

Bolsover District Council

Executive

15th June 2015

CCC Quarterly Report (Q4) and Annual Summary 2014/15

Report of the Leader of the Council

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 2nd January to 31st March 2015 together with a summary for 2014/15.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 48 (down from 62 the previous quarter) written compliments were received. A good cross section of compliments were received from customers appreciating excellent service, including 12 for Housing Department, 11 for Streetscene Services and 10 for Customer Services.

Table B shows the information by department. Please note that the totals in this table may 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

Following 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 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 9 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 may 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)

Following 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 with a target performance of 95%.

Tables G and H show the number of stage two complaints received for the period by date order. 34 complaints (13 direct to departments and 21 responded to by CS & I) were received during this period. 31 were responded to within our customer service standard of 15 working days giving a performance of 91% within standard and gives an annual performance figure of 96%. There were no trends this quarter.

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. Also included in this process are Internal Reviews (complaints) about responses to requests for information made under the Freedom of Information Act 2000. During this period 6 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 20th April 2015. In the period from the last report, three initial investigations were received and decided upon. In one, the Ombudsman discontinued her investigation and recorded the decision as 'Closed after initial enquiries - no further action'. The Ombudsman will not investigate this complaint as there is no maladministration and the planning decisions are out of time. In a second complaint, the Ombudsman discontinued her investigation and referred the matter to the Council, as the complaint has not been dealt with. It is currently going through the insurance process. The remaining complaint has now been passed to an investigation

team. A fuller report on Ombudsmen cases will be presented to the Executive following receipt of the LGO Annual Letter and statistics from the Housing Ombudsman.

Performance

The target of 91% has been achieved for responding to formal investigation (stage two) complaints within 15 working days for the last quarter, bringing the average overall to 96% for the financial year 2014/15. The average response time is 11 working days for this quarter.

Summary for 2014/15

The following tables provide a summary of performance for compliments, comments and complaints for 2014/15.

Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2014/15	2013/14 Total	2012/13 Total
Compliments	24	33	62	48	167	135	127
Comments	9	25	5	9	48	46	56
Stage 2 Complaints	27	32	28	34	121	140	164
Stage 3 Complaints	3	7	4	6	20	25	35
Total	63	97	99	97	356	346	382
Stage 1 Complaints	47	73	73	117	310	211	143
% Comments responded to/ acknowledged within standard	100%	100%	100%	100%	100%	98%	100%
% Stage 2 responded to within standard (target from 1/10/14 – 95%)	100%	100%	93%	91%	96%	100%	100%
Average response in days	14	14	10	12	12	14	15
% Stage 3 responded to within standard	100%	100%	100%	100%	100%	92%	100%
Average response in days	17	13	19	17	16	15	15

When comparing 2014/15 to the previous year of 2013/14, the following is noted:

- Received more written compliments
- Received a similar number of comments
- Received more frontline resolution complaints
- Received slightly fewer formal investigation complaints
- Received slightly fewer internal review complaints

The above would appear to indicate that better handling and resolution of complaints at an earlier stage results in fewer formal complaints.

Customer Feedback

No trends have been identified which would have to result in changes made as a result of customer feedback. However, one comment was received which may suggest how customers feel when making a complaint and needs to be borne in mind when dealing with complainants:

- The Council should act quicker on complaints, it shouldn't be left to your (central) department

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

Date Received	Area	Summary of Compliment	Departments Involved
02/01/15	Tibshelf	Wants to thank all staff who answer her calls and to wish them all a Happy New Year, she is 92 years old and has never had a problem with regard to any call she has made	Customer Service (& Improvement)
02/01/15	Creswell	Thanks to Benefits Department for help in claiming benefits during the customer's period of incapacity	Revenues & Benefits
08/01/15	Langwith Junction	Wants to thank the plumber for doing a good job	Housing
08/01/15	Shirebrook	Customer rang to say thank you so much for all the kindness the C.A.N. Rangers gave to her	Community Services
09/01/15	Pleasley	Customer wanted to say how grateful he was to the road sweeper working in Pleasley area this week for doing a remarkable job at clearing the road	Streetscene Services
09/01/15	Bolsover	Customer wanted to say how helpful and friendly Pest Control Technician was when assisting with a property they manage	Environmental Health
14/01/15	Clowne	Would like to thank Refuse for acknowledging his problem and taking action in emptying his bin. It is much appreciated	Streetscene Services
15/01/15	Bolsover	Would like to personally thank the Senior Economic Development Officer for all the hard work on the project for Bolsover Town, think they are doing a great job, very enthusiastic and a real breath of fresh air	Economic Growth
15/01/15	London	Thanks to Arts Development Officer for supporting the Breast Cancer Campaign	Leisure

