

Bolsover District Council

Executive

30th March 2015

CCC Quarterly Report (Q3) 2014/15

Report of the Cabinet Member for Customer Service, Cllr 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 1st October to 24th December 2014.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 62 (up from 33 the previous quarter) written compliments were received. A good cross section of compliments were received from customers appreciating excellent service, including 16 for Leisure Services in relation to the Sports Awards and the Festival of Brass, 15 for Streetscene Services for a variety of their services and 14 for the Housing Department for both the repairs and maintenance service and also the service provided by the housing management (lettings) facility.

Table B shows the information by department. Please note that the totals in this table differ to the total above, this is due to the crosscutting nature of some compliments and one compliment may be recorded against multiple services.

Comments

The target for comments has changed with the adoption of the new joint Compliments, Comments and Complaints Policy from 1st October 2014. Comments are now acknowledged and passed to the relevant departments within 3 working days, to consider when reviewing their service. There is no requirement for the departments to respond formally, they have the discretion to respond if the comment or suggestion has merit.

Table C shows the number of written comments received for the period. All 5 were acknowledged and passed to the relevant departments within standard.

Table D shows the above information by department. As previously, the totals in this table differ to the total above.

Service Requests

This information is not available at this time as the Firmstep customer information system does not yet have a reporting function for this particular information.

Complaints

Frontline Resolution (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.

Formal Investigation (Stage two)

The target for complaints has changed with the adoption of the new joint Compliments, Comments and Complaints Policy from 1st October 2014. The target for responding to straightforward complaints (sent to departments to respond direct to the customer) and complex complaints (coordinated and responded to by the CS & I Department) has been reduced from 20 to 15 working days.

Tables G and H show the number of stage two complaints received for the period by date order. 28 complaints (10 direct to departments and 18 managed by CS & I) were received during this period. 26 were responded to within our customer service standard of 15 working days giving a performance of 93% within standard. 8 complaints were for the Housing Department, 5 of which were neighbour disputes.

Table I shows the above information by department. As previously, the totals in this table differ to the total above.

Internal Review (Stage three)

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

Ombudsman

Table K shows the status of Ombudsman complaints for 2014/15 as of 13th February 2015. In the period from the last report, two preliminary investigations were received and decided upon. In the first, the Ombudsman discontinued her investigation and recorded the decision as 'Closed after initial enquiries - no further action' as the Ombudsman is unlikely to find fault in the Council's actions, the Council has no part to play in any dispute. In the second complaint, the Ombudsman discontinued her investigation and recorded the decision as 'Closed after initial enquiries - out of jurisdiction'. The Ombudsman advised that she is prevented from investigating the matter as it is a legal matter about land and access rights, and can only be determined by the courts if the parties cannot agree a settlement.

Performance

The target of 93% has been achieved for responding to formal investigation (stage two) complaints within 15 working days for 2014/15. Managing complaints in this way has had the effect of reducing the average response time to 10 working days (14 previously).

Table A: COMPLIMENTS SUMMARY 1/10/14 – 24/12/14

Date Received	Area	Summary of Compliment	Departments Involved
01/10/14	South Normanton	Thanks to Elections team for help regarding declaration of interest for candidate	Legal & Governance & Elections
01/10/14	Langwith Junction	Thanks to the Housing Repairs Section, very happy with all the work which was done efficiently and the Operatives have been very pleasant. Special thanks to Repairs Coordinator who has been very helpful	Housing
01/10/14	Shirebrook	Thank you to Customer Advisor who is very friendly and helpful	Customer Service (& Improvement)
02/10/14	Creswell	Helpful advice from Revenues staff in relation to resident in sheltered accommodation	Revenues & Benefits
03/10/14	Clowne	Thank you to the CEPT team for their hard work in making sure the Namibia Expedition Return Event ran really well with no glitches – a superb job	CEPT
03/10/14	Creswell	Wish to thank the House Clearance Team for the brilliant service	Streetscene Services
03/10/14	Blackwell	Would like to thank the person delivering the caddy	Streetscene Services
07/10/14	Bolsover	The CAN Rangers were amazing at the CVP 'Have Your Say' event	Community Services
08/10/14	Bolsover	Thanks to Election Services for their help and assistance advising Council departments with name change	Legal & Governance & Elections
10/10/14	Pinxton	Road sweeper has done a great job	Streetscene Services
13/10/14	Clowne	Thank you for swift delivery of green bin	Streetscene Services Customer Services
14/10/14	South Normanton	Would like to thank Customer Advisor who had a lovely manner	Customer Services
15/10/14	South Normanton	Road sweeper has done a great job	Streetscene Services
16/10/14	Clowne	Thank you to Governance Team who were helpful and efficient	Legal, Governance & Elections
17/10/14	Shirebrook	Partially emptied recycling bin has now been emptied, many thanks	Streetscene Services
17/10/14	Clowne	Amazing night and food - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Thank you for an excellent evening, the venue, the food and the presenters of the awards were brilliant and I was honoured to receive an award	Leisure
20/10/14	Clowne	Fantastic night - Bolsover Sports Awards	Leisure

