

Bolsover District Council

Executive

3rd November 2014

Compliments, Comments and Complaints Quarterly Report (Q2) 2014/15

Report of Cllr R Bowler, Portfolio Holder for Resources

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 1st July to 30th September 2014.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 33 written compliments were received. A good cross section of compliments received from customers appreciating excellent service, including 11 for the Housing Department and 9 for Streetscene Services

Comments

Table B shows the number of written comments received for the period. All 25 were responded to within standard (20 working days). Five comments during this quarter were about the lack of toilet provision within Bolsover town centre.

Table C shows the above information by department.

Service Requests

This information is not available at this time as the Firmstep customer information system does not have a reporting function for this particular information. The Assistant Director - Customer Service and Improvement is aware that the ICT department is currently looking at developing a reporting tool to capture this data.

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. 32 complaints were received during this period. 30 were responded to within our customer service standard of 20 working days with the remaining two within timescale. 14 complaints were for the Housing Department, covering a variety of housing issues, including 6 calling for more action in cases of neighbour/ antisocial behaviour. These have been dealt with by Housing Enforcement.

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 7 stage three complaints were received, all of which were responded to within standard.

Ombudsman

Table J shows the status of Ombudsman complaints for 2014/15 as of 1st October 2014. During this quarter, one preliminary investigation was received and decided on. The Ombudsman discontinued her investigation and recorded the decision as to 'Discontinue the investigation as the complainant did not make the complaint within 12 months of first becoming aware of the matter and there is no reason to exercise discretion'. Also she does not consider there is sufficient personal injustice to the complainant and so does not intend to take further action.

Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for 2014/15.

Table A: COMPLIMENTS SUMMARY 1/7/14 – 30/9/14

Date Received	Area	Summary of Compliment	Departments Involved
02/07/14	Shirebrook	Thanks to CAN Ranger for help with neighbour problem	Community Services
10/07/14	Tibshelf	Thanks to refuse team - extremely helpful	Streetscene Services
16/07/14	Bolsover	Thanks to Council Tax staff for help	Revenues & Benefits
02/07/14	Shirebrook	Thanks to CAN Ranger for sorting a neighbour problem	Community Services
03/07/14	Clowne	Thanks to gardeners for clearing garden (one off at tenancy commencement)	Streetscene Services
03/07/14	Creswell	Thanks to Housing repairs for sorting the loft problem	Housing
03/07/14	Pinxton	Thanks to Repairs Section for welfare adaptation	Housing
18/07/14	Tibshelf	Thank you for prompt attention replacing taps	Housing
17/07/14	Barlborough	Thank Customer Advisor with help and information regarding Memorial Garden	Customer Service (& Improvement)
28/07/14	South Normanton	Thank you for being so nice, in relation to Benefit claim	Revenues & Benefits
25/07/14	Clowne	Grounds maintenance did a fantastic job of the grass verge at the front of her property	Streetscene Services
28/07/14	Bolsover	Bolsover Food Fair was a lovely event	Economic Growth
29/07/14	Shirebrook	Quick response for a repair to be done	Housing Customer Service (& Improvement)
30/07/14	Shirebrook	Thanks to contractors fitting new kitchen	Housing
01/08/14	Bolsover	Thanks to Housing for all their help	Housing
07/08/14	Langwith	Repairs Team carried out good workmanship, good manners	Housing
13/08/14	Pinxton	Thanks to Streetscene Services for sending out large print refuse collection leaflet	Streetscene Services
13/08/14	Derbyshire	Thanks to CEPT team for hosting Raising Aspirations events	CEPT
15/08/14	Tibshelf	Thanks to Ground Maintenance Operative maintaining the cemetery	Streetscene Services
18/08/14	Shirebrook	Thanks to Repairs Operative who worked really hard without a break and was so polite	Housing
18/08/14	Bolsover	Thanks to Repairs Operative who repaired the roof	Housing

