

# Rural and Communities Overview and Scrutiny Committee



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

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Wednesday, 6 May 2026 at 2.00 pm  
Council Chamber - South Kesteven House, St. Peter's Hill,  
Grantham. NG31 6PZ

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**Committee Members:** Councillor Nikki Manterfield (Chairman)  
Councillor Rhea Rayside (Vice-Chairman)

Councillor Kyle Abel, Councillor Pam Bosworth, Councillor James Denniston,  
Councillor Tim Harrison, Councillor Robert Leadenham, Councillor Habib Rahman  
and Councillor Lee Steptoe

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## Supplementary Paper

7. **Crime Disorder and Local Partnership Working update - Presentation** (Pages 3 - 17)
  
10. **Customer Service update 2025/26** (Pages 19 - 67)  
To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for 2025/26. As well as a review of completed actions from Year 1 of the Customer Experience Strategy and a forward look at the Year 2 action plan.

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# Crime and Disorder, Partnership Response

Presentation for Rural and Communities Overview and  
Scrutiny Committee



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Agenda Item 7

# Key Officers – SKDC and Police



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**Alison Hall-Wright**  
Director of  
Housing



**Sarah McQueen**  
Head of Service  
(Housing)



**Katie Askew**  
Tenancy Services  
Manager

**Chief Inspector  
John Lees**  
Lincolnshire Police



**Inspector  
Mark Hillson**  
Lincolnshire Police

**Karen Whitfield**  
Assistant Director  
(Leisure, Culture & Place)



**Ayeisha Kirkham**  
Head of Service  
(Public Protection)



**Andrew Beaver**  
Community Safety  
Manager

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# Multi Agency Approach

Joint patrols and visits

Shared use of case management system

Effective use of CCTV Network

Joint working protocols

Partnership approach to target criminal activity within our communities

Attendance at a range of multi agency meetings:

**13**  
SKDC/ Police Joint Agency Meeting (JAM)

**4**  
Vulnerable Adults Panels (VAP)

**10**  
Safety Advisory Group Meetings

**37**  
Missing and Child Exploitation Meetings (MACE)

**13**  
Anti Social Behavior Risk Assessment Conferences

**13**  
NSK Communities and Partnership Meetings

**Quarterly**  
SKDC/ Police Partnership Meetings



# Enforcement Actions

Enforcement Action	Cases
Unacceptable Behaviour Warning Letters (UBW1/UBW2)	44
Anti Social Behaviour Contacts (ABC)	4
Community Protection Notice Warning (CPNw)	118
Community Protection Notice (CPN)	12
Public Spaces Protection Order - FPNs	1
Closure Order - Full	10
Closure Order - Partial	2
Criminal Behaviour Order (CBO)	13
Notice to Quit (NTQ)	76
Notice of Seeking Possession (NOSP)	19



# Partnership Working in Practice

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- MTC is a partnership case management and intelligence database. It is a secure and confidential way of sharing information across teams and the wider partnership.
- Multi-agency meetings are coordinated on MTC with the use of a tasking function to support accountability and ownership.
- MTC supports compliance with Standard Operating Procedures agreed by the Safer Lincolnshire Partnership.
- MTC enables seamless partnership working as both South Kesteven and the Police use this as the primary case management system for anti-social behaviour cases.



# Incremental Approach

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**Anti-social Behaviour Crime and Policing Act 2014:** Provides a wide range of tools and powers that Police, local authorities and other agencies can use

- Includes civil and criminal remedies
  - Lincolnshire Young Person Protocol
  - Community Protection Warning (CPW) and Notice (CPN)
  - ∞ ○ Injunction
  - Criminal Behaviour Order
  - Closure Order
  - Public Spaces Protection Order
- Promotes a victim focused and harm centred approach
- Used successfully by SKDC Housing, Neighbourhoods and the Police

## Policy

- Corporate Enforcement Policy (2026)
- ASB Landlord Services Policy



# Case Study 1 – Op Charges

An Environmental Crime investigation covering both South and North Kesteven District Council areas in relation to incidents of illegal commercial waste disposal.

SKDC's Neighbourhoods Team led the investigation and worked in partnership with multiple teams in Lincolnshire Police including Grantham NPT with intelligence and analytical support from the Force Intelligence Bureau.



# Case Study 1 – Op Charges



This was a 3-year investigation which resulted in convictions at Lincoln Crown Court;

Antony Doherty:

- 37 weeks custody suspended for 18 months.
- 100 hours unpaid work.

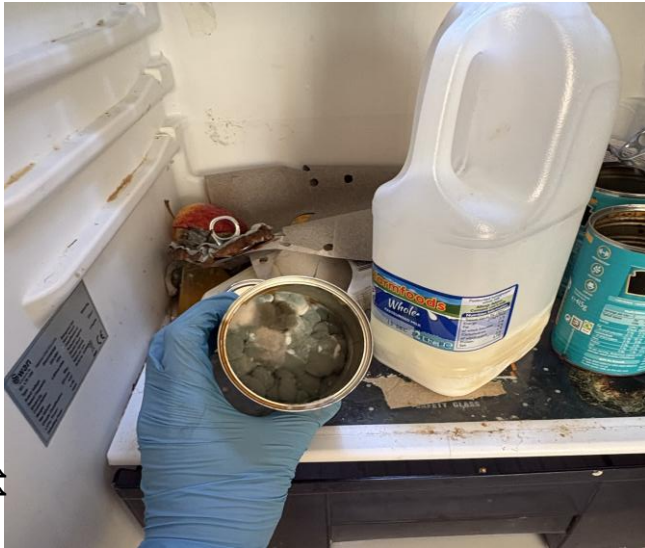
James Doherty:

- 51 weeks custody suspended for 18 months
- 150 hours unpaid work.

Costs were also awards in excess of £54,000. This included investigation costs, legal costs and clearance costs.



## Case Study 2 - Safeguarding in the Community



SKDC Neighbourhoods Team were made aware of a property which was in a poor condition. Following unsuccessful attempts to gain entry to the property, working in partnership with Lincolnshire Police, a warrant was executed, enabling an inspection under the Public Health Act 1936 to be undertaken.

This case resulted in a multiagency approach including Lincolnshire Police, SKDC Neighbourhoods, SKDC Housing, LCC Children's Social Care and local schools.

The property was deemed to be filthy and unwholesome which resulted in the occupants being arrested for child cruelty offences and a notice being served requiring the property to be cleansed and sanitised.



## Case Study 2 - Safeguarding in the Community

Several children lived at the property and are subject to a Child Protection Plan. The family were relocated to temporary accommodation while the notice was complied with and have now returned home, with ongoing intensive support in place.