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Date Received	Area	Summary of Compliment	Departments Involved
20/10/14	Clowne	Brilliant night and fantastic food - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Always inspirational, well done - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Another great evening - a celebration of all that we believe in - Bolsover Sports Awards	Leisure
20/10/14	Clowne	An excellent celebration of people in sport. Well presented , uplifting - Bolsover Sports Awards	Leisure
20/10/14	Clowne	The talent we have got is second to none. Well done and let's get more promotion for our school from this - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Excellent evening. Makes one realise what a dedicated team there is at Bolsover District Council. A pleasure to see such fine young people - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Well presented, very professional. Other Councils take note - Bolsover Sports Awards	Leisure
20/10/14	Clowne	It was great, really enjoyed it - Bolsover Sports Awards	Leisure
20/10/14	Clowne	Well done for Friday night, it was really good - Bolsover Sports Awards	Leisure
21/10/14	Shirebrook	A great night really enjoyed the 'shake up' (Bolsover Sports Awards took place at school site rather than at sports centre). Thought it worked well	Leisure
21/10/14	Bolsover	An excellent evening (Bolsover Sports Awards), a sincere thank you to all involved, staff and participants alike. We need to let the world know how good we are in Bolsover	Leisure
22/10/14	Langwith Junction	Electrician attended almost straight after ringing Council to repair shower pull cord	Housing
22/10/14	Barlborough	Damaged turf replaced on grave at Barlborough Cemetery for men who had died in a colliery accident	Streetscene Services
27/10/14	Clowne	Thank you for a fantastic evening at the Bolsover Sports Awards we thoroughly enjoyed it and were elated	Leisure
27/10/14	Doe Lea	Thank you for dealing with an abandoned vehicle swiftly	Environmental Health

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Date Received	Area	Summary of Compliment	Departments Involved
28/10/14	Barlborough	Wanted to say thank you, a marvellous job done by the contractors who were accommodating when fitting the wet room	Housing
28/10/14	Barlborough	Would like to thank Customer Advisor for assistance when dustbin was not emptied, the refuse crew came out and emptied the bin and is very grateful for help in the matter	Customer Services Streetscene Services
30/10/14	Tibshelf	Would like to say how lovely the man was who came to sweep the chimney - a real gentleman	Housing
30/10/14	South Normanton	Repairs Operatives were professional, polite and got the job done. Very appreciative of their friendly nature	Housing
30/10/14	Bolsover	Many thanks for your swift action with the fly tipping in my area. Great job thanks	Streetscene Services
04/11/14	Bolsover	Tenant wanted to thank the Repairs Operative who was very polite and friendly and showed his ID card. He did a really good job in very bad conditions when it was raining heavily	Housing
04/11/14	Bolsover	Repairs Operative did a really fabulous job at the property	Housing
06/11/14	South Normanton	Customer Advisors have been dealing with her request for a caddy for the burgundy bin, she would like to thank them for doing what they said they would do, as she has been waiting months and is very grateful for their help	Customer Services
07/11/14	Tibshelf	Would just like to say thank you for the very efficient friendly service received when reported a broken bedroom window catch, all sorted speedily by a very nice efficient Repairs Operative	Housing
11/11/14	Clowne	Thanks for your prompt response. The settee, together with a massive pile of garden waste was removed early this morning. They provide an excellent service and help to maintain the pleasure of walking in this area. Many thanks and please pass on our gratitude to those who clean up the mess.	Streetscene Services
19/11/14	Clowne	Exemplary service received from Senior Recovery Officer, a pleasure to receive such conscientious service	Revenues & Benefits

