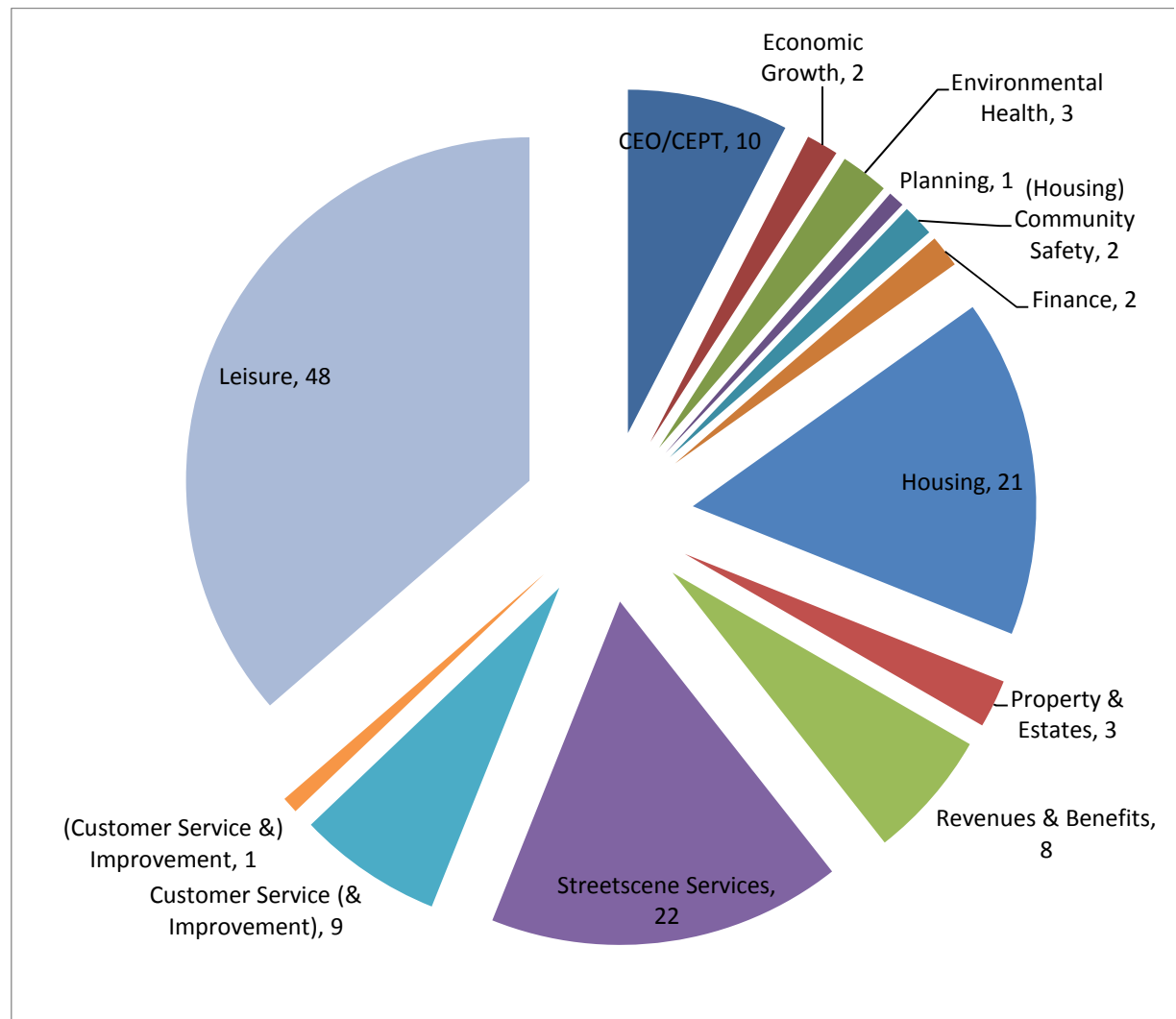


Appendix 3

<b>A- Compliments 1/10/16 – 31/3/17</b>		<b>Number</b>	<b>Percentage of all compliments received</b>
<b>Growth</b>	CEO/CEPT	10	7.6%
	Economic Growth	2	1.5%
	Environmental Health	3	2.3%
	Planning	1	0.7%
		<b>16</b>	<b>12.1%</b>
<b>Operations</b>	(Housing) Community Safety	2	1.5%
	Finance	2	1.5%
	Housing	21	15.9%
	Property & Estates	3	2.3%
	Revenues & Benefits	8	6.1%
	Streetscene Services	22	16.7%
		<b>58</b>	<b>44.0%</b>
<b>Transformation</b>	Customer Service (& Improvement)	9	6.8%
	(Customer Service &) Improvement	1	0.7%
	Leisure	48	36.4%
	<b>58</b>	<b>43.9%</b>	
<b>Total</b>		<b>132</b>	<b>100.0%</b>