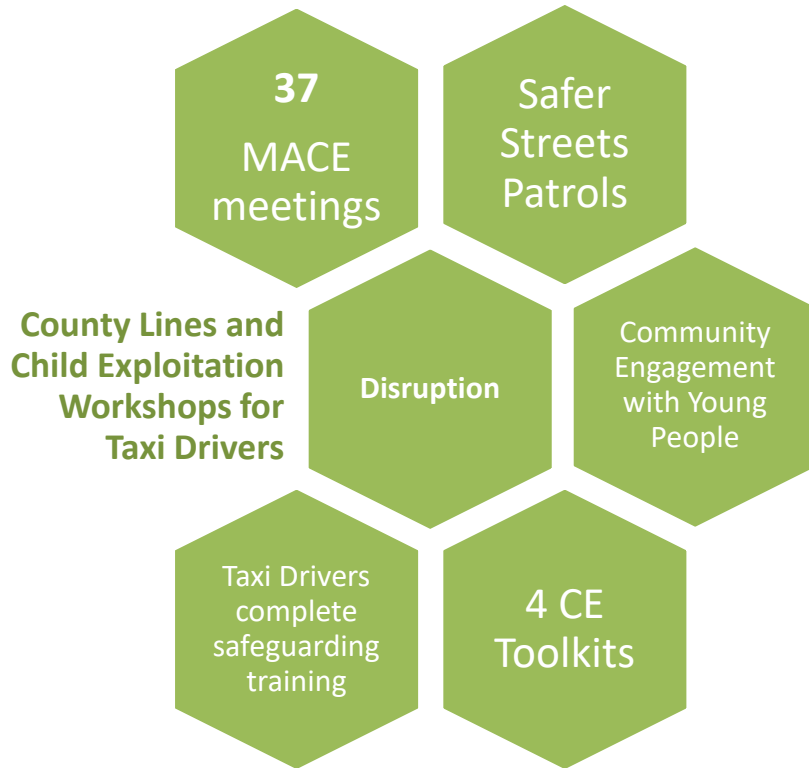
# Crime Data Overview

SOUTH KESTEVEN	Last Yr to Mar 25	This Yr to Mar 26	DIFF	% DIFF
VIOLENCE WITH INJURY	1020	941	-79	-7.7%
VIOLENCE WITHOUT INJURY	2163	2205	42	1.9%
PUBLIC DISORDER	690	619	-71	-10.3%
POSSESSION OF WEAPONS OFFENCES	63	51	-12	-19.0%
RAPE	171	155	-16	-9.4%
OTHER SEXUAL OFFENCES	272	259	-13	-4.8%
ROBBERY OF PERSONAL PROPERTY	50	45	-5	-10.0%
ROBBERY OF BUSINESS PROPERTY	7	20	13	185.7%
BURGLARY	379	309	-70	-18.5%
VEHICLE CRIME	475	449	-26	-5.5%
CRIMINAL DAMAGE	732	703	-29	-4.0%
ARSON	57	66	9	15.8%
SHOPLIFTING	960	852	-108	-11.3%
BICYCLE THEFT	93	65	-28	-30.1%
THEFT FROM THE PERSON	30	13	-17	-56.7%
ALL OTHER THEFT OFFENCES	628	566	-62	-9.9%
DRUG TRAFFICKING	72	60	-12	-16.7%
DRUG POSSESSION	116	115	-1	-0.9%
MISCELLANEOUS CRIMES AGAINST SOCIETY	275	291	16	5.8%
<b>Sum:</b>	<b>8253</b>	<b>7784</b>	<b>-469</b>	<b>-5.7%</b>



# Disrupting Child Exploitation

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**Look  
closer**



Exploited children and young people don't always look vulnerable and may not act like victims.



# CCTV

New state-of-the-art, full-fibre digital CCTV control room in Grantham Police Station is now operational and has been successfully audited and verified against the Surveillance Camera Code of Practice and British Standards.



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**10,903**

Total  
Incidents  
FY25/26

**305**  
Total  
Arrests

**196**  
Public  
Order

**437**  
ASB

**11**  
Weapons

**15**  
Criminal  
Damage



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# CCTV – National Award Winners!!



The CCTV team has received a national award for its outstanding commitment and contribution to helping residents and businesses feel safer.

The award was presented at the National CCTV Conference 2026, jointly hosted by the National Police Chiefs' Council and the Public CCTV Managers' Association.

**Thank you for listening**



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## Rural and Communities Overview and Scrutiny Committee

Wednesday, 6 May 2026

Report of Councillor Philip Knowles  
Cabinet Member for Corporate  
Governance and Licensing

## Customer Service Interactions and Performance - 2025/26

### Report Author

Claire Moses, Head of Service (Revenues, Benefits and Customer Service)

✉ [claire.moses@southkesteven.gov.uk](mailto:claire.moses@southkesteven.gov.uk)

### Purpose of Report

To provide the Committee with an update regarding customer interactions within the Customer Service team and high contact service areas for 2025/26. As well as a review of completed actions from Year 1 of the Customer Experience Strategy and a forward look at the Year 2 action plan.

### Recommendations

#### The Committee is asked to:

1. Note the report and invited to ask questions regarding its content;
2. Note the Customer Experience Strategy action plan and invited to ask questions regarding its content.

### Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting communities Effective council
Which wards are impacted?	All Wards

## **1. Implications**

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 There are currently no direct budget implications associated with this report.
- 1.2 Any actions associated with the Customer Experience Strategy will be met from existing budgets or, where required, additional budgets will be requested through the appropriate process.

*Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer*

### ***Legal and Governance***

- 1.3 There are no direct legal implications associated with this report. The matters covered relate to operational service delivery which is undertaken within existing legal and regulatory frameworks. These include equality, data protection and complaint handling requirements.

*Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)*

## **2. Background to the Report**

- 2.1. The Council has a clear commitment in its Corporate Plan 2024-2027 to Connecting Communities and being an Effective Council. This report, and the service provided through the Council's Customer Service Team and high contact service areas strives to deliver these priorities.
- 2.2. A customer service update, including the strategy action plan, has previously been presented to the Rural and Communities Overview and Scrutiny Committee during 2025/26.
- 2.3. The Customer Service Team handle customer interactions in various ways for 17 high contact service areas, as well as general public enquiries. This report provides an update regarding customer interactions for these service areas during 2025/26.

## **Customer Interaction – 2025/26**

- 2.4. **Appendix 1** shows the number of customer interactions during 2025/26, and comparison to 2024/25. These interactions include all methods of contact.
- 2.5. In comparison to 2024/25, on the whole, contact has increased. Telephone and face-to-face contact have increased by 9% and digital contact by 15%.
- 2.6. The Customer Service Team and individual service areas continue to promote the portal. For Council Tax, this is the most efficient way to contact the team, with customers receiving updated Council Tax bills within 24 to 48 hours from point of contact.
- 2.7. It is important for the Council to provide a variety of methods of contact for its customers. It is appreciated one contact method may not be suitable for all. Therefore, the method for customer contact provided by South Kesteven will continue to include all methods as shown in appendix 1.

## **Call answering – 1 April 2025 to 31 March 2026**

- 2.8. During 2025/26, on average, 92% of calls were answered, with just 8% of calls being 'abandoned' to other service channels. This is a significant improvement from 2024/25, where these figures were 79% and 21% respectively.
- 2.9. Call handling statistics continue to be produced and issued by the Performance and Change Improvement Lead on a monthly basis to the Council's Corporate Management Team and service areas. The information includes number of calls offered, answered, abandoned and average speed of answer.
- 2.10. Performance clinics with service areas are continuing on a monthly basis which enable both the Customer Service Team and service area to analyse call handling performance and for the service area to advise of changes in service activity and any upcoming activities which may impact on the number or nature of customer interactions.

## **Ability to contact the Council**

- 2.11. Customer feedback (compliments, complaints and feedback) via the Council's corporate feedback process is monitored with headline information being reported to Governance and Audit Committee. The feedback specifically in relation to this report is where the customer has indicated an issue regarding the "ability to contact the Council".

2.12. During 2025/26 there was a total of 608 feedback received, of which, only 8 had a 'root cause' identified as 'ability to contact the Council'.

Quarter	Service area	No. feedback
Q1	Housing	3
	Waste	1
Q2	N/A	0
Q3	Licensing	1
	Revenues (Council Tax)	1
Q4	Housing	1
	Waste	1

### Website – feedback and improvements

2.13. During 2025/26, the website contact increased by 352,707, or 19% (compared to 2024/25).

2.14. With regards to feedback, each page on the Council's website has a 'was this page useful?' function. A customer can choose 'yes' or 'no' by clicking on the relevant 'happy or sad face' icon at the bottom of the page. In doing this, the customer is given the option to provide and submit their comments, along with their name and email address.

2.15. A report is produced each month by the Performance and Customer Improvement Lead. For the purpose of this committee report, the information provided is from 1 April 2025 to 31 March 2026.

2.16. During this period, there have been a total of 828 individual 'was this page useful' interactions and this is broken down as follows:

	Was this page useful				
	Yes	No	Total	% Yes	% No
<b>Total interactions</b>	208	620	808	26%	74%

2.17. Customers are also able to provide comments regarding their feedback and can leave their contact details which enables officers to provide a response as to the actions taken.

2.18. All comments are reviewed and actions taken where required – of the 620 'no' responses, 68 required a change to be made – this is 11%.

Total 'No'	Provided a comment	Provided contact information	Changes have been made (Number)	Changes have been made (%)
620	519	232	68	11%

2.19. The common areas for feedback and reasons for changes not being taken are:

- Customer did not provide enough details for action to be taken
- Information requested is already on the website
- Customer had a service enquiry, not a comment on the page

2.20. Officers have analysed the feedback and actions taken – these are detailed in **appendix 2**.

### **Customer Experience Strategy 2025-2029 – Action Plan**

2.21. The Strategy was introduced to ensure all services and staff provide an effective and positive customer experience, who are aware of and understand their responsibilities in fulfilling the Customer Charter, Service Standards, Priorities and Vision to a high level.