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Date Received	Area	Summary of Compliment	Departments Involved
18/11/14	Shuttlewood	Wishes to thank Housing Assistant for all his help with father's flat	Housing
20/11/14	Bolsover	Would like to say thank you to Customer Advisor and Housing Repairs Operative for the prompt repair to his heating	Housing Customer Service (& Improvement)
24/11/14	Bolsover	Wanted to pass on his thanks to Repairs Co-ordinator who visited his property and made arrangements to have a radiator moved in the property.	Housing
02/12/14	South Normanton	When taking the dog for a walk this evening seen that the dog bin has been emptied - many thanks to the Contact Centre and the Refuse Team.	Streetscene Services Customer Services
03/12/14	Bolsover	On behalf of the Civic Society I must congratulate you all on the terrific Christmas Festivities day. It was by far the best we have ever had. By the end of the lantern parade there must have been hundreds around the cenotaph. You must all have worked exceedingly hard but it paid off as a great community event with so many individuals, organisations and retailers taking part. We must try and keep up the standard. It was great for the town and all of us who live here.	Economic Growth
04/12/14	Shirebrook	Customer Advisor was extremely helpful, tenant a bad problem with rats and the Advisor got an appointment very quickly, she was 'tremendous'	Customer Services
04/12/14	Clowne	Would like to thank Streetscene Technical Officer for arranging for the Grounds Maintenance Team to open up a waste bin so he could retrieve his money accidently thrown into the bin	Streetscene Services
04/12/14	Bolsover	Consultation coordinated by CEPT for the Economic Development and Housing Strategy with Parish and Town Councils went very well	CEPT
08/12/14	South Normanton	Has been dealing with the Contact Centre on behalf of her aunt who has moved to council property and claims council tax support and housing benefit. Everyone has been very professional, polite and extremely helpful	Customer Services
09/12/14	Bolsover	Many thanks for your swift response to my issue with road sweeping great job thanks	Streetscene Services

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Date Received	Area	Summary of Compliment	Departments Involved
09/12/14	Glapwell	Would like to say thank you for the quick response and the good job done in clearing the leaves last week on Back Lane from the A617 to Bolsover Road	Streetscene Services
11/12/14	Bolsover	Resident had just brought his wife out of hospital and found the radiator was cold, he informed the Contact Centre that the contractor's van was outside. The Customer Advisor contacted the contractor who went to repair it. Very pleased with quick way the Customer Advisor had responded to his problem, the staff in the Contact Centre are so helpful and a credit to the Council.	Customer Services
12/12/14	Stanfree	Resident had some work done to his property recently and wanted a message passed onto the Repairs Inspector to say thank you to the Operatives for doing such a good job and leaving the work area clean and tidy	Housing
18/12/14	Bolsover	Would like to thank Officer in the ICT Department who has gone above and beyond in the help provided.	ICT
18/12/14	Tibshelf	Thanks to the Grounds Maintenance Coordinator and team for acting so quickly, they responded within 7 days	Streetscene Services
19/12/14	Shirebrook	Thank you to electrician for putting everything back, not making a mess and a job well done	Housing
22/12/14	London	Thanks to the Leisure Department and everyone involved for raising £319 at the Festival of Brass	Leisure
23/12/14	Clowne	The day after reporting problems with getting the radiators hot, a plumber was on scene to get them partially working but the valves needed replacing. Within three weeks, the plumber was back and the problem resolved. The plumber himself (contractor) was extremely helpful and friendly	Housing

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	2		3
Customer Service & Improvement	4	7	10		21
Community Services	1	2	1		4
Legal Governance & Elections	2	1	3		6
Environmental Health		1	1		2
Finance		1			1
Housing	7	11	14		32
HR & Payroll		1			1
ICT			1		1
Leisure	2		16		18
Planning	1				1
Economic Growth		1	1		2
Revenues & Benefits	2	4	2		8
Streetscene Services	6	9	15		30
Totals	25	39	66		130

Table C: SUMMARY OF COMMENTS 1/10/14 – 24/12/14

Date Received	Area	Summary of Comment	Departments Involved	No of work days
03/10/14	Unknown	Thinks Council Tax is a 'scam'	Revenues & Benefits Legal, Governance & Elections	1
16/10/14	Chesterfield	Unhappy with lack of toilets in Bolsover	Estates & Properties	1
03/11/14	Shirebrook	Questioning investment in Shirebrook	Economic Growth Leisure	1
18/11/14	Glapwell	Comments about grass being churned up and planning permission given to developers	DCC Planning	1
11/12/14	Pinxton	Still not happy with garage site	Streetscene Services Customer Service & Improvement Housing	1

