcement, 1 in relation to the Home Choices service and another in relation to Housing Enforcement.
- 3.4 Following their investigations the LGSCO found no fault in relation to the 2 Planning Enforcement complaints so they were not upheld.
- 3.5 The LGSCO investigated and upheld the complaint in relation to the Home Choices Service, their investigation into the Housing Enforcement complaint is still ongoing.
- 3.6 Further and more detailed information on the complaints referred to the LGSCO throughout the year can be found in [Appendix E](#) and the previously published Quarterly Voice of the Customer Reports for 2022/23 and in the forthcoming Annual LGSCO Report.
- 3.7 Where fault is identified by the LGSCO a suitable remedy is recommended which usually includes an apology and on occasions a compensation payment for the time and trouble the customer has had to go to in order to make their complaint and escalate it to the LGSCO.
- 3.8 The LGSCO identified fault in one of the complaints referred to them in the last year. The complaint was in relation to the Home Choices service:

The complaint that was submitted:

Ms X complained that the Council failed to provide interim accommodation when she was homeless, leaving her in an unsuitable property where she was at risk of domestic abuse. She also complained the Council ended its housing duty by offering her an unsuitable property. As a result, Ms X says her mental and physical health have suffered, and she remains in unsuitable accommodation.

The Ombudsman's final decision:

The Council was at fault for failing properly to assess Ms X's circumstances when she was homeless and delay offering interim accommodation which left Ms X at risk of domestic abuse. The Council has agreed to apologise, pay Ms X £1,500 and take action to improve its service.

Agreed action - The Council should take this action within 4 weeks of the final decision:

To remedy the injustice to Ms X from the faults identified, the Council has agreed to:

- Apologise to Ms X in writing
- Pay Ms X £200 a month for the five months spent in unsuitable accommodation, for £1,000
- Pay Ms X a further £500 in recognition of her avoidable distress, uncertainty, and missed opportunity.
- Write to Ms X reiterating the Council's agreement to reinstate her housing register application following the OT report.

The Council should also take the following action to improve its services: The Council should take this action within 8 weeks the final decision.

- Share a copy of this decision with staff in the relevant departments.
- Remind relevant staff that initial assessments must address the circumstances leading to homelessness, the housing needs, and support needs, of the applicant.
- Remind relevant staff that a decision about whether an applicant is threatened with homelessness or is homeless should include consideration of whether it is reasonable for them to continue to occupy their current accommodation, especially where the applicant is a victim of domestic abuse.
- Provide training or guidance to relevant staff on how to produce adequate Personalised Housing Plans with reasonable steps for both the Council and the applicant to take.

All of the above actions were completed within the required timescales and evidence was sent to the LGSCO for confirmation of satisfactory completion.

A further improvement that came from this complaint decision and the LGSCO's findings was the implementation of service standards for the home choices service. Following examination of the findings it was established that had an officer been able to speak directly to the applicant then some of the failings identified would not have occurred.

In March 2023 a new Homelessness Customer Charter was agreed and put into place. This charter sets out what the council will do when approached for housing support, what customers can expect from the council and what is expected from the customer. A wider piece of work will take place in the late summer 2023 to examine and refresh customer standards across all council services.

4.0 Customer Satisfaction Measurement

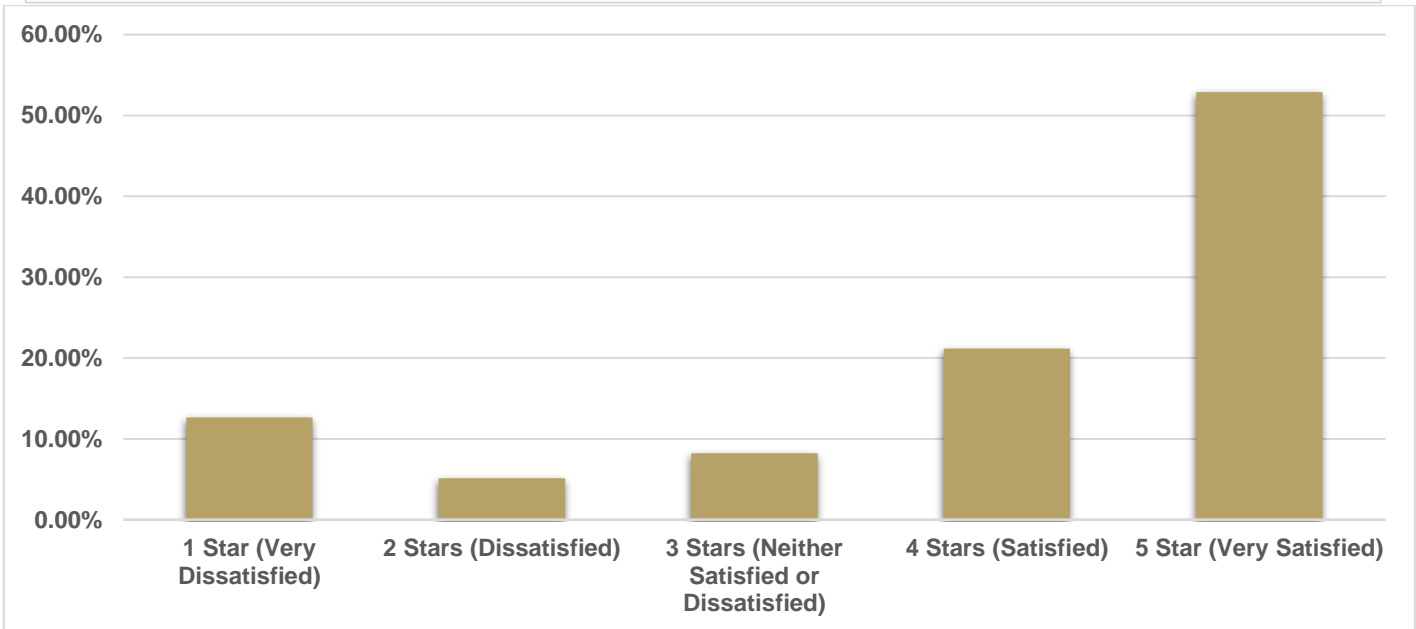
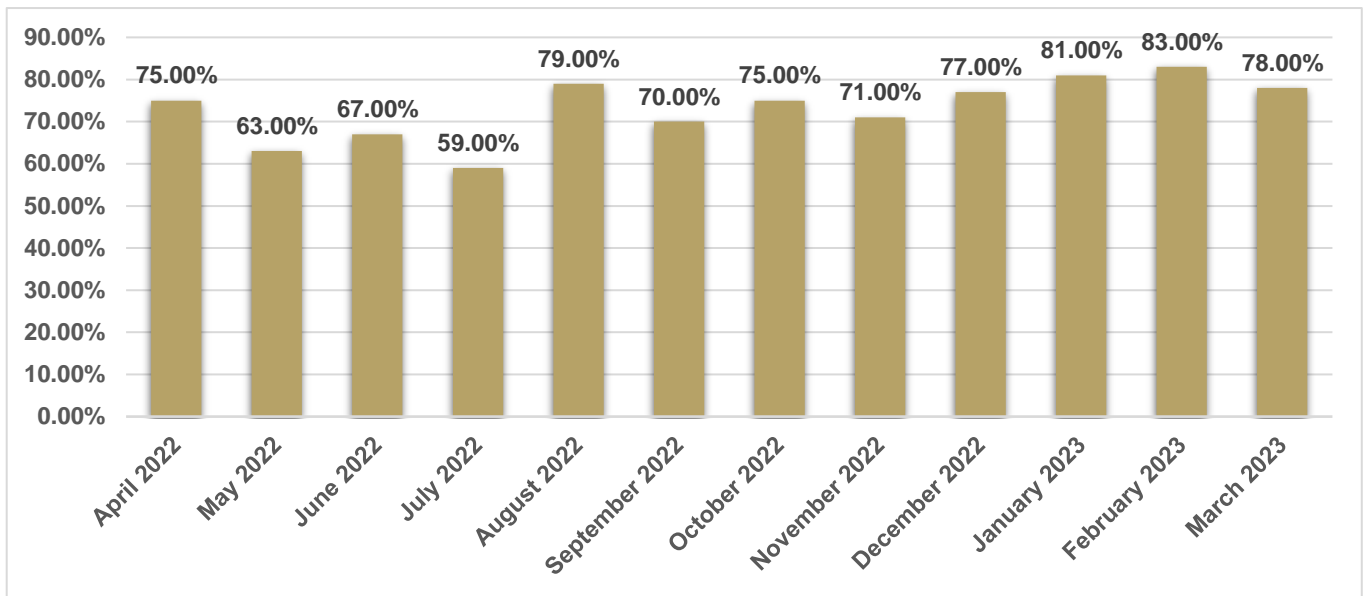
Satisfaction Surveys