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

Date Received	Area	Summary of Compliment	Departments Involved
16/01/15	Clowne	Please convey thanks to the out-of-hours team that resolved the problem with the communal central heating on Recreation Close. The problem was reported during the late evening and the radiators were hot again by 01:00 a.m. Excellent service!	Housing
16/01/15	Clowne	Customer Advisor on Meet & Greet was very welcoming and gave me a feeling of 'welcomeness'. I didn't think things could get any better-but they did. I had to queue but when I eventually got to the enquiries window the young lady was very professional, patiently went through the paperwork I had presented and pointed out the further paperwork I needed to provide. It is the first time that I have visited your offices and felt that I have been dealt with as a person (rather than a nuisance). I think both Customer Advisors should be commended and are a real asset to your organisation	Customer Service (& Improvement)
19/01/15	Bolsover	Thank you! This morning, the gentleman who is responsible for the unenviable task of emptying the dog faeces bins was in the vicinity. I explained to this lovely gentleman that there were some dog faeces outside a neighbouring property. I enquired if I should e-mail to report its removal but he kindly removed it as I informed him that children lived in the vicinity. This gentleman was very polite and extremely pleasant and does what must be a rather unpleasant but extremely essential service to the public. Please can you ensure that my sincere thanks are conveyed to him and his manager. An employee the Council should be proud to have working for them.	Streetscene Services
22/01/15	Shirebrook	Would like to pass thanks on to the workmen who cleared pathways to properties on Willow Avenue Shirebrook - very good of them to have done it and it has made it much easier to walk	Streetscene Services
22/01/15	Shuttlewood	Would like to compliment Customer Advisor regarding the response to a query relating to the car park in the middle of Bolsover that is owned by BDC, it was very helpful	Customer Service (& Improvement)
22/01/15	Elmton	Wanted to say thank you to the Customer Advisor for ringing her back leaving a message about the bin crew returning to empty her bin	Customer Service (& Improvement)

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

Date Received	Area	Summary of Compliment	Departments Involved
26/01/15	Shirebrook	A huge thanks to Partnership Performance and Sustainability Officer for going over and above to help the team with their statistics	CEPT
23/01/15	Bolsover	Partnership Admin and Communications Officer was a great help at a Youth Council meeting - very pro-active	CEPT
23/01/15	Bolsover	Very impressed with Housing Needs Officer who allocated the property and understood the customer's housing needs at the time - a big thank you	Housing
28/01/15	Creswell	Thanks to support analyst for arranging for the use of a laptop and ensuring it had the necessary programmes to connect successfully	ICT
28/01/15	Creswell	The plumber repaired both toilets - he did a lovely job and left everywhere clean and was very nice	Housing
29/01/15	Bolsover	Customer says that she was travelling through Clowne to Stanfree and was having a lot of difficulty due to the snow. Three of the bin crew helped her and pushed her car a very long way. She is diabetic and started having a hypo and the men got her some chocolate and a drink and really calmed her down. Would like to say a massive thank you to them for being extremely helpful. She says she will be contacting the Derbyshire Times to inform them of her 'wonderful experience'.	Streetscene Services
02/02/15	Creswell	Two dogs running around Creswell in front of cars, which the customer took in as they were a danger to drivers. Then phoned Central Control and the operator provided helpful, clear and professional advice of how to get them to emergency kennels	Housing Environmental Health
04/02/15	Newton	Thanks to Housing repairs for sorting the heating problem	Housing
06/02/15	Bolsover	Thanks to plumber for helping with an unrelated matter when repairing the toilet cistern	Housing
17/02/14	Clowne	Customer wanted to call to say how nice the workman was that visited today. He was extremely helpful and polite. A credit to the Council - a huge thank you	Housing

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

Date Received	Area	Summary of Compliment	Departments Involved
18/02/15	Bolsover	Road in Bolsover has been swept and cleaned today and resident is very impressed with the result. She said that the pavement outside the school was covered and is now completely clear - thank you for doing such a great job.	Streetscene Services
20/02/15	Hardstoft	Just wanted to say thanks for responding to my email about the litter on our road. We appreciate the work done and the road looks so much better.	Streetscene Services
23/02/15	Blackwell	Lady had a fall while walking and two workmen stopped their van, helped the lady and rang an ambulance. She would like to thank the men very much they were very nice and helpful.	Housing
24/02/15	Shirebrook	Customer wanted to say how friendly and efficient the gentleman was that went out to fix the shower. She said he was very polite and she felt very safe having him in her home	Housing
25/02/15	Glapwell	Gentleman was dealt with by a very nice person in the Contact Centre about a lorry stuck on the grass verge	Customer Service (& Improvement)
26/02/15	Langwith Junction	Thank you to Streetscene Services team for cleaning up so promptly	Streetscene Services
26/02/15	Pinxton	Litter cleared from Brookhill Lane - work carried out over two days and the crew did a really good job. Very pleased with the results	Streetscene Services
27/02/15	Shirebrook	On the 29th of January 2015 we had some adverse weather - snow. I would, even at this late date, like to compliment the bin men on their work, Briar Close, Model Village and Pear Tree estate were collected. The men must have struggled to cover these areas, as the buses stopped running into Shirebrook, but the Refuse Team covered it in the bad conditions	Streetscene Services
02/03/15	South Normanton	Thank you so much for telling me about the Employment Support Allowance program, I didn't think we could get any help, so I want to thank you again for giving us the information	Revenues & Benefits
03/03/15	Whitwell	Resident would like to say thank you for his new wash hand basin, the Council have done what they promised. Thanks go to the workman as well who was on time, polite and left everything tidy	Housing Customer Service (& Improvement)