2.22. An action plan focussing on Year 1 (October 2025 to 31 March 2026) was developed to cover the 'Explore' activities within its priorities – this is detailed in **appendix 3**. Those areas updated since the last committee are shown with comments and have been rated red (overdue), amber (due and updated) and green (complete).

2.23. The Year 2 action plan (1 April 2026 to 31 March 2027) moves on to the 'Implement' activities – this is detailed in **appendix 4**. These activities will be appropriately linked to relevant Service Plans, staff appraisals and will formulate the Customer Experience Champions discussions.

2.24. The Customer Service Management Team will be responsible for the strategic direction of the action plan, collaborating with the Customer Experience Steering Group who will have oversight of the Strategy to enable effective co-ordination of delivery of the actions.

## **3. Key Considerations**

3.1. These are included throughout the report and members of the Rural and Communities Overview and Scrutiny Committee are asked to consider the report and are invited to ask questions regarding its content.

## **4. Reasons for the Recommendations**

- 4.1 The recommendations are to ensure Members are aware of and are able to provide feedback regarding the level of Customer Service being provided and the progress being made towards the implementation of the Customer Experience Strategy and it's action plan.

## **5. Appendices**

- 5.1 There are four appendices included in this report:

- Appendix 1: Customer Interactions
- Appendix 2: Website Feedback
- Appendix 3: Customer Experience Strategy 2025-2029 action plan (Year 1)
- Appendix 4: Customer Experience Strategy 2025-2029 action plan (Year 2)

**Table 1 – telephone calls and face to face – comparison of 2024/25 to 2025/26**

<b>Comparison</b>				
<b>Contact Type</b>	<b>2024/25</b>	<b>2025/26</b>	<b>Difference</b>	<b>Direction</b>
Virtual Operator	76,001	103,078	38,769	↑
IVR	36,221	47,913	11,692	↑
<b>Total</b>	<b>112,222</b>	<b>150,991</b>	<b>38,769</b>	↑

	<b>2024/25</b>	<b>2025/26</b>	<b>Difference</b>	<b>Direction (Q1 to Q2)</b>
CS calls exc Switchboard	133,102	130,908	2,194	↓
Switchboard calls	14,666	15,177	511	↑
Other teams calls	46,996	69,650	22,654	↑
<b>Total Calls</b>	<b>194,764</b>	<b>215,735</b>	<b>20,971</b>	↑
Grantham walk-in	4,701	5,268	567	↑
Bourne walk-in	453	530	77	↑
<b>Total Walk-Ins</b>	<b>5,154</b>	<b>5,789</b>	<b>644</b>	↑
Grantham appointments	683	1,041	358	↑
Bourne appointments	225	350	125	↑
<b>Total Appointments</b>	<b>908</b>	<b>1,391</b>	<b>483</b>	↑
<b>Bourne library</b>	<b>29,927</b>	<b>30,036</b>	<b>109</b>	↑

<b>Total Interactions</b>	<b>342,975</b>	<b>403,951</b>	<b>60,976</b>	↑
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**Table 2: Digital channels – Emails, Online Forms and Website – comparison of 2024/25 to 2025/26**

<b>Comparison</b>				
<b>Contact Type</b>	<b>2024/25</b>	<b>2025/26</b>	<b>Difference</b>	<b>Direction 2024/25 to 2025/26)</b>
Emails	19,074	18,092	982	↓
Website	1,817,897	2,149,379	331,482	↑
<b>Total digital Interactions</b>	<b>1,836,971</b>	<b>2,167,471</b>	<b>330,500</b>	↑
<b>Total Contact (Table 1 and Table 2)</b>	<b>2,179,946</b>	<b>2,571,422</b>	<b>391,476</b>	↑

**Table 3: Digital channels – Emails, Online Forms and Website – comparison of 2024/25 to 2025/26**

Contact Type	2024/25		2025/26		Direction of volume	Direction as % of contact
	Volume	% of total contact (2,179,246)	Volume	% of total contact (2,571,422)		
Telephone calls (table 1)	306,986	14.09%	366,726	14.26%	↑	↑
Face to face – walk in (table 1)	5,154	0.24%	5,789	0.23%	↑	↓
Face-to-face – appointments (table 1)	908	0.04%	1,391	0.05%	↑	↑
Bourne Library (table 1)	29,927	1.37%	30,036	1.17%	↑	↓
Digital (table 2)	1,836,971	84.29%	2,167,471	84.29%	↑	↔
<b>Total Contact</b>	<b>2,179,246</b>		<b>2,571,422</b>		↑	

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Web page	URL	Service Area	Feedback	Action Taken
About your council tax	<a href="https://southkesteven.gov.uk/council-tax/about-your-council-tax">https://southkesteven.gov.uk/council-tax/about-your-council-tax</a>	Revenues	How much is the council tax????	Page archived as new page now on the website (Council tax charges)
Additional bins and newly-built housing	<a href="https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	Bin has split in wall due to age how to replace	Link added to the Bin and Bag Services page
Additional bins and newly-built housing	<a href="https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	Does state how to order to new bins just that you can?	Link added to the Bin and Bag Services page
Additional bins and newly-built housing	<a href="https://cms.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">https://cms.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	What is the criteria!	Link added to the Bin and Bag Services page
Assisted Garden Maintenance Scheme	<a href="https://southkesteven.gov.uk/housing/housing-issues-and-advice/assisted-garden-maintenance-scheme">https://southkesteven.gov.uk/housing/housing-issues-and-advice/assisted-garden-maintenance-scheme</a>	Housing	This page should make it a bit clearer that help is only for council tenants. could this perhaps be highlighted?	Wording changed on this page to add council in front of tenants.
Bin and bag services	<a href="https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>	Waste	No way of ordering pink refuse bags	A new Sack Information page has been put onto the website. This page has a link to it now.
Bin and bag services	<a href="https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>	Waste	There's no instructions on how to get pink landfill bavs	A new Sack Information page has been put onto the website. This page has a link to it now.
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	I want to report a missed bin collection but request says no collection was due. I've tried calling 6 times but keep getting cut off	Missed bin process now working

Web page	URL	Service Area	Feedback	Action Taken
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	There isn't an option for street care.	New page called 'Street Care' now up and running
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	Trying to find about hedge/bushes over lapping the footpath	New page called 'Street Care' now up and running
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	It has street care in the heading but inside the list there is no link for addressing issues with street cleanliness, overgrown hedges blocking paths or cyclepaths. I have a problem with a shared path in Grantham area	New page called 'Street Care' now up and running
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	I'm trying to find information on day parking for a small motorhome to visit Stamford. Car parks either have height barriers or no information on suitability. Sadly frequently the case throughout the UK	Wording changed on page.
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Wharf Road Multistorey doesn't put pin on map	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Halfleet Car Park pin is in wrong place	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	South Street Pin is in wrong place. Not on Carpark	Pin placed and link resolved

Web page	URL	Service Area	Feedback	Action Taken
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Pin for Burghley street car park is not in carpark.	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	No pin for cattle market carpark.	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Is the number of spaces correct for Watergate?	Number of spaces have now been updated.
Club premises certificate	<a href="https://southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate">https://southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate</a>	Licensing	Gives the reasons why a Club Premise License is required, but there is no application form or any information regarding how to apply.	Application form now on the page.
Council Tax - Frequently Asked Questions	<a href="https://southkesteven.gov.uk/council-tax/council-tax-frequently-asked-questions">https://southkesteven.gov.uk/council-tax/council-tax-frequently-asked-questions</a>	Revenues	Looking for a copy of my tax bill/form	Link on the page to the Citizens Access Revenues (CA-R) portal now added.
Council tax charges	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges">https://southkesteven.gov.uk/council-tax/council-tax-charges</a>	Revenues	how do I set up direct debit for council tax	Link on the page to the CA-R portal now added.
Council tax charges	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges">https://southkesteven.gov.uk/council-tax/council-tax-charges</a>	Revenues	Where do I register to pay tax?	Link on the page to the CA-R portal now added
Council tax charges and bands	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands">https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands</a>	Revenues	Where can I find tiering of council tax bands?	A link to the main Council Tax charges page is now on this page.
Council tax charges and bands	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands">https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands</a>	Revenues	Where can I find tiering of council taxi bands?	A link to the main Council Tax charges page is now on this page.
Ending your Council tenancy	<a href="https://southkesteven.gov.uk/housing/social-housing/ending-your-council-tenancy">https://southkesteven.gov.uk/housing/social-housing/ending-your-council-tenancy</a>	Housing	Why not allow to download forms for end of tenancy	Wording amended on the website to ask the tenant to contact us.