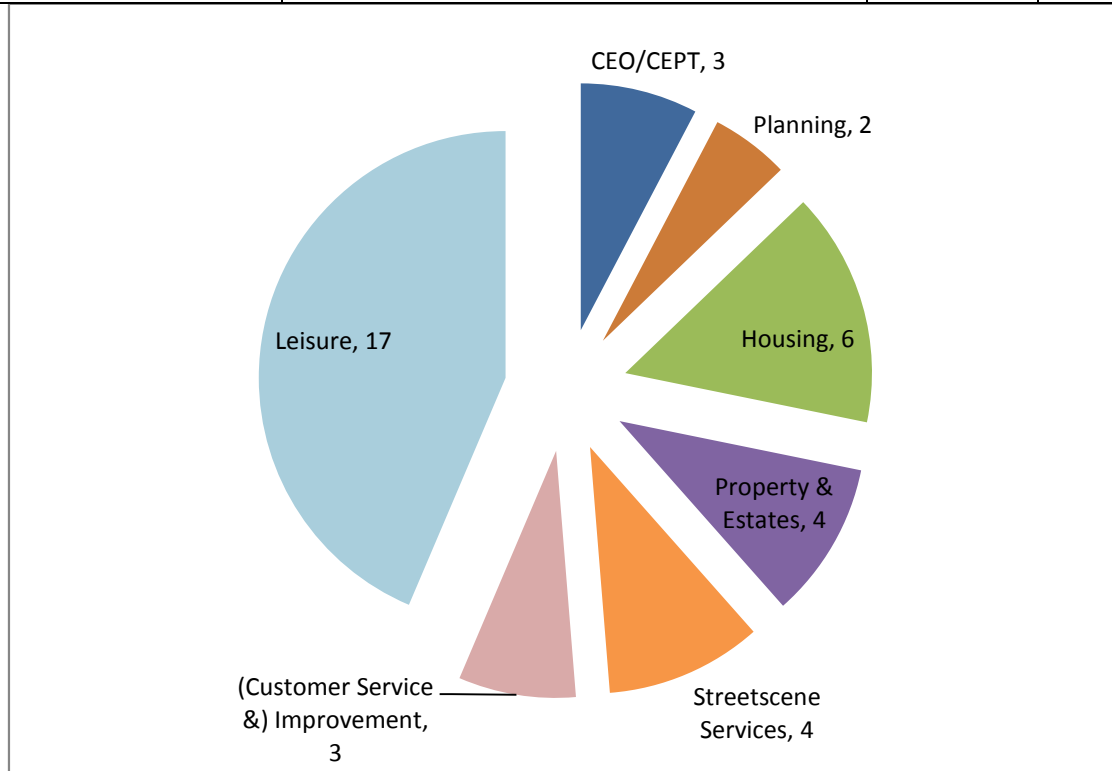
Compliments included:

25 compliments from various attendees at the Annual Sports Awards thanking staff for a very enjoyable and well organised event. It was absolutely amazing, there is so much talent in Bolsover District. Makes us all so very proud.	Leisure
Thank you to the refuse teams for getting their lorries down the roads in Tibshelf despite the obstructions	Streetscene Services
Customer wanted to say thank you to the fellas that put his new boiler in. He's only just been discharged from hospital and has come home to a warm bungalow. He said that the chaps had done a great job, and his wife mentioned how clean and tidy they were while doing the installation.	Housing Property & Estates
I'd like to say what an absolutely fantastic course it was and how good the Sports Development Officers were. They were so patient and encouraging to all the children. It was amazing to see how all the children progressed and became more and more confident as the weeks went by. Please pass on my thanks to the Sports Development Officers.	Leisure
Thank you for all your help and patience with our rent arrears, we will soon be paid up and owe no more arrears and then we will get 1 rent free week and start paying again from 2nd January 2017 so hopefully	Housing