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

Date Received	Area	Summary of Compliment	Departments Involved
04/03/15	Bolsover	Thank you to Customer Advisor for the empathy shown in relation to her mother, they are very grateful	Customer Service (& Improvement)
16/03/15	Unknown	Thanks for the information in relation to a development control matter	Planning
17/03/15	Pinxton	A huge 'thank you' to two of the refuse crew, the lady had a bad fall when getting her bin in today and the refuse crew helped her, got her into the house and made sure she was okay. The resident was extremely grateful and said she would have still been there if it hadn't been for them. The lady couldn't remember their names but would like her thanks passing onto them and their manager to be informed	Streetscene Services
18/03/15	Clowne	Training is very much appreciated - very positive feedback	Finance
18/03/15	South Normanton	Wanted to thank Customer Advisor at the cash desk for being so approachable and helpful, although not able to assist, she listened when he was distressed and experiencing financial difficulties	Customer Service (& Improvement)
22/03/15	Bolsover	Thank you for the speedy way the application for council tax relief was dealt with. The customer had never applied before so was very pleased at how quickly and nicely it was dealt with. All of the people spoken with have been more than friendly and understanding and the customer just wants that to be fed back to whomever it concerns	Revenues & Benefits
30/03/15	Shirebrook	The customer's support worker wanted to thank the Customer Advisor for arranging the repair to the toilet for her client	Customer Service (& Improvement)
27/03/15	Unknown	Everything went brilliantly at the Older People's Forum, thanks very much again for all your help and help on reception	Customer Service (& Improvement) CEPT
31/03/15	New Houghton	Special thanks to the Repairs Planner and the team of bricklayers, who did a fantastic job, efficiently and professionally for mother and family	Housing
30/03/15	Shirebrook	What a wonderful event the Chairman's Civic service was. A tribute to your department's organisational skills. Thank you for looking after us yesterday and the reserved pew, it was so much appreciated	CEPT

Table A: COMPLIMENTS SUMMARY 2/1/15 – 31/3/15

Date Received	Area	Summary of Compliment	Departments Involved
30/03/15	South Normanton	Thank you very much for your help throughout our 'adventure' with regard to planning enforcement against a neighbour	Planning
30/03/15	Clowne	Thank you very much to Officers and Councillors for providing an interesting session on politics at the Young Voice meeting	Legal, Governance & Elections
30/03/15	Clowne	Thank you to the Governance Assistant who is carrying out work for NEDDC - great example of partnership working	Legal, Governance & Elections

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	4	7
Customer Service & Improvement	4	7	10	10	31
Community Services	1	2	1	1	5
Legal Governance & Elections	2	1	3	2	8
Environmental Health		1	1	2	4
Finance		1		1	2
Housing	7	11	14	12	44
HR & Payroll		1			1
ICT			1	1	2
Leisure	2		16	1	19
Planning	1			2	3
Economic Growth		1	1	1	3
Revenues & Benefits	2	4	2	3	11
Streetscene Services	6	9	15	11	41
Totals	25	39	66	51	181

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

Date Received	Area	Summary of Comment	Departments Involved
09/01/15	Bolsover	Unhappy with lack of toilets in Bolsover	Estates & Properties
19/01/15	Whitwell	Wants Council to put some bins round skatepark	Streetscene Services
21/01/15	Bolsover	Car parks should be charged for in Bolsover	Estates & Properties
11/02/15	South Normanton	Does not want to pay Council Tax as he thinks it is a legal fiction	Revenues & Benefits
24/02/15	Unknown	Wants to know if statements made about Council Tax can be supported by factual evidence	Revenues & Benefits
06/03/15	Blackwell	Wants Council to put a CPO on a property	Legal, Governance & Elections Estates & Properties
11/03/15	Whitwell	Wants to have a different collection box for papers in burgundy bin	Streetscene Services
18/03/15	Pinxton	Requesting why there are no public toilets in the Pinxton area	Estates & Properties
16/03/15	Newton	Wants a wall and litter removing (Council land)	Housing

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		1	1		5	5	
Environmental Health				4	4								4	4	
Estates & Property				5	5		1	1		4	4		10	10	
Finance	1	1											1	1	
Housing	3	3		6	6		1	1		1	1		11	11	
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		2	2		6	6	
Streetscene Services	4	4		2	2		1	1		2	2		9	9	
Total	13	13		27	27		9	9		10	10		59	59	

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

Date Received	CRM Ref	Area	Summary of Complaint	Departments Involved	No of work days	Remedy
02.01.15	537281	Bolsover	Various repair problems regarding damp, informed that an inspector would call but received no contact.	Housing Repairs	2	Property visited week commencing 15.12.14 and tenant advised regarding condensation/ mould and the long term plan to try and resolve this matter, in the interim period a job has been raised to treat the mould
02.01.15	BDC160713	New Houghton	Length of time taken to be added onto assisted bin list	Refuse	0	Checked details on assisted list and informed customer that they had been added in November
02.01.15	BDC160754	Rowthorne	Customer complaint with regard to the burgundy bin collection over Christmas and New Year	Refuse	0	Customer contacted and apology given, offered a one off collection but customer happy to wait until normal collection day
02.01.15	BDC160821	Whitwell	Missed burgundy bin collection	Refuse	0	Advised customer that there was a problem with parked vehicles
02.01.15	BDC160861	Whitwell	Missed burgundy bin collection over Christmas and New Year	Refuse	0	Message left on customer answer phone stating position with regard to adverse weather conditions
02.01.15	BDC160902	Whitwell	Burgundy bin collections over Christmas and New Year	Refuse	0	Message left stating position with regard to adverse weather conditions

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

05.01.15	BDC160943	Bolsover	Missed burgundy bin collection over Christmas and New Year	Refuse	0	Message left on customer answer phone stating position with regard to adverse weather conditions
05.01.15	BDC161038	Whitwell	Burgundy and black bin collections over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
05.01.15	BDC161058	South Normanton	Black bin collections over Christmas and New Year	Refuse	0	Customer left no contact details, Refuse Team confirm that customer did not present bins for collection on collection day
06.01.15	BDC161190	Barlborough	Bin collection arrangements over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
06.01.15	BDC161193	Hilcote	Missed black bin over Christmas and New Year collection	Refuse	0	Informed customer of collection date and arranged collection
06.01.15	533219	South Normanton	Old fencing has not been collected even though new fencing has now been completed	Housing Repairs	2	Fencing now collected and tenant informed
06.01.15	BDC161243	Bolsover	Bin collection arrangements over Christmas and New Year	Refuse	0	Details sent through to contractors and customer informed
06.01.15	BDC161250	Glapwell	Allegation that a Refuse Operative was abusive.	Refuse	0	Refuse Operative spoke to customer who has apologised. Customer saw the Operative carrying out a house clearance and thought he should be emptying the burgundy bin