- 4.1 The Council has been using an e-survey platform over the last few years which enables the sending and analysis of customer satisfaction surveys from one place with real time results, this platform is called Qualtrics.
- 4.2 Surveys are sent on a weekly basis to customers that have contacted the Council or have received a Council service during the previous week, including planning application decisions.
- 4.3 Currently surveys are only being sent via email but other methods are currently being considered during the implementation of the new Customer Relationship Management (CRM) system.
- 4.4 The insights gained from surveys are fed into the customer feedback system in order to collate all feedback in one central place. Identifying issues that customers report in survey responses allows the Council to act on and solve those issues before they potentially escalate into a formal complaint.
- 4.5 Not all customers are sent satisfaction surveys, surveys are sent to customers of the main customer facing services. During 2022/23 the services that have been surveyed are; Environmental Protection, Planning and Development, Trees and Conservation, Planning Enforcement, Public Protection, Street Cleansing, Waste Services, Street Naming and Numbering and Licensing and Home Choices.

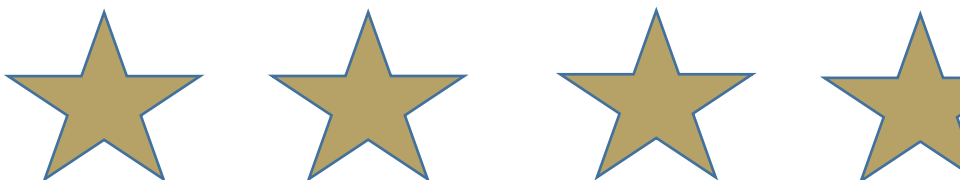
Satisfaction Levels

- 4.6 During the 2022/23 period from April 2022 to March 2023 a total of 7863 satisfaction surveys were sent out and 1343 responses were received, giving a response rate of 17% which is a small decrease compared to the previous year where the response rate was 18%. The overall satisfaction rating for 2022/23 is 73.00%, this is a small decrease compared the previous year where overall satisfaction was 74.00%.
- 4.7 During 2022/23 fluctuations in customer satisfaction were expected due to the implementation of the new recycling service in early 2022. Waste services provide a service to every property in the district so a higher number of surveys are sent to those customers on a weekly basis. It was expected that satisfaction would decrease whilst residents became used to the new waste collection arrangements. This expectation was realised as during May, June and July 2023 there was an increase in the number of complaints received for waste services and customer satisfaction decreased before increasing again from August 2023 onwards.
- 4.8 During the last six months surveys have been sent to home choices customers, high satisfaction scores have been provided which have increased the overall satisfaction score across all services. Customers appreciate the valuable help and support that the home choices service provides in often very difficult and upsetting times.

4.9 The charts below show the breakdown of all customer satisfaction scores received between April 2022 and March 2023:



4.10 Customers are asked to rate the service they received out of 5 stars (ranging from very satisfied to very dissatisfied) ratings of 4 stars and 5 stars are used to calculate the overall customer satisfaction score of **73.00%**. This equates to an overall star rating of 3.74 Stars.



4.11 High satisfaction scores have been given where customers have appreciated that we have done what we said we would when we said we would. They are happy when they have been able to speak to helpful, understanding, polite and friendly staff on the phone who have been able to help with their query there and then. Customers who have provided a 5 star rating have left comments regarding the speed of service, being kept

updated and regularly informed and the professionalism, helpfulness, efficiency and politeness of staff they have dealt with.

- 4.12 Low satisfaction scores have been given where customers are disappointed that things have not happened as quickly as they should have done. Low scores have also been received where customers would have liked more communication or human contact, comments have also been received where customers have not received call backs, updates or a response to their problem.
- 4.13 In order to improve the overall satisfaction score any low star ratings received where comments have been submitted are analysed and are fed into the customer feedback system where improvement actions are recorded. If required, changes to processes and procedures are made and all relevant comments are fed into the service redesign work which is currently taking place. Any concerning comments received are followed up and logged as formal customer feedback.
- 4.14 To increase customer satisfaction going forward services need to ensure that they are keeping customers up to date and managing their expectations in terms of what will happen, when, and what they should expect. The new service standards work that is taking place will assist with this as these will ensure that appropriate acknowledgements and response times are put in place and communicated to the customer from the outset.

