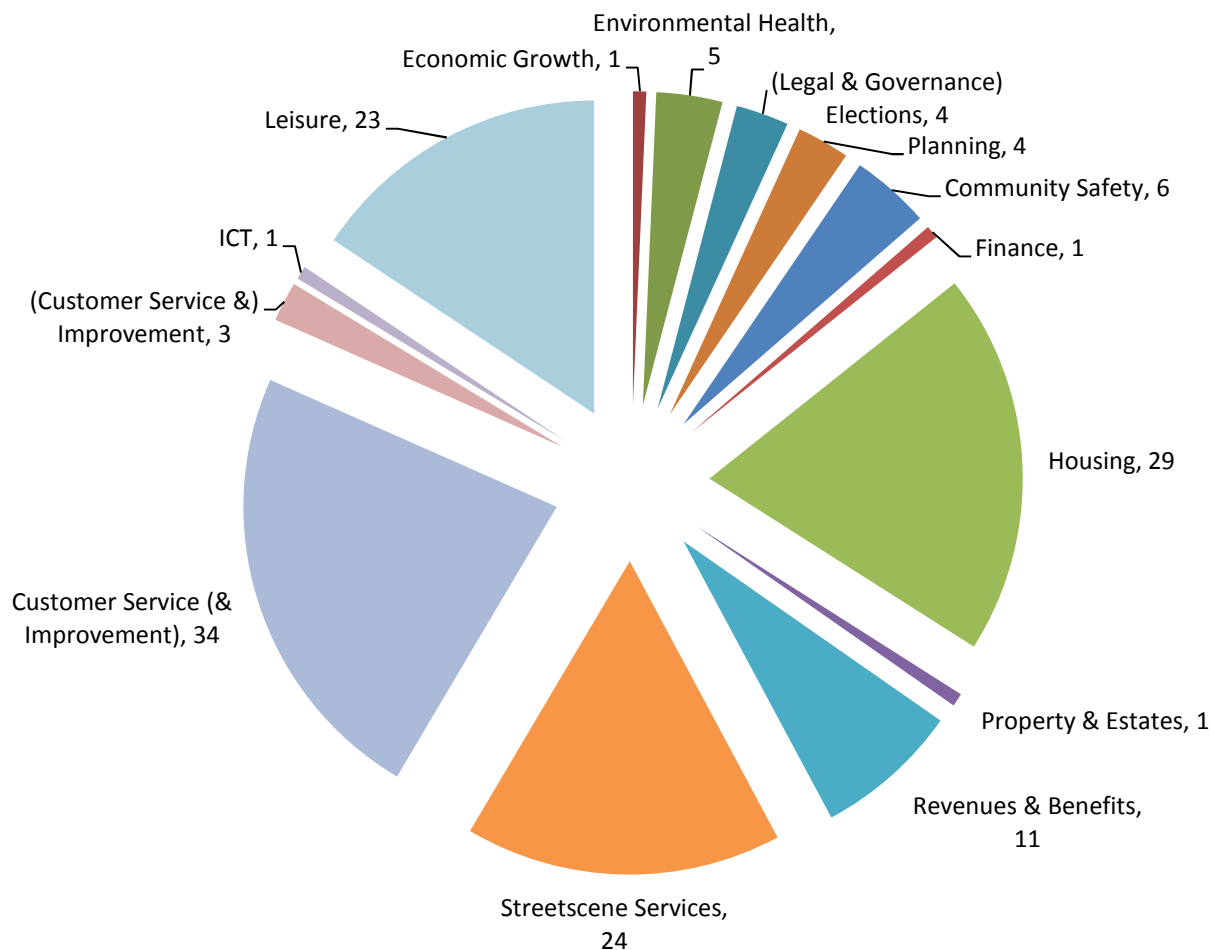


Appendix 3

<b>A- Compliments 1/4/15 - 30/9/15</b>		<b>Number</b>	<b>Percentage of all compliments received</b>
<b>Growth</b>	CEO/CEPT		
	Economic Growth	1	0.7%
	Environmental Health	5	3.4%
	Legal & Governance		
	(Legal & Governance) Elections	4	2.7%
	Planning	4	2.7%
	<b>14</b>	<b>9.5%</b>	
<b>Operations</b>	(Housing) Community Safety	6	4.1%
	Finance	1	0.7%
	Housing	29	19.7%
	Property & Estates	1	0.7%
	Revenues & Benefits	11	7.5%
	Streetscene Services	24	16.3%
	<b>72</b>	<b>49%</b>	
<b>Transformation</b>	Customer Service (& Improvement)	34	23.2%
	(Customer Service &) Improvement	3	2.0%
	HR & Payroll		
	ICT	1	0.7%
	Leisure	23	15.6%
	<b>61</b>	<b>41.5%</b>	
<b>Total</b>	<b>147</b>	<b>100.0%</b>	