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

06.01.15	BDC161197	Tibshelf	Not happy that the damaged black bin was replaced with a smaller version	Refuse	0	Standard response letter for exchange of 240 to 180 ltr bin issued.
06.01.15	BDC161202	Pinxton	Bin collection arrangements over Christmas and New Year	Refuse	0	Spoke to Refuse Crew who had serviced Talbot Street but not serviced Park Lane, advised they would be there within 10 minutes - all bins presented were emptied
06.01.15	BDC161317	Langwith Junction	Bin collection arrangements over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
06.01.15	BDC161337	South Normanton	Bin collection arrangements over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
06.01.15	BDC161364	Blackwell	Bin collection arrangements over Christmas and New Year	Refuse	2	Issued standard response letter from Streetscene Services
06.01.15	BDC161356	Bolsover	Missed burgundy bin	Refuse	0	Streetscene Services advised customer after speaking to the contractors
06.01.15	BDC161358	Shirebrook	Bin collection arrangements over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
06.01.15	BDC161387	Glapwell	Burgundy bin collections over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
06.01.15	BDC161399	Whitwell	Burgundy bin collections over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

06.01.15	BDC161404	Barlborough	Bin collection arrangements over Christmas and New Year	Refuse	0	Issued standard response letter from Streetscene Services
07.01.15	BDC161446	Clowne	Bin collection arrangements over Christmas and New Year	Refuse	0	Refuse Crew emptied bin as a good will gesture, advised customer correct collection dates
07.01.15	BDC161465	South Normanton	Bin collection arrangements over Christmas and New Year	Refuse	1	Customer advised that the relief driver may not know the location, Streetscene Services arranged site visit and added details to refuse round
07.01.15	BDC161519	Bolsover	Complaint regarding bin lorry driving onto paving slabs and damaging them	Refuse		Awaiting further information from service area regarding a repair
07.01.15	BDC161536	Clowne	Only half the black bin has been emptied	Refuse	0	Refuse Crew emptied bin and customer advised
07.01.15	BDC161543	South Normanton	Burgundy bin collections over Christmas and New Year	Refuse	2	Refuse Crew emptied bin and customer advised
07.01.15	BDC161605	Clowne	Missed burgundy bin	Refuse	2	Refuse Crew emptied bin, telephoned customer but no answer
08.01.15	BDC161814	Shirebrook	Missed burgundy bin	Refuse	1	Refuse Crew emptied bin, telephoned customer but no answer
09.01.15	BDC161907	Doe Lea	Missed burgundy bin	Refuse	0	Arranged for one off collection due to festive period
09.01.15	BDC161917	Bolsover	Not happy with attitude of Refuse Operative	Refuse	0	Arranged for Refuse Crew to empty bin

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

09.01.15	BDC162001	Barlborough	Missed burgundy bin	Refuse	1	Refuse Crew returned to empty bin but customer had taken waste to the recycling centre, Crew emptied the other bin whilst on site
12.01.15	BDC162047	Barlborough	Missed burgundy bin	Refuse	0	Refuse Crew emptied bin, telephoned customer but no answer
13.01.15	BDC162335	Bolsover	Not happy that there are free bulky collections on Model Village	Refuse	1	Customer advised of the clearance programme
13.01.15	BDC162413	Barlborough	Missed bin	Refuse	1	Supervisor visited, emptied bin and explained collection dates.
14.01.15	535885	Bolsover	Scaffolding contractors caused damage to property/ garden when erecting the scaffolding on the adjoining property and materials left on garden	Housing Repairs	0	Details passed onto the contractor
15.01.15	540218	Shirebrook	Tenant was told that appointment had been agreed but Operative arrived on the previous day	Housing Repairs	5	Repairs Co-ordinator apologised to tenant and arranged for an electrician to visit on agreed date
14.01.15	BDC162459	Langwith Junction	Bin collection arrangements over Christmas and New Year	Refuse	1	Bin emptied by rural Refuse Crew as a one off collection, telephoned customer but no answer

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

14.01.15	BDC162480	Bolsover	Missed burgundy bin	Refuse	1	Bin not missed, bin serviced later that scheduled day
14.01.15	BDC162506	Langwith Junction	Missed burgundy bin	Refuse	1	Spoke to customer, bin emptied by another Crew in the vicinity
15.01.15	BDC162727	Langwith Junction	Missed burgundy bin	Refuse	4	Contractors notified, who state that this is trade waste, they will advise customer
15.01.15	BDC162830	Clowne	Missed black bin	Refuse	1	Advised customer that we do not collect waste from outside the property because it is a private road, informed the customer to put a number on the bin to identify it, customer happy to purchase bin
15.01.15	BDC162836	Out of Area	Not happy with attitude of Officer in Housing	Housing	12	Housing Needs Manager contacted customer
16.01.15	BDC162851	Bolsover	Not happy with attitude of Officer in Revenues	Revenues & Benefits	1	Apology given
16.01.15	BDC162900	Newton	Had to wait 3 month for recycling bin and collections not commenced	Refuse	1	New build - Refuse Crew made aware that properties are now occupied, customer advised
19.01.15	BDC163088	Clowne	Customer has received an invoice for an allotment that he has turned down	Estates & Properties	1	Apology given, as it was a cross over in the post

