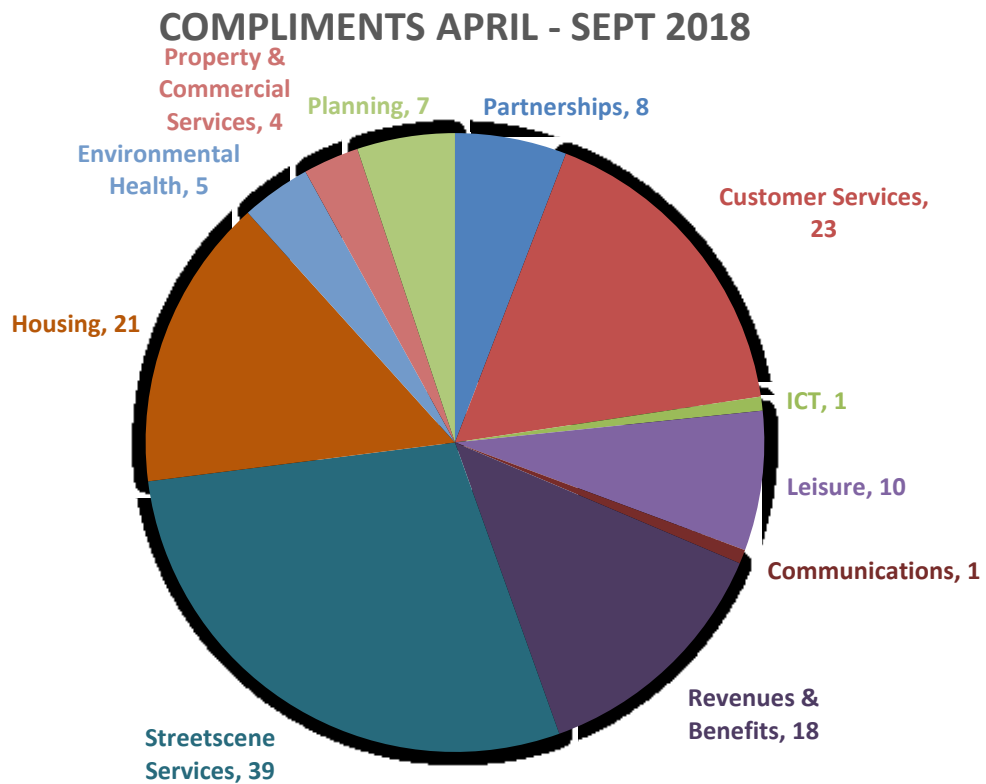


<b>A- Compliments 1/4/18 - 30/9/18</b>		<b>Number</b>	<b>Percentage of all compliments received</b>
<b>People</b>	Partnerships	8	5.8%
	Customer Services	23	16.7%
	ICT	1	0.7%
	Leisure	10	7.3%
	Communications	1	0.7%
	Revenues & Benefits	18	13.1%
	Streetscene Services	39	28.3%
		<b>100</b>	
<b>Place</b>	Housing	21	15.3%
	Environmental Health	5	4.2%
	Property & Commercial Services	4	2.8%
	Planning	7	5.1%
		<b>37</b>	
<b>Total</b>		<b>137</b>	<b>100%</b>