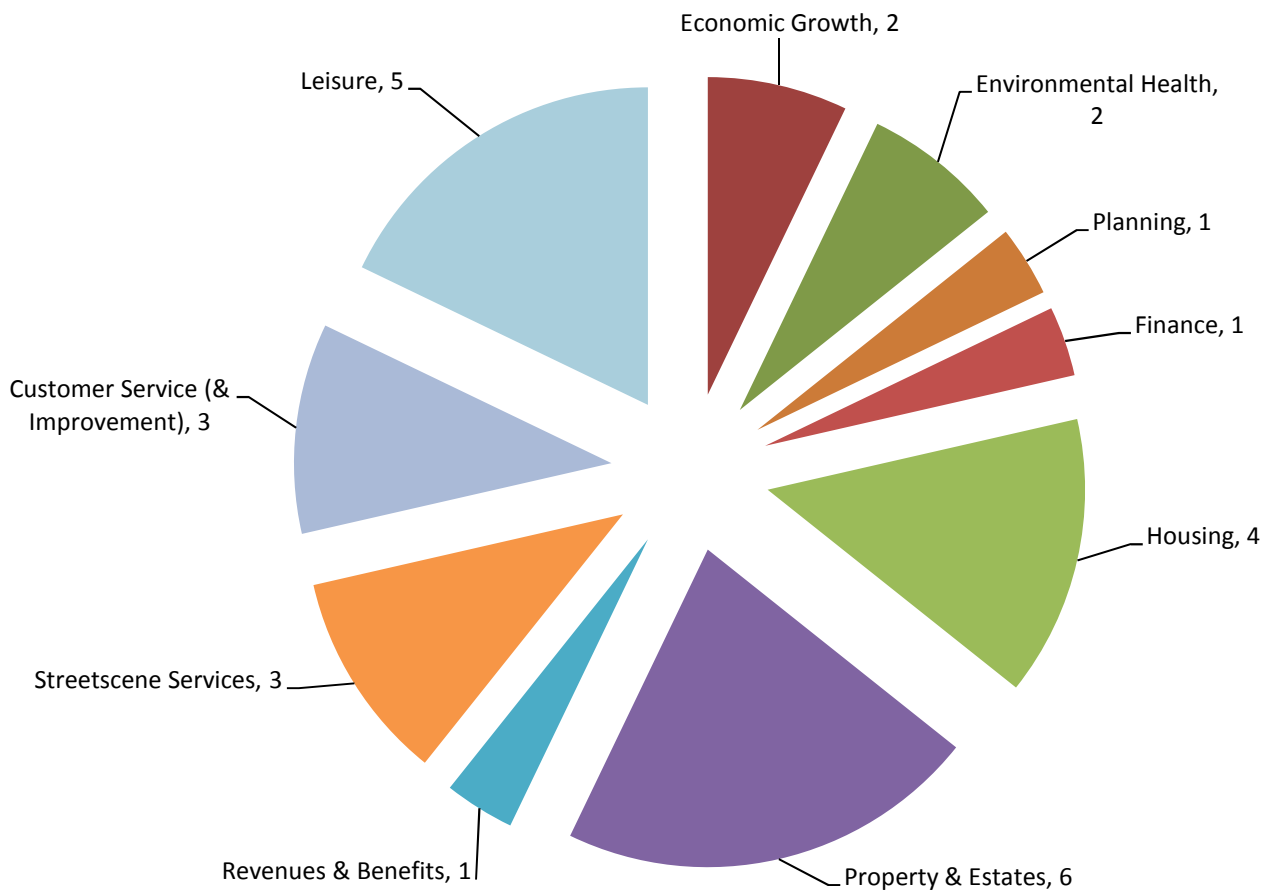


Compliments included:

We very much appreciate your rapid, detailed and clear response to our email. We left a message with your department regarding transfer of monies between our clients' accounts but offer our sincere apologies for clearly not chasing the issue up. We will visit our clients as soon as possible - in order to help them to collate all necessary proofs and documentation	Revenues & Benefits
Approachable friendly Customer Advisors who are very professional. They are wonderful and helpful. The building and grounds are clean and inviting	Customer Service (& Improvement) Estates & Properties
Would like to thank the Elections Team for their excellent and professional support during the nomination process	Legal, Governance & Elections
Thank you for help and compassion when our relative moved to a nursing home	Housing
Firstly, thank you so much for doing the presentation to the Level 3 Food Safety candidates – the information was well received. Secondly, thank you for the allergen presentations you have forwarded which I will be using	Environmental Health
Many thanks for sending what was very useful information, I'd like to say what a good idea the (FOI) satisfaction survey is, as is the link to information about jobs etc; it feels refreshingly inclusive	(Customer Service & Improvement)
Just to say I got your email thanks, so nice to talk to someone with enthusiasm for their job!! Really looking forward to the Balanceability course	Leisure