Web page	URL	Service Area	Feedback	Action Taken
Find your bin collection day	<a href="https://southkesteven.gov.uk/binday">https://southkesteven.gov.uk/binday</a>	Waste	What are the light blue and dark blue bin days on the new Green bin schedule?	Wording amended
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	The page is not useful because there is no information on it - 'Coming April 2026' is not very helpful. A summary of the proposed service supported by the presentation given to Councillors would be informative.	This page has now been updated with relevant information.
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	No information	This page has now been updated with relevant information.
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	Are we having to pay for another bin.	This page has now been updated with relevant information.
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	No info given as to whether biodegradable bags are used, bin size, how often the collection.	This page has now been updated with relevant information.
Food Waste Recycling FAQs	<a href="https://southkesteven.gov.uk/recycling/food-waste-recycling-faqs">https://southkesteven.gov.uk/recycling/food-waste-recycling-faqs</a>	Waste	Need to be able to opt out of this nonsense- how many more of your bins are we expected to store?	A link to the main food waste page has now been put on this page. It has a form for opting out.

Web page	URL	Service Area	Feedback	Action Taken
Garden waste collections	<a href="https://southkesteven.gov.uk/bins/garden-waste-collections">https://southkesteven.gov.uk/bins/garden-waste-collections</a>	Waste	The green bin collection day calendar is not clear, please simplify	Link to Bin and Sack page put onto this page.
Grants and loans	<a href="https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans">https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans</a>	Economic Development	The link to actually look at grants ( <a href="https://www.businesslincolnsire.com/start-and-grow-my-business/funding-support/funding-overview/">https://www.businesslincolnsire.com/start-and-grow-my-business/funding-support/funding-overview/</a> ). gives error 404. How do we even see the list of grants available please?	Link updated
Grants and loans	<a href="https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans">https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans</a>	Economic Development	The link does not work	Link updated
Heritage of Flight - Airfields of South Lincolnshire	<a href="https://southkesteven.gov.uk/arts-leisure-and-culture/heritage-and-tourism/heritage-flight-airfields-south-lincolnshire">https://southkesteven.gov.uk/arts-leisure-and-culture/heritage-and-tourism/heritage-flight-airfields-south-lincolnshire</a>	Arts & Culture	<a href="http://www.southwestlincs.com/">http://www.southwestlincs.com/</a> This link does not work	This link is now updated.
Local Plan Review	<a href="https://southkesteven.gov.uk/localplanreview">https://southkesteven.gov.uk/localplanreview</a>	Planning & Building Control	You've made this confusing and convoluted so people can't be bothered to object to things	Changes now made and a key is already on the map
Local Plan Review	<a href="https://southkesteven.gov.uk/localplanreview">https://southkesteven.gov.uk/localplanreview</a>	Planning & Building Control	Not user friendly - very difficult to navigate, especially maps. No key given with individual maps.	Changes now made and a key is already on the map

Web page	URL	Service Area	Feedback	Action Taken
Moving house and your council tax bill	<a href="https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill">https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill</a>	Revenues	There's no form or instruction on who should be informed.	A link onto the CA-R system has been put on this page.
Moving house and your council tax bill	<a href="https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill">https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill</a>	Revenues	This does not tell me who to contact or how to contact when moving property	A button to the Council Tax self service portal has been placed on this page.
New bins and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-and-recycling-sacks</a>	Waste	I just wanted to find out how to request some more bags as I don't have bins	Link to Sack Information page placed onto this page.
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Finding where to order a new bin is too hard, would expect link from this page at least, but cannot be found	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	How do I order new bins for a new build home?	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	There are no instructions of how to order a new bin	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	No information about obtaining refuse sacks (pink)	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Does not have section for pink bags	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Doesn't tell me how do get any of the services	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I'm trying to get a replacement bin where the bin was	A link has been put onto this page to the Bin and Bag Services page

Web page	URL	Service Area	Feedback	Action Taken
			damaged after collection and not by me	
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Typical council website useless	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Shows fees but not how to contact	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Doesn't tell me how to order a new bin	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I want to order a replacement bin for one damaged during collection	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	How do I get a replacement black bin. The bin men broke mine today and snapped the lid off. So now I have a lidless bin and need a new onw	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Where is link to order bins?	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Trying to find when bags will be delivered to PE9 2QP. Website does not cover this	A new Sack Information page has been put onto the website. This page has a link to it now.
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I am looking for buy non-recyclable bags	A new Sack Information page has been put onto the website. This page has a link to it now.

Web page	URL	Service Area	Feedback	Action Taken
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I wish to know when the next delivery of refuse sacks is- we have nearly run out of pink bags and I have already bought 1 extra pack ( sometimes the bags are not sealed at the bottom edge and split.	A new Sack Information page has been put onto the website. This page has a link to it now.
Parking charges at SKDC car parks	<a href="https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks">https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks</a>	Facilities inc Car Parking	It says nothing about the charges for parking in the two car parks in Bourne.	Wording changed on page.
Parking charges at SKDC car parks	<a href="https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks">https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks</a>	Facilities inc Car Parking	No fees for Bourne town included.	Wording changed on page.
Reporting a missed refuse collection	<a href="https://southkesteven.gov.uk/missedbin">https://southkesteven.gov.uk/missedbin</a>	Waste	Site would not admit that new collection had taken place.	Missed bin process now working
Right Thing Right Bin: What can I put in my bin?	<a href="https://southkesteven.gov.uk/rightbin">https://southkesteven.gov.uk/rightbin</a>	Waste	how to dispose of car wiper blades	Updated the list with car wiper blades.
SKDC Garden Waste FAQs	<a href="https://southkesteven.gov.uk/gardenwasteFAQs">https://southkesteven.gov.uk/gardenwasteFAQs</a>	Waste	I need to cancel green bin payment for next year	Put a link onto the main Garden Waste page.
South Kesteven Business Growth Grants	<a href="https://southkesteven.gov.uk/economic-development/south-kesteven-business-growth-grants">https://southkesteven.gov.uk/economic-development/south-kesteven-business-growth-grants</a>	Economic Development	There is a contradiction. The page tells me what the grants can be used for but then says you are no longer accepting applications. Is there a date when applications can be accepted again?	Page now archived.

## Customer Experience Strategy 2025 to 2029 – Action Plan – Year 1 2025-26

The Customer Experience Strategy is underpinned by an action plan that runs from 2025 until 2029.

The action plan currently focusses on Year 1 of the strategy (October 2025 to 31 March 2026) – which are the “Explore” activities.

The activities for 2026/27 and beyond will move from Explore to “Implement”, with a new action plan being devised for this period. These activities will be appropriately linked to relevant Service Plans and staff appraisals

Each action will be monitored and evaluated on an ongoing basis through the performance framework and ongoing customer consultation and engagement to ensure it meets current needs and is developed further to accommodate future requirements.

<b>Priority 1</b>	<b>Our commitment to a customer first ethos</b>
<b>Priority 2</b>	<b>Access to multiple service channels</b>
<b>Priority 3</b>	<b>Accessibility and Inclusion</b>
<b>Priority 4</b>	<b>Regular staff training</b>
<b>Priority 5</b>	<b>Technology</b>

**Priority 1: Our commitment to a customer first ethos**

**Our commitment:**

To ensure customers are advised when their enquiry is passed on to another member of the team or service area for resolution

**Purpose:**

We will ensure that the customer voice is central to our decision making when we look at how our services are designed in the future. We'll also share learning and best practice across the organisation.

To be transparent and keep residents informed throughout their customer journey. Being clear, respectful and responding in a timely manner.