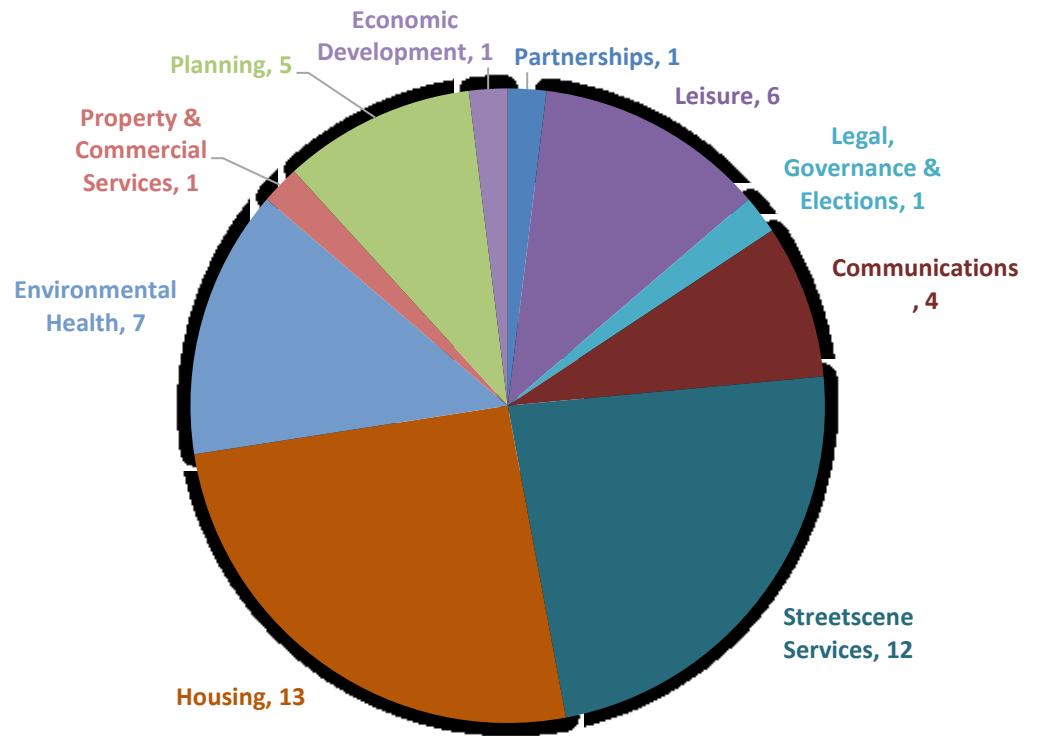


Compliments included:

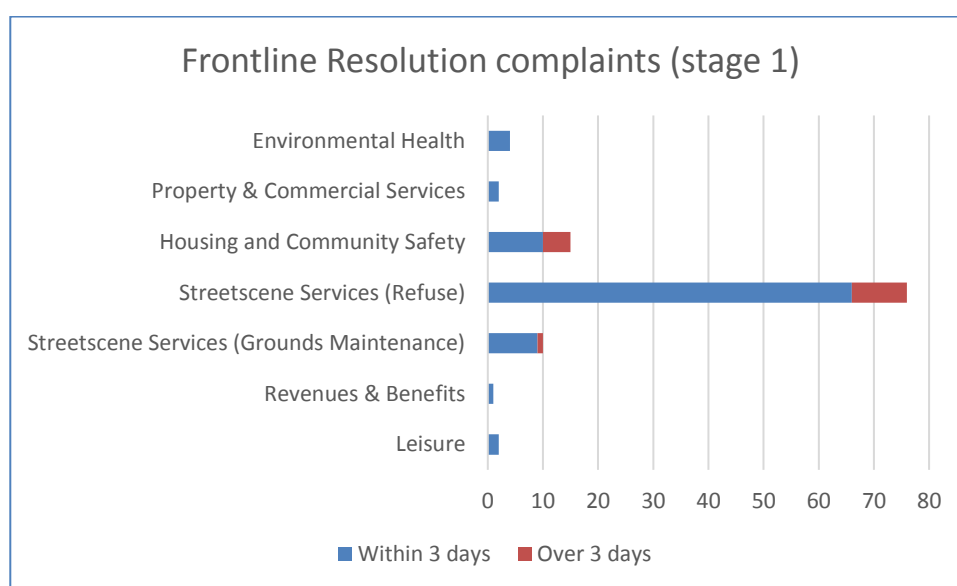
Resident would like to thank the Grounds Maintenance team for the significant improvement they made to the public footpath 8 - Many thanks!	Streetscene Services
From not being able to ride a balance bike to riding a pedal bike in 12 weeks. If anyone wants their child to learn to ride a bike in a safe environment, indoor and have lots of fun at the same time, really recommend balanceability, those running the course are really enthusiastic.	Leisure
Customer had a new stop tap fitted under the kitchen sink today following a burst pipe last week, He was very happy with the service and thought the two plumbers were 'brilliant'.	Housing
Resident has been awarded DHP and says it has made his day, he feels like he has won the lottery. He'd had so much work cancelled. Aims to be off benefits asap but thanked Benefits for the DHP award which will help him greatly.	Revenues & Benefits
Resident would like to thank Officer for his help in getting Affordable Warmth funding. Many thanks	Environmental Health
The gentleman (Customer Advisor) who dealt with was very helpful & managed to get the bin crew to return to her missed bin that day. Resident said he was really good on the phone even when she got quite upset.	Customer Services
Tenant says she had a workman in her property from the council to fix her sink plug hole, dripping tap and sink u-bend and she said he was fantastic. She wanted to pass on her thanks to the workman and Repairs Department. The workman also put three screws into the lower part of her cupboard that needed fixing without her having to ask him to. Also worker left the place spotless.	Housing
Resident commented on how well our grounds maintenance team are working in the Hides Green area, they are doing a great job, working really hard and have not stopped all day.	Streetscene Services