Can I first of all congratulate you on your recent 'Discover Bolsover' newsletter. The team have obviously put in a lot of effort to boost the town's image. We will certainly be thinking of ways to get involved with your various attractions. Could you please let me know when your networking evening is confirmed, as I would very much like to meet up with other business owners in the town	Economic Growth
I would like to compliment your department responsible for street cleaning and litter pickups as keen walkers we come across litter and dumping especially on the Links estate in Barlborough. On each occasion we have reported litter the actions by your workforce have been prompt and efficient. Being so close to the motorway and having a number of fast food outlets makes keeping the area litter free an ongoing problem. Thank you for responding to our reports	Streetscene Services
Thank you so much for all the effort you put in to make Motor Madness at Sandwich Showground such a success – you really were the stars of the Show. The talent of your riders is really quite stunning and the accompanying commentary made the Show come alive	Leisure
Want to praise the two workmen who came to repair her shower as they were 'lovely young men who did a great job'!	Housing
Please pass on the appreciation for the prompt and effective service and removal of the recent graffiti on Shirebrook Peartree estate. All credit to the team	Streetscene Services
I wish to thank you for all of your help and support over the past few years in relation to my benefit claim	Revenues & Benefits

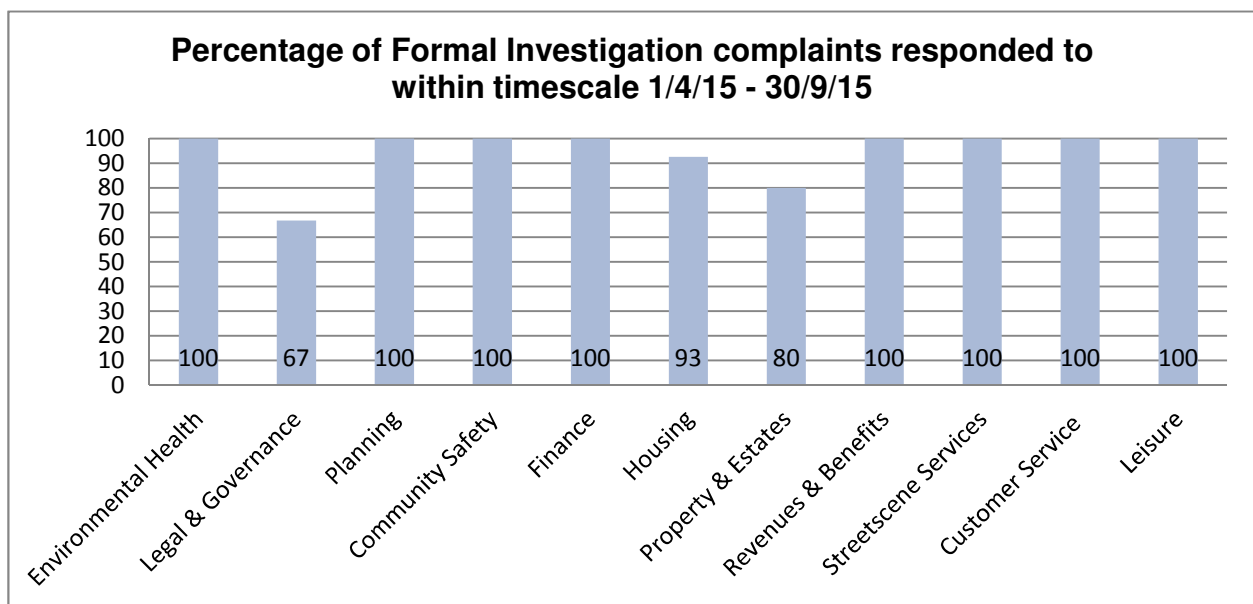
<b>B - Comments 1/4/15 - 30/9/15</b>		<b>Number</b>	<b>Percentage of all comments received</b>
<b>Growth</b>	CEO/CEPT		
	Economic Growth	2	7.1%
	Environmental Health	2	7.1%
	Legal & Governance		
	(Legal & Governance) Elections		
	Planning	1	3.6%
	<b>5</b>	<b>17.8%</b>	
<b>Operations</b>	(Housing) Community Safety		
	Finance	1	3.6%
	Housing	4	14.3%
	Property & Estates	6	21.4%
	Revenues & Benefits	1	3.6%
	Streetscene Services	3	10.7%
	<b>15</b>	<b>53.6%</b>	
<b>Transformation</b>	Customer Service (& Improvement)	3	10.7%
	(Customer Service &) Improvement		
	HR & Payroll		
	ICT		
	Leisure	5	17.9%
	<b>8</b>	<b>28.6%</b>	