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

20.01.15	539785	Bolsover	Tenant contacted to re-arrange appointment, and was told by Operative when he arrived that he didn't do this type of work, advised tenant to buy draught excluder	Housing Repairs	7	Contacted tenant to apologise for misunderstanding and advised that they could claim recompense for costs incurred
20.01.15	BDC163231	Bolsover	Complaint that Customer Advisor did not complete benefit control sheet with relevant information	Customer Service	0	Customer happy to leave matter with Contact Centre Manager and the matter was addressed with the member of staff
20.01.15	BDC163243	South Normanton	Customer had wrong bin collection calendar and missed collection for black bin	Refuse	1	Arranged for Crew to empty bin and left message for customer on the answer phone. Reissued the correct calendar
20.01.15	BDC163372	Newton	Complaint with regard to burgundy bin collection	Refuse	1	Arranged for the Supervisor of burgundy bins to visit and resolve, customer advised
21.01.15	541079	Clowne	Tenant unhappy with the state of the property - various repairs	Housing Repairs	1	Left a message to advise an inspection has been arranged
23.01.15	540467	Bolsover	Damp problems at the property	Housing Repairs	2	Contacted contractors to carry out a survey
23.01.15	BDC163747	Shirebrook	Customer complaint with regard to missed assisted bin	Refuse	0	Bin emptied and information passed to burgundy bin crew
23.01.15	BDC163811	Clowne	Missed burgundy bin	Refuse	0	Streetscene Services contacted customer who was happy to take waste to the recycling centre

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

28.01.15	BDC164385	South Normanton	Missed assisted bin	Refuse	2	Arranged for bin to be emptied and crew informed
28.01.15	BDC164474	Whaley Thorns	Missed burgundy bin	Refuse	2	Arranged for bin to be emptied and contractors informed, Contractor to visit customer to resolve issues
28.01.15	BDC164476	Barlborough	Missed black bin	Refuse	0	Spoke to customer who is happy with response
28.01.15	BDC164480	Barlborough	Missed black bin	Refuse	0	Arranged for bin and bag to be collected
30.01.15	BDC164663	Out of Area	Complaint with regard to attitude of Officer in Housing	Housing	1	Housing Needs Manager contacted customer
03.02.15	540783	South Normanton	Damp at property/ dangerous staircase/ crack in wall	Housing Repairs	12	Plastering completed and vent system to be installed, staircase is not unsafe
03.02.15	542087/538258	Bolsover	Combi-boiler installation, no carbon monoxide detector or airbrick	Housing Repairs	2	Customer contacted, apology for lack of clarity, advice given by plumber on site reiterated plumbers also advised re situ
03.02.15	BDC165222	Tibshelf	Missed burgundy bin collection	Refuse	1	Apology given, customer advised that bin will be emptied on the 05.02.15, happy with resolution
03.02.15	BDC165261	Clowne	Complaint with regard to missed burgundy bin collection	Refuse	2	Customer contacted and apology given. Arranged for bin to be emptied and bags to be collected
05.02.15	BDC165461	Pleasley	Complaint with regard to burgundy bin collection	Refuse	0	Customer contacted and apology given, spoke to crew with regard to issue

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

06.02.15	BDC165698	Bolsover	Missed burgundy bin	Refuse	2	Arranged for Refuse Crew to empty bin, happy with resolution
06.02.15	BDC165740	Shirebrook	Missed burgundy bin	Refuse	2	Arranged for Refuse Crew to empty bin, happy with resolution
06.02.15	BDC165823	Bolsover	Missed burgundy bin	Refuse	2	Arranged for Refuse Crew to empty bin, happy with resolution
10.02.15	BDC166159	Glapwell	Missed burgundy bin	Refuse	1	Arranged for Refuse Crew to empty bin, unable to contact customer
11.02.15	BDC166389	Whitwell	Missed assisted burgundy and black bins	Refuse	1	Crew returned to empty missed bins, happy with resolution
11.02.15	BDC166437	Whitwell	Bins not being put back to the collection point	Refuse	2	Rounds changed, raised a memo for the Refuse Crew so that they are aware of the problem, advised customer that this should resolve the issue
13.02.15	542929	Clowne	Contractor not turned up to appointment	Housing Repairs	1	Appointment rearranged
17.02.15	BDC167078	Bolsover	Complaint with regard to length of time taken to have tree job done	Grounds Maintenance	1	Visited site and explained to the customer that the tree had TPO order on it and work would not be carried out until next season, will cut the tree back and thin out subject to TPO approval

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

18.02.15	537830	Clowne	Tenant doesn't agree damp is due to condensation	Housing Repairs	0	Job raised with contractors to carry out report at the property, job raised to clean mould 543421 and replace extractor fan 543618
19.02.15	541799	Clowne	Tenant not happy as no contact has been made following an inspection	Housing Repairs	22	Doors ordered - tenant advised 23.3.15
23.02.15	BDC167794	Bolsover	Missed bin collection due to road resurfacing	Refuse	0	Crew returned to empty missed bins, happy with resolution
23.02.15	BDC167867	Bramley Vale	Complaint with regard to ordering of burgundy bin	Refuse	1	Customer contacted and was able to resolve the issue - bin delivered
23.02.15	BDC167931	Pinxton	Complaint with regard to length of time taken to have Grounds Maintenance job done	Grounds Maintenance	2	Visited customer and arranged for work to be carried out, timescales given to customer
23.02.15	540100	Bolsover	New bath fitted, dislodged wash hand basin	Housing Repairs	2	New job raised to re-fix wash hand basin
24.02.15	543554	Bolsover	Tenant complaint as no contact be made re advice about New Boiler request	Housing Repairs	0	Tenant advised boiler will be replaced next financial year 2015
24.02.15	543805/543664	South Normanton	Tenant had to have 2 days off work for a job which should have been fixed quickly, sewerage in bath and shower	Housing Repairs	1	Contractors inspected property and new soil stack fitted

