

**Bolsover District Council**

**Executive**

**16<sup>th</sup> June 2014**

**Compliments, Comments and Complaints Quarterly Report (Q4) and Annual Summary 2013/14**

**Report of the Joint Assistant Director – Customer Service and Improvement/  
Customer Standards and Complaints Officer (Portfolio Holder: Cllr R Bowler)**

This report is public

**Purpose of the Report**

- To provide information on the monitoring and effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve services.
- To provide information on the number of compliments, comments and complaints for the period 2<sup>nd</sup> January 2014 to 31<sup>st</sup> March 2014 together with the annual summary for 2013/14.

**1 Report Details**

**Compliments**

Table A shows the number of written compliments received for the period. In total 38 written compliments were received. A good cross section of compliments received from customers appreciating excellent service, including 15 for Customer Services (including Contact Centres) and 8 for Housing (both Repairs and Enforcement Team).

**Comments**

Table B shows the number of written comments received for the period. 11 were responded to within standard (20 working days). There were no trends for this quarter.

Table C shows the above information by department.

**Service Requests**

The table below provides a breakdown of service requests expressing dissatisfaction with the waste collection service, made verbally by customers, and handled by Contact Centres by volume for the period 2<sup>nd</sup> January 2014 to 31<sup>st</sup> March 2014.

<b>Service Area</b>	<b>01/04/13– 30/06/13</b>	<b>01/07/13 – 30/09/13</b>	<b>01/10/13 – 31/12/13</b>	<b>02/1/14 – 31/3/14</b>	<b>Total</b>
Missed clinical waste collection	29 (18)	15 (9)	14 (10)	18 (11)	76 (48)
Missed domestic or green bin collection	207 (188)	513 (481)	290 (264)	306 (285)	1316 (1218)
Missed blue box/ burgundy bin collection	131(120)	128 (119)	186 (170)	350 (317)	795 (726)
<b>Total</b>	<b>367 (326)</b>	<b>656 (609)</b>	<b>490 (444)</b>	<b>674 (613)</b>	<b>2187 (1992)</b>

The figures in brackets show the number of service requests escalated to the department for investigation/ action. For the same period Contact Centres handled 8,464 requests for service in total.

### Complaints

#### Stage one

Table E shows the number of stage one complaints for the period. The customer service standard for responding to Stage one complaints is 3 working days.

Table F shows the above information by department.

#### Stage two

Table G shows the number of stage two or written complaints received for the period by date order. 40 complaints were received during this period. All were responded to within our customer service standard of 20 working days. 13 complaints were for the Benefits Section (explanations about benefit entitlement) and 13 for the Housing Department on a variety of issues including repairs.

Table H shows the above information by department.

#### Stage three

Table I shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 5 stage three complaints were received, 4 of which were responded to within standard.

### Ombudsman

Table J shows the status of Ombudsman complaints for 2014/15 as of 19<sup>th</sup> May 2014. During this quarter, one decision was received in which the Ombudsman discontinued her investigation and recorded their decision as 'Not upheld: no Maladministration'. Additionally there were another two complaints which the LGO decided not to initiate an investigation because there was no or insufficient evidence of maladministration. We have no complaints awaiting a decision from the Ombudsman for the year 2013/14.

## Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for 2013/14.

### **Summary for 2013/14**

The following tables provide a summary of performance for compliments, comments, complaints for 2013/14.

#### Volume and Performance

<b>Volume by type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>2013/14 Total</b>	<b>2012/13 Total</b>	<b>2011/12 Total</b>	<b>2010/11 Total</b>
Compliments	54	26	17	38	135	127	153	173
Comments	13	8	14	11	46	56	93	78
Stage 2 Complaints	46	39	35	40	160	164	124	79
Stage 3 Complaints	6	8	6	5	25	35	23	25
<b>Total</b>	<b>120</b>	<b>82</b>	<b>72</b>	<b>93</b>	<b>367</b>	<b>382</b>	<b>393</b>	<b>355</b>
Stage 1 Complaints	58	45	55	53	211	143	No comparative data – information collated from April 2012	
<b>% Comments responded to within standard</b>	<b>100%</b>	<b>88%</b>	<b>100%</b>	<b>100%</b>	<b>98%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Average response in days	<b>11</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>12</b>
<b>% Stage 2 responded to within standard</b>	<b>98%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>
Average response in days	<b>12</b>	<b>13</b>	<b>16</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>14</b>
<b>% Stage 3 responded to within standard</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>92%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>
Average response in days	<b>15</b>	<b>14</b>	<b>16</b>	<b>18</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>16</b>

When comparing 2013/14 to the previous year of 2012/13, the following is noted:

- Received fewer stage two complaints, a decrease of 4 (2.5%).
- Received fewer stage three complaints, a decrease of 10 (29%).
- Received fewer written comments, a decrease of 10 (18%).
- Received more written compliments, an increase of (6%).