5.0 Demand Analysis

- 5.1 The demand analysis part of this report focuses on the data available surrounding customer contact points. This includes data collected around telephony, face to face interactions, the website, payments and how service requests are received. Analysing this information can show how customers are choosing to interact with the council and through which channels.

Service Requests and Customer Contact Methods

- 5.2 Service requests can be made by customers through various channels. For example, telephone, online forms, at the Guildhall and via email. It is important to understand how customers are making requests so the receipt of these can be resourced adequately and appropriately.
- 5.3 Currently the method of receipt of service requests are only recorded by the following teams: Anti-Social Behaviour, Planning Enforcement, Housing Enforcement, Food Health and Safety, Public and Environmental Protection, Street Naming and Numbering (SNN) and Waste Services. Future investments in technology will allow for improved recording of future service request enabling a better understanding of our demands in this area.
- 5.4 The number of service requests received recorded for 2022/23 was 41,553 which is a small increase compared to the previous year where 41,136 were recorded. (Note - these figures include GGW subscription requests)
- 5.5 The overall breakdown of the main contact channels used for service requests made to the teams mentioned above during 2022/23 is: 23.46% from phone, 66.91% from online forms, 6.06% from face to face enquiries, 2.48% from email and 1.03% from internal referrals. Online service requests and requests via telephone have increased compared to previous years. As with previous years the majority of customers (over 90% in 2022/23) made contact with us via the phone and online forms. The charts below illustrate the full breakdown of all contact channels used in 2022/23 compared with the previous year:

Contact Method	2022/23	2021/22	2020/21	2022/23 Vs 2021/22
Online Forms	66.91% (27,805)	65.04% (26,753)	62.77% (25,787)	Increase of 1.87%
Email	2.48% (1,030)	2.52% (1,037)	3.29% (1,351)	Decrease of 0.04%
Telephone	23.46% (9,748)	29.42% (12,101)	28.42% (11,674)	Decrease of 5.69%
Face to Face	6.06% (2,517)	0.61% (251)	0.29% (121)	Increase of 5.45%
Letter	0.06% (23)	0.34% (140)	0.72% (296)	Decrease of 0.28%
Internal Referrals	1.03% (430)	2.08% (854)	4.51% (1851)	Decrease of 1.05%
Total number of service requests received	41,533	41,136	41,080	Increase of 0.96% (397)

Face to Face Demand

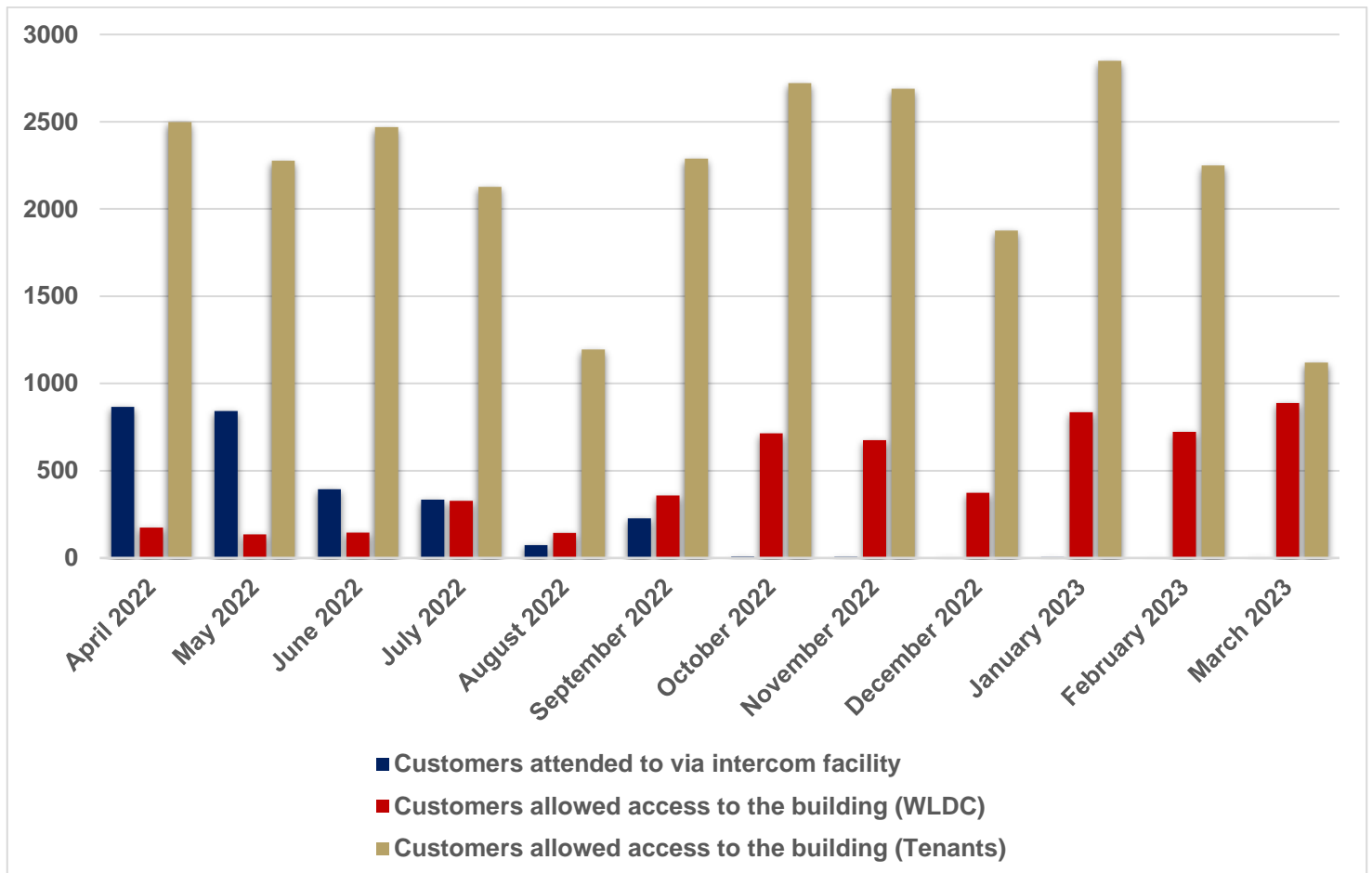
5.6 Historically the number of customers that choose to visit the Councils reception at the Guildhall is relatively low as many customers now opt to request services via other means. During the 2022/23 period face to face contact increased compared to the previous 2 years as during the Covid-19 pandemic the Guildhall's main entrance was closed to walk in customers and face to face contact remained limited to vulnerable and emergency customers only as well as pre-arranged appointments with officers.