Table A: COMPLIMENTS SUMMARY 1/7/14 – 30/9/14

Date Received	Area	Summary of Compliment	Departments Involved
18/08/14	Shirebrook	Thanks to Grounds Maintenance - did a fantastic job	Streetscene Services
18/08/14	Shuttlewood	Thanks to contractors who carried out work at the property	Housing
21/08/14	Stanfree	Thanks to Refuse Operatives who cleared fly tipping within same day	Streetscene Services
05/09/14	Sheffield	Thanks to Recovery Officer who dealt with an outstanding recovery issue and also advised regarding other Council services	Revenues & Benefits
28/08/14	Shirebrook	Thanks to the Customer Advisor for all her helpful advice	Customer Service (& Improvement)
29/08/14	Pleasley	Thanks to the Customer Advisor for all her helpful advice with regard to benefits	Customer Service (& Improvement)
11/09/14	Clowne	Thanks to the Refuse Operatives who do a great job	Streetscene Services
11/09/14	Shirebrook	Thanks to the Customer Advisors - much better service than previous Council	Customer Service (& Improvement)
16/09/14	Bolsover	Thanks to the lovely Customer Advisors for all their helpful advice with regard to daughter's housing application	Customer Service (& Improvement)
19/09/14	Palterton	Road sweeper has done a fantastic job	Streetscene Services
23/09/14	Unknown	High levels of performance demonstrated by the Council in relation to the National Fraud Initiative (Audit Commission), Bolsover is top of the central region	Revenues & Benefits Financial Services Housing HR & Payroll Legal, Governance & Elections Environmental Health
30/09/14	Shirebrook	Thank you from student to User Engagement Officer for all help and support in relation to Youth Council, the skills learned will benefit in the coming years	(Customer Service & Improvement)

Table B: Compliments Summary by Department 2014/15

Department/Section	01/04/14 – 30/06/14	01/07/14 – 30/09/14	01/10/14– 31/12/14	02/01/15 – 31/03/15	Total
	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments
CEO/ CEPT		1			1
Customer Service & Improvement	4	7			11
Community Services	1	2			3
Legal Governance & Elections	2	1			3
Environmental Health		1			1
Finance		1			1
Housing	7	11			18
HR & Payroll		1			1
Leisure	2				2
Planning	1				1
Economic Growth		1			1
Revenues & Benefits	2	4			6
Streetscene Services	6	9			15
Totals	25	39			64

Table C: SUMMARY OF COMMENTS 1/7/14 – 30/9/14

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
02/07/14	Creswell	Does not agree with Creswell Leisure Centre closure	Leisure	18/07/14	12	Rationale behind consultation with public and the need to review the facility
02/07/14	Creswell	Does not agree with Creswell Leisure Centre closure	Leisure	18/07/14	12	Rationale behind consultation with public and the need to review the facility
02/07/14	Shirebrook	Reduction in litter pickers	Streetscene Services Customer Service (& Improvement)	29/07/14	19	Explanation of how the litter picking service is managed and advised to ring Contact Centres when reporting litter problems
25/07/14	Shirebrook	Does not think there is enough investment in Shirebrook	Economic Growth	21/08/14	14	Explanation of where funding has come from and proposed projects
28/07/14	Bolsover	Bolsover Food Fair was a lovely event, however would like more events like it such as a regular farmers market	Economic Growth	31/07/14	3	Thanked for compliment and explained there is some interest by traders to hold a more regular event which may evolve into a farmer's market
29/07/14	Clowne	Wants to know they have not been allocated a Council property	Housing	21/08/14	17	Medical questionnaire to be sent out, applicants now bid on properties and is able to bid on 1-bed bungalows
29/07/14	Glapwell	Wants to know why no enforcement action is being taken regarding cockerel crowing at private property	Environmental Health	21/08/14	17	Environmental Health Officers have not witnessed any nuisance, but it is an ongoing case

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Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
11/08/14	London	Are there any reports of amplitude modulation (wind turbines)	Environmental Health	09/09/14	20	Responded to direct by JAD
14/08/14	Bolsover	Unhappy with lack of toilets in Bolsover	Estates & Property	22/08/14	6	Explanation of new toilet provision
14/08/14	Bolsover	Unhappy with lack of toilets in Bolsover	Estates & Property	22/08/14	6	Explanation of new toilet provision
15/08/14	Bolsover	Unhappy with lack of toilets in Bolsover	Estates & Property	22/08/14	5	Explanation of new toilet provision
18/08/14	Bolsover	Unhappy with lack of toilets in Bolsover	Estates & Property	11/09/14	17	Explanation of new toilet provision
18/08/14	Chesterfield	Unhappy with lack of toilets in Bolsover	Estates & Property	11/09/14	17	Explanation of new toilet provision
18/08/14	Bolsover	Regeneration in Bolsover – named site is not being developed	Economic Growth	12/09/14	18	Explanation of Planning Application in respect to the site
18/08/14	Whaley Thorns	Complaint against Housing Association - would like comments from BDC (Benefits)	Revenues & Benefits	12/09/14	18	Resident needs to contact Housing Association in relation to how they feel the arrears have occurred
20/08/14	Bolsover	Why has Planning permission been refused on named site	Planning	12/09/14	16	Planning application only just received in respect of this site