### Customer Feedback

The following change has been made as a result of customer feedback obtained through written comments and complaints:

- A tightening up of procedures in areas where errors had occurred.
- Refresher training to be given to staff in areas where incorrect advice had been given.

**Table A: COMPLIMENTS SUMMARY 02/01/14 – 31/3/14**

Date Received	Area	Summary of Compliment	Departments Involved
10/01/14	South Normanton	Thanks to Planning Department for swift action in relation to housing development	Planning Regeneration
16/01/14	Shirebrook	Helpful and kind advice given by Customer Advisor when seeking benefit advice	Customer Services
21/01/14	Langwith	Repairs Team who came out to do his roofing job were brilliant	Housing
23/01/14	Blackwell	Thanks to Customer Advisor who sorted her clinical waste collection	Customer Services
28/01/14	Whitwell	Thanks to the Repairs Operatives - a job well done	Housing
27/01/14	Doe Lea	Thanks to Streetscene Services for putting up the fence around the river	Streetscene Services
31/01/14	Barlborough	Thanks to all the hard work of the Benefits Manager and her team for pulling work in a very tight timescale, for the Scrutiny Review of Discretionary Housing Payments, without which the success of the review would not have been possible	(Revenues &) Benefits
04/02/14	Bolsover	Repair was quickly carried out, thanks to Contact Centre staff and Housing Repairs	Customer Services Housing
05/02/14	Whitwell	Thanks to Leisure Attendant at Creswell Leisure Centre for administering first aid when unwell	Leisure
05/02/14	Bolsover	Thanks to Contact Centre staff for help with rent account refund query	Customer Services
10/02/14	Whitwell	Thanks to the Housing Enforcement Manager and Customer Services Officer for sorting out a longstanding issue with tenants filling their garden with bulky waste	Housing Customer Services
10/02/14	Clowne	Thanks to Contact Centre staff for help with benefit queries, was unsure how she was going to manage whilst off work	Customer Services
14/02/14	Clowne	Thanks to Portfolio Holder for Community Safety in relation to talk given at Clowne Community Association	Community Services Portfolio Holder for Community Safety
14/02/14	Clowne	Thanks to Portfolio Holder for Community Safety in relation to talk given at Clowne Community Association	Community Services Portfolio Holder for Community Safety

**Table A: COMPLIMENTS SUMMARY 02/01/14 – 31/3/14**

Date Received	Area	Summary of Compliment	Departments Involved
18/02/14	Bolsover	Thanks to Officer in Revenues for help with Council Tax account	Revenues (& Benefits)
18/02/14	Tibshelf	Thanks to the Contact Centre staff for all their help with her housing application	Customer Services
20/02/14	South Normanton	Thanks to Customer Service Support Officer for prompt response and help	Customer Services
20/02/14	Bolsover	Thanks to Customer Advisor for helping with speedy removal of litter	Customer Services
20/02/14	Doe Lea	Thanks to Leisure Department for quick repair to play equipment	Leisure
19/02/14	Clowne	Thank you to Customer Advisor who sorted out replacement bin request, when attended consultation event	Customer Services
21/02/14	Derbyshire	Thanks for interesting event, enhanced the Council's image	CEPT
21/02/14	Derbyshire	Thanks for all hard work in hosting the launch event, approximately £1000 raised	CEPT
21/02/14	South Normanton	Repairs Operatives who attended to heating did a fantastic job	Housing
24/02/14	Whitwell	Repairs Operative who attended to fit a new gate did a very good job - very satisfied	Housing
28/02/14	Whitwell	Repairs Operatives were polite and standard of work was good	Housing
28/02/14	Bolsover	Customer Advisor was helpful and gave her good information regarding the nappy collection service	Customer Services
03/03/14	Bolsover	Lost dog was recovered by friendly Dog Warden -- excellent service	Environmental Health
05/03/14	Bolsover	Thanks to the Gas Engineer who restored her heating, also thanks for the emergency heaters and the help from the Contact Centre	Housing Customer Services Community Services
06/03/14	Shirebrook	Thanks to Community Services for help with litter pick	Community Services
06/03/14	Creswell	Customer Advisor was helpful and gave her good information regarding benefits	Customer Services
19/03/14	Bolsover	Road sweeping in Bolsover very efficient	Streetscene Services

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<b>Date Received</b>	<b>Area</b>	<b>Summary of Compliment</b>	<b>Departments Involved</b>
14/03/14	Clowne	CC staff and Licensing are very friendly	Customer Services Licensing
14/03/14	Creswell	Thanks for the help received (Benefits) whilst off work recovering from an operation	Benefits
20/03/14	Pinxton	Thanks to Grounds Maintenance Team for cutting edge	Streetscene Services
21/03/14	Newton	Thanks to Streetscene Services for bulky waste collection	Streetscene Services
25/03/14	New Houghton	Thanks for re-scheduled bin collection after missed collection	Streetscene Services
31/03/14	Bolsover	Thanks to CEPT team and Customer Advisor on reception when visited the Arc for Older People's forum	CEPT Customer Services
27/03/14	South Normanton	Thanks to Leisure Department for basketball academy	Leisure