Resident called complimenting the ranger service as it was very comforting to see them doing a patrol as requested and would like to say thank you	Housing
Resident is moving out of district, but would like to thank Benefits staff - 'all contact with Council staff, whether it has been by phone or personal contact, has been with courtesy and respect. I thank you for this, & if these attributes were applied by more people, wouldn't this be a much nicer world to live in?'	Revenues & Benefits
My first month at the gym has been fantastic the staff are helpful, approachable and make you feel comfortable! I was a bit sceptical before joining but definitely recommend to anyone! Just had my first bodypump session and can't wait to do more, the instructor has so much energy and pushes you to do your best.	Leisure
I just wanted to drop you a line to commend the Partnership Strategy Officer for her dedication and support in the Shirebrook area. She has worked tirelessly to engage the communities of Shirebrook with the Eats and Treats event and has personally made over 30 referrals to the event which will contribute massively to its success. I just wanted to let you know what a great job she was doing for the Building Resilience Programme to help strength not only the NG20 community but the wider community too.	Partnership Strategy
Can I thank you on behalf of our 'team' for your patience, diligence and professional approach with the consideration of this application.	Planning
Resident rang to say that the small road sweeper has been round and whoever did this has done an EXCELLENT job - it is the best it has been on this road	Streetscene Services
Customer would like to thank the Senior Benefits Officer for all her help with sorting his grandmother's housing benefit while she is in hospital	Revenues & Benefits