Table C: SUMMARY OF COMMENTS 1/7/14 – 30/9/14

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
29/08/14	Tibshelf	Feels delay to repair	Housing	16/09/14	12	Housing Repairs to chase with contractor
01/09/14	Bolsover	Reporting next door's overgrown garden and would like enforcement action taken against neighbour	Environmental Health	25/09/14	18	Planning Enforcement officer is dealing with a similar complaint on the same property
01/09/14	Bolsover	Land enquiry regarding scooter access	Housing	18/09/14	13	DCC's responsibility to carry out the work
02/09/14	Bolsover	Noise nuisance in Bolsover	Environmental Health	25/09/14	17	Progressed as a service request
02/09/14	Glapwell	Repair not been carried out	Housing	04/09/14	2	Repairs have already been carried out (external works) which should have rectified the problem
04/09/14	South Normanton	Letter in support of Council house application	Housing	24/09/14	14	Housing Needs Manager has responded direct
04/09/14	Bolsover	Would like the order for a wet room given higher priority	Housing	24/09/14	14	Housing Repairs already dealt with, work is ordered
05/09/14	South Normanton	Hurt ankle in hole in grass verge near car park	Streetscene Services	11/09/14	4	Referred to Council's insurer's
26/09/14	Unknown	Thinks Council Tax is paying for illegal war	Revenues & Benefits Legal, Governance & Elections	3/10/14	5	Council Tax is a tax on domestic properties and is used to pay for local services, no crimes are being committed by making payment. Non-payment of Council Tax will result in recovery action being taken

Table D: Comments Summary by Department 2014/15

Department/Section	01/04/14 – 30/06/14			01/07/14 – 30/09/14			01/10/14– 31/12/14			04/01/15 – 31/03/15			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
CEO/ CEPT															
Customer Service & Improvement	1	1		1	1								2	2	
Community Services															
Legal, Governance and Elections	2	2		1	1								3	3	
Environmental Health				4	4								4	4	
Estates & Property				5	5								5	5	
Finance	1	1											1	1	
Housing	3	3		6	6								9	9	
Leisure				2	2								2	2	
Planning	1	1		1	1								2	2	
Economic Growth				3	3								3	3	
Revenues & Benefits	1	1		2	2								3	3	
Streetscene Services	4	4		2	2								6	6	
Total	13	13		27	27								40	40	

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

Date Received	Reference	Area	Summary of Complaint	Departments Involved	No of work days	Remedy
1.7.14	BDC138079	South Normanton	Request for assisted gardening service	Grounds Maintenance	1	Apology given and new appointment arranged
3.7.14	BDC138505	Tibshelf	Hedge cutting not been carried out	Grounds Maintenance	13	Visit and work arranged with customer
4.7.14	BDC138541	Bolsover	Refuse team keep leaving the gate open	Refuse	1	Issue raised with crew
4.7.14	BDC138552	Bolsover	Refuse team throwing bin against wall causing damage	Refuse	1	Addressed and a memo sent to crew
4.7.14	BDC138680	Barlborough	Had no reply to a letter sent to Housing	Housing	1	Careline equipment installed at property w/c 7.7.14
4.7.14	524812	Bolsover	Customer not happy with the repair carried out (pointing to brickwork)	Housing repairs	3	Phoned tenant and left a message - check as all pointing should now have been completed
4.7.14	BDC138552	Bolsover	Refuse team throwing bin against wall causing damage	Refuse	1	Customer contacted and crew addressed
7.7.14	518002	South Normanton	Customer unhappy with length of time a problem is taking to resolve	Housing repairs	9	Co-ordinator spoke to customer and updated him on contractor who is due to carry out the work
8.7.14	BDC138984	Whaley Thorns	Maggots in bin request for 'bio bags'	Refuse	3	Re raised as a comment and forwarded to Customer Standards and Complaints Officer
8.7.14	BDC139019	Tibshelf	Still awaiting assisted garden service	Grounds Maintenance	3	Re-raised as a chase up request