During the Covid-19 pandemic customers were dealt with via an intercom facility to reduce face to face contact. The intercom facility was still in use from April 2022 to July 2022.

5.7 Although face to face demand for WLDC services is relatively low it is recognised that a face to face service will always be required as customers need the choice available, however, a higher number of customers may choose to use online services now they are confident in doing so rather than visiting the Guildhall for a face to face service.

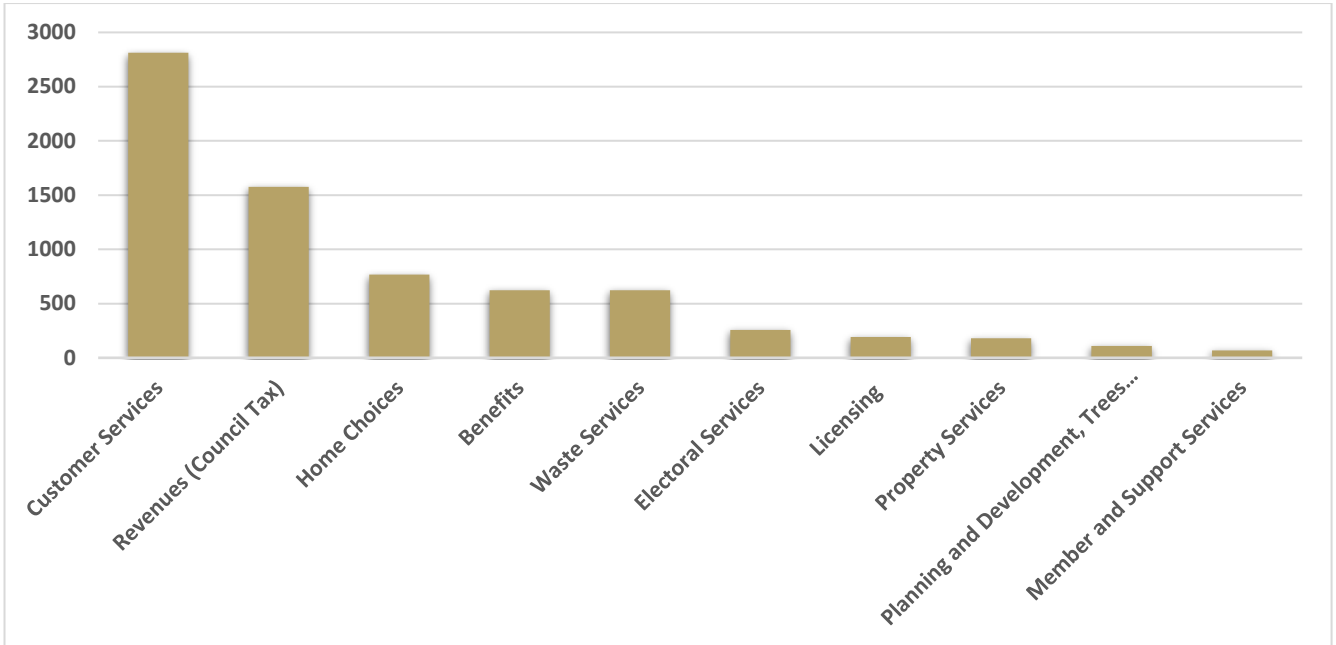
5.8 As well as customers for WLDC services, WLDC visitors and customers for our tenants are also dealt with via the main Guildhall reception. A big majority of the customers that come into the Guildhall are attending Job Centre Plus (JCP) appointments.

5.9 The graph below shows how many customers were attended to via the intercom and how many customers were allowed access to the building each month:



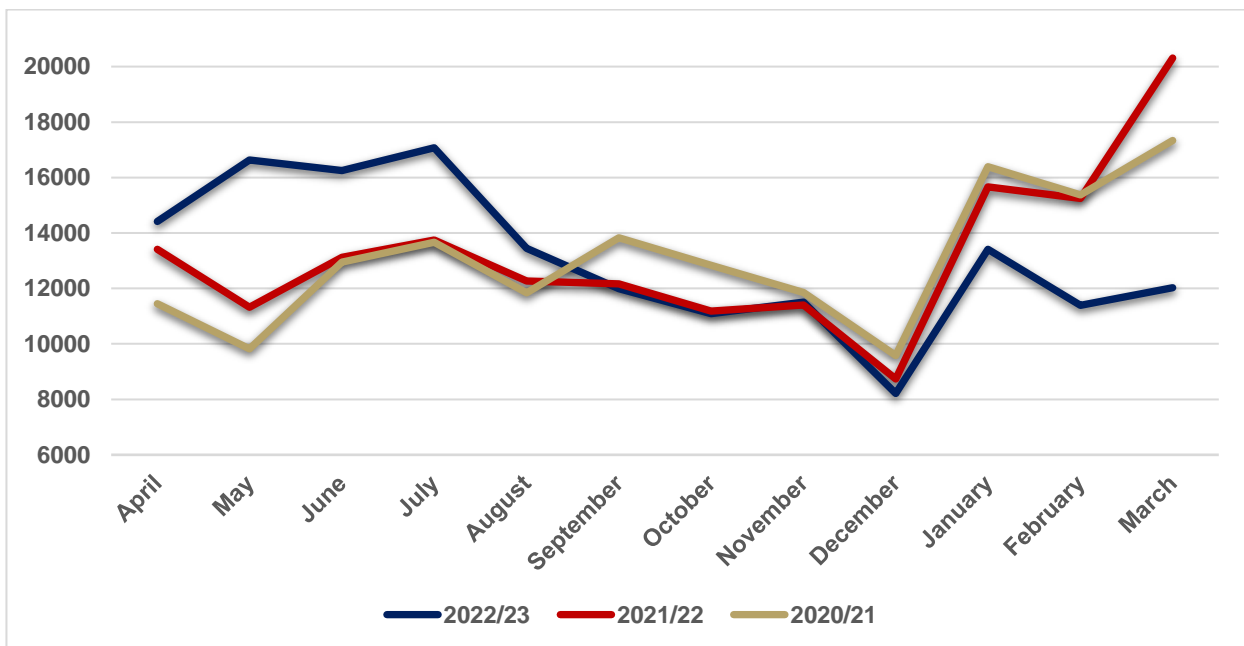
5.10 These figures along with data relating to the specific reasons why customers attend the Guildhall will be analysed and used in the plans for the future design of how the reception area will work in terms of face to face contact and how services will operate going forward.