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15						
24.02.15	BDC168138	Clowne	Missed burgundy and bin collections	Refuse	0	Contacted contractors and arranged visits with the customer to resolve the issue
24.02.15	BDC168092	Doe Lea	Complaint regarding the noise levels from the Riverside Depot	Refuse	0	Crews reminded to keep noise at an appropriate level
24.02.15	BDC167994	South Normanton	Complaint regarding bin not fully emptied	Refuse	3	Agreed to collect, customer advised
25.02.15	BDC168339	Shirebrook	Complaint regarding length of time taken to remove stump/root from tree which was cut down	Grounds Maintenance	1	Contact made with GM team to ascertain if work had been scheduled and customer advised
27.02.15	BDC168652	Shirebrook	Replacement burgundy bin not delivered ordered December	Refuse	1	Lid replaced only
03.03.15	BDC169024	Blackwell	Complaint regarding how situation was dealt with by CAN Ranger	Housing	1	Contact made with customer to discuss the complaint
03.03.15	BDC 169050	Clowne	Customer waiting for red bin delivery since 6.1.15	Refuse	2	Arranged for bin to be delivered and informed customer
04.03.15	BDC 169149	Clowne	Refuse crew damaging caddies customer had to order a 3rd replacement	Refuse	0	Customer contacted and advised it had been forwarded to the contractors
04.03.15	BDC 169167	Bolsover	Tone of voice used by Customer Advisor	Customer Service	0	Customer contacted and advised them about call monitoring, issue raised with Advisor

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

04.03.15	BDC169226	Whitwell	Attitude of Officer in Housing when discussing tenant's arrears	Housing	11	Contact made with customer to discuss matter
05.03.15	BDC 169287	Bolsover	Not received bin caddy	Refuse	12	Caddy delivered 24.3.15
06.03.15	BDC 169443	Shirebrook	Housing Repairs van parked on pavement blocking access for mobility scooter user	Repairs	0	Customer contacted and apology given, advised the matter would be addressed by the Repairs Manager to relay to the team
09.03.15	543922	South Normanton	Outstanding repair - No card left, tenant in on appointment day	Housing Repairs	0	Job re raised and completed on the 12.3.15
09.03.15	BDC169699	Langwith Junction	Length of time taken to deliver a burgundy bin	Refuse	1	Contractors contacted and arrange for the bin to be delivered on the 10.3.15
13.03.15	BDC170925	Bolsover	Complaint with regard to bin lorries driving on grass verge	Refuse	0	Visit made to location photographs taken and crew advised. Forwarded to Grounds Maintenance team to repair damage
13.05.15	BDC170962	Tibshelf	Missed burgundy bin	Refuse	2	Advised contactors will only send a vehicle if spare men are available
13.03.15	BDC171005	Bolsover	Length of time taken to deliver a burgundy bin	Refuse	4	Customer contacted and apology given, the job had not been placed on the system correctly. Advised problem with the delivery of burgundy bins/ caddies but it would be as soon as possible

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

16.03.15	BDC171192	Shirebrook	Length of time taken to deliver a burgundy bin	Refuse	2	Bin re-ordered, customer informed.
17.03.15	BDC 171361	Tibshelf	Missed bin - crew refused to take, no explanations given	Refuse	5	Complaint forwarded to contractors and customer advised
17.03.15	BDC171412	South Normanton	Length of time taken to deliver a burgundy bin	Refuse	5	Bin delivered by contractors
17.03.15	BDC171479	Whaley	Amount of litter at bottom of Hillstown to Langwith	Grounds Maintenance	18	Litter removed/ flytipping referred to Environmental Health - customer advised
18.03.15	BDC 171886	Clowne	Caddy ordered and not yet received	Refuse	1	Contractors delivered caddy 19.3.15
18.03.15	BDC171954	South Normanton	Assisted burgundy bin missed	Refuse	5	Customer to monitor and advise if problem recurs - correct collection day advised
19.03.15	BDC172119	Whitwell	Complaint with regard to attitude of Housing staff member when discussing rent arrears	Housing	1	Contact made with customer to discuss matter - duplicate of complaint received 4.3.15
19.03.15	BDC172209	Whaley Thorns	Missed burgundy bin	Refuse	5	Returned to empty bin, Crew have been made aware
20.03.15	BDC172317	Shuttlewood	Length of time taken to deliver a burgundy bin caddy	Refuse	2	Delivered by contractors 24.3.15
23.03.15	BDC172543	Newton	Outstanding replacement burgundy bin	Refuse	1	Bin delivered by contractors 24.3.15
24.03.15	BDC172789	Clowne	Does not agree with purchasing bins, feels there is a lack of information on website	Refuse	1	Customer contacted and advised of policy