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8.7.14	BDC139081	Blackwell	Paid for new green bin which has gone missing - not happy to pay for another	Refuse	1	Advised customer that if a bin goes missing there is a payment for this
9.07.14	BDC139208	Bolsover	Grass cutters have rotary line loose at property	Grounds Maintenance	2	Clothes post repaired and issue regarding grass cutting resolved
9.7.14	BDC139297	Clowne	Green bin not emptied for four weeks	Refuse	1	Additional collection arranged
9.7.14	BDC139301	Clowne	burgundy bin not being emptied	Refuse	1	Additional collection arranged and replacement bin arranged
10.7.14	BDC139324	Shirebrook	Bin not been emptied maggots in bin	Refuse	1	Service on strike will not reschedule
11.7.14	BDC139377	Langwith Junction	Bin not emptied due to industrial action - smelling	Refuse	1	Service on strike will not reschedule
11.7.14	BDC139381	Shirebrook	Bin not been emptied due to industrial action got flies and maggots	Refuse	1	Service on strike will not reschedule
11.7.14	BDC139403	Tibshelf	Bin not emptied due to industrial action	Refuse	1	Service on strike will not reschedule
11.7.14	BDC139470	Blackwell	Bin not emptied due to industrial action	Refuse	1	Service on strike will not reschedule
14.7.14	BDC139604	Newton	Bin not emptied due to industrial action	Refuse	1	Service on strike will not reschedule
15.7.14	BDC139791	Stainsby Common	Bin not emptied due to industrial action	Refuse	1	Refuse Manager contacted customer
16.7.14	525273	Clowne	Complaint with regards to the operative's attitude towards tenant	Housing repairs		Awaiting department update

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17.7.14	BDC 140110	Shirebrook	Complaint regarding length of time taken to have trees cut back	Grounds Maintenance	2	Visited customer and arranged for trees to be cut back
22.7.14	BDC140201	Whitwell	Large burgundy bin for flats not emptied - missed four times	Refuse	1	Contractor notified
22.7.14	BDC140312	Barlborough	Burgundy missed due to contamination	Refuse	3	Removal of waste arranged and advice given
18.7.14	BDC140383	South Normanton	Bulk Collection missed twice request for refund	Refuse	1	Authorisation for refund refused, but customer is satisfied as the service still good value for money
18.7.14	520085	Bolsover	Councillor raised a complaint from the tenant regarding repairs to his door	Housing repairs	0	Customer Advisor contacted contractor and confirmed completion date
18.7.14	BDC140508	South Normanton	GM team spayed weeds and damaged conifers and gate	Grounds maintenance	8	Visit arranged to discuss with customer to resolve issue
22.7.14	519052	Clowne	Riser rail keeps coming down as fittings aren't adequate.	Housing repairs	0	Clarified situation with workmen and contacted customer to apologise and rearranged for workmen to refix
24.7.14	BDC141044	Shirebrook	Black bins emptied but bags not taken after strike action	Refuse	2	Removed excess waste

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

28.7.14	514604	Bolsover	Request for dropped curbs not responded to, even though the customer had phoned in since her written communication	Housing repairs	3	DCC responsibility
29.7.14	BDC141574	Whitwell	Burgundy bins not being collected numerous times	Refuse	1	Customer Advisor raised missed collection for service to investigate with contractor
24.7.14	BDC141079	Pleasley	Bin not emptied due to strike action - put bags in green bin with a note on but not emptied	Refuse	1	Additional collection arranged
31.7.14	BDC142017	Pleasley	Black Bin missed and has not been emptied 5 weeks	Refuse	1	Arranged additional collection and all bagged waste
7.8.14	BDC142773	Creswell	Customer complaining that she has to pay for a bin that has gone missing and is not happy	Refuse	2	As good will gesture agreed to provide customer with a second hand bin free of charge
8.8.14	BDC143032	Shirebrook	Customer complaint with regard to an operative at Shirebrook	Leisure	4	Customer contacted and the operative addressed
11.8.14	BDC143129	Shirebrook	Customer complaint with regard to the way the road sweeper and litter has been cleared from the street	Grounds Maintenance	5	Visited customer and explained that there was not an accumulation of debris, gutters were blocked and that this had been reported to DCC to clear