**Table B: Compliments Summary by Department 2013/14**

<b>Department/Section</b>	<b>01/04/13 – 30/06/13</b>	<b>01/07/13 – 30/09/13</b>	<b>01/10/13– 31/12/13</b>	<b>02/01/14 – 31/03/14</b>	<b>Total</b>
	<b>No. of Compliments</b>	<b>No. of Compliments</b>	<b>No. of Compliments</b>	<b>No. of Compliments</b>	<b>No. of Compliments</b>
<b>CEO/ CEPT</b>	8	2		3	13
<b>Customer Services</b>	17	7	7	15	46
<b>Community Services</b>		1		4	5
<b>Democratic Services</b>					
<b>Environmental Health</b>	1	4		2	7
<b>Finance</b>					
<b>Housing</b>	7	2	8	8	25
<b>Legal</b>					
<b>Leisure</b>	13	4	1	3	21
<b>Planning</b>		1		1	2
<b>Economic Growth</b>	9		4	1	14
<b>Revenues &amp; Benefits</b>	2	1		3	6
<b>Strategy &amp; Performance</b>	1				1
<b>Streetscene Services</b>	9	7	3	5	24
<b>Totals</b>	<b>67</b>	<b>29</b>	<b>23</b>	<b>45</b>	<b>164</b>

**Table C: SUMMARY OF COMMENTS 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
02/01/14	Tibshelf	Private landlord removed garage, damaging another garage in process	Housing Legal	17/1/14	11	Bolsover District Council has no jurisdiction regarding this matter, it is a purely civil matter
06/01/14	New Houghton	Would like a skate park in New Houghton	Leisure	30/1/14	19	No Council owned land to be able to facilitate a skate park, explanation of leisure services in New Houghton
29/01/14	Bolsover	Would like to know what is happening in relation to regeneration of the former Coalite site	Regeneration	18/2/14	14	Explanation of plans for site
12/02/14	Langwith	Confused when he visited The Arc, Clowne - no signage and advice given by Customer Advisor	Customer Services Strategy & Performance	11/3/14	19	Explanation of signage used when Meet and Greet is not open, questions by Customer Advisor was to clarify query
13/02/14	Bolsover	What action will be taken to enable alcohol on the Sherwood Lodge site when Morrison's are the owners	Legal	12/3/14	19	No action to be taken
12/02/14	Shirebrook	Wind turbines on weighbridge Road should be turning constantly	Economic Growth Property Services	10/3/14	18	Explanation of how turbine is set up

**Table C: SUMMARY OF COMMENTS 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Comment</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Summary of Response</b>
06/03/14	Pinxton	Garage site and surrounding area untidy	Housing Streetscene Services	4/4/14	20	Reiterated previous responses
10/03/14	Barlborough	Does not agree that the work should have been stopped on the Council owned trees at Barlborough	Streetscene Services		1	Explanation that consultation would be done with those directly affected and that the department were dealing with it as swiftly as possible
20/03/14	Pleasley	Does not agree with cesspit service being withdrawn	Streetscene Services	10/4/14	15	Service not ceased - will be delivered by contractors
21/03/14	Shirebrook	Questioning the proposal to have a swimming facility in Clowne	Leisure	16/4/14	18	Rationale behind the decision
21/03/14	Shirebrook	Questioning Council Tax for Shirebrook	Finance	22/4/14	19	Explanation of Council tax precept

**Table D: Comments Summary by Department 2013/14**

Department/Section	01/04/13 – 30/06/13			01/07/13 – 30/09/13			01/10/13– 31/12/13			04/01/14 – 31/03/14			Total		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
<b>CEO/ CEPT</b>															
<b>Customer Service</b>	1	1					1	1		1	1		3	3	
<b>Community Services</b>															
<b>Democratic Services</b>															
<b>Environmental Health</b>	1	1		1	1		1	1					3	3	
<b>Estates &amp; Property</b>										1	1		1	1	
<b>Finance</b>	1	1		1		1	1	1		1	1		4	3	1
<b>Housing</b>	2	2		5	5		2	2		2	2		11	11	
<b>Legal</b>							2	2		2	2		4	4	
<b>Leisure</b>	2	2								2	2		4	4	
<b>Planning</b>	1	1											1	1	
<b>Economic Growth</b>	3	3		1	1		5	5		2	2		11	11	
<b>Revenues &amp; Benefits</b>	5	5		2	2		1	1					8	8	
<b>(Customer Service &amp; Improvement)</b>	1	1					1	1		1	1		3	3	
<b>Streetscene Services</b>	3	3		1	1		2	2		3	3		9	9	
<b>Total</b>	<b>20</b>	<b>20</b>		<b>11</b>	<b>10</b>	<b>1</b>	<b>16</b>	<b>16</b>		<b>15</b>	<b>15</b>		<b>62</b>	<b>61</b>	<b>1</b>