<b>B - Comments 1/4/18 - 30/9/18</b>		<b>Number</b>	<b>Percentage of all comments received</b>
<b>People</b>	Partnerships	1	2.0%
	Leisure	6	11.7%
	Legal, Governance & Elections	1	2.0%
	Communications	4	7.8%
	Streetscene Services	12	23.5%
		<b>24</b>	
<b>Place</b>	Housing	13	25.5%
	Environmental Health	7	13.7%
	Property & Commercial Services	1	2.0%
	Planning	5	9.8%
	Economic Development	1	2.0%
		<b>27</b>	
<b>Total</b>		<b>51</b>	<b>100%</b>

### COMMENTS APRIL - SEPT 2018

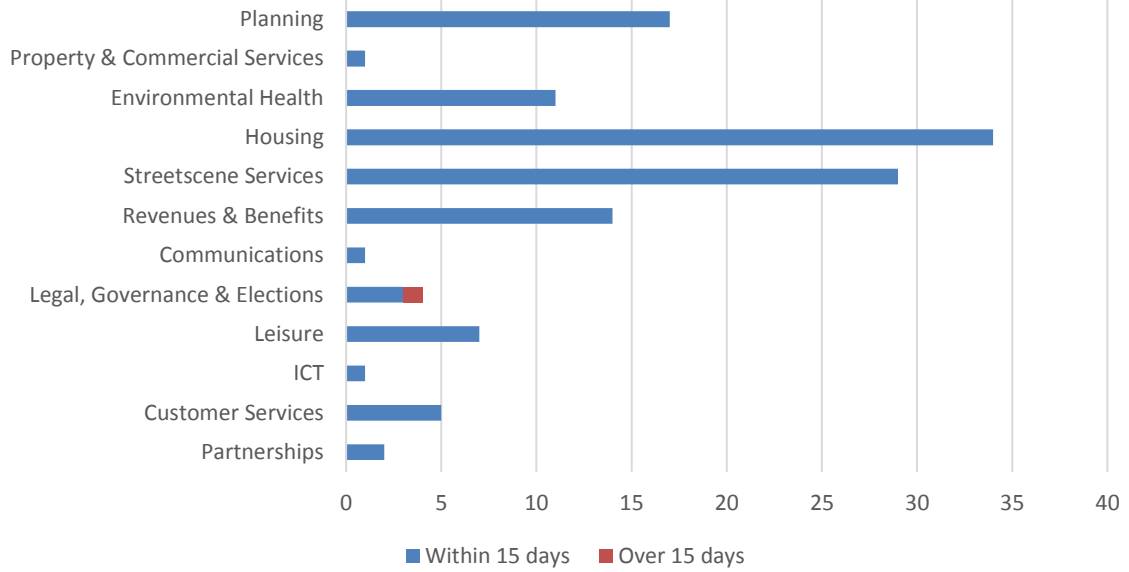


<b>C - Number of Frontline Resolution (Stage 1) complaints via Contact Centre 1/4/18 - 30/9/18</b>		<b>Number</b>	<b>Out of timescale (3 working days)</b>
<b>People</b>	Leisure	2	
	Revenues & Benefits	1	
	Streetscene Services (Grounds Maintenance)	10	1
	Streetscene Services (Refuse)	76	10
		<b>89</b>	
<b>Place</b>	Housing	15	5
	Property & Commercial Services	2	
	Environmental Health	4	
		<b>21</b>	
<b>Total</b>		<b>110</b>	<b>16 (15%)</b>



<b>D – Number of Formal Investigation (Stage 2) complaints 1/4/18 - 30/9/18</b>		<b>Number</b>	<b>Within timescale of 15 working days</b>	<b>Out of timescale</b>
<b>People</b>	Partnerships	2	2	
	Customer Services	5	5	
	ICT	1	1	
	Leisure	7	7	
	Legal, Governance & Elections	3	2	1 (Extension applied)
	Communications	1	1	
	Revenues & Benefits	14	14	
	Streetscene Services	29	29	
		<b>62</b>	<b>61</b>	<b>1</b>
<b>Place</b>	Housing	34	34	
	Environmental Health	11	11	
	Property & Commercial Services	1	1	
	Planning	17	17	
		<b>63</b>	<b>63</b>	
<b>Total</b>		<b>125</b>	<b>124</b>	<b>1</b>

**Number of Formal Investigation (Stage 2) responded to within target (15 working days) by department**



<b>E – Number of Internal Review (S3) complaints 1/4/18 - 30/9/18</b>		<b>Number</b>	<b>Within timescale of 20 working days</b>	<b>Out of timescale</b>
<b>People</b>	Leisure	2	2	
	Legal, Governance & Elections	3	3	
	Performance	2	2	
	Revenues & Benefits	2	2	
	Streetscene Services	1	1	
		<b>10</b>	<b>10</b>	
<b>Place</b>	Housing	4	4	
	Environmental Health	2	2	
	Planning	3	3	
		<b>9</b>	<b>9</b>	
<b>Total</b>		<b>19</b>	<b>19</b>	<b>0</b>

Appendix 3

<b>F - Ombudsman's Summary</b>		<b>Departments Involved</b>	<b>Date Decision Letter Received</b>	<b>Ombudsman Decision</b>
01/11/17	<b>HO*</b> Tenant is experiencing antisocial behaviour from a previous tenant who has dementia and still believes they live at the property	Housing	26/09/18	<b>Service failure in the Council's handling of this matter with regard to updating the complainant</b>
12/09/18	<b>LGSCO*</b> Not happy with response regarding the difference between Planning Applications and the Local Plan	Planning	01/10/18	<b>Closed after initial enquiries - no further action</b>
09/10/18	<b>LGSCO*</b> Initial enquiries. Complaint that the weedspraying programme has damaged their beech hedge	Streetscene Services	24/10/18	<b>Closed after initial enquiries - out of jurisdiction.</b> This is because it is reasonable for the complainant to seek a remedy in the courts if the Council denies liability for negligence

**LGSCO\* Local Government Ombudsman**  
**HO\* Housing Ombudsman**