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11.8.14	514604	Bolsover	Still no response from initial Informal Complaint about not responding to request in writing for a dropped curb	Housing repairs	3	DCC responsibility
13.8.14	BDC143487	South Normanton	Complaint with regard to missed black bin	Refuse	2	Advised customer that the crew would go back and empty bin advised customer to have bin out by 6.00 am on collection day
13.8.14	BDC143524	Bolsover	Customer complaint with regard to how long she has been waiting for a burgundy bin replacement	Refuse	2	Apology given to customer and arranged for bin to be delivered
13.08.14	529040	Shirebrook	Customer isn't happy about the mess left after the workmen had attended	Housing repairs		Awaiting department update
13.08.14	513963	Shirebrook	Contractor hit customers car. Contractor did not leave any details but customer has it on CCTV.	Housing repairs		Awaiting department update
13.08.14	519571	South Norm	Customer unhappy with regards to work carried out on combi boiler.	Housing repairs		Awaiting department update
14.8.14	528331	Clowne	Complaints regarding length of time its taking to repair his garage roof.	Housing repairs	3	Job referred onto a contractor. BDC thought the job had been carried out. Co-Coordinator met contractor on site.

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14.8.14	BDC143653	Blackwell	Customer complaint regarding missed burgundy bin	Refuse	1	Agreed to empty bin on this occasion
14.8.14	BDC143720	Shirebrook	Customer complaining that she is on assisted list but green bin keeps being missed	Refuse	1	Spoke to crew, apology given to customer
20.8.14	BDC144295	Pinxton	Customer complaint with regard to the seizure of his dog	Environmental Health	1	Environmental Health Manager advised customer with regard to this ongoing issue -customer has withdrawn complaint
20.8.14	BDC144330	Palterton	Complaining about having to pay for a black bin moved in property in March 2014	Refuse	1	Informed customer that new policy states that a bin must be paid for
20.8.14	BDC144531	Bolsover	Complaint about how customer was dealt with when asking about empty property discounts	Revenues	1	Customer contacted and apology given - explanation as to property discounts discussed
20.8.14	BDC 144644	Glapwell	Complaint with regard to Burgundy bin collection and the fact that crew did not take textile bag	Refuse	1	Supervisor from contractors visited and informed customer that they were putting the wrong items in the bins and asked them to rectify this
20.8.14	BDC 144900	South Normanton	Complaint with regard to bus shelter repairs	Estates & Property	1	Informed customer that this was the responsibility of South Normanton Parish Council - information had been passed on

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21.8.14	521530	Clowne	Customer complaining about mess the workmen have left after carrying out gutter work.	Housing repairs		Awaiting department update
26.8.14	522360	South Normanton	Work carried out is not satisfactory	Housing repairs	1	Customer contacted and rearranged for original workman to revisit
27.8.14	529742	Shirebrook	Not happy about the length of time has had to wait for a gas commission to be carried out on their new property	Housing repairs		Awaiting department update
27.8.14	BDC 145114	Bolsover	Customer complaining with regard to the timescales taken to deal with her benefit claim	Benefits	1	Customer contacted and claim dealt with same day - letter sent to customer
1.9.14	BDC 145662	South Normanton	Customer complaining about the length of time taken to clear away glass	Grounds Maintenance	4	Customer contacted via Contact Centre, glass to be removed and road sweep to take place
2.9.14	BDC 145676	South Normanton	Customer complaining about the burgundy bin collection operatives	Refuse	1	Apology to customer, contractors advised and addressed with operative.
3.9.14	530193	Clowne	Customers family member isn't happy about operatives taking breaks whilst carrying out work	Housing repairs		Awaiting department update
4.9.14	526533	Clowne	Tenant complaining about operatives not looking at a repair problem before stating no work is required	Housing repairs		Awaiting department update