<b>C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre Customer Information System (Firmstep) 1/4/15 - 30/9/15</b>		<b>Number</b>	<b>Percentage within timescale of 3 working days</b>
<b>Growth</b>	Environmental Health	1	0%
	(Legal & Governance) Elections	1	0%
	Planning	1	0%
<b>Operations</b>	(Housing) Repairs	23	44%
	Revenues & Benefits	4	75%
	(Streetscene Services) Refuse	74	82%
	(Streetscene Services) Grounds Maintenance	13	69%
<b>Transformation</b>	Customer Service (& Improvement)	6	83%
<b>Total</b>		<b>123</b>	<b>72%</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 1/4/15 - 30/9/15</b>		<b>Number</b>	<b>Within timescale of 15 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	CEO/CEPT			

	Economic Growth			
	Environmental Health	9	9	
	Legal & Governance	3	2	1
	(Legal & Governance) Elections			
	Planning	4	4	
		<b>16</b>	<b>15</b>	<b>1</b>
<b>Operations</b>	Community Safety	9	9	
	Finance	2	2	
	Housing	27	25	2
	Property & Estates	5	4	1
	Revenues & Benefits	13	13	
	Streetscene Services	7	7	
		<b>63</b>	<b>60</b>	<b>3</b>
<b>Transformation</b>	Customer Service (& Improvement)	5	5	
	(Customer Service & Improvement)			
	HR & Payroll			
	ICT			
	Leisure	7	7	
		<b>12</b>	<b>12</b>	
<b>Total</b>		<b>91</b>	<b>87</b>	<b>4</b>



<b>E – Number of Internal Review (S3) complaints 1/4/15 - 30/9/15</b>		<b>Number</b>	<b>Within timescale of 20 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	CEO/CEPT			
	Economic Growth	1	1	
	Environmental Health	2	2	

	Legal & Governance	3	3	
	(Legal & Governance) Elections			
	Planning	2	2	
		<b>8</b>	<b>8</b>	
<b>Operations</b>	Community Safety	1	1	
	Finance			
	Housing	6	6	
	Property & Estates	1	1	
	Revenues & Benefits	2	2	
	Streetscene Services	2	2	
		<b>12</b>	<b>12</b>	
<b>Transformation</b>	Customer Service (& Improvement)	1	1	
	(Customer Service & Improvement)	1	1	
	HR & Payroll			
	ICT			
	Leisure			
		<b>2</b>	<b>2</b>	
<b>Total</b>		<b>22</b>	<b>22</b>	

Appendix 3

Date Received	F - Ombudsman's Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
04/03/15	(*LGO) Tenant reports that he has not been assessed for re-housing and the property is uninhabitable	Housing	11/08/2015	<b>Not upheld: no maladministration.</b> There is no fault in the way the Council has dealt with the application to move
31/03/15	(*LGO) <b>Initial enquiries</b> - The Council is responsible for the tree falling in the closed churchyard in Clowne causing damage to the grave	Finance (Insurance)	8/04/2015	<b>Premature complaint</b> - to be dealt with by Council. Currently the subject of an ongoing insurance claim; will take up as a complaint if complainant not satisfied with the outcome. LGO informed.
15/04/15	(**HO) <b>Initial enquiries</b> - Although the Housing Ombudsman cannot look into the level of the heating charge, they feel it beneficial for the landlord to explain the charge more fully	Housing	24/06/2015	<b>Outside jurisdiction</b> of Housing Ombudsman
04/08/15	(*LGO) <b>Initial enquiries:</b> charge for garage site	Housing		<b>Awaiting decision</b>
08/09/15	(*LGO) Resident not happy with conduct at a parish council meeting	Legal, Governance and Elections	08/09/2015	<b>Closed after initial enquiries – no further action</b>
28/09/15	(*LGO) Wants compensation for charge paid for bin at property	Streetscene Services	28/09/2015	<b>Not to start an investigation</b> because there is insufficient evidence of fault by the Council

\*LGO – Local Government Ombudsman

\*\*HO – Housing Ombudsman