**Table E: Summary of Stage One Complaints 02/01/14 – 31/03/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
03.01.14	Shirebrook	Roof repair outstanding reported numerous times	Repairs	Resolved by service area	13	Work raised for 23.1.14 for roof check
6.1.14	Clowne	Customer unhappy with service over Christmas	Housing	Resolved by service area	1	HNO contacted customer appointment made to discuss customers needs
6.1.14	Newton	Customer unhappy with information regarding recycling as Red bin not emptied	Refuse	Resolved by service area	1	Apology given to customer and crew addressed
06.01.14	Clowne	Tenant not happy with standard of work	Repairs	Resolved by service area	2	Inspection raised for 8.1.14
07.01.14	Bolsover	Noise complaint regarding works carried out at neighbouring property & skip damaged grass	Repairs			
7.1.14	Bolsover	Bins left by operatives blocking customer access	Refuse	Resolved by service area	1	Work scheduled 15.1.13

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7.1.14	Shirebrook	Complaint regarding time taken to resolve service request	Grounds Maintenance	Resolved by service area	4	Officer contacted customer to advise
7.1.14	Whitwell	Customer unhappy with recharge policy for replacement bins	Refuse	Resolved by service area	2	missed crew deployed 15.1.14 unable to advise as no Tel details
08.01.14	South Normanton	Damp at property	Repairs	Resolved by service area	5	BDC & B & J visit to property advice re condensation given to tenant - future visit arranged
09.01.14	South Normanton	Complaint against workmen climbing over tenants gate to get to neighbouring property	Repairs	Resolved by service area	18	Inspection at property
09.01.14	Whitwell	Outstanding repairs to roof	Repairs	Resolved by service area		Job raised for checking loft 7.8.13

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<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
9.1.14	South Normanton	Complaint about the Christmas collection services - misleading information of the leaflet	Refuse	Resolved by service area	4	Customer contacted advised bin emptied
9.1.14	New Houghton	Complaint re missed bin	Refuse	Resolved by service area	1	Advised Refuse team would contact them to arrange additional collection date.
10.01.14	South Normanton	Damp & Mould at the property	Repairs	Resolved by service area	10	Advice given re condensation and work raised re path and water ingress through front door
13.1.14	Creswell	Works not completed outbuilding door	Repairs	Resolved by service area	61	Work raised for 8.4.13
13.1.14	Shirebrook	Outstanding repairs to gate	Repairs	Resolved by service area	59	New gates ordered, job overlooked
13.1.14	Barlborough	Complaint missed bin	Refuse	Resolved by service area	0	Customer contacted and apology given - crew advised

<b>Table E: Summary of Stage One Complaints 02/01/14 – 31/03/14</b>						
<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
17.1.14	Shirebrook	Missed black bin - recurring	Refuse	Resolved by service area	0	Advised Refuse team would contact them to arrange additional collection date
17.1.14	Bolsover	Complaint regarding advice given regarding missed bin	Refuse	Resolved by service area	20	Customer contacted and apology given - crew advised
21.1.14	South Normanton	Complaint re length of time to receive caddy	Refuse	Resolved by service area	0	Contractor has been waiting for stocks
21.1.14	Bolsover	Complaint regarding the advice and tone of an officer	Environmental Health	Resolved by service area	1	Escalated to formal as customer has also written in
23.1.14	Bolsover	Waste from gutters cleaning left on yard	Repairs	Resolved by service area	42	Visit made re Radiators, no issue raised re gutter incident
24.1.14	Creswell	Damp at property	Repairs	Resolved by service area	6	Renewing radiator in bedroom and mould treatment work raise for porch

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<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
29.1.14	Pinxton	Missed collection due to contamination	Refuse	Resolved by service area	8	Contact made to customer - additional collection arranged
30.1.14	Blackwell	Missed collection - operatives refused to take due to on a grass verge	Refuse	Resolved by service area	1	Advised customer that a collection would be provided on Monday but in future not to bag waste up
31.1.14	Newton	Customer unhappy with length of time taken for replacement bin	Refuse	Resolved by service area	0	Apology given for misunderstanding side waste arranged for following week
31.1.14	Clowne	Missed red bin problems no one from refuse team has contacted her	Refuse	Resolved by service area	3	Visit made and card left, call to customer and agreed Martins would contact her direct to discuss
27.1.14	Creswell	Damp and Mould at the property	Repairs	Resolved by service area	21	Advice given to tenants

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03.2.14	Hardstoft	Missed red bin unhappy as Advisor unable to check details due to bin report not forwarded at time of call	Refuse	Resolved by service area	3	Advised complainant details have been sent to relevant departments to address a chase up litter pick and Environmental Health to investigate further
05.2.14	Whaley Thorns	Customer unhappy with rubbish left when refuse lorry emptying bins	Refuse	Resolved by service area	1	Formal complaint raised
07.02.14	South Normanton	Concrete works carried out in rain causing cement to wash down wall and gate	Repairs	Resolved by service area	21	Repair raised on system
07.02.14	South Normanton	New gutters and fascia fitted - damage TV aerial not happy with advice given	Repairs	Resolved by service area		Tenant responsibility as should not have been fitted to Fascia as per permission letter