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 – 24/12/14			02/01/15 – 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. Ack'ed in time	No. Ack'ed out of time	No. of Comments	No. Ack'ed in time	No. Ack'ed out of time	No. of Comments	No. Ack'ed/ Responded to in time	No. Ack'ed/ responded to out of time
CEO/ CEPT															
Customer Service & Improvement	1	1		1	1		1	1					3	3	
Community Services															
Legal, Governance and Elections	2	2		1	1		1	1					4	4	
Environmental Health				4	4								4	4	
Estates & Property				5	5		1	1					6	6	
Finance	1	1											1	1	
Housing	3	3		6	6		1	1					10	10	
Leisure				2	2		1	1					3	3	
Planning	1	1		1	1		1	1					3	3	
Economic Growth				3	3		1	1					4	4	
Revenues & Benefits	1	1		2	2		1	1					4	4	
Streetscene Services	4	4		2	2		1	1					7	7	
Total	13	13		27	27		9	9					49	49	

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

Date Received	Reference	Area	Summary of Complaint	Departments Involved	No of work days	Remedy
01.10.14	BDC 149658	Clowne	Complaint with regard to having a small black bin delivered	Refuse	2	Contacted customer and advice given
01.10.14	BDC 149764	Shirebrook	Customer complaining with regard to having to purchase a green bin	Refuse	3	On this occasion supplied customer with second hand bin
01.10.14	BDC 149762	Tibshelf	Customer complaining that workman was using mobile phone whilst driving	Grounds Maintenance	2	Member of crew spoken to and customer advised.
02.10.14	BDC149908	Anon	Complaint with regard to the burgundy bin not fully emptied	Refuse	2	Apology but contractor following policy
03.10.14	BDC 150151	Blackwell	Customer complaining about not having the burgundy bin emptied	Refuse	2	Contaminated bin but agreed to empty on this occasion
06.10.14	BDC 150302	Hardstoft	Customer complaining that the burgundy bin keeps being missed	Refuse	3	Information received from contractors relayed to customer
06.10.14	532526	Shirebrook	Tenant not informed about gas supply on new tenancy	Housing		
07.10.14	BDC150487	Creswell	Complaint with regard to missed black bin and the new bin is smaller	Refuse	1	Contacted customer and advice given
07.10.14	BDC 150564	Pinxton	Complaint with regard to missed bin and how dealt with when reported	Refuse	2	Arranged for burgundy bin to be emptied today and discussed with relevant advisor

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13.10.14	532595	Out of area	States a BDC van has been parked outside a property and has not moved	Housing	0	Contacted caller
13.10.14	532941	Shirebrook	Customer states that no one attended his property for loss of heating which incurred loss of earnings	Housing	1	Engineer called today and rectified fault
15.10.14	BDC 151616	Clowne	Burgundy bin not emptied due to contamination of plastic	Refuse	2	Arranged for crew to empty burgundy bin message left on answer phone
15.10.14	526228	Bolsover	The contractors have been and filled the area of the leak to the garage but wants to move to another plot	Housing	5	Housing Officers contacted customer
16.10.14	527827	South Normanton	Tenants are unhappy with the plastering	Housing	0	Card left for access dates
16.10.14	BDC 151767	Bolsover	Complaint about state of neighbour's property (council tenant)	Housing	2	Arranged for Ranger and Pest Control operatives to visit to resolve problems.
16.10.14	BDC 151809	Shirebrook	Complaint with regard to the burgundy bin not being emptied	Refuse	2	Arranged for bin to be emptied and customer informed
16.10.14	533127	Shirebrook	Contractors attended the property and customers returned to find outhouse full of water	Housing	0	Workmen returned to rectify problem immediately, only thing wet appeared to be the door mat (photos taken)
16.10.14	533825	South Normanton	Tenant is unhappy with the quality of plastering	Housing	3	Message left to contact Council