5.11 The graph below shows the top 10 WLDC services that were accessed via customers on a face to face basis during 2022/23:



Telephone Demand

5.12 The graph below illustrates telephone demand each month for 2021/22 compared to the previous two years:



5.13 Overall telephone demand has decreased during 2022/23 compared to the previous years, however the start of the year saw a big increase in the number of calls received. Between April 2022 and August 2022 there was an increase in calls relating to the new

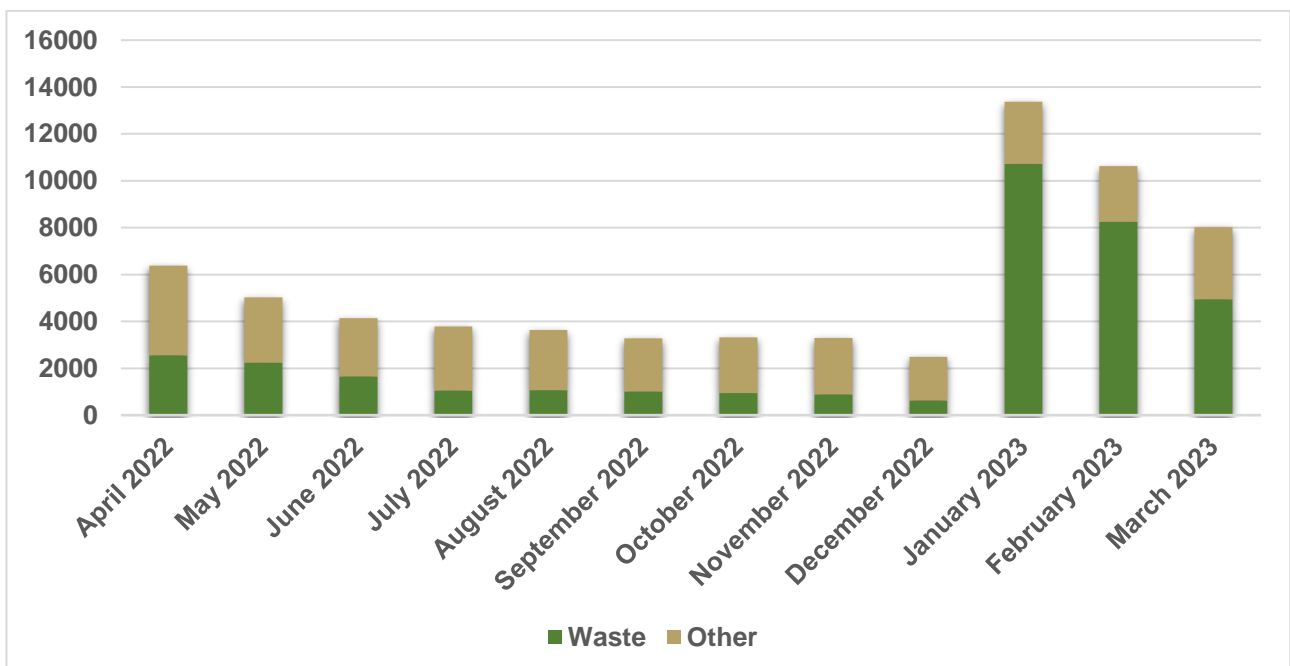
recycling service.

- 5.14 Calls also increased at times during 2022/23 as we received a high number of telephone queries in relation to the Cost of Living Crisis, the Household Support Fund and the Council Tax Energy Rebate as well as enquiries in regards to the ongoing Ukraine situation.
- 5.15 During 2022/23 a total of 157,460 calls were received across the whole council compared to 158,577 in 2021/22.
- 5.16 On average 81% of all calls received across the council were answered and handled during 2022/23, this is an increase compared to the previous year where 76% of all calls were answered and handled on first contact. It should be noted that although a call may go unanswered, customer can opt to receive a call back once the officer is available. (unanswered call figures include calls which go through to voicemail services).

Online Customer Demand

Online Service Requests

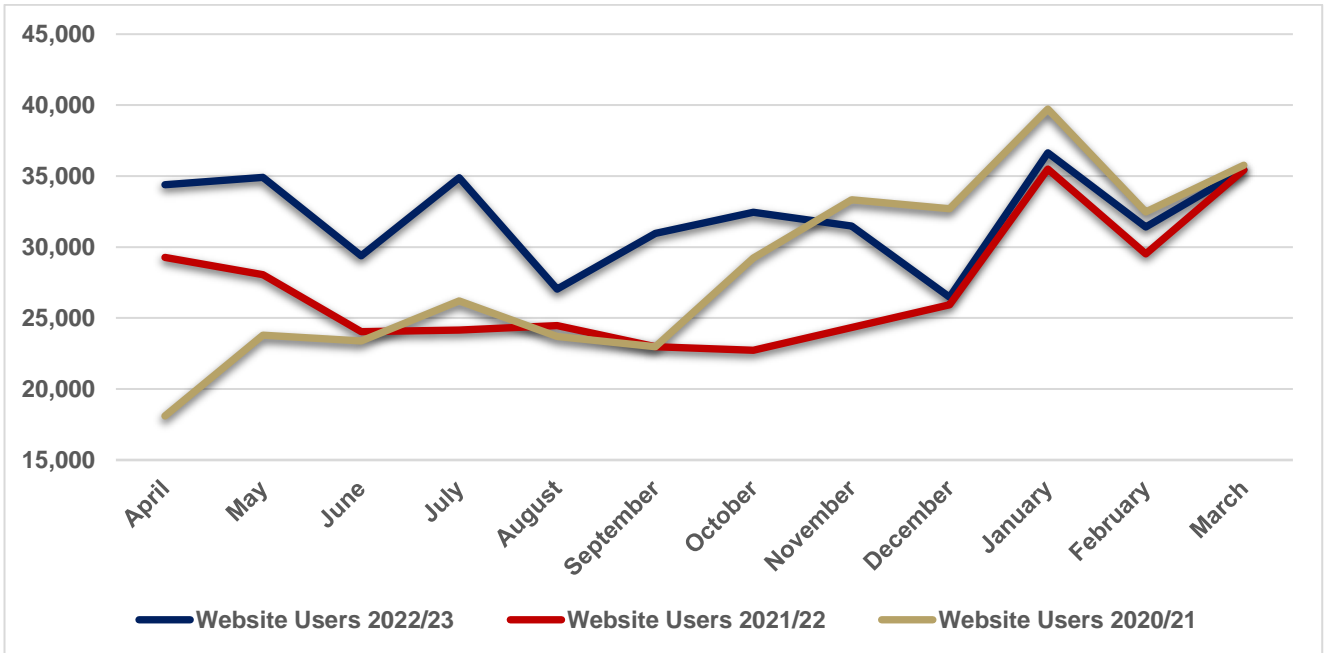
- 5.17 Customers can request or subscribe to a service via the Council website. The most visited pages on the website include the Green Garden Waste Service pages during the subscription period and the second most popular pages are relating to Planning and Development.
- 5.18 Compared to the previous year there has been an increase in the number of service requests made via online forms during the 2022/23 period. In total 67,338 online requests were received compared to 65,593 in 2021/22.
- 5.19 The graph below illustrates how many online requests were received each month during 2022/23 broken down by waste requests and other requests. The increases in January, February and March are due to Green Garden Waste subscriptions.