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

10.9.14	BDC 146875	Creswell	Customer complaining about the grass cutting at the Church Yard	Grounds Maintenance	2	Contacted customer and arrange visit to resolve issues
11.9.14	BDC 147212	Shirebrook	Customer complaining about the response received from Revenues with regard to Council Tax	Revenues	2	Complaint addressed by Revenues, apology given
11.9.14	BDC 147215	Newton	Customer complaining about the length of time it is taking for him to receive a recycling bin that he has purchased	Refuse	1	Customer contacted and explanation given - awaiting deliveries for the caddies from suppliers
12.9.14	BDC 147259	Glapwell	Customer complaining that she is on assisted collection but refuse men not putting the bin back in correct place	Refuse	1	Crew spoken to, and message now on the round sheets. Customer informed.
15.9.14	BDC 147412	Bolsover	Complaint with regard to missed clinical collection	Refuse	1	Clinical bags delivered and clinical waste collected
15.9.14	526124	Bolsover	Complaint regarding length of time he has taken to repair steps at the property. The customer also complained about a wall / fence at the side of the property.	Housing repairs		Awaiting department update
16.9.14	528873	Bolsover	Customer is unhappy with the delay for a rendering repair to be carried out	Housing repairs		Awaiting department update

Table E: Summary of Stage One Complaints 1/7/14 – 30/9/14

17.9.14	529044	Bolsover	Complaint about length of time the workmen taken to carry out fencing repairs	Housing repairs	1	Spoke to both customer and workmen regarding issues raised
19.9.14	524950	Clowne	Customer unhappy with regards to gutters being cleaned out and mess left on garden	Housing repairs	2	Spoke to workmen and reiterated best practices, but the mess was mainly dust due to the dry weather
22.9.14	BDC 148360	Bolsover	Complaint with regard to non response from Grounds Maintenance with regard to cutting down tree	Grounds Maintenance	1	Arranged with customer to have tree cut back by 30%
24.9.14	BDC 148737	Barlborough	Complaint regarding the up keep of a grave in Barlborough	Grounds Maintenance	1	Damaged grass replaced and customer informed
24.9.14	BDC 148800	Clowne	Complaint with regard to an Officer's attitude	Environmental Health		Awaiting department update
25.9.14	BDC 148980	Whitwell	Complaint with regard to non collection of burgundy bin	Refuse	3	Left message for customer stating that the crew will empty the bin
30.9.14	BDC 149617	Blackwell	Complaint with regard to the burgundy bin not being emptied	Refuse	1	Arranged for bin to be emptied and informed customer that the contractors would be made aware

Table F: Stage One Complaints Summary by Department 2014/15

Department/Section	01/04/14 – 30/06/14			01/07/14 – 30/09/14			01/10/14 – 31/12/14			04/01/15– 31/03/15			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
CEO/ CEPT															
Customer Service & Improvement															
Community Services															
Legal, Governance and Elections															
Estates & Property				1	1							1	1		
Environmental Health	1		1	2	1	1						3	1	2	
Finance															
Housing	10	8	2	21	10	11						31	18	13	
Leisure				1		1						1		1	
Planning															
Regeneration															
Revenues & Benefits	2	1	1	3	3							5	4	1	
Streetscene Services (Refuse)	28	28		34	34							62	62		
Streetscene Services (GM)	6	6		11	8	3						17	14	3	
Total	47	43	4	73	57	16						120	100	20	

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
14/07/14	Shirebrook	Non response to letter to Environmental Health Department	Environmental Health	11/08/14	18	Apology for delay in response, however no record of receiving original letter
14/07/14	Whitwell	Does not agree with Council Tax Liability Order	Revenues & Benefits	11/08/14	18	Resident is liable for Council Tax
14/07/14	Pinxton	Various complaints with regard to staff attitude	Housing Customer Service (& Improvement)	11/08/14	18	Apology for way dealt with when repair carried out at property
14/07/14	Not known	Not happy with Planning consent	Planning	11/08/14	18	Objections not material considerations in Planning
16/07/14	Pinxton	Antisocial behaviour of families allocated properties in Pinxton	Housing	13/08/14	18	Appropriate action taken
18/07/14	Clowne	Is not happy with the Council's stance on enforcing against horse faeces	Environmental Health Customer Service (& Improvement)	15/08/14	16	Advice given is factually correct, but passed to Derbyshire County Council to look into the Public Right of Way being used as a bridleway
16/07/14	South Normanton	Lack of parking on Princess Avenue	Housing	13/08/14	13	No plans to extend car park
17/07/14	Shirebrook	Wishes to complain about the new arrangements to put food waste in the green recycling bin	Streetscene Services	14/08/14	18	Caddy and green bin can be used at the customer's discretion
17/07/14	Pinxton	Ongoing issues with antisocial behaviour around Council owned property	Housing	14/08/14	19	Flats brought back into use after tenants moved out