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17.10.14	BDC 151984	Tibshelf	Lack of response to grass cutting request	Grounds Maintenance	3	Customer contacted to resolve the issue
20.10.14		Shirebrook	Scaffolding has damaged property on table outside	Housing		
20.10.14	BDC 152334	Tibshelf	Complaint that information had not been passed with regard to a drain problem	Housing	2	Issue resolved with customer and problem addressed
21.10.14	BDC 152511	Shirebrook	Complaint regarding missed green bin collection	Refuse	1	Apologised for allocating missed bin to wrong resource so missed, mop-up collection arranged
22.10.14	525578		Ridge tiles blown off	Housing	1	Repairs Inspector visited property
24.10.14	532471	South Normanton	Door seal and cavity wall insulation required	Housing		Repairs Inspector called tenant and informed of action to be taken
24.10.14	533520	Clowne	Workmen have visited to carry out a repair but were unable to do so because of the weather	Housing	1	Repairs Inspector called tenant and informed of action to be taken
24.10.14	534323	Bolsover	Tenant is unable to use toilet	Housing	0	Arranged for Engineers to attend - BDC12852
28.10.14	534432	South Normanton	Tenant says they were advised to remove textured coating on ceiling	Housing	5	Inspected 24.07.14 - at no point did the Repairs Inspector say that it was safe to remove the textured coating, a repair was raised to repair a small area, stating to treat as asbestos (as previous problems on this street)

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

30.10.14	534583	Bolsover	Advised that the contractor would call but did not	Housing	0	Customer contacted
04.11.14	BDC 154336	Tibshelf	Complaint that the whole street bin collection was missed, except 1 bin	Refuse	2	Crew advised and customer contacted
06.11.14	BDC 154707	Newton	Customer complaining about the length of time taken to deliver a burgundy bin	Refuse	2	Arranged for bin to be delivered and informed customer accordingly
12.11.14	BDC 155484	Creswell	Customer complaining that his assisted burgundy bin keeps being missed	Refuse	3	Arranged for bin to be emptied and contractors contacted
13.11.14	BDC 155555	Whitwell	Customer Complaint that black bin keeps being missed	Refuse	1	Arranged for bin to be emptied and apology given
13.11.14	535580	Clowne	No heating – contractors ordering a part	Estates & Properties	0	District heating - tenant provided with a fan heater and was offered an additional heater
14.11.14	BDC 155856	Clowne	No response regarding the cutting back of overhanging trees	Grounds Maintenance	1	Customer contacted and agreed to cut large trees down to 30%
14.11.14	BDC 155910	Bolsover	Complaint that customer has 2 black bins and they have not been emptied	Refuse	1	Note issued to customer to say that only one bin will be emptied in future but both bins emptied as a one off good will gesture
19.11.14	BDC 156468	Bolsover	Black bin missing and doesn't want to pay for a replacement	Refuse	1	Used recycled bin given to customer free as a goodwill gesture

Table E: Summary of Stage One Complaints 1/10/14 – 24/12/14

19.11.14	BDC 156517	Bolsover	Customer complaint with regard to verge maintenance request	Grounds Maintenance	1	Passed to DCC
21.11.14	BDC 156808	Clowne	Complaint that information was not displayed in Contact Centre	Customer Services	1	Apology and assurance that the relevant information is displayed
21.11.4	531846	Bolsover	Tenant wanted to complain about an operative's driving	Housing	3	Customer contacted but unable to confirm the identity of the vehicle
24.11.14	536775	Clowne	Appointment for a gas commission but the engineer called prior to the appointment slot	Housing	0	Engineer to return the following day
26.11.14		Bolsover	Damp & mould in property, unhappy with the length of time this is taking to resolve	Housing	0	Customer contacted
26.11.14	BDC157525	Clowne	Customer complaining with regard to bin being missed	Refuse	2	Advised on presenting the bin at kerbside, one off collection arranged
26.11.14	BDC 157528	Whaley Thorns	Complaint in regard to mess made by workmen when cutting down tree	Grounds Maintenance	2	Sweep organised for footpath, separate issue regarding tree stump discussed
26.11.14	BDC 157529	Tibshelf	Customer complaining with regard to having a smaller bin delivered	Refuse	3	Streetscene Services have written to the customer explaining why smaller bins are being delivered
02.12.14	411771	South Normanton	Boiler, bath & kitchen have been condemned	Housing	0	An inspection raised