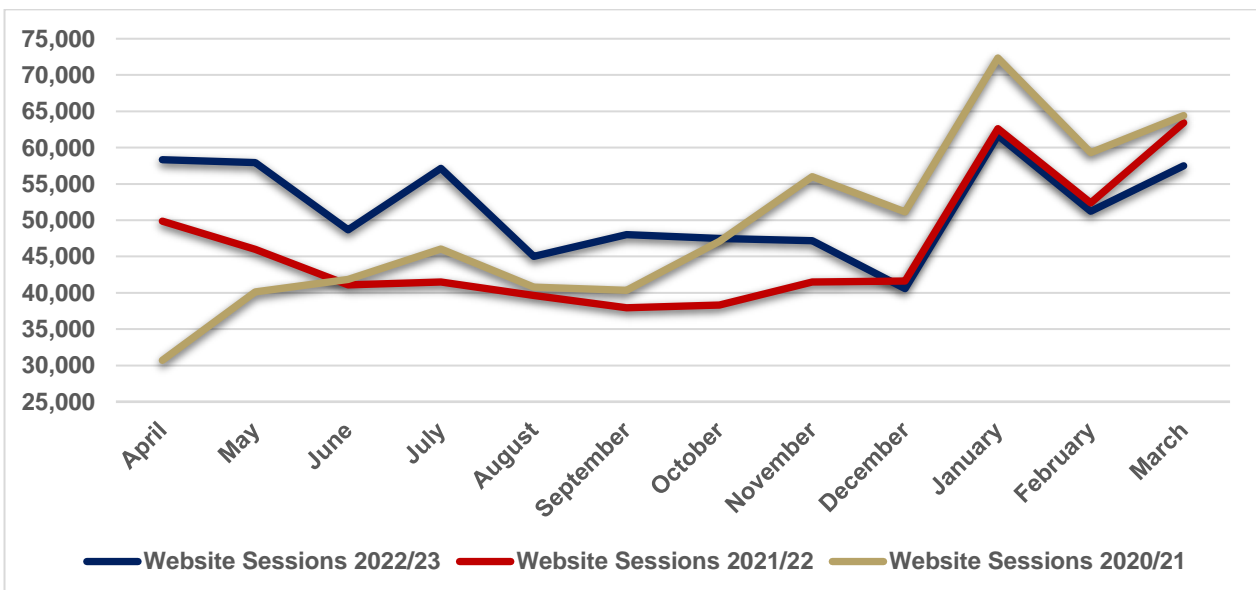
West Lindsey District Council Website Usage

5.20 Via Google Analytics we are able to track users of the West Lindsey District website where they have consented to cookies being enabled which monitors their activity.

5.21 The graph below illustrates the number of individual website users each month compared to the previous two years. As you can see there was an increase in the number of users during the first six months of the year and overall, for 2022/23:

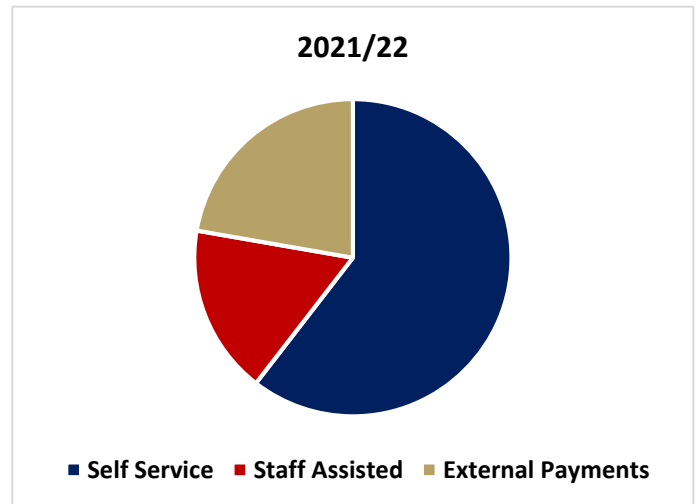
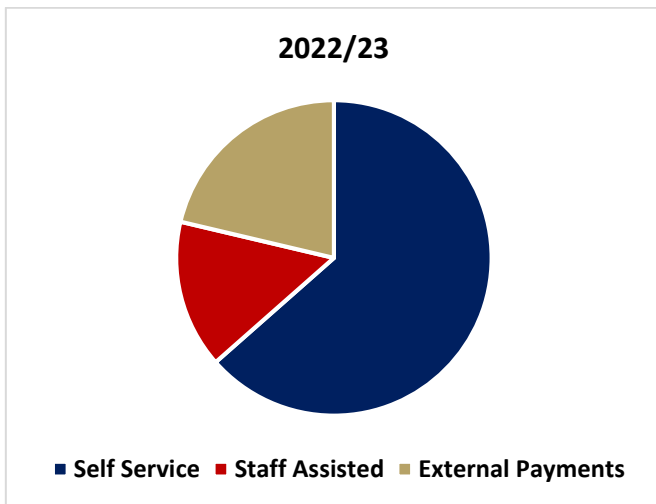


5.22 The graph below illustrates the number of website session per month. As with the number of website users, during 2022/23 there was an increase overall. Customers are becoming more confident in using the Council website to access our information and services and the information provided is becoming more informative and helpful. It is important that our customers' needs can be met via our website and that they can access the services they require 24/7.