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
21/07/14	Bolsover	Not happy with the lack of grounds maintenance carried out around Sherwood Lodge	Streetscene Services Estates & Property	18/08/14	16	Maintenance not carried out as removed from schedule in error but now reinstated
24/07/14	South Normanton	Is not happy with missed refuse collection due to strike action	Streetscene Services	21/08/14	16	Alternative collection not possible but all side waste taken
24/07/14	Clowne	Does not like the new arrangements to put food waste in the green recycling bin	Streetscene Services	21/08/14	16	Caddy and green bin can be used at the customer's discretion
29/07/14	Bolsover	Dangerous condition of neighbour's shed (Council property)	Housing	28/08/14	10	Condition of shed is satisfactory, however, any damage is a private dispute between the parties, the Council would not get involved
01/08/14	Whitwell	Benefits not paid yet	Revenues & Benefits	01/09/14	11	Appeal against Department of Work and Pensions – Derbyshire County Council Welfare Rights had not advised of outcome of appeal
01/08/14	Glapwell	No response in relation to issues with new kitchen	Estates & Property	30/08/14	14	Contractors to return to assess
06/08/14	Bolsover	Neighbour is bullying - had to have Police to incidents	Housing	04/09/14	4	Antisocial Behaviour Officer aware of this (connected to S2/42/1415 – neighbour dispute)
01/08/14	Bolsover	Noisy district heating in sheltered accommodation	Housing		15	Awaiting part for heating system
07/08/14	Pinxton	Land to rear is untidy and needs clearing	Planning	05/09/14	11	No enforcement action justified

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
08/08/14	Bolsover	Various issues regarding the appropriation of Sherwood Lodge and the response to application to register the grounds as an asset of community value	Legal, Governance & Elections (Customer Service & Improvement Estates & Property	08/09/14	10	Explanation of response to application and decision notice
11/08/14	Barlborough	Thinks privacy strip to rear of flat is for their use and has installed a rotary drier	Housing	09/09/14	4	Rotary drier is on land owned by third party – advised to remove
13/08/14	Shirebrook	Wants more enforcement in relation to antisocial behaviour from neighbours	Housing	11/09/14	18	Assurance the Council is doing all it can to resolve
30/07/14	Whitwell	Wants more enforcement in relation to antisocial behaviour from neighbour	Housing	28/08/14	17	Assurance the Council is doing all it can to resolve
12/08/14	Whitwell	Does not agree with Council Tax Liability Order	Revenues & Benefits	11/08/14	8	Resident is liable for Council Tax
19/08/14	Bolsover	The way dealt with when emergency number called	Housing	17/09/14	19	Apology for how dealt with
19/08/14	Bolsover	The way dealt with when calling Contact Centre	Customer Service (& Improvement) Streetscene Services	17/09/14	19	Apology for wrong advice and how dealt with
21/08/14	Shuttlewood	Considers (district) heating charge too high	Housing	19/09/14	14	Heating is subsidised

Table G: Summary of Stage Two Complaints 1/7/14 – 30/9/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
27/08/14	Blackwell	Would like rent paid refunded on property	Housing	24/09/14	18	Property allocated in line with Choice Based Letting policy and procedure
18/09/14	Bolsover	Is not happy with how a noise complaint is being dealt with	Environmental Health	16/10/14		Ongoing service request – advised to allow this process to complete
18/09/14	Clowne	Planning objection – customer referred to complain to the Council by LGO	Planning Environmental Health	16/10/14		
22/09/14	Shirebrook	Disputes the invoice amount for the Tangent	Estates & Property	20/10/14	4	Copy of relevant contract retrieved and sent
24/09/14	Clowne	Has been sent a council tax bill for a property they no longer own	Revenues & Benefits	22/10/14		Account updated - apology as department believed that the resident was aware
26/09/14	Bolsover	Is not happy with the cost of district heating and wants separate bills each tenant	Housing	24/10/14		