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<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
07.02.14	Pinxton	Customer not happy with Officer's attitude re: investigation at property - item on garden - bulk collection arranged	Rangers	Resolved by service area	1	Customer advised re: contamination, additional collection arranged as one off on this occasion
10.02.14	Glapwell	Bin not emptied due to contamination - plastic bags - leaflets states customer can place items in plastic bags clothing batteries etc.	Refuse	Resolved by service area	3	Customer advised regarding contamination, additional collection arranged as one off on this occasion
12.02.14	Creswell	Burgundy bin not collected on two occasions	Refuse	Resolved by service area	4	Contact made and advice given to customer
12.02.14	Creswell	Bins are being blown over street - customer requesting bins to be collected from rear of properties	Refuse	Resolved by service area	4	

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12.02.14	South Normanton	Tenant not happy with length of time for inspection	Repairs	Resolved by service area	18	Inspection carried out and work raised
13.02.14	South Normanton	Outstanding repairs - leak in living room	Repairs	Resolved by service area	0	Inspection raised attended same day and carried out work
18.02.14	New Houghton	Fence damaged	Repairs	Resolved by service area	1	Order raised to make safe
21.02.14	Shirebrook	Workman drove over tenants grass verge	Repairs	Resolved by service area	20	Inspection carried out
24.02.14	Tibshelf	Service request for trees to be cut back, ongoing for 2 years	Grounds Maintenance	Resolved by service area		No other contact received from customer regarding a claim
26.02.14	Bolsover	Gate damaged by refuse team	Refuse	Resolved by service area	12	Customer advised
27.02.14	Tibshelf	Damp and Mould at the property	Repairs	Resolved by service area	21	Advice given re condensation
27.02.14	Creswell	Burgundy not collected contaminated with plastic bag	Refuse	Resolved by service area	4	Additional collection arranged

**Table E: Summary of Stage One Complaints 02/01/14 – 31/03/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
28.02.14	Shirebrook	Tenant expecting gate to be fitted - workmen pulled off to attend another job	Repairs	Resolved by service area	1	Gate fitted 3.3.14
04.03.14	Clowne	Burgundy Bin not emptied contaminated with plastic bags	Refuse	Resolved by service area	5	Additional collection arranged
04.03.14	South Normanton	Red bin not taken as papers not in caddy, previously advised by crew a caddy not required, when it had gone missing	Refuse	Resolved by service area	5	Additional collection arranged
06.03.14	Newton	Claimant not happy about the manner of the Benefits staff regarding the outcome of a claim	Benefits	Resolved by service area	3	Letter sent to customer from Senior Benefits officer

**Table E: Summary of Stage One Complaints 02/01/14 – 31/03/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of complaint</b>	<b>Department</b>	<b>Resolved Yes/No</b>	<b>No of work days</b>	<b>Remedy</b>
12.3.14	Whitwell	Burgundy bin not emptied as newspapers in main part of bin	Refuse	Resolved by service area	3	Customer happy matter to be discussed with Martins
12.3.14	Pinxton	Missed collection red bin	Refuse	Resolved by service area	3	Customer advised to remove contaminations and a caddy ordered for them
14.3.14	Bolsover	Tree damaged pathway between 2 properties	Repairs	Resolved by service area	19	Visit made to customer and details forward to repairs re path repairs
21.3.14	Shirebrook	Requesting Black Bin Larger type - not happy about what to recycle	Refuse	Resolved by service area	9	Recycling promotion officers to address
28.03.14	Shirebrook	Red bin not emptied due to access, customer complaining as not able to wait until next scheduled collection	Refuse	Resolved by service area	1	Additional collection arranged for customer

**Table F: Stage One Complaints Summary by Department 2013/14**

Department/Section	01/04/13 – 30/06/13			01/07/13 – 30/09/13			01/10/13 – 31/12/13			04/01/14 – 31/03/14			Total		
	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time
<b>CEO/ CEPT</b>															
<b>Customer Services</b>	3	3		5	5		2	1	1				10	9	1
<b>Community Services</b>	2	2		1	1					1	1		4	4	
<b>Democratic Services</b>															
<b>Environmental Health</b>				2	2					1	1		3	3	
<b>Finance</b>															
<b>Housing</b>	14	8	6	13	7	6	27	14	13	22	7	15	76	36	40
<b>Legal</b>															
<b>Leisure</b>															
<b>Planning</b>															
<b>Regeneration</b>	1	1		1	1								2	2	
<b>Revenues &amp; Benefits</b>	2	1	1	1	1		3	3		1	1		7	6	1
<b>Strategy &amp; Performance</b>															
<b>Streetscene Services (Refuse)</b>	9	9		12	10	2	21	17	4	26	16	10	68	52	16
<b>Streetscene Services (GM)</b>	16	4	12	10	3	7	2		2	2	1	1	30	8	22
<b>Total</b>	<b>47</b>	<b>28</b>	<b>19</b>	<b>45</b>	<b>30</b>	<b>15</b>	<b>55</b>	<b>35</b>	<b>20</b>	<b>53</b>	<b>27</b>	<b>26</b>	<b>200</b>	<b>120</b>	<b>80</b>