Priority 1: Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 1: Work with service areas to continually review the customer journey, measuring, monitoring and providing feedback regarding performance against service standards</b>	Review service area feedback with the relevant Customer Experience Champions; focussing on the feedback provided, query resolution and any remaining actions.	Monthly	31 March 2026	Complete
	Monthly performance clinic meetings between the Performance and Customer Improvement Lead and service areas to continue, with focus on the Customer Charter, Service Standards and action plan	Monthly	31 March 2026	Complete
	Monitor peaks and troughs in customer interactions throughout the day / week and respond to these accordingly to ensure a high level of service is provided	Daily	31 March 2026	Complete
	Monitor call handling against the 80% service level standard for calls being handled by the Customer Service Team respond to these accordingly to ensure 80% call handling is maintained	Monthly	31 March 2026	Complete

Priority 1: Activities to be undertaken		Frequency	Deadline	Status
39 <b>Outcome 2: Embed existing customer champions across service areas, which will be linked to the launch of the strategy</b>	Initial meeting with the Customer Experience Champions to introduce them to the Customer Experience Strategy, Customer Charter, Service Standards and action plan. Ongoing in meetings with champions	One off	30 October 2025	Complete
	Meet regularly with the Customer Experience Champions to embed the above and received feedback regarding actions being undertaken within their teams	Monthly	31 March 2026	Complete
	Undertake regular customer satisfaction surveys through a variety of methods.  Surveys completed by CSAs will be undertaken, as well as available on our self-serve machine Email links for online surveys to be shared with our Customer service team for promotion with customer on email and telephone. Also, we will be utilising the SKToday database and joining future surveys.	Every 6 months	30 December 2025	Moved to Q1 2026/27
	Undertake exit satisfaction surveys for customers visit the Bourne and Grantham Customer Service Centres	Daily	31 March 2026	Moved to Q1 2026/27
<b>Outcome 3: Produce a clear handover of communication between teams when transferring enquiries and expectations on response times</b>	Awareness to all staff: Information regarding handover to be clearly recorded on relevant software system.	One off	30 October 2025	Complete
	This has been addressed with the Customer Experience champions in the meeting with a positive response. Champions to take this back to their teams to communicate.			
	Regular review of above activity to ensure actions are being undertaken as required	Monthly	31 March 2026	Complete
	Awareness to all staff: When handing over a communication, that they are to update the customer as to who it is being handed to (officers name and department) and why	One off	30 October 2025	Complete

Priority 1: Activities to be undertaken		Frequency	Deadline	Status
	Meeting in December planned to address and move forward.  This has been addressed with the Customer Experience champions in the meeting with a positive response. Champions to take this back to their teams to communicate.			
	Regular review of above activity to ensure actions are being undertaken as required	Monthly	31 March 2026	Complete
40	<b>Outcome 4: Set a standard of communication within teams</b>			
	Awareness to all staff: Out of office notifications to be standardised across all teams, providing the customer with key information such as date of return and who to contact in the officers absence  Staff handbook has been developed and approved by the Corporate Management Team. All staff made aware in March 2026 (distributed on NetConsent) with immediate implementation.	One off	30 October 2025	Complete
	Regular review of above activity to ensure actions are being undertaken as required	Monthly	31 March 2026	Complete
	Voicemail training to be provided to all staff; to ensure customers are able to leave a message and know this will be picked up and listened to, with the appropriate action being undertaken.  Staff handbook has been developed and approved by the Corporate Management Team. All staff made aware in March 2026 (distributed on NetConsent) with immediate implementation.	One off	30 October 2025	Complete
	Regular review of above activity to ensure actions are being undertaken as required	Monthly	31 March 2026	Complete

Priority 1: Activities to be undertaken		Frequency	Deadline	Status
	<p>Ensuring the corporate feedback system is used correctly and understood by all service areas – how to record feedback, how to use the feedback system, responding to feedback and analysing information to improve services.</p> <p>Discussed on a regular basis in monthly performance clinics and Update in Champion meetings.</p>	One off	30 November 2025	Complete
<b>Outcome 5: Ensure consistency of messaging via phone, email, online form or in person. Implement Training and development plans to respond to feedback and improve our offer. Embed the customer voice into our performance appraisals across the authority</b>	Undertake a review of supporting documents relating to telephone, email and online to ensure consistent information is provided.	Quarterly	30 November 2025	Complete
	<p>Inclusion of Customer Charter and Service Standards in appraisal process to ensure requirements are understood and training needs identified.</p> <p>HR collaboration and plans for active promotion during Customer service week and discussion in Senior Management Team for cascading in teams by Management.</p>	Annual	28 February 2026	Complete
	<p>Review training and development in line with front facing needs – such as handling difficult situations and managing difficult conversations</p> <p>Conflict resolution training being completed by Customer Service and officers managing face to face enquiries. Operating procedure and lock down process reviewed and tested. This will continue to be reviewed alongside annual risk assessment reviews.</p>	Quarterly	30 November 2025	Complete

**Priority 2: Access to multiple service channels**

**Our commitment:**

Ensure customers have access to multiple service channels to support their needs and type of enquiry.

**Purpose:**

To enable customers to choose their preferred communication channel at every touchpoint.

Activities to be undertaken	Frequency	Deadline	Status	
<p><b>Outcome 1: Each of our processes will continue to be reviewed in detail, and where necessary, remodelled to support digital interactions in the future</b></p>	<p>Ensure customers have access to multiple service channels to support their needs and type of enquiry.</p> <p>This is regularly observed by the Customer Service team and changes made where identified, with improvements made to the website where constructive feedback is provided.</p>	<p>Monthly</p>	<p>31 March 2026</p>	<p>Complete</p>
	<p>Where possible, staffing levels will be reviewed to complement peak activities.</p> <p>Customer Service Co-ordinators move staffing within the team to compliment peak activities. This also monitor other service area phone lines to make suggestions to other team leaders on demand.</p> <p>Significant positive outcome as call handling averaged 92% for 2025/26</p>	<p>Monthly</p>	<p>31 March 2026</p>	<p>Complete</p>
	<p>Analyse the data available to understand whether service channel access needs to be reviewed.</p> <p>The Performance &amp; Customer Improvement Lead monitors this on a monthly basis and discusses impacts with the service areas in the Performance Clinics.</p>	<p>Monthly</p>	<p>31 March 2026</p>	<p>Complete</p>

Activities to be undertaken	Frequency	Deadline	Status
<p>Discuss with service area Customer Experience Champions to review processes and potential remodelling other methods of interaction</p> <p>This is included in the Customer Experience Champion meetings alongside website discussions regarding improvements – which is undertaken by the Performance &amp; Customer Improvement Lead</p>	One off	November 2025	Complete
<p><b>Outcome 2: Focus on the core channels our customers prefer</b></p>	Monthly	31 March 2026	Complete
<p>Encourage customers to notify the council of changes promptly so we can respond to this change in a positive way.</p> <p>The Performance &amp; Customer Improvement Lead monitors this on a monthly basis and discusses impacts with the service areas in the Performance Clinics. Reference is made to the “Was This Page Helpful” button on the website, and outcomes which are analysed. The Customer Service Team are also reviewing all webpages and telephony messaging from a customer perspective.</p>	One off	November 2025	Complete
<p><b>Outcome 3: The customer will get an improved outcome and will have greater choice in how to access a service</b></p>	Monthly	31 March 2026	Complete
<p>Active promotion of all service channels available to customers for each of the service areas – highlighting the benefits of each service channel</p> <p>This is promoted across the Customer Service team over the 17 areas we manage. However, this will be discussed in the Customer Experience Champions Meeting Dec.</p> <p>This Customer Experience Champions confirmed they do promote service channels with customers.</p>	Ongoing promotion of service area channels (once appropriate method has been identified).		

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Activities to be undertaken	Frequency	Deadline	Status
	Any improvements identified via the 'Was This Page Helpful' button on the website are reviewed on a regular basis.		
	<p>Provide visual information to customers which shows busy / quiet periods – day of the week and hour of the day.</p> <p>This has been included on the website: <a href="#">Access to Customer Services telephone lines   South Kesteven District Council</a></p> <p>This will be included on the TV screens in Bourne and Grantham CSC</p>	Monthly	December 2025
<b>Outcome 4: The council will see lower operating costs through greater levels of automation and a reduction in repeat contacts from customers.</b>	Activities link to Priority 5: Technology		

### Priority 3: Accessibility and Inclusion

#### Our commitment:

We will ensure our services are accessible and inclusive for everyone regardless of ability, background, or circumstance.