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04.12.14	BDC 158389	Newton	Customer complaint with regard to burgundy bin delivery timescales and collection	Refuse	1	Arranged for bin to be delivered and informed customer accordingly
04.12.14	BDC 158496	Clowne	Complaint with regard to the cutting of bushes he planted	Grounds Maintenance	6	The bushes in question were on BDC land
04.12.14	BDC 158539	Whitwell	Complaint with regard to rent arrears	Housing	1	Customer contacted
05.12.14	BDC 158574	Whitwell	Complaint regarding District Heating	Estates & Properties	1	Contractors to go back and look at the boiler
09.12.14	BDC158978	Creswell	Customer complaining with regard to her missed burgundy bin collection	Refuse	2	Spoke to Contractors to rectify problem and customer informed
10.12.14	BDC159194	Clowne	Complaint with regard to missed burgundy bin	Refuse	2	Arranged for bin to be emptied
10.12.14	532166	Clowne	Mould problems still being experienced even though tenant has followed instructions of how to get remove it	Housing	2	Card left – no access
10.12.14	538245	Clowne	Tenant advises he overheard a telephone conversation regarding him	Housing	0	Message left for tenant asking him to make contact with Repairs Coordinator
11.12.14	BDC159272	Shuttlewood	Complaint regarding Data Protection Authorisation letter for Housing	Customer Services	1	Letter was forwarded to Revenues - no reference number to identify which department it related to
11.12.14	BDC159319	Shirebrook	Complaint with regard to missed burgundy bins.	Refuse	2	Bin emptied and Recycling Officer visited with regard to bin contamination

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12.12.14	BDC159390	Shirebrook	Customer complaint regarding missed bin	Refuse	1	Customer contacted and explained why bins were missed due to access, arranged for side waste to be taken & bin to be emptied
12.12.14	BDC159442	Pinxton	Complaint regarding attitude of Customer Advisor	Customer Services	1	Apologised to customer and CA reminded of service standards
12.12.14	BDC 159447	Palterton	Customer complaint regarding the leaves in the Reception area at Clowne	Customer Services	1	Explained that the area is normally tidy, problems were due to the unusual adverse weather conditions, assurance that area to be kept tidy
15.12.14	BDC159518	Bolsover	Complaint regarding the suspension of benefit	Revenues & Benefits	2	Determined by the Benefit Appeals process
15.12.14	BDC159676	South Normanton	Customer complaining with regard to replacement black bin	Refuse	2	Mix up with addresses for the bin delivery, arranged for the bin to be delivered
18.12.14	BDC160130	Shirebrook	Customer complaint with regard to missed burgundy bin	Refuse	2	Bin contaminated, but organised a collection as a goodwill gesture
18.12.14	BDC160145	Bolsover	Customer complaint with regard to assisted bin request	Refuse	0	Awaiting further information from customer
18.12.14	BDC160168	Creswell	Complaint with regard to missed black bin	Refuse	2	Apology given to customer and collection arranged.
19.12.14	BDC160272	South Normanton	Complaint with regard to delivery of black bin.	Refuse	1	Organised delivery of bin, customer informed
19.12.14	BDC 160292	Tibshelf	Complaint with regard to missed burgundy bin	Refuse	3	Arranged for bin crew to empty bin

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18.12.14	BDC160168	Creswell	Complaint with regard to missed black bin	Refuse	2	Apology given to customer and collection arranged
19.12.14	537325	South Normanton	Damp problem - feels that there is a bigger problem and that it's not just condensation	Housing	1	Message left for customer to contact
19.12.14	537591	Bolsover	Length of time to reglaze following a burglary	Housing	0	Contractor to strengthen board - glazing on 22.12.14
23.12.14	BDC160562	Shirebrook	Customer not happy with how his brother was dealt with when engineers responded to blocked drain request	Estates & Properties	0	Customer advised of items being flushed down the drains – escalated to formal investigation
23.12.14	BDC160598	Tibshelf	Complaint with regard to missed black bin	Refuse	1	Arranged for bin to be delivered and informed customer accordingly
24.12.14	BDC160634	Clowne	Complaint with regard to missed burgundy bin	Refuse	1	Arranged for bin to be emptied advised customer to present bin at kerb side
24.12.14	BDC160647	Langwith	Complaint with regard to missed burgundy bin	Refuse	1	Advised it had not been emptied due to contamination, emptied as a one off goodwill gesture
24.12.14	BDC160660	South Normanton	Complaint with regard to length of time taken to clear litter	Grounds Maintenance	1	Advised customer that a litter pick was carried out on the 22.12.14 - new litter pick arranged