**Table G: Summary of Stage Two Complaints 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
02/01/14	Pinxton	Planning enforcement action is taking too long	Planning	29/01/14	19	No evidence to take formal action but will monitor
06/01/14	Blackwell	Noisy boiler room (district heating)	Housing	29/01/14	17	Engineer been out to resolve
06/01/14	Bolsover	Length of time taken to sort benefit claim	Revenues & Benefits	03/02/14	20	Explanation of benefit processing
07/01/14	Bolsover	Length of time taken to sort benefit claim	Revenues & Benefits	03/02/14	19	Explanation of benefit processing - if claimant wished to proceed the case needs to go to the Tribunal Service
09/01/14	Shirebrook	Length of time taken to sort overhanging trees	Housing Customer Service Streetscene Services	21/01/14	7	Apology for length of time taken, matter now resolved
09/01/14	Clowne	Unhappy that planning application was publicised over Christmas period when the Council is closed	Planning	03/02/14	17	Application still pending, Council allow extended period because of Christmas shut down period but interested parties are able to comment during this time
20/01/14	Bolsover	Not seen planning notices regarding development of Featherbed Lane	Planning	03/02/14	10	Planning permission not needed for the laying of water pipes, unauthorised development being investigated
22/01/14	Bolsover	Length of time taken to sort safeguarding payment	Revenues & Benefits	31/01/14	7	Apology for error, but unable to pay housing benefit out to different payees for the same period

**Table G: Summary of Stage Two Complaints 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
22/01/14	Bolsover	Ongoing issues with neighbour nuisance which residents feels has been unfairly blamed on her	Environmental Health Housing (Community Services)	14/02/14	17	Advice given was to both parties and meant to be helpful to bring about a resolution
2/1/14 6/1/14	Whitwell	Unhappy with repairs at property and is withholding rent	Housing	27/01/14	17	Repairs all carried out on time, rent arrangement has been made
6/1/1314	Glapwell	Not happy with the siting of the bus shelter on Glapwell Hill	Economic Growth	29/01/14	17	Reiterated it is the responsibility of DCC
24/01/14	Whitwell	Feels he was given incorrect advice in relation to his housing benefit claim	Revenues & Benefits Customer Service	14/02/14	15	Explanation of benefit application handling
04/02/14	Bolsover	Incorrectly charged 'bedroom tax' which now needs to be refunded	Revenues & Benefits	20/02/14	12	Explanation of Benefit Regulations and loophole which was identified - refund actioned in a timely manner
06/02/14	Blackwell	Further comments regarding noisy boiler	Housing	21/02/14	11	Repairs in hand - part on order
06/02/14	South Normanton	Council Tax account been erratic due to benefit changes and changes of circumstance	Revenues & Benefits	25/02/14	13	Explanation of events which led to the changes in benefit
06/02/14	Bolsover	Follow on from S2/95/1314 not happy with timescale for work to property	Housing	11/02/14	3	Explanation of why roof work was delayed (storms)
05/02/14	South Normanton	Not happy with development	Planning	26/02/14	15	Explanation of planning powers and action taken

**Table G: Summary of Stage Two Complaints 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
06/02/14	Barlborough	Complaint regarding footpath to property and fencing	Housing	24/02/14	0	Complaint regarding footpath is in hand of the council's insurers, fencing around garden is responsibility
18/02/14	Bolsover	Was left with no toilet in the property after the leak was identified as a problem with the outside drains	Housing Estates & Property Customer Service	17/01/14	19	Apology for telephony system not working, out of Council's control, and explanation of policy for attending blocked drains
19/02/14	Bolsover	Billing and Recovery chasing a debt after authorising a refund to ex partner	Revenues & Benefits	17/02/14	18	refund sent to account holder, neither NNDR bill payer had informed the Revenues Section of the change
20/02/14	Newton	Repairs to leaking ceiling and damp to walls	Housing	24/02/14	2	Damp thought to be caused by condensation, but an inspection raised
20/02/14	South Normanton	Wants car park extending and complaining timber walkway was taken down	Housing	20/03/14	20	No reserved parking for residents, but may be considered as a project
27/02/14	Pinxton	Does not feel he is liable for Business Rates	Revenues & Benefits	21/03/14	15	Liability is correct
25/02/14	Whitwell	Council owned wall/ fence bordering private property has fallen down, leaving property open	Housing	21/03/14	18	Fencing on Council land is tenant's responsibility
25/02/14	Bolsover	Has had no response from the Housing department regarding her housing application	Housing	20/03/14	18	Complainant to contact Housing Needs