Payment Methods

- 5.23 Various services across the council accept payments from customers. The methods in which customers make payments to the Council can be classified into three categories; Self-Serve, Staff Assisted Payments and External Payments.
- 5.24 Self-Serve payments include payments taken over the website, the kiosk in reception and the automated telephone payment line. Staff Assisted payments include payments over the phone, postal cheques and small amounts of cash taken face to face. External Payments include bank account payments (but not direct debit payments), Post Office payments and PayPal.
- 5.25 In the 2022/23 period 77,108 payments were taken (not including direct debit payments) the payments consisted of 63.50% Self-Serve Payments, this is an increase compared to last year which is due to the implementation and more frequent use of the automated payment facility. 15.19% of payments were Staff-Assisted, this has decreased slightly compared to the previous period and involves customers paying over the telephone. The volume of External Payments has decreased compared to the previous period at 21.31%. The breakdown of payment methods is illustrated in the charts below:



6.0 Conclusion

- 6.1 The 2022/23 year was a busy year for all West Lindsey District Council services, the new recycling service that started in April 2022 led to a big increase in customer contact and customer feedback and a decrease in customer satisfaction but this was to be expected as residents got used to the new service.

Despite an increase in complaints and a decrease in satisfaction at the start of the year, there has been an increase in the number of positive feedback received in the form of compliments and messages of thanks.

Although more complaints were received the percentage of upheld complaints has reduced compared to the previous year. Where improvement actions were identified in upheld complaints the Customer Experience Officer has worked with the relevant service to make the changes needed to improve the overall customer experience.

Self-service online and telephone continue to be the preferred methods of contact with the Council with over 90% of customers choosing to interact with us in those ways. More online self-service methods are being utilised by customers which means that we need to ensure that the information on our website is accurate, informative and up to date.

Our customers live, work, or conduct business within our district usually for extended periods of time; and therefore the Council needs to build a positive relationship with customers for long term success. We need to make it as easy as possible for our customers to interact with us seven days a week and 24 hours a day.

The information within this report provides important input into the delivery of the in progress Customer Experience Strategy (which will be presented to members before implementation), providing baseline data, enabling the Council to look through the customer's eyes at the services provided and to think, act and plan from the customer viewpoint which will be essential in making service improvements.

Work is also continuing on the T24 service redesign work, the data in this report will assist the redesign process. The service redesign work examines all elements of how each individual service operates from processes and procedures to how customers make contact with the service.

A customer wants to be seen as an individual, and wants to find or obtain what they need quickly and easily. The Council's role is to help customers do what they need to do, with the least possible effort. The data in this report will allow the use of customer analytics to predict customer behaviour, personalised services and continually evaluate the customer journey leading to an improved customer experience overall.

This will enable the Council to deliver excellent customer services, ensuring that it is operating and using its resources in the best way possible to provide 'right first time' speedy, efficient and effective services.

Appendix A - Compliments received per Service 2022/23 compared 2021/22, 2020/21 and 2019/20

COMPLIMENTS	2022/23	2021/22	2020/21	2019/20
Waste Services	243	177	145	81
Planning and Development, Trees and Conservation	242	211	172	171
Customer Services	162	212	168	145
Street Cleansing	97	76	44	47
Licensing	80	53	6	11
Home Choices	45	24	15	10
Environmental Protection	41	20	12	11
Revenues (Council Tax)	37	29	26	15
Arts and Leisure	29	22	7	17
Customer Experience	26	15	13	7
Member and Support Services	19	10	3	36
Local Land Charges	13	6	8	5
Communications Team	13	1	7	0
DFG's	12	12	9	2
Benefits	11	18	14	11
Building Control	11	15	14	21
System Development	9	9	11	6
Property Services	7	6	4	8
Community Safety	6	2	0	7
Planning Enforcement	5	7	9	6
Communities	4	11	5	10
WLDC in general	4	9	6	1
Growth and Regeneration	3	12	55	12
Cemetery	2	2	2	2
Food, Health and Safety	1	84	8	19
Housing Enforcement	1	7	3	3
Financial Creditors and Debtors	1	1	2	1
Revenues and Benefits (combined)	0	59	0	0
Electoral Services	0	3	0	1
Management Team	0	1	7	1
Totals	1124	1114	775	667

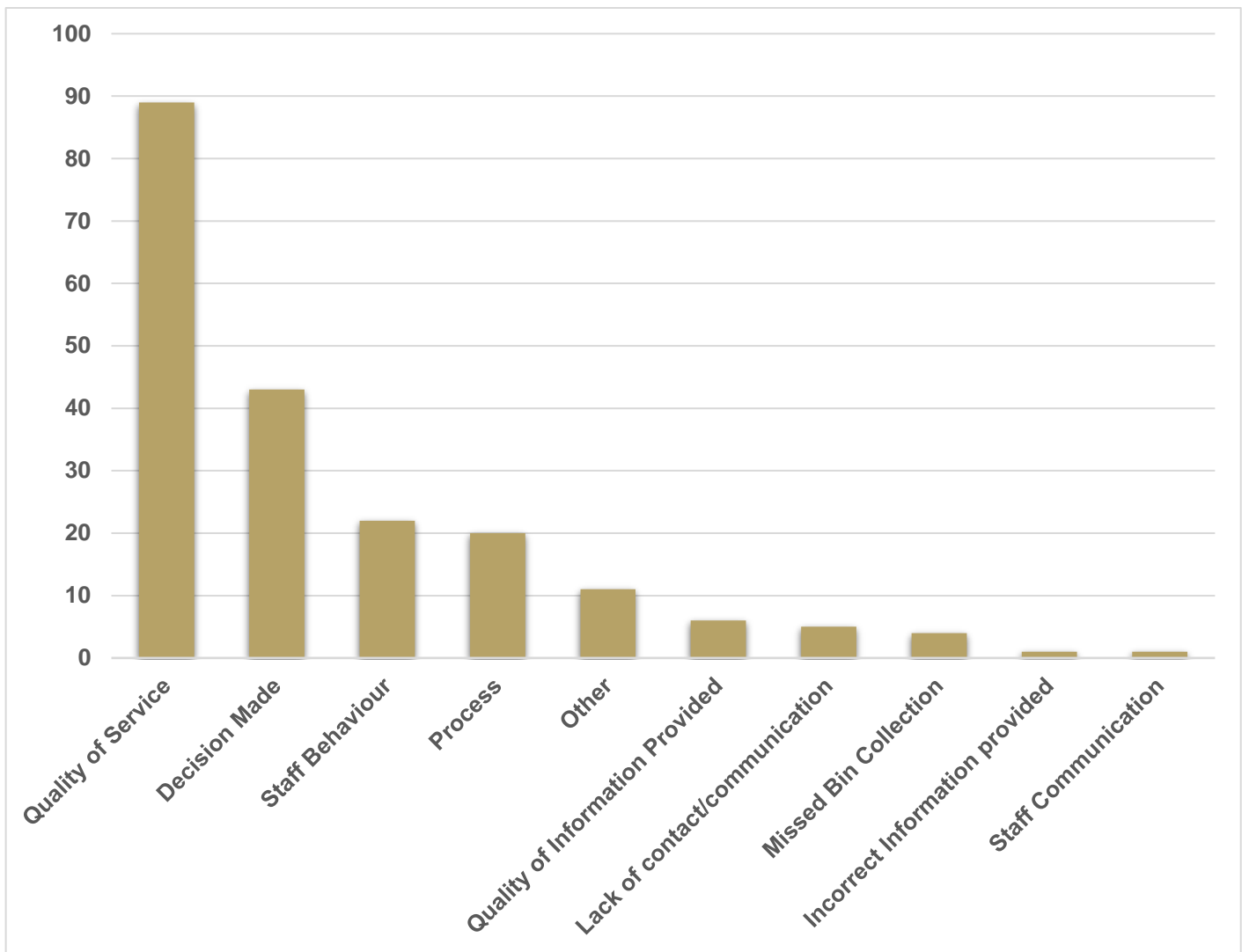
Appendix B - Comments received per Service 2022/23 compared to 2021/22, 2020/21 and 2019/20