Table H - Complaints (Stage 2) Summary by Department 2014/15

Department/Section	01/04/14– 30/06/14			01/07/14– 30/09/14			01/10/14- 31/12/14			04/01/15– 31/03/15			Total 2014/15		
	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
CEO/ CEPT															
Customer Service & Improvement	4	4		4	4								8	8	
Community Services	2	2											2	2	
Environmental Health	2	2		4	4								6	6	
Economic Growth															
Estates & Property	2	2		4	4								6	6	
Finance															
Housing	9	9		14	14								23	23	
HR & Payroll	1	1											1	1	
Legal, Governance & Elections	3	3		1	1								4	4	
Leisure	1	1											1	1	
Planning	1	1		3	3								4	4	
Revenues & Benefits	8	8		4	4								12	12	
Streetscene Services	7	7		5	5								12	12	
Total	40	40		39	39								79	79	

Table I: Summary of Stage Three Complaints 1/714 – 30/9/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
09/07/14	Whitwell	Refutes that the damp problems at her son's property are caused by condensation	Housing	06/08/14	18	Tenant lifestyle causing condensation problems, as per the independent damp survey report
11/07/14	Chesterfield	Is not happy with response to Stage Two complaint - wants to know who reported their behaviour as abusive	Customer Service & Improvement	08/08/14	16	Information given at Stage Two is correct – the Council cannot divulge officer's names as this would breach the Data Protection Act 1998
12/08/14	Bolsover	Not happy with lack of enforcement against a Council tenant	Housing	10/09/14	7	Reiterated advice given at stage two - this is a private matter between the two parties and not the responsibility of BDC
18/08/14	Pinxton	Alleged antisocial behaviour from neighbour	Housing Community Safety	16/09/14	20	Reiterated advice given at stage two - evidence is required to take enforcement action in cases of ASB
21/07/14	Bolsover	Not happy with the lack of grounds maintenance carried out around Sherwood Lodge	Streetscene Services Estates & Property	23/09/14	16	Reiterated advice given at stage two - area missed for maintenance schedule and re-instated when the error came to light
17/09/14	Bolsover	Not happy with the lack of grounds maintenance carried out around Sherwood Lodge	Streetscene Services Estates & Property	15/10/14	5	Reiterated advice given at stage two - area missed for maintenance schedule and re-instated when the error came to light
26/09/14	Shirebrook	Still not happy with invoice for £35, has provided a contract (different date) stating £30 for service	Estates & Property	24/10/14	4	The later agreement supersedes the previous agreement and is relevant to the occupancy dates

Table J: Summary of Ombudsman Complaints 2014/15

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
06/05/14	Shirebrook	Benefit claim taking a long time	Revenues & Benefits	02/06/14	18		Awaiting decision
24/6/14	Creswell	Advice agency advises that the complainant has not received a final response from Benefits with regard to DHP	Benefits	22/07/14	20	27/08/2014	Discontinue the investigation as the Council agreed to review the DHP claim
27/6/14	Bolsover	Dust from nearby farm is causing a nuisance	Environmental Health			27/06/2014	Closed after initial enquiries - no further action, because there is insufficient evidence of fault on the Council's part
16/7/14	Bolsover	The Council did not consider the heritage potential of Sherwood Lodge and grounds when deciding to dispose of the site and when granting planning permission for a retail development				09/09/2014	Discontinue the investigation as the complainant did not make the complaint within 12 months of first becoming aware of the matter, there is no reason to exercise discretion. LGO does not consider there is sufficient personal injustice to the complainant and does not intend to investigate further

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.

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

Is the decision a Key Decision? (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
District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Customer Focused Services Strategic Organisational Development

8 Document Information

Appendix No	Title
Table A:	Compliments summary 1/7/14 – 30/9/14
Table B:	Compliments summary by department 2014/15
Table C:	Comments summary 1/7/14 – 30/9/14
Table D:	Comments summary by department 2014/15
Table E:	Stage one complaints summary 1/7/14 – 30/9/14
Table F:	Stage one complaints summary by department 2014/15
Table G:	Stage two complaints summary 1/7/14 – 30/9/14
Table H:	Stage two complaints summary by department 2014/15
Table I:	Stage three complaints summary 1/7/14 – 30/9/14
Table J:	Ombudsman complaints summary for 2014/15
Background Papers (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)	
Report Author	Contact Number
Joint Assistant Director – Customer Service and Improvement Customer Standards and Complaints Officer	Ext: 2343 Ext: 2353