#### Purpose:

To comply with legal requirements and a commitment to supporting all customers equitably.

Activities to be undertaken	Frequency	Deadline	Status	
<b>Outcome 1: We will aim to identify any and all barriers to accessing our services (e.g language, literacy, digital inclusion), reducing these through continued working across all teams</b>	To undertake activities which ensures all those involved understand accessibility is not just about place – but always about people.	Immediate	31 March 2026	Complete
	Customer Service section on SKDC website to include all relevant information regarding people and place accessibility and inclusion  Details added to the Office Details page of our website: <a href="#">Contact us - Office Details   South Kesteven District Council</a>	Immediate	November 2025	Complete
	Promotion and advertising of translation service on request of any document (except a form)  This is in place under the following website: <a href="#">Equality and diversity   South Kesteven District Council</a>  There are further plans to include this information on the on the powerpoint presentation TV in the Grantham CSC.	Every 6 months	December 2025	Carried forward to 2026/27

Activities to be undertaken	Frequency	Deadline	Status
<p>Consider (with relevant service areas) providing easy read versions of documents / advice / instructions for those customers who have limited literacy, whose first language is not English</p> <p>This was discussed with the Customer Experience Champions and further actions are needed.</p>	Every 6 months	January 2026	Carried forward to 2026/27
<p>Review of feedback and demand as to whether outreach is needed within Deepings and Stamford.</p> <p>Feedback is reviewed every 6 months – with no requirement for this to be reconsidered during 2025/26</p>	Every 6 months	January 2026	Complete
<p>Review accessibility for people who are deaf and hearing impaired – such as hearing loop and text relay.</p> <p>Purchase of 2 portable hearing loop units that can be utilised in multiple locations across both offices. Text relay to be included in a handbook and sent via NetConsent</p>	Immediate	November 2025	Complete
<p>Ensuring we include within our location on the website that both Customer Service Centres can be access on one level</p> <p>Details added to the Office Details page of our website: <a href="#">Contact us - Office Details   South Kesteven District Council</a></p>	Immediate	October 2025	Complete
<p>Ensure all staff are aware of “Language line” and how to use this service</p> <p>Staff handbook has been developed and approved by the Corporate Management Team. All staff made aware in March 2026 (distributed on NetConsent). Easy reference cards created and distributed</p>	Immediate	October 2025	Complete

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Activities to be undertaken	Frequency	Deadline	Status
	Quarterly	31 March 2026	Carried forward to 2026/27
<p>All service areas to work together to understand what the needs of our vulnerable customers are. To be undertaken up as part of the regular meetings with Customer Experience Champions.</p>	Ongoing	31 March 2026	Complete
<p><b>Outcome 2: 100% of our staff to receive training in accessibility and continuous learning in this area to increase staff confidence and capability</b></p>	Ongoing	31 March 2026	Carried forward to 2026/27
<p>To ensure all staff are aware of the support available in Outcome 1.</p>	Immediate	November 2025	Carried forward to 2026/27
<p>Liaise with HR to explore the potential of customer facing (front-line) staff being trained in disability awareness - not just physical disabilities – but to also include insights into neurodivergent conditions, dementia, mental health etc</p> <p>The Customer Service Manager is currently progressing this with HR to determine what training is available.</p>	Immediate	November 2025	Complete
<p>Liaise with HR to explore the potential of customer facing (front-line) staff receiving British Sign Language training</p> <p>Due to complexity of this training, this is not possible. There are options to utilise skills of existing staff how have received this training or have experience in the use of BSL</p>	Immediate	December 2025	Not pursued
<p><b>Outcome 3: Satisfaction scores from consultation</b></p>			
<p>Introduce exit surveys at Bourne and Grantham Customer Service Centres</p>			

Activities to be undertaken	Frequency	Deadline	Status	
<b>with groups who may have previously experienced inaccessibility will be improved</b>	We are pursuing other satisfaction surveys as per earlier activity within this plan			
	Work with our Community Engagement Team colleagues to ensure we engage appropriately. The team have contacts for groups that work with people with varying disabilities and also those who work with people whose first language isn't English.	As required	Ongoing	Carried forward to 2026/27
	To work with the Community Engagement Team to ensure in person consultation is considered with those groups who support the people whose first language is not English. The consultation could form part of the feedback process from any interaction.	As required	Ongoing	Carried forward to 2026/27

#### Priority 4: Regular staff training

##### Our commitment:

We will ensure our staff receive regular training to enable them to respond to enquiries with accurate information.

##### Purpose:

To ensure all staff have knowledge, skills and confidence to deliver excellent customer service across all service areas.

To stay current with changes in policy and procedure and service area updates.

Our aim is to support all residents effectively across all contact channels.

Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 1: Development of staff learning plans to increase staff confidence through training</b>	Ensure relevant staff training is identified through the appraisal and 1-1 processes (2025 appraisals)	One off	30 October 2025	Complete
	Review of current training needs and ensure our staff receive regular training to enable them to respond to enquiries with accurate information  This is ongoing throughout 2025/26 and included as part of regular 1-1 check ins with all CSAs	Quarterly	31 December 2026	Complete
<b>Outcome 2: Develop our knowledge-base for use by customers, staff and virtual assistants</b>	Performance and Change Improvement Lead to liaise with service areas as part of monthly performance clinics to identify gaps in information, to produce FAQs online and consider these activities as part of developing Virtual Assistants (see technology action).	Monthly	31 March 2026	Complete
<b>Outcome 3: Training to better improve staff understanding and response to feedback</b>	Monitor customer feedback through variety of methods: We have asked customers to engage positively and give honest & constructive feedback to help the Council understand how services can be improved.	Monthly	31 March 2026	Complete

Activities to be undertaken	Frequency	Deadline	Status	
	Awaiting official feedback reports from Amber and Business Supports progression on feedback performance groups.			
	Provide relevant training as a direct result of the feedback from our customers.  This is undertaken within Customer Services  Customer Experience Champions to provide feedback regarding their own service areas. This links to the Feedback policy, lessons learnt and implementation of changes.	Quarterly	31 March 2026	Carried forward to 2026/27
<b>Outcome 4: Embedding a learning culture about customer service across our teams</b>	Ensure all services are aware of their responsibilities within this strategy – customer service is an ethos, a culture, not just one team This was highlighted at the Customer Experience champions meeting and the Performance and Change Improvement Lead refers to it regularly / ongoing at monthly meetings with service areas.	One off	30 October 2025	Complete
	Regular review of above activity to ensure actions are being undertaken as required	Monthly	31 March 2026	Complete

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## Priority 5: Technology

### Our commitment:

To review the provision of technology to improve services – such as customer contact, keeping customers up to date with progress of enquiries, website information.

### Purpose:

To provide user friendly technology that enhances the customer experience and improves efficiency to access services. We want to ensure our customers can easily access information and services when and how they need to via our website, online portals, telephones and offices.

Technological advancements are moving faster than ever and have a significant impact on customer expectations. There is no such thing as standing still. If we don't invest then in reality our services will be going backwards and won't be moving at the pace our customers expect. We need to fundamentally review the type and configuration of technologies used to deliver services across each channel.

Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 1: Evaluate and consider the procurement and implementation of a new digital engagement / CRM platform</b>	<p>Meet with other Councils to understand what digital engagement / CRM platforms are used to understand the capabilities and benefits</p> <p>Outcome will determine next steps and activities for Year 2.</p> <p>Currently undertaking procurement for a new phone/digital engagement system.</p>	One off	31 March 2026	Complete
<b>Outcome 2: Evaluate the deployment of new booking solutions to provide greater customer choice, independence and automation</b>	<p>Explore the technology which is currently available to us (if new technology if needed) to enable customers to undertake self-booking</p> <p>Outcome will determine next steps and activities for Year 2.</p> <p>Various review activities have taken place</p>	One off	31 March 2026	Carried forward for implementation in 2026/27

Activities to be undertaken	Frequency	Deadline	Status
	One off	30 November 2025	Carried forward for further implementation in 2026/27
<p>Review use of desk bookings by service areas to understand whether this is officer or customer led. To review improvements to ensure the contact channel is known to all staff and customers and is being used to its full potential</p> <p>Review undertaken to identify need, demand and peak times. The Performance and Change Improvement Lead has contacted all teams who undertake appointments with customers</p>			
<p><b>Outcome 3: Evaluate deployment of chat technologies, including chatbots in high volume, repetitive environments</b></p>	One off	31 March 2026	Carried forward for implementation in 2026/27
<p>Research to be undertaken to understand how technology is being used by our customers to engage with the Council – platforms for access etc</p> <p>Meet with other Councils who are using this technology to understand the objectives they have set, whether these are being met and the outcomes from deployment of the technology</p> <p>Outcome will determine next steps and activities for Year 2.</p> <p>Currently going through procurement for a new phone/digital engagement system</p>	One off	31 March 2026	Carried forward for implementation in 2026/27
<p>Telephone system – text message and chat bot</p> <p>Outcome will determine next steps and activities for Year 2.</p> <p>Linked to procurement for a new phone/digital engagement system.</p>			
<p><b>Outcome 4: Continue to improve digital access - 24/7, portals, online forms,</b></p>	One off	6 to 10 October 2025	Completed
<p>Promotion of online and self-service portals during National Customer Service Week (6 to 10 October 2025)</p>			

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Activities to be undertaken		Frequency	Deadline	Status
support in offices for the less digitally confident	<p>Review existing online / feedback – working with service areas to review specific customer feedback to ensure digital access continues to be developed and relevant technology is considered to move the Council forward.</p> <p>Outcome will determine next steps and activities for Year 2</p>	One off	31 March 2026	Carried forward for implementation in 2026/27
	<p>Work with Third Sector organisations to understand the technological barriers faced by residents of South Kesteven.</p> <p>Outcome will determine next steps and activities for Year 2.</p> <p>Expand the use of our third party desk, identifying appropriate partners. This will be full utilised during 226/27 linking to the introduction of the Crisis Resilience Fund</p>	One off	31 March 2026	Carried forward for implementation in 2026/27
Outcome 5: Ensure fast efficient updates through online portals, phone system, online, text message	<p>Review available technology can provide proactive messaging to customers.</p> <p>Where existing technology is not available, consider alternative requirements.</p> <p>Outcome will determine next steps and activities for Year 2.</p> <p>Linked to procurement for a new phone/digital engagement system.</p>	One off	31 March 2026	Carried forward for implementation in 2026/27
Outcome 6: Procure and deploy a new telephone system (September 2026)	<p>Review the specific improvement requirements for new telephone system (replacement in September 2026) and include in tender specification</p> <p>Outcome will determine next steps and activities for Year 2</p>	One off	November 2025	Carried forward for implementation in 2026/27

Activities to be undertaken	Frequency	Deadline	Status
<b>Outcome 7: Continued development of our website – using feedback and improvements to our web pages from customer engagement. Also identifying gaps in our online information and update regularly</b>	One off	October 2025	Carried forward for implementation in 2026/27
	Monthly	31 March 2026	Complete

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## Customer Experience Strategy 2025 to 2029 – Action Plan – Year 2 2026-27

The Customer Experience Strategy is underpinned by an action plan that runs from 2025 until 2029.

The action plan currently focusses on Year 2 of the strategy (April 2026 to 31 March 2027) – which are the “Implement activities.

These activities will be appropriately linked to relevant Service Plans and staff appraisals

Each action will be monitored and evaluated on an ongoing basis through the performance framework and ongoing customer consultation and engagement to ensure it meets current needs and is developed further to accommodate future requirements.

<b>Priority 1</b>	<b>Our commitment to a customer first ethos</b>
<b>Priority 2</b>	<b>Access to multiple service channels</b>
<b>Priority 3</b>	<b>Accessibility and Inclusion</b>
<b>Priority 4</b>	<b>Regular staff training</b>
<b>Priority 5</b>	<b>Technology</b>

**Priority 1: Our commitment to a customer first ethos**

**Our commitment:**

To ensure customers are advised when their enquiry is passed on to another member of the team or service area for resolution

**Purpose:**

We will ensure that the customer voice is central to our decision making when we look at how our services are designed in the future. We'll also share learning and best practice across the organisation.

To be transparent and keep residents informed throughout their customer journey. Being clear, respectful and responding in a timely manner.

Priority 1: Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 1: Work with service areas to continually review the customer journey, measuring, monitoring and providing feedback regarding performance against service standards</b>	Performance Clinic meetings to continue – led by the Performance and Change Improvement Lead – covering: <ul style="list-style-type: none"> <li>• Service area feedback with the relevant Customer Experience Champions; focussing on the feedback provided, query resolution and any remaining actions.</li> <li>• Customer Charter, Service Standards and action plan</li> <li>• Monitoring of peaks and troughs in customer interactions throughout the day / week and respond to these accordingly to ensure a high level of service is provided</li> <li>• Monitoring of call handling against the 80% service level standard for calls being handled by the Customer Service Team respond to these accordingly to ensure 80% call handling is maintained</li> </ul>	Monthly	31 March 2027	Planned
	Review (with a possible redesign where needed) the customer journey for the top 5 high-volume services with end-to-end ownership and document process and procedure with service areas.	Monthly tracking	31 March 2027	Planned

Priority 1: Activities to be undertaken		Frequency	Deadline	Status
	Introduce a standard journey mapping toolkit/template, requiring use in all new service changes and projects.	One off rollout + ongoing use	September 2026	Planned
	Establish quarterly Customer Standards Review Board with Customer Experience Champions and/or team leaders to review performance vs. service standards and agree fixes.	Quarterly	July 2026 October 26 January 27 April 27	Planned
	Establish as a quarterly review of the website monitoring, performance clinic.			
<b>Outcome 2: Embed existing customer champions across service areas, which will be linked to the launch of the strategy</b>	Meet regularly with the Customer Experience Champions and received feedback regarding actions being undertaken within their teams and the action plan	Monthly	31 March 2027	Planned
	Undertake regular customer satisfaction surveys through a variety of methods. Engaging customers in offices face to face, over the telephone and via email.	Quarterly	31 March 2027	Planned
	Develop actions for outcomes requiring review / service delivery changes			
	Launch a Customer Experience Champion improvement log and dashboard so each service tracks ideas, decisions, actions and benefits.	Monthly update	May 2026	Planned
	Introduce cross-department “Best Practice Exchanges” to showcase improvements and reusable assets (scripts, forms, templates).	Quarterly	Ongoing	Planned
<b>Outcome 3: Produce a clear handover of communication between teams when transferring enquiries and expectations on response times</b>	Regular review of handover of enquiries between team in Customer Experience Champion meeting discussions, performance clinics.	Monthly	31 March 2027	Planned
	Adoption of the Customer Operational Standards Handbook and review of changes and adoption of it across all teams. Engagement through Customer Service Champions meetings, HR Onboarding, performance clinics	Quarterly	Ongoing	Planned

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Priority 1: Activities to be undertaken		Frequency	Deadline	Status
	Quarterly compliance checks and sample cases for handover quality.	Quarterly	Ongoing	Planned
<b>Outcome 4: Set a standard of communication within teams</b>	Roll out voicemail training once the new/updated telephony platform is in place; verify all lines have appropriate greetings.	One off	October 2026	Planned
	Standardise email templates, signatures and out-of-office messages; store in knowledge-base for easy reuse.	One off + annual refresh	October 2026	Planned
	Quarterly communications reviews (phone/email/web/letters) against Customer Charter and service standards.	Quarterly	Ongoing	Planned
<b>Outcome 5: Ensure consistency of messaging via phone, email, online form or in person. Implement Training and development plans to respond to feedback and improve our offer. Embed the customer voice into our performance appraisals across the authority</b>	Embed Customer Charter expectations and in appraisal templates (all services) – liaison with HR	Annual	December 2026 for March 2027 rollout	Planned
	Deliver case-based learning from real complaints/compliments to drive quality improvements across the Customer Service team.	Quarterly	Ongoing	Planned
	Publish an annual “You Said, We Did” report summarising changes made due to customer feedback. Requiring all service input from learning. Working with Business Support.	Annual	March 2027	Planned
	Inclusion of Customer Charter and Service Standards in appraisal process to ensure requirements are understood and training needs identified. HR collaboration and plans for active promotion during Customer service week and discussion in SMT for cascading in teams by Management.	Annual	28 February 2026	Planned

## Priority 2: Access to multiple service channels

### Our commitment:

Ensure customers have access to multiple service channels to support their needs and type of enquiry.