**Table G: Summary of Stage Two Complaints 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
27/02/14	Bolsover	Rear access road (owner unknown) floods in heavy rainfall - Council properties	Housing Streetscene Services Estates & Property	21/03/14	16	Responsibility of DCC
03/03/14	Bolsover	Does not agree with sale of land at Bolsover	Economic Growth Planning Legal & Governance	20/03/14	13	Decision made by Elected Members so falls out of scope of complaints policy, complaints about how the decision administered was addressed in reports provided
03/03/14	Bolsover	Damp work to be carried out at property, but no notification of when	Housing	21/03/14	14	Apology for delay
03/03/14	Blackwell	Litter in Blackwell	Streetscene Services	21/03/14	14	Requests for cleansing of public land is allocated fairly across the district
04/03/14	Creswell	DHP refused - feels client was entitled to it	Revenues & Benefits	21/03/14	13	Tribunal process to be completed first
27/03/14	Creswell	Response to letter dated 21/03/14 way forward requested	Revenues & Benefits	09/04/14	9	Explanation that claimant had not provided accurate information in relation to circumstances at the time of the claim
06/03/14	Barlborough	Hedge cut down in Barlborough, doesn't agree with this and wants to complain about local councillor	Streetscene Services	21/03/14	11	Explanation of tree maintenance
07/03/14	Newton	The questions asked in regard to his DHP application	Revenues & Benefits	20/03/14	9	JAD to be SPOC regarding Benefits

**Table G: Summary of Stage Two Complaints 02/01/14 – 31/3/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
13/03/14	Pleasley Vale	Complaint about size of speed bump at Pleasley Vale Business Park	Estates & Property	02/04/14	13	Speed bump (although on a private road and therefore not subject to regulation) does conform the DOT guidelines
10/03/14	Chesterfield	Does not like how bailiffs deal with customers	Revenues & Benefits	07/04/14	20	Bailiff acted in proper manner, customer in breach of payment
14/03/14	Barlborough	Benefits claim taking a long time	Revenues & Benefits	07/04/14	16	Explanation of re-assessment process
14/03/14	Bolsover	Benefits claim taking a long time	Revenues & Benefits	09/04/14	18	Explanation of why benefit had not been paid for a period (no proofs received), appeal being processed - but will still need required proofs
18/03/14	Clowne	Length of time Benefits claim is taking	Revenues & Benefits	09/04/14	16	25/03/14 Withdrawn
18/03/14	Shirebrook	Benefits claim taking a long time	Revenues & Benefits	07/04/14	14	Not provided information in support of claim, has right of appeal
31/03/14	Bramley Vale	Does not agree with benefit assessment	Revenues & Benefits	17/04/14	13	Applicant came in for meeting to clarify situation and provide further information to enable the decision to be reversed

**Table H - Complaints (Stage 2) Summary by Department 2013/14**

Department/Section	01/04/13– 30/06/13			01/07/13– 30/09/13			01/10/13 31/12/13			04/01/14– 31/03/14			Total 2013/14		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
<b>CEO/ CEPT</b>															
<b>Customer Service ( &amp; Improvement)</b>	8	8		5	5		5	5		3	3		21	21	
<b>Community Services</b>	2	2								1	1		3	3	
<b>Democratic Services</b>															
<b>Environmental Health</b>	1	1		1	1		3	3		1	1		6	6	
<b>Economic Growth</b>										3	3		3	3	
<b>Finance</b>	2	2											2	2	
<b>Housing</b>	13	13		15	15		12	12		14	14		54	54	
<b>Legal &amp; Governance</b>	2	1	1	1	1		3	3		1	1		7	6	1
<b>Leisure</b>				1	1								1	1	
<b>Planning</b>	5	5		3	3		10	10		5	5		23	23	
<b>Procurement</b>															
<b>Economic Growth</b>				2	2		7	7		2	2		11	11	
<b>Revenues &amp; Benefits</b>	14	14		11	11		6	6		16	16		47	47	
<b>(Customer Service &amp; Improvement)</b>	1	1		1	1								2	2	
<b>Streetscene Services</b>	4	4		7	7		3	3		4	4		18	18	
<b>Total</b>	<b>52</b>	<b>51</b>	<b>1</b>	<b>47</b>	<b>47</b>		<b>49</b>	<b>49</b>		<b>50</b>	<b>50</b>		<b>198</b>	<b>197</b>	<b>1</b>