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 – 24/12/14			02/01/15– 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							4	4					4	4	
Community Services															
Legal, Governance and Elections															
Economic Growth															
Estates & Property				1	1		3	3					4	4	
Environmental Health	1		1	2	1	1							3	1	2
Finance															
Housing	10	8	2	21	10	11	25	23	2				56	41	15
Leisure				1		1							1		1
Planning															
Revenues & Benefits	2	1	1	3	3		1	1					6	5	1
Streetscene Services (Refuse)	28	28		34	34		33	33					95	95	
Streetscene Services (GM)	6	6		11	8	3	7	6	1				24	20	4
Total	47	43	4	73	57	16	73	70	3				193	170	23

Table G: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by department)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/10/14	Barlborough	Unhappy with non response to previous correspondence (including a FOI request)	Streetscene Services	08/10/14	2	Apology for non-response – processed as a service request
03/10/14	Clowne	Benefit claim is taking too long to assess	Revenues & Benefits	13/10/14	6	Complaint withdrawn
17/10/14	South Normanton	Not happy with delivery of new bin service	Streetscene Services	07/01/14	15	Streetscene Services following up with contractors
31/10/14	Whitwell	Wants to complain about how Housing Department is dealing with complaints against her	Housing	20/11/14	14	Apology for any distress caused, the Officer was trying to provide support
24/11/14	Pinxton	Non response from Environmental Health Department regarding alleged noise and dust pollution	Environmental Health	15/15/14	15	Apology for delay – ongoing complaint re pollution
04/12/14	Tibshelf	Unhappy with smaller replacement bin	Streetscene Services	08/12/14	2	Explained rationale behind smaller replacement bins
11/12/14	Clowne	Wants more action against neighbour who she feels is being antisocial	Community Services	16/12/14	3	Complaint about the neighbour has been investigated and no nuisance witnessed
11/12/14	Creswell	Boiler not fixed but reported weeks ago	Housing	12/01/15	16	Boilers to be replaced on a rolling programme
11/12/14	Clowne	Does not agree with proposed development in Clowne	Planning	07/01/15	13	Rationale behind provision of new homes/ development requirements
19/12/14	Bolsover	Not happy that he has been refused the assisted bin collection service	Streetscene Services	19/01/15	25	Does not fulfil the criteria to receive the service

Table H: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
01/10/14	Whitwell	Inadequate toilet facilities left by contractors working on behalf of BDC, also radiator left leaking	Housing	16/10/14	11	Apology for delay to repair - difficulty in sourcing a part to non-Council fitted toilet
02/10/14	Clowne	Does not like smaller replacement bin and wants Council Tax refund	Streetscene Services Customer Services Revenues & Benefits	20/10/14	12	Policy change means smaller domestic bins are provided (to encourage recycling), apology for confusion, Council Tax refund is not appropriate
02/10/14	Shirebrook	Behaviour of Council tenant next door (to private property) encroaching on driveway (shared access)	Housing Legal, Governance & Elections	21/10/14	13	The area is shared access, however a number of options are being considered and residents consulted
06/10/14	Creswell	Unhappy with how dealt with when contacting the Council by telephone regarding a benefit claim	Revenues & Benefits Customer Services	22/10/14	12	Delays were due to conflicting or lack of evidence supplied
03/10/14	Pleasley	No response to earlier communication	Estates & Properties	14/10/14	7	Complaint withdrawn 14/10/14
09/10/14	South Normanton	Wants Benefits to make a payment to Council Tax	Revenues & Benefits	16/10/14	5	Complaint out of scope
08/10/14	Bolsover	Questioning a member of staff's customer service manner	Revenues & Benefits	09/10/14	1	Complaint withdrawn 9/10/14
14/10/14	South Normanton	Park area at Broadmeadows is overgrown and not compliant with DDA	Customer Services Streetscene Services Leisure	31/10/14	13	Some areas are in DCC remit, areas within BDC jurisdiction to be improved