now we owe nothing so good start to the New Year . I know it has been a struggle to get the arrears off and clear now just want to say thank you for being patient with us but we got there in the end so thank you again.	
I would like to take this opportunity to thank you for you & your team's hard work & assistance in enabling this first 6 months of Lighthouse Homes, Shirebrook being so successful. We have increased your workload & stretched an already tight budget, but because of you & your team's dedication & integrity in doing your jobs to the best of your ability 15 men will be spending this Christmas in a safe, warm & joyful environment when otherwise they would have been homeless, not to mention the many more we have supported over the past 6 months. So once again I would personally like to send my sincere gratitude to you & your team.	Revenues & Benefits
We came this morning and the disabled facilities are WOW!!! Finally can change her baby on a table, the pool pod was excellent and staff brill!!	Leisure
Customer said how nice, understanding and helpful the Customer Advisor was when discussing her Rent and Council Tax accounts. She said they made her feel that if she should ever be worried again, that she could contact them and feel confident that they would always try and assist where possible	Customer Service (& Improvement)
Thanks to the Partnership Team for their sterling work	CEPT
Very grateful for the grounds maintenance work which has been carried out.	Streetscene Services
Bolsover Council always seems very efficient compared to some other local authorities I have dealt with in relation to Empty Property Grant charges/ Local Land Charges! I'm obliged by your prompt response.	Environmental Health
A big Thank You to all the friendly staff who've been helping me getting healthier through the Wellness program.	Leisure

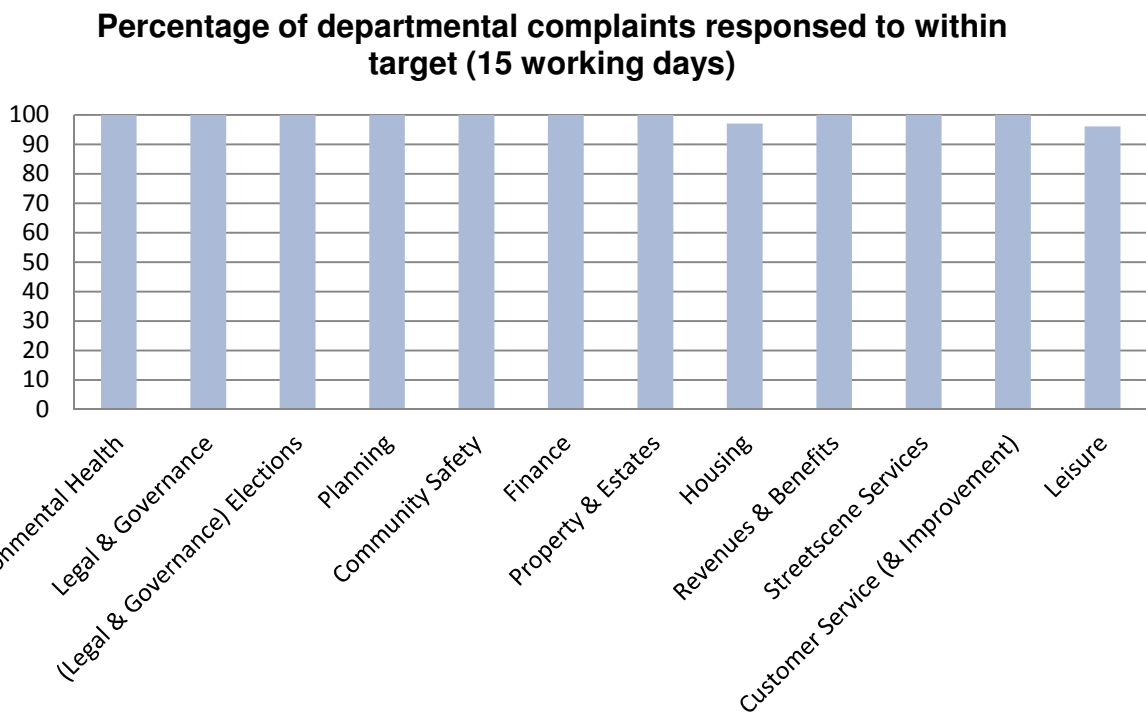
<b>B - Comments 1/10/16 – 31/3/17</b>		<b>Number</b>	<b>Percentage of all comments received</b>
<b>Growth</b>	CEO/CEPT	3	7.7%
	Economic Growth		
	Environmental Health		
	Legal & Governance		
	(Legal & Governance) Elections		
	Planning	2	5.0%
		<b>5</b>	<b>12.7%</b>
<b>Operations</b>	(Housing) Community Safety		
	Finance		
	Housing	6	15.4%
	Property & Estates	4	10.3%
	Revenues & Benefits		
	Streetscene Services	4	10.3%
		<b>14</b>	<b>36.0%</b>