Table E: Summary of Stage One Complaints 2/1/14 – 31/3/15

24.03.15	BDC 172919	Pinxton	Burgundy bin not being returned to collection point	Refuse	1	Details sent through to contractors to address, customer advised
24.03.15	541799	Creswell	Chase up for new doors	Housing Repairs	5	Doors now fitted
25.03.15	544245	Shirebrook	Complaint regarding damp and mould	Housing Repairs	0	Remedial work raised, to be included in next financial year for the more extensive work
25.03.15	BDC 172969	Creswell	Customer stating black bin is lost, Streetscene Services advise no bins lost. Burgundy bin not emptied due to plastic bag	Refuse	3	Refuse team tried to make contact but number not recognised. Customer needs to purchase a new black bin
26.03.15	545813	Clowne	Radiators not working	Housing Repairs	1	Tenant advised new radiators to be fitted
26.03.15	BDC173332	South Normanton	Is not happy to pay for a green bin that has gone missing	Refuse	8	Advice emailed to customer re charges for bins
27.03.15	BDC173578	Creswell	Customer complaint regarding council tax staff, felt they were unhelpful and abrupt when customer rang	Revenues & Benefits	9	Customer contacted
30.03.15	477289	Creswell	Surrounding wall of property loose and crumbling	Housing Repairs	5	Inspection raised to investigate
31.03.15	BDC173920	South Normanton	RCV left tyre marks on customers grass verge	Refuse	20	Passed to contractors to investigate to visit

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		2	2		6	6	
Community Services															
Legal, Governance and Elections															
Economic Growth															
Estates & Property				1	1		3	3		1	1		5	5	
Environmental Health	1		1	2	1	1							3	1	2
Finance															
Housing	10	8	2	21	10	11	25	23	2	24	16	8	80	57	23
Leisure				1		1							1		1
Planning															
Revenues & Benefits	2	1	1	3	3		1	1		2	1	1	8	6	2
Streetscene Services (Refuse)	28	28		34	34		33	33		84	75	9	179	170	9
Streetscene Services (GM)	6	6		11	8	3	7	6	1	4	3	1	28	23	5
Total	47	43	4	73	57	16	73	70	3	117	98	19	310	268	42

Table G: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by department)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
07/01/15	Creswell	Tenant's DHP claim has been cancelled	Revenues & Benefits	14/01/15	5	Ongoing DHP claim
15/01/15	Clowne	Not had an insert to the burgundy bin despite several requests	Streetscene Services	05/02/15	15	Insert delivered
20/01/15	Bolsover	Unhappy with how he was spoken to by Revenues staff	Revenues & Benefits	30/01/15	8	Reminder sent prior to payment being made
26/01/15	Shirebrook	Unhappy with wind turbine	Estates & Properties	09/02/15	10	Reasons the turbine is not working to full capacity given
28/01/15	Bramley Vale	Unhappy with damp problems at property	Housing	20/02/15	17	Inspection raised and works ordered
30/01/15	Clowne	Unhappy with treatment when rang the emergency number on behalf of her mother	Housing	09/02/15	6	Apology for manner of Officer dealing with enquiry
06/03/15	Bolsover	Property owned by Cresta, let via Bolsover Letting system, is damp	Housing	24/03/15	12	Inspection raised and tenant has refused work due to her moving
06/03/15	Clowne	Unhappy with development being given Planning permission	Planning	16/03/15	6	Advice on matters considered by the Planning department
11/03/15	Shirebrook	Has problems with windows - not resolved	Housing	24/03/15	9	Inspection raised and appropriate work will be undertaken
07/01/15	Creswell	DHP claim has been cancelled	Revenues & Benefits	14/01/15	5	Ongoing DHP claim
11/03/15	Clowne	Problems with windows	Housing	24/03/15	9	Inspection raised and appropriate work will be undertaken
18/03/15	Creswell	Wants repairs to plastering	Housing	27/03/15	7	Damp caused by condensation, some remedial works to be carried out but tenant lifestyle - advice leaflet given

Table G: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by department)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
11/03/15	Bolsover	Unhappy with planning permission given	Planning	23/03/15	8	Explanation of where in the planning process this application is
23/03/15	Bolsover	Why is the regeneration work not done to a better standard around the war memorial in Bolsover	Economic Growth	08/04/15	10	The kerbing was not intended to be replaced through the public realm improvements as DCC responsibility

Table H: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
05/01/15	Shirebrook	Advises that the drains had collapsed resulting in loss of bathing facilities over the Christmas break	Estates & Properties	26/01/15	15	Drains were blocked with inappropriate waste, advised not to dispose of wipes and other paper down the drains previously
07/01/15	Bolsover	Various repairs issues and reporting anti-social behaviour next door	Housing Community Safety	27/01/15	14	Repairs inspection arranged - SYW responsible for flooding, anti-social behaviour to be reported at time of occurring
09/01/15	Shirebrook	Various problems with litter in Shirebrook	Community Safety Streetscene Services	06/02/15	20	Explanation of initiatives for clearance
14/01/15	South Normanton	Litter in South Normanton and non response	Streetscene Services Customer Services	04/02/15	15	Response regarding several issues, litter, flytipping and maintenance issues
14/01/15	Shirebrook	Litter in Shirebrook	Community Safety Streetscene Services	04/02/15	15	Explanation of initiatives for clearance
21/01/15	Whitwell	Unhappy that the application submitted for retrospective planning permission was invalid	Planning	11/02/15	15	Rationale behind the decision on a retrospective planning application
06/02/15	Tibshelf	Contradictory advice given in relation to excess waste collection	Streetscene Services Customer Services	18/02/15	8	Rationale behind the advice to disrupt bin collections in worsening inclement weather conditions