### Purpose:

To enable customers to choose their preferred communication channel at every touchpoint.

Activities to be undertaken	Frequency	Deadline	Status	
<b>Outcome 1: Each of our processes will continue to be reviewed in detail, and where necessary, remodelled to support digital interactions in the future</b>	Revise online forms, email templates and phone messaging to reduce avoidable contact and improve first-time completion.	Rolling	Ongoing to March 2027	Planned
<b>Outcome 2: Focus on the core channels our customers prefer</b>	Add proactive prompts and signposting for popular online contact.	Monthly	31 March 2027	Planned
<b>Outcome 3: The customer will get an improved outcome and will have greater choice in how to access a service</b>	Implement web usage analytics dashboards with IT/Performance; share insights with services monthly.	Monthly	June 2026 (first dashboard)	Planned
	Regularly review and update the publish busy/quiet times on website and display screens; Quarterly for accuracy and seasonality.	Quarterly	April 2026 (first publish)	In progress

Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 4: The council will see lower operating costs through greater levels of automation and a reduction in repeat contacts from customers.</b>	Introduce a first-contact resolution review process in 5 services to identify quick wins and training needs.	Quarterly	Ongoing	Planned
	Look to automate further high-volume transactions using CRM/workflow tools (subject to procurement).	One off + BAU	March 2027	Planned

### Priority 3: Accessibility and Inclusion

#### Our commitment:

We will ensure our services are accessible and inclusive for everyone regardless of ability, background, or circumstance.

#### Purpose:

To comply with legal requirements and a commitment to supporting all customers equitably.

Activities to be undertaken	Frequency	Deadline	Status	
<b>Outcome 1: We will aim to identify any and all barriers to accessing our services (e.g language, literacy, digital inclusion), reducing these through continued working across all teams</b>	All service areas to work together to understand what the needs of our vulnerable customers are. To be included within regular meetings with Customer Experience Champions.	Quarterly	31 March 2027	Started
	Instal the portable hearing loop systems for Grantham and Bourne; publish availability on website.	One off	June 2026	Planned
	Launch “Accessible SKDC” page consolidating all support (translation, Language Line, accessible formats, BSL options, Text Relay).	One off	June 2026	Planned
	Roll out Disability Awareness training to all front-facing staff.	One off cohorts	December 2026	Planned
	Look for further providers of accessibility providers such as British sign language contracted support workers and document translation services.	One off	September 2027	Planned
	Provide where needed pocket job-aids (language line, reasonable adjustments checklist) to all front-line teams.	One off	September 2026	Planned
<b>Outcome 3: Satisfaction scores from consultation</b>	Work with our Community Engagement Team colleagues to ensure we engage appropriate. The team have contacts for groups that work with	As required	Ongoing	Planned

Activities to be undertaken		Frequency	Deadline	Status
with groups who may have previously experienced inaccessibility will be improved	people with varying disabilities and also those who work with people whose first language isn't English.			
	To work with the Community Engagement Team to ensure in person consultation is considered with those groups who support the people whose first language is not English. The consultation could form part of the feedback process from any interaction.	As required	Ongoing	Planned

## Priority 4: Regular staff training

### Our commitment:

We will ensure our staff receive regular training to enable them to respond to enquiries with accurate information.

### Purpose:

To ensure all staff have knowledge, skills and confidence to deliver excellent customer service across all service areas.

To stay current with changes in policy and procedure and service area updates.

Our aim is to support all residents effectively across all contact channels.

Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 1: Development of staff learning plans to increase staff confidence through training</b>	Deliver core Customer Service training with support of HR across multiple customer facing teams. (Customer Charter, Effective Communication, Managing Difficult Conversations).	Rolling cohorts	March 2027	Planned
<b>Outcome 2: Develop our knowledge-base for use by customers, staff and virtual assistants</b>	Performance and Change Improvement Lead to liaise with service areas as part of monthly performance clinics to identify gaps in information, to produce FAQs online and consider these activities as part of developing Virtual Assistants (see priority 5).	Monthly	March 2027	Ongoing
	Launch staff-only knowledge base (scripts, FAQs, process guides) integrated with telephony/CRM where feasible.	One off + monthly review	January 2027	Planned
	Define content quality standards (plain English, accessibility, last-review date) and enforce via web champions.	Monthly checks	Ongoing	Planned
<b>Outcome 3: Training to better improve staff</b>	Run quarterly case-based sessions using real feedback and complaints to identify behavioural/process fixes.	Quarterly	Ongoing	Planned

Activities to be undertaken	Frequency	Deadline	Status	
understanding and response to feedback				
Outcome 4: Embedding a learning culture about customer service across our teams	Run an annual “CS Learning Week” with bite-size sessions, showcases and drop-ins. Possibly as part of National Customer Service Week.	Annual	November 2026	Planned
	Publish monthly CS tips and “micro-wins” via intranet/Teams or Staff email; recognise teams who implement improvements.	Monthly	Ongoing	Planned

## Priority 5: Technology

### Our commitment:

To review the provision of technology to improve services – such as customer contact, keeping customers up to date with progress of enquiries, website information.

### Purpose:

To provide user friendly technology that enhances the customer experience and improves efficiency to access services. We want to ensure our customers can easily access information and services when and how they need to via our website, online portals, telephones and offices. Technological advancements are moving faster than ever and have a significant impact on customer expectations. There is no such thing as standing still. If we don't invest then in reality our services will be going backwards and won't be moving at the pace our customers expect. We need to fundamentally review the type and configuration of technologies used to deliver services across each channel.

Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 1: Evaluate and consider the procurement and implementation of a new digital engagement / CRM platform</b>	Complete business case, requirements and procurement for CRM/digital engagement platform.	One off	October 2026	Planned
	Establish CRM governance group (config standards, data, integrations, change control).	One off	October 2026	Planned
	Begin phased implementation (discovery, configuration, data migration plan, pilot services).	Phased	October 2026 – March 2027	Planned
<b>Outcome 2: Evaluate the deployment of new booking solutions to provide greater customer choice, independence and automation</b>	Select and configure booking solution(s) for priority services (self-service where appropriate).	One off	December 2026	Planned
	Publish internally clear customer-facing booking process and provide staff training.	One off	January 2027	Planned

Activities to be undertaken		Frequency	Deadline	Status
<b>Outcome 3: Evaluate deployment of chat technologies, including chatbots in high volume, repetitive environments</b>	Progress and implement chatbot/chat technology as part of Phase 2 rollout of new telephony solution; confirm success criteria and privacy approach.	One off	February 2027	Planned
	Implement chatbot for 2–3 high-volume services (e.g., bins, council tax, housing) with knowledge-base integration.	Phased	March 2027	Planned
<b>Outcome 4: Continue to improve digital access - 24/7, portals, online forms, support in offices for the less digitally confident</b>	Review current online portals, forms and support online to identify improvements from feedback provided by customers and staff promoting these areas.	Quarterly	Starting in May 2026	Ongoing
	Enhance assisted-digital support in offices (staff coaching).	One off + BAU	November 2027	Planned
<b>Outcome 5: Ensure fast efficient updates through online portals, phone system, online, text message</b>	Extend proactive updates to additional services once phone system is operational.	Rolling	March 2027	Planned
<b>Outcome 6: Procure and deploy a new telephone system (September 2026)</b>	Complete procurement and technical design, agree reporting and requirements.	One off	September 2026	Planned
	Pilot rollout in Customer Services, train superusers, enable call-back.	Pilot then phased	September 2026	Planned
	Full deployment and confirm go-live success criteria are met.	One off	September 2026	Planned
<b>Outcome 7: Continued development of our website – using feedback and improvements to our web pages from customer</b>	Confirm dedicated website management resource and web champion network; define content governance.	One off	June 2026	Planned
	Undertake regular reviews as part of the service website meetings and implement improvements and publish improvements log on our website.	Every 4 months	First review in Y2	Planned

Activities to be undertaken	Frequency	Deadline	Status
<b>engagement. Also identifying gaps in our online information and update regularly</b>	Monthly	Ongoing	Planned
Implement continuous content improvement with support from service areas to assess the content on their 5 priority pages as identified from traffic data. To be included in monthly website feedback.			

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