COMMENTS	2022/23	2021/22	2020/21	2019/20
Waste Services	70	96	26	33
Customer Services	5	4	5	2
Arts and Leisure	5	3	1	14
System Development	4	12	8	4
Street Cleansing	4	7	2	0
Growth and Regeneration	4	1	0	2
Planning and Development, Trees and Conservation	3	5	4	2
Property Services	3	4	2	2
Out of Scope	2	2	8	3
Revenues (Council Tax)	1	2	3	4
Home Choices	1	0	0	0
HR	1	0	0	0
Licensing	1	0	0	0
Food, Health and Safety	0	7	1	0
Community Safety	0	5	1	0
Electoral Services	0	2	0	0
WLDC in general	0	2	1	0
Communications Team	0	1	0	0
Communities	0	1	0	1
Environmental Protection	0	1	0	1
Totals	104	155	62	68

Appendix C - Complaints received per Service 2022/23 compared to 2021/22, 2020/21 and 2019/20

COMPLAINTS	2022/23	2021/22	2020/21	2019/20
Waste Services	107	38	45	58
Planning and Development, Trees and Conservation	17	21	42	22
Revenues (Council Tax)	17	14	9	6
Customer Services	11	4	4	8
Out of Scope	9	18	20	22
Planning Enforcement	9	14	14	12
Home Choices	7	7	2	4
Street Cleansing	5	5	4	3
Property Services	5	2	2	3
Environmental Protection	4	3	9	6
Arts and Leisure	3	3	1	19
Benefits	2	4	3	5
Housing Enforcement	2	2	2	10
System Development	2	1	2	0
Finance	2	0	0	0
Community Safety	1	7	5	1
DFG's	1	4	3	0
Food, Health and Safety	1	2	2	0
Communications Team	1	1	0	1
Management Team	1	1	0	0
HR	1	0	0	0
Internal Confidential Issues	1	0	0	0
Licensing	1	0	0	0
Local Land Charges	0	2	0	0
Electoral Services	0	1	0	0
Member and Support Services	0	1	2	0
WLDC in general	0	1	2	0
Totals	210	156	173	180

Appendix C Continued - Complaint Categories (topics/reasons) 2022/23



Appendix D – Upheld Complaints per Service 2022/23

	Number of complaints received	Number of Partially upheld complaints	Number of Fully upheld complaints	Number of complaints where some fault was identified	Upheld complaint % by service
Waste Services	107	2	22	24	22.43%
Planning and Development, Trees and Conservation	17	2	0	2	11.76%
Revenues (Council Tax)	17	1	4	5	29.41%
Customer Services	11	1	7	8	72.73%
Planning Enforcement	9	0	1	1	11.11%
Home Choices	7	0	0	0	0.00%
Street Cleansing	5	1	2	3	60.00%
Property Services	5	1	0	1	20.00%
Environmental Protection	4	1	0	1	25.00%
Arts and Leisure	3	0	0	0	0.00%
Benefits	2	0	0	0	0.00%
Housing Enforcement	2	0	0	0	0.00%
System Development	2	0	0	0	0.00%
Finance	2	0	2	2	100.00%
Community Safety	1	0	0	0	0.00%
DFG's	1	1	0	1	20.00%
Food, Health and Safety	1	0	0	0	0.00%
Communications Team	1	0	1	1	100.00%
Management Team	1	0	1	1	100.00%
HR	1	1	0	1	100.00%
Internal Confidential Issues	1	0	0	0	0.00%
Licensing	1	0	0	0	0.00%
Totals	201	11	40	51	

* Out of Scope Complaints are excluded from this table

**Appendix E – Complaints referred to the LGSCO by service 2022/23
(Local Government and Social Care Ombudsman)**

Service	Number of complaints referred to the LGSCO	Status or Decision Made
Planning Enforcement	4	2 complaints were investigated by the LGSCO, no fault was identified so they were not upheld
		The LGSCO decided not to investigate the other 2 complaints
Planning and Development	3	The LGSCO decided not to investigate any of these complaints
Housing (Home Choices)	2	1 complaint was investigated, fault was identified so it was upheld by the LGSCO - recommendations were made
		The LGSCO decided not to investigate the other complaint
Revenues (Council Tax)	1	The LGSCO decided not to investigate this complaint
Environmental Protection	1	The LGSCO decided not to investigate this complaint
Housing Enforcement	1	This complaint is still open and under investigation - the outcome will be included in next years reports for 2023/24
Waste and Recycling	1	The LGSCO decided not to investigate this complaint
Total	13	