<b>Transformation</b>	Customer Service (& Improvement)		
	(Customer Service &) Improvement	3	7.7%
	HR & Payroll		
	ICT		
	Leisure	17	43.6%
		<b>20</b>	<b>51.3%</b>
<b>Total</b>		<b>39</b>	<b>100%</b>



<b>C – Number of Frontline Resolution (Stage 1) complaints via Contact Centre Customer Information System (Firmstep) 1/10/16 – 31/3/17</b>		<b>Number</b>	<b>Percentage within timescale of 3 working days</b>
<b>Growth</b>	Environmental Health	2	50%
<b>Operations</b>	Housing (Community Safety)	1	0%
	Housing (Repairs)	3	66.6%
	Housing (Other)	1	100%
	Property & Estates	2	0%
	Revenues & Benefits	3	0%
	(Streetscene Services) Refuse	44	93%
	(Streetscene Services) Grounds Maintenance	6	66.6%
<b>Transformation</b>	Customer Service (Contact Centres)	5	100%
	Leisure	4	50%
<b>Total</b>		<b>71</b>	<b>79%</b>

<b>D – Number of Formal Investigation (Stage 2) complaints 1/10/16– 31/3/17</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	16	16	
	Legal & Governance	2	2	
	(Legal & Governance) Elections	1	1	
	Planning	11	11	
		<b>30</b>	<b>30</b>	
<b>Operations</b>	Community Safety	1	1	
	Finance	6	6	
	Housing	33	32	1
	Property & Estates	4	4	
	Revenues & Benefits	13	13	
	Streetscene Services	28	28	
		<b>85</b>	<b>84</b>	<b>1</b>
<b>Transformation</b>	Customer Service (& Improvement)	14	14	
	(Customer Service & Improvement)			
	HR & Payroll			
	ICT			
	Leisure	25	24	1
		<b>39</b>	<b>38</b>	<b>1</b>
<b>Total</b>		<b>154</b>	<b>152</b>	<b>2</b>



<b>E – Number of Internal Review (S3) complaints 1/10/16 – 31/3/17</b>		<b>Number</b>	<b>Within timescale of 20 working days</b>	<b>Out of timescale</b>
<b>Growth</b>	CEO/CEPT			
	Economic Growth			
	Environmental Health	6	6	
	Legal, Governance & Elections	1	1	
	Planning	3	3	
		<b>10</b>	<b>10</b>	
<b>Operations</b>	Community Safety			
	Finance			
	Housing	8	8	
	Property & Estates	1	1	
	Revenues & Benefits	3	3	
	Streetscene Services	5	5	
		<b>17</b>	<b>17</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>29</b>	<b>29</b>	

Appendix 3

Date Received	F - Ombudsman's Summary 2016/17	Departments Involved	Date Decision Letter Received	Ombudsman Decision
21/03/16*	Wants compensation for loss of revenue caused by tenant -	Revenues & Benefits	05/07/16	<b>Upheld: maladministration and injustice</b> - case closed as the Council had identified the issue and rectified it
21/04/16*	<b>Assessment Stage:</b> Loss of historic hedge has resulted in loss of privacy	Planning	27/04/16	<b>Closed after initial enquiries - no further action</b> This is because the Council has properly considered its powers and there is no evidence of fault
27/07/16*	<b>Assessment Stage:</b> Elected Member complaint	Legal, Governance & Elections	15/08/16	<b>Closed after initial enquiries - no further action</b> - this is because it is unlikely the Council has acted with fault.
11/08/16*	Complainant is not happy with his liability for Council Tax	Revenues & Benefits	27/10/16	<b>Upheld: maladministration and injustice</b>
21/09/16*	Not happy that he has to submit a planning application for what he thinks is permitted development	Planning	25/10/16	<b>Closed after initial enquiries - out of jurisdiction</b>
16/02/17*	Landlord wants housing benefit paid directly to him to the up to the time he evicted the tenant	Revenues & Benefits	16/02/17	<b>Closed after initial enquiries – no further action</b> - this is because the LGO cannot question whether a Council's decision is right or wrong because a complainant disagrees with it, the outstanding rent arrears are the tenant's responsibility and there is insufficient evidence of fault

\*LGO – Local Government Ombudsman

\*\*HO – Housing Ombudsman (none this period)