Table H: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
16/10/14	Langwith	Area around Langwith - especially play area - is unkempt	Leisure Streetscene Services	22/10/14	4	Areas fall under remit of DCC and SPC
28/10/14	Langwith Junction	Not happy with response from TMO and CAN Rangers in relation to tree next door	Housing Community Services Streetscene Services	18/11/14	15	Tree is not causing any problems, advice on how to proceed with 'Right to Light' if applicable
04/11/14	Creswell	Not happy with advice given with regard to Council Tax support	Customer Services Revenues & Benefits	11/11/14	5	Correct advice given - non declaration of a change of circumstance
23/10/14	Bolsover	Still awaiting repairs	Housing	12/11/14	14	Repairs delayed because of no access - work rearranged
14/11/14	Bolsover	Obstructive parking on Station Road by car sales	Environmental Health Planning	08/12/14	15	The Council can only take action under very specific criteria (which apply in this case)
21/11/14	Bolsover	Objection to Bolsover development	Planning Estates & Properties Economic Growth	08/12/14	11	Explained rationale for development
05/12/14	Clowne	Letter sent from Housing and also thinks Council is not adhering to its own customer service standards	Housing Customer Services	12/12/14	5	Apology - letter sent in error, but if informed earlier, a 2nd letter would not have been sent

Table H: Summary of Stage Two Complaints 1/10/14 – 24/12/14 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
10/12/14	South Normanton	Does not agree with paying for bins and wants refund for time taken to deliver	Streetscene Services Customer Services	07/01/15	14	Apology for delay which was due to a number of circumstances which were beyond the control of the Council (bin supplies etc)
18/12/14	Clowne	Ongoing issues with football being played on Council land adjacent to property, shrub cut down on Council land	Leisure Streetscene Services Legal	14/01/15	13	Without prejudice offer to help alleviate problems, over which the Council has no control
18/12/14	Shirebrook	Complaint regarding next door neighbour's block paving	Housing	22/12/14	2	Tenant has been given options to resolve

Table I - 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		6	6					8	8	
Community Services	2	2					2	2					2	2	
Environmental Health	2	2		4	4		2	2					6	6	
Economic Growth							1	1							
Estates & Properties	2	2		4	4		2	2					6	6	
Finance															
Housing	9	9		14	14		8	7	1				23	23	1
HR & Payroll	1	1											1	1	
Legal, Governance & Elections	3	3		1	1		2	2					4	4	
Leisure	1	1					3	3					1	1	
Planning	1	1		3	3		3	3					4	4	
Revenues & Benefits	8	8		4	4		6	6					12	12	
Streetscene Services	7	7		5	5		10	9	1				12	12	1
Total	40	40		39	39		45	43	2				122	120	2

Table J: Summary of Stage Three Complaints 1/10/14 – 24/12/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
06/10/14	Langwith	Decision taken in relation to an FOI query and non-response from the department	(Customer Service &) Improvement Revenues & Benefits	30/10/14	17	Apology for wrong advice on how to make a request given initially, but decision not to release under FOI is correct
04/11/14	Shirebrook	Behaviour of Council tenant next door (to private property) encroaching on driveway (shared access)	Housing Legal, Governance & Elections	02/12/14	20	Shared access is offset and neighbouring tenant has right of access
07/11/14	Shuttlewood	Considers district heating charge too high	Housing	04/12/14	19	Heating charge is subsidised
12/11/14	Tibshelf	Wants Council Tax and Rent debts writing off	Housing Revenues & Benefits	02/12/14	20	Council Tax liability has been reviewed (and is no longer payable) tenancy signed in line with policy and procedure, so charge remains

Table K: 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

Table K: 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
5/11/14	South Normanton	Neighbour had planning permission, but complainant advises they are building near to or over the boundary	Planning			05/11/2014	Closed after initial enquiries - no further action as the Ombudsman is unlikely to find fault in the Council's actions, the Council has no part to play in any dispute.
14/1/15	Shirebrook	Behaviour of Council tenant next door (to private property) encroaching on driveway (shared access)	Housing Legal, Governance & Elections Estates & Properties			14/01/2015	Closed after initial enquiries - out of jurisdiction

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 1/10/14 – 24/12/14
Table B:	Compliments summary by department 2014/15
Table C:	Comments summary 1/10/14 – 24/12/14
Table D:	Comments summary by department 2014/15
Table E:	Stage one complaints summary 1/10/14 – 24/12/14
Table F:	Stage one complaints summary by department 2014/15
Table G:	Stage two complaints summary (departmental response) 1/10/14 – 24/12/14
Table H:	Stage two complaints summary (CS & I response) 1/10/14 – 24/12/14
Table I:	Stage two complaints summary by department 2014/15
Table J:	Stage three complaints summary 1/10/14 – 24/12/14
Table K:	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