Table H: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
12/02/15	Creswell	Landlord wishes to act as common law agent to tenant	Revenues & Benefits	06/03/15	15	The effect of common law agency agreement is limited in terms of the claim
12/02/15	Bolsover	Landlord wishes to act as common law agent to tenant	Revenues & Benefits	06/03/15	15	The effect of common law agency agreement is limited in terms of the claim
11/02/15	Unknown	Advice about timescales on website incorrect	Legal, Governance & Elections	23/02/15	8	Apology - website has now been updated
02/02/15	Tibshelf	Unhappy with smaller replacement bin	Streetscene Services	02/03/15	15	Policy change means smaller domestic bins are provided (to encourage recycling)
04/03/15	Barlborough	Unhappy that no action has been taken in relation to flyposting in Barlborough	Planning Customer Services	17/03/15	9	Apology for lack of information
10/03/15	Bolsover	Concerned does not succeed to late mother's property	Housing	16/03/15	4	Succession passed to client - housing questions need to be asked to clarify housing needs
05/03/15	Clowne	Issues with football being played on Council land adjacent to property	Leisure Streetscene Services Legal	02/04/15	20	Offer to consult with neighbours to ascertain level of nuisance/ requirement for fencing
18/03/15	Blackwell	Various complaints about street signage	Estates & Properties	01/04/15	10	Jobs have been inputted and work will be carried out as appropriate
18/03/15	Bolsover	Complaints about timescales for repairs	Housing	02/04/15	11	Roofing works to be carried out under conservation, other repairs completed

Table H: Summary of Stage Two Complaints 2/1/15 – 31/3/15 (responded to by CS & I)

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
18/03/15	Pinxton	Does not want replacement door to (leasehold) flat	Housing	27/03/15	7	Doors are to be replaced
18/03/15	Stonebroom	Wants housing for son	Housing	08/04/15	13	Advised applicant to contact office to discuss housing options
18/03/15	Tibshelf	Unhappy with planning permission given	Planning	08/04/15	13	Explanation of planning matters considered
30/03/15	Shirebrook	Problems with housing benefit leading to notice seeking possession	Housing Revenues & Benefits	17/04/15	12	Housing benefit delays due to lack of information by customer
31/03/15	Whitwell	Unhappy with how dealt with when contacting Housing by telephone	Housing	20/04/15	14	Dealt with appropriately

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		3	3		17	17	
Community Services	2	2					2	2		3	2	1	7	6	1
Environmental Health	2	2		4	4		2	2					8	8	
Economic Growth							1	1		1	1		2	2	
Estates & Properties	2	2		4	4		2	2		3	3		11	11	
Finance															
Housing	9	9		14	14		8	7	1	13	12	1	44	42	2
HR & Payroll	1	1											1	1	
Legal, Governance & Elections	3	3		1	1		2	2		2	1	1	8	7	1
Leisure	1	1					3	3		1		1	5	4	1
Planning	1	1		3	3		3	3		5	5		12	12	
Revenues & Benefits	8	8		4	4		6	6		6	6		24	24	
Streetscene Services	7	7		5	5		10	9	1	7	5	2	29	26	3
Total	40	40		39	39		45	43	2	44	38	6	168	160	8

Table J: Summary of Stage Three Complaints 02/01/15 – 31/03/15

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/01/15	Clowne	Not happy with response from formal investigation complaint, feels that the Council has not undertaken their legal duties	Planning Environmental Health	30/01/15	20	Planning Department have no jurisdiction, resident advised to contact Environmental Health (as previously by that department) regarding any ongoing issues
14/01/15	South Normanton	Not happy with decision not to progress with Armed Forces discount	Leisure	11/02/15	20	Apology that this work has not progressed more quickly, but will be looked at
19/01/15	Bolsover	Objection to Bolsover development	Planning Estates & Property Economic Growth	16/02/15	20	Rationale behind development, opportunity to object has now passed
13/02/15	Whitwell	Application submitted for retrospective planning permission invalid	Planning	02/03/15	11	Planning process applied correctly
27/02/15	Unknown	Not happy with FOI response	Customer Service & Improvement	16/03/15	11	Absolute exemption correctly applied under the Freedom of Information Act 2000
19/03/15	Shirebrook	Unhappy that work has not been carried out to clear litter	Streetscene Services	17/04/15	19	Areas under the Council's jurisdiction cleared - private land has to be investigated by Environmental Health

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	24/10/14	Maladministration but no injustice. There were some errors but they did not lead to enough injustice for the Ombudsman to pursue the matter further
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	27/08/14	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			27/06/14	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				09/09/14	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			05/11/14	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			14/01/15	Closed after initial enquiries - out of jurisdiction
4/3/15	Clowne	Tenant has not been assessed for re-housing and the property is uninhabitable	Housing				Initial enquiries – passed to Investigator
16/3/15	Clowne	Complaining that the Council will not enforce against a developer to adjust floodlights	Planning			16/03/15	Closed after initial enquiries – no further action - the Ombudsman will not investigate this complaint as there is no maladministration and the planning decisions are out of time
31/3/15	Clowne	The Council is responsible for the tree falling in the closed churchyard in Clowne causing damage to the grave	Finance (Insurance)				Initial enquiries - referred to BDC as the complaint has not been dealt with, currently going through the insurance process

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 2/1/15 – 31/3/15
Table B:	Compliments summary by department 2014/15
Table C:	Comments summary 2/1/15 – 31/3/15
Table D:	Comments summary by department 2014/15
Table E:	Stage one complaints summary 2/1/15 – 31/3/15
Table F:	Stage one complaints summary by department 2014/15
Table G:	Stage two complaints summary (departmental response) 2/1/15 – 31/3/15
Table H:	Stage two complaints summary (CS & I response) 2/1/15 – 31/3/15
Table I:	Stage two complaints summary by department 2014/15
Table J:	Stage three complaints summary 2/1/15 – 31/3/15
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