**Table I: Summary of Stage Three Complaints 02/01/14 – 31/03/14**

<b>Date Received</b>	<b>Area</b>	<b>Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response Sent</b>	<b>No of work days</b>	<b>Remedy</b>
03/01/14	Bolsover	Not satisfied with planning decision in relation to a development in Bolsover	Planning	28/01/14	17	The Council cannot provide advance notification of planning applications not yet submitted
15/01/14	Creswell	Wishes to pursue complaint and disagrees with ICO guidance on CCTV	Housing	24/01/14	7	Advice previously given is accurate, neighbour issues can be resolved by mediation, but need both parties to take part in this process
05/02/14	Bolsover	Not happy with response regarding tenant's benefit - extension applied	Revenues & Benefits	17/03/14	28	Apology for error and explanation of benefit regulation relied on in relation to the fact that benefit cannot be paid for the same period twice - ex gratia payment offered
05/03/14	South Normanton	Not happy with planning decision	Planning	02/04/14	20	Explanation of matters which can be considered for planning process - applicant responsibility to submit accurate plans revised plans now received and actioned

**Table J: Summary of Ombudsman Complaints 2013/14**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
12/10/12	Bolsover	The Council recently decided the land at Sherwood Lodge was surplus to requirements and could be used for development; it took the decision to appropriate the land for development in private	Legal	09/11/12	20	05/11/2013	<b>Investigation complete and appropriate to issue a report (S30(1)) - maladministration/ service failure in relation to the appropriation of the land</b>
13/12/12	Stanfree	Unhappy with Bolsover District Council Planning Department and Committee deciding on proposed development	Planning	17/12/12	2	21/05/2013	<b>To discontinue investigation</b> - there is no fault in the Council considering the application as it is the proper planning authority
5/4/13	Clowne	Antisocial behaviour during football matches adjacent to property	Leisure Community Services Councillors Reid and Murray-Carr Environmental Health	3/5/13	20	31/07/2013	<b>Not to pursue</b> as the LGO is happy with the Council's proposed actions
6/8/13	Clowne	Complainant says the Council is negligent in allowing a blocked watercourse to allow flooding to her property	Legal Regeneration			06/08/2013	<b>Not in jurisdiction (OJ)</b> and discretion to investigate not exercised

**Table J: Summary of Ombudsman Complaints 2013/14**

<b>Date Received</b>	<b>Area</b>	<b>LGO's Summary of Complaint</b>	<b>Departments Involved</b>	<b>Date Response sent</b>	<b>No. of Calendar Days</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman's Decision</b>
12/8/13	Bolsover	A comment was removed from the council's Facebook webpage	Strategy & Performance Legal			12/08/2013	<b>Not to investigate</b> – as there is insufficient injustice
10/12/13	London	Complainant says Council withheld information in relation to FOI request	Strategy & Performance Legal			10/12/2013	<b>Not in jurisdiction (OJ)</b> and discretion to investigate not exercised
6/2/14	Clowne	Not happy with Planning decision in relation to development of property in a predominantly bungalow area	Planning			06/02/2014	<b>Not to investigate</b> – no evidence of maladministration
21/2/14	Stanfree	Allowed to speak at a Planning Committee meeting but not happy about the way it was conducted	Planning Governance	21/03/14	20	08/04/2014	<b>To discontinue investigation</b> - Not upheld: no Maladministration
28/3/14	Bolsover	Complaint the Council took three weeks to refund overpayments made under the 'bedroom tax' regulation	Revenues & Benefits			28/03/2014	<b>Not to investigate</b> – insufficient evidence of maladministration

## **2 Conclusions and Reasons for Recommendation**

The report is to keep Elected Members informed of volumes and trends regarding compliments, comments, complaints.

## **3 Consultation and Equality Impact**

The report is to keep Elected Members regularly informed of volumes and trends regarding compliments, comments and complaints. No consultation or equality impact assessment is required.

## **4 Alternative Options and Reasons for Rejection**

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

## **5 Implications**

### **5.1 Finance and Risk Implications**

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

With regard to this period, an ex-gratia payment was agreed at stage three of the complaints process by the Joint Assistant Director of Finance and Revenue & Benefits and Chief Executive Officer.

### **5.2 Legal Implications including Data Protection**

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

### **5.3 Human Resources Implications**

Not applicable as the report is to keep Elected Members informed.

## **6 Recommendations**

That Executive note the overall performance on compliments/comments and complaints.

## 7 Decision Information

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	All wards
<b>Links to Corporate Plan priorities or Policy Framework</b>	Customer Focused Services Strategic Organisational Development

## 8 Document Information

<b>Appendix No</b>	<b>Title</b>
Table A:	Compliments summary 2/01/14 – 31/3/14
Table B:	Compliments summary by department 2013/14
Table C:	Comments summary 2/01/14 – 31/3/14
Table D:	Comments summary by department 2013/14
Table E:	Stage one complaints summary 2/01/14 – 31/3/14
Table F:	Stage one complaints summary by department 2013/14
Table G:	Stage two complaints summary 2/01/14 – 31/3/14
Table H:	Stage two complaints summary by department 2013/14
Table I:	Stage three complaints summary 2/01/14 – 31/3/14
Table J:	Ombudsman complaints summary for 2013/14
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
<b>Report Author</b>	<b>Contact Number</b>
Joint Assistant Director – Customer Service and Improvement Customer Standards and Complaints Officer	Ext: 2343